



No. 27-13/2011-S&M-CM/6

Date: 15.06.2011
17

To.

The Chief General Manager,
All/Telecom Circles/Districts
BSNL

Subject: Payment of commission to POS through Sanchar Soft & C-TOPUP

Reference is invited to this office letter no. MOB-17/C-TOPUP-2010 dated 08-03-2010 (copy enclosed), vide which guidelines for integration of Sanchar Soft C-TOPUP for franchisee/retailer commission payments have already been issued. The detailed guidelines, inter-alia, envisage the Sanchar Soft Platform to consolidate the commission amount payable to POS i.e., the amount of CAF Commission, incentive, trade scheme etc. The said consolidated amount is further to be pushed into the C-TOPUP system for credit into the wallet of the respective POS.

2. AP Circle has already implemented the said commission payment process through Sanchar-Soft. Copy of their letter dated 23.12.2010 along with stated annexure, is attached herewith for ready reference. This has facilitated quick processing and payment of commission amount to POS, i.e., the channel partners, after requisite verification and reconciliation, as the data is already available in the Sanchar-Soft Platform.

3. It is expected that all retailers have C-Topup SIMs and are to be provisioned in Sancharsoft system through C-Topup as per guidelines issued vide letter No. 10-25/2010-P&P (Vijay) dated 18-5-2011. Circles are to ensure re-conciliation of data in both systems, at least once a month so as to be sure that there is complete matching of database in both systems.

4. Regarding TDS on discount/ commission being paid to retailers through sancharsoft and c-topup in kind (talk value) in place of direct money, guidelines from corporate will be issued shortly.

4. All Heads of Circles are therefore requested to implement the payment of commission to POS through Sanchar-Soft.

(Upendra Bakolia)
DGM (Sales & Mktg.-CM)

Copy to:

1. Director (CM), BSNL Board, New Delhi.
2. CGM, ITP Circle, Pune – requested to ensure required changes in sancharsoft in coordination with GMs (CMTS) Nodal Centre.
3. GM CMTS) Nodal Centre, Chandigarh/ Pune/ Trichy/ Kolkata
4. Addl GM (TMO-Vijay)/ DGM (NWO-W), BSNL CO , New Delhi
5. M/s. Pyro Networks Pvt. Ltd., Hyderabad.

Bharat Sanchar Nigam Limited
Corporate Office
115, Bharat Sanchar Bhawan, Janpath, New Delhi

No.MOB-17/ CTOPUP-2010

Dated 08th March 2010

To,

(i) Chief General Manager
All Telecom Circles / Metro Districts

(ii) GM ITPC Hyderabad.

Subject:- Guidelines for Sanchar-soft-CTOPUP integration for Franchisee/Retailer commission updation.

Introduction

Different systems dealing with pre-paid account management have been working at the GSM Nodal Centers. Activation servers take care of SMS based activation of pre-paid by BSNL officials or franchisee/DSA, who are directly responsible to BSNL, Sancharsoft is meant for management of sale of SIMs, recharge/topup vouchers and related commission payable to POSs and C-Topup manages SMS based recharge/topup by POS.

2. It is observed that there is delay in payment of commission to POS on account of sale of SIM, collection of CAF, First Recharge Coupon (FRC), RCV, Special Tariff Voucher (STV) etc., mainly due to manual process involved to collect data from different sources and work out the commission at SSA level. FRC, RCV & STV are sold through C-Topup as well. There s need to have automatized system to calculate commission in time and on regular basis to facilitate quick payment to POS.

3. The integration of Sancharsoft with CTOPUP will provide on-line data regarding sales and commission, performance measurement right upto retailer/DSA and will also pave the way for healthy competition among POSs by introducing Incentive schemes and also Loyalty Bonus scheme. In this regard, guidelines have already been issued by this office vide Lr.No. MOB-17/CTOPUP-2009 dated: 01-09-2009. However, the same are further elaborated herein:

Brief Description on the Sancharsoft – CTOPUP integration

Franchisees / Retailers will be selling their product through Sancharsoft system and will earn commission as per BSNL's Sales & Marketing policy. The commission earned by the POS every day will be aggregated and pushed to the CTOPUP system on the following day. The data consisting of CTOPUP POS mobile number and the commission acquired by that Franchisee / Retailer will be approved by the Accounts Incharge, to be paid to that POS through CTOPUP system. On approval, the

commission will be added to the wallet of POS in C-Topup system as is being done in all other cases.

Work Flow:

- i) Sancharsoft will consolidate commission, incentive or loyalty bonus amount payable to each of POSs and will push it to the C-Topup system.
- ii) AO (CASH/CMTS) of the SSA will update such amount for approval by Circle Nodal Officer (CNO).
- iii) Circle Nodal Officer will approve such transaction to be credited into the wallet of the POS in C-Topup system and also push it to the staging area of Sancharsoft for completing the loop.
- iv) Daily list of credits and also of fresh payments made by POS, received for C-Topup authorization, will be prepared by AO (CASH/CMTS) of SSA and will be sent to the Nodal Officer of the Circle, Staging area of Sancharsoft and also to the CAO/ AO (CMTS) in the Circle office, referred as Reconciliation Officer, for reconciliation of this list with the C-Topup system reports received from the Circle Nodal officer.
- v) Monthly consolidated list of credits from Sancharsoft and fresh payments from POS received towards C-TOPUP will be prepared by AO (CASH/CMTS) of the SSA and will be sent to Nodal Officer of the Circle, to the Reconciliation Officer in the Circle office for reconciliation of this list with the C-TOPUP system reports received from the Circle Nodal officer and also to the Sancharsoft. Such reports will also be accessible to the franchisee/POS through Sancharsoft and /or C-Topup proxy server.
- vi) Marketing and Accounts units in the Circle will finalize the commission structure including stages of its payment like initial payment and subsequent part on CAF receipt.
- vii) TDS shall be recovered from Franchisee for all Commission payments.

4. Each of the CMTS nodal centers where C TOP UP Platform is located are requested to kindly arrange for of the above integration immediately, if not completed.

5. This has approval of the competent authority.

(Mukesh Meena)
DGM (NWO-W)

Copy for necessary action to -

1. GM (CMTS) Nodal Centers Chandigarh / Kolkatta / Pune/Trichy/.
2. GM (CDMA) Vadodra.
3. M/s Pyro / M/s Estel for necessary action please.

Copy for kind information to -

1. CMD and all Directors, BSNL Board, New Delhi
2. GM (Regulation) / Comml. / TRF / CA / Taxation / Mktg. / Sales / PG / CS / CMTS Core / T&C, BSNL CO



भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

Room No.302, S&M-CM Section % the CGMT, Telecom, AP Circle., Hyderabad – 500 001

Lr.No: TA/SM-CM/4-11/10-11/Vol.I/7 dtd 23-12-2010.

To
The PGM – HTD,
All SSA Heads in AP Circle.

Sub:-Implementation of the Commission Module in AP Circle through Sancharsoft and compliance of points reported by validation Team _ Reg.

Ref:- DGM(Devp)-Hyd Ir.NO ITPC/GM(D)/SIM Management/2008-09/22 dtd 10-12-2010

With reference to the letter cited above from ITPC, the "commission module" in Sancharsoft is validated and ready to be implemented for payment of commission automatically to the Franchisees/ Retailers.

Accordingly, the competent authority has decided that the commission module is to be used by all the SSAs without fail with immediate effect. However, the first two months, the commission payment can be made manually after tallying the figures arrived through commission module with that of usual calculations. Automatic payment of commission through C-Top Up may be made from 3rd month onwards.

If any deviation is observed during the first two months, the same may be immediately brought to the notice of the ITPC/Project Vijay wings, for necessary rectifications.

DGM(S&M)CM,

O/o the CGMT, AP Circle.,
Hyderabad – 500001.

Copy to,

1. The GM/DGM(Dev), ITPC., Telephone Bhavan, HD
2. The DGM (Project Vijay), % CGMT-HD.

INCENTIVE PAYMENT MODULE REPORT STRUCTURE

CAF Commission Reports

- SSA Logins will have franchisee/retailer wise data on number of CAFs eligible for the commission payment along with CTOPUP number of franchisee
- The report will have link of detailed list of GSM Numbers for which CAF payment is being made along with CAF Acceptance data and First Call date, CAF Location
- The report will have details of TDS calculation and amount to be transferred on CTOPUP in lieu of the commission to be paid
- The report will have link to "Not paid cases" which will have details of GSM SIMs with data entry date, work order number, CAF status (pending with franchisee/ pending with CSC/ Rejected by CSC) and the FC status

FOS Support Part-A Reports

- SSA Logins will have franchisee wise data on number of eligible activations, number of FOS approved and active on SancharSoft
- The report will have further link with FoS names and details as available on SancharSoft
- The report will also have a further link to detailed GSM numbers for which activations are being included along with details of First Call date and FRC loading date
- The report will have details of amount to be transferred on CTOPUP in lieu of the commission to be paid

FOS Support Part-B Reports

- SSA Logins will have franchisee wise data on number of number of retailers with > 5 activations, number of retailers with > 5 FRC loadings and remaining calculation steps
- The report will have further link with list of retailer names and CTOPUP numbers along with number of activations done by the retailer
- The report will also have a further link to detailed list of CTOPUP numbers which have made > 5 FRCs along with the actual number of FRCs made by the CTOPUP
- The report will have details of amount to be transferred on CTOPUP in lieu of the commission to be paid

Trade Scheme Reports

- The trade scheme details along with period of trade scheme and incentive structure will be present on all trade scheme reports
- The SSA login will have franchisee / retailer wise list of number of activations eligible for incentive payment during the trade scheme period
- The reports will also have the CTOPUP numbers present against the franchisee / retailer. The CTOPUP numbers not registered against any retailer shown separately
- The report will have further link to detailed GSM numbers counted for trade scheme payment along with First Call date, FRC date and amount of trade scheme incentive against the activation
- The report will have details of TDS deductions and amount to be transferred on CTOPUP in lieu of the commission to be paid

Along with these commission calculation reports, there would be **commission payment module** in SSA logins which will have invoice details for each commission payment which have buttons for SSAs to approve the incentive, reject the incentive and mark the incentive as "paid offline".

Along with these reports, a **Master GSM number level report** will be available on all logins which will allow user to look at entire status against the GSM number – Location of SIM, Activation details, First Call date, FRC date, Data entry date, CAF status, etc.

The menu structure and nomenclature of the reports was also discussed and finalized

CHANNEL COMMISSION AND INCENTIVES CALCULATION LOGIC

CAF Commission Module (For Franchisees and Retailers) - The report will be generated for a month on the 5th day of next month

- For a particular month, the CAF Commission Report calculates the commission for the following cases
 - CAFs accepted within the reporting month for the SIMs on which First Call (FC) has been made
 - CAFs accepted in previous months but the First Call has been made in this reporting month
 - and FRC is made on these SIM
- The CAFs which have been accepted by the reporting month but First Call is not been made, the CAF commission will be paid for those connections in the month when First Call & FRC is made(Whichever is later)
- CAFs submitted directly through CCN Terminal and not through SancharSoft are not included in this report. Payments for those CAF submissions should be processed offline.
- For the retailer component of CAF Commission, Commission will be paid to the retailer registered during the data entry by the franchisee
- The direct commission can be made to only those retailers whose CTOUP number is available on SancharSoft, for the rest of retailers, offline payment should be processed or the CTOUP Number should be updated

FOS Support - Part A - The report will be generated for a month on the 5th day of the next month

- For a particular month, activations included for the calculation of FOS Support Part A will consist of
 - First Call has been made during the reporting month and FRC has been loaded on the SIM
 - First Call has been made in some previous month and FRC has been loaded during this reporting month
- The First Call activations which have been made during the reporting month but no FRC has been loaded, the activation will be included in the month report when the FRC will be loaded
- The number of FoS active on SancharSoft for at least 15 days during the reporting month will be included in the calculation
- FOS support is not paid to a franchisee for less than 350 activations in a month
- FOS support is paid for minimum of $(\text{Number of eligible activations} / 350, \text{ actual number of FOS appointed on SancharSoft})$

FOS Support - Part B - Franchisee Incentive for Retailer Coverage - The report will be generated for a month on the 5th day of the next month

- For the particular month, the franchisee incentive for retailer coverage is calculated as following:

Minimum of the two numbers is taken:

1. Number of retailers which have made > 5 activations (i.e. 6 or more). The activations included for this calculation are:
 - First Call has been made during the reporting month and data entry has been done by the franchisee
 - First Call has been made in some previous month and data entry has been made during the reporting month
 - Count of retailers is as per the retailer selected by franchisee during the data entry on SancharSoft
2. Number of CTOPUPs in the tree of the franchisee which have loaded > 5 FRCs (i.e. 6 or more)

Trade Schemes for the franchisees

- For the particular trade scheme period, number of activations done by the franchisee used for calculation consist of
 - Number of FRCs loaded by the tree of the franchisee during the trade scheme period for which the First call has also been made
 - Number of FRCs loaded by the tree of the franchisee prior to the trade scheme period for which the First call has been made during the trade scheme period
 - Only the SIMs issued to the franchisee on SancharSoft will be included in the report for the franchisee

Trade Schemes for the retailers

- For the particular trade scheme period, number of activations done by a retailer are used for calculation consist of
 - Number of FRCs loaded by a CTOPUP during the trade scheme period for which the First call has also been made
 - Number of FRCs loaded by a CTOPUP prior to the trade scheme period for which the First call has been made during the trade scheme period
 - Only the SIMs issued to the respective franchisee on SancharSoft will be included in the report for the retailer

P&P/Vijay/Cvt

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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

E. No. 10/15/2010-P&P (Vijay)

Dated: - 05/05/2011

To,

All the Project Leader
Project Vijay
BSNL Telecom Circle / District

Subject: Revised entry procedure for new CTOP-UP retailers.

While analyzing the data available in Sanchar Soft and CTOP-UP server, substantial mismatch were observed in the CTOP-UP retailers available in Sanchar Soft and CTOP-UP server. There were duplicate CTOP-UP numbers, wrong CTOP-UP numbers not having 10 digits etc. Also large numbers of CTOP-UP retailers of Sanchar Soft were not available in CTOP-UP server and vice versa. Accordingly ITPC circle has taken the following action to reconcile the retailer data of Sanchar Soft and CTOP-UP server

All the CTOP-UP retailers of Sanchar Soft, whose numbers were matching with retailers of CTOP-UP server were retained in Sanchar Soft. Remaining data of Sanchar Soft has been moved to separate location. The CTOP-UP retailers which were available in CTOP-UP server but not available in Sanchar Soft were copied from CTOP-UP Sever to Sanchar Soft.

To avoid the further mismatch between the data of Sanchar Soft and CTOP-UP server, it has been decided that:-

- (i) In future, all the new CTOP-UP retailers will be entered in CTOP-UP server only. The retailers thus added in to the CTOP-UP sever will be automatically updated to the Sanchar Soft on the following day i.e within 24 Hrs.
- (ii) A separate edit Menu has been given in the Sanchar Soft to update the other details to complete the identification of CTOP-UP retailer. On the edit screen a field is also required to be updated that whether the said retailer is from the surveyed data(Y/N)? Hence every day the concerned has to login to the system and check for any additions done on previous day for updating the same in the system.
- (iii) Any movement of retailer from one Franchisee to other Franchisee or deletion of non active CTOP-UP retailers has to be done in CTOP-UP Server and same will be automatically updated in Sanchar Soft from CTOP-UP server.

This issues with the approval of competent authority.

(Beerbai Prasad)
Addl GM (TMO-Vijay)

Copy to: 1) All ROM Project Vijay Wave 1 & 2 Circles - District.
2) Shri S. Melmalgi, DGM/ITPC Hyderabad : for information and n/a please.
3) AGM (NWO - CM), 1st floor, BSNL CO, New Delhi.