



Redeem Voucher Administration System



**Interact
Incorporated**
Software Systems

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Key Voucher Generation Features:

- Web based voucher creation and management
- Central administrative security gateway
- Convenient printer output files
- Supports multiple currencies
- On-demand or Pre-Scheduled voucher generation
- Ability to import vouchers from external systems
- Voucher/PIN lifecycle management
- Vouchers can be grouped and generated in 'batch' form

Key Voucher Redemption Features:

- Lightweight, highly accessible HTTP API
- Secure, SSL encrypted http requests
- Comprehensive voucher lifecycle
- Standard and customizable records based on Oracle database
- Voucher system capable of linking with external systems in order to credit subscriber accounts

Overview

As the wireless market becomes more competitive, operators are finding it increasingly necessary to attract higher profit subscribers and persuade them to top-up their accounts more frequently. Interact's Redeem Voucher Administration System provides the means to accomplish both. Operators will be able to increase brand awareness and top-up convenience at merchants where their target market shops, as well as run dedicated marketing campaigns for selected customer segments.

Web Based Voucher Creation and Management

Convenient administrative front end consists of multiple screens that allow a client to generate and monitor vouchers at all times, as well as provide complete prepaid voucher lifecycle management including voucher generation, activation, recharging and deactivation of subscribers. Complete audit and tracking within this system minimizes risk of fraud and ensures security.

Manage Batches – Manage Batches allow the user to view and search for specific batches, create new batches, modify existing batches, upload externally generated batches, generate a specific batch or all pending batches and monitor batches.

Manage Vouchers – Manage Vouchers allow the user to view all vouchers that have been generated, search for specific vouchers, modify existing vouchers and upload voucher updates.

Manage Users – Manage Users allow the user to view, modify, add and delete users.

History – History allows the user to view all actions that have been performed within the Redeem Voucher Administration system. From this screen the user can view the detail of a batch, voucher, user or network operator.

System Preferences - System Preferences screen allows the user to schedule batch processing, manage Network Operator and upload a logo to display on the Redeem Voucher Administration GUI screens.

The screenshot displays the Interact Incorporated Redeem Voucher Administration System interface. On the left is a 'LOG IN' form with fields for 'Username:' and 'Password:' and a 'Login' button. The main area is titled 'MONITOR BATCHES' and features a navigation menu with options: 'Manage Batches', 'Manage Vouchers', 'Manage Users', 'History', and 'System Preferences'. Below the menu, there are sections for 'Generation Progress' (showing '0% complete (23 of 32)') and 'Queued Batches' (with a note: 'Batches are currently scheduled to run at 03:03:17. To change this, visit System Preferences.'). The 'Recently Completed' table is as follows:

Description	Size	Status	Network Operator	Amount	Date Added	
red1	10000	Active	red1	\$10.00	2009-02-26 11:20	View History
purple1	10000	Active	purple1	\$10.00	2009-02-26 11:21	View History

Below this is a 'Recent Failures' table with columns: Description, Size, Status, Network Operator, Amount, Date Added.

Central Administrative Security

The Redeem Voucher Administration system can run standalone or with an SMP. When used with an SMP, the system includes a core security mechanism (iSecure) that tracks authorized Administrative modifications to the system. Different levels of Administrative and Operator privileges may be assigned, with each user session being logged. These records may be accessed in real-time or archived for later audit trail assembly. Running standalone, the Voucher system has a built-in authentication and access control management system for Administrators and Operators.

Multiple Currency Support

The Redeem Voucher Administration system adheres to the ISO 4217 currency system. This International Standard consists of both a three-letter code and an equivalent three-digit numeric code for the representation of currencies and funds.

Voucher Lifecycle

The voucher lifecycle is coupled with the batch lifecycle. An example voucher lifecycle:

- 1) Batch is created with information about its vouchers.
- 2) The batch is generated. (for on-demand or scheduled generation)

Use Case #1

Subscriber A purchases and redeems voucher at the POS

Subscriber A purchases a pre-printed voucher with a pre-determined value from a merchant. Upon the purchase of this voucher the cashier swipes the card and asks the subscriber for his/her mobile number. This triggers a transaction to the Voucher System using a secure http transaction. Upon receiving the request the Voucher System authenticates the voucher and changes the status to locked. Then a transaction is sent to the 3rd party Prepaid platform to update the subscriber's balance with the value of the voucher. Upon successful update of the subscriber's balance the voucher is marked as used and the Voucher System responds to the merchant in order to inform them of the transactions outcome. The merchant then informs the subscriber that the transaction was successful.

1. Subscriber purchases voucher
2. Cashier swipes voucher and collects phone number
3. The voucher is redeemed and the subscriber's balance is updated

Use Case #2

Subscriber B purchases a voucher, redeems via IVR

Subscriber B purchases a pre-printed voucher with a pre-determined value from a merchant. Upon the purchase of this voucher the cashier swipes the card. This triggers an operation to the Voucher System using a secure http transaction. The voucher transitions to active status. At a later time the subscriber calls into an IVR to redeem the voucher. The caller is asked to enter the number on the back of the card, this number is then validated against the voucher and if it is found to be a match a transaction is then sent to the 3rd Party prepaid platform to update the subscribers balance. The voucher is then marked as used.

1. Subscriber purchases voucher
2. Voucher is activated
3. Subscriber calls into IVR
4. The voucher is redeemed and the subscriber's balance is updated

3) Upon generation, the voucher is Active and available for redemption.

4) An outside entity gets a request to redeem the voucher It:

- Locks the voucher on the voucher system
- Performs the necessary recharge logic
- Marks the voucher as redeemed on the voucher system

5) The voucher is now in a Redeemed state and can no longer be used

The Redeem Voucher Administration system is capable of editing or monitoring the status of the generated vouchers during the voucher life cycle.

Convenient Printer Output Files

The Redeem Voucher Administration system provides an easy-to-use, delimited file containing key voucher attributes: voucher, serial number, and PIN. This file is encrypted ensuring secure transport to the printer of choice, then compressed and archived to assist in any retransmission efforts.

Use Case #3

Subscriber C purchases a virtual voucher, redeems at the POS

Subscriber C purchases a pre-printed voucher with no pre-determined value from a merchant. Upon the purchase of this voucher the cashier swipes the card and asks the subscriber for his/her mobile number and the amount that they would wish to purchase. This triggers a transaction to the Voucher System over a secure http transaction. Upon receiving the request the Voucher System authenticates the voucher, assigns value to the voucher, and changes the status to locked. Then a transaction is sent to the 3rd party Prepaid platform to update the subscriber's balance with the value of the voucher. Upon successful update of the subscriber's balance the voucher is marked as used and the Voucher System responds to the merchant to inform them of the transactions outcome. The merchant then advises the subscriber that the transaction was successful.

1. Subscriber purchases voucher
2. Cashier swipes voucher and asks for specified amount
3. The voucher is redeemed and the subscriber's balance is updated

About Interact

Since 1981, Interact has been dedicated to providing highly customizable Communication and Rating solutions to discriminating clients spanning the globe.

Readily equipped to supply extremely short time-to-market solutions accommodating both entry-level and central office class models, Interact builds every solution on an open, distributed, and modular architecture which is deployable on a variety of hardware platforms.

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