

Application User Guide

OMNI TLA - Top Level Account

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1.0 Introduction

1.1 What is OMNI TLA?

OMNI Top Level Account (TLA) enables Phoneserve Distributors to create and manage OMNI accounts for their customers, using the OMNI interface and without the intervention of a Phoneserve Account Manager.

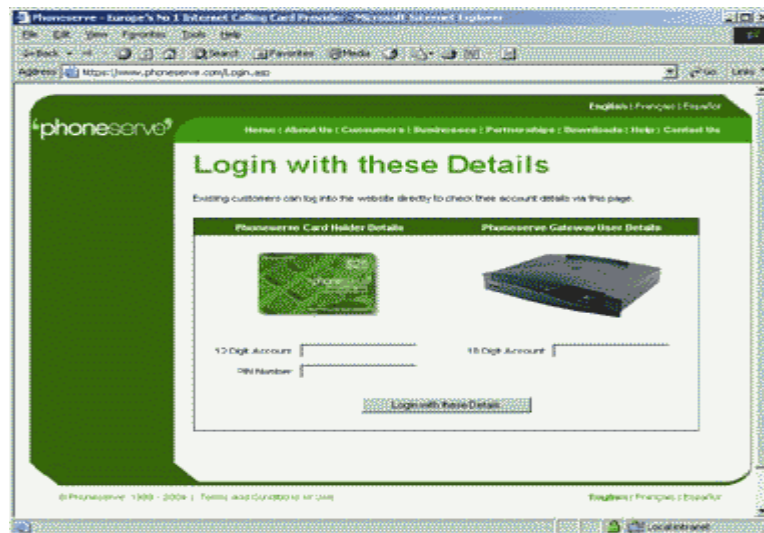
With a TLA, you have the power to create Master and Child accounts for your customers and to allocate funds to their Master Accounts in real time - as soon as your customer pays, their account can be credited and used without delay. OMNI TLA gives you the flexibility and control needed to run a successful calling card programme, all from within the familiar OMNI interface. And what's more, it's free!

1.2 How do I Get a TLA Account?

If you would like to register for your own TLA, please contact your Phoneserve Account Manager today. If you have existing OMNI Master Accounts, these can be added to your TLA with ease. Simply have details of your current Master Accounts ready when you call and your Account Manager will do the rest.

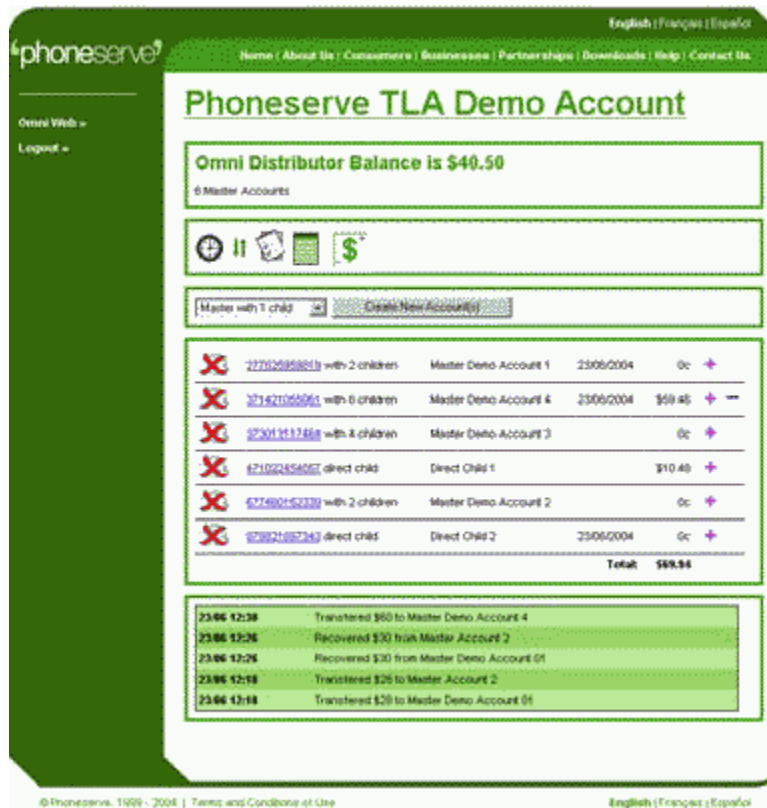
2.0 Getting Started

Once you have received your TLA details from your Phoneserve Account Manager you can log into your new account via the Phoneserve website:
www.phoneserve.com/login



Enter your TLA account number and PIN into the **'Phoneserve Gateway User Details'** box, then click on the **'Login With These Details'** button.

The following example shows a TLA containing a prepaid balance of \$40.50 and six Master Accounts, each with varying numbers of 'Child' Accounts.



To change the name of your TLA, simply click on its current title (in this case 'Phoneserve TLA Demo Account') and give it your chosen title.

3.0 Creating Master & Child Accounts

To help you understand how to use your TLA, here's a brief refresher on Master and Child Accounts:

Each Phoneserve customer/reseller has one or more Master Accounts. Each Master Account contains details of all ports on the reseller's Internet gateway/s that are used to place calls with Phoneserve. These ports are referred to as 'Children' as they require their own accounts (with available funds) in order to make calls.

The OMNI TLA interface allows you to create your own OMNI Master and Child Accounts without intervention from a Phoneserve Account Manager.

3.1 Adding a New Master Account

OMNI TLA give you different combinations of Master and Child when you wish to add a new Master Account with **up to 32 children accounts** or a Direct Child Account (A gateway port connected directly to your TLA and therefore does not require a Master Account)

To create a new Master account, select one of these combinations in the drop-down box on the main OMNI TLA screen and click the 'Create New Account(s)' button.

Your new Master and Child accounts will be created immediately, providing details of:

- A Master Account number and PIN
- A 'Port ID' for each of the Child Accounts you have added

Details of these accounts are displayed on screen and they can now be personalised with more memorable names, by clicking on the 'no alias defined' link next to the details of each account. It is very worthwhile personalising your Master Accounts, as it becomes much easier to distinguish between Accounts as the number you manage grows.

Note: At this point it is useful to take a note of the name, account number and PIN details for your new Master Account, in order to pass this information onto your customer.

Note 2: Please make sure the balance in your existing account is NOT negative to be able to create new accounts in your TLA

3.2 Adding Children Accounts to your Master Accounts

Click on one of your existing accounts to display its current children accounts on the top of the TLA page in a box called: **View OMNI account info**. Then click on the drop-down list on the bottom of the box next to the button **Create New Account**.

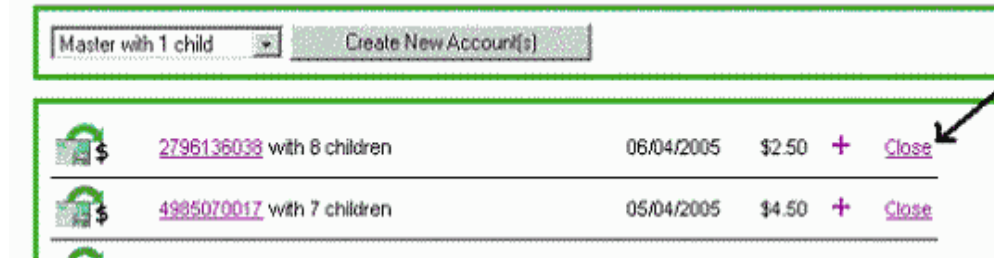
Select a number of children accounts to be added up to 32 children accounts.



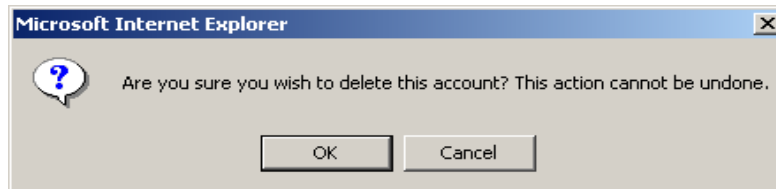
3.3 Closing old unused Master Accounts

A new link called [Close](#) has been created next to the symbols + and - for every Master Account listed in your TLA.

By clicking on this link you will be able to remove old unused accounts and free up space in your TLA.



Please be aware that once an account has been removed it cannot be recovered. A prompt will warn you about this consequence.




recover a recent credit of \$20, but the customer had already made \$7.50 worth of calls, the Distributor could only recover a total of \$12.50.


6.0 Managing Top-Up Payments

Using a TLA, you can control whether or not your customers are able to recharge their OMNI accounts independently and without supervision.

Note: This feature is not provided as standard with your TLA. To acquire this feature free of charge, please contact your Phoneserve Account Manager.

To allow your customers to top-up their accounts locally without your supervision, click on the relevant Master Account to bring up its details. In the OMNI account info window there is a field entitled 'Restrictions'. This field will be set to one of two options.



- 'This account is restricted from being recharged locally'. If this is the case, the account will display the symbol  in the main account window, denoting that the customer owning this Master Account is not able to add funds to their account independently.

- 'This account is not restricted from being recharged locally'. If this is the case, the account will display the symbol  in the main account window, denoting that the customer owning this Master Account is able to add funds to their account independently.

To toggle between the two modes, simply click the 'change' link, at the end of the 'Restrictions' field.

In the example below, the customer owning the top account is able to add funds without the intervention of their Distributor. The remaining five accounts displayed, require their owners to contact the Distributor in order to add new funds to their accounts.

7.0 Adjustments history

Please click on the icon  next to the Account Visibility icon (.

A new page will display the total amount of adjustments done in that account, including date, time, type of adjustment, amount transferred and master account where/from where the transfers of credit have been made.


Account Adjustments

<< Omni Web			
Account Number: 8784924309 Page 1 of 4 Total Adjustments: 31 (\$18.90)			
Date	Type	Account Number	Amount
06/04/2005 10:24:11	Omni credit transfer	0778314961	20c
06/04/2005 10:24:05	Omni credit transfer	0778314961	20c
06/04/2005 09:35:16	Omni credit transfer	0727961360	50c
06/04/2005 09:34:40	Omni debit transfer	0727961360	-50c
05/04/2005 13:47:27	Omni credit transfer	0727961360.	\$5.00
05/04/2005 13:37:56	Omni debit transfer	0727961360	-\$2.00
05/04/2005 13:36:46	Omni credit transfer	0727961360.	\$2.00
05/04/2005 13:35:23	Omni debit transfer	0727961360	-\$2.00
05/04/2005 13:34:14	Omni credit transfer	0727961360.	\$2.00
05/04/2005 11:58:17	Omni credit transfer	2749850700	\$5.00
			Next Page >>

8.0 Account Visibility

Phoneserve have added a new tool to the TLA web interface to enable Distributors to control where their electronic accounts or physical cards have been adjusted; thereby allowing for more efficient and effective account management.

To utilise this feature:

Click on the icon .

Enter the account number you want to retrieve information about

Click on Search to display one of the following options:

- Card number X7XXXXXXXXXX has been used to top up master account number X7XXXXXXXXXX (if the Master Account displayed belongs to your TLA, you will be able to click on it to retrieve more information about that Master Account)

View Omni Account Info

Master Alias: *no alias defined*
Master Account: 874976186171 PIN: 821253

Port 1 ID: 371607784116341158 - *no alias defined*

[Add Funds to this account](#)

Annotations: Red circles around PIN and Port 1 ID with arrows pointing to "PIN will remain visible permanently".

Between the box titled "View OMNI Account Info" and that titled "drop-down list for new OMNI Accounts", there is a new link entitled "Log in as this account". This action will take you directly to the OMNI screen for the selected account, and from there you can browse call statements etc

View Omni Account Info

Master Alias: *no alias defined*
Master Account: 874976186171 PIN: 821253

Port 1 ID: 371607784116341158 - *no alias defined*

[Add Funds to this account](#)

[Log in as this account](#)

Annotation: Red circle around "Log in as this account" with arrow pointing to "Access to OMNI Account from TLA".

Please note, this change clearly puts TLA owners in a position of high trust, in being able to manipulate master accounts being used by customers who have paid for their call time. Callserve will not permit any movement of funds from a master account to children by the TLA owner, nor the change of a password of a master account still in use. In either of these situations, you must discuss the reasons with, and receive the approval of, your Phoneserve account manager before making the change. **Any abuse will lead to the TLA owner in question having this feature removed from their TLA.**

9.0 Emergency top up for TLA Accounts

The TLA total balance is a link with top up functions. You can recharge your TLA with your existing electronic accounts or physical cards.

TLA Account Alias

Emergency top up link

Omni Distributor Balance is \$5

1 Master Account

Click on the link to open a prompt with a couple of fields where you will need to enter the account number and PIN of the electronic account or physical card that you want to transfer to your TLA.

Recharge 'TLA Account Alias'

Close Window

Account Number	<input type="text"/>
and PIN number	<input type="text"/>
<input type="button" value="Transfer Balance"/>	

Once the Account Number and PIN have been entered, click on the button Transfer Balance and your TLA will be topped up with the value of your entered Account Number.

Recharge 'TLA Account Alias'

Close Window

Account Number	<input type="text" value="676635807122"/>
and PIN number	<input type="text" value="423529"/>
<input type="button" value="Transfer Balance"/>	



10.0 Contact & Feedback

We hope that you have found the contents of this guide both useful and informative. However, if you feel any additional information could be added, or the guide could be improved in any way, please e-mail suggestions to info@phoneserve.com

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