



CTAPPS MSC Sdn. Bhd. (683904-T)

No.5, Jalan 4/93, Taman Miharja, 2½ Miles Off Jalan Cheras, 55200 Kuala Lumpur, Malaysia

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MyInvoice

ASP Billing Management System

Contact Persons

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MyInvoice

MyInvoice is an ideal solution that enables one time, recurring or usage based retail or/and wholesale billing for facility or application service providers and business owners to bill their subscribers or tenants.

MyInvoice represents the comprehensive billing solutions for multi-tenants or multi-services or multi-sites environment.

MyInvoice bills generation can be based on one or multiple services and can be printed or electronically generated and disseminated to the subscriber/tenants automatically via email.

The charging of services or facilities provided can be based on fixed or variable billing.

Billing can be focus based on one single service per billing or it can also be for multiple services charging consolidated into one single or multiple bills depending on the user requirement.

Subscriber or tenants may easily and rapidly access their own call details online using the Web.

Management reporting tools provides the overall service information for decision making and can be automatically emailed.

Main Platforms

MyInvoice consists of 4 main platforms:

A) MyReader

The MyReader engine handles the raw data capture from any 3rd party Telecommunication systems (PBX, IPPBX, Router, etc) to obtain and organize the call data record (CDR) or billing information. This allows MyInvoice to integrate and work with the vast majority of existing platforms. Data capture can be done either via RS232 serial or LAN link.

B) MySMDR

The MySMDR engine handles the main data archiving and processing of CDR. The call detail records can either be extracted from MyReader or imported directly from a previously dumped server (for multiple locations). MySMDR engine will then process the information and update to the database.

In the case of the MyInvoice module, customization has been done to allow for automated rate plan calculation, date/time optimization, processing for domestic user or carrier.

C) MyManager

The MyManager engine allows for management tools such as purging, updates of subscriber, customer and rate plan, product packaging management. It allows for automatic checking for payment schedules that can be configured between retails subscribers and inter-carriers. Security settings can also be configured to allow for administrator, operator and manager levels. It can support for Web base interface.

D) MyReader

To generate report based on the date/time and type of reports.

MyInvoice Features

MyInvoice features included:

- **Multi type billing**

MyInvoice can simplify your recurring billing as below:

- Set each client to a custom recurring billing schedule.
- All outstanding fees, recurring fees and hourly time-based charges will be consolidated into a single invoice.
- Choose a recurring billing schedule based on any number of days, weeks, half months, or monthly.

For instance, if you wish to generate an invoice on the 1st of each month, MyInvoice will automatically consolidate all hourly charges and fees for your client and create in a single invoice. This process is automated without any interaction required.

- **Unified billing**

MyInvoice can import invoicing systems into one combined bill and unified record of work for your tenant.

When a separate billing function occurs in a separate system, it can be advantageous to retain the process for operational reasons. However, the result of having this separate system may be a separate invoicing process for your tenant and the loss of a unified record of work. Without MyInvoice, a manual invoice would need to be created to maintain this unified record. While this manual method does provide a composite accounting history, it can add a significant workload to your accounting department and makes errors more likely.

MyInvoice can eliminates separate record keeping and billing. It completes the task with a simple, near effortless import of the data.

- Eliminates separate billing to your customer
- Provides unified customer billing
- Removes the possibility of error with manual input

- **Customer account management**

The MyInvoice billing offers numerous advantages:

- Consistency of customer data across the environment
- One tool to manage multiple customer interactions
- The assurance that what is ordered is what is then delivered & billed

Establishing a single point of data entry has the most immediate and greatest impact on operating efficiency. Another important efficiency of MyInvoice environment is that customers are consistently billed in the current month in which they initially consume their services.

- **Support Major Communication Systems**

MyInvoice have installed in different brand communication system. For example which can support for major brand like Siemens, Alcatel, NEC, Panasonic, Avaya, IPVox, Quintum, Clarent, Cisco, Memotec, Excel, Softswitches and others.

- **Web-Based User Management**

Customers can access their account information online through a user-friendly, customizable interface that enables them to check account balances, review CDRs, and update their account information.

- **Multiple Rate Plan Management**

User can generate and set multi rate plan base on different tenant and purpose. MyInvoice allows listing down all competitor rate plan, replicate, remove, add new, edit, copy, and delete the rate plan which was stored.

- **Multiple Service Charging**

Different type services or facilities charging can be added on to MyInvoice. For example Facility rental, Maintenance Charges, Installation Charges, Itemized billing for telephone call, Broadband and other services.

- **Individual or Batch Billing/Invoicing**

User can choose to generate by individual separately or Batch Billing/Invoicing.

- **Management Reporting**

MyInvoice reporting tools enable users to generate reports on every key component of their networks and export them in a variety of file formats. Billing, and profitability reports can be generated at the different customer level filtered by specific dates.

- **Payment Management**

Payment processing engine consist of:

- Late payment charges
- Reversals (including reversal penalties)

- **Credit Management Alert via email, SMS or IVR**

If the credit level is low or late payment from customer, MyInvoice will generate and sent alert via email, and optionally via SMS or IVR to the participating customers (IVR and SMS alert medium is optional).

- **Automatic Line Barring**

Call will be automatic barred due the late payment or any other issue arise from customers. This mainly depend on the API.

- **Auto Email Distribution of Generated report**

All the report can configure and set it to auto email out. Selected group of user will receive the relevant email for Billing/ Invoicing.

MyInvoice Benefits

- **Flexibility and User Friendly**

- Open API architecture allows easy integration to other applications
- Branding capability allows one system to support multiple customer channels
- No limits on convergence

- **Enhance Customer Relationships**

- Single customer care interface regardless of the service or services being supported
- Easy integration with call centre applications (e.g. customer telephony/self serve)

- **Adopts to the required business process**

- "Wizard" based user interface means fewer errors
- Complete control credit and payment management.

- **Flexible Security Framework**

- User and group level security
- Every function is permission able

- **Proven Platform**

CTAPPS MSC Sdn Bhd has been providing solutions to the marketplace for more than 9 years. Our organization is successful at providing convergent customer care, billing and mediation services to select companies through understanding and meeting of their business needs. Our installation base on similar set up are Palm Spring Condominium in Kota Damansara, Villa Bestari and Pulai View Condominium in Johor and Enstek Sci-City, Vastel, OSH Holidngs, MCS Comm, Telkom Research and many more.

- **Modular**

At CTAPPS MSC Sdn Bhd we work in partnership to find the right solution to ensure our customers have piece of mind that their customer care, billing and mediation systems will foster their ability to grow and won't put their revenue stream at risk.

- **Flexible**

Our core suite of solutions can quickly be customized by our product development teams to satisfy your operational and strategic business requirements.

MyInvoice Sample reports:

MyInvoice Reports consist of:

- **Daily Call Charge**

This report shows the daily call charge which categorized into three category: DDD, NDD and IDD for the selected period. DDD is local call, NDD is national call and IDD is international call.

- **Daily Call Duration**



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This report shows the total duration of all outgoing calls grouped by call type day by day in seconds and minutes. The minute unit is rounded according to the rate plan.

- **Invoice Summary**

This report shows the invoice code and amount due of all customers all the selected period.

- **Revenue Report**

This report shows the total amount charged to every type of subscriber and the revenue after deducting the charge with the cost charged by Telco

- **Itemized Detail Report**

This report is used to show the call information and charges of a customer for the selected period.

- **Answer Call Ratio Report**

This report shows average talk time per call, the percentage of call success and call fail to the selected areas for the selected period

- **Monthly Statement**

This page shows all the details of calls that have been made for that period.

- **Answer Call Ratio Summary Report**

This report shows daily information of average talk time per call, the percentage of call success and call fail to an area for the selected period

- And more reports are customizable according to user needs.

STATEMENT OF ACCOUNT

Total Amount Due	Current Charge + Due Debt
0.00	15/11/2005

Pre-Paid Charge + Amount (RM)	Current Charge + Amount (RM)
Prepaid Balance	Cost Section Fee
Payment Block	Pre-Paid
	Local Call Charge
	National Call Charge
	Mobile / Roam Call Charge
	International Call Charge
	Voice Mail Charge
	Discount Rebate
	Service Tax (6%)
Balance Forward	Total Current Charge
0.00	0.00
Total Amount Due 0.00	

PAYMENT SLIP

Total Amount Due	Current Charge + Due Debt
0.00	15/11/2005

Cheque No.	Bank / Branch	Cheque Amount (RM)

Return/Advance Cheque attach the payment advice to your cheque.
 Payment must be made within 10 days from the date printed on the statement.
 Late payment might include charge of 2% per month.
 Cheque must be crossed and payable to: Intarage Technology Sdn. Bhd.
 Guide Customer Account Number, Account Name and Unit Number on the reverse of your cheque.

Operating hour: 9am - 5pm, Monday - Friday. Intarage Technology Sdn. Bhd.
 Technical support no.: 97-4975 154, 912-0758054 Customer Service no.: 03-42975 179 + rt 239, 012-488 9114
 Fax no.: 02-4116 4646, 012-0758051

Master Rate Plan Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Competitor Rate Plan Editor Rate Plan Set Manager Rate Plan Editor

Master Rate Plan Listing

Label	Dest Code	First Block	Subsequent Block	Min Balance	Setup Fee	Start Week Day	End Week Day	St
AFGHANISTAN	0093	6	6	0.0000	0.0000	Monday	Friday	
ALBANIA	00355	6	6	0.0000	0.0000	Monday	Friday	
ALBANIA - MOBILE	0035538	6	6	0.0000	0.0000	Monday	Friday	
ALBANIA - MOBILE	0035568	6	6	0.0000	0.0000	Monday	Friday	
ALBANIA - MOBILE	0035569	6	6	0.0000	0.0000	Monday	Friday	
ALGERIA	00213	6	6	0.0000	0.0000	Monday	Friday	
AMERICAN SAMOA	00684	6	6	0.0000	0.0000	Monday	Friday	
ANDORRA	00376	6	6	0.0000	0.0000	Monday	Friday	
ANDORRA - MOBILE	003763	6	6	0.0000	0.0000	Monday	Friday	
ANDORRA - MOBILE	003764	6	6	0.0000	0.0000	Monday	Friday	
ANDORRA - MOBILE	0037669	6	6	0.0000	0.0000	Monday	Friday	
ANGOLA	00244	6	6	0.0000	0.0000	Monday	Friday	
ANGOLA - MOBILE	002449	6	6	0.0000	0.0000	Monday	Friday	
ANGUILLA	001264	6	6	0.0000	0.0000	Monday	Friday	
ANTARCTICA	00672	6	6	0.0000	0.0000	Monday	Friday	



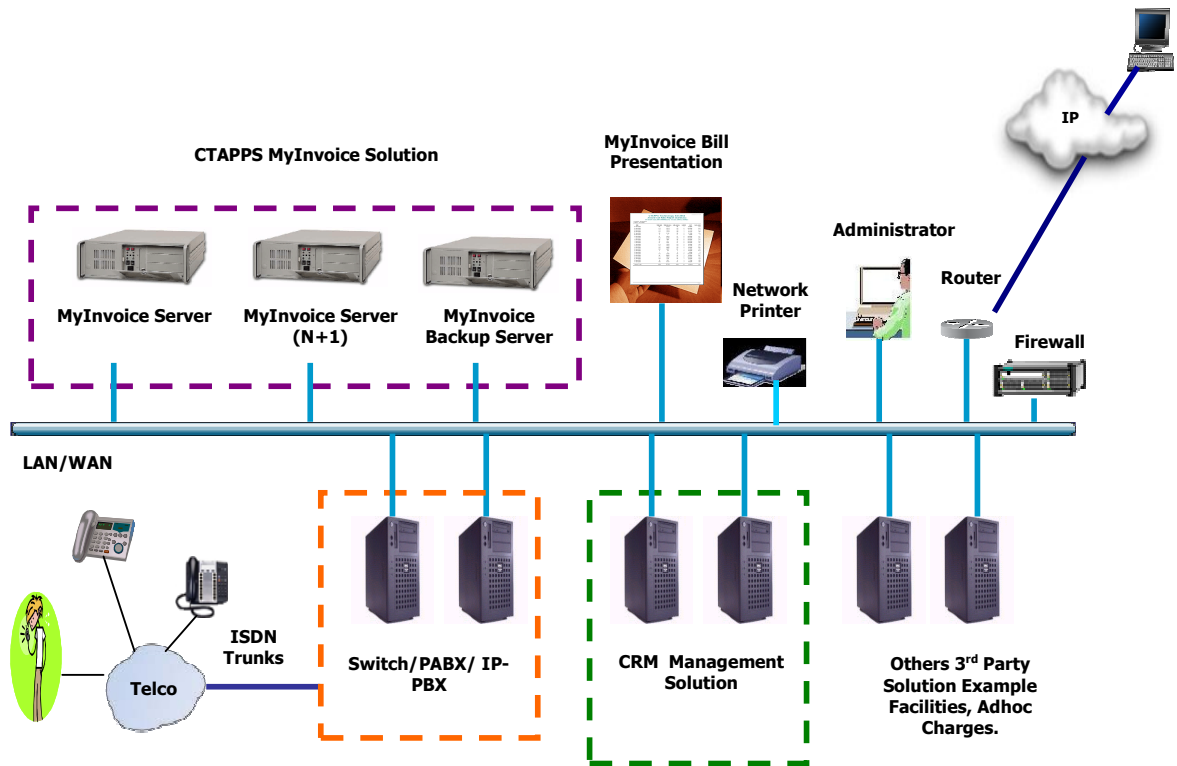
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System Architecture



MyInvoice suite is designed with flexibility and cost effectiveness in mind. MyInvoice is poised to deliver cost effective solutions, world-class capabilities and reliability to companies of all sizes.

MyInvoice will remain extremely flexible regarding modification or evolution of your billing requirement and remains available for detailed discussion and advice, with the objective to offer you solutions of outstanding quality.