

Diamondcard.us

Enterprise Call Shop Platform

User Manual

Table of Contents

1. Important Call Shop Considerations
 - What is a Call Shop?
 - Why people want to make calls from a Call Shop
 - How a Call Shop makes money
2. How to Maximize Revenues from a Call Shop
 - The best countries and cities for a Call Shop
 - The best physical location for a Call Shop
 - The optimal number of booths
 - The best pricing practices
 - Ensuring call quality
3. Call Shop Requirements
 - Phones
 - Internet Bandwidth Requirements
4. Getting Started
 - Acquiring a Call Shop Account
 - Log-in to your Administration Center
 - Charging and Recharging your Account
5. Manage Your Call Shops
 - Call Shop Options
 - Setting up Rate Plans
 - Add a call shop
 - Modify a call shop
 - Add/modify a booth
 - Generating receipts
 - Calculating tax and/or VAT
6. Manage Your Cashiers
 - Add a Cashier
 - Cashier Login
 - Modify a Cashier
 - Modify Cashier Details
7. Call Reports
 - Daily Profit Reports
 - Reviewing Call Details
 - Reviewing Daily Summaries

- Reviewing Destination Summaries

8. Reconciliation

- How to Reconcile Cash Flows
- Reconciliation Report
- Reconciliation Details

9. Additional Products to Earn More Money:

- Diamondcard Personal Number
- Pre-paid Calling Cards
- Softphone on a CD

IMPORTANT CALL SHOP CONSIDERATIONS

What is a Call Shop?

A Call Shop is a location which has set aside either phones, or space for a group of phones, dedicated for customers to make phone calls – both domestically and internationally. Normally, the phone calls are charged on a per minute basis. Sometimes Call Shops also offer other services, such as café service or computers for people to surf the internet; hence the name, “internet café”.

Mixing café services and internet access with the ability to make phone calls has proved to be a very lucrative combination. The café service adds profit and gives people a reason to spend time in the Call Shop, and the more time people spend in the Call Shop the more likely or the longer they will be making phone calls.

Ultimately, more calls mean more money and more profit to you.

Why Customers Make Calls from a Call Shop

Customers make phone calls from Call Shops because it is easier and cheaper than the alternatives. There are two primary types of customers for a Call Shop: travelers and resident foreign nationals.

Travelers and tourists on vacation, or sometimes business, want to call home or keep in touch with the office and want to do so at low cost – without the hassle of obtaining an account with the local phone company or having to purchase a local mobile phone sim card.

Another group of people that make good use of a Call Shop is the ethnic population. There could be a large group of Africans or Vietnamese or Chinese, for example, that is in a country and they want to keep in touch with their family that is overseas. The Call Shop is the best place to do this since they can call cheaply and easily.

How a Call Shop Makes Money

Call Shops make money on the difference between the wholesale rates they pay for the phone call minutes and the retail rates the Call Shops are able to charge customers. The key considerations in this regard for the Call Shop are the length of the call, the destination country, and the type of phone being called (rates to mobile phones and land lines in the same country often carry different call charges).

As discussed in more detail later in this user manual, the Call Shop can set its own rate plans according to several different considerations.

HOW TO MAXIMIZE REVENUES FROM A CALL SHOP

The Best Countries and Cities for Call Shops

Call Shops are best located in countries that have very high costs for making local and international phone calls. Let's take Eastern Europe as one example. If you want to call the USA through the incumbent telco from a land line phone or a phone booth or through one of the mobile providers, it will cost you in excess of \$.40/minute. If you want to call a country like Nigeria or Guyana or Vietnam it would cost even more.

The solution is a Call Shop. Emerging markets and cities with high tourist, immigrant, and ethnic populations are particularly great places for opening up a Call Shop. For these groups, Call Shops become an indispensable way for these groups to call home without the hassle of proving credit worthiness for phone plans, or prepaying for cards they may not entirely use, or acquiring new mobile sim cards that won't be needed when they return home.

The Best Physical Location for Call Shops

The best location is one that is easy to find and walk into. The harder it is to find or get to, the smaller the number of people you will get. A location with street frontage in a crowded pedestrian zone is the best location. If you are down a side street and up three flights of stairs you will not get too many people walking in there. A good location is important.

Some Call Shops can be downright scary to walk into and other ones look like a 4 star hotel lobby. The more comfortable and accommodating your Call Shop environment is to your customers the better it will be for you and the more money you will make.

The Optimal Number of "Booths" or Phones

The more booths or phones you have increases the number of phone calls that can be made. And time is money! The more hours and minutes that are made, the more money you will make.

The Best Pricing Practices

Depending on whom your target customer is, destination pricing is very important. For example, if you set a price of \$.40/min to call the USA, it is not so attractive when someone can make a call to the USA at a phone booth or from their mobile phone more easily and at the same price. If you set your USA pricing to .10/min, now that's much more interesting to the Call Shop prospect. The key is to know the pricing of the alternatives.

Ensuring Call Quality

The key to guaranteeing repeat customers is to ensure call quality.

There are various technical factors that can make a big difference in call quality. Latency, packet losses and quality of service are issues to consider.

In simple terms, latency is the time it takes for parts of a call to go from a phone in your Call Shop to our servers vice versa. Too much "latency" in your internet connection is not a good thing.

Packet losses mean that parts of the spoken voice in a phone call do not make it to our servers or back to your phone. When this happens, parts of the voice in a phone conversation are lost and it sounds like you are not hearing some parts of words in the conversation. A moderate amount of this is acceptable. Too much of it can be very irritating.

Quality of service issues deal with the priority of the data traffic from your Call Shop to us. The internet provider that you are using for your Call Shop may not have quality of service (QOS) setup in his network to prioritize the voice traffic. Therefore, your phone calls get transferred to us along with everyone else that is using that same internet provider.

Instead of the voice conversation being routed in proper timing from you to us only parts of it go first and then a slight delay because the provider is then sending someone else's internet surfing traffic and then back to your phone conversation again. This issue can affect quality of the phone call in a negative way.

CALL SHOP REQUIREMENTS

Phones

A call shop needs phones. You have many choices for what kind of phones to use. The call shop can have Internet Protocol (IP) hard or soft phones. You can use a VOIP adapter with plain analog phones.

Pricing varies between your choices. A good IP phone is usually \$125-\$250. There are some cheap ones for \$60+ but you get what you pay for. The configuration for these phones may not be so easy and you could end up with low call quality.

You can use a softphone for your call shop. Since our softphone is free to download, this is the cheapest solution. Your only cost would be for a headset that you can buy for \$8-\$20 in most stores. A softphone is the lowest cost per line choice.

A VOIP adapter like the Sipura SPA 2002 featured below can be found for \$70-\$125 in most places. The good thing about this adapter is that it supports two phone lines. This cuts your cost in half to about \$35-\$60 per line plus the analog phone cost of \$5-\$15 for a total line cost of \$40-\$75. This is our recommended choice for use in a call shop. The quality is excellent with the Sipura adapters.

Depending on your needs and plans, any combination of phones is possible. Our technical service personnel can answer any related questions that you may have.

IP phone



Specially manufactured IP phones can be used.

Softphone Application



Phone calls can be made directly from a computer using a softphone or digital telephone. You can download the Diamondcard softphone from the website home page. www.diamondcard.us

ATA (Analog Telephone Adaptors) + regular phone

SPA-2002
2 Port FXS Analog Telephone Adapter



Adapters can be used with existing analog land-line phones.

Internet Bandwidth Requirements

Our Enterprise Call Shop application uses the Internet to route your calls. In your Call Shop location, your customers pick up your phones and start dialing what appears to be a normal phone call, but these calls are routed through the internet, across our platform, and then terminated at the phone number your caller is calling.

The more phones you have the more internet bandwidth you will need to ensure call quality. The calculation for this can be a little bit complicated, but the following illustration presents a simplified example. Let's say you have three phones in your Call Shop. If you want to set the quality of the routing to the highest quality level, you will need 64k of bandwidth per phone.

Three phones X 64k is 192 kbps; 192 kbps is what you will need. This fits in perfectly with a 256 kbps line, which is a standard speed. If you will have 10 phones then you will need 640 kbps. If you cannot get a 640 kbps internet connection but still want to have 10 phones in your Call Shop then you will need to lower the quality a little bit by compressing the calls from 64k to lets say 20K. You can compress the calls by changing the codec – functionality which is built into our system and IP hard or softphones.

Changing the codec configuration can be done in the phone setup and is not something you really have to worry about. In this situation with 10 phones at 20 kbps each you need 200 kbps. This also fits in within a standard 256 kbps internet connection.

GETTING STARTED

Acquiring a Call Shop Account

You can acquire a call shop account directly from the Diamondcard.us website, (www.diamondcard.us). At the same time a new Diamondcard Administrator account will be opened from which you can control every aspect of your new system. Pricing and payment options for the Diamondcard call shop application is on the web site.

Log-in to your Administration Center

Go to the Diamondcard.us site (www.diamondcard.us) and login. Enter your username and password that you chose when you acquired the account.

Diamond Administration Center Login

Please enter your User Name and Password below, then click the Login button below

Username: [Click here to subscribe.](#)

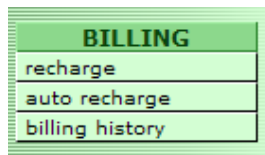
Password: [I forgot my password!](#)

After you login successfully you will be taken to your personalized web site administration center. This is where you can make changes to your custom website.

Login

Charging and Recharging Your Account

In your Administration Center there is a section called billing.



Recharge: Manually recharge your account.

Auto-recharge: To set up an automatic recharge based on the balance in your account. This requires a credit card.

Billing History: Displays your deposits/recharge, call minutes and account balance.

The recharge and auto-recharge functions may not give you the maximum amount of money you need. For call shops with high volume, you need to pay by bank transfer or one of the virtual currencies we support. Check with Diamondcard support regarding which method of payment is best suited for your call shop.

MANAGE YOUR CALL SHOPS

Call Shop Options

There are many different options you can customize to reflect your own particular Call Shop. Among the most important for you to configure are the following.

Currency: Choose the currency you will be accepting for payment in your Call Shop.

Time Zone: Select your local time zone.

Payment method: Choose a payment method for the Call Shop. The platform supports prepaid, postpaid, or both methods simultaneously.

Default prepaid amount: The default-prepaid amount will show up automatically when a cashier opens a session for a booth if you have selected this option.

Default postpaid limit: The default postpaid limit will show up automatically when a cashier opens a session for a booth if you have selected this option.

Max postpaid limit: Maximum postpaid limit for a session. When a postpaid session is opened for a booth this is the maximum limit allowed. This limits your risk in accepting post payments for a session.

Setting up Rate Plans

You can create a new rate plan, or choose a default one from the templates in the system. This rate plan reflects the pricing that your customers will be paying you to make phone calls.

In seconds you can create a new rate plan that contains thousands of country destinations. In the screen shot below you can see how easy it is to create a rate plan that gives you a profit margin of 50% over your wholesale cost. All you have to do is click the add button and the rate plan will be created in seconds. After a rate plan has been created, you can allocate that rate plan to specific booths or all the booths.

Normally, you would use the same rate plan for all your booths. In some situations you may want to assign a different rate plan to a specific booth. Let's say a special customer walks in and wants to make calls. You quickly assign your "special customer" rate plan to his booth. Another example, you might have a booth that has a rate plan for cheap calling to Asia. In this case, all your customers that call Asia at the lower pricing would use that booth. There are many possibilities to strategize your pricing plans for your customers.

Add a Rate Plan

Name:

Description:

Based on another rate plan: ▼

Access points to include*: ▲
☰
▼

Increase/decrease:**

* Rate plan may include several access points. This means user who has this assigned rate plan can make calls through the specified access points. Each access point has a price list associated with it. They may be the same or different for each access point.

** You can increase or decrease pricing per minute based on an existing rate plan. Entering "-.0100" means to decrease on 0.01 all prices for all destinations. Entering ".0150" will increase on 0.015 prices for all destinations. Entering "10%" will increase by 10% all destinations. Entering "-7%" will decrease by 7% all destinations.

Name: This is the name of your rate plan. You want to label it something that makes sense to you. Hence, wholesale + 50% is understandable.

Description: Describe your rate plan here.

Based on another rate plan: A rate plan contains a price list for every possible destination someone could call. Our system allows you to create a new rate plan that is based on an existing rate plan that is already set up. In this way when you need to make changes you can change the base rate plan only and all rate plans that have been linked to it are automatically changed. This allows you to concentrate on only one master base rate plan where you will make your changes. This is one of the most powerful features in our call shop system.

VOIP billing systems that cost \$50,000+ don't have this feature. This is another reason why using our enterprise call shop platform will catapult you to raging success in the call shop business.

Access points to include: The only access point for a call shop is "IP Phone". This means all phones in a call shop make their calls through the internet.

Increase/decrease: Enter a percentage or a specific per minute amount to increase or decrease pricing for the new rate plan. The new rate plan must be based on another base rate plan to use the increase/decrease function.

Add a Call Shop

Our enterprise platform allows you to have one or more call shops. If you have more than one call shop, you can manage all of them from a single administrative control point. This is another reason we call our call shop platform an enterprise system. For each new or additional Call Shop, separate details and configurations can be set.

ADD NEW CALLSHOP

Add New Call Shop

Name:

Description:

Number of booths: **Rate Plan:**

*** Booth name prefix:**

* - Booth name prefix will be used for generating booth names.
For example: with prefix 'Booth' booth names will be 'Booth 1', 'Booth 2', ...

Call Shop Details

Call Shop Options

Currency: **Time Zone:**

Payment method: **Default prepaid amount:**

Default postpaid limit: **Max postpaid limit:**

*** Receipt prefix:** **Receipt start number:**

* - Receipt prefix will be used for creating receipt number.
For example: with prefix 'ABC-' receipt numbers will be 'ABC-1', 'ABC-2', ...

Call Shop Options

Company information for receipt

Company: **Address:**

City: **State:**

Zip: **Country:**

Day Phone: **Night Phone:**

Company Information

Name: Enter the name of the Call Shop here. This name will show up in the administration center when working with this Call Shop.

Description: Enter a description of the Call Shop. This field could help with identification in the case if you have a few Call Shops with similar names.

Number of booths: Enter the number of booths to be used in this Call Shop. A booth is the same as a phone. A booth is another way of saying the same thing.

Rate plan: Allocate the rate plan to be used for this call shop. This rate plan will be allocated to every booth in the call shop. If you are creating a call shop with 10 booths, this rate plan will be set for those 10 booths. Afterwards, you can change the rate plan allocated to a specific booth if you want.

CALL SHOP OPTIONS

Receipt prefix: Choose a symbol that precedes the receipt number.

Receipt start number: Choose a starting receipt number. Your first checkout of a booth will use this number and then sequentially increase by one digit for each subsequent checked out session.

Company information for receipt: If you print out receipts for your customers when they checkout, company information from this section will be printed out on the receipt.

Modify a Call Shop

MANAGE CALL SHOPS

Name	Description	Rate Plan	# of Booths
Default	Default callshop	Wholesale + 10%	5 add/edit
first		Wholesale + 10%	2 add/edit

You can modify all your Call Shops under the link “Modify Call Shops”. Click the Call Shop name and you will be taken to the Call Shop detail page. Modify the Call Shop settings for the shop you have selected.

Call Shop Details

Name:

Description:

Rate Plan:

Call Shop Options

Currency: Time Zone:

Payment method: Default prepaid amount:

Default postpaid limit: Max postpaid limit:

* Receipt prefix:

* - Receipt prefix will be used for creating receipt number.
For example: with prefix 'ABC-' receipt numbers will be 'ABC-1', 'ABC-2', ...

Company information for receipt

Company: Address:

City: State:

Zip: Country:

Day Phone: Night Phone:

Click “update” to save your changes or click “delete” to delete the Call Shop. ***You want to be very careful about clicking the delete button. There is no way to get your Call Shop back once you click delete!***

Add/modify a booth

MANAGE CALL SHOPS

Name	Description	Rate Plan	# of Booths
Default	Default callshop	Wholesale + 10%	5 add/edit
first		Wholesale + 10%	2 add/edit

When you click the link "Modify Call Shops" in your administration center, you will see the page above. Click the "add/edit" link. You will see the page below. You can add a booth to your call shop by entering the booth name and choosing a rate plan to allocate to it. Then click the add button.

Below the ADD button, you can see all your existing booths for this call shop. Notice that each booth has an account ID # and a PIN number. These two items of information are very important. You need this information when you are setting up a softphone or IP hard phone to use for that booth.

Add New Booth to 'Default' Call Shop

Booth Name: **Rate Plan:**

Call Shop "Default" Booths				
Booth Name	Account Id	PIN	Rate Plan	Delete
Booth 1	47786	844211100000	Prague Retail Price List	delete
Booth 2	47786	844211100000	Prague Retail Price List	delete
Booth 3	47786	844211100000	Prague Retail Price List	delete
Booth 4	47786	844211100000	Prague Retail Price List	delete
Booth 5	47786	844211100000	Prague Retail Price List	delete

If you click on the booth name above, you will see the following page. This is where you can change the rate plan associated with the booth. Choose the new rate plan from the picklist and click the update button.

[Call details](#) [Call summary by date](#) [Call summary by destination](#)

Booth Name: **Call Shop:** Default

Account ID: 47786 **PinCode:** 844211100000

Assigned rate plan:

Generating Receipts:

* **Receipt prefix:** **Receipt start number**

* - Receipt prefix will be used for creating receipt number.
For example: with prefix 'ABC-' receipt numbers will be 'ABC-1', 'ABC-2', ...

Receipt Prefix: If you print receipts upon session checkout, the symbol # will be displayed before the receipt number.

Receipt start number: This is the start number for the first receipt printed. If you set it to 125, then the first receipt printed in this Call Shop will be 125. The next one will be 126 and so on. Receipt numbers increment by one for each printed receipt.

Calculating Tax and/or VAT:

Tax/VAT:** %

Tax/VAT value will be displayed and calculated in the receipt during checkout. TAX/VAT is added to the total value of the calls during a session. If you will not use TAX/VAT, leave the field empty or 0 and it will not display on the receipt during checkout.

MANAGE YOUR CASHIERS

Add a Cashier

After you have created a Call Shop you can add your cashiers. A **cashier** is the person responsible for starting and ending the phone call sessions and for collecting the payments.

New Cashier			
*User name:	<input type="text"/>	*Password:	<input type="text"/>
*E-mail:	<input type="text"/>		
*First:	<input type="text"/>	*Last:	<input type="text"/>
Prefix:	<input type="text" value="Select One"/>	Company:	<input type="text"/>
Address:	<input type="text"/>		
City:	<input type="text"/>	State:	<input type="text"/>
Zip:	<input type="text"/>	Country:	<input type="text" value="Choose One"/>
Day Phone:	<input type="text"/>	Night Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>	Pager:	<input type="text"/>
Can work with callshops:	<input type="checkbox"/> Default <input type="checkbox"/> first		
Comments:	<input type="text"/>		
<input type="button" value="Add Cashier"/>			
* Red asterisk fields are mandatory.			

The mandatory information for adding a new a cashier is:

Username: Enter a username for the cashier. Any combination of the following. a-z or A-Z and 0-9 - _ Length is 1-100. Case is sensitive.

Password: Enter a password for the cashier. Any combination of alpha numeric and - _ Cannot use space or the enter key. Length is 1-100. Case is sensitive.

Email: Email address for cashier.

Can work with callshops: Choose one or more call shops that the new cashier can work with.

Cashier Login

A cashier has their own username and password they will use to log into the system when they start their shift.

Each cashier should have a separate login. The rule of thumb is one person gets one login. A cashier should never give away his/her login to anyone. The reason for keeping each cashier separate is so the system can reconcile the money for each cashier separately.

A cashier can login at <https://www.diamondcard.us/login>. The screen below is what a cashier sees after they login. This is where they “cashier” the call shop by clicking on and off the booths and collecting and giving out change during their shift. Notice there is a link called “bug report”. If you ever experience a problem with your call shop the cashier can submit a bug report. This report goes directly to our technical team and they will respond as soon as possible.

The screenshot shows the 'DIAMOND Administration Center' interface. On the left is a navigation menu with sections: 'CALL SHOP' (cashier, cash box) and 'SUPPORT AREA' (bug report, help, log out). The main area displays a table of call shop sessions.

Session	Duration	Booth Name	Call rates	Call History
Available		Booth 1	view	view
Available		Booth 2	view	view
Available		Booth 3	view	view
Available		Booth 4	view	view
Available		Booth 5	view	view

Modify a Cashier

You can search and then edit all the details for each cashier in your system. If you search by username, you can enter more than one username in the text box with each one separated by a comma. Then click the “go” button. The cashiers found will be displayed. Click the “username” of the cashier you want to modify.

The screenshot shows the 'MANAGE CASHIERS' interface. It includes a search filter dropdown set to 'All cashiers', an empty search text box, a 'Lines: 10' selector, and a 'Go' button. Below the search area is a table listing the found cashiers.

User Name	Password	Name	Email	Assigned call shops
olgaf_Cashier	Vqy1a4Oqa2	Default	olgaf@dreamtime.netfirst	

Modify Cashier Details

CASHIER DETAILS

Reconciliation		Reconciliation History	
User Name:	olgaf_Cashier	Password:	<input type="text"/>
First:	<input type="text" value="Default"/>	Last:	<input type="text"/>
Prefix:	<input type="text" value="Select One"/>	Company:	<input type="text"/>
E-mail:	<input type="text" value="olgaf@dreamtime.net"/>	Address:	<input type="text"/>
City:	<input type="text" value="Odessa"/>	State:	<input type="text"/>
Zip:	<input type="text" value="687"/>	Country:	<input type="text" value="Choose One"/>
Position:	<input type="text"/>	Title:	<input type="text" value="IT Director"/>
Day Phone:	<input type="text"/>	Night Phone:	<input type="text"/>
Cell Phone:	<input type="text"/>	Fax Phone:	<input type="text"/>
Pager:	<input type="text"/>		
Can work with callshops:	<input type="checkbox"/> Default <input checked="" type="checkbox"/> first		
		<input type="button" value="Update"/>	<input type="button" value="Delete"/>

Username: Cashier username cannot be changed.

Password: You can change the password for the cashier in real time.

The rest of the fields in this page are the same as in “add a cashier” page. Modify the fields you want and click the “update” button.

CALL REPORTS

Daily Profit Reports

Below is an example of a daily profit report. The currency displayed is CZK or Czech Krowns. This currency is used in the Czech Republic. This report shows how many calls were made, the total duration with revenue, cost and profit details. The Diamondcard Enterprise Call Shop platform keeps you informed on how much money you are making -- in real-time.

Call Shop:
Account Id: **Page length:**
Date range (mm/dd/yyyy): -

Call Summary By Days						
Date	# of Calls	Duration	Revenue	Cost	Profit	
03/03/2006	23	1:44:00	494.210 CZK	377.014 CZK	117.196 CZK	
03/02/2006	152	10:47:00	3406.015 CZK	2638.164 CZK	767.850 CZK	
03/01/2006	266	16:35:30	5270.035 CZK	4084.213 CZK	1185.822 CZK	
02/28/2006	240	16:14:00	5401.202 CZK	4177.341 CZK	1223.861 CZK	
02/27/2006	216	12:59:30	4093.309 CZK	3148.858 CZK	944.452 CZK	
02/26/2006	253	15:37:30	4367.562 CZK	3398.679 CZK	968.884 CZK	
02/25/2006	212	14:54:30	5086.601 CZK	3891.203 CZK	1195.397 CZK	
02/24/2006	161	9:43:00	2600.300 CZK	1917.186 CZK	683.114 CZK	
Total:	1523	98:35:00	30719.234 CZK	23632.658 CZK	7086.576 CZK	

Reviewing Call Details

The call details report shows all your calls from one or more of your call shops. You can filter by date range. You can also see how much profit you are making on each call.

Call Shop:
Account Id: **Page length:**
Date range (mm/dd/yyyy): -

Call History									
Click a column header to sort									
Date and time	Destination	Duration	Account Id	Booth	Call Shop	Revenue	Cost	Profit	
03/06/2006 13:45:05	Ghana, Mobile	0:03:00	412331	Booth 2	Prague Call Shop	18.000 CZK	13.512 CZK	4.488 CZK	
03/06/2006 13:44:38	Poland, Warsaw	0:01:00	412331	Booth 3	Prague Call Shop	0.898 CZK	0.687 CZK	0.211 CZK	
03/06/2006 13:43:49	Ghana, Mobile	0:02:30	412331	Booth 4	Prague Call Shop	15.000 CZK	11.260 CZK	3.740 CZK	
03/06/2006 13:42:16	Poland, Warsaw	0:02:00	412331	Booth 3	Prague Call Shop	1.797 CZK	1.375 CZK	0.422 CZK	
03/06/2006 13:34:01	Poland, Warsaw	0:00:30	412331	Booth 3	Prague Call Shop	0.449 CZK	0.344 CZK	0.105 CZK	
03/06/2006 13:32:37	Czech Republic, Mobile, Eurotel	0:01:30	412331	Booth 3	Prague Call Shop	9.075 CZK	8.179 CZK	0.896 CZK	
03/06/2006 13:13:45	Poland, Warsaw	0:25:00	412331	Booth 3	Prague Call Shop	22.460 CZK	17.187 CZK	5.273 CZK	
03/06/2006 13:13:26	Nigeria, Nigeria-Mobile-ECONET	0:07:30	412331	Booth 2	Prague Call Shop	45.000 CZK	35.559 CZK	9.441 CZK	
03/06/2006 13:12:58	South Africa, MNT	0:05:00	412331	Booth 1	Prague Call Shop	32.526 CZK	24.891 CZK	7.635 CZK	
03/06/2006 13:12:17	Nigeria, Nigeria-Mobile-Globacom	0:02:30	412331	Booth 4	Prague Call Shop	15.000 CZK	11.853 CZK	3.147 CZK	
Total:		0:50:30				160.205 CZK	124.847 CZK	35.358 CZK	

Reviewing Daily Summaries

You can view a daily summary of your calls with this report. As you can see, it gives you many different sets of important details for each day, such as how many calls were made, the total duration of your calls, the revenues you have earned, your cost and most importantly, your profit.

If your profit is not as much as you would like, you can increase your destination pricing for a higher profit margin and receive instant feedback via these real time reports.

Call Shop:

Account Id: **Page length:**

Date range (mm/dd/yyyy): -

Call Summary By Days					
Date	# of Calls	Duration	Revenue	Cost	Profit
03/06/2006	51	3:57:30	1252.146 CZK	964.514 CZK	287.632 CZK
03/05/2006	212	16:35:30	5476.902 CZK	4245.081 CZK	1231.821 CZK
03/04/2006	146	9:54:00	2898.044 CZK	2248.467 CZK	649.577 CZK
03/03/2006	156	13:12:00	3977.922 CZK	3063.899 CZK	914.023 CZK
03/02/2006	152	10:47:00	3406.015 CZK	2638.164 CZK	767.850 CZK
03/01/2006	266	16:35:30	5270.035 CZK	4084.213 CZK	1185.822 CZK
02/28/2006	240	16:14:00	5401.202 CZK	4177.341 CZK	1223.861 CZK
02/27/2006	216	12:59:30	4093.309 CZK	3148.858 CZK	944.452 CZK
Total:	1439	100:15:00	31775.575 CZK	24570.537 CZK	7205.038 CZK

Reviewing Destination Summaries

This report displays all the destinations that have been called in your call shop. You can sort by revenue or any of the columns below. You can easily see which destinations are your most active with the corresponding profit margin. This report can be sorted by call shop and date range.

Call Summary by Destinations						
Click a column header to sort						
Destination	# of Calls	Duration	Avg. Call Duration	Revenue	Cost	Profit
234 Nigeria	141	12:26:30	0:05:17	4449.850 CZK	3502.324 CZK	947.526 CZK
233 Ghana	17	1:40:30	0:05:54	603.000 CZK	452.666 CZK	150.334 CZK
43 Austria	12	0:46:30	0:03:52	371.422 CZK	284.235 CZK	87.187 CZK
237 Cameroon	15	0:25:00	0:01:40	185.865 CZK	142.236 CZK	43.629 CZK
998 Uzbekistan	4	0:28:30	0:07:07	141.257 CZK	108.099 CZK	33.158 CZK
58 Venezuela	5	0:18:30	0:03:42	137.540 CZK	96.483 CZK	41.057 CZK
33 France	9	0:27:00	0:03:00	122.455 CZK	93.710 CZK	28.745 CZK
212 Morocco	2	0:08:00	0:04:00	109.042 CZK	83.445 CZK	25.596 CZK
976 Mongolia	3	0:38:00	0:12:40	105.944 CZK	81.075 CZK	24.869 CZK
82 Korea (South)	2	0:36:30	0:18:15	101.762 CZK	77.874 CZK	23.888 CZK
49 Germany	4	0:34:00	0:08:30	90.269 CZK	69.079 CZK	21.189 CZK
225 Cote D'Ivoire	8	0:11:00	0:01:22	76.014 CZK	58.672 CZK	17.342 CZK
30 Greece	2	0:09:00	0:04:30	75.276 CZK	57.606 CZK	17.670 CZK
27 South Africa	7	0:10:30	0:01:30	68.306 CZK	52.272 CZK	16.034 CZK
389 Macedonia	1	0:02:30	0:02:30	29.429 CZK	22.521 CZK	6.908 CZK
48 Poland	5	0:31:00	0:06:12	27.850 CZK	21.312 CZK	6.539 CZK
44 United Kingdom	2	0:08:00	0:04:00	24.080 CZK	6.104 CZK	17.976 CZK
55 Brazil	2	0:03:30	0:01:45	21.684 CZK	9.957 CZK	11.728 CZK
7 Russia	3	0:11:00	0:03:40	18.742 CZK	14.342 CZK	4.400 CZK
31 Netherlands	7	0:30:00	0:04:17	18.588 CZK	14.224 CZK	4.364 CZK
420 Czech Republic	4	0:08:30	0:02:07	18.140 CZK	15.527 CZK	2.613 CZK
91 India	2	0:03:00	0:01:30	17.657 CZK	13.512 CZK	4.145 CZK
260 Zambia	6	0:03:00	0:00:30	17.657 CZK	13.512 CZK	4.145 CZK
1 United States	3	0:13:30	0:04:30	13.635 CZK	8.001 CZK	5.634 CZK
224 Guinea	1	0:01:30	0:01:30	8.829 CZK	6.756 CZK	2.072 CZK
444 Customer support	1	0:01:00	0:01:00	0.000 CZK	0.000 CZK	0.000 CZK
Total:	268	20:56:00	0:04:41	6854.293 CZK	5305.544 CZK	1548.748 CZK

RECONCILIATION

How to Reconcile Cash Flows

Reconciliation: Reconciliation is the process of matching how much money the cashier has received with how much money the internal accounting system says the cashier should have received based on the calls made. The reconciliation process is specific for each cashier relative to a specific Call Shop.

When you click the “reconciliation” link in the administration center you are taken to the reconciliation report page where you can start the process to reconcile a cashier. On this page you must first choose the cashier and then choose the Call Shop. If a cashier is allocated to work in only one Call Shop, there will not be a choice of Call Shops in the picklist. Only the call shops the chosen cashier is related to will be displayed.

Reconciliation Report

RECONCILIATION REPORT	
Cashier:	<input type="text" value="olgaf"/>
Call Shop:	<input type="text" value="Select call shop"/>
Cashier Ending Balance:	<input type="text"/>
<input type="button" value="Go"/>	

Cashier: Select cashier you want to reconcile.

Call Shop: Select the call shop.

Cashier Ending Balance: Enter cash amount the cashier has at the end of the shift or day. This is the money the cashier has in the cash box. Then click the “Go” button. You will see the detailed “Reconciliation Report” page.

RECONCILIATION REPORT	
Cashier:	olgaf
Call Shop:	Default
Start date:	01/19/2006 16:30:06 UTC
System balance:	0.00 UAH details
Cashier Ending balance:	1.00 UAH
Adjustment:	<input type="text" value="0.00"/> UAH
Overage:	1 UAH
<input type="button" value="Reconcile"/>	

Start date: This is the start date for transactions relating to this cashier during this reconciliation period. The start date and time for this report is when the cashier first opened a session for the first booth during this reconciliation period.

System balance: The amount displayed is what the system says should be in the cash box. This is based on all calls made minus the cash paid out for change by the cashier.

Cashier ending balance: This is the amount the cashier has in the cash box. You have entered this amount in the previous screen.

Adjustment: If the system balance does not match the cashier ending balance, you have a problem. It could be a rounding error by the cashier when giving out change or possibly theft by the cashier or someone else. You must enter an amount in this field to balance out the two amounts. Otherwise, the system will not let you finish the reconciliation. This makes you aware that your cash inflows and outflows do not match.

Overage: This field represents the difference between the cash box and the amount the system says should be in the cash box. A positive amount means that the cashier has too much money. A negative amount means that the cashier does not have as much money as the system says there should be. This amount **MUST** be 0 to complete the reconciliation process. It becomes a 0 amount after you enter an "adjustment" amount in the previous field.

You can view details of all completed sessions contained in the system balance by clicking on the DETAILS link. If you have many sessions during the reconciliation period this report will be very long.

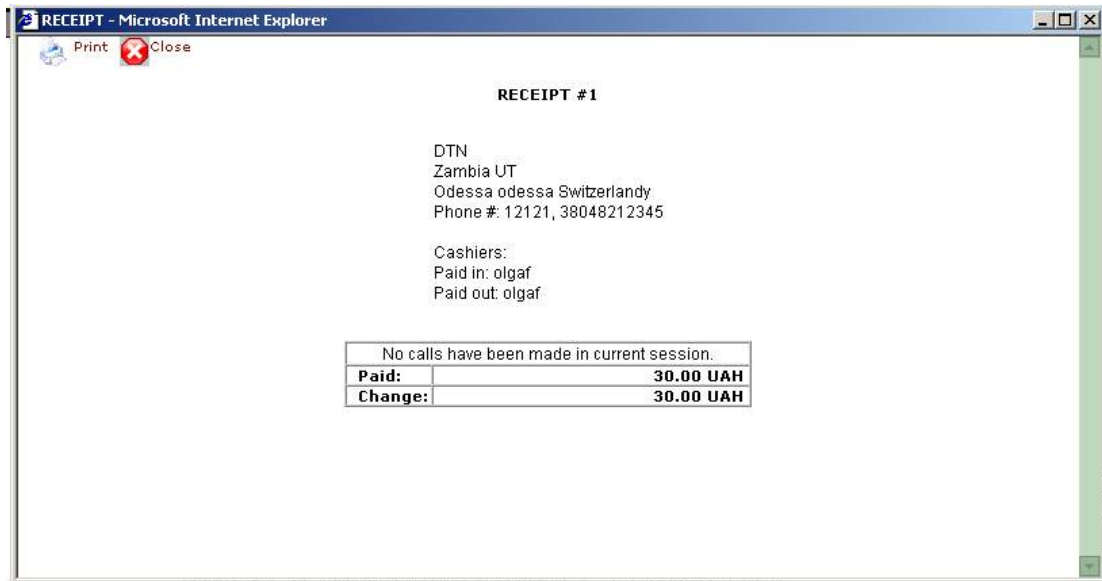
RECONCILIATION DETAILS

Cashier:	olgaf
Call Shop:	Default
Time Zone:	UTC
System Balance:	0.00 UAH
Page length:	<input type="text" value="10"/> <input type="button" value="Go"/>

Reconciliation details				
Date	Description	Receipt	Amount	Balance
01/19/2006 16:39:03	prepaid	#1	30.00 UAH	30.00 UAH
01/19/2006 16:40:00	change given	#1	-30.00 UAH	0.00 UAH

Page: 1

You can also to view the receipt for every charged phone call session. Click on the RECEIPT # link in the reconciliation details table. Also provided is an opportunity to print each bill for your own records.



If the system balance equals the cashier ending balance exactly OR after you enter an adjustment amount, you can complete the reconciliation process. The screen below shows a completed reconciliation.

RECONCILIATION REPORT

Cashier:	olgaf
Call Shop:	first
Start date:	01/19/2006 18:37:34 Europe/Kiev
System balance:	0.00 USD details
Cashier Ending balance:	0.00 USD

**Congratulations! Cashier "olgaf" account has been balanced.
Click the "reconcile" button now.**

ADDITIONAL PRODUCTS TO EARN MORE MONEY

As more customers use your call shop, the steadier and larger the revenue stream will grow. As repeat customers begin to return, and as your call shop gets entered into the travel guides and tourist information centers, there are opportunities to increase your profits by selling additional services.

Diamond Personal Phone Number


You can sell personal phone numbers to your clients and earn money. Diamondcard provides personal phone numbers from many countries: USA, Canada, United Kingdom, Czech Republic are just a few examples. A personal number can be used in many ways. People from the local country can call the personal number and the phone could ring to voice mail, a land line or mobile phone anywhere in the world. It can even ring to a laptop anywhere in the world that is connected to the internet.

The owner of the personal number can configure their personal number on the Internet in real time and have it routed however and wherever they want. They can even set it up to “follow them” and try all the phone numbers where they may be. The routing of the calls to a land or mobile is charged at very low pricing. You will earn a profit on all call minutes of your customers. When they add money or recharge their Diamondcard account, you earn commissions.


Let's say your call shop is located in Africa. You can offer USA, United Kingdom or Canadian phone numbers to your African customers and start earning money on their call traffic.

You can create an account at the Diamondcard website for your new customers that will buy a personal number. Or you can buy a personal number from your Diamondcard administration center and manage the personal number and routing for your customers yourself. Either way will work.


Diamondcard.us Online Shopping System


**Categories**

Products Categories:

**Shopping Cart**

You have 0 items total.

**Phone Numbers**




Diamond Personal Phone Number

Diamondcard personal phone numbers for your home or business. Sophisticated routing technology redirects your calls wherever and whenever you want. 24/7 access for instant routing changes. Need to have separate phone numbers for business and personal use but don't want multiple phone lines? Personal phone numbers let you do just that!

[Learn More](#)

Quantity Country

Duration Pricing:



Diamond Toll Free Number

Even better than our personal phone numbers. The only difference is that you pay for the calls instead of your caller. **Rates** information is listed on the RATES page

[Learn More](#)

Quantity Country

Duration Pricing:

Pre-paid Calling Cards

You can also sell your customers physical prepaid cards they can take with them to use when they are not in your call shop. You earn money when they call from outside your call shop using a phone booth or home phone.

Softphone on a CD

We can provide our Diamondcard softphone on a CD with Diamondcard call credit. You can sell this package to your customers and earn commissions. They can use the softphone when they get home or wherever they travel to. This works well when you have tourists that are just passing through on their way to somewhere else. By selling them a softphone CD you are potentially keeping them as a customer for a long time without them having to be located in your city. Each time they recharge their Diamondcard account you earn commission automatically!

We are able to do this by making you the sponsor of these sales. When the softphone and credit is put on the CD we know the new account came from you and our system tracks it forever. If you have a large amount of people passing through your call shop location this is a great moneymaker.

Copyright 2005 Dreamtime.net Inc.