

# MEP

Tecsidel's MEP (Management of Electronic Payments) is a system that enables the management of electronic payment devices (TAGs), associated with user accounts.

## PROCESS:

- 1 OPERATOR:** Creates an account and assigns a TAG to each client vehicle
- 2 CLIENT:** Refills the desired balance
- 3 CONCESSIONAIRE:** The system registers operations, updated balances and generates the invoicing of the movements

## TECHNICAL CHARACTERISTICS

- **Basic commercial client management module:** manages the registrations and the removals as well as

any modifications. It also processes all the control of service contracts, associated physical devices, client vehicles, the state of accounts and history of operations and discount plans.

- **Invoicing module:** Includes the pre-invoicing calculation and automatic or manual invoicing and handles electronic invoices.
- **Communication module with collection entities and dealing with nonpayers:** It communicates with the clients' collection entities (banks), using the protocols established for direct debits from accounts, or collection payrolls. Clients with unpaid accounts will be suitably processed to be included in lists of debtors.
- **Physical devices stock module:** It manages the inventory of electronic devices and communicates with the hardware which initiates it. It controls registrations and removals of de-

vices in the warehouse, assignment to clients and faulty devices.

- **Communication module with concessionaires:** it handles the exchange of information; on the one hand, the operations carried out by clients and on the other hand, the list of authorised clients, through technical and financial protocols.
- **Communication module with end clients:** it handles the users' web area. It allows the account to be consulted, to issue invoices and make secure payments.
- **Service quality module:** also known as the incident management module. It allows the management and monitoring of anomalies and incidents of the CRM for user complaints. It incorporates tools for calculating the service quality by means of KPIs (Key Performance Indicators).



## ADVANTAGES

- Interoperable system: clients can use the same TAG and account in all concessionaires.
- Multi-vehicle: more than one vehicle may be registered, private as well as business.
- It allows for different payment methods: prepayment and post payment.
- It allows for manual and electronic payment.
- The user may consult their account and refill it by giving their TAG number or their number plate.
- The concessionaire allows access to several operators as long as the operator identification is registered and authorised.

## FUNCTIONS

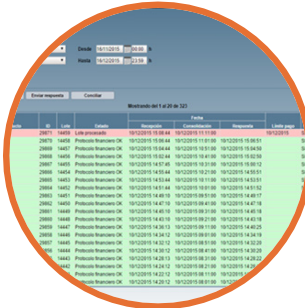
- Client management.
- Sales and advertising.
- TAG management.
- Customer Care Centre.
- Invoicing and charging.
- Management of payments.
- Operations and audits.
- Processing operations.
- Business intelligence, control panel, statistics.



**Account management**



**TAG management**



**Operations management**



**Transfer management**



**Financial management**



**Shift management**



**General system support**



**Configuration of the system**