

# TradeQoin

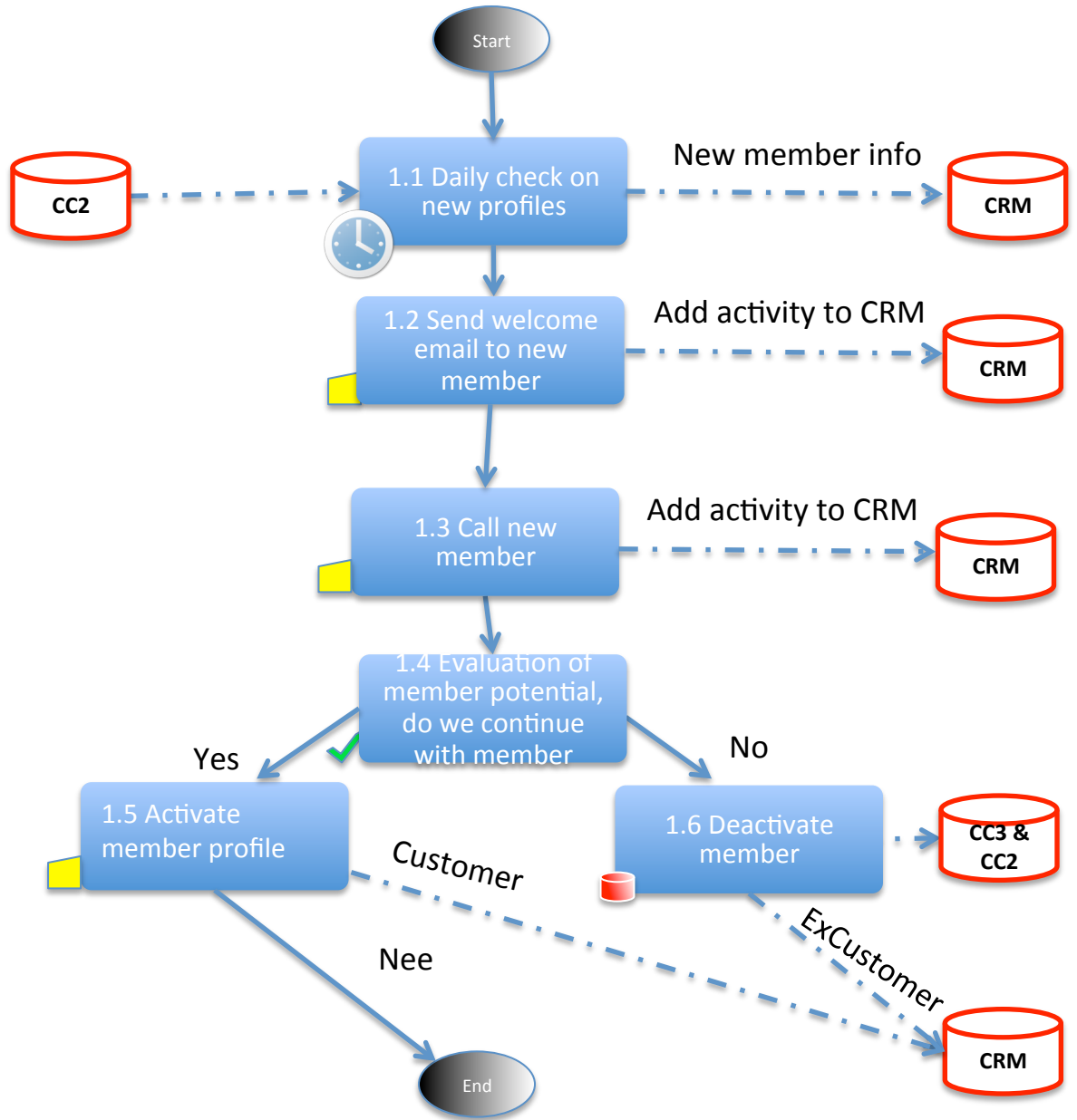
## Business processes



# TradeQoin roles

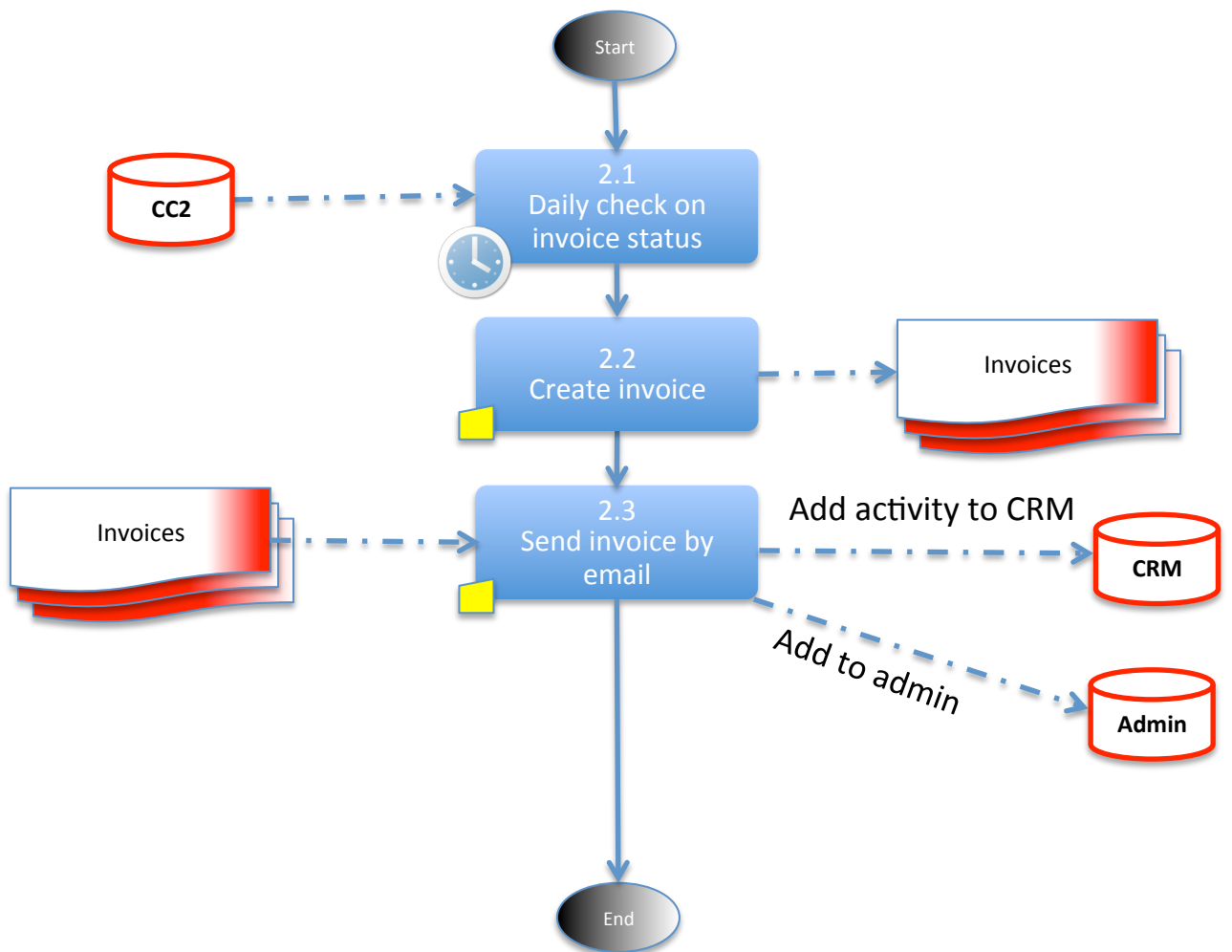
- Director
- Proces owner
- Account manager
- Broker
- Online-marketeer
- Administrative support
- Technical support

# Process 1: Registration of new TradeQoin members



<b>Trigger</b>	<b>1.1 Daily check on new profiles</b>
Description	New members register on TradeQoin.com.
Instruction	TradeQoin support team receives notification that new member has registered. New member is assigned to an accountmanager. This accountmanager decides if member is valuable enough for the TradeQoin network. If yes, member account is activated.
Role	Administrative support
<b>Activity</b>	<b>1.2 Send welcome email to new member</b>
Description	New members receive welcome email with useful information on how to get the best out of the TradeQoin network.
Instruction	TradeQoin support team receives notification that new member has registered. A welcome email is send to the new member as soon as possible after registration.
Role	Administrative support
<b>Activity</b>	<b>1.3 Call new member</b>
Description	New members are called by the accountmanager to walk them through the workings of the TradeQoin network.
Instruction	The administrative support assigns a new member to an accountmanager. The accountmanager contacts the new member on the phone within 3 days after registration
Role	Administrative support Accountmanager
<b>Decision</b>	<b>1.4 Evaluation of member potential, do we continue with member</b>
Description	Not every member registration is useful to the network. TradeQoin is just not suitable for each business. But also sometimes individuals register because they not notice that TradeQoin is still a business only network. So we must decide with each registration if its useful for the network.
Instruction	The accountmanager phones the new member (see 1.3). With the information retrieved from the phonecall the accountmanager decides if the member has potential for the network or not. Often this decision is made together with the new member and/or the whole TradeQoin team.
Role	Accountmanager

## Process 2: Invoicing membership fees

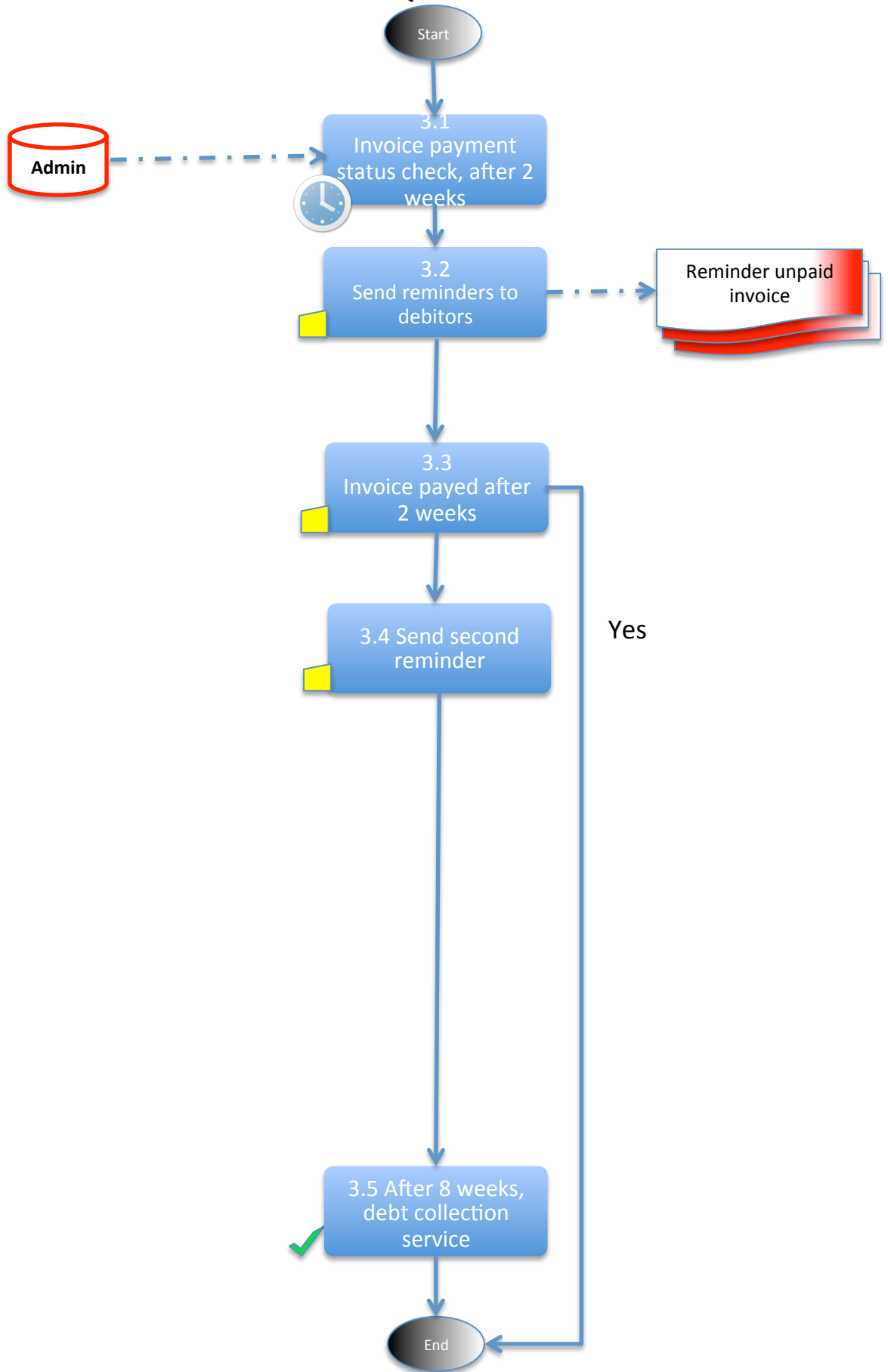


<b>Trigger</b>	<b>2.1 Daily check on invoice status</b>
Description	A TradeQoin member is invoiced when the 4 <sup>th</sup> transaction occurs.
Instruction	The number of transactions per member is checked daily. Transaction details are retrieved from the CC2 database.
Role	Administrative support

<b>Activity</b>	<b>2.2 Create invoice</b>
Description	After the 4 <sup>th</sup> transaction the member receives an invoice for a yearly membership.
Instruction	A yearly membership fee invoice is send after the 4 <sup>th</sup> transaction. This activity is stored in our CRM system and the invoice administration.
Role	Administrative support

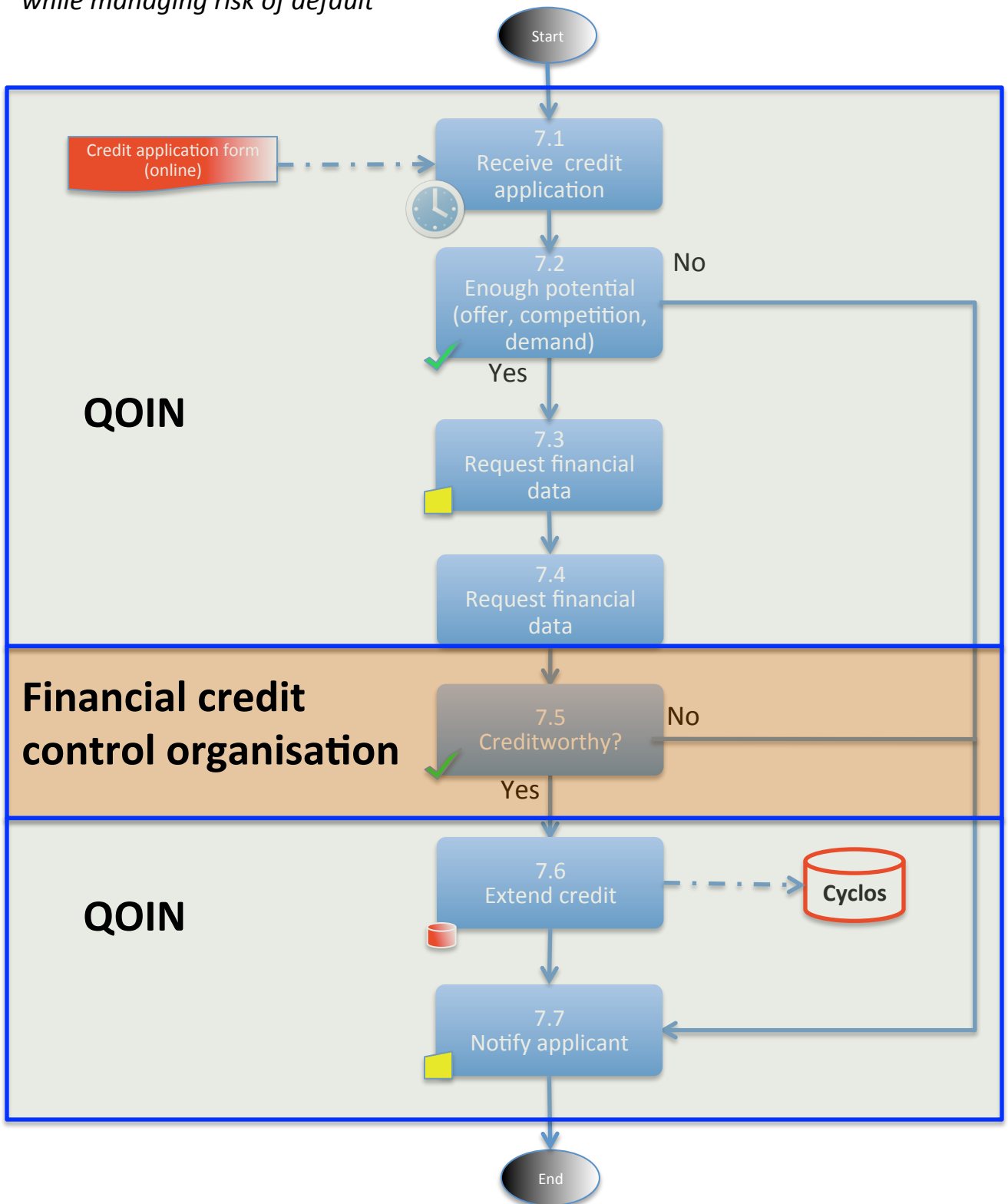
<b>Activity</b>	<b>2.3 Send invoice</b>
Description	After the 4 <sup>th</sup> transaction the member receives an invoice for a yearly membership.
Instruction	Invoices are send through email and this activity is stored in our CRM and invoice administration systems.
Role	Administrative support

# Process 3: Debt collection TradeQoin members



## Process 4: Processing credit applications by members

*Goal: Extend credit to companies in the network, maximizing currency circulation while managing risk of default*





## Process 5: Ending TradeQoin membership

