Excendia Billing System Administrator Guide

Version 5.5.8

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1 Excendia Billing System Overview

The Excendia Billing System (EBS) has been specifically designed to handle billing for Excendia subscribers. Its customer subscription data is populated directly by the Excendia signup and account management modules. EBS can also import CDRs and Phone Rates to calculate calling charges (long-distance and toll calls) and add them to each subscriber's bill. The Phone Rates and CDRs are expected in a specific format.

Note that the Excendia platform can work with different third-party billing systems both in live mode using APIs and in batch mode using CDRs generated by the Excendia Billing Data Export utility.

The EBS Web interface enables administrators to configure the billing parameters, generate and send monthly invoices, review customer billing information and payment history, etc.

1.1 How it works

The Excendia system provides services to subscribers based on certain billing rates. For example, a user can subscribe to a package that includes a number of services and options. Each service or option can have a monthly fee, some free usage time, and a charge for extra time. Long distance calls can be charged using phone rates based on the call origin and destination. Whenever changes are made on the user's subscription the Excendia system communicate with EBS to update those information. These logs are collectively called the Billing Data or CDR (Call Detailed Records).

EBS compiles the billing data for all subscribers, and uses it to produce invoices, and collect payments. This step is performed every month at the **End of Period**.

The End of Period wizard guides you through the following sequential steps:

1. **Import CDR Data - phone calls and phone rates (optional)**
2. **Generate Invoices**
3. **Collect Payments**
4. **Send Bills & Statements**

The invoices are automatically sent by e-mail to customers.

After completing the End of Period session, use EBS to review customer accounts, invoices, payments and other historical billing information. You can also use EBS to make adjustments to bills and amounts due for any customer.

2 First Time Users

2.1 How to Start with Excendia Billing?

To start the Excendia Billing System (EBS), go to the billing Web page of your Excendia system. The URL should be something like this:

http://YourCompanyURL.com/billing

2.2 First Time Login

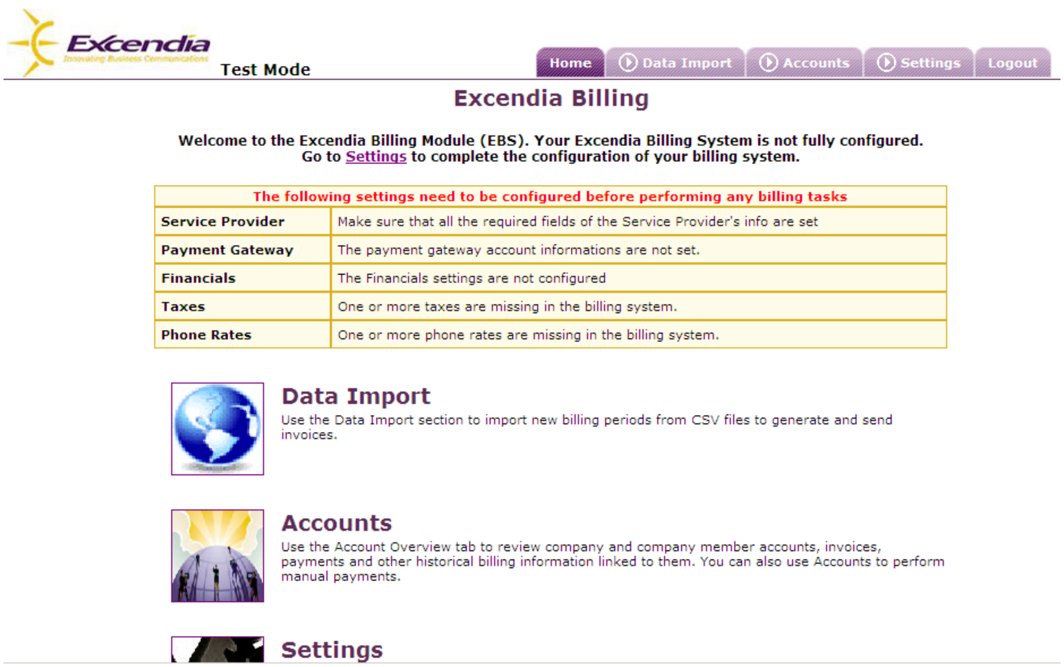

Fig 2.2a: The home page launched for the first time.

When you login as the administrator of the Excendia Billing System (EBS) for the first time, a Welcome page is automatically displayed showing the following:

- A greeting message welcoming the user as a system administrator.
- A message saying that since it is the first time that the Billing System is started, it is important to first configure its settings.
- Information about how to get help while using the EBS

Click **Settings** to configure the *System Settings* and start your customer billing sessions.

You will notice that at the top of the main EBS window there are tabs you can click to go to three major sections of the Billing System:

1. **Data Import**
2. **Accounts**
3. **System Settings**

3 Configuring System Settings

The **Settings** page lets you configure the following:

- ❑ Service Provider Information
- ❑ Login Credentials
- ❑ Payment Gateway
- ❑ Financials
- ❑ Phone rates (optional)
- ❑ System Operation Modes

Click on the Edit links in the Summary section to view and configure them.

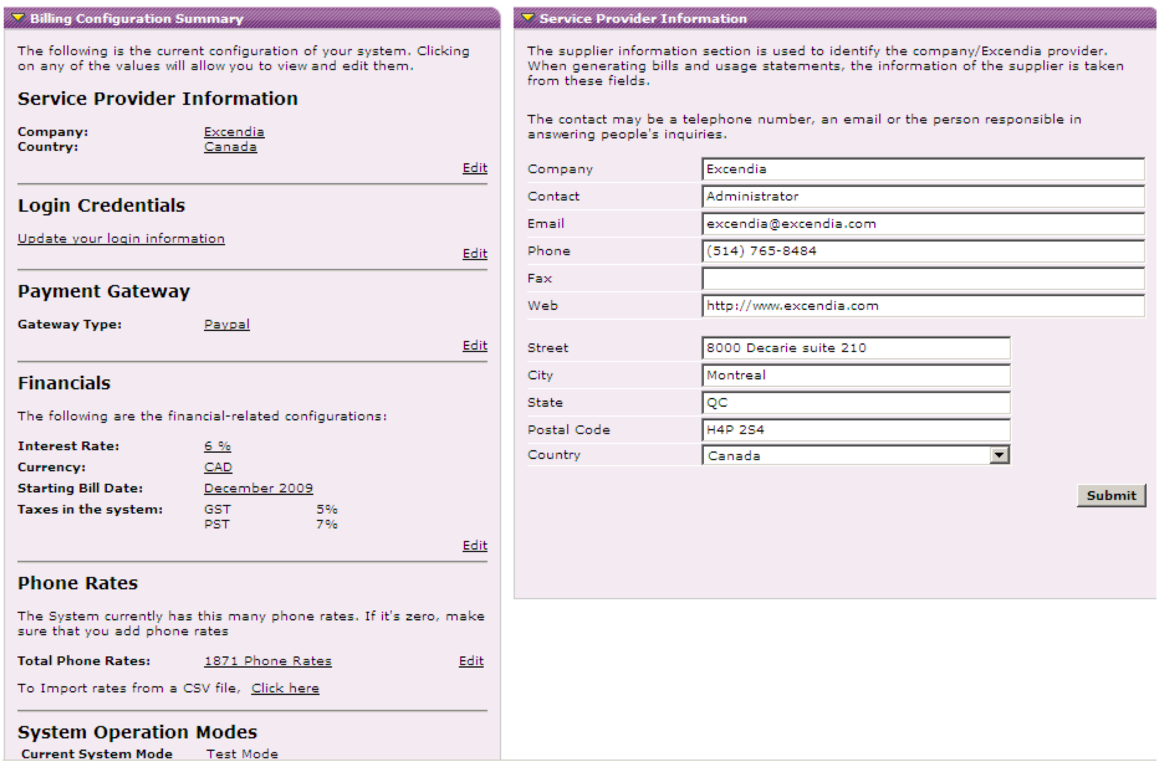

Fig 3a: The view of the Settings page.

3.1 Service Provider Information

This is the Service Provider's information that gets printed at the top of each invoice and monthly statement sent to customers and users.

Go to the **Service Provider** section of the System Settings and fill in the Service Provider's contact information.

3.2 Login Credentials

These are the login credentials to access and use the Billing System. You should change the default credentials to something more secure.

The default credentials are:

- username: **excendia**
- password: **excendia**

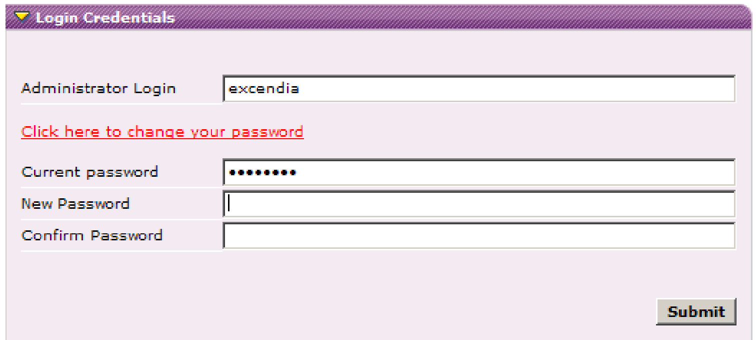

Fig 3.2a: The Login credentials section

3.3 Payment Gateway

This section is used to set the type of payment gateway to use for the automatic collection of credit card payments. Two types of gateway are supported: PayPal API and PayPal Payflow.

Fig 3.3a: Payment Gateway

3.3.1 PayPal Payflow

If you choose PayPal Payflow, you will need to get a Payflow gateway service account from the PayPal website at https://www.paypal.com/cgi-bin/webscr?cmd=_payflow-pro-overview-outside

Or you can get one from a PayPal reseller partner. Take note that you also need a merchant account.

The necessary information fields are:

Username	If you set up one or more additional users on the account, this value is the ID of the user authorized to

	process transactions. If, however, you have not set up additional users on the account, USER has the same value as VENDOR (merchant login)
Password	Your password
Partner	The ID provided to you by the authorized PayPal Reseller who registered you for the Payflow SDK. If you purchased your account directly from PayPal, use PayPal.
Merchant Login	Your merchant login ID that you created when you registered for the account

3.3.2 PayPal API

If you choose the PayPal API, you will need a PayPal business account with Website Payment Pro service enabled. For more information go to the PayPal website at https://www.paypal.com

The necessary information fields are:

Username	Your API username, which is auto-generated by PayPal when you apply for a digital certificate to use the PayPal SOAP API. You can see this value with your Paypal account in your Profile under: API Access > API Certificate Information.
Password	Your API password used for PayPal API access
Signature	Your API signature

3.4 Financials

The **Financials** section is where you configure such financial parameters as interest rate applied on past due amounts, currency, etc..

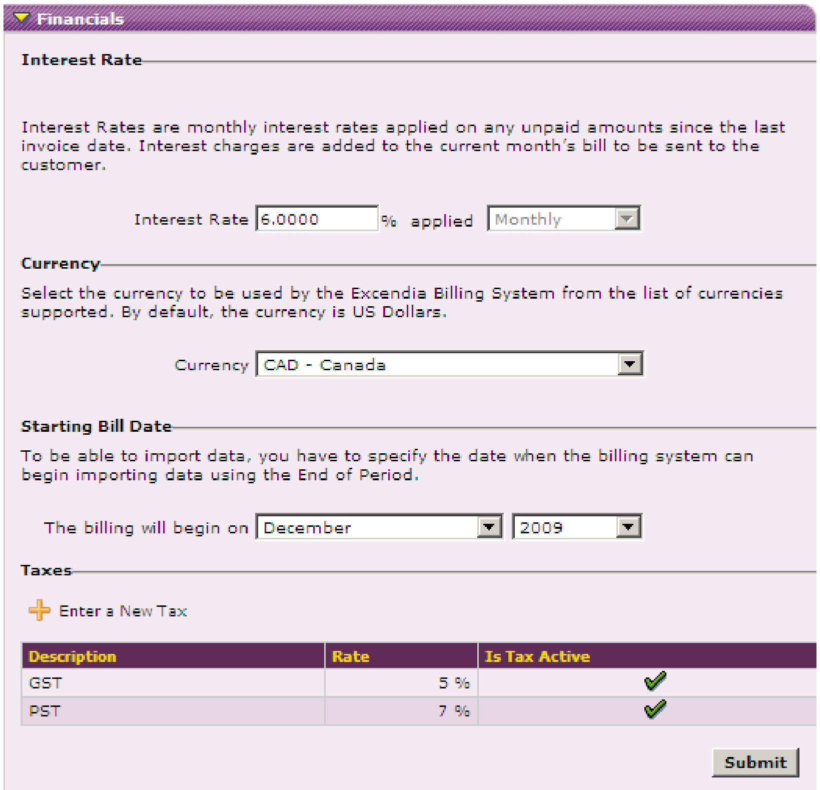

Fig 3.4a: Financials

3.4.1 Interest Rate

The Interest Rate is the rate applied on any unpaid amounts since the last invoice date. Interest charges are added to the current month's bill.

3.4.2 Currency

The system's currency. Invoices use this currency.

3.4.3 Starting Bill Date

The Billing Cycle is monthly starting from midnight (12:00:00AM) the first day of each month to midnight (11:59:59PM) on the last day of the month. You can run your End of Period sessions at anytime after the end of each month. The system will always offer to process the billing data for the last full period that has not been processed (imported and invoiced).

3.4.4 Taxes

Taxes are applied on the gross amount of customer charges then added to the invoice. A Tax Formula tool is provided to help you define the formula used to calculate the taxes. In some cases where two taxes are applied, the second is applied on the total amount including the first tax. For example, Montreal customers pay the GST and PST, while New York customers pay the New York state tax only. Using the Tax Formula tool, you can select keywords and operators to define the formula to be used for each tax defined. You must define all applicable taxes before generating bills.

Click "**Enter a New Tax**" to open the following window:

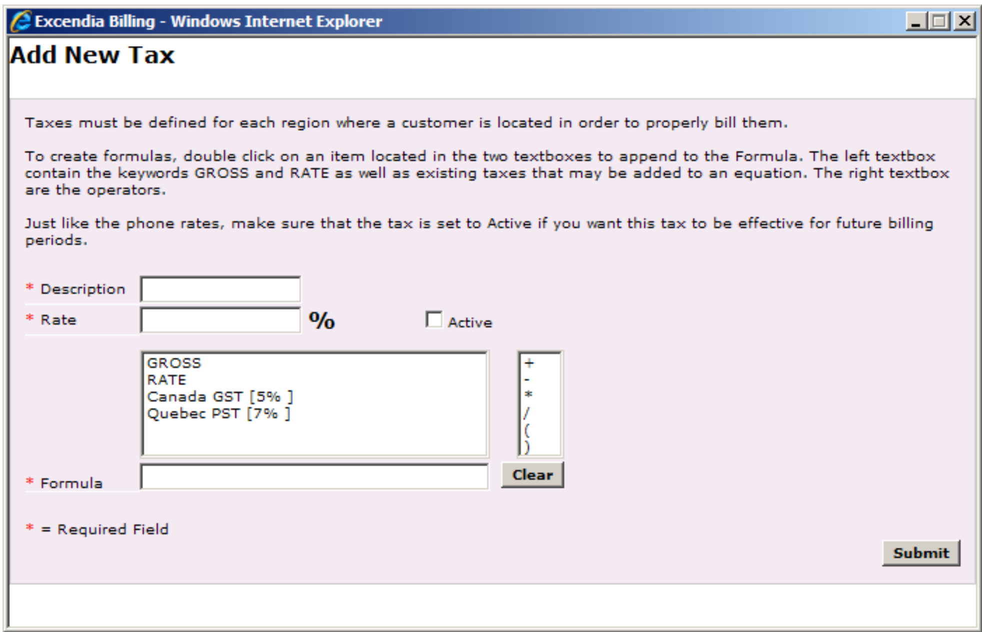

Fig 3.4.4a: New Tax form

Description: Enter a Tax Rate description for reference purposes. For example: State Tax or Federal Tax.

Rate: Enter the tax rate as a percentage number (ex: 6.5% or 4.8%)

Formula: From the available keywords and operators, select and double-click on the keywords and operators to use in the tax formula (ex: GROSS * RATE). Note: GROSS is the full amount (such as Total) and RATE is the rate defined in this new tax rate (e.g. 6.5%).

Active: The status of all applicable taxes should be Active. When adding or updating taxes, you may want to keep old taxes in the system, create a new tax and set the old to Inactive to keep it for reference purposes or future use.

Press **Submit** to create the new Tax.

3.5 Phone Rates

The system must have phone rates defined in order to bill users for the long distance calls they make. **Without phone rates, all calls will be free**.

The phone rates table must contain the list of applicable rates for all calls made through the system and that need to be billed to the user including long distance calls and toll calls. You don't have to include toll free numbers and local calls if they are offered without charge. Phone numbers called that do not match an existing phone rate entry (using the phone prefix) will be free.

3.5.1 Importing Phone Rates from CSV Files

You can import phone rates from CSV files directly into EBS as follows:

- ❑ Go to the **Phone Rates** summary section on the right and click on the link to Import rates from a CSV file
- ❑ The CSV file must be in the following format:

  Description**,**Rate per Minute**,**Prefix1**:**Prefix2**:**…**:**PrefixN

  The last column allows you to assign several prefixes for a given description.

- ❑ Click **Browse** to select the file on your computer network.
- ❑ Click **Submit** to confirm.

EBS will import the phone rates contained in the file.

3.5.2 Entering Phone Rates Manually

You can also enter phone rates manually into EBS as follows:

- ❑ Go to **Phone Rates** window then select **New Rate**
- ❑ Fill in the new Phone Rate fields as follows:
  - **Description**: Enter a Phone Rate description for reference purposes (ex: UK Cell Phones, UK fixed lines)
  - **Prefix**: enter the first distinctive digits (prefix) of the dialed numbers, including the international codes (011, 1).
  - **Rate**: Enter the minute rate in US Dollars (ex: 0.035 means 3.5 cents per minute)
  - **Carrier:** This is the carrier used to make this type of calls. By default, it's the Public Telephony Provider.
  - **Active:** Check the box to enable this rate in the system.
- ❑ Click **OK** to confirm.

EBS will add the phone rate to the existing Phone Rates table.

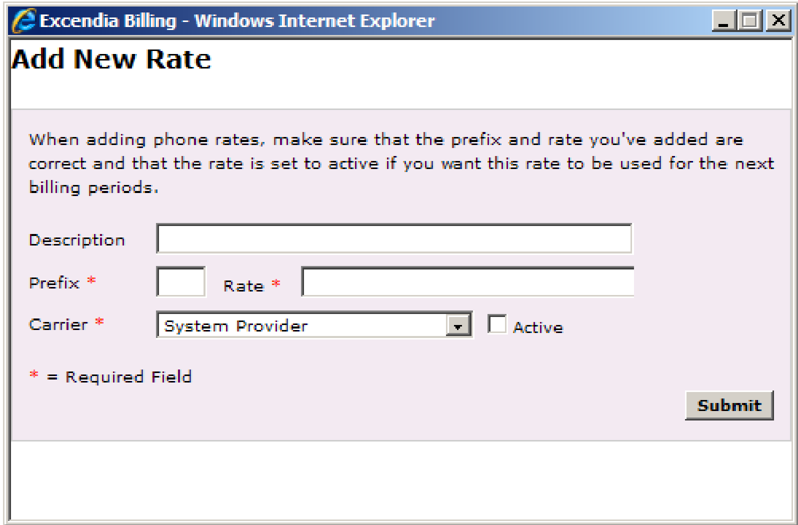

Fig 3.5.2a: Add a new phone rate

3.6 System Operation Modes

The billing system can run in 2 modes: Test Mode and Real Production Mode.

- **In Test Mode:** All invoices are sent to the administrator (the e-mail specified in the System Operation Modes section), and credit card payments are not processed. This mode is provided for simulation purposes to validate the proper functioning of the billing system without charging customers.
- **In Real mode:** The system is in production mode. It will send invoices and collect payments.

The billing system manages the two modes separately. For example, if you run a billing session in Test Mode and then switch to Real Mode, any data generated in test mode will be removed.

4 Data Import

The Data Import wizard will guide you through the steps to import and process billing data in order to generate invoices, collect credit card payments and send bills to customers.

After each step, you can click **Next** to proceed to the next step or click **I will Continue Later** to exit and resume at another time. This will give you the opportunity to review the results and make changes before moving to the next step. The next time you select **Data Import**, the wizard will take you at the step where you left off so you can complete your billing session.

4.1 Step 1 - Import Billing Data from CSVs

The first step is to import the billing data from the CSV files that have been generated by the Excendia Data Export utility.

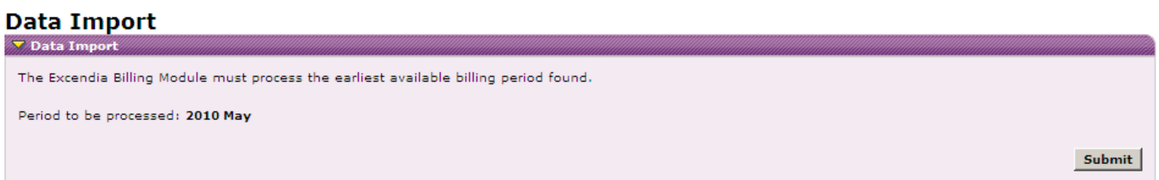

Fig 4.1a: Import billing CSV files

The billing system always chooses the earliest set of available CSV files to ensure that all needed amounts recur (if needed) in future periods.

Click **Submit** to begin importing the billing session data from the CSV files.

An Import Billing Data status window is displayed showing a summary report that includes the following information:

- ❑ Call Logs: nn
  - Total Inbound calls = nn
  - Total Outbound calls = nn

where 'nn' represents a calculated value for that given item.

Contact support for assistance if errors occurred during the billing data transfer.

Click **Build Invoices** to move to step 2 (**Generate Invoices**)

4.2 Step 2 - Generate Invoices

In this step 2, the wizard is ready to generate the invoices and detailed usage statements for customers and users.

Choose one the following options:

1. Click **I will Continue Later** to exit the session and resume later.

2. Click **Next** to generate invoices for all the customers (selected by default)

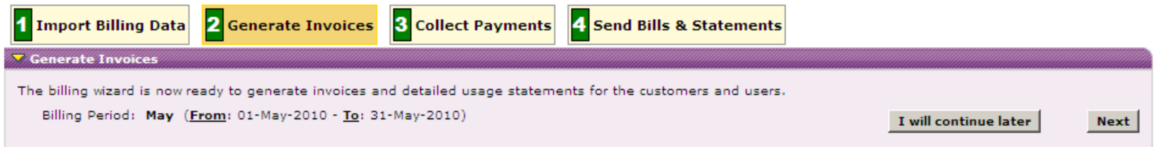

Fig 4.2a: Generate Invoices

Click **Next** to generate invoices for the selected customers

A Generate Invoices status window is displayed showing a summary report that includes the following information:

- ❑ Total Invoices Amount: $nn
    - Average invoice amount: $nn
    - Average Company User's Amount: $nn
    - Average Company Amount: $nn

where 'nn' represents a calculated value for the given item.

Click **Next** to move to step 3 (**Collect Payments**) or **I will Continue Later** to exit and resume at another time.

4.3 Step 3 - Collect Payments

This step 3 confirms that the End of Period completed the generation of invoices and that the system is ready to bill credit card customers and collect payments electronically.

Choose one the following three options:

1. Click **I will Continue Later** to exit the session and resume later.
2. Click **Collect Payments** to submit payment transactions for all customers;

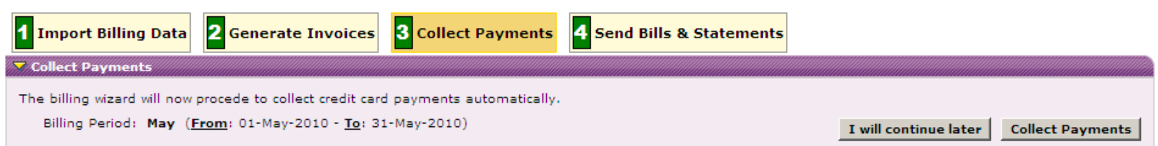

Fig 4.4a: Collect Payments

Click **Collect Payments** to submit the payment transactions for the selected customers

Once the system gets the transaction response, it displays a summary report showing the following information:

- ❑ Transactions Authorized: number
- ❑ Transactions Unauthorized: number

The transaction response details received from the credit card clearing house will be stored in the Billing Database and used to update the customers' payment status.

Click **Next** to move to step 4 (**Send Bills & Statements**) or **I will Continue Later** to exit and resume at another time.

4.4 Step 4 - Send Bills & Statements

In this step 4, the wizard is ready to send bills and statements to customers. For companies, the bills include the monthly usage statements of their members (employees).

Choose one the following options:

1. Click **I will Continue Later** to exit the session and resume later.
2. Click **Send Invoices** to send bills and statements to all the customers.

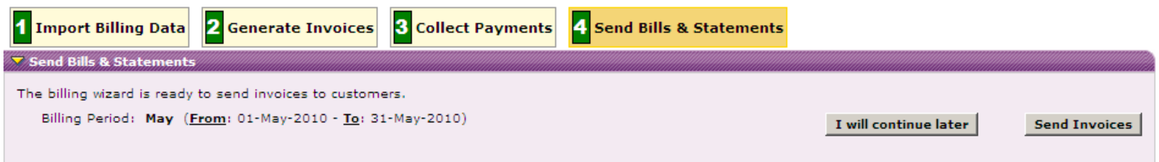

Fig 4.4a: Send invoices

Click **Collect Payments** to email the bills to the selected customers

A Send Bills & Statements status window is displayed showing a summary report that includes the following information:

- Total Invoices Sent: nn
- Total Invoices Unsent: nn

where 'nn' represents a calculated value for the given item.

Click **Finish** to end the billing session.

5 Accounts

Use the Account Overview tab to review customer accounts, invoices, payments and other historical billing information. You can also use Accounts to make payments to bills of any customer.

5.1 The Views

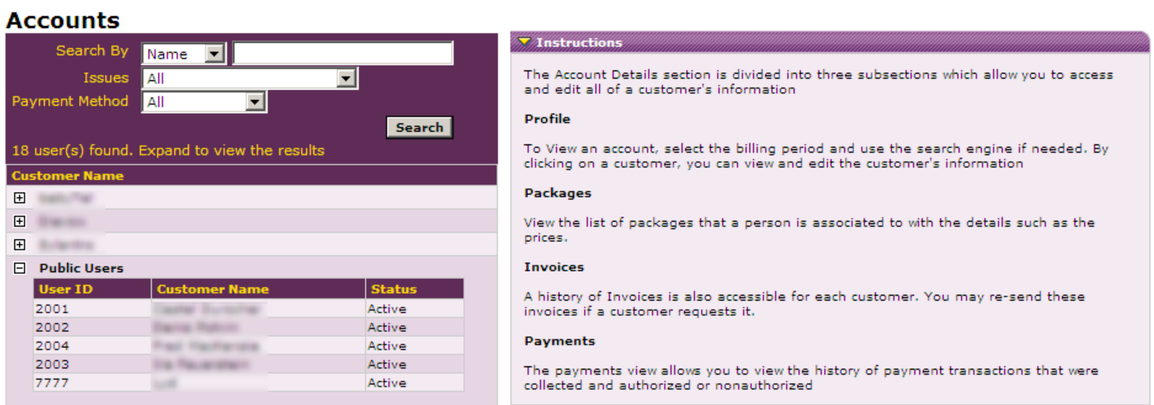

Fig 5.1a: The Accounts page with an expanded company list showing all its users

When you select the Accounts tab, a window opens displaying information in two sections:

- ❑ On the left side section, the Customer List shows the list of customers grouped by company account.
- ❑ On the right-hand side, an Account Details Pane where you can view the account details of the company or user selected.

5.2 The Customer List View

The Customer List window displays the list of customers grouped by company account. You can click the + sign preceding a company name to expand the list of its members/employees. Click on the – sign to collapse the list.

5.2.1 The Search Function

The search function can be used to quickly search through user accounts by their unique customer ID, first name or last name. If you do not put any value in this search field, all user accounts will be displayed.

In the Search By list box, you can select either Name or Customer ID. If you decide to search by Name, you can enter either the first name, last name or a combination or both. The search will return the customer members with the company they belong to.

You can also filter the list if you want to list all customers who:

- Have transactions that failed (due to invalid billing information, failed payments, etc.)
- Have payments due.
- Have no amount due. These customers' account balances are zero.
- Pay by credit card
- Pay by other methods. They receive the invoices by mail.

5.3 The Details Pane

The Details Pane is where you view and edit the information details about the selected Company or User account.

Initially when no account is selected, the Details Pane displays help instructions on what the administrator can do.

Click on a Company or User account name in the Customer List to view its details in the Details Pane in 3 smaller sections as follows:

5.3.1 Profile

A customer profile is displayed in this section. Click on **Edit** to view and edit the user's profile (first name, email, etc.)

5.3.2 Packages

The packages section shows the packages currently associated with the selected user.

Packages

Description	Price	Created Date
Business Premium	39.95	6/4/2010 5:52:09 PM
SmartConferencing	5.00	6/4/2010 5:52:09 PM
SmartNumber	9.95	6/4/2010 5:52:09 PM

Fig 5.3.2a: Packages

5.3.3 Invoices & Transactions

The invoices or transactions pane lists all transactions that affect the customer's account balance.

For company employees, the **Statements pane** displays all statements. This pane is here for viewing purposes only: You can view the amount charged and call logs associated to the selected period.

Statements

Date	Invoice Number	Amount
Jun 01, 2010 (12:00:00 AM)	620102029-0	$34.95
May 01, 2010 (12:00:00 AM)	520102029-0	$34.95
Apr 01, 2010 (12:00:00 AM)	420102029-0	$34.95

Fig 5.3.3a: Statements

For companies and paying customers, the **Transactions pane** displays the customer account balance. All invoices as well as every payment are listed in chronological order.

Transactions

New Payment

Date	Reference #	Type	Amount	Balance
Jun 08, 2010 (03:16:39 PM)	42010FreMac-01	invoice	$61.68	$61.68
Jun 08, 2010 (03:41:52 PM)	52	payment	$61.68	$0.00
Jun 08, 2010 (03:45:05 PM)	52010FreMac-01	invoice	$61.68	$61.68
Jun 08, 2010 (04:00:27 PM)	57	payment	$61.68	$0.00
Jun 08, 2010 (04:08:21 PM)	62010FreMac-01	invoice	$61.68	$61.68
Jun 08, 2010 (04:11:09 PM)	62	payment	$61.68	$0.00

Fig 5.3.3b: Invoices and payments

You can create manual payments by clicking New Payment.

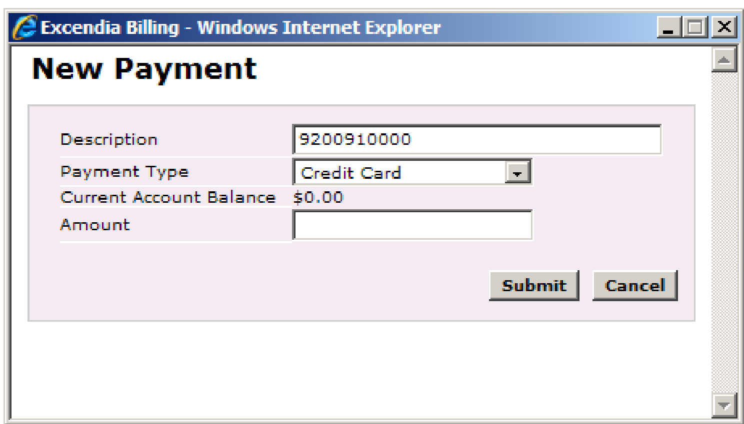

Fig 5.3.3c: The New Payment window

It is important to note that you cannot modify payments: If a payment failed, you must perform a new payment (this is done for transaction archiving purposes).

Clicking on an existing payment transaction will display a summary of that payment with any additional information, if any (such as the authorization number)

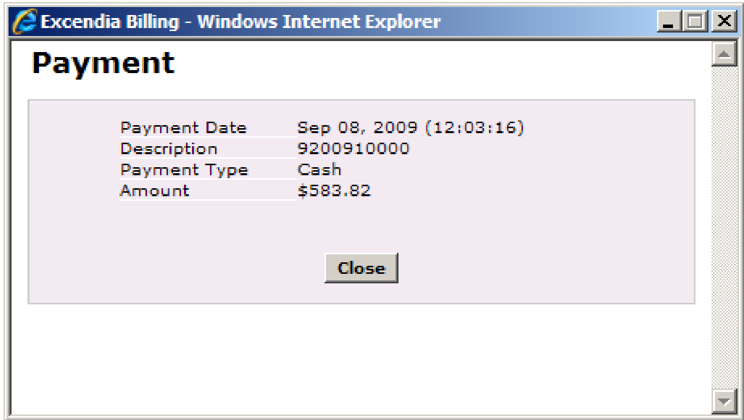

Fig 5.3.3d: The Payment summary window