Billing and Accounts Management

User Manual

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About This Document

Purpose

The purpose of this document is to describe the Emersion Billing, Invoicing, Accounts and Ledger Management functions. Other Emersion user manuals describe the use and operation of other system modules, such as Customers and Accounts Management and Product Management, which may be mentioned or referred to within this manual.

Intended Audience

The intended audience for this user manual are account receivable or other administration staff of a service provider who manage customer accounts, fees, charges and invoices within the Emersion System.

Document Control

Version	Date	Description	Author
1.0	1/7/2010	Initial version	Dean Cowan
1.1	12/8/2010	Renamed document "Invoice Management" to represent new features not specifically 'approval' related Added 'cardline management'	Dean Cowan
1.2	15/9/2010	Continued with 'Cardline Management' and finished 'Allocate Cardline' Added section on Invoice Delivery and Method	Michael O'Connor
1.3	1/11/2010	Added 'Approved – Do Not Send' status	Dean Cowan
2.0	6/07/2012	Major revision to reflect latest system updates, and reformatted	Kathy Berkidge

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Emersion® Umbrella System

The Emersion® Umbrella System was developed specifically to satisfy the needs of service providers selling complex products such as telephony, broadband and 3G mobile phone plans with bolt-ons to the wholesale and retail markets. The unique Emersion Umbrella Architecture allows products, services and packages to be created, provisioned, billed, and managed as an end to end process using our Thunder™ Workflow Manager. This single Umbrella System allows service providers to be more efficient and reduce the human resource requirements to manage their operations, whilst providing complete control over customers and services from a single interface.

Emersion's end-to-end solution interfaces with Australia's leading national carriers and aggregators making ordering, provisioning, and billing of data and telephony products and services effortless. The Umbrella system workflow guides the user through the service qualification and ordering process, removing the confusion and complication and costly re-keying of information. Customer invoices are generated automatically for all charges associated with their services.

Emersion comprises core systems developed on the robust Emersion Umbrella Architecture and a number of system modules, managed and operated by Emersion, that interact to each other via the Umbrella Architecture, as well as interface to external systems via the Batch Mediation System (*BMS*), Cyclone (for provisioning services), and EPS (Electronic Payment System).

The B2B Application Programming Interface (API) interfaces with multiple carriers and service providers using different communications protocols, such as web services (XML and SOAP) and FTP. CDRs and RADIUS data usage are retrieved from carriers or the service provider without user intervention.

Emersion's super-flexible Billing System allows plans for all types of products and services to be created. The Rating component allows rate cards to be created and managed to associate with plans, including shifting rates based on time, quantity or usage, call block partitions, and traffic zones. Plans can be linked making it easy to build packages and apply discounts or concessions without needing to create countless plans that are both confusing and difficult to manage.

As well as all the flexibility provided in the Plan and Rate modules, Emersion also stores historical rate information allowing historical invoicing as well as re-rating to be performed. The Billing Engine integrates with the Invoice Generation system to automatically generate invoices for customers, whether they are service providers, agents or end users. A single, unified bill is presented, showing customers' packages, services and charges. Customers may view their bills on-line through the User Interface or receive them via email in Adobe® Acrobat® PDF format. Emersion also supports integration to external mail houses for paper invoice generation and posting.

Teamed with the other system modules for Customer Management, Support (Ticketing), Provisioning, Payment Services, Data Retrieval and verification, the Emersion platform provides a degree of flexibility not often seen in services of this kind to date.

Emersion meets the requirements of even the most demanding service provider:

- Improved efficiency - provisioning, billing & support from one system (no re-keying) ✓
- Flexible pro-rata billing, rating and invoicing solutions, bundling, credit management and customer management solutions ✓
- Intuitive User Interface ✓
- Customisable Workflows ✓
- Documentation and training ✓
- Scalable, available and secure, ready to go equipment, software and solutions ✓
- Support backed by an industry leading Service Level Agreement ✓

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Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. Emersion may update the system to improve your experience. Enhancement and new features and changes may be implemented beyond the date of the creation of this document. Therefore, some information or screens in this version of the manual may become slightly out of date.

> ⓘ Note that other Emersion modules referred to in this manual are not described in detail in this document. Please refer the specific Emersion system manual for further information about each module if required.

Emersion, or your Wholesale Service Provider will provide you with a username and password to access the Emersion system. The Emersion system components are seamlessly integrated and you will access the Emersion Billing and Accounts modules, and all other Emersion system modules from a single Web interface through the Emersion Cumulus user interface.

Document Conventions

The following conventions are used throughout this manual to describe information and procedures:

Italics	Indicates the name of a screen, field or setting. The capitalisation and punctuation are the same as displayed on the screen. For example: Complete the *Address* field.
Bold text	Bold text indicates either the name of a command, button or other interactive element. For example: Type the user's name in the *Customer Name* field, and then click **Search**.
BOLD CAPITALS	Text in bold capitals indicates the name of a key on a keyboard. For example: Type your password, and then press **ENTER**.
Navigation >	Menu options or navigation paths are described in shorthand using the following convention: **Module > Functional Area > Option** For example, selecting the Account Profile area can be described as: Select **Admin > Settings > Account Profiles** from the Menu**.**
`Monospace text`	Used to represent the text you may type in a field. For example Type `abc` in the *Search* field.
ⓘ	The ⓘ symbol indicates some useful information or a handy tip.

Where possible all images are taken directly from the Cumulus User Interface

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Assumptions Made

As this manual cannot hope to cover more than the operation of the Emersion Billing and Accounts functions, the following assumptions have been made:

- You are familiar with the Emersion Customer Management module and you can competently use it.
- You have a computer that you can competently operate.
- You have an Internet connection, and are capable of establishing a connection.
- A Web Browser capable of supporting Web 2.0 functionality is installed on your computer.
- Acrobat® Reader version 6.00 or higher is installed on your computer.
- You have a basic understanding of computer and Internet terminology.
- You have a basic understanding of the day-to-day business operations of a Service Provider.

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Invoice Management Set up and Configuration

The Emersion system has a number of tools and settings to control invoice management.

- Invoice Template — defines the logo, colours, billing information, and company information that appear on your invoices. Multiple invoice templates may be set up to enable you to use different invoice layouts for different customers.
- Invoice Email Template — this template defines the layout, text, and other variables of the email that is sent to customers containing their invoice.
- Invoice Delivery — controls how invoices are sent to customers. Available methods are 'Email', 'Post', 'Fax', 'Do Not Send', and 'Email and Post'. A system default can be set up, which is applied to all customers. This default setting may be overridden on a customer by customer basis.
- Invoice Approval — controls whether invoices are automatically approved after they are generated, or if they require manual approval. This setting may be applied at a system level for all customers and invoices, or on a customer by customer basis.

Invoice Templates

The Invoice template defines the layout of your invoices. You can set up multiple invoice templates to enable you to use different invoice layouts for different customers e.g. if you have multiple trading names, or wish to use different invoice layouts for your residential and business customers etc. Each invoice template can be configured with a logo, colours, your company physical, postal and payment addresses, organisation details such as ABN, contact numbers and emails etc, and your bank and BPAY account details. These details will appear on your invoice.

To Display Invoice Templates

1. Select **Admin** > **My Invoice Template** from the **Menu.** The *Invoice Layouts* page will appear showing a list of existing invoice templates.

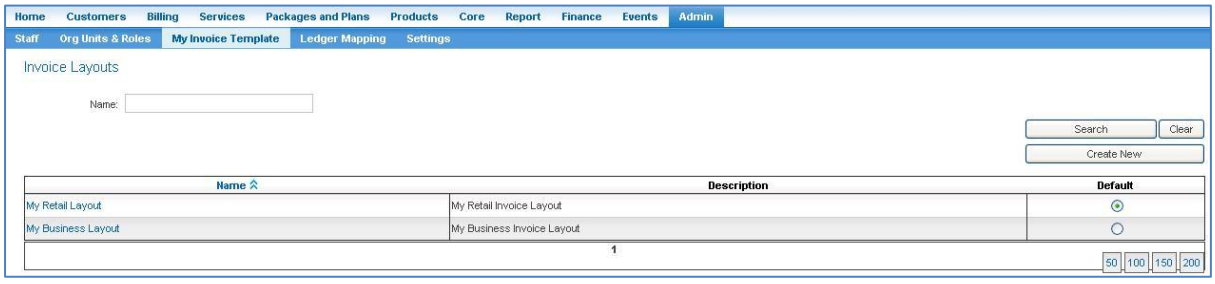

Figure 1. The *Invoice Layouts* page

2. Locate the required invoice template, and click the template in the *Name* column. The *Invoice Layout Summary* page will be displayed, showing six tabs; Summary, Layout Name, Logos & Colours, Addresses, Organisation Details, and Bank & Bpay Account Details, which contain the invoice template information.

Figure 2. The *Invoice Layout* page

3. Click the required tab to display the details.
4. To return to the *Invoice Templates* list, click the **My Invoice Template** menu.

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To Set Your Default Invoice Templates

The default invoice template is assigned to all customers initially when the customer account is created. You can then select another invoice template for each customer as required (see below).

1. Select **Admin** > **My Invoice Template** from the **Menu.** The *Invoice Layouts* page will appear showing a list of existing invoice templates.
2. Click the radio button beside the required invoice template in the *Default* column of the invoice template list. An information box will appear advising that the default invoice template has been successfully saved.

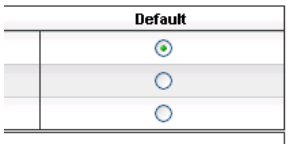

Figure 3. The *Default* column

The Invoice Layout

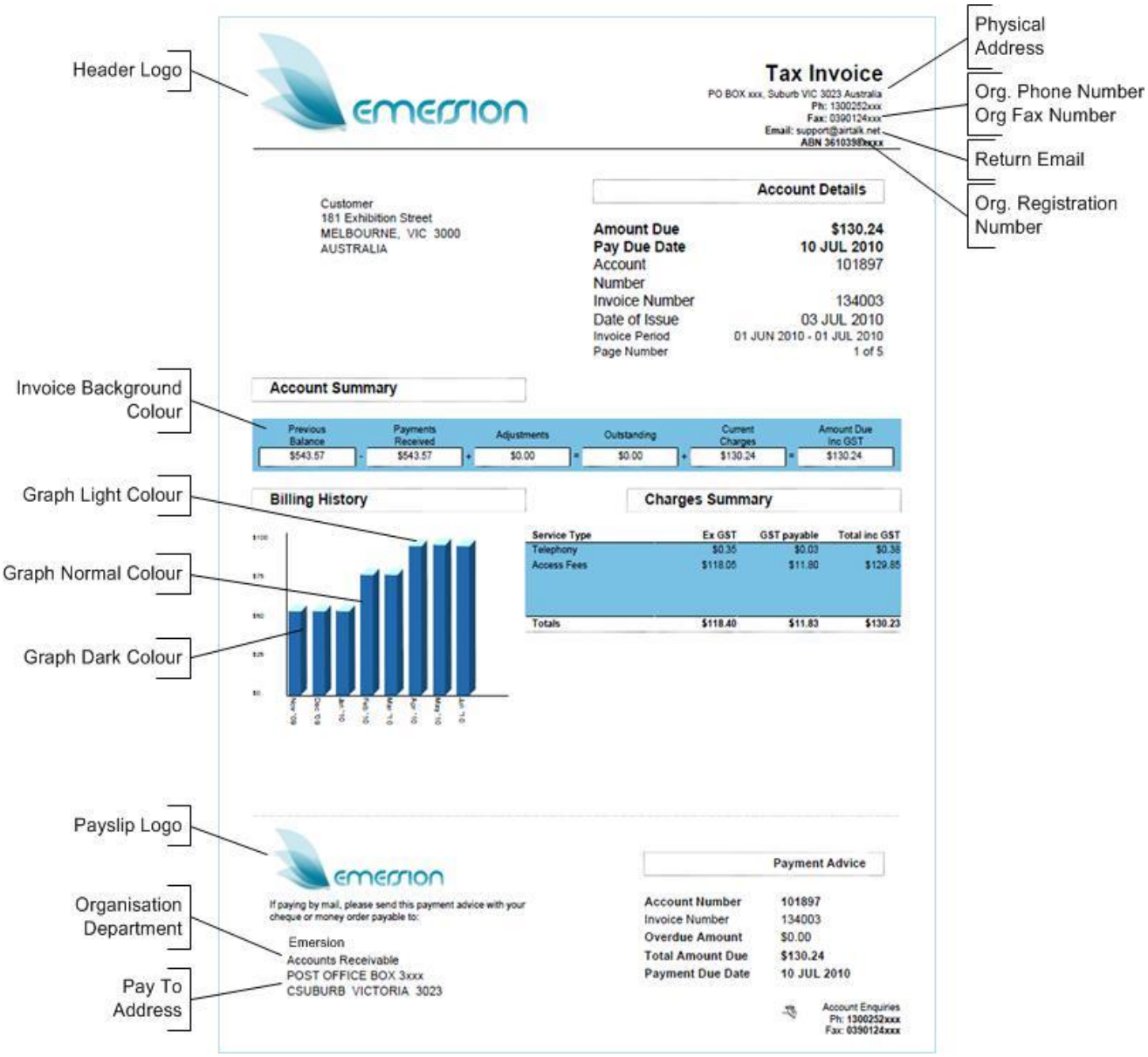

Figure 4. The Invoice Layout Page 1

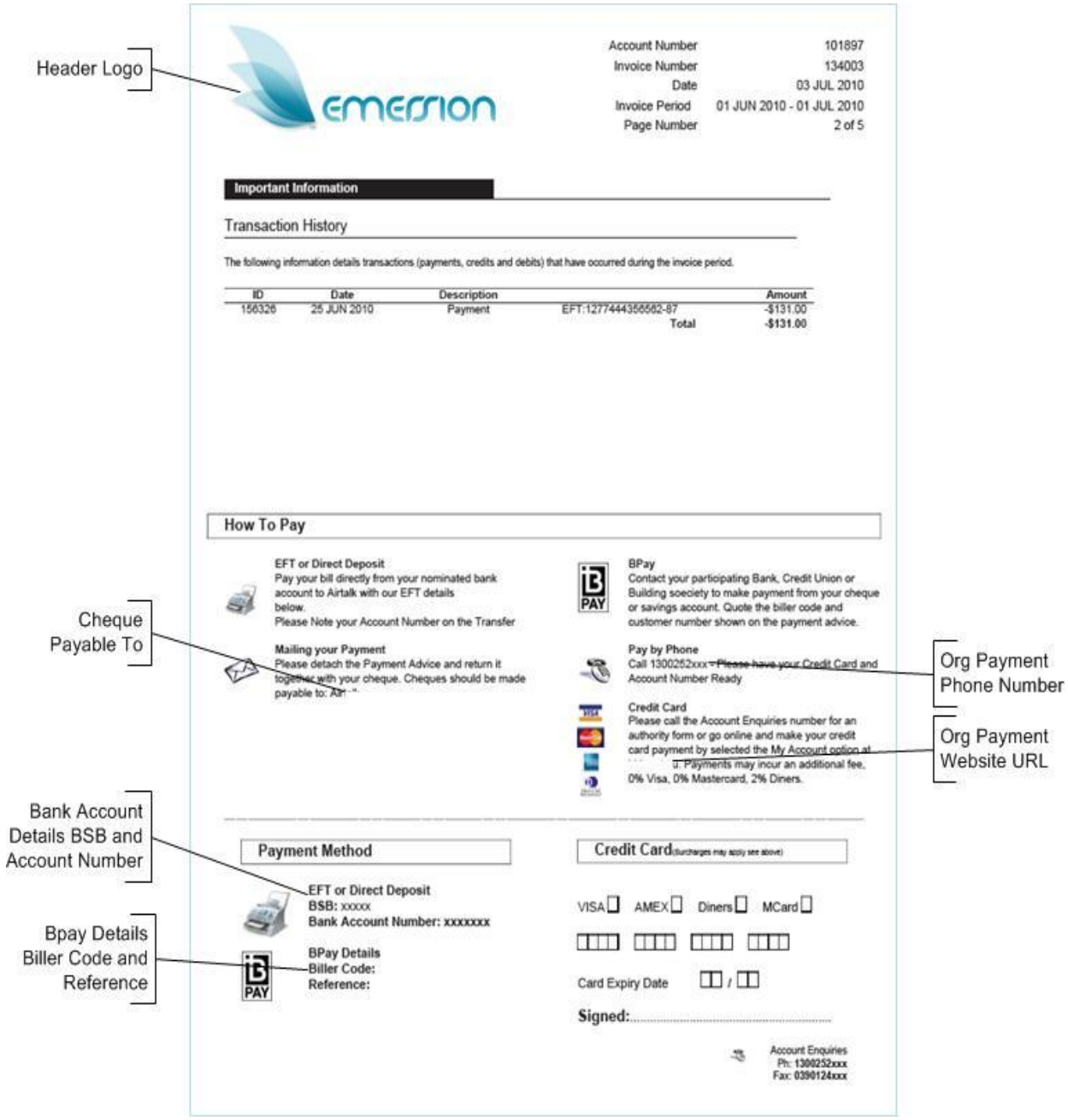

Figure 5. The Invoice Layout Page 2

To Create an Invoice Template

1. Select **Admin** > **My Invoice Template** from the **Menu.** The *Invoice Layouts* page will appear.
2. Click the **Create New** button. The *New Invoice Layout* page will appear.

Figure 6. The *New Invoice Layout* page

Layout Name

3. Enter the template name in the *Layout Name* field.
4. Enter a description for the invoice template in the *Layout Description* field.
5. Click the **Save Layout** button.
6. The *Invoice Layouts* page will reappear showing the new layout name created with an information box showing the invoice layout has been saved.
7. Click the new invoice template name in the *Name* column. The *Invoice Layout* page will be displayed, showing the *Summary* page.

Logos & Colours

8. Click the **Logos & Colour** tab. The *Logos and Colour information* page will be displayed.
9. Click the **Edit** button. The page will update to show the fields enabled for editing.

Figure 7. The *Logos & Colour Information* page

10. Select the *Header Logo* file (e.g. .jpg, .png etc). Click the **Browse** button beside the field. The *File Upload* window will appear. Navigate to and select the required logo graphic file, and then click **Open**. The file name will appear in the field.
11. Enter the *Header Logo Width* (in millimetres). The maximum width is 80 mm.
12. Enter the *Header Logo Height* (in millimetres). The maximum height is 30 mm.

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13. Select the *Payslip Logo* file that appears near the bottom of the invoice along with the remittance advice. Click the **Browse** button beside the field. The *File Upload* window will appear. Navigate to and select the required logo graphic file, and then click **Open**. The file name will appear in the field.
14. Enter the *Payslip Logo Width* (in millimetres). The maximum width is 60 mm.
15. Enter the *Payslip Logo Height* (in millimetres). The maximum height is 15 mm.
16. Enter the *Graph Light Colour* (see diagram above).

> Note: The colours for the usage graph bars and invoice background must be entered using the standard colour name or hex colour code (refer to http://www.w3.org/TR/css3-color/#svg-color).

17. Enter the *Graph Normal Colour*.
18. Enter the *Graph Dark Colour*.
19. Enter the *Invoice BG Colour* for the invoice background.
20. Click the **Save Logos and Colours Info** button. The *Invoice Layout Summary* page will appear with an information box showing the invoice colours and logo have been saved.

Addresses

21. Click the **Addresses** tab. The *address information* page will be displayed, which will be empty initially as no addresses have been set up.

Figure 8. The empty *Address Details* page

22. Click the **Edit Address** button below *Physical Address*. The page will update to show the address fields enabled for editing.

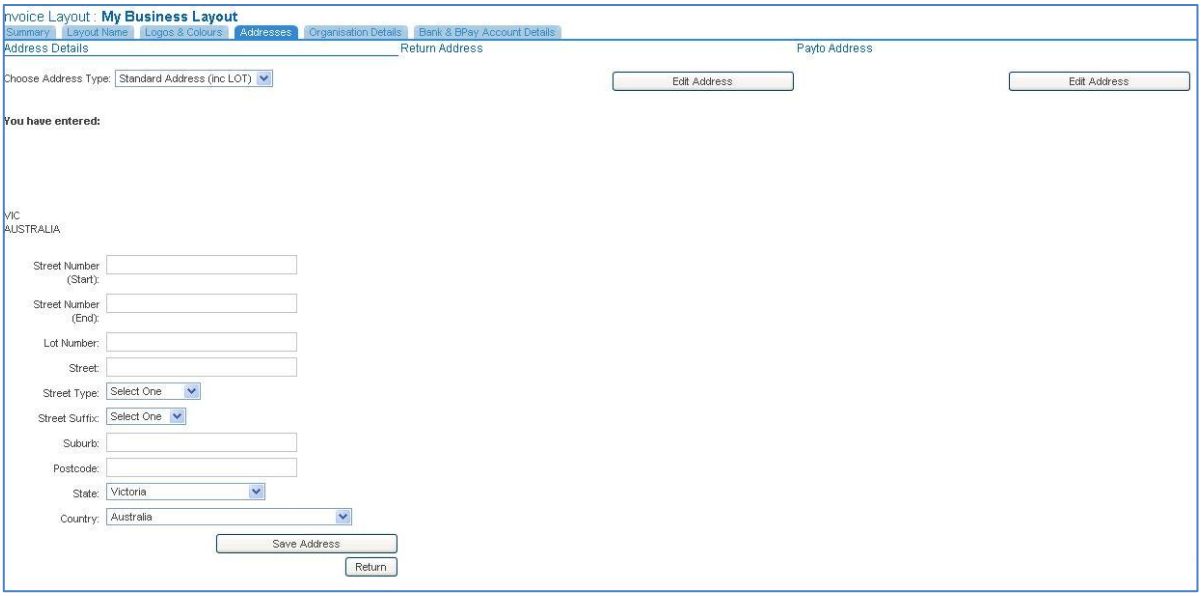

Figure 9. The *Address Details* page, showing address fields

23. Select an address type from the *Choose Address Type* drop list. By default, the "Standard Address (inc LOT)" is displayed. The page will update to show the fields relevant to the address type you choose.

    Available address types include:

    - Standard Address (inc LOT) — a regular street address with street number range, lot number, street name, type and street suffix, suburb, postcode, state and country.
    - Unit / Complex / Campus — a complex street address with building name, site details, unit type and number, level type and number street number range, lot number, street name, type and street suffix, suburb, postcode, state and country.
    - Postal Address (PO Box) — a postal address with postal delivery type, box number, suburb, postcode, state and country.
    - Unstructured Address — a simpler address with address line 1, address line 2, suburb, postcode, state and country.

24. Enter your address details in the appropriate address fields displayed according to the address type you have selected.
25. Click the **Save Address** button to save the physical address information.
26. Click the **Edit Address** button below *Return Address*. The page will update to show additional address fields enabled for editing.
27. Repeat steps 23 to 25 to enter your return address details.
28. Click the **Edit Address** button below *Payto Address*. The page will update to show additional address fields enabled for editing.
29. Repeat steps 23 to 25 to enter your pay to or remittance address details.

Organisational Details

30. Click the **Organisational Details** tab. The *Organisational Details* page will be displayed, which will be empty initially as no details have been set up.
31. Click the **Edit** button. The page will update to show the fields enabled for editing.

Figure 10. The *Organisational Details* page

32. Enter your company's account name for cheque payments in the *Cheque Payable To Name* field.
33. Select the department responsible for accounts receivable from the *Organisation Department* drop list. This should contain all of the organisational units set up in the *Org Units & Roles* function.

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34. Select the department responsible for correspondence from the *Return Address Department* drop list.
35. Select your company number (i.e. ABN / ACN) from the *Org Registration Number* drop list. This will contain all registration numbers entered by the Emersion support team when you were set up to use Emersion.
36. Enter your company's main contact phone number in the *Org Phone Number* field.
37. Enter your company's accounts receivable phone number in the *Org Payment Phone Number* field.
38. Enter your company's return phone number in the *Return Phone Number* field.
39. Enter your company's fax number in the *Org Fax Number* field.
40. Enter your company's main email address in the *Return Email* field.
41. Enter your company's return fax number in the *Return Fax Number* field.
42. Enter your company's payment web site (if used) in the *Org Payment Website URL* field.
43. Click the **Save Organisational Details** button to save the organisational information.

Bank and BPay Account Details

44. Click the **Bank & Bpay Account Details** tab. The *Bank Account Details* page will be displayed, which will be empty initially as no details have been set up.

Figure 11. The *Bank Account Details* page

45. Click the **Edit** button below the *Bank Account Details*. The page will update to show the fields enabled for editing.
46. Select your bank from the *Bank* drop list. If your bank does not appear in the list, please contact Emersion support.
47. Enter your bank account's BSB number in the *BSB* field.
48. Enter your account number in the *Account Number* field.
49. Enter your bank's branch name in the *Branch* field.
50. Enter your bank account name number in the *Account Name* field.
51. Enter a reference number that your customers should enter when paying their account through electronic funds or direct bank transfer in the *Reference* field.
52. Click the **Save Bank Account Details** button to save your bank information.
53. Click the **Edit** button below the *Bpay Account Details*. The page will update to show the fields enabled for editing.
54. Enter your Bpay biller code in the *Biller Code* field.
55. Enter a reference number that your customers should enter when paying their account using Bpay in the *Reference* field.
56. Click the **Save BPay Account Details** button to save your BPAY information.
57. To return to the *Invoice Templates* list, click the **My Invoice Template** menu.

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To Edit an Invoice Template

1. Select **Admin** > **My Invoice Template** from the **Menu.** The *Invoice Layouts list* page will appear.
2. Locate the required invoice template, and click the template in the *Name* column. The *Invoice Layout Summary* page will be displayed.
3. Click the required tab (i.e. Layout Name, Logos & Colours, Addresses, Organisation Details, and Bank & Bpay Account Details).
4. Enter or modify the invoice template information in the appropriate fields, as required (see above).
5. Click the **Save** buttons where appropriate
6. Click the **My Invoice Template** menu to return to the *Invoice Templates* list.

Invoice Email Template

The Invoice email template defines the content and layout of the email that is sent to your customer containing the .PDF invoice attachment. A number of variables are available to include in the email, such as customer number, customer name, invoice number, invoice amount, and invoice due date.

To Display Invoice Email Templates

1. Select **Events** > **Templates** > from the **Menu.** A list of all existing event templates will be shown.

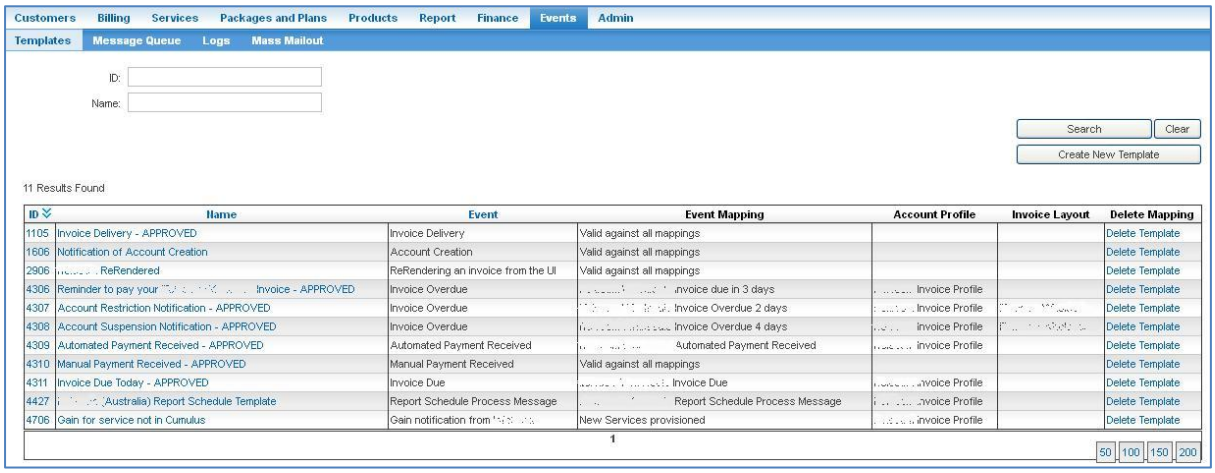

Figure 12. The *template list* page

2. Locate the *Invoice Delivery* template in the *Event* column, and click the template number or name in the *ID* or *Name* column. The invoice email template will be displayed.
3. Click the **Return to list** button to exit.

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To Create an Invoice Email Template

1. Select **Events** > **Templates** > from the **Menu.** A list of existing templates will be shown.
2. Click the **Create New Template** button. The *Create a Template* page will appear.

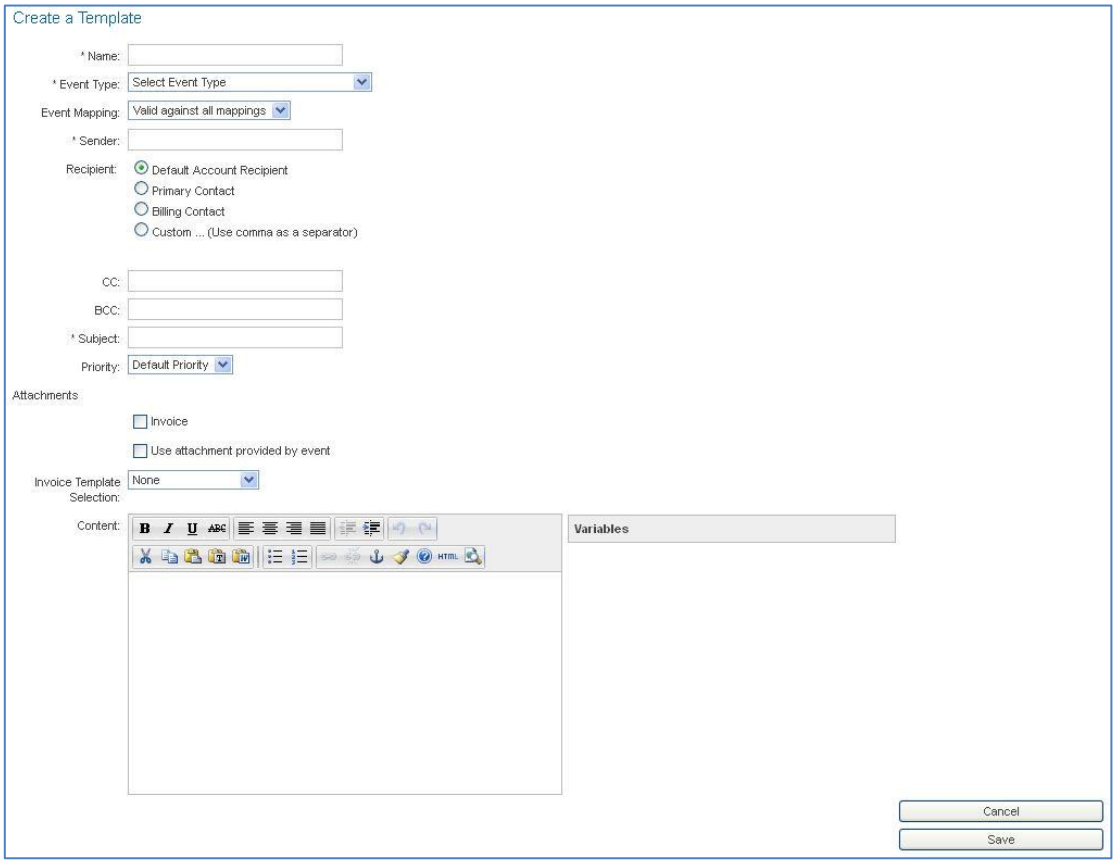

Figure 13. The *Create a Template* page

3. Enter the *Name* or description to give the invoice email template.
4. Select "*Invoice Delivery*" from the *Event Type* drop list. This indicates that the current template is related to invoice delivery. Depending on the event configuration set up, you will see other event types in this list, such as *Invoice Due* and *Invoice Overdue*. You can use this function to set up other templates for these event types (for further information, refer to the Events User Manual).
5. Select the *Event Mapping* required.

> The list will only show the event mappings that Emersion has mapped for you. Events are configured by Emersion's support team specifically to your individual requirements. If no event mapping is shown for the *Invoice Delivery* event type, please contact the Emersion support team.

6. Enter the *Sender* name / email address. This name will appear in the email message *From* field.

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7. Select the required *Recipient* using the option buttons, as follows:
   - Default Account Recipient
   - Primary Contact
   - Billing Contact
   - Secondary Contact
   - Custom - enter the email address(es) to send the email, separated by a comma

   The system uses the email address recorded against the customer account, or the email address entered in the *Custom* field, to send the invoice email.
8. Enter a *CC* recipient to send a copy of the invoice to another person, if required.
9. Enter a *BCC* recipient if required.
10. Enter the *Subject* text to show in the invoice email subject line.
11. Select variables to include in the invoice email subject line from the list of *Variables* that appear beside the *Subject* field. Variables available include:
    - Account ID
    - Contact First Name
    - Contact Surname
    - Previous Balance (incl GST)
    - Invoice ID
    - Invoice Issue Date
    - Invoice Due Date
    - Amount Due (incl GST)
    - Invoice Amount (Excl GST)
    - Invoice Amount (Incl GST)
    - Cumulus Username
    - Previous Balance (Incl GST)
    - Payments Received

    Click the variable name in the list. The variable *code* (e.g. *'{account->id}*', *'%%FNN%%*', etc.) will be added to the subject field text. Position it within the text as required.
12. Select the email *Priority* from the drop list (i.e. Low, Default, or High).
13. Tick the *Invoice* check box under *Attachments* to attach the invoice to the email.
14. Select the invoice template to associate with the event from the *Invoice Template Selection* drop list.
15. Enter the message text in the *Content* box. The *Content* box is a basic HTML editor (i.e. tinyMCE). Some standard text formatting options are available.

    To add graphics to the message, such as an image or logo, the image file needs to be hosted externally. This is the preferred way of handling images in a message, rather than as attachments. This is done by editing the HTML directly, using the *Edit HTML Source* function, and including the image in the HTML code directly.
16. Insert the required account and invoice *Variables* into the message. These are shown beside the *Content* box, per step 11 above. Click the variable name in the list. The variable *code* will be added to the subject field. Position it within the text as required.
17. Use the *Preview* function to see how the invoice email will appear to the customer.
18. Click the **Save** button. The *Invoice Email Template* details will display.
19. Click the **Return to list** button to exit.

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To Edit an Email Invoice Template

1. Select **Events** > **Templates** > from the **Menu.** A list of existing event templates will be shown.
2. Locate the *Invoice Delivery* event template, and click the template number or name in the *ID* or *Name* column. The invoice email template details will be displayed.
3. Click the **Edit** button. The page will be updated to show the fields enabled for editing.
4. Enter or modify the invoice email information in the appropriate fields.
5. Click the **Save** button. The updated template details will display, with an information box showing the template has been saved successfully.
6. Click the **Return to list** button to exit.

To Delete an Email Invoice Template

1. Select **Events** > **Templates** > from the **Menu.** A list of existing templates will be shown.
2. Click the **Delete Template** link beside the required template in the *Delete Mapping* column. An information box will display showing that the template has been deleted.

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Invoice Delivery and Invoice Approval Settings

The Invoice Delivery and Invoice Approval settings control the way your invoices are sent to customers, and whether invoices are automatically approved, respectively. Both settings can be applied at a system level for all customers, or set individually customer by customer.

Invoice Delivery is controlled by the *Invoice Method* setting available in the *Invoice Management* system administration settings, as well as available in each customer's account settings. This determines how invoices are sent to your customer. Invoice delivery methods available are: 'Email', 'Post', 'Fax', 'Do Not Send', or 'Email and Post'.

Invoice Approval is controlled by the *Auto Invoice Approval* setting in the Invoice Management system administration settings, and by the *Auto Approve Invoice* setting available in each customer's account. When enabled, invoices are automatically set to *Approved* status when they are generated (i.e. after the bill run). If you also set your invoice delivery method to *email*, this will have the effect of automatically emailing invoices to customers without any manual intervention (i.e. provided you have an email invoice template set up correctly and your customers have valid email addresses set up).

To Set System Default Invoice Management Settings

1. Select **Admin** > **Settings** > **Invoice Management** from the **Menu.** The *Invoice Management* page will display.

Figure 14. The *Invoice Management* page

2. Tick the *Auto Invoice Approval* check box to enable automatic approval of your invoices. This will be applied to all new customers that are created. Leave blank if you do not wish to automatically approve invoices.
3. Tick the *Reset all customers* check box to update all existing customer accounts to use the automatic invoice approval setting as set in step 2.
4. Select the required invoice delivery method from the *Invoice Method* drop list. This will be applied to all new customers that are created. By default, this is set to "Do not send".
5. Tick the *Reset all customers* check box below the *Invoice Method* drop list to update all existing customers to use the *Invoice Method* setting selected in step 4. This will overwrite all existing customer invoice delivery methods set up.
6. Click the **Save** button. An information box will appear showing the invoice management setting was saved successfully.

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To Set Invoice Settings for a Customer

1. Select **Customers** > **Customer List** from the **Menu.** The *Customer List* page will display showing all customers.
2. Locate and select the required customer in the list. The *Customer Summary* page will display.
3. Click the **Detail** tab. The *Account Detail* page will display showing *Account Summary* and *Trading Terms.*

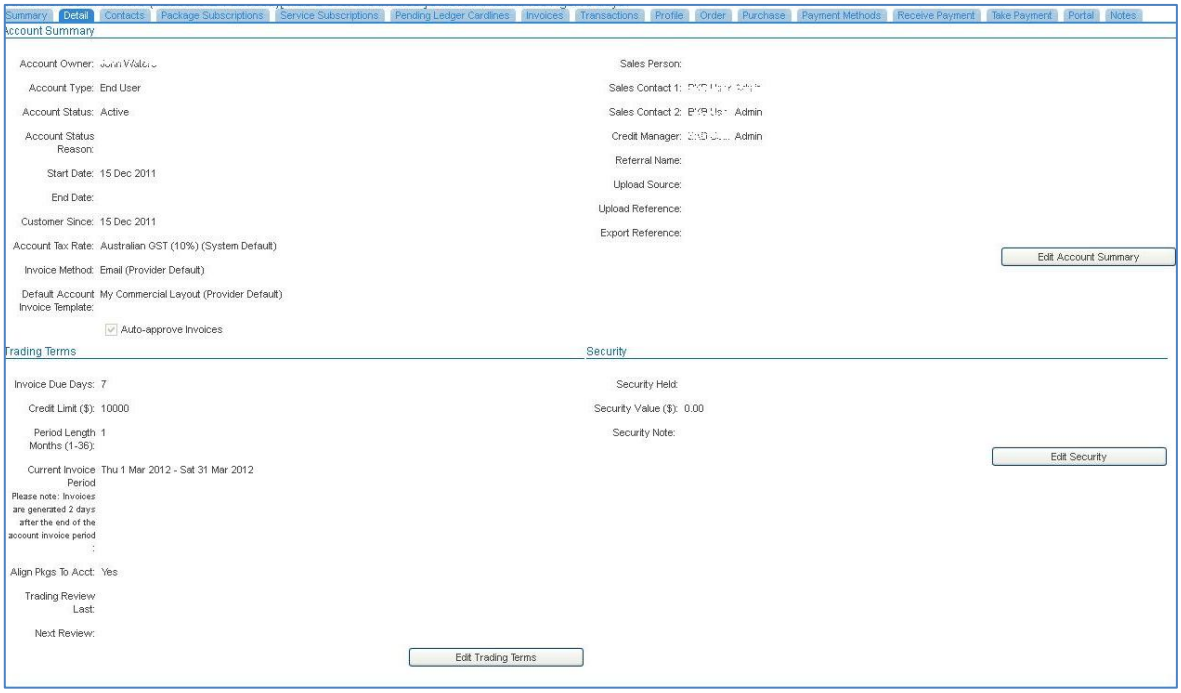

Figure 15. The *Account Detail* page

4. Click the **Edit Account Summary** button. The *Account Detail* page will update to show the fields enabled for editing.

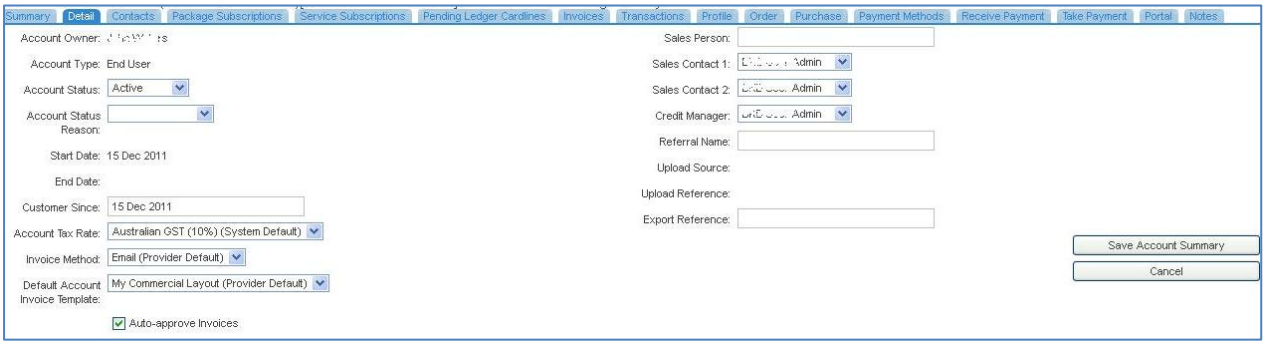

Figure 16. The *Account Detail* page enabled for editing.

5. Select the required invoice delivery method for this customer from the *Invoice Method* drop list.
6. Select the required invoice template to use for this customer from the *Default Account Invoice Template* drop list. This will override the system default setting.
7. Tick the *Auto-approve Invoices* check box to enable automatic approval of invoices for this customer.
8. Click the **Save Account Summary** button. An information box will appear showing the account has been updated.

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Invoice Method for New Customers

The *Invoice Method* setting can be set for a new customer as you create the account.

1. During account creation on the *Create New Account* page, the system default *Invoice Method* will display. If no system default is set, it will show 'Do not send'.
2. To change the system default, tick the *Override?* check box beside the *Invoice Method* field. The *Invoice Method* drop list will become enabled for editing.
3. Select the required invoice delivery method from the *Invoice Method* drop list.
4. Complete the account creation process as normal.

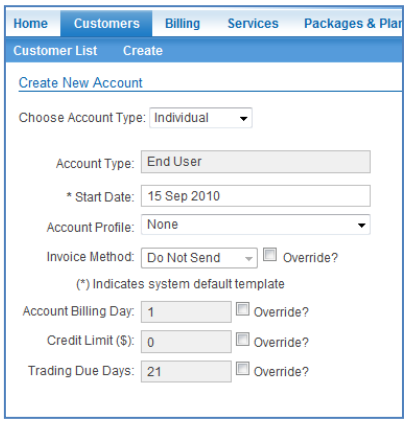

Figure 17. The *Create New Account* page showing the invoice method setting

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Invoicing

Introduction

Accounts have services, such as mobile or landline phones, or ADSL data access. The services are linked to packages, plans and rate cards that are used to determine the charges to invoice the accounts when the system processes usage data provided by upstream suppliers. The Emersion Billing and Rating Engine takes into account the tariff as supplied from the supplier, the rate card attached to the plan, plus any rate overrides that may be currently active for the relevant account, such as bolt ons and caps, as well as package level discounts and fees.

On the billing day (as defined by the accounts' settings), the Billing System automatically creates invoices in Adobe® Acrobat® PDF format. The PDF invoices can then be downloaded, emailed, printed, saved and viewed. If your supplier uses the Emersion Billing Platform, you may also be able view invoices received from them.

Invoice .PDFs files are created based on the invoice templates set up (see *Invoice Templates* on page 10). The .PDF templates contain the design of the invoice, including the header page, payment options, account summary, and service details, along with the company logos and other specific branding. Details are inserted into each account's invoice, including the account's name and address, invoice number, account number, invoice date, with all current items and charges, as well as the invoice due date. These variables are placed in pre-defined areas of the invoice.

All invoices created for all accounts in the system are listed in the *Finance* > *Accounts Receivable* > *Invoice List* page. You can also view invoices created for a specific account in the *Invoices* tab of the *Customers* > *Customer List* > view Account page. Invoices should be reviewed to check for any errors or missing charges. Once any adjustments have been made, the invoices should be approved. Once the invoices are approved, the system sends the invoices to customers via the default invoice delivery methods set up in each customer account's record.

The system does not send invoices to an account until the invoice has been successfully Approved. Rejected invoices are not sent.

Immediate Invoices

In addition to the invoices automatically created by the Billing and Rating engine, the system allows you to create ad-hoc or *immediate* invoices. Immediate invoices can contain any pending cardlines held against the account, which may include cardlines created by the Billing and Rating engine for charges associated with services, product purchases, and ad hoc charges created manually. See the Unallocated Cardlines and Immediate *Invoices* section on page 40 for more details.

Batch Mediation System (BMS)

The Batch Mediation System (BMS) obtains batched (i.e. non real-time) Service Information Records (SIRs) from supplier(s). The SIRs (e.g. usage data such as Call Detail Records or RADIUS accounting records) are generally retrieved from an FTP location. Verification is performed on the usage information retrieved to ensure the information is complete and corruption free. Sequence checking is performed to detect any missing files or sequence errors. Inbound mediation is then performed, which translations the data into Emersion standardised formats for use within the system for rating and invoicing.

BMS assigns a tariff to the SIR record. BMS locates the service within the system based on the service identifier, which may be the calling party, or charged number identifier within the SIR record. Using this information, all accounts that are to be invoiced for the record are located. As the system supports a multi-tiered account hierarchy, the end customer, the service provider, and the wholesaler may all be invoiced from the single usage record, per the service package, plan and rate information set up at each level.

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Rating, Billing and Invoicing Process

The Billing and Rating engine provides powerful processing algorithms to calculate charges for your products and services. Combined with the Batch Mediation System (BMS), usage and provisioning information obtained from your systems and your suppliers' systems can be bound to a customer's service, and the associated Package, Plan and Rate Card will be used to calculate the correct charges for each Service Information Record (SIR) into your account invoices.

Below is a summary of the Rating, Billing and Invoicing process:

1. **Mediation** – BMS translates incoming SIRs from upstream carriers and suppliers into formats usable by the system (e.g. telephony service usage CDRs). BMS also assigns a Tariff to the SIR (see below for further explanation).
2. **Service Association** – BMS associates the incoming SIRs with the correct services ready for the billing and rating engine. From the service, the correct Packages, Plans, and Rate Cards are determined for rating.
3. **Bucketing** –Usage SIRs are assigned into the correct invoicing period ready for rating.
4. **Rating** – Individual usage SIRs are rated according to the Rate Cards associated with the Service Plan and the charge profiles set up to create the *Rated Amount*.
5. **Usage Record Manipulation –** Any changes to the rated usage SIR's are handled at this stage based on Plan attributes and special features like Neighbourhood Calls and Free periods (e.g. Optus "Yes" time).
6. **Service Bolt On Usage** – Bolt On rating is then processed to isolate any records relevant to Service Bolt Ons and the *Rated Amount* and *Charged Amount* are updated.
7. **Charging** – Groups of SIRs are aggregated together and package discounts, capping and other billing rules are applied to them. This generates the *Invoice Amount* for these records.
8. **Rounding** – Any rounding rules are applied and the *Charged Amount* and *Invoiced Amount* for these records are updated.
9. **End of Period (EOP) and Start of Period (SOP) Billing** – Access Fees and other recurring charges not based on service usage are applied and cardlines are produced ready for the invoicing system.
10. **Invoice Generation** – Invoices are generated based on the summation of the cardlines generated.
11. **Package Discounts** – Any package level discounts set up are applied that may alter the invoiced amount by applying discounts (or surcharges) based on the package defined rules.
12. **Invoice Auditing** – The process of auditing invoices can be performed manually, or the system can be set to be fully automated so invoice auditing is by-passed (see *Invoice Delivery and Invoice Approval* on page 21).
13. **Invoice Presentation** – Invoice presentation is the rendering of the invoice card lines and bundle discounts together with any payments made, credits, debits, and adjustments made to the account during the invoice period. The Invoice is then created as an Adobe® Acrobat® PDF format document.

    The invoice may then be emailed to the customer automatically, printed, downloaded, made available to the Customer to view in the User Portal, or transferred to a mail house for printing and posting to the customer.

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Quarantine

During the rating, billing and invoicing process, issues may arise for many reasons, such as missing service information, incorrect rating data, or issues with the service usage file received from your upstream service provider. The Billing and Rating engine places these records into Quarantine for manual investigation (see the *Quarantine* section on page 54). Once the issue is resolved, the records can be re-processed through the billing and rating engine to place the associated charges on to the required account's invoice. You should regularly review Quarantine to resolve billing issues to ensure your account's invoices are generated correctly.

Invoice Auditing

Once the Billing and Rating engine has generated invoices, they will initially be set to the status of *Pending*. If the *Invoice Approval* settings have been set to be fully automated (i.e. either via the system default settings or for specific customers), invoices will be automatically approved and sent to customers, as defined in the *Invoice Delivery* methods. In this case, invoice auditing will by-passed, and the system will automatically update the invoices' statuses to *Approved*.

Pending invoices should be audited to verify the invoice details and charges are correct. Once verified, the invoice should be approved. The system will not send an invoice to an account until it has been approved. Invoices can be approved individually using the *Manage Invoice* function, or multiple invoices can be approved at once using the *Bulk Approve* (of course after you have performed the necessary checking). Once approved, the invoice will be automatically sent to the customer account via the *Invoice Method* set in the account's options (refer

To Set Invoice Settings for a Customer on page 22).

If the invoice details are not correct, the invoice may be rejected. Invoices can be rejected individually using the *Manage Invoice* function, or multiple invoices can be rejected at once using the *Bulk Reject* function. Rejected invoices are investigated by the Emersion Billing Support team. Notes should be added to provide details about the problems found with the invoice. Any invoice problems can be corrected and addressed by the Emersion Billing Support team, in consultation with you, and the invoice can be re-generated for you to re-check and approve.

Invoice Statuses

Invoices can have one of the following statuses:

- Pending — invoices that have been created & rendered and not yet approved. Invoices that are re-rendered or re-rated will return to Pending status.
- Approved — invoices that have been manually approved, or automatically approved by the system. Once the invoice is approved, it is committed to the account ledger and cannot be undone.
- Rejected — rejected invoices will not be committed to the account ledger and will remain rejected until otherwise modified (e.g. re-rated or re-rendered after addressing any issues found during the invoice audit).
- Rendering — invoices that are in the process of being re-rendered by the system.

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Invoice Approval Process

Before you approve an invoice, you should review the invoice and check the following information:

1. Display the invoices generated (see *Displaying Invoices on* page 28).
2. Manage the invoice (see *Manage Invoices* on page 32). This includes the following actions:
    a. View the invoice (see *To View an Invoice* on page 33).
    b. Review any service usage (see *To View Usage on an Invoice* on page 34).
    c. Review the allocated cardlines, and modify as required (see *Invoice Cardline Management* on page 35).
3. Re-Render the invoice if you have modified or added cardlines (see *To Re-Render an Invoice* on page 48).
4. Once you are satisfied the invoice is complete and correct, approve the invoice (see To Approve an Invoice *page 44).*
5. If you have checked multiple invoices and are satisfied the invoices are all correct, use the *Bulk Approve* action (see *To Bulk Approve Multiple Invoices* on page 45).

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Displaying Invoices

There are two methods to display invoices generated by the system for your customer Accounts:

- Customer Account Record — via the *Invoices* tab of the **Customers** > **Customer List** > view **Account** page. This will only show the selected customer account's invoices.
- Accounts Receivable Invoice List — via the **Finance** > **Accounts Receivable** > **Invoice List** page. This function will show all invoices generated for all accounts.

From either *Invoice list* page, you can *Manage* or *Download* an invoice.

To Display Invoices from the Customer Account Record

The customer account *Invoices* page displays a list of all invoices generated by the system for the selected customer account only.

1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will appear.
2. Select the required customer account. The *Account Summary* tab will display.
3. Click the **Invoices** tab**.** The *Invoice List* page will appear showing all invoices for the selected customer.

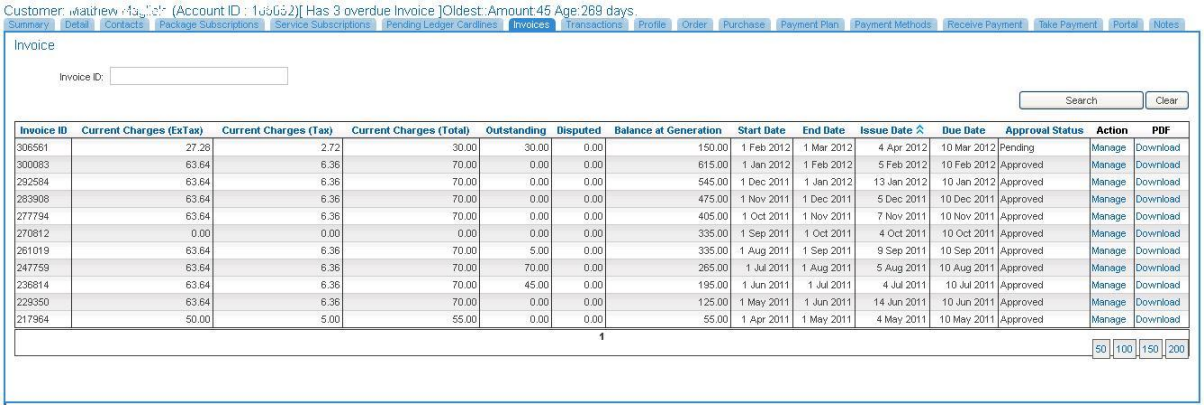

Figure 18. The *Invoices* page of an Account

Search

You can locate an invoice in the *Invoice List* by using the *Search* function. The following fields can be used to search for invoices:

- Invoice ID

To Display Invoices using the Invoice List

The *Invoice List* function displays a list of all invoices generated by the system.

1. Select **Finance** > **Accounts Receivable > Invoice List** from the **Menu.** The *Invoice List* page will appear showing all invoices for all customers.

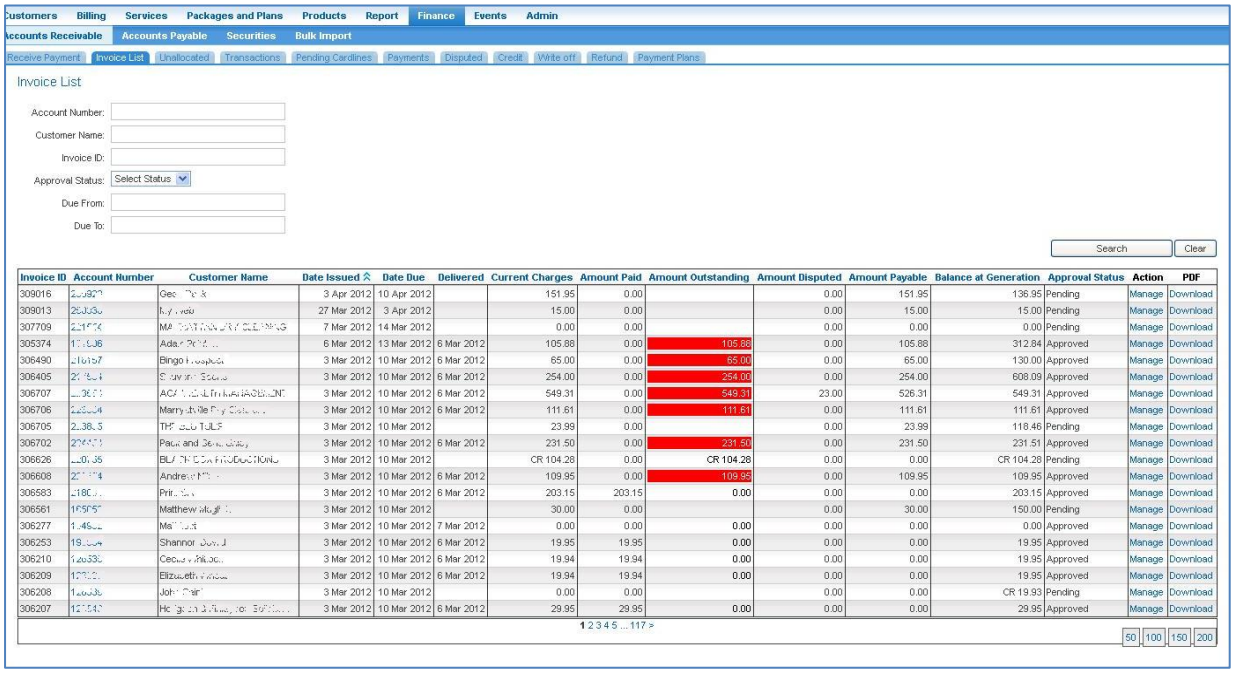

Figure 19. The *Invoice List* page in Accounts Receivable

Search

You can locate an invoice in the *Invoice List* by using the *Search* function. The following fields can be used to search for invoices:

- Account Number
- Customer Name
- Invoice ID
- Approved Status - *All*, Pending, Approved, Rejected or Rendering
- Date From; - allows date selection via a Calendar tool
- Date To - allows date selection via a Calendar tool

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To Download an Invoice

1. Locate the invoice required in the *Invoice list*.
2. Click the **Download** link in the *PDF* column of the required invoice. The *Opening…* download window will display.

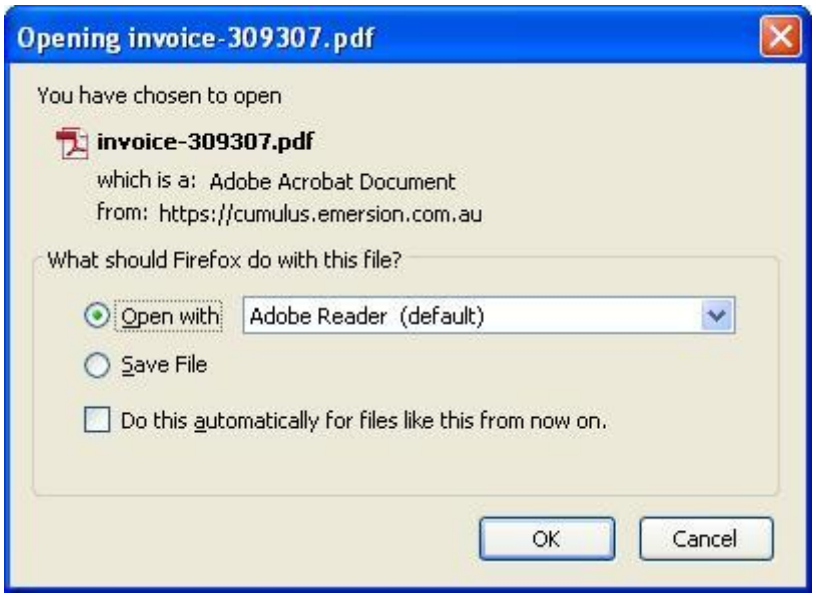

Figure 20. The *Opening invoice …* download window

3. Select the *Open with* option to open the invoice with Adobe Reader. You may select another application to open the file with by selecting an application from the drop list, if required.
4. Select the *Save File* option to save the invoice file to your system.
5. Tick the *Do this automatically for files like this from now on* checkbox to perform the option selected automatically every time you download PDFs.
6. Click the **OK** button. The invoice .PDF file will open in Adobe or download to your system, depending on the option you selected.

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Bulk Invoice Actions

When the *Invoice List* page is initially displayed in the *Accounts Receivable* module, all invoices of all statuses are shown. However, once you filter the invoices by *Approved Status*, the *Invoice List* page will update to display *Bulk Action* options. Note that the *Bulk Action* options will not appear when the *Invoice List* page is displaying invoices with varying statuses. Details about how to use the *Bulk Actions* are provided in the sections related to the individual invoice actions.

The Bulk Actions available will differ depending on the status of the displayed invoices, as follows:

- Pending invoices — Bulk Approve
  Bulk Reject
  Bulk Re-Render
- Approved invoices — Bulk Re-Send.
- Rejected invoices — Bulk Approve.
  Bulk Re-Render

> Note: To display the *Bulk Actions*, filter the invoices by selecting the required status in the *Approval Status* drop list and then clicking the Search button.

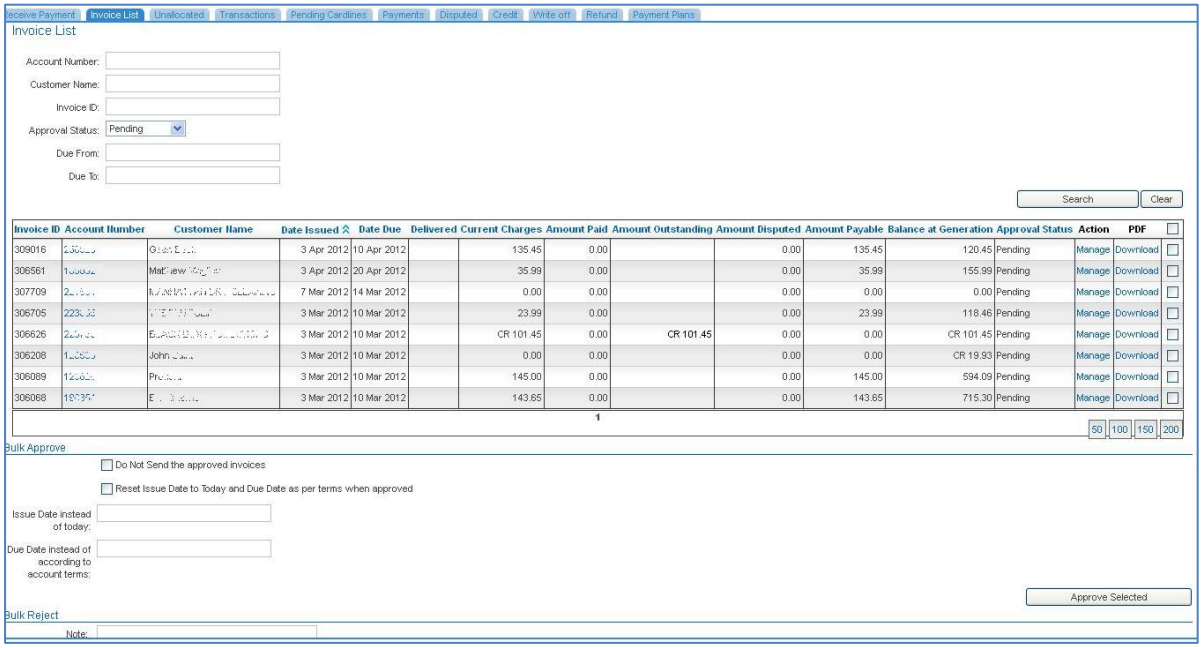

Figure 21. The *Accounts Receivable*, *Invoice List* page showing *Bulk Actions*

Manage Invoices

The *Manage Invoice* page will contain command buttons to perform various actions. The actions available will differ depending on the status of the selected invoice, as follows:

- View Invoice — all invoice statuses.
- Approve — pending and rejected status
- Approve – Do Not Send — pending and rejected status
- Reject — pending status only
- Re-Render — pending and rejected status
- Re-Rate — pending and rejected status
- Dispute — approved status
- Re-Send — approved status
- Cancel — returns to the *Invoice list* page on all invoices.

You can also *View Usage* (depending on the service and cardline type) from the *Manage Invoice* page.

To Manage an Invoice

1. Locate the invoice required in the *invoice list* in either the account record or in the *Accounts Receivable* module.
2. Click the **Manage** link in the *Action* column of the required invoice. The *Manage Invoice* page will display.

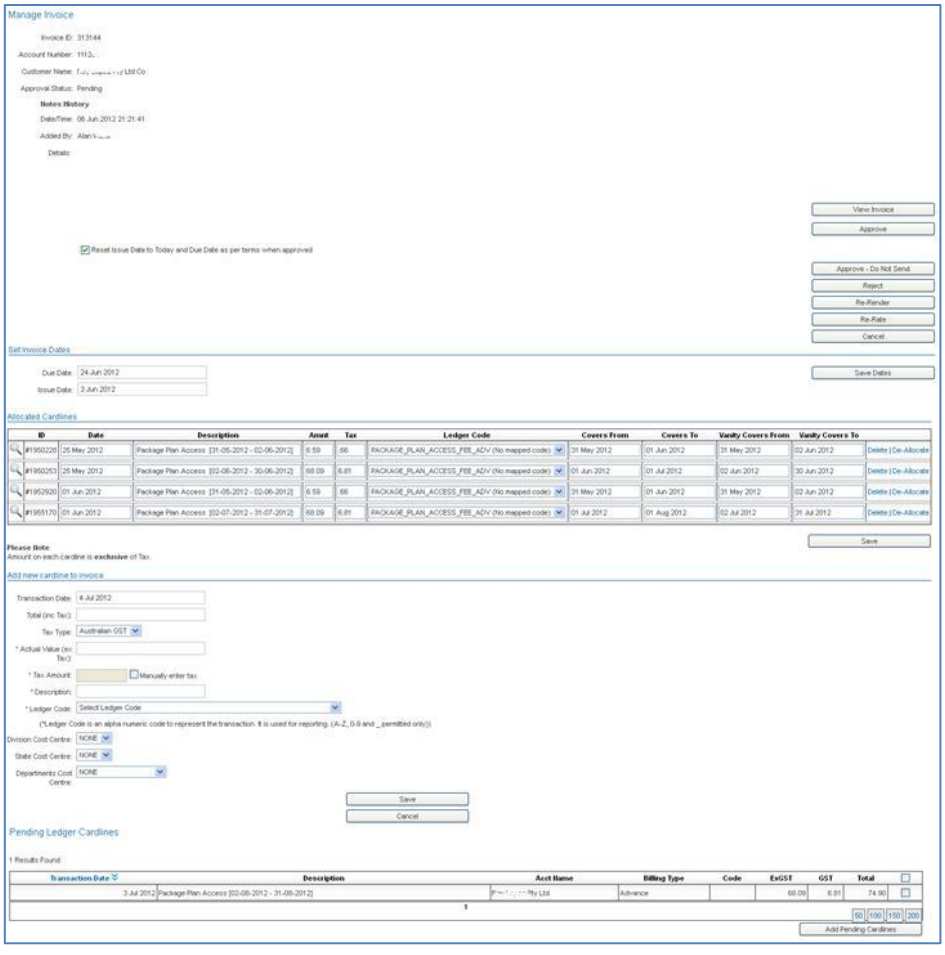

Figure 22. The *Manage Invoice* page

To View an Invoice

1. On the *Manage Invoice* page, click the **View Invoice** button. The *Opening…* download window will display.

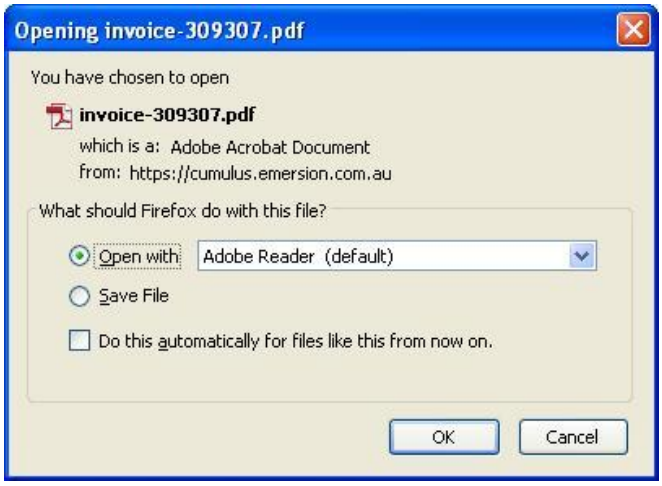

Figure 23. The *Opening invoice …* download window

2. Select the *Open with* option to open the invoice with Adobe Reader.
3. Select the *Do this automatically for files like this from now on* checkbox to perform the option selected automatically every time you download PDFs.
4. Click the **OK** button. The invoice .PDF file will open in a new Adobe Reader window.

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To View Usage on an Invoice

1. In the *Allocated Cardlines* section of the *Manage Invoice* page, locate the required service usage cardline.

Figure 24. The *Allocated Cardlines* section showing the *Usage* link

2. Click the **View Usage** link beside the required usage cardline. The *Service Usage* page will appear in a new window.

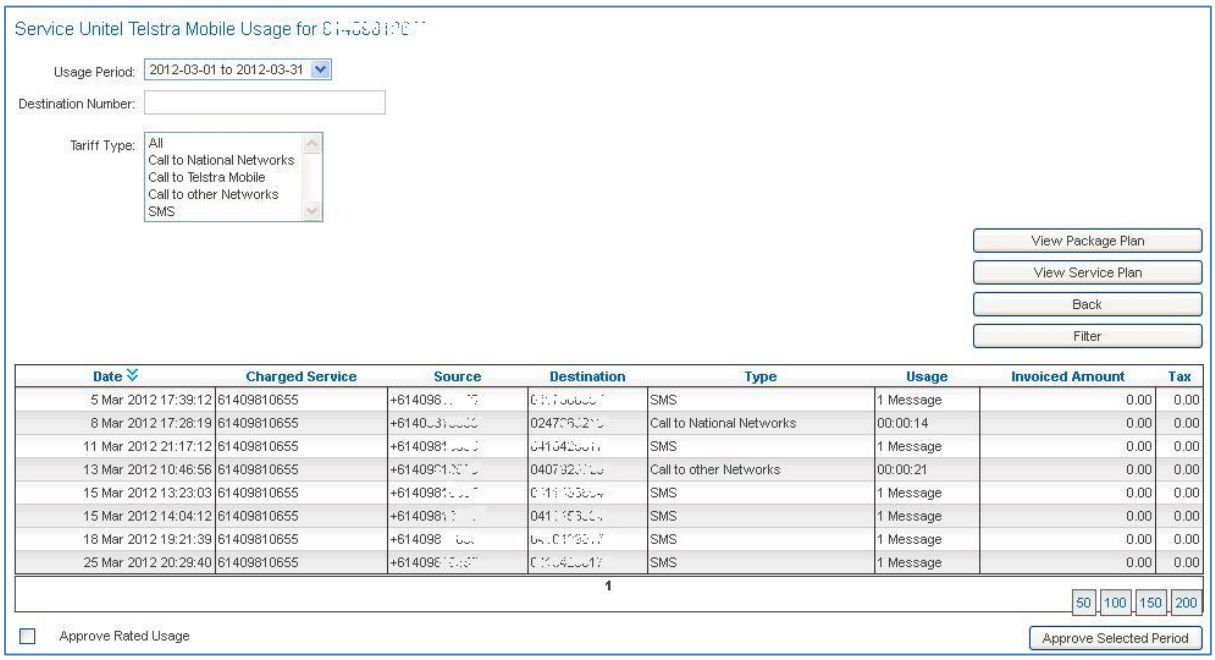

Figure 25. The *Service Usage* page

3. Filter the usage data by entering *Start Date*, *End Date* and selecting the required *Tariff Type*, as required, and then click the **Filter** button. The page will update to show the usage data corresponding to the criteria entered.
4. To view the package, click the **View Package Plan** button. The package will appear in a new window.
5. To view the service plan, click the **View Service Plan** button. The plan will appear in a new window.
6. When complete, close the window.

> The *Approve Rated Data Usage* check box and the **Approve Selected Data Period** button should not be used unless the service plan has been set up with manual period approval, which is not used often.

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Invoice Cardline Management

Cardlines are the individual charges, credits, or items that are presented on customer invoices, such as service fees, usage, products etc. A cardline may either summarise or itemise a service's usage records as applicable to the specific service type. The Billing and Rating engine creates cardlines automatically, based on package plan's and service plan's setup fees, access fees, service usage, service features, bolt-ons and other service fees and equipment. In addition, cardlines are created by the system for product purchases and installment plans. Cardlines can also be manually created for ad hoc charges.

Cardlines are the items related to charges and credits that are presented on customer invoices.

Pending Invoice Cardlines

Pending invoice cardlines are cardlines that have been created against an account for charges and credits (e.g. purchases, package fees, plan fees etc), but have not yet been included on, or allocated to, an invoice. The Billing and Rating engine creates pending cardlines throughout the billing period, based on the attributes of the package plans and accounts (such as pro-rata, billing in advance/arrears, align package period to account period etc).

Pending cardlines are also created when a charge or credit is raised when there is an existing pending Invoice against the account (e.g. when a product purchase is made after the bill run but before the pending invoice was approved). Pending cardlines may be also created manually against an account for ad hoc charges or credits using the *Pending Ledger Cardlines* function (see To Create an Unallocated Pending Ledger Cardline on page 40 for details).

Any pending cardlines held against an account, which are not allocated to the current pending invoice, will be available on the *Manage Invoice* page. They can then be allocated to the invoice as required.

Managing Cardlines on Pending Invoices

The *Manage Invoice* page allows various invoice cardline management operations, as follows:

- Modify an existing Cardline
- Allocate Pending Cardlines to the Invoice
- De-allocate a Cardline from an Invoice
- Delete a Cardline
- Add a New Cardline to an Invoice

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To Modify an Existing Cardline

Cardlines that are the result of an aggregate calculation, such as system generated usage charges, cannot be modified. These cardlines will appear on the *Manage Invoice* page greyed out. Only the cardlines that appear in enabled, active fields will be enabled for editing. Cardlines on Approved invoices will appear inactive and cannot be modified.

> Cardlines on Approved invoices cannot be modified.

1. In the *Allocated Cardlines* section of the *Manage Invoice* page, locate the required cardline.

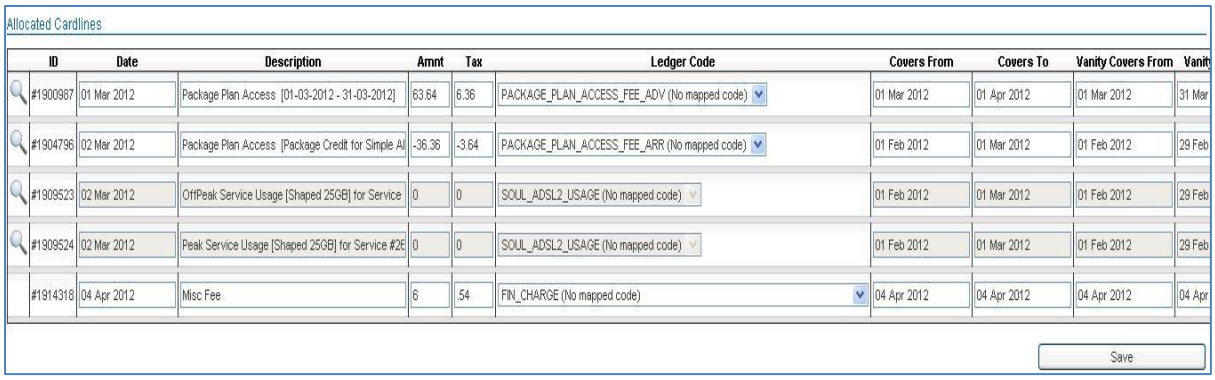

Figure 26. The *Allocated Cardlines* section showing editable and non-editable cardlines

2. Update the cardline date by clicking on the cardline's *Date* field. A calendar tool will appear to allow you to select the required cardline date. This date will appear on the Invoice as the date the cardline charge was incurred.
3. Edit the cardline *Description* by entering and / or overtyping text as required. This description will appear on the Invoice against the cardline charge.
4. If required, enter an updated amount in the *Amnt* field. Note that the cardline amount is exclusive of tax.
5. Update the *Tax* amount as applies to the updated cardline amount. Note that the system will not automatically re-calculate the cardline's tax amount when you update the cardline amount.
6. Select a different *Ledger Code* using the drop list if required. The cardline will be recorded against the selected ledger in the system for accounting purposes.
7. Update the *Covers From* and *Covers To* dates as required. These reflect the period that particular charge applies to, such as a service access fee that covers from the 1st to the 31st of the month.
8. Update the *Vanity Covers From* and *Vanity Covers To* dates as required. These dates will appear on the invoice, which you may update to be different dates than the actual *Covers From* and *Covers To* dates i.e. to assist the customer understand their invoice and charges.
9. Click the **Save** button below the *Allocate Cardlines* section. The system will update the cardline information on the current pending invoice.
10. Click the **Re-render** button to re-create the invoice .PDF to reflect the changes made to the cardlines.

    The system usually re-renders the invoice immediately (or within 10 minutes at most). The updated invoice .PDF file will then be available to download, review and approve as required.

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To Allocate a Pending Cardline to an Invoice

Allocating a pending cardline to an invoice adds the selected charge to the current pending invoice. Once you allocate the pending cardline to the invoice, it will appear in the *Allocated Cardlines* section of the *Manage Invoice* page.

1. In the *Pending Ledger Cardlines* section of the *Manage Invoice* page, locate the required pending cardline.

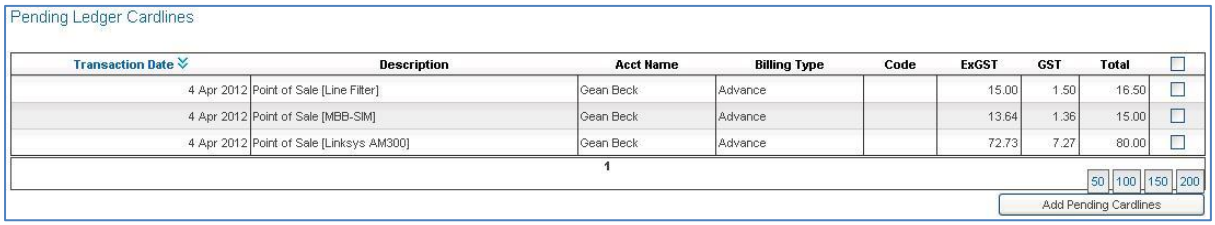

Figure 27. The *Pending Ledger Cardlines* section

2. Tick the check box beside each pending cardline you wish to allocate to the current invoice. Multiple cardlines can be selected.
3. Click the **Add Pending Cardlines** button. A message will display at the top of the screen informing that the cardline was allocated successfully.
4. The selected cardline(s) will appear in the *Allocated Cardlines* section of the *Manage Invoice* page.
5. Click the **Re-render** button to re-create the invoice .PDF to reflect the allocated cardlines.

The Difference between 'Deleting' and 'De-Allocating' a Cardline

Deleting a cardline simply removes the charge from the system. The charge cannot be restored. De-Allocating a cardline removes the cardline from the current invoice, but it will remain on the account to be picked up and allocated to a subsequent invoice.

To De-Allocate a Cardline from an Invoice

De-Allocating a cardline removes the charge associated with the cardline from the invoice, but not from the customer's account. Once you de-allocate the cardline from the invoice, it will appear in the *Pending Ledger Cardlines* section of the *Manage Invoice* page. The pending cardline can be allocated to a subsequent invoice as required.

> Cardlines on Approved invoices and cardlines that are the result of an aggregate calculation cannot be de-allocated.

1. In the *Allocated Cardlines* section of the *Manage Invoice* page, locate the required cardline.
2. Click the **De-Allocate** link beside the required cardline entry. A message will display at the top of the screen informing that the cardline was de-allocated successfully.

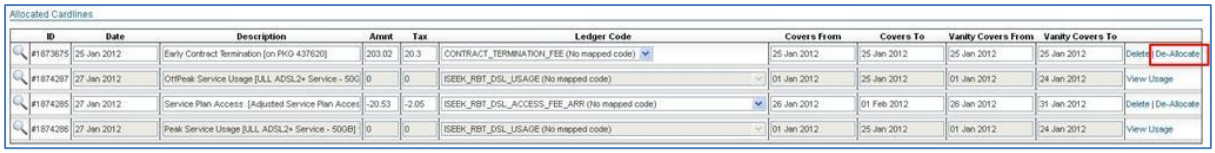

Figure 28. The *Allocated Cardlines* section showing the *De-Allocate* link

3. The selected cardline will appear in the *Pending Ledger Cardlines* section of the *Manage Invoice* page.
4. Click the **Re-render** button to re-create the invoice .PDF to reflect the de-allocated cardline.

To Delete a Cardline from an Invoice

Deleting a cardline removes the charge from the system, not just the current invoice. The cardline charge cannot be restored. If the cardline is deleted in error, you will need to either create a new cardline, or contact Emersion Billing Support to assist, which will considered as chargeable work for which you may be invoiced.

> Cardlines on Approved invoices and cardlines that are the result of an aggregate calculation cannot be deleted.

1. In the *Allocated Cardlines* section of the *Manage Invoice* page, locate the required cardline.
2. Click the **Delete** link beside the required cardline entry. A message window will appear prompting you to confirm that you want to delete the cardline.

Figure 29. The *Allocated Cardlines* section showing the *Delete* link

3. Click the **Yes** button to delete the cardline. A message will display at the top of the screen informing that the cardline was deleted successfully.

   Click the **No** button to cancel the cardline deletion and return to the *Manage Invoice* page.
4. Click the **Re-render** button to re-create the invoice .PDF to reflect the Deleted cardline.

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To Add a New Cardline to an Invoice

From time to time you may need to manually create a charge on an invoice (e.g. for a service fee or charge that has not been automatically created by the system etc). The system allows you to create and add a new cardline to the current pending invoice. The cardline will appear in the *Miscellaneous Charges* section of the invoice, and the charge will be added to the invoice total. If the cardline is a credit (i.e. a negative cardline amount) the amount will appear in the Adjustments section of the invoice, and the amount will be deducted from the invoice total.

Cardlines entered for a negative amount will appear as a credit against the account.

1. In the *Add new cardline to invoice* section of the *Manage Invoice* page, update the *Transaction Date* as required. A calendar tool will appear to allow you to select the required date. This date will appear on the Invoice as the date the cardline charge was incurred.

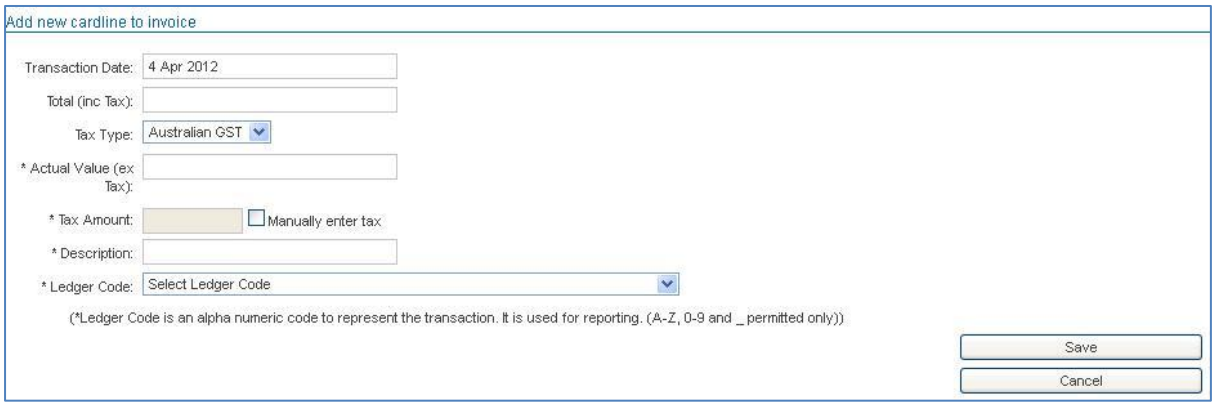

Figure 30. The *Add new cardline to invoice* section

2. Enter the charge amount including tax in the *Total (inc. Tax)* field. The system will automatically calculate the *Actual Value (ex Tax)* and the *Tax Amount* and display in the corresponding fields.

   Alternately, enter the cardline amount in the *Actual Value (ex. Tax)* field. The system will automatically calculate the *Total (inc Tax)* and the *Tax Amount*.
3. Select the *Tax Type* applicable to the cardline in the drop list. By default, this is set to 'Australian GST'.
4. If you need to enter a manual tax amount, tick the *Manually enter tax* check box. The *Tax Amount* field will re-display enabled for editing. Enter the tax amount required.
5. Enter the description to show on the invoice in the *Description* field.
6. Select the *Ledger Code* in the drop list. The cardline will be recorded against the selected ledger in the system for accounting purposes.
7. Click the **Save** button. A message will display at the top of the screen informing that the cardline was created and allocated to the invoice successfully.
8. The created cardline will appear in the *Allocated Cardlines* section of the *Manage Invoice* page.
9. Click the **Re-render** button to re-create the invoice .PDF to reflect the added cardline.

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Unallocated Cardlines and Immediate Invoices

Unallocated Ledger Cardlines

As discussed in the *Manage Invoice section*, you can add a cardline to an existing pending invoice. However, you can also manually create an unallocated cardline, or pending cardline, against an account when there is no existing pending invoice, or for other charges and credits you do not wish to allocate to an existing pending invoice. Unallocated, pending ledger cardlines can be created at any time during the billing period independently to the regular billing cycle.

The pending cardline amount will not be reflected in the account's balance until it is allocated to an invoice, and the invoice then approved. The manually created cardline will appear in the *Miscellaneous Charges* section of the invoice. If the cardline is a credit (i.e. a negative cardline amount) the amount will appear in the *Adjustments* section of the invoice, and the amount will be deducted from the invoice total.

> Cardlines entered for a negative amount will appear as a credit against the account.

Once an unallocated, pending ledger cardline has been created against an account, you can perform a number of actions:

- add the pending cardline to an existing pending invoice, via the *Manage Invoice* function
- if there is no current pending invoice for the account, you can create an *immediate* invoice that will automatically allocate the pending cardline created, as well as any other pending cardlines stored against the account, to the new invoice created (see *Immediate Invoices* below)
- leave the pending cardline to be processed with all other charges and cardlines during the next bill run. It will then be automatically picked up by the billing process, and appear on the account's next invoice.

To Create an Unallocated Pending Ledger Cardline

1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will appear.
2. Select the required customer account. The Account *Summary* tab page will display.
3. Click the **Pending Ledger Cardlines** tab. The *Pending Ledger Cardlines* page will appear showing any unallocated pending ledger cardlines held against the account.

Figure 31. The *Pending Ledger Cardlines* page

4. Click the **Create New Unallocated Cardline** button near the top of the list. The *New Unallocated Cardline* page will appear.

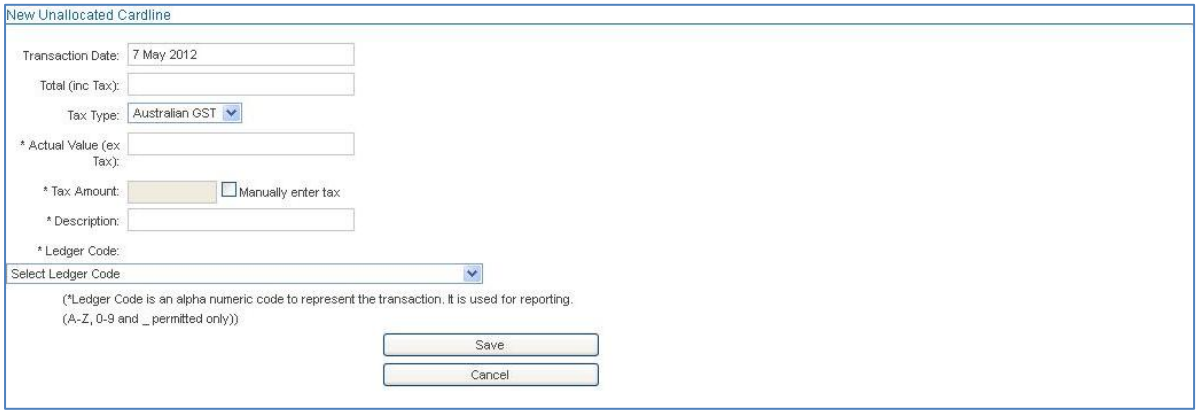

Figure 32. The *New Unallocated Cardline* page

5. Enter the date for the cardline in the *Transaction Date* field. A calendar tool will appear to allow you to select the required date. This date will appear on the Invoice as the date the cardline charge was incurred.
6. Enter the amount including tax in the *Total (inc. Tax)* field. The system will automatically calculate the *Actual Value (ex Tax)* and the *Tax Amount* and display in the corresponding fields.

   Alternately, enter the cardline amount in the *Actual Value (ex. Tax)* field. The system will automatically calculate the *Total (inc Tax)* and the *Tax Amount*.
7. Select the *Tax Type* applicable to the cardline in the drop list. By default, this is set to 'Australian GST'.
8. If you need to enter a manual tax amount, tick the *Manually enter tax* check box. The *Tax Amount* field will re-display enabled for editing. Enter the tax amount required.
9. Enter the description to show on the invoice for the cardline in the *Description* field.
10. Select the *Ledger Code* in the drop list. The cardline will be recorded against the selected ledger in the system for accounting purposes.
11. Click the **Save** button. A message will display at the top of the screen informing that the cardline was saved successfully.
12. Click the **Cancel** button to cancel the cardline creation.

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Immediate Invoices

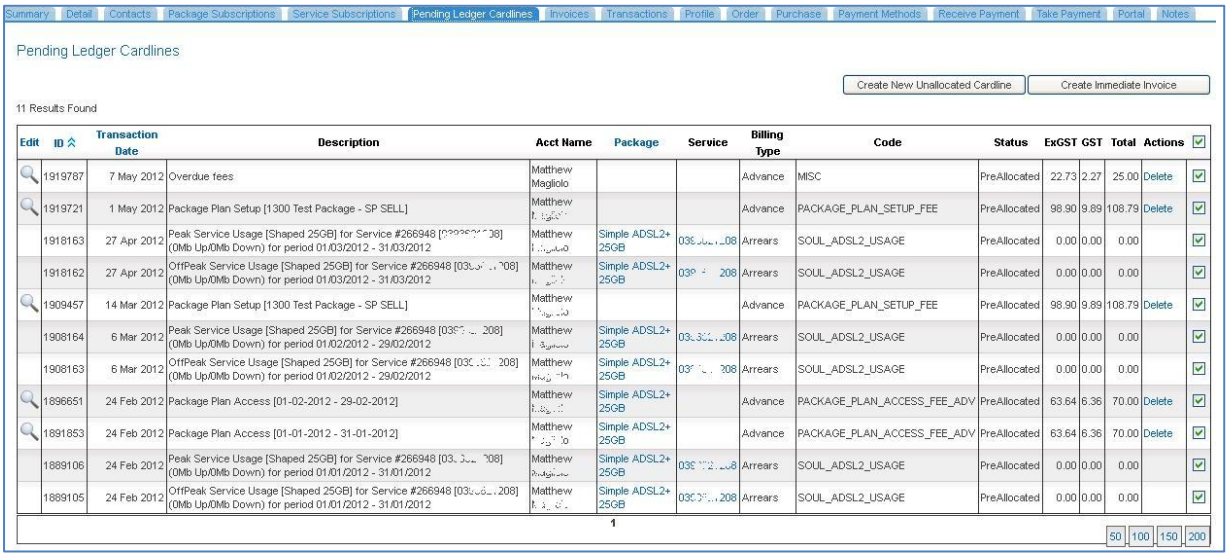
The system allows you to create an ad-hoc or *immediate* invoice to create an invoice outside the regular bill run for any new charges or pending cardlines. For example, if you sell a piece of hardware to a customer, you can create an immediate invoice to update the account balance and bill the customer immediately outside the invoice cycle without waiting for the bill run. You can then manage the invoice and receive payment against that invoice in the same way as other invoice functions.

When you create an immediate invoice, it will automatically allocate any pending cardlines held against the account to the new invoice, which may include cardlines created by the Billing and Rating engine for charges associated with services, product purchases, and ad hoc charges created manually.

> You cannot create an immediate invoice if the account already has an existing pending invoice. Use the *Manage Invoice* function to add pending cardlines to the invoice (see *Invoice Cardline Management* on page 35)

To Create an Immediate Invoice

1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will appear.
2. Select the required customer account. The *Account Summary* tab page will display.
3. Click the **Pending Ledger Cardlines** tab. The *Pending Ledger Cardlines* page will appear showing all unallocated pending ledger cardlines held against the account, with a *Create Immediate Invoice* button.



Edit	ID	Transaction Date	Description	Acct Name	Package	Service	Billing Type	Code	Status	ExGST	GST	Total	Actions
	1919787	7 May 2012	Overdue fees	Matthew Magliolo			Advance	MISC	PreAllocated	22.73	2.27	25.00	Delete
	1919721	1 May 2012	Package Plan Setup [1300 Test Package - SP SELL]	Matthew			Advance	PACKAGE_PLAN_SETUP_FEE	PreAllocated	98.90	9.89	108.79	Delete
	1918163	27 Apr 2012	Peak Service Usage [Shaped 25GB] for Service #266948 [08] (0Mb Up/0Mb Down) for period 01/03/2012 - 31/03/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	
	1918162	27 Apr 2012	OffPeak Service Usage [Shaped 25GB] for Service #266948 [03 08] (0Mb Up/0Mb Down) for period 01/03/2012 - 31/03/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	
	1909457	14 Mar 2012	Package Plan Setup [1300 Test Package - SP SELL]	Matthew			Advance	PACKAGE_PLAN_SETUP_FEE	PreAllocated	98.90	9.89	108.79	Delete
	1908164	6 Mar 2012	Peak Service Usage [Shaped 25GB] for Service #266948 [03 208] (0Mb Up/0Mb Down) for period 01/02/2012 - 29/02/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	
	1908163	6 Mar 2012	OffPeak Service Usage [Shaped 25GB] for Service #266948 [03 208] (0Mb Up/0Mb Down) for period 01/02/2012 - 29/02/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	
	1896651	24 Feb 2012	Package Plan Access [01-02-2012 - 29-02-2012]	Matthew	Simple ADSL2+ 25GB		Advance	PACKAGE_PLAN_ACCESS_FEE_ADV	PreAllocated	63.64	6.36	70.00	Delete
	1891853	24 Feb 2012	Package Plan Access [01-01-2012 - 31-01-2012]	Matthew	Simple ADSL2+ 25GB		Advance	PACKAGE_PLAN_ACCESS_FEE_ADV	PreAllocated	63.64	6.36	70.00	Delete
	1889106	24 Feb 2012	Peak Service Usage [Shaped 25GB] for Service #266948 [03 08] (0Mb Up/0Mb Down) for period 01/01/2012 - 31/01/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	
	1889105	24 Feb 2012	OffPeak Service Usage [Shaped 25GB] for Service #266948 [03 208] (0Mb Up/0Mb Down) for period 01/01/2012 - 31/01/2012	Matthew	Simple ADSL2+ 25GB	03 208	Arrears	SOUL_ADSL2_USAGE	PreAllocated	0.00	0.00	0.00	

Figure 33. The *Pending Ledger Cardlines* page showing the *Create Immediate Invoice* button

4. If the account already has an existing pending invoice, the *Create Immediate Invoice* button will not appear. A message will appear at the top of the page stating that “Due to this account having a Pending Invoice, the 'Create Immediate Invoice' button has been disabled”.

5. Click the **Create Immediate Invoice** button. The *Pending Ledger Cardlines Create Immediate Invoice* page will appear showing all cardlines that will be allocated to the new invoice.

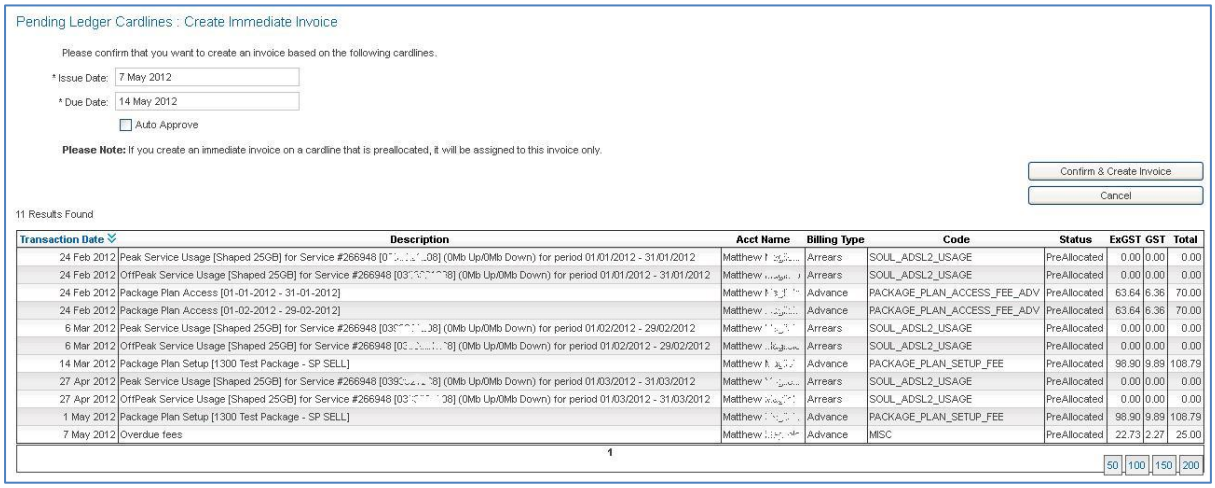


Figure 34. The *Pending Ledger Cardlines Create Immediate Invoice* page

6. Enter an updated *Issue Date* if required. A calendar tool will appear to allow you to select the required invoice issue date. This date will appear on the Invoice as the *Date of Issue*.
7. Enter an updated *Due Date* if required. A calendar tool will appear to allow you to select the required invoice due date. This date will appear on the Invoice as the *Payment Due Date*.
8. Tick the *Auto Approve* check box if you want the invoice to be automatically approved, instead of being created in a Pending state to be managed manually.
9. Click the **Confirm & Create Invoice** button. A message will appear at the top of the page stating that the invoice was created.
10. Click the **Cancel** button to cancel the invoice creation.

Approve Invoices

Invoices can be approved individually or bulk approved to approve many invoices at once. Once approved, the invoice approval cannot be undone. The cardlines on the invoice are committed to the account ledgers for accounting purposes as defined on each cardline. The invoice will then be automatically sent to the customer (depending on the *Invoice Method* settings).

Once an invoice is approved, it is committed to the account ledger and cannot be undone.

Approve – Do Not Send

The system also allows you to approve customer invoices but not send them to customers irrespective of the customers' *Invoice Method*. Approve and do not send is available when approving invoices individually or in bulk. The system processes the invoices in the same way, but simply does not send them. This may be helpful if the invoice amount is very small, or if the customer has notified that they will be away for a period of time etc.

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To Approve an Invoice

1. On the *Invoice Management* page, review and confirm you are satisfied with the invoice details, cardlines and charges (see *Invoice Cardline Management* on page 35).

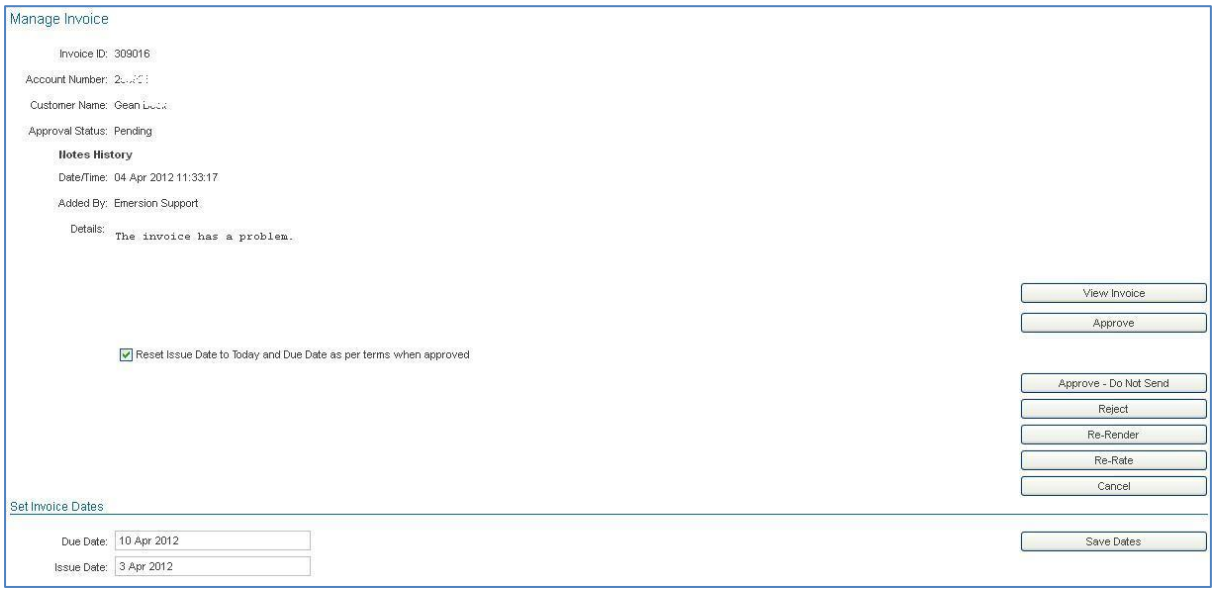

Figure 35. The *Invoice Management* page

2. Review the *Due Date* and *Issue Date* in the *Set Invoice Dates* section.
3. Tick the *Reset Issue Date to Today and Due Date as per terms when approved* check box, if required. The system will then automatically update the invoice Due Date and Issue dates.

   Alternatively:

   a. Enter an updated *Due Date*. A calendar tool will appear to allow you to select the required invoice due date. This date will appear on the Invoice as the *Payment Due Date*.

   b. Enter an updated *Issue Date*. A calendar tool will appear to allow you to select the required invoice issue date. This date will appear on the Invoice as the *Date of Issue*.

   c. Click the **Save Dates** button to save the updated dates. A message will display at the top of the screen informing that the issue and due dates have been updated for the invoice.
4. Click the **Approve** button. A message will display prompting you to confirm you wish to approve this invoices.
5. Click the **Yes** button to confirm the invoice approval. The *Invoice List* page will re-display, showing a message at the top of the screen stating that the Invoice has been approved and logged under a journal entry.
6. Click the **No** button to cancel the invoice approval.
7. Alternatively, click the **Approve Do Not Send** button. The *Invoice List* page will re-display, showing two messages at the top of the screen; one stating that the Invoice has been approved and logged under a journal entry; and the other stating that the invoice will not be sent.

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To Bulk Approve Multiple Invoices

1. Select **Finance** > **Accounts Receivable** > **Invoice List** from the **Menu.** The *Invoice List* page will appear.
2. Filter the invoices shown by selecting *Pending* in the *Approval Status* drop list and clicking the **Search** button. The *Invoice List* page will update to show only pending invoices, and show the *Bulk Actions* fields below the list.

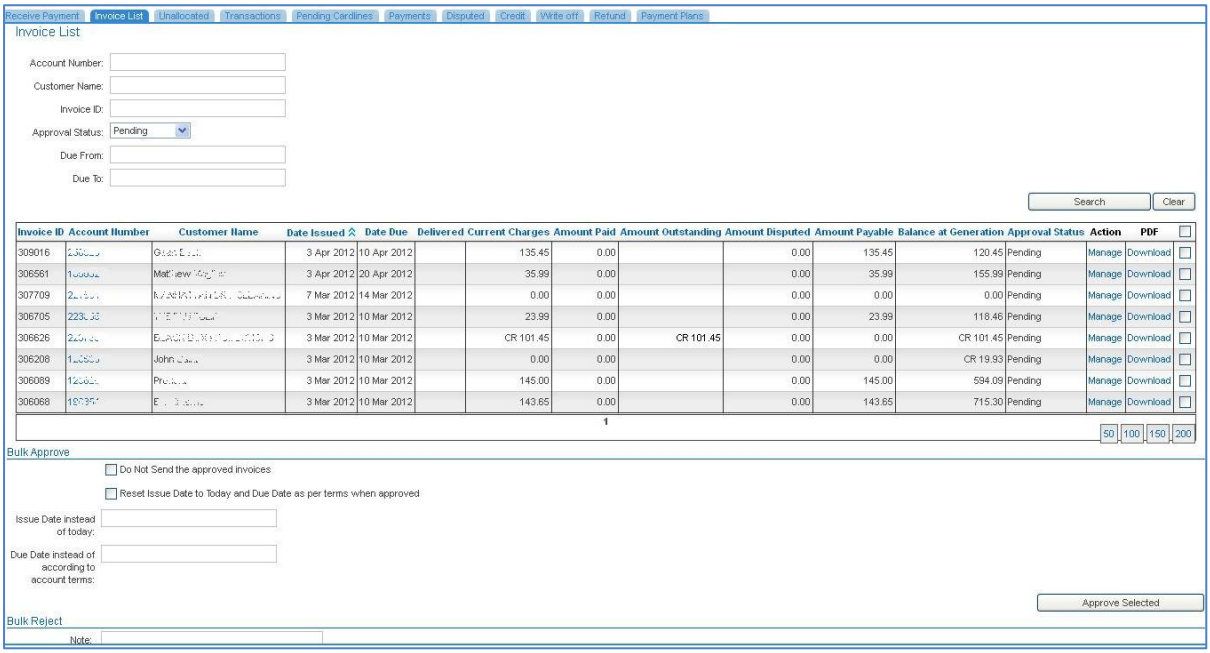

Figure 36. The *Invoice List* page showing *Bulk Actions* for Pending invoices

3. Review and confirm you are satisfied with the all the required invoices' details, cardlines and charges.
4. Tick the check box beside each invoice you wish to approve. Multiple invoices can be selected.

   All invoices on the page can be selected by ticking the check box in the invoice list's heading row. The check boxes beside all invoices on the displayed page will be ticked.
5. If you do not wish to send the approved invoices to the customers, tick the *Do Not Send the approved invoices* check box. Otherwise, leave this check box empty to send the invoices.
6. Tick the *Reset Issue Date to Today* and the *Due Date as per terms when approved* check box, if required. The system will then automatically update the invoices' Due and Issue dates.

   Alternatively:

   a. Set the invoices' issue dates by entering the required date in the *Issue Date instead of today* field. A calendar tool will appear to allow you to select the required invoices' issue date.

   b. Set the invoices' due dates by entering the required date in the *Due Date instead of according to account terms* field. A calendar tool will appear to allow you to select the required invoices' due date.
7. Click the **Approve Selected** button. A message will display prompting you to confirm you wish to approve all the selected invoices.
8. Click the **Yes** button to confirm the bulk invoice approval. The *Invoice List* page will re-display showing a message at the top of the screen stating that the Bulk Approval has been completed to the selected invoice numbers.
9. Click the **No** button to cancel the bulk invoice approval.

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Rejecting Invoices

During the invoice review process, if you determine that the invoice details are not correct (perhaps missing usage charges, duplicate charges, or other inaccurate details etc), the invoice may be rejected. Rejected invoices can be investigated by the Emersion Billing Support team with your assistance. Detailed notes should be added to provide details about the problems found with the invoice. These notes will assist the Emersion Billing Support team when investigating your rejected invoices. It is recommended that you enter as much detail as possible to allow a speedy response and action, and avoid any delays in obtaining the required information. Any invoice problems can be corrected and addressed by the Emersion Billing Support team, in consultation with you, and the invoice can be re-generated for you to re-check and approve.

Invoices can be rejected individually or bulk rejected to reject many invoices at once. Once rejected, the system will automatically notify the Emersion Billing Support team that there are rejected invoices for review if indicated on the rejected invoice. They will investigate the invoices and contact you to confirm the action required. Once any actions are completed to correct your invoices, the Emersion Billing Support team will re-generate your invoices and they will be returned to *Pending* status.

Enter as much detail as possible about the problems or errors found on rejected invoices to assist with correction as quickly as possible.

To Reject an Invoice

1. On the *Manage Invoice* page, review the invoice details, cardlines and charges and update any cardlines that can be corrected (see Invoice Cardline Management on page 35).
2. If you cannot modify the cardlines to correct the invoice as required, click the **Reject** button. The *Reject Invoice* page will appear.

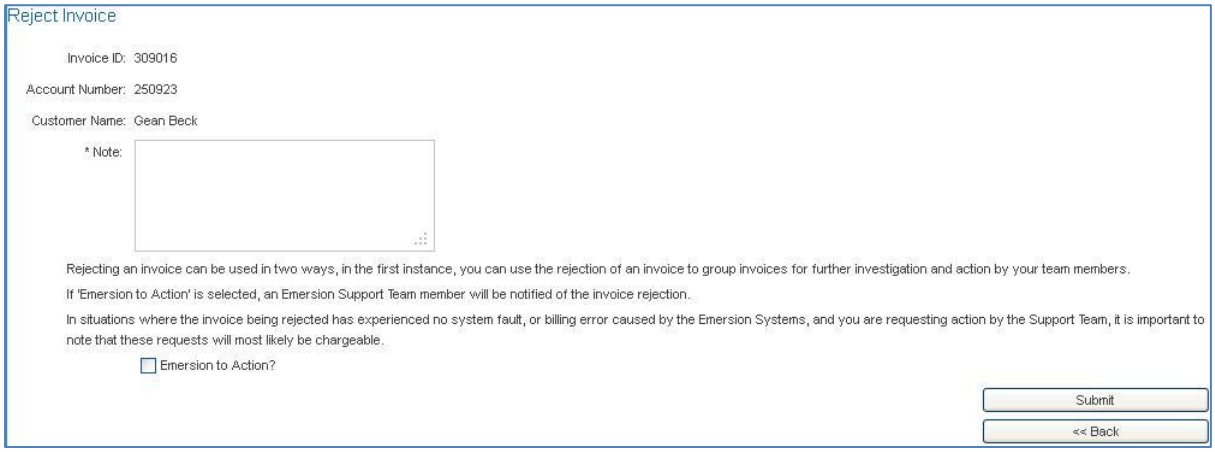

Figure 37. The *Reject Invoice* page

3. Enter detailed information about the problem found with the invoice in the *Notes* field.
4. Tick the *Emersion to Action?* Check box to notify the Emersion Billing Support team that you have rejected the invoice and require their assistance to resolve the problem.

   Note that in situations where the rejected invoice has experienced no system fault or error caused by the system, and you request action by the Billing Support Team, the investigation work conducted will considered as chargeable work for which you may be invoiced.
5. Click the **Submit** button. The *Invoice List* page will display with a message at the top of the screen stating that the Invoice status has been updated.

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To Bulk Reject Multiple Invoices

1. Select **Finance** > **Accounts Receivable** > **Invoice List** from the **Menu.** The *Invoice List* page will appear.
2. Filter the invoices shown by selecting *Pending* in the *Approval Status* drop list and clicking the **Search** button. The *Invoice List* page will update to show only pending invoices, and show the *Bulk Actions* fields below the list.

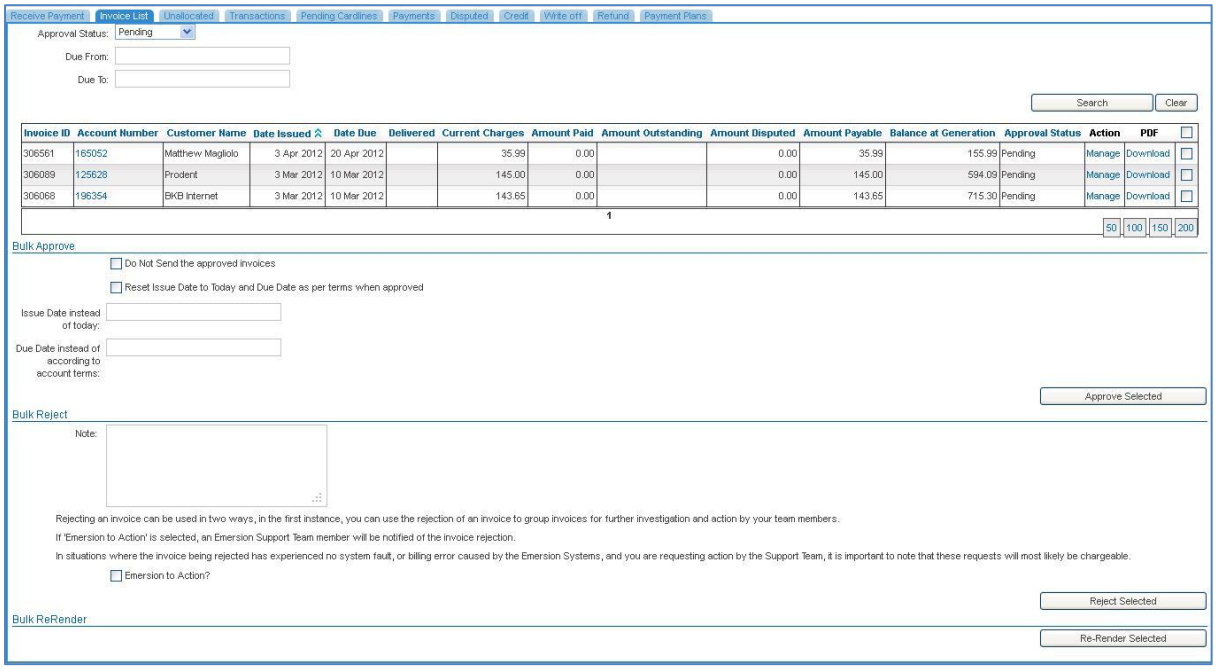

Figure 38. The *Invoice List* page showing *Bulk Actions* for Pending invoices

3. Tick the check box beside each invoice you wish to reject. Multiple invoices can be selected.

   All invoices on the page can be selected by ticking the check box in the invoice list's heading row.
4. Enter detailed information about the problem found with the invoices in the *Notes* field.
5. Tick the *Emersion to Action?* Check box to notify the Emersion Billing Support team that you have rejected invoices and require their assistance to resolve the problems.

   Note that in situations where the rejected invoices have no fault or error caused by the Emersion system, and you requested action by the Billing Support Team, the investigation work conducted will considered as chargeable work for which you may be invoiced.
6. Click the **Reject Selected** button. A message will display prompting you to confirm you wish to reject all the selected invoices.
7. Click the **Yes** button to confirm the bulk invoice rejection. The *Invoice List* page will re-display showing a message at the top of the screen stating that the Bulk Rejection has been completed to the selected invoice numbers.
8. Click the **No** button to cancel the bulk invoice rejection.

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Re-Render Invoice

Pending or rejected invoices that have been modified (i.e. if cardlines added or modified) must be re-rendered to reflect any changes made to the invoice cardlines and re-create the invoice .PDF files.

Invoices can be re-rendered individually or in bulk to re-render many invoices at once. Once set to be re-rendered, the system will automatically re-create the invoice .PDF. The updated invoice .PDF file will then be available to download, review and approve as required.

The system usually re-renders invoices immediately, but you should allow 10 minutes for the system to complete processing.

To Re-Render an Invoice

1. On the *Manage Invoice* page, review the invoice details and update cardlines as required (see *Invoice Cardline Management* on page 35).
2. Click the **Re-Render** button. A message will display prompting you to confirm you wish to re-render the invoice.
3. Click the **Yes** button to confirm the invoice re-render. The *Invoice List* page will re-display showing a message at the top of the screen stating that the invoice status has been updated.

   The system will re-generate and re-render the invoice .PDF, which should be complete within 10 minutes. You can then return to the *Manage Invoice* function to view and approve the invoice as required.
4. Click the **No** button to cancel the invoice re-render.

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To Bulk Re-Render Multiple Invoices

1. Select **Finance** > **Accounts Receivable** > **Invoice List** from the **Menu.** The *Invoice List* page will appear.
2. Filter the invoices shown by selecting *Pending* or *Rejected* in the *Approval Status* drop list and clicking the **Search** button. The *Invoice List* page will update to show only pending or rejected invoices. The *Bulk Actions* will be shown below the list.

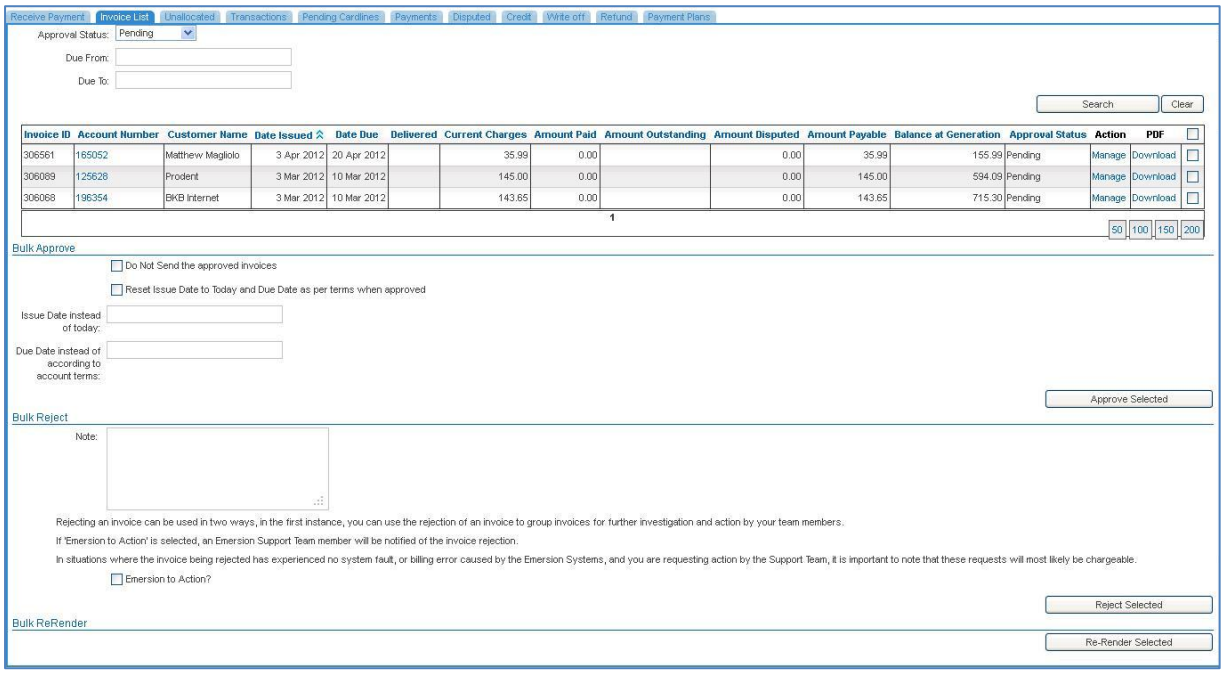

Figure 39. The *Invoice List* page showing *Bulk Actions*

3. Tick the check box beside each invoice you wish to re-render. Multiple invoices can be selected.
4. Click the **Re-Render Selected** button. A message will display prompting you to confirm you wish to re-render all the selected invoices.
5. Click the **Yes** button to confirm the bulk invoice re-render. The *Invoice List* page will re-display showing a message at the top of the screen stating that the Bulk Re-Render has been initiated.
6. Click the **No** button to cancel the bulk invoice re-render.

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Re-Rate Invoices

When you audit your invoices following a bill run, some invoices may have fees, charges, or rates that are incorrect. For example, telephone calls made to a particular country rated with the wrong charge per minute, or a plan with an incorrect monthly access fee. You should use the functions in the *Package and Plans Management* module to review and update your packages, plans, rates, bolt-ons etc as required to correct the errors. After you have made the necessary corrections you should re-rate the invoice to prompt the system to re-calculate the invoice charges using the updated plan, package, and rate card information. The system will also re-render (or re-generate) the invoices after they have been re-rated. The updated invoice .PDF file will then be available to download, review and approve as required.

The system immediately initiates the billing and rating engine's workflows to re-rate and re-render invoices. Depending on the size of the invoice, the re-rating should complete within 30 minutes.

To Re-Rate an Invoice

1. Update the package, service plan, rate card etc to correct any errors as required.
2. Locate and display the required invoice in the invoice list.
3. On the *Manage Invoice* page, click the **Re-Rate** button. A message will display prompting you to confirm you wish to re-rate the invoice.
4. Click the **Yes** button to confirm the invoice re-rating and re-rendering. The *Invoice List* page will re-display showing a message at the top of the screen stating that the invoice will be re-rated.

   The system will re-rate and re-generate the invoice .PDF. When complete, the system will trigger the *Re-Rate Invoice Complete* event to notify you (or the user set up in the event configuration) that the invoice re-rating has completed (see the Events User Manual for information about system events). You can then return to the *Manage Invoice* function to view and approve the invoice as required.
5. Click the **No** button to cancel the invoice re-rating.

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Re-Send Invoices

Approved Invoices may be re-sent to the customer for whatever reason e.g. customer misplaces their original invoice etc. Invoices can be re-sent individually, or in bulk to re-send many invoices at once. Once initiated, the system will automatically re-send the invoices to the customers via the invoice delivery method set up in the customer accounts' records.

To Re-Send an Invoice

1. Display the required Approved invoice. The *Manage Invoice* page will display showing the options available for approved invoices.

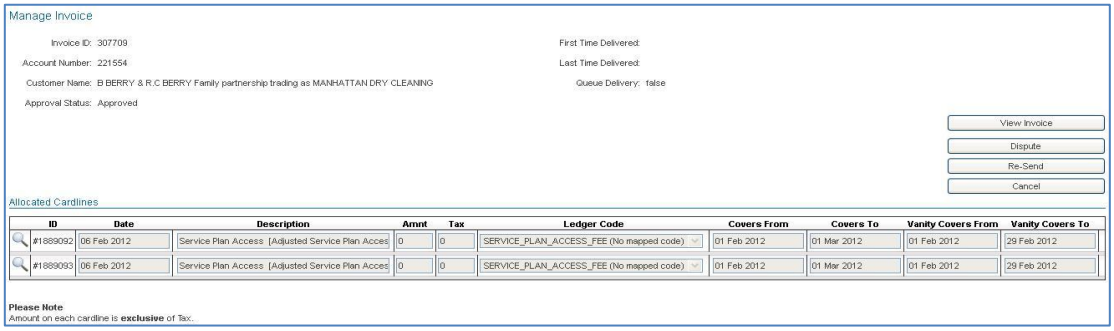

Figure 40. The *Manage Invoice* page showing an Approved invoice

2. Click the **Re-Send** button. A message at the top of the screen stating that the invoice has been queued for re-delivery.

To Bulk Re-Send Multiple Invoices

1. Select **Finance** > **Accounts Receivable** > **Invoice List** from the **Menu.** The *Invoice List* page will appear.
2. Filter the invoices shown by selecting *Approved* in the *Approval Status* drop list and clicking the **Search** button. The *Invoice List* page will update to show only approved invoices, and show the *Bulk Actions* below the list.

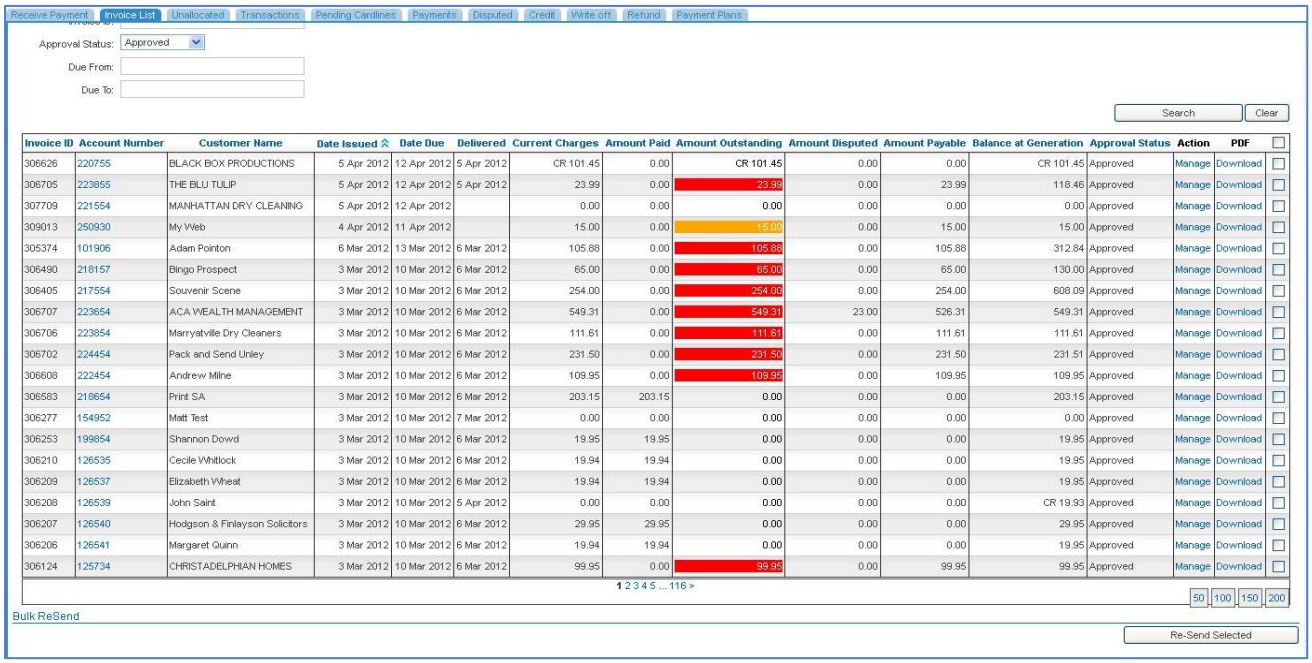

Figure 41. The *Invoice List* page showing *Bulk Actions* for *Approved Invoices*

3. Tick the check box beside each invoice you wish to re-send. Multiple invoices can be selected.
4. Click the **Re-Send Selected** button. A message will display prompting you to confirm you wish to re-send all the selected invoices.
5. Click the **Yes** button to confirm the bulk invoice re-send. The *Invoice List* page will re-display showing a message at the top of the screen stating that the Bulk re-send has been initiated.
6. Click the **No** button to cancel the bulk invoice re-send.

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Raising Disputes

Disputes may be raised by a customer if they believe a charge appears on their invoice in error. For example, calls to an overseas number that they did not make, or charges for a service feature that they do not have activated on their service etc. The amount disputed can be entered against an approved invoice to temporarily reduce the invoice amount payable. If automatic payment processing is enabled, the amount disputed will be excluded from the payment total that will be processed.

Disputes may only be raised against approved invoices.

Any disputed amounts will appear on the *Invoice List* page against the relevant invoice. The invoice will also appear in the Accounts Receivable, *Disputed* function (see *Disputed Amounts* on page 81). Disputes can be investigated with the customer and / or your upstream service provider and then resolved in one of two ways:

- Approve the dispute to raise a credit against the account for the disputed amount; or
- Reject the dispute to retain the amount on the invoice with all other invoice charges.

See *To Resolve a Dispute* on page 82 for details about approving and rejecting disputes on invoices.

To Raise Dispute

1. On the *Manage Invoice* page of the approved invoice, click the **Dispute** button. The *Dispute Invoice* page will appear.

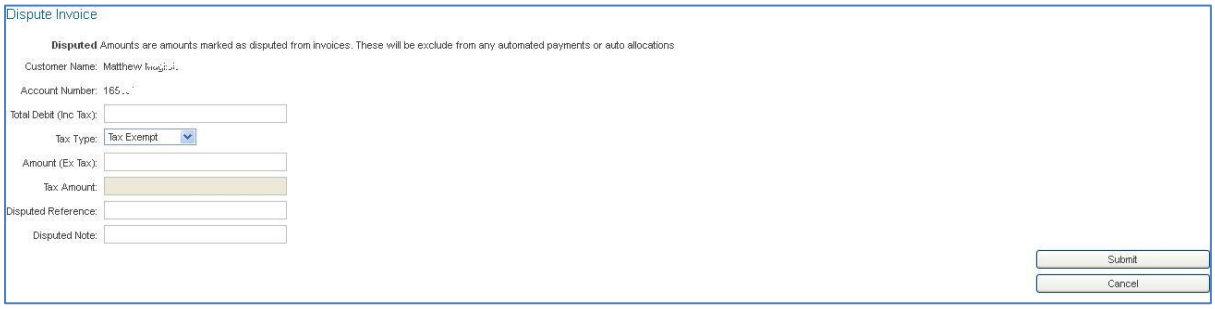

Figure 42. The *Dispute Invoice* page

2. Enter the disputed amount in the *Total Debit (Inc Tax)* field. The system will automatically calculate the *Amount (Ex tax)* and *the Tax Amount* and display in the corresponding fields.

   Alternately, enter the disputed amount in the *Amount (Ex Tax)* field. The system will automatically calculate the credit *Total Debit (Inc tax)* and the *Tax Amount*.
3. Select the *Tax Type* applicable to the dispute in the drop list.
4. Enter a unique reference or identifier for this dispute in the *Disputed Reference* field. This will appear on the customer's invoice with the credit if the dispute is approved.
5. Enter a description or other information about the dispute in the *Disputed Note* field.
6. Click the **Submit** button. A message will display at the top of the screen stating that the dispute has been created against the invoice.
7. Click the **Cancel** button to cancel raising the dispute.

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Quarantine

The Quarantine function is used to review and resolve any billing issues encountered by BMS and the Billing and Rating engine during the Rating, Billing and Invoicing process. Issues may arise for many reasons, such as missing service information, incorrect rating data, or issues with the service usage file received from your upstream service provider. The Billing and Rating engine places these records into Quarantine for manual intervention. Once the issue is resolved, the records can be re-processed through the billing and rating engine to place the associated charges on to the required account's invoice.

Throughout the billing cycle, and particularly around the bill run, you should regularly review Quarantine to resolve billing issues placed into Quarantine to ensure your account's invoices contain all the appropriate charges. Records in quarantine may result in missing or incorrect charges on your invoices, and lead to missing revenue.

Note that this section outlines the system actions performed to resolve billing issues identified by the Billing and Rating engine. It does not describe the business processes involved in determining the required action to resolve each issue.

The quarantine issues are categorised into broad two categories: BMS and Rating. BMS quarantine is separated into three types: Telephony BMS, Data BMS, and Misc BMS.

BMS Quarantine

The Telephony BMS, Data BMS and Misc BMS quarantine pages list issues identified during the supplier file mediation process for your telephony services, data services, and miscellaneous service charges respectively. These issues will only appear if you receive service files (e.g. CDRs, usage feeds etc) directly from your supplier. If you are reselling services through an Emersion Wholesale Service Provider, you may not see any BMS quarantine issues.

BMS Quarantine Reasons

The following table lists all BMS Quarantine reasons and the recommended action for each:

Quarantine Reason	Description	Recommended Action
Bucketer Called on Records With Rated Records	A duplicate usage fault	Submit an Emersion Support Ticket to rectify
Could not process all Accounts	An account was not able to be processed.	Submit an Emersion Support Ticket to rectify
Duplicate Usage Fault	The record received from the supplier satisfies the criteria for a duplicate record	Write Off
Fatal Exception Thrown	Internal Error	Emersion to rectify the cause and cleanse the CDR
Incorrect Duration Fault	Incorrect usage duration found in the record Emersion maintains an internal exception list that determines which usage items can have 0 duration (e.g. SMS) - usage items not in the exception list are put into quarantine	If you believe the usage should be charged, the internal exception list may need to be updated Submit an Emersion Support Ticket or Write Off

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Quarantine Reason	Description	Recommended Action
Mismatched Service Account Fault	Service is in the system but is not owned by you	Write Off and make a claim with your service supplier
No Accounts to Bill	Service is in the system but is not owned by you	Write Off and make a claim with your service supplier
No Package Available	The service is assigned to a Package ID that does not exist in the system.	Submit an Emersion Support Ticket to rectify
No Tariff Found	The billing system is unable to allocate a tariff to apply the charge	Submit an Emersion Support Ticket to add the missing tariff and then cleanse
No Valid Package Period	The service exists in the system but the Package Period is outside the usage date	Submit an Emersion Support Ticket to change the package periods and then cleanse
No Valid Service Sub Period	The service exists in the system but the Service Period is outside the usage date	Submit an Emersion Support Ticket to change the service periods and then cleanse.
No Valid Service Subscription Period	The service exists in the system but the Service Period is outside the usage date	Submit an Emersion Support Ticket to change the service periods and then cleanse.
Non Existent Service Fault	Service usage data has been received from the supplier that contains charges but the Service could not be located in the system	Add the Service to the appropriate account and then cleanse
Non Existent Tariff Key Fault	The billing system is unable to allocate a tariff to the usage to apply a charge	Submit an Emersion Support Ticket to add the missing tariff and then cleanse
Obsolete Usage Fault	The usage is in excess of the service supplier's back billing threshold (usually 180 days)	Write Off and make a claim with your service supplier
Product Does Not Exist	Product is not found for the miscellaneous charge received from the supplier	Add the Product in the system and then cleanse
Unmatched Withdrawal Fault	A Withdrawal record cannot be matched to the original CDR	Investigate with supplier then Cleanse or Write Off

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To View BMS Quarantine Records

1. Select **Billing** > **Quarantine** from the **Menu.** The *Quarantine* page will appear showing the *BMS Usage Telephony Quarantine* page by default.

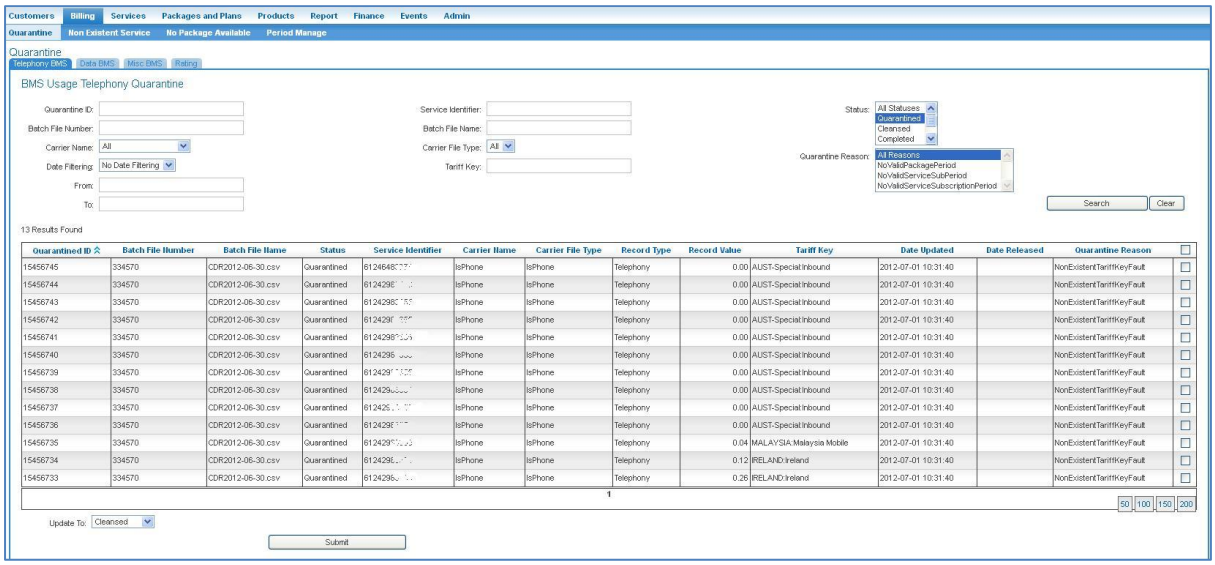

Figure 43. The *BMS Quarantine* page

2. To view quarantine information for your telephony services, select the **Telephony BMS** tab. The *BMS Usage Telephony Quarantine* page will appear.
3. To view quarantine information for your data services, select the **Data BMS** tab. The *BMS Usage Data Quarantine* page will appear.
4. To view quarantine information for miscellaneous service charges (e.g. telephony products etc), select the **Misc BMS** tab. The *BMS Usage Misc Quarantine* page will appear.

The Telephony BMS, Data BMS and Misc BMS quarantine pages all look the same and operate in the same manner.

Search

You can locate BMS quarantine records by using the *Search* function. The following fields can be used to search for records:

- Quarantine ID — the system generated quarantine record ID
- Batch number — the system generated batch file number
- Carrier Name — the service supplier
- Date Filtering — No Date Filtering, Date Updated, or Date Released
- From — allows date selection per the *Date Filtering* option via a Calendar tool
- To — allows date selection per the *Date Filtering* option via a Calendar tool
- Service Identifier — the service's unique identifier, such as the phone number
- Batch File name — as received from the supplier
- Carrier File Type — dependant on the *Carrier Name* option selected
- Tariff Key — the tariff key of the usage record
- Status — All, Quarantine, Cleansed, Completed, Withdrawn, Write off, or Pending
- Quarantine Reason — see the *BMS Quarantine Reasons* table above.

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To Process records in BMS Quarantine

1. After reviewing the quarantine records and determining the required action, locate the required records in the list on the *BMS Usage Telephony Quarantine* page, the *BMS Usage Data Quarantine BMS* page, or the *Usage Telephony Quarantine* page. Use the search fields as required.
2. Tick the check box beside each required record in the list.

   To select all records on the current page of the list, tick the check box in the column heading row. All recorded will be ticked.

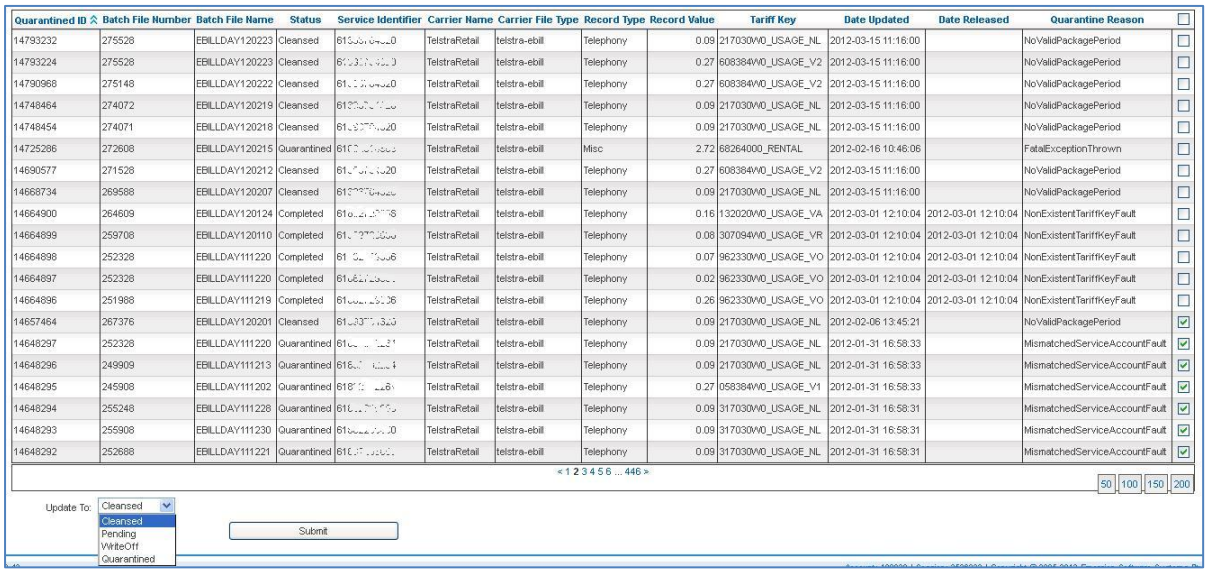

Figure 44. *BMS Quarantine* showing records selected for processing

3. Select the required action to update the selected records in the *Update To* drop list, which is located below the list of records.

   The Actions and their results are as follows:

Action	Result
Cleansed	You or the Emersion Billing Operations team have made the necessary changes in the system to resolve the issue. The record will be marked as ready to be re-processed by the billing and rating engine, which will place the charge on the appropriate account's invoice.
Action Pending	Places the item into a *pending* status. This can be used to mark the record as being actioned where it may take a few days for you to resolve the issue.
Write off	The record will be flagged in the system as not billed and ignored by the billing and rating engine. These records will appear in the write off report.
Quarantined	Leaves the record in the list for further investigation.

4. Click the **Submit** button. The system will update the selected records and display a message at the top of the page showing the records have been updated.

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Rating Quarantine

Rating quarantine lists all rating, billing and invoicing issues identified by the Billing and Rating engine other than those identified during the supplier file mediation process by the BMS process.

Rating Quarantine Reasons and Error Codes

The following table lists all Rating Quarantine reasons and the recommended action for each:

Quarantine Reason	Description	Recommended Action
Invalid Service Type	The Service Type is not set correctly for the usage data received from the supplier	Submit an Emersion Support Ticket to rectify
Missing Service Subscription	Service exists in the system but the Service Subscription is missing	Submit an Emersion Support Ticket to rectify
Invalid Package Period	The service exists in the system but the Package Period is outside the usage date	Submit an Emersion Support Ticket to change the package periods and then cleanse
Invalid Rounding Type	The underlying Service Plan setup is incorrect	Submit an Emersion Support Ticket to rectify
Rating Failed – Unknown Reason	Internal Issue	Emersion to rectify the cause and cleanse
Invalid Carrier Cost	A missing or invalid carrier cost is found in the record where one should exist	Submit an Emersion Support Ticket to rectify
Invalid Usage Hierarchy	Internal Issue	Emersion to rectify the cause and cleanse
Missing Rate Card	A Rate card has not been allocated to Service Plan	Add a Rate Card to the required service plan and then cleanse If you need to backdate the usage, submit an Emersion Support Ticket to assist
Missing Rate	Although the Rate Card exists in the system, no rate is found for this tariff	Add a Rate Card to the appropriate Service Plan and then cleanse
Invalid Rate	An error has been detected in the rate configuration.	Review the rate card configuration If required, submit an Emersion Support Ticket to assist
Bolting Failed – Unknown Reason	Internal Issue	Emersion to rectify the cause and cleanse
Invalid Bolt On	Bolt on type is not valid for the Service Plan	Submit an Emersion Support Ticket to rectify
Invalid Bolt On Subscription	Bolt on subscription exists in the system but the bolt on has been removed	Submit an Emersion Support Ticket to rectify

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Quarantine Reason	Description	Recommended Action
Invalid Bolt On – Markup Set On Underlying Rate	Internal Issue	Submit an Emersion Support Ticket to rectify
Charging Failed – Unknown Reason	Internal Issue	Emersion to rectify the cause and cleanse
Invalid Charging Attribute	An invalid charging attribute was detected	Submit an Emersion Support Ticket to rectify
Invalid Charging Attribute – Mark-up Set on Underlying Rate	Internal Issue	Submit an Emersion Support Ticket to rectify
Invoicing Failed – Unknown Reason	Internal Issue	Emersion to rectify the cause and cleanse
Invalid Cap Attribute	The Plan Cap has not been set however the Rate Card has capped tariffs	Add the required Cap amount to the Plan and then cleanse
Invalid MaxType Cap Attribute – Mark-up Set on Underlying Rate	Internal Issue	Submit an Emersion Support Ticket to rectify
Invalid MaxType Cap Attribute	Mismatched cap type was detected (e.g. tariff is in seconds but the Cap type is KB)	Correctly set the Cap Max type attribute and then cleanse

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To View Rating Quarantine Records

1. Select **Billing** > **Quarantine** from the **Menu.** The *Quarantine* page will appear.
2. Click the **Rating** tab on the *Quarantine* page. The *Rating Quarantine* page will appear.

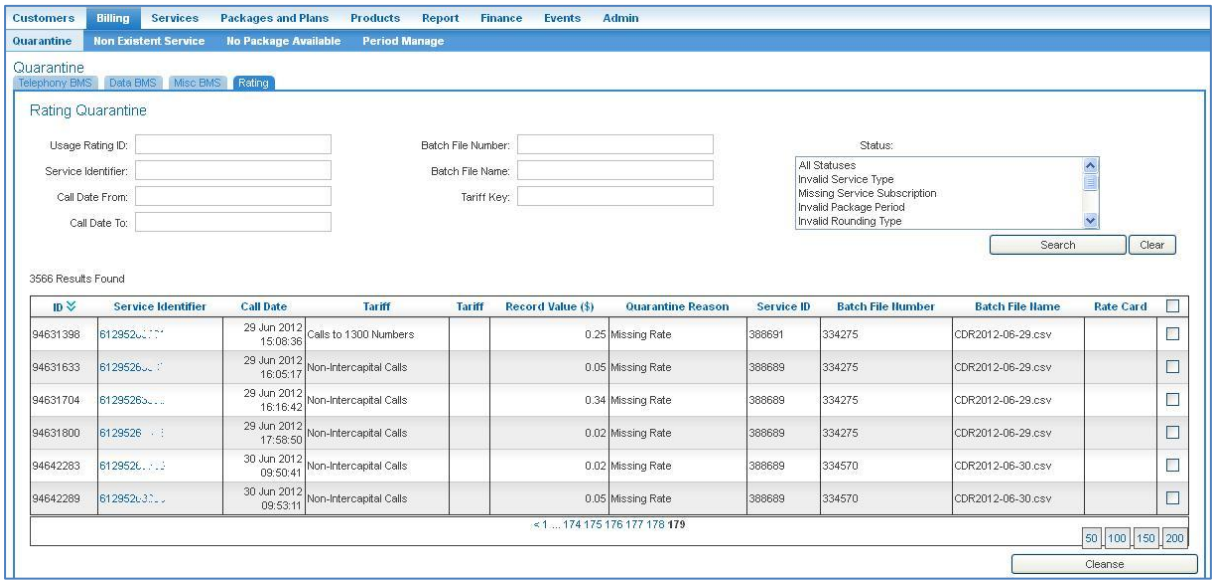

Figure 45. The *Rating Quarantine* page

Note that the page may take a few moments to appear.

Search

You can locate Rating quarantine records by using the *Search* function. The following fields can be used to search for records:

- Quarantine ID — the system generated quarantine record ID
- Service Identifier — the service's unique identifier, such as the phone number
- Call Date From — allows date selection via a Calendar tool
- Call Date To — allows date selection via a Calendar tool
- Batch File Number — the system generated batch file number
- Batch File name — as received from the supplier
- Tariff Key — the tariff key of the usage record
- Status — see the *Rating Quarantine Reasons* table above

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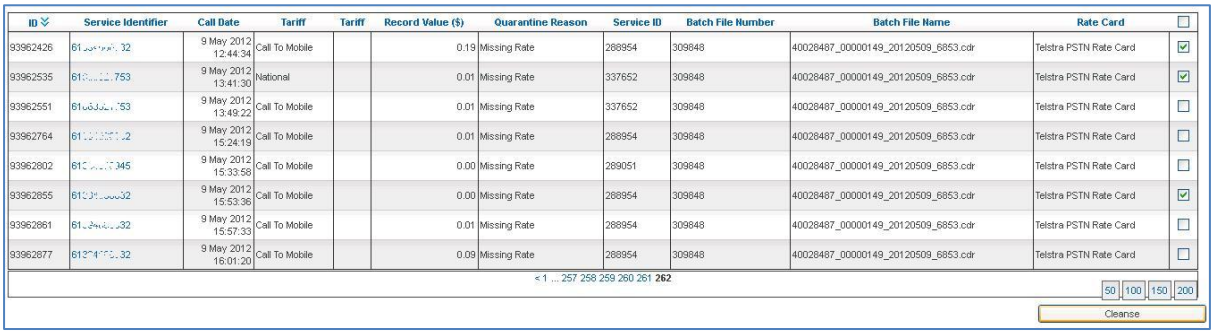
To Cleanse Records in Rating Quarantine

Once you, or the Emersion Billing Operations team, have made the necessary changes in the system to resolve the issue, the *Rating Quarantine* record must be updated as cleansed so it is marked as ready to be re-processed by the billing and rating engine, which will place the charge on the appropriate account's invoice.

1. After reviewing the quarantine records and correcting the issues, locate the required records in the list on the *Rating Quarantine* page. Use the search fields as required.
2. Tick the check box beside each required quarantine record in the list.

   To select all records on the current page of the list, tick the check box in the column heading row. All recorded will be ticked.



ID	Service Identifier	Call Date	Tariff	Tariff	Record Value ($)	Quarantine Reason	Service ID	Batch File Number	Batch File Name	Rate Card	
93962426	61 [redacted] 32	9 May 2012 12:44:34	Call To Mobile		0.19	Missing Rate	288954	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☑
93962535	61 [redacted] 753	9 May 2012 13:41:30	National		0.01	Missing Rate	337652	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☑
93962551	61 [redacted] 753	9 May 2012 13:49:22	Call To Mobile		0.01	Missing Rate	337652	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☐
93962764	61 [redacted] 2	9 May 2012 15:24:19	Call To Mobile		0.01	Missing Rate	288954	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☐
93962802	61 [redacted] 345	9 May 2012 15:33:58	Call To Mobile		0.00	Missing Rate	289051	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☐
93962855	61 [redacted] 32	9 May 2012 15:53:36	Call To Mobile		0.00	Missing Rate	288954	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☑
93962861	61 [redacted] 32	9 May 2012 15:57:33	Call To Mobile		0.01	Missing Rate	288954	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☐
93962877	61 [redacted] 32	9 May 2012 16:01:20	Call To Mobile		0.09	Missing Rate	288954	309848	40028487_00000149_20120509_6853.cdr	Telstra PSTN Rate Card	☐

< 1 ... 257 258 259 260 261 262

50 100 150 200

Cleanse

Figure 46. The *Rating Quarantine* page showing records selected for cleansing

3. Click the **Cleanse** button. The system will update the selected records and display a message at the top of the page showing the records have been cleansed.

   The records will now be ready to be re-processed by the billing and rating engine.

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Accounts Receivable

The **Finance** > **Accounts Receivable** menu contains a number of functions to allow you to manage your accounts:

- Receive Payment — record a payment from an account either manually or through Electronic Payment System (EPS)
- Invoice List — displays a list of all invoices generated by the system, which can then be downloaded and managed
- Unallocated — shows a list of all unallocated payments received, which can be allocated against invoices
- Transactions — lists all financial transactions, including payments, invoices, debits, credits, refunds
- Pending Cardlines — shows all cardlines that have not yet been included in an invoice. These can be viewed and modified
- Payments — lists all payments that can also be viewed
- Disputed — lists all disputed amounts raised against invoices, which can be resolved
- Credit — allows you to raise a credit against an account or invoice
- Write off — allows you to write off outstanding or credit amounts
- Refund — allows you to refund credit amounts to customers.

The following sections provide details about each of these functions.

Accounts Receivable

The system maintains a number of account related balances for easy reference. The *Accounts Receivable* page lists all accounts with their balances:

- Account Balance — the total balance of all credit and debit transactions, excluding security deposits. This amount will be highlighted if the account balance is overdue as follows:
  - red highlight — the amount is 14 or more days overdue
  - orange highlight — the amount is overdue by less than 14 days
- Unallocated Payments — payment amounts not allocated against an invoice
- Security Deposit Held — the sum of any security deposits recorded (note - security deposits do not attract tax) these amounts do not affect the account balance
- Disputed Amounts — any amounts marked as disputed from invoices.

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To View Accounts Receivable

1. Select **Finance** > **Accounts Receivable** from the **Menu.** The *Accounts Receivable* page will appear showing a list of all accounts in the system with their balances.

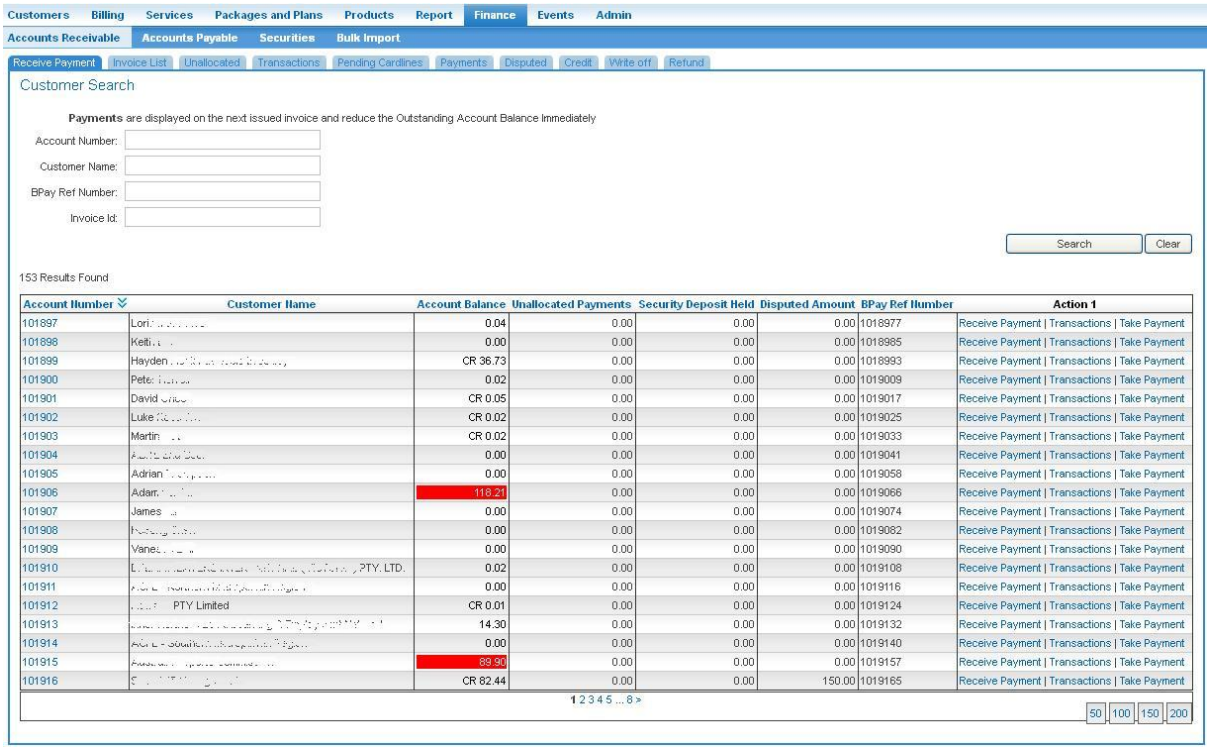

Figure 47. The *Accounts Receivable* page

The *Accounts Receivable* page lists all accounts, with a number of functions available to be accessed directly from the *Action* column of the list:

- Receive Payment — record a payment from the customer that was received manually
- Transactions — displays a list of all financial transactions recorded against the account
- Take Payment — process a payment through the automated Electronic Payment System (EPS).

Search

You can locate a customer in the *Accounts Receivable* list by using the *Search* function. The following fields can be used to locate customers:

- Account Number
- Customer Name
- Bpay Reference Number
- Invoice Number.

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Payments

After you have issued invoices, your customers should pay for the goods and services that you have provided. Payments received should be recorded against invoices to allow you to manage your accounts receivable. The system allows you to manually record payments, or payment processing can be automated and integrated with Emersion's automated payment processor, Electronic Payment System (EPS). In addition, the system provides support for managing payments received via BPAY.

Each account can be individually configured with payment details. Information that can be recorded for each account includes:

- payment Status — determines whether automated payment processing (through EPS) is enabled for the account
- Minimum Payment Amount — the minimum amount that an automated payment can be processed
- Automated Payment Terms — the number of days after the invoice *Due Date* a payment is automatically processed for the account
- Payment Method details — the customer's Credit Card, Direct Debit, and / or BPAY bank account details
- Finance Charges — fees that can be automatically applied to the account for each payment method type (i.e. to recover charges and fees from your bank or financial institution).

These details are maintained via the Customers > Customer List > *view account* >Payment Methods page (see the Customers and Accounts User manual for further information).

Electronic Payment System (EPS)

Electronic Payment System (EPS) is a system module that is implemented in conjunction with your payment gateway provider or bank. It is fully integrated with payment gateway providers to enable seamless, real-time, payment processing. For more information about enabling EPS, please contact the Emersion Sales team.

When enabled, EPS can be used to automatically process payments against invoices on the invoice due date, or you can manually process a payment through the EPS gateway at any time using the user interface (see *To Take a Payment* on page 69).

By default, the system sets the automated payment status to *disabled* when an account is created to prevent accidental automated payments from being processed. To activate automated payment processing for a customer, you must ensure that both the automated payment status is set to *enabled* and the payment method details are recorded correctly.

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The Automated Payment Process

At 10am daily, EPS examines each account to determine whether an automated payment should be processed. Below is a summary of the EPS automated payment processing checks performed against each account.

1. Check if the account has automated payment processing enabled. If not, the account is ignored.
2. Check if the account has payment details recorded. If not, the account is skipped.
3. Check if the account has an existing incomplete payment. If so, the payment is not processed. Incomplete payments are listed with a status of *Pending*.
4. Check if the account has any outstanding invoice(s). If none exist, the account is not processed.
5. For all outstanding invoices held against the account, determine whether each invoice needs to be paid based on the account's *automated payment terms*. If so, add the invoice's outstanding amount to the total payment amount to be processed.
6. Check if the total payment amount calculated is greater than account's *minimum payment amount*. If not, the payment is not processed.
7. Once all these checks are successful, EPS generates a payment for the total calculated in step 5. The payment receipt details are then stored, which can be viewed on the Accounts Receivable > Payments page.

BPAY

BPAY is a payment collection method that allows customers to pay bills over the Internet or phone banking via their bank or financial institution. Registered BPAY billers provide payment information on their customer's bills which includes their BPAY biller code and a unique reference number for the customer to use when making payments. The invoices created by the system will also include BPAY details if you are a registered BPAY biller, and your BPAY details have been configured correctly. For more information about setting up your BPAY biller details, please contact the Emersion Sales team.

You can configure the BPAY reference number format to use (i.e. per your bank's or financial institution's requirements) that will help you identify BPAY payments made by your customers (see *To Modify BPAY Details* on page 66). The system can then automatically generate each customer's unique BPAY reference number based on the reference number format set up. The system uses the customer's account number as well as the reference number format information to generate a number, which is then processed through a *Luhn* algorithm to generate a check digit, which is then appended to produce the customer's unique BPAY reference number.

Each account is individually configured with BPAY details including:

- Biller Code — your BPAY biller code to show on the account's invoice
- Reference — the BPAY reference number to uniquely identify BPAY payments made by your customer. This reference number will appear on the account's invoice
- Finance Charges — fees that can be automatically applied to the account when a BPAY payment is processed.

These details are maintained via the Customers > Customer List > *view account* >Payment Methods page (see the Customers and Accounts User manual for further information).

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The BPAY Payment Process

1. The system generates and sends an invoice to your customer containing your BPAY biller code and the customer's system generated BPAY reference number.
2. Your customer logs into their Internet banking site, or uses phone banking, to make a BPAY payment.
3. Your customer will enter your biller code and reference number, as well as the amount they wish to pay.
4. The customer's bank or financial institution validates the payment and provides the customer a receipt number.
5. Your customer's payment details are forwarded from their bank or financial institution to your bank or financial institution via BPAY.
6. Your bank or financial institution forwards a payment information file to you, and deposits the cleared funds into your bank account.
7. You upload the payment information file into the system to allocate the payments against your customers' accounts (see *Bulk Import Payments* on page 93).

To Modify BPAY Details

1. Select **Admin** > **BPAY Details** from the **Menu.** The *Bpay Biller Codes list* page will appear showing a list of configured BPAY billers.

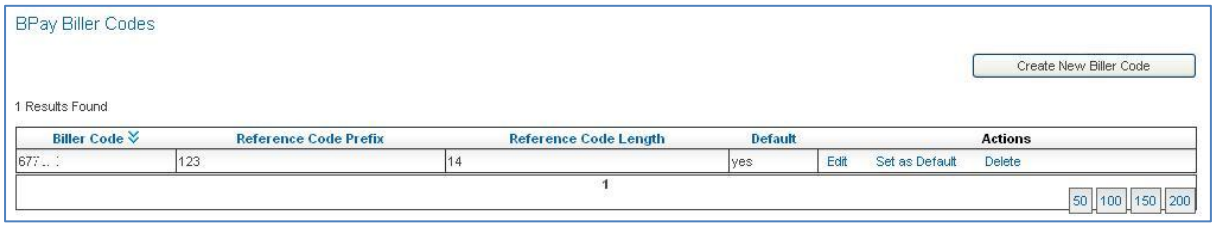

Figure 48. The *Bpay Biller Codes list* page

2. Click the **Edit** link in the *Actions* column of the required Biller code. The Edit Biller Code page will display.

Figure 49. The *Bpay Biller Codes list* page

3. Enter the BPAY reference number prefix to use when generating your customers' unique BPAY reference numbers in the *Reference Number Prefix* field.
4. Enter the length of the BPAY reference number to generate in the *Reference Number Length* field.
5. If you have multiple BPAY biller codes configured, tick the Is Default Biller Code check box if you wish the system to use the current biller code as the default biller code (i.e. for all new customer accounts created) You can override the biller code to use for each account individually if required (see below).
6. Click the **Save** button to record the BPAY details.

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Receive Payment

There are two methods to record payments from customers:

- Receive Payment — record a manual payment from a customer that has been received outside Emersion e.g. cheques, cash, or non-integrated credit card payments etc.
- Take payment — process a manual payment through the automated EPS gateway. Depending on your set up, you can process the payment via Credit Card or Direct Debit.

The system allows you to automatically allocate the payment against one or many invoices with an outstanding amount, or you can manually allocate the payment against a specific invoice.

> Default finance charges can be set up and applied automatically to payments. To set up or modify the default finance charges, please contact the Emersion Support team.

To Receive a Payment

The Receive Payment function allows you to record a payment from a customer that was received manually. The actual payment must be processed outside of the system.

1. Select **Finance** > **Accounts Receivable** from the **Menu.** The *Account Receivable Customer list* page will appear.
2. Locate the customer to receive payment from in the list.
3. Click the **Receive Payment** link in the *Action* column of the required customer. The *Receive Payment* page will appear, showing a list of all outstanding invoices for the selected customer, with the oldest invoice shown first. Invoices that have been paid in full will not appear.

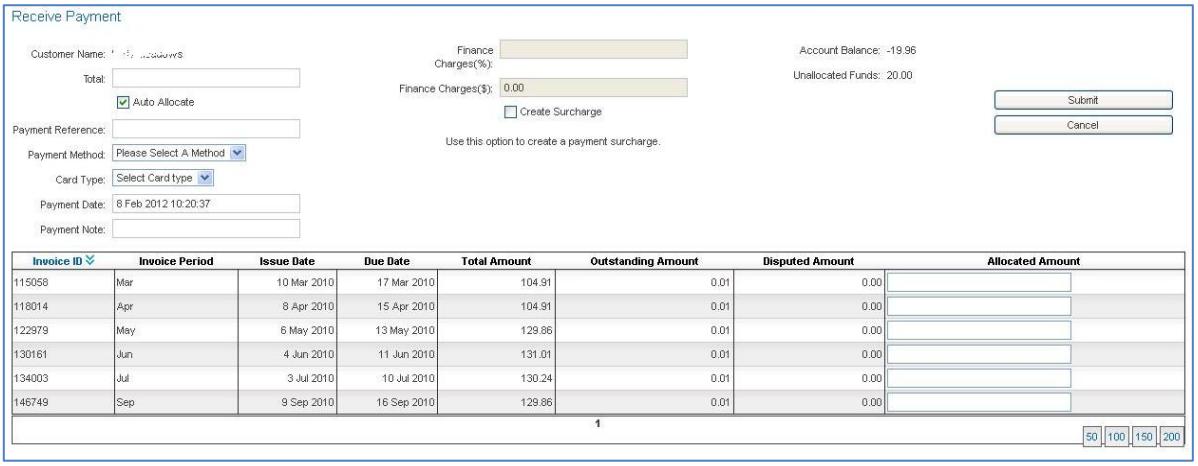

Figure 50. The *Receive Payment* page

4. Enter the total amount of the payment in the *Total* field.
5. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the payment against outstanding invoices. Funds can be allocated across multiple invoices. The system will allocate the payment against the oldest outstanding invoice.

   If the total payment amount is greater than the oldest outstanding invoice, the system will allocate payment against the next oldest outstanding invoice, and so on, until the payment total amount is fully allocated. If the total payment amount is greater than the total of all outstanding invoices, the system will record the balance as an unallocated payment and show the amount as a credit on the account balance.

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6. Alternately, clear the *Auto Allocate* check box to manually assign the payment against the required invoice(s). Enter the amount(s) in the *Allocated Amount* field beside each outstanding invoice as required.

   If you do not allocate the payment against any invoice, the system will record the payment as an unallocated payment.
7. Enter the *Payment Reference*, if applicable.
8. Select the *Payment Method* from the drop list. Options available include: Direct Debit, EFT or Direct Deposit, EFTPOS, Cash, Cheque, Money Order, Bpay, Pay By Phone, Australia Post Bill Pay, Credit Card, Agent Collected, and PayPal.
9. Depending on the payment method selected, the system will display the *Card Type* field. Select the credit card type from the *Card Type* drop list. Options available include: American Express, Diners, MasterCard and Visa.
10. Enter the *Payment Date*. A Calendar tool will appear to allow you to select the required date.
11. Enter any notes or other details in the *Payment Note* field.
12. The system will show the default *Finance Charge (%)* and *Finance Charge ($)* in the corresponding fields as read only by default.
13. Click the *Create Surcharge* check box to override the default payment surcharge details. The fields will enabled for editing.
14. Enter the *Finance Charge (%)* or *Finance Charge ($)* in the corresponding fields as required.
15. Click the **Submit** button. A window will appear showing the payment details entered, along with any surcharges, to confirm the payment.
16. Click the **Yes** button to confirm the payment. The *Accounts Receivable customer list* page will appear with an information box showing the payment has been allocated to the account.

    The system will record the payment against the customer account, update the account balance, and create a transaction in the ledger. If a payment surcharge was applied, the system will create an unallocated cardline for the surcharge amount.
17. Click the **No** button to cancel the payment and return to the *Receive Payment* page to make any changes as required.

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To Take a Payment

The Take Payment function allows you to process a payment through the automated Emersion Electronic Payment System (EPS). You must have the EPS module configured to use this function, and charges may apply. For further information, please contact the Emersion Sales or Support teams.

1. Select **Finance** > **Accounts Receivable** from the **Menu.** The *Account Receivable Customer list* page will appear.
2. Locate the customer to take payment from in the list.
3. Click the **Take Payment** link in the *Action* column of the required customer. The *Take Payment* page will appear, showing a list of all outstanding invoices for the selected customer, with the oldest invoice shown first. Invoices that have been paid in full will not appear.

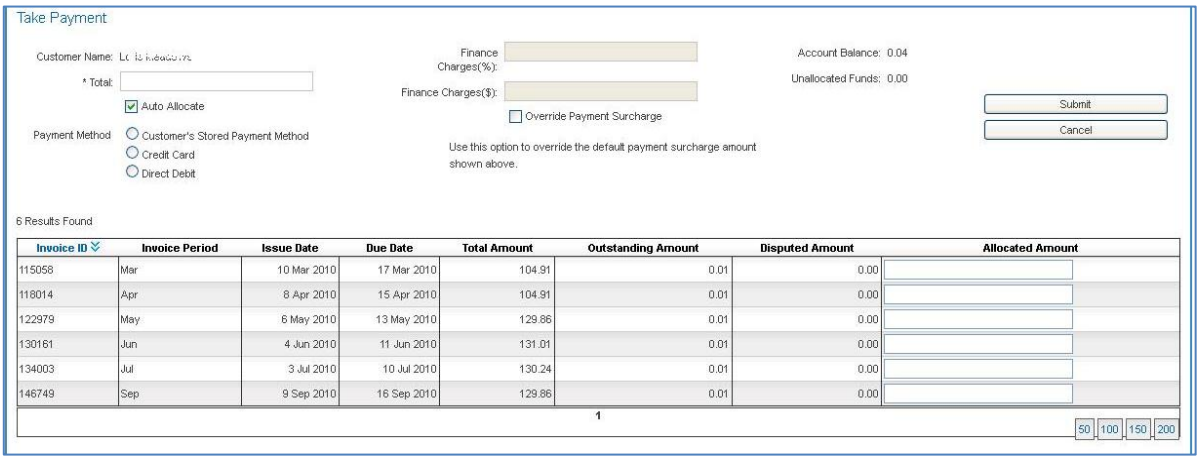

Figure 51. The *Take Payment* page

4. Enter the total amount of the payment in the *Total* field.
5. Funds can be allocated across multiple invoices. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the payment against outstanding invoices. The system will allocate the payment against the oldest outstanding invoice.

   If the total payment amount is greater than the oldest outstanding invoice, the system will allocate payment against the next oldest outstanding invoice, and so on, until the payment total amount is fully allocated. If the total payment amount is greater than the total of all outstanding invoices, the system will record the balance as an unallocated payment and show the amount as a credit on the account balance.

   Alternately, clear the *Auto Allocate* check box to manually assign the payment against the required invoice(s). Enter the amount(s) in the *Allocated Amount* field beside each outstanding invoice as required. If you do not allocate the payment against any invoice, the system will record the payment as an unallocated payment.

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6. Select the method to process the payment from the *Payment Method* option boxes, as follows:
   a. To process the payment using the customer's existing payment details (i.e. if the customer has existing payment details recorded in the system), select *Customer's Stored Payment Method* in the *Payment Method* options. The stored payment details will appear. If the customer has stored credit card details, the card number will appear masked.

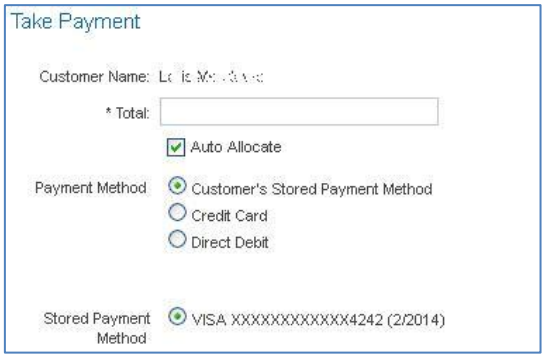

Figure 52. The *Take Payment* page showing the stored payment method fields

If there are more than one payment details recorded in the system, select the required *Stored Payment Method* to use for this payment using the option boxes displayed beside each payment method.

   b. To process a credit card payment, select *Credit Card* in the *Payment Method* options. The credit card fields will appear:

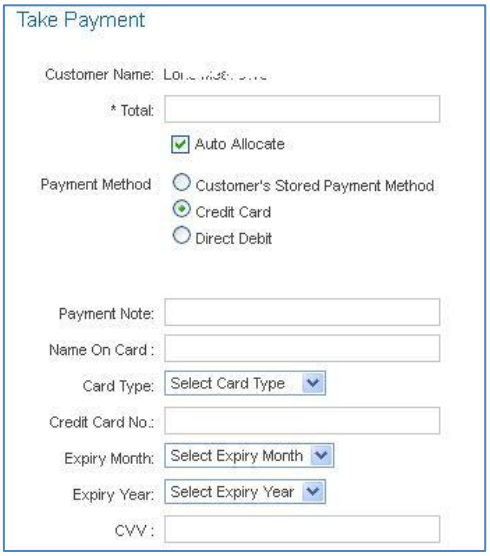

Figure 53. The *Take Payment* page showing the credit card fields

      i. Enter notes about the payment in the *Payment Note* field, that can be used for reference.
      ii. Enter the *Name on Card* of the credit card.
      iii. Select the *Card Type* from the drop list. Options available include: American Express, Diners, MasterCard and Visa.
      iv. Enter the card number in the *Credit Card No*. field.
      v. Select the card expiry date from the *Expiry Month* and *Expiry Year* drop lists.
      vi. Enter the credit card verification number in the *CCV* field.

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c. To process a direct debit account payment, select *Direct Debit* in the *Payment Method* options. The debit account fields will appear:

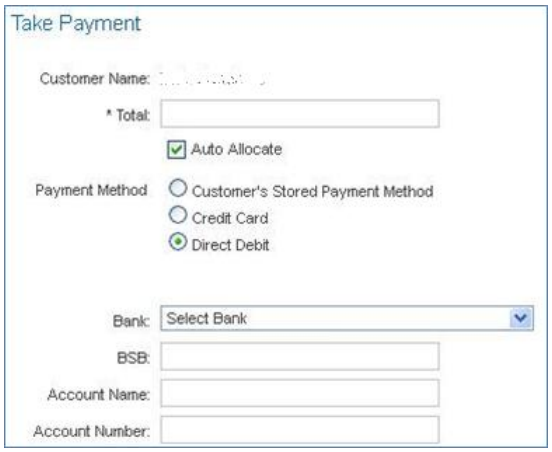

Figure 54. The *Take Payment* page showing the direct debit fields

i. Select the Bank from the drop list. The list will contain all Australian banks. If the bank you require is not in this list, please contact the Emersion Support team.

ii. Enter the customer's bank account's BSB number in the *BSB* field.

iii. Enter the customer's bank account name in the *Account Name* field.

iv. Enter the customer's bank account number in the *Account Number* field.

7. The system will show the default *Finance Charge (%)* and *Finance Charge ($)* in the corresponding fields read only by default.
8. Click the *Create Surcharge* check box to override the default payment surcharge details. The fields will enabled for editing.
9. Enter the *Finance Charge (%)* or *Finance Charge ($)* in the corresponding fields as required.
10. Click the **Submit** button. A window will appear showing the payment details entered, along with any surcharges, to confirm the payment.
11. Click the **Yes** button to confirm the payment.

    The system will validate the credit card or direct debit details entered before sending the payment through the EPS gateway for processing. If any payment details are invalid (e.g. credit card number, expiry date etc), the system will return to the Take Payment page showing a red error message beside the invalid fields. You must correct the information before the payment will be processed.

    Once the payment has been successfully processed, the *Accounts Receivable customer list* page will appear with an information box showing the payment has been allocated to the account.

    The system will record the payment against the customer account, update the account balance, and create a transaction in the ledger. If a payment surcharge was applied, the system will create an unallocated cardline for the surcharge amount.
12. Click the **No** button to cancel the payment and return to the *Take Payment* page to make any changes as required.

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Invoice List

The Invoice List function displays a list of all invoices generated by the system.

1. Select **Finance** > **Accounts Receivable > Invoice List** from the **Menu.** The *Invoice List* page will appear showing all invoices for all customers.

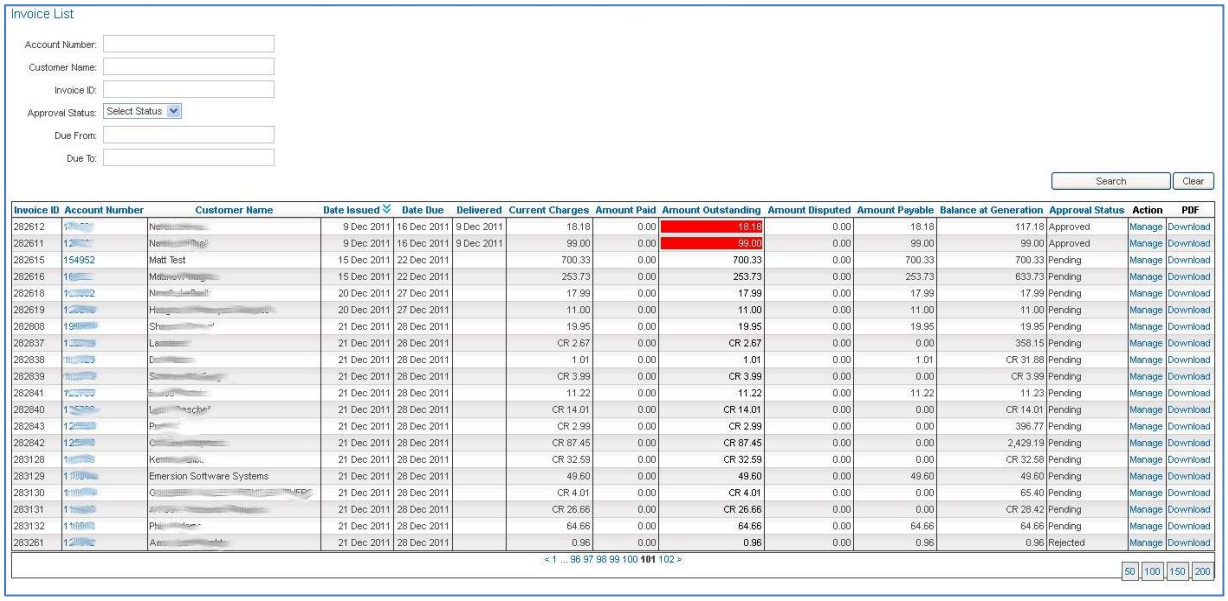


Figure 55. The *Invoice List* page

Search

You can locate an invoice in the *Invoice List* by using the *Search* function. The following fields can be used to search for invoices:

- Account Number
- Customer Name
- Invoice ID
- Approved Status — All, Pending, Approved, Rejected or Rendering
- Date From; — allows date selection via a Calendar tool
- Date To — allows date selection via a Calendar tool

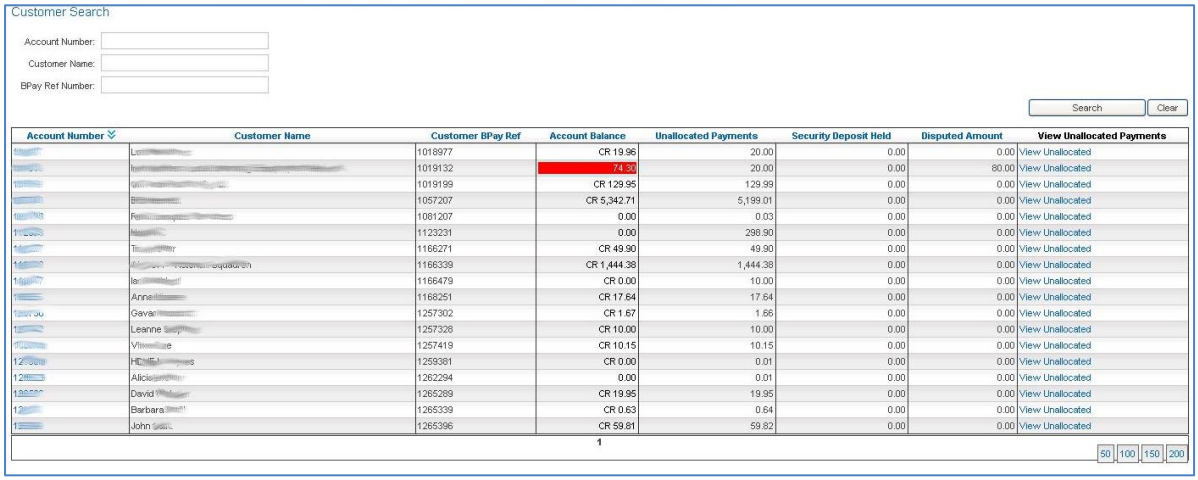
From the *Invoice List* page, you can Manage or Download an invoice.

1. Locate the invoice required in the *Invoice List*.
2. Click the **Manage** or **Download** link in the *Action* or *PDF* column of the required invoice. See the *Manage Invoices* section on page 32 for information about this function.

Unallocated Payments

The Unallocated function displays a list of all payments received from a customer that were not allocated against an existing invoice i.e. via the Receive Payment or Take Payment functions. You can allocate an unallocated payment against an invoice using this function.

1. Select **Finance** > **Accounts Receivable** > **Unallocated** from the **Menu.** The *Unallocated List* page will appear showing all customers that have unallocated payments recorded, with the Account Balance and the Unallocated Payment amount.



Account Number	Customer Name	Customer BPay Ref	Account Balance	Unallocated Payments	Security Deposit Held	Disputed Amount	View Unallocated Payments
		1018977	CR 19.95	20.00	0.00	0.00	View Unallocated
		1019132	74.30	20.00	0.00	80.00	View Unallocated
		1019199	CR 129.95	129.99	0.00	0.00	View Unallocated
		1057207	CR 5,342.71	5,199.01	0.00	0.00	View Unallocated
		1081207	0.00	0.03	0.00	0.00	View Unallocated
		1123231	0.00	298.90	0.00	0.00	View Unallocated
		1166271	CR 49.90	49.90	0.00	0.00	View Unallocated
		1166339	CR 1,444.38	1,444.38	0.00	0.00	View Unallocated
		1166479	CR 0.00	10.00	0.00	0.00	View Unallocated
		1168251	CR 17.64	17.64	0.00	0.00	View Unallocated
		1257302	CR 1.67	1.66	0.00	0.00	View Unallocated
		1257328	CR 10.00	10.00	0.00	0.00	View Unallocated
		1257419	CR 10.15	10.15	0.00	0.00	View Unallocated
		1259381	CR 0.00	0.01	0.00	0.00	View Unallocated
		1262294	0.00	0.01	0.00	0.00	View Unallocated
		1265289	CR 19.95	19.95	0.00	0.00	View Unallocated
		1265339	CR 0.63	0.64	0.00	0.00	View Unallocated
		1265396	CR 59.81	59.82	0.00	0.00	View Unallocated

1

50 100 150 200

Figure 56. The *Unallocated List* page

Search

You can locate a customer in the list by using the *Search* function. The following fields can be used to search customers:

- Account Number
- Customer Name
- Bpay Ref Number

To Allocate Unallocated Funds

1. Locate the required account in the *Unallocated Payments* list.
2. Click the **View Unallocated** link in the *View Unallocated Payment* column of the required account. The *Unallocated Payment* page will appear listing all unallocated payments received from the selected customer.

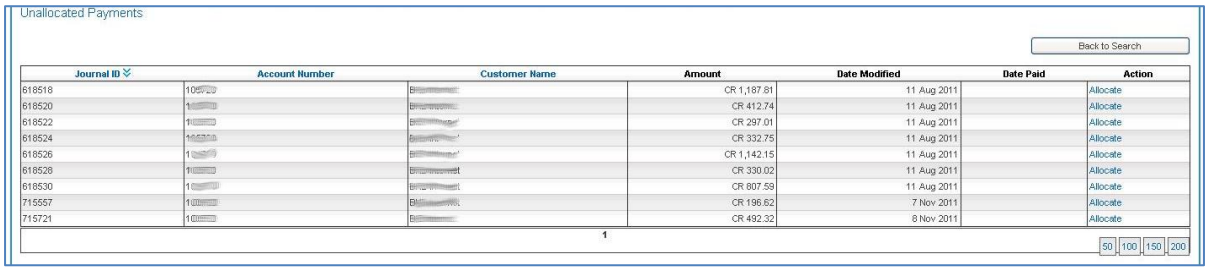


Figure 57. The *Unallocated Payment* page

3. Click the **Allocate** link in the *Action* column of the required payment to allocate. The *Allocate Unallocated Payment* page will display.

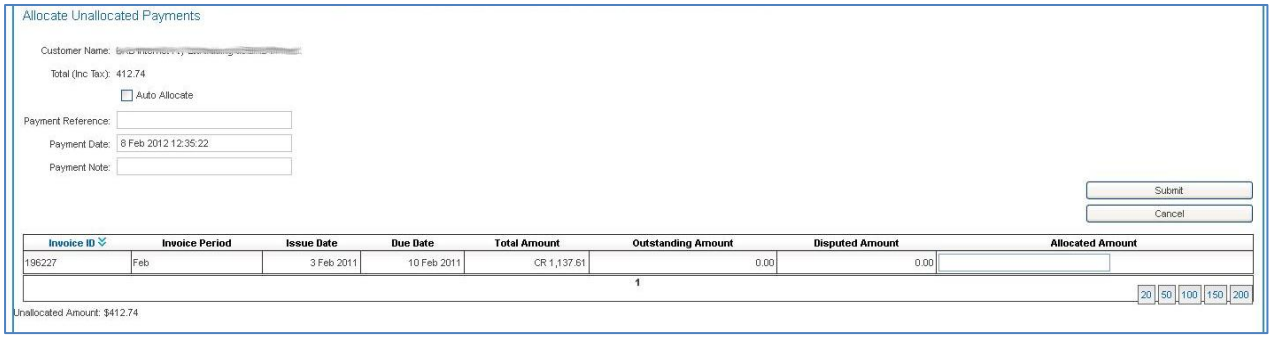


Figure 58. The *Allocate Unallocated Payment* page

4. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the payment against the invoices. The system will allocate the amount against the oldest outstanding invoice.

   If the unallocated amount is greater than the oldest outstanding invoice, the system will allocate the amount against the next oldest outstanding invoice, and so on, until the total unallocated amount is fully allocated.

   Alternately, clear the *Auto Allocate* check box to manually assign the amount against the required invoice(s). Enter the amount(s) in the *Allocated Amount* field beside each invoice as required.
5. Enter the *Payment Reference*, if applicable.
6. Enter the *Payment Date*. A Calendar tool will appear to allow you to select the required date.
7. Enter any notes or other details in the *Payment Note* field.
8. Click the **Submit** button. The system will record the unallocated funds against the selected invoice(s).

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Transactions

The Transactions function displays a list of all financial transactions recorded against all customers, including payments, invoices, debits, credits, and refunds.

1. Select **Finance** > **Accounts Receivable** > **Transactions** from the **Menu.** The *Transaction list* page will appear showing all transactions for all customers.

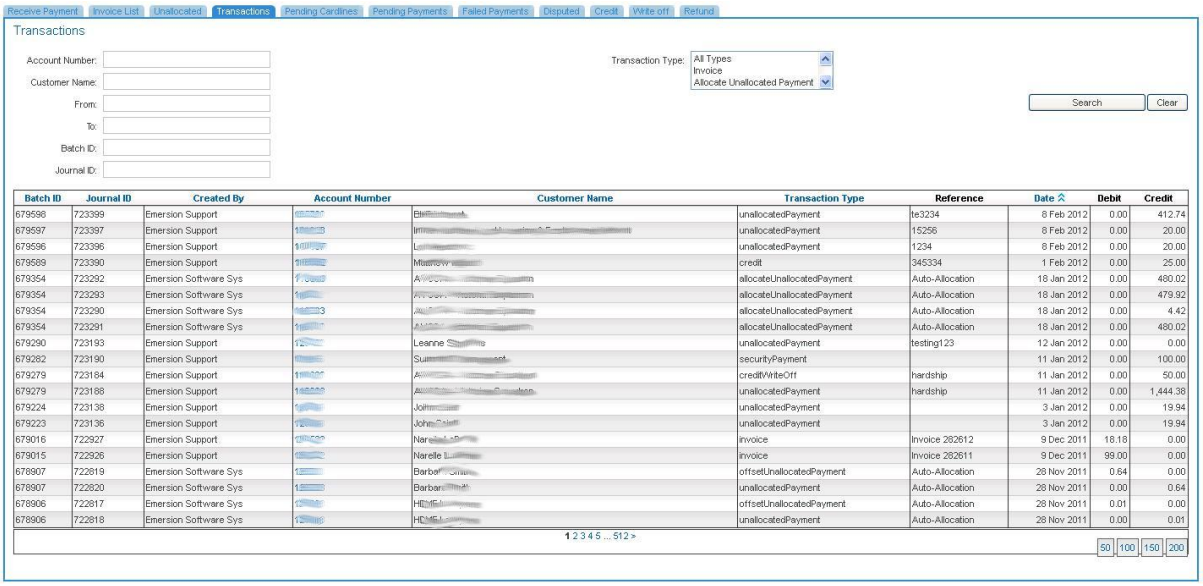

Figure 59. The *Transaction list* page

Search

You can locate a transaction in the *Transaction* list by using the *Search* function. The following fields can be used to search for transactions:

- Account Number
- Customer Name
- From — allows date selection via a Calendar tool
- To — allows date selection via a Calendar tool
- Batch ID
- Journal ID
- Transaction Type — All, Invoice, Allocate Unallocated Payment, Debit, Debit Write Off, Security Payment, Security Refund, Unallocated payment, Payment, Credit, and Refund

You can also display all transactions for a particular customer directly, but selecting Finance > Accounts Receivable from the Menu to display the *Account Receivable Customer list* page, and clicking the Transaction link in the *Action* column of the required customer.

Pending Cardlines

The Pending Cardlines function displays all cardlines that have been created for charges (e.g. purchases, package fees, plan fees etc), but have not yet been included on, or allocated to, a customer invoice. This function also allows you to allocate pending cardlines against pending invoices, if a pending invoice exists for the customer (see the Unallocated Cardlines and Immediate Invoices section on page 40 for more information).

1. Select **Finance** > **Accounts Receivable** > **Pending Cardlines** from the **Menu.** The *Pending Cardlines list* page will appear showing all pending cardlines for all customers.

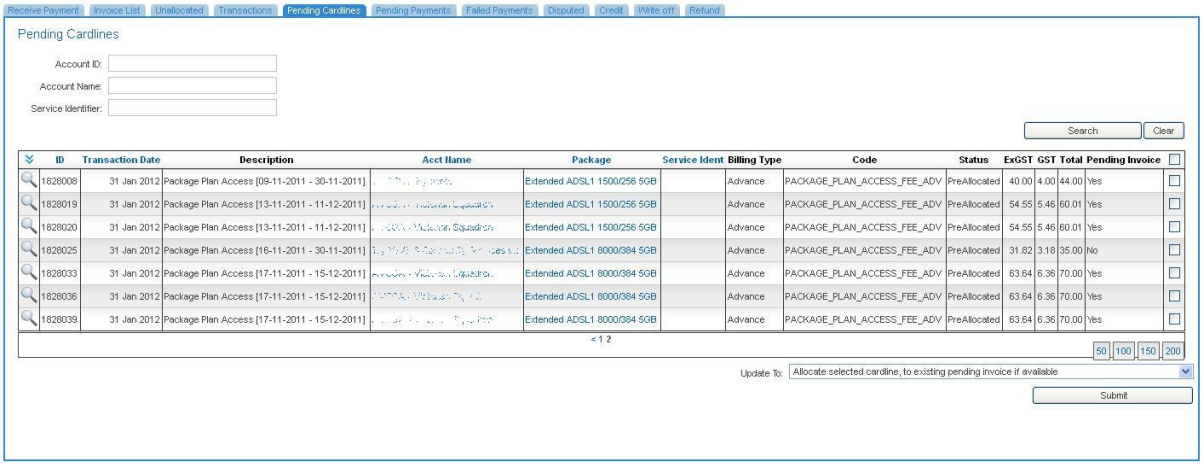

Figure 60. The *Pending Cardlines list* page

Search

You can locate a cardline in the *Pending Cardlines* list by using the *Search* function. The following fields can be used to search for cardlines:

- Account Number
- Account Name
- Service Identifier

To Edit a Pending Cardline

Pending Cardlines can be edited to update the amounts or other details. However, Pending cardlines that are the result of an aggregate calculation, such as system generated usage charges, cannot be modified. Only the cardlines that appear with a magnifying glass symbol beside them may be edited.

1. On the *Pending Cardlines* page, locate the required cardline and click the magnifying glass symbol beside the cardline ID. The *Edit cardline* section will appear below the selected cardline.

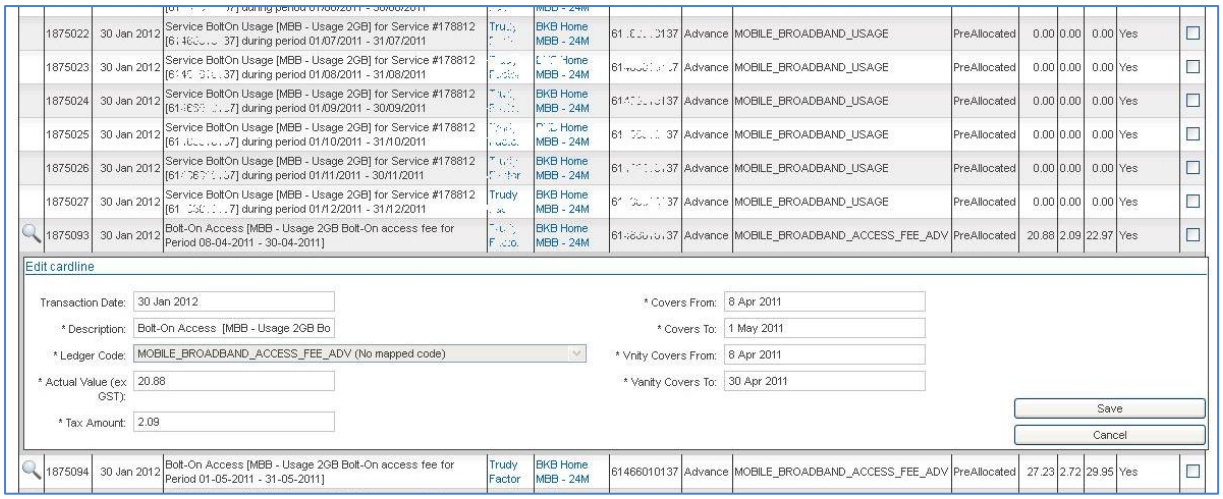

Figure 61. The *Edit Cardline* section

2. Update the cardline date by clicking on the *Transaction Date* field. A calendar tool will appear to allow you to select the required cardline date. This date will appear on the Invoice as the date the cardline charge was incurred.
3. Edit the cardline *Description* by entering and / or overtyping text as required. This description will appear on the Invoice against the cardline charge.
4. Select a different *Ledger Code* using the drop list if required. The cardline will be recorded against the selected ledger in the system for accounting purposes.
5. If required, enter an updated amount in the *Actual Value (Ex GST)* field. Note that the cardline amount is exclusive of tax.
6. Update the *Tax Amount* as applies to the updated cardline amount. Note that the system will not automatically re-calculate the cardline's tax amount when you update the cardline amount.
7. Update the *Covers From* and *Covers To* dates as required. These reflect the period that particular charge applies to, such as a service access fee that covers from the 1st to the 31st of the month.
8. Update the *Vanity Covers From* and *Vanity Covers To* dates as required. These dates will appear on the invoice, which you may update to be different dates than the actual *Covers From* and *Covers To* dates i.e. to assist the customer understand their invoice and charges.
9. Click the **Save** button. The system will update the pending cardline information.

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To Allocate Pending Cardlines

Pending Cardlines can be allocated against existing pending invoices in bulk using this process, which can be used instead of the *Manage Invoice* function to allocate pending cardlines.

1. On the *Pending Cardlines* page, tick the check box corresponding to the required pending cardline(s) in the *Pending Cardlines* list. Multiple cardlines can be selected, or you can click the check box at the top of the list to select all pending cardlines.
2. From the *Update To* drop list below the *Pending Cardlines* list, select the required option, as follows:
   - Allocate selected cardlines to existing pending invoice if available;
   - Allocate all pending cardlines to existing pending invoices, if available, for selected account.
3. Click the **Submit** button. The selected pending cardlines will be assigned to the relevant accounts' pending invoices.

   If you selected the *Allocate all pending cardlines to existing pending invoices, if available, for selected account* option, all pending cardlines for the selected account(s) will be assigned to pending invoices, even if the cardline wasn't ticked in the list.

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Payments

The Payments function displays a list of all payments recorded in the system. You can also view detailed information about the payments from this function.

1. Select **Finance** > **Accounts Receivable** > **Payments** from the **Menu.** The *All Payments list* page will appear showing all payments.

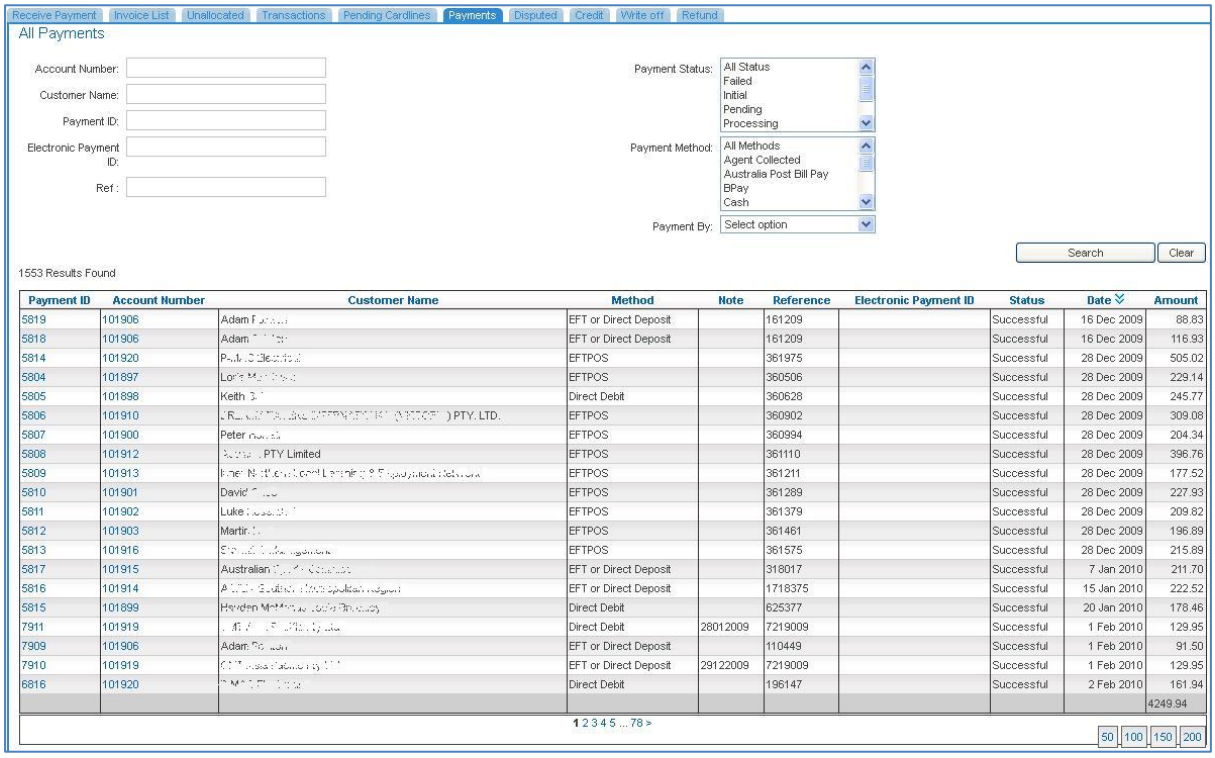

Figure 62. The *All Payments list* page

Search

You can locate a payment in the list by using the *Search* function. The following fields can be used to search for payments:

- Account Number
- Customer Name
- Payment ID
- Electronic Payment ID
- Ref (Payment Reference number)
- Payment Status — Failed, Initial, Pending, Processing, Uncleared
- Payment Method — All Methods, Agent Collected, Australia Post Bill Pay, Bpay, Cash, Cheque, Credit Card, Direct Debit, EFT or Direct Deposit, EFTPOS, Money Order, and Pay By Phone.
- Payment By — EPS (Electronic Payments) or Manual Payments

To Display a Payment

1. Click the **Payment ID** link of the required payment. The *payment* page (depending on the payment method) will appear showing all the details of the payment.

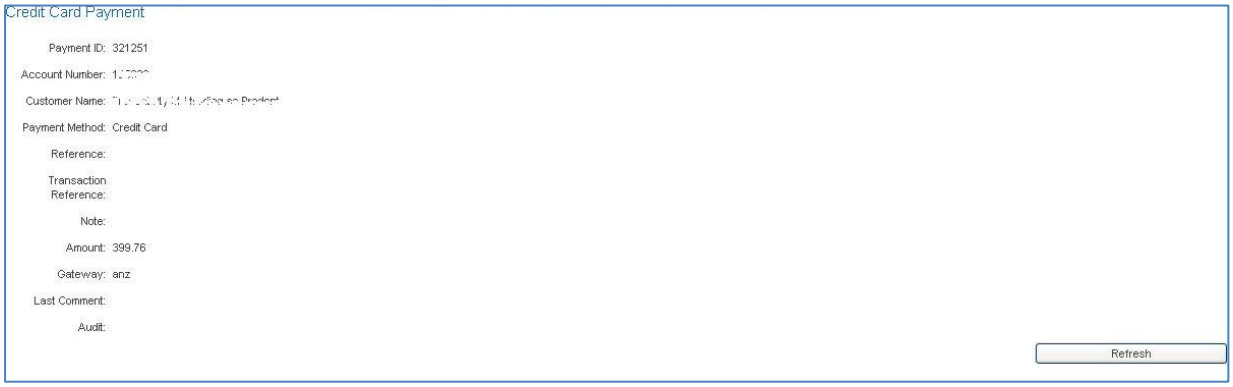

Figure 63. The *Payment* page showing a Credit Card payment

2. For a *Pending* or *Processing* payment, click the **Refresh** button to update the payment status information.
3. Click the **Back** button to return to the *All Payments list* page.

Disputed Amounts

The Disputed function allows you to view all disputed amounts against all invoices. Disputes are raised against invoice, in the Manage Invoice function (see the *Raising Disputes* section on page 53 for details). Disputed amounts are excluded from any automated payments. From this function, you can *Resolve* the Dispute in one of two ways:

- Approve the dispute to raise a credit for the disputed amount; or
- Reject the dispute so the amount remains on the invoice and becomes due per all other charges.

1. Select **Finance** > **Accounts Receivable** > **Disputed** from the **Menu.** The *Disputed Amounts list* page will appear showing all disputes raised.

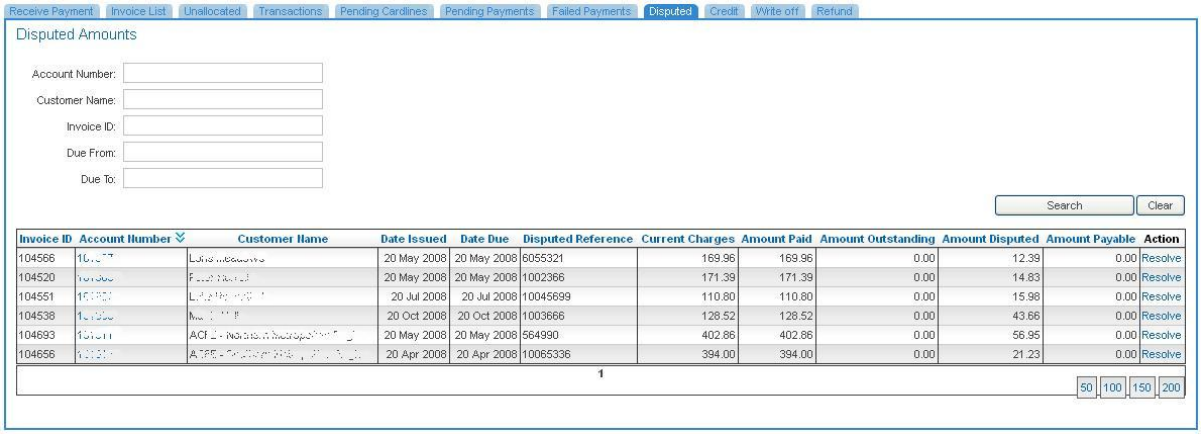

Figure 64. The *Disputed Amounts list* page

Search

You can locate a dispute in the list by using the *Search* function. The following fields can be used to search for disputes:

- Account Number
- Customer Name
- Invoice ID
- Due From — allows date selection via a Calendar tool
- Due To — allows date selection via a Calendar tool

To Resolve a Dispute

1. Click the **Resolve** link in the *Action* column of the required dispute. The *Resolve Dispute on Invoice* page will appear, showing the Invoice ID and disputed amount.

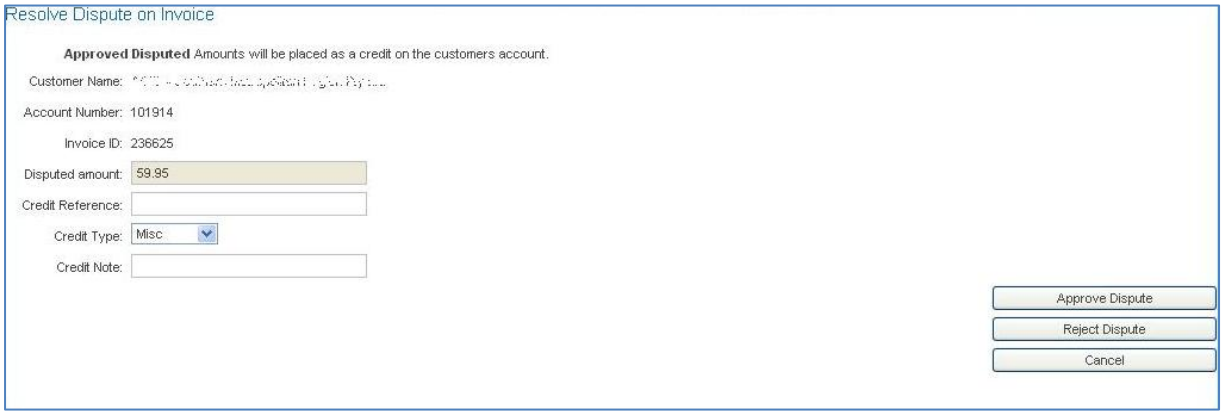

Figure 65. The *Resolve Dispute on Invoice* page

2. Enter a *Credit Reference* if required. This will appear on the customer's invoice with the credit if the dispute is approved.
3. Select the *Credit Type* from the drop list. Options include: Misc (miscellaneous), SLA (Service Level Agreement), Marketing, and CSG (Customer Service Guarantee).
4. Enter any notes or other details in the *Credit Note* field.
5. To approve the dispute, click the **Approve Dispute** button.
6. To reject the dispute, click the **Reject Dispute** button.
7. The *Disputed Amounts list* page will appear with an information box showing the dispute was processed on the invoice if you approved the dispute, or showing the dispute was rejected if you rejected the dispute.

   If you approved the dispute, the system will record a credit against the selected invoice(s), update the account balance, and create a Credit transaction in the ledger.

   If you rejected the dispute, the system will remove the disputed amount from the invoice, as well as remove the dispute from the *Disputed Amounts* list page. The account balance will not be affected.

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Credit

The Credit function allows you to raise a credit against a customer's account. The amount can be automatically allocated so the system applies the credit amount against the oldest invoice(s) first, or you can manually apply to an invoice.

Credits reduce the customer's outstanding balance immediately. If not allocated to an invoice, the credit will appear on the customer's next invoice. Credits also create a transaction in the ledger.

You can also create a credit on an account by raising a manual cardline for a negative amount. This method allows the credit to be raised without allocating the credit amount against an invoice (see the *Unallocated Ledger Cardlines* section on page 40 for more details about creating cardlines).

1. Select **Finance** > **Accounts Receivable > Credit** from the **Menu.** The *Customer Search list* page will appear showing all customers.

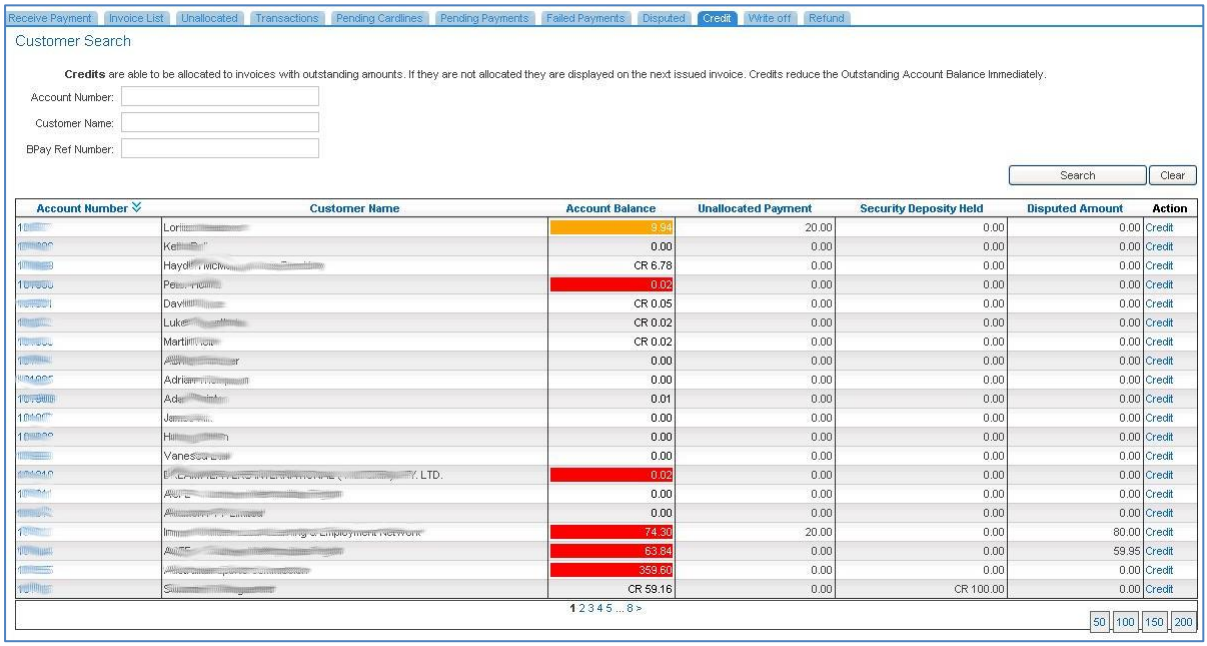

Figure 66. The *credit Customer Search list* page

2. Locate the required customer in the list, and click the **Credit** link in the *Action* column. The *Credit* page will display, showing a list of all outstanding invoices for the selected customer, with the oldest invoice shown first. Invoices that have been paid in full will not appear.

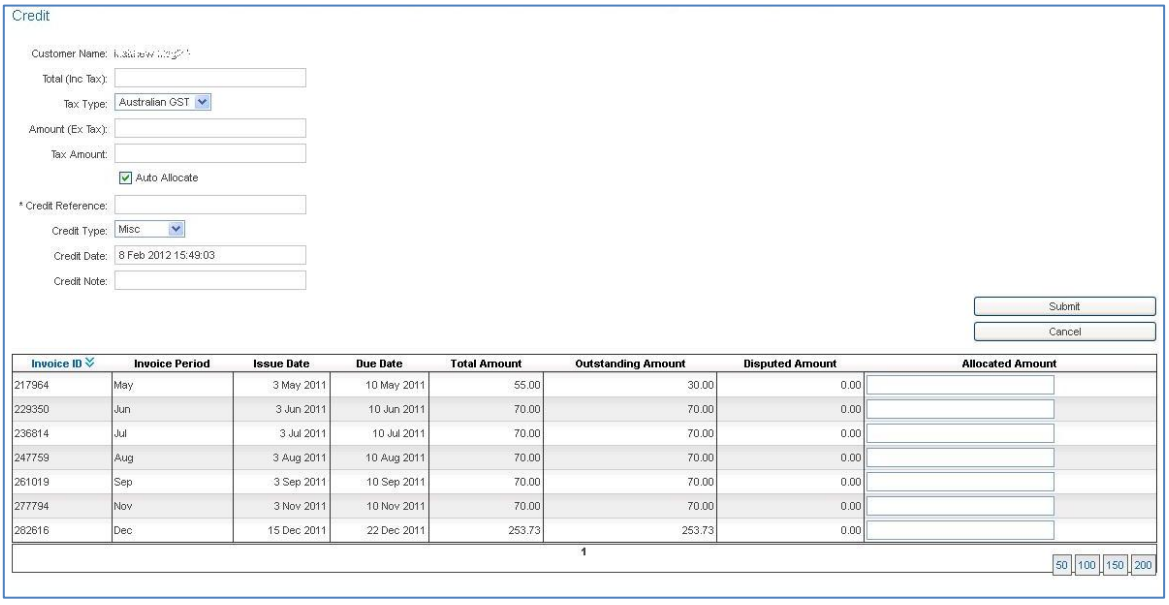

Figure 67. The *Credit* page

3. Enter the credit amount in the *Total (Inc Tax)* field. The system will automatically calculate the credit *Amount (Ex tax)* and *the Tax Amount* and display in the corresponding fields.

   Alternately, enter the credit amount in the *Total (Ex Tax)* field. The system will automatically calculate the credit *Total (Inc tax)* and the *Tax Amount*.

4. Select the *Tax Type* applicable to the credit in the drop list. By default, this is set to 'Australian GST'.

5. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the credit against the customer's outstanding invoices. The system will allocate the credit amount against the oldest outstanding invoice.

   If the credit amount is greater than the oldest outstanding invoice, the system will allocate the credit against the next oldest outstanding invoice, and so on, until the total credit amount is fully allocated.

   Alternately, clear the *Auto Allocate* check box to manually assign the credit amount against the required invoice(s). Enter the amount(s) in the *Allocated Amount* field beside each invoice as required.

6. Enter the *Credit Reference*. This will appear on the customer's invoice with the credit amount.

7. Select the *Credit Type* from the drop list. Options include: Misc (miscellaneous), SLA (Service Level Agreement), Marketing, and CSG (Customer Service Guarantee).

8. Enter the *Credit Date*. A Calendar tool will appear to allow you to select the required date.

9. Enter any notes or other details in the *Credit Note* field.

10. Click the **Submit** button. A window will appear showing the credit details entered to confirm the credit.

11. Click the **Yes** button to confirm the credit. The *Credit customer list* page will appear with an information box showing the credit has been applied to the account.

    The system will record the credit against the selected invoice(s), update the account balance, and create a transaction in the ledger.

12. Click the **No** button to cancel the credit and return to the *Credit* page to make any changes as required.

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Write Offs

The Write Off function allows you to write off an outstanding balance, either as a debit for accounts in credit, or as a credit for accounts in debit. Write offs zero the account balance. Write offs can only be raised against accounts that have no unallocated payments and no outstanding disputes.

The write off amount can be automatically allocated so the system writes off all outstanding invoices, or you can manually write off individual invoices.

1. Select **Finance** > **Accounts Receivable > Write off** from the **Menu.** The *Write Off Customer Search list* page will appear showing all customers with an account balance that is in credit or with an outstanding balance, that also have no unallocated payments nor disputed amounts.

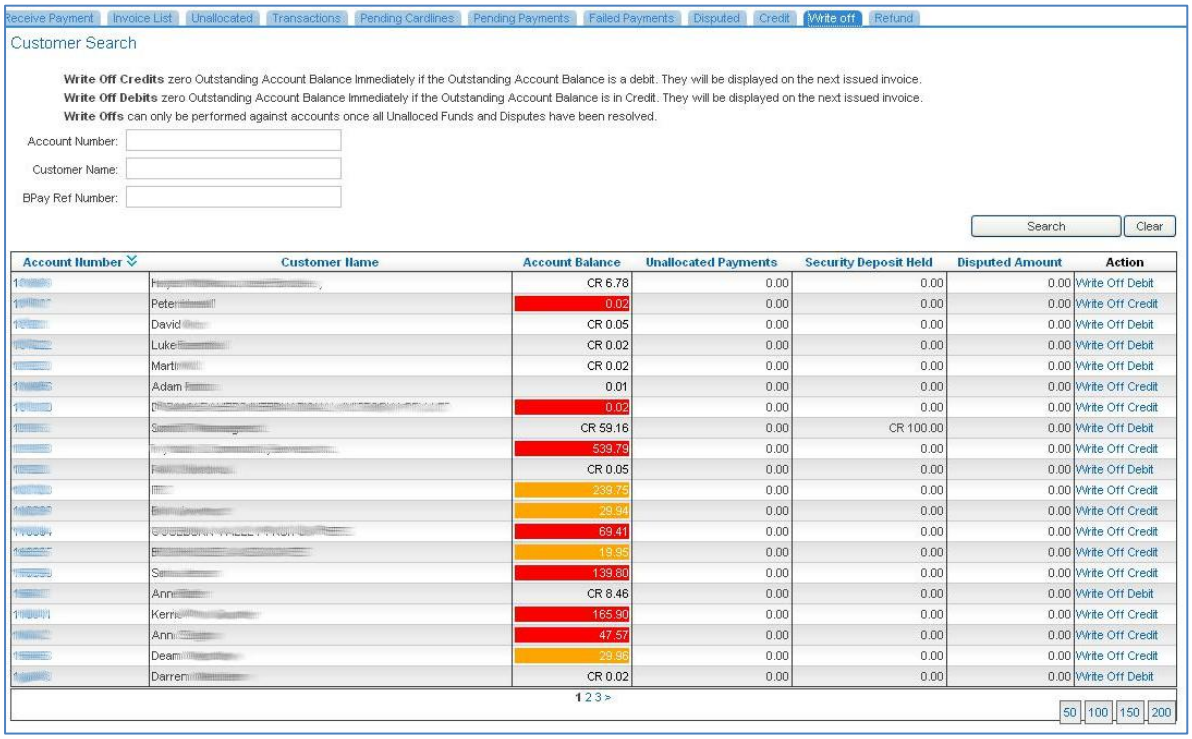

Figure 68. The *Write Off Customer Search list* page

2. Locate the required customer in the list.
3. Click the **Write Off Credit** link for accounts with an outstanding balance, or **Write Off Debit** for accounts in credit in the *Action* column, of the required customer. The *Write Off Credit*, or *Write Off Debit* page will appear, depending on the account selected.

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To Write Off a Credit

1. For accounts with an outstanding balance, the *Write Off Credit* page will display, showing a list of all outstanding invoices for the selected customer.

   By default, the write off *Total (Inc Tax), Amount (Ex Tax)* and the *Tax Amount* fields will be automatically populated with the account's total outstanding amount.

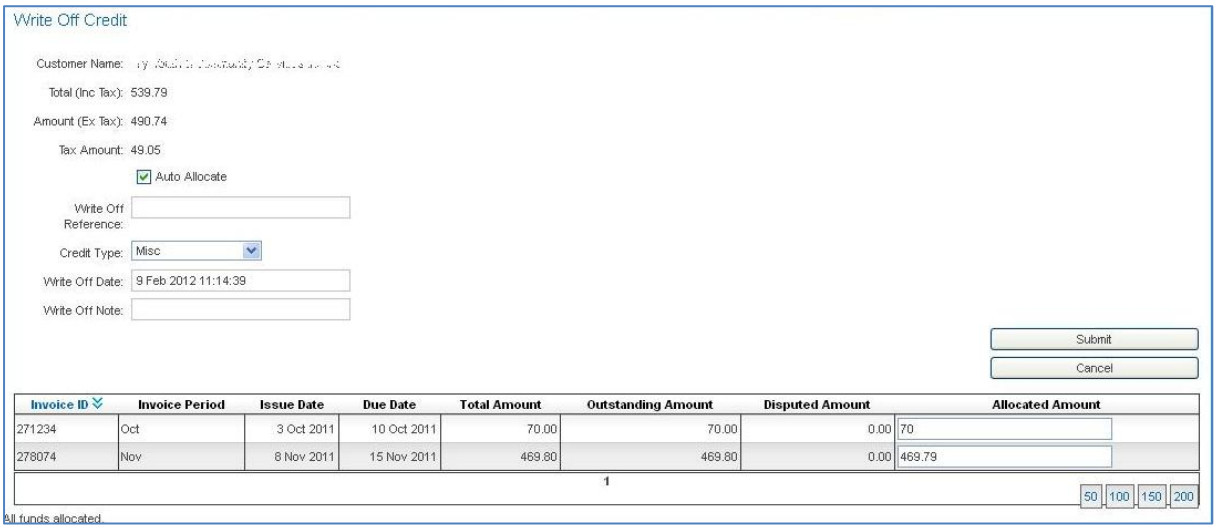

Figure 69. The *Write Off Credit* page

2. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the write off against all the customer's outstanding invoices. This option should remain checked by default and shouldn't be altered.
3. Enter a reference number in the *Write Off Reference* field.
4. Select the type of write off from the *Credit Type* drop list. Options include: Misc (miscellaneous), Remaining Balance, and Rounding.
5. Enter the *Write Off Date*. A Calendar tool will appear to allow you to select the required date. By default, this is set to the current date.
6. Enter any notes or other details in the *Write Off Note* field.
7. Click the **Submit** button. A window will appear showing the write off details entered to confirm.
8. Click the **Yes** button to confirm the write off. The *Write Off customer list* page will appear with an information box showing the write off has been applied to the account.

   The system will zero the account balance and create a credit write off transaction in the ledger.
9. Click the **No** button to cancel and return to the *Write Off Credit* page to make any changes as required.

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To Write Off a Debit

1. For accounts in credit, the *Write Off Debit* page will display, showing unallocated credit transactions for the selected customer.

   By default, the write off *Total (Inc Tax), Amount (Ex Tax)* and the *Tax Amount* fields will be automatically populated with the account's credit amount.

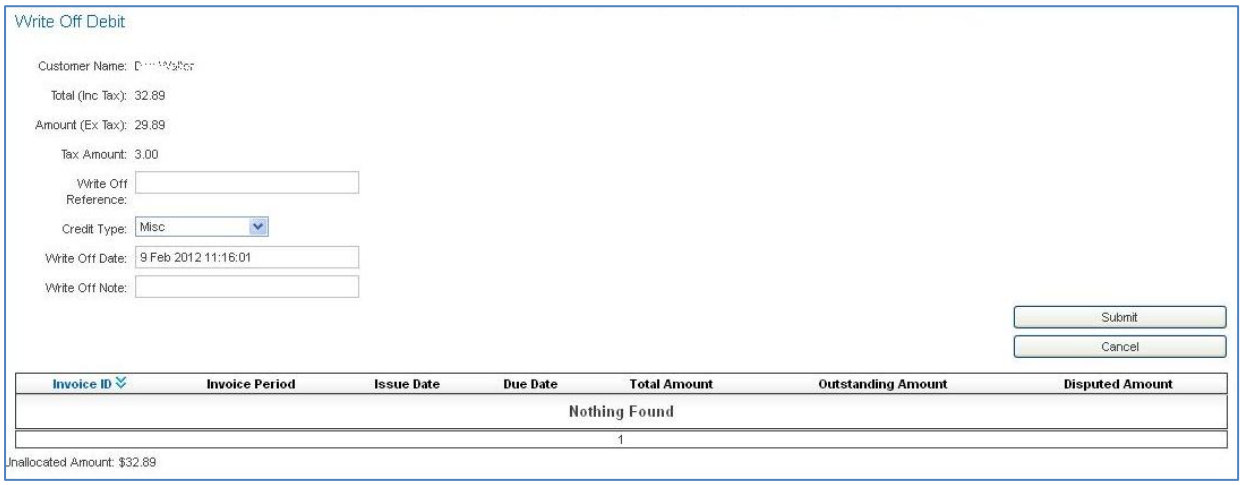

Figure 70. The *Write Off Debit* page

2. Enter a reference number in the *Write Off Reference* field.
3. Select the type of write off from the *Credit Type* drop list. Options include: Misc (miscellaneous), Remaining Balance, and Rounding.
4. Enter the *Write Off Date*. A Calendar tool will appear to allow you to select the required date. By default, this is set to the current date.
5. Enter any notes or other details in the *Write Off Note* field.
6. Click the **Submit** button. A window will appear showing the write off details entered to confirm.
7. Click the **Yes** button to confirm the write off. The *Write Off customer list* page will appear with an information box showing the write off has been applied to the account.

   The system will zero the account balance and create a debit write off transaction in the ledger.
8. Click the **No** button to cancel and return to the *Write Off Debit* page to make any changes as required.

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Refund

The Refund function allows you to return unallocated payments or credits to customers. The customer's account balance is adjusted immediately and the refund will appear in the customer's next invoice.

To Create a Refund

1. Select **Finance** > **Accounts Receivable** > **Refund** from the **Menu.** The *Refund Customer Search list* page will appear showing all customers with an account balance in credit and accounts with an unallocated payment.

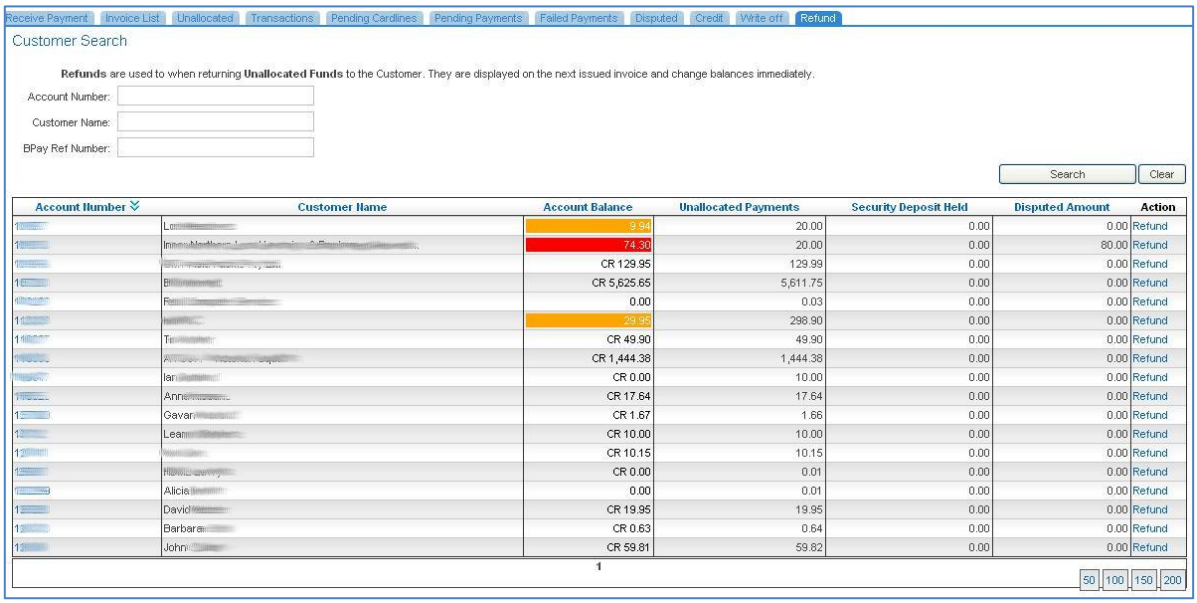

Figure 71. The *Refund Customer Search list* page

2. Locate the required customer in the list.
3. Click the **Refund** link in the *Action* column of the required customer. The *Refund* page will appear showing a list of all credit transactions, or journal entries for the selected customer.

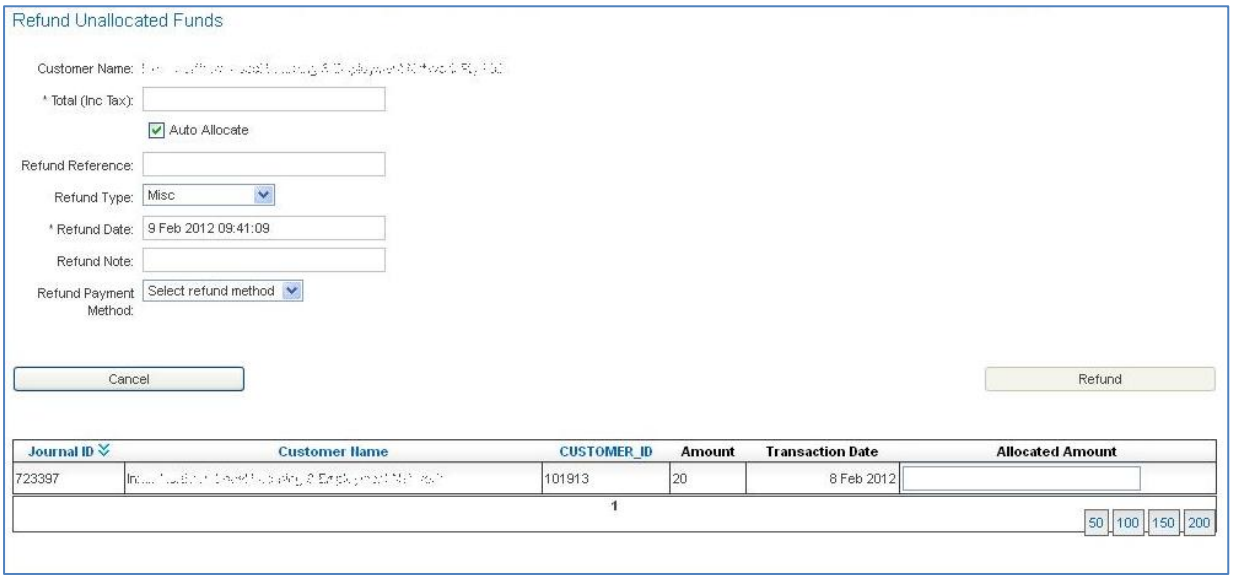

Figure 72. The *Refund* page

4. Enter the refund amount in the *Total (Inc Tax)* field.
5. Tick the *Auto Allocate* check box to prompt the system to automatically allocate the refund against the journal entries. The system will allocate the refund against the oldest journal entry, and so on, until the total refund amount is fully allocated.

   Alternately, clear the *Auto Allocate* check box to manually assign the credit amount against the required journal entry(ies). Enter the amount(s) in the *Allocated Amount* field beside each journal entry as required.
6. Enter the *Refund Reference*. This will appear on the customer's invoice.
7. Select the *Refund Type* from the drop list. Options include: Misc (miscellaneous), Account Closure, Overpayment, and Marketing.
8. Enter the *Refund Date*. A Calendar tool will appear to allow you to select the required date.
9. Enter any notes or other details in the *Refund Note* field.
10. Select the *Refund Payment Method* from the drop list. Options available include: Agent Collected, Australia Post Bill Pay, Bpay, Cash, Cheque, Credit Card, Direct Debit, Direct Deposit, EFTPOS, EFT, Money Order, Pay By Phone, and PayPal.
11. Click the **Refund** button. The *Refund Customer List* page will appear with an information box showing the refund has been issued to the account.

    The system will record the refund against the selected account, update the account balance, and create a transaction in the ledger.

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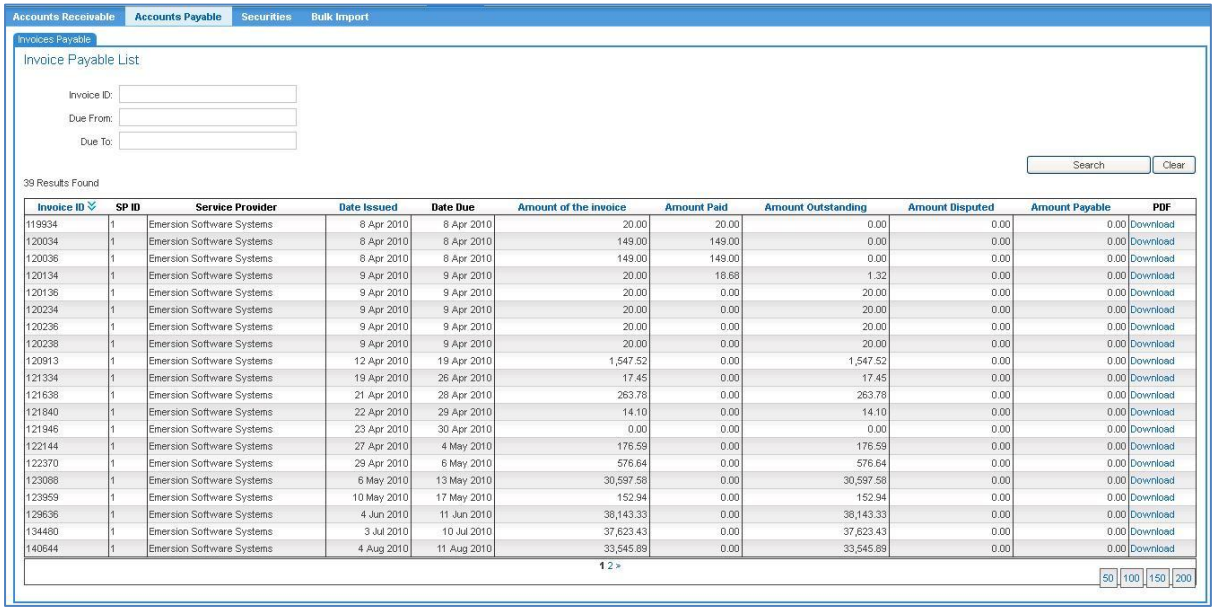
Accounts Payable

The **Finance** > **Accounts Payable** function displays a list of all invoices generated by the system from your upstream suppliers that also use Emersion as their billing platform. You can view the details as well as download the invoice .PDF file.

Invoices Payable

1. Select **Finance** > **Accounts Receivable > Invoices Payable** from the **Menu.** The *Invoice Payable List* page will appear showing all invoices from all suppliers.



Invoice ID	SP ID	Service Provider	Date Issued	Date Due	Amount of the invoice	Amount Paid	Amount Outstanding	Amount Disputed	Amount Payable	PDF
119934	1	Emersion Software Systems	8 Apr 2010	8 Apr 2010	20.00	20.00	0.00	0.00	0.00	Download
120034	1	Emersion Software Systems	8 Apr 2010	8 Apr 2010	149.00	149.00	0.00	0.00	0.00	Download
120036	1	Emersion Software Systems	8 Apr 2010	8 Apr 2010	149.00	149.00	0.00	0.00	0.00	Download
120134	1	Emersion Software Systems	9 Apr 2010	9 Apr 2010	20.00	18.68	1.32	0.00	0.00	Download
120136	1	Emersion Software Systems	9 Apr 2010	9 Apr 2010	20.00	0.00	20.00	0.00	0.00	Download
120234	1	Emersion Software Systems	9 Apr 2010	9 Apr 2010	20.00	0.00	20.00	0.00	0.00	Download
120236	1	Emersion Software Systems	9 Apr 2010	9 Apr 2010	20.00	0.00	20.00	0.00	0.00	Download
120238	1	Emersion Software Systems	9 Apr 2010	9 Apr 2010	20.00	0.00	20.00	0.00	0.00	Download
120913	1	Emersion Software Systems	12 Apr 2010	19 Apr 2010	1,547.52	0.00	1,547.52	0.00	0.00	Download
121334	1	Emersion Software Systems	19 Apr 2010	26 Apr 2010	17.45	0.00	17.45	0.00	0.00	Download
121638	1	Emersion Software Systems	21 Apr 2010	28 Apr 2010	263.78	0.00	263.78	0.00	0.00	Download
121840	1	Emersion Software Systems	22 Apr 2010	29 Apr 2010	14.10	0.00	14.10	0.00	0.00	Download
121946	1	Emersion Software Systems	23 Apr 2010	30 Apr 2010	0.00	0.00	0.00	0.00	0.00	Download
122144	1	Emersion Software Systems	27 Apr 2010	4 May 2010	176.59	0.00	176.59	0.00	0.00	Download
122370	1	Emersion Software Systems	29 Apr 2010	6 May 2010	576.64	0.00	576.64	0.00	0.00	Download
123088	1	Emersion Software Systems	6 May 2010	13 May 2010	30,597.58	0.00	30,597.58	0.00	0.00	Download
123959	1	Emersion Software Systems	10 May 2010	17 May 2010	152.94	0.00	152.94	0.00	0.00	Download
129636	1	Emersion Software Systems	4 Jun 2010	11 Jun 2010	38,143.33	0.00	38,143.33	0.00	0.00	Download
134480	1	Emersion Software Systems	3 Jul 2010	10 Jul 2010	37,623.43	0.00	37,623.43	0.00	0.00	Download
140644	1	Emersion Software Systems	4 Aug 2010	11 Aug 2010	33,545.89	0.00	33,545.89	0.00	0.00	Download

Figure 73. The *Invoice Payable List* page

Search

You can locate an invoice in the *Invoice List* by using the *Search* function. The following fields can be used to search for invoices:

- Invoice ID
- Due From; allows date selection via a Calendar tool
- Due To allows date selection via a Calendar tool

To Download an Invoice

From the *Invoice Payable List* page, you can Download an invoice.

1. Locate the invoice required in the *Invoice Payable List*.
2. Click the **Download** link in the *Action* or *PDF* column of the required invoice.
3. The system will display a window prompting you to select whether you wish to open or save the invoice .PDF file.

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Securities

Security Deposits

You can elect to take a security deposit (or payment) from some customers, for example, if they are a credit risk etc. The Securities function allows you to record a Security Deposit Payment, as well as Refund the deposit.Security payments are displayed on the customer's invoice for informational purposes only, and do not adjust the account balance.

To Receive a Security Payment

1. Select **Finance** > **Securities** > **Payment** from the **Menu.** The *Payment Customer Search list* page will appear showing all customers in the system.

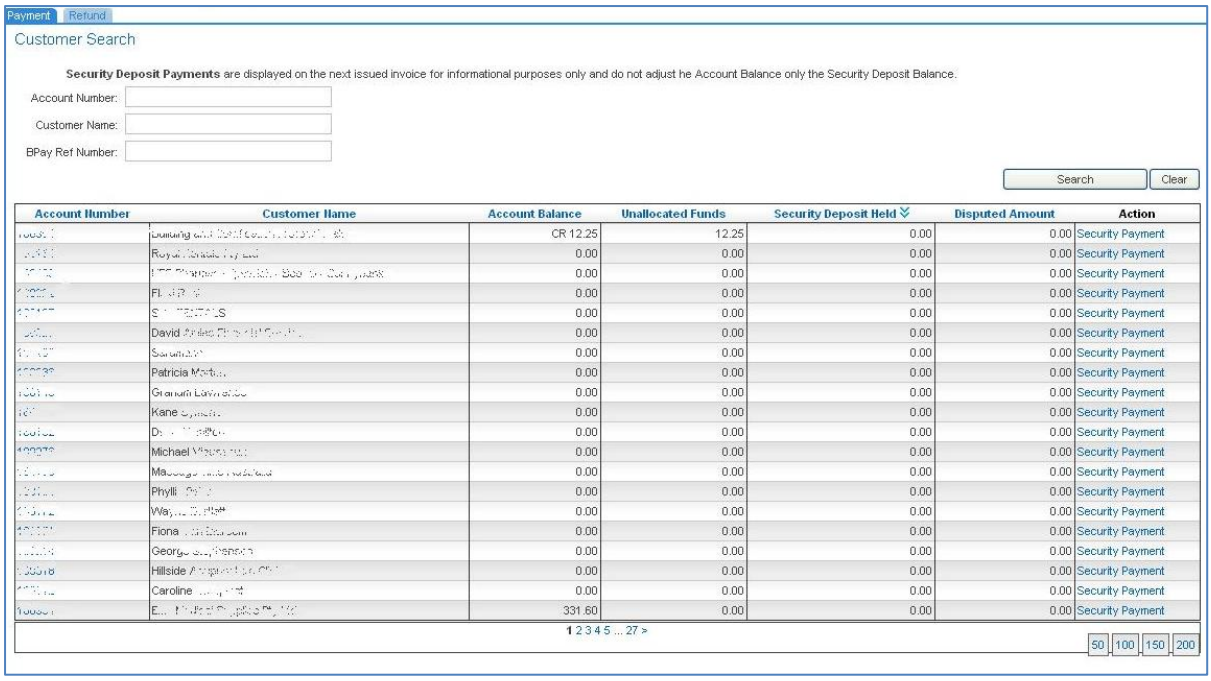

Figure 74. The *Payment Customer Search list* page

2. Locate the customer to record the security payment from in the list.
3. Click the **Security Payment** link in the *Action* column of the required customer. The *Security Deposit Payment* page will appear, showing the account balance, unallocated funds and the current security deposit amount held.

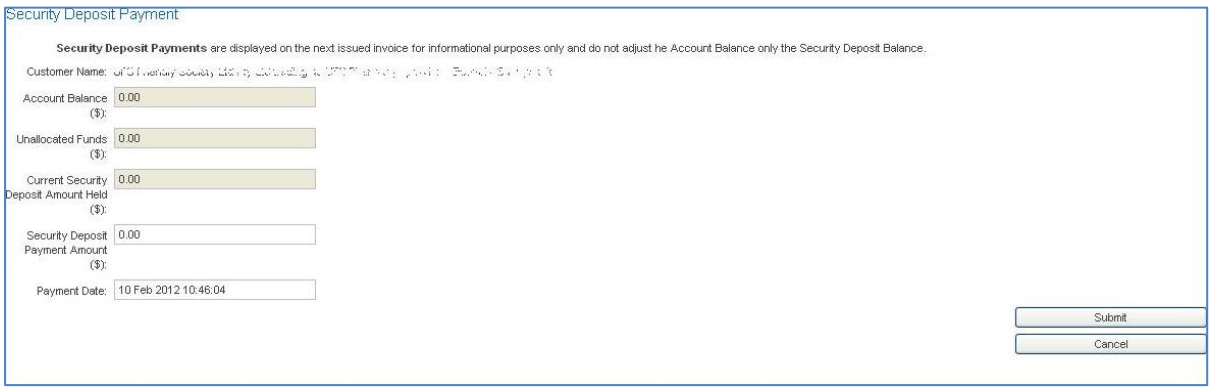

Figure 75. The *Security Deposit Payment* page

4. Enter the security payment amount in the *Security Deposit Payment Amount ($)* field.
5. Enter the date the security payment was received in the *Payment Date* field. It is set to the current date by default. A calendar tool will appear to allow you to select the required date.
6. Click the **Submit** button. The *Payment Customer Search list* page will appear, showing the customer list updated with the payment received.
7. Click the **Cancel** button to cancel the security deposit payment.

To Refund a Security Payment

1. Select **Finance** > **Securities** > **Refund** from the **Menu.** The *Refund Customer Search list* page will appear showing all security deposits held in the system.

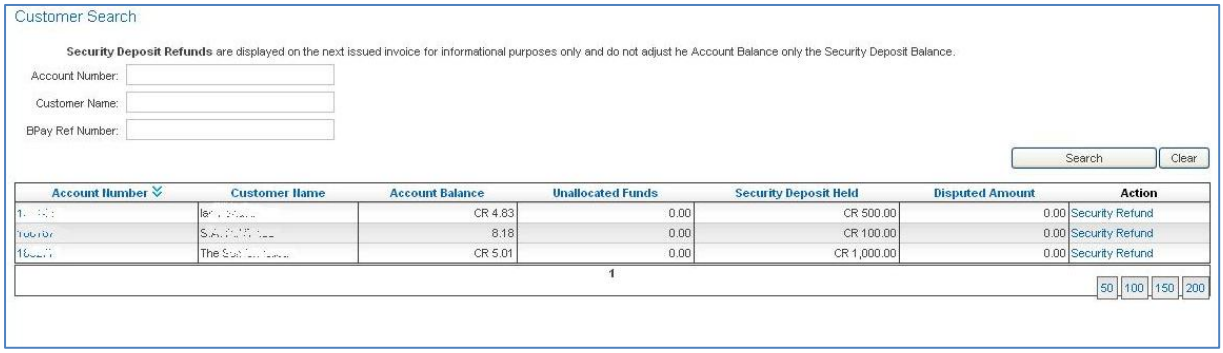

Figure 76. The *Refund Customer Search list* page

2. Locate the customer with the security payment to refund in the list.
3. Click the **Security Refund** link in the *Action* column of the required customer. The *Security Deposit Refund* page will appear, showing the account balance, unallocated funds and the current security deposit amount held.

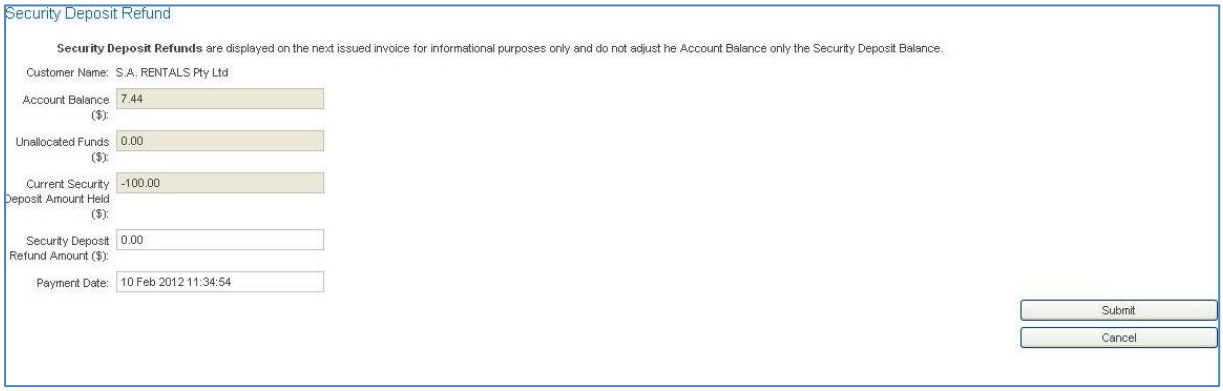

Figure 77. The *Security Deposit Refund* page

4. Enter the amount to be refunded in the *Security Deposit Refund Amount ($)* field.
5. Enter the date the security deposit was refunded in the *Payment Date* field. It is set to the current date by default. A calendar tool will appear to allow you to select the required date.
6. Click the **Submit** button. The *Refund Customer Search list* page will appear, showing the customer list updated with the payment refunded.
7. Click the **Cancel** button to cancel the security deposit refund.

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Bulk Import Payments

The *Bulk Import* function allows you to import payment details received from external sources, e.g. Bpay etc. The payments are then applied against customer accounts without requiring manual entry using the *Receive Payment* or *Take Payment* functions.

Emersion supports two import file formats: Emersion Format Comma Separated Value file (.CSV), and Australian Bankers Association format (.ABA).

Emersion File Format

The Emersion Bulk Payment file is in .CSV format, as follows:

Field	Description
DATE	Payment Date in 'YYYY-MM-DD' format.
ACCOUNT_ID	Customer account number to record the payment against.
BPAY_BILLER_CODE	The BPay Biller Code the payment was made against.
BPAY_REFERENCE	The BPay Reference number entered by the customer the payment was made.
CUST_REFERENCE	Customer Reference number.
AMOUNT	Payment total amount (including tax) in '$9999.99" format
SURCHARGE	Payment Surcharge applied (excluding tax) in '$9999.99' format.
METHOD	The payment method.

ABA File Format

The Australian Bankers Association (ABA) file format is used by many banks for batch transactions. Though not an Australian standard, many banks have adopted this format (e.g. Bank of Queensland, NAM, Westpac etc). The ABA file format is also known as a Direct Entry file or Centrex file. It has the file extension .ABA and is a standard ASCII file. Please contact your bank or financial institution for further information about obtaining your payment information in ABA format. See Appendix A for the ABA file format.

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Bulk Import

1. Select **Finance** > **Bulk Import** from the **Menu.** The *Import Payments page* will appear.

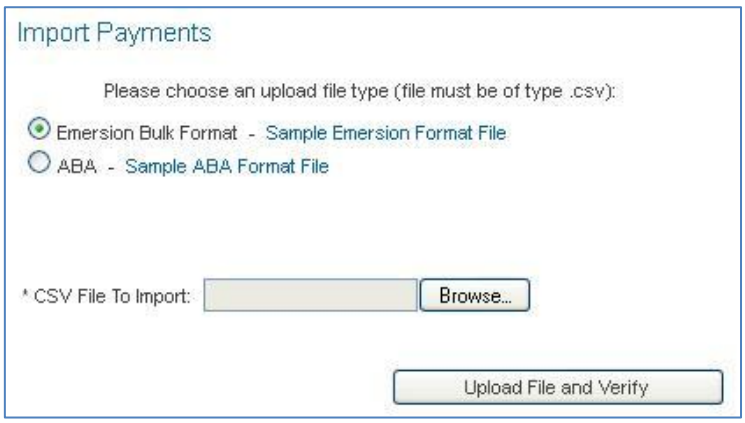

Figure 78. The *Import Payments* page

2. Select the file type of the payment file to import by clicking the required file type option button, either *Emersion Bulk Format*, or *ABA*. You can click the *Sample Format File* link beside the file option to display the file format.
3. Click the **Browse** button beside the * *CSV File to Import* field. A *File Upload* window will appear.

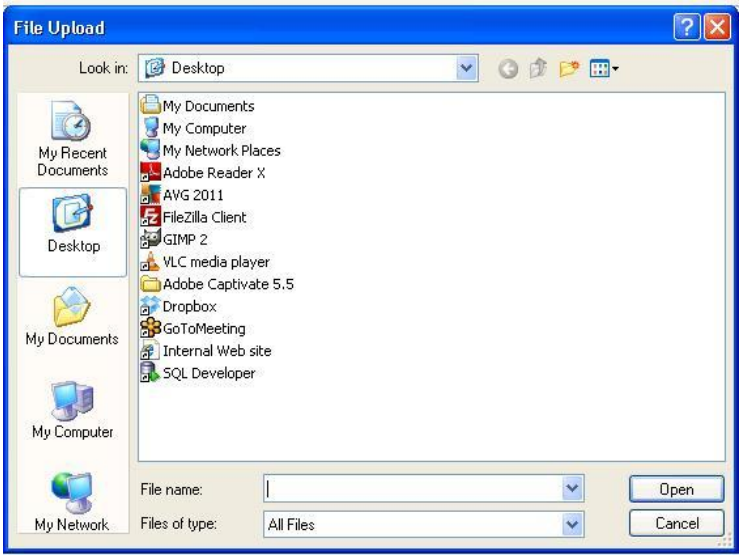

Figure 79. The *File Upload* window

4. Navigate to and select the required payment file and click the **Open** button. The selected file name will appear in the * *CSV File to Import* field.

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5. Click the **Upload File and Verify** button. The system will verify the file is in the correct format. Once verified, the *Import Payments – Preview File & Confirm* page will display.

Figure 80. The *Import Payments Preview File & Confirm* page

6. Click the **Confirm Import** button. A window will appear to prompt you to confirm the upload.
7. Click the **Yes** button to confirm the file upload. The system will process the payments in the file, and update the accounts' payment details with the payment information.
8. Click the **No** button to cancel the file upload.

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Ledger Management

Emersion uses a set of default ledger codes that are set up against services, access fees, service usage, credits, payments, service features, physical products, and all other charges, fees and transactions. Every element in the system which creates a financial transaction, or cardline, has an Emersion assigned default ledger code. Currently, the Emersion support team assign default ledger codes to all the various elements as part of the development and configuration process.

The *Products Management* module allows you to create custom ledger codes to allocate to your billable items and physical products. In addition, each customer account may be configured with its own custom reference field, which can be used like a customer-specific ledger code. Various areas within the system also use ledger codes.

Product Purchase (Installment & Outright)

When creating a product purchase for a customer via the Point Of Sale interface, you can select whether to use the default product ledger code (i.e. select the *Use Product Ledger Code* option), or you may override the default and use a *Custom* ledger code. If you use a custom ledger code, you can select the required ledger code from a list of existing codes. See the *Product Management User Manual* for more details about products and purchases.

Create New Unallocated Cardline

When creating a new unallocated cardline for a customer, you can also elect to allocate the transaction to any of the existing system ledger codes.

Ledger Mapping

The Ledger Mapping function allows you to map the system default ledger codes to your own custom ledger codes that you use in your accounting system. For example, you may wish to map the Emersion system default ledger codes for service access fees to the appropriate general ledger code in your system. When you export the Ledger Cardlines report, the custom ledger codes set up will appear in the .CSV file to import and match with the ledger codes setup in your accounting system e.g. MYOB etc.

Simple Codes

Each Emersion ledger code has a *Simple Code* associated with it. Simple codes, like ledger codes, are set up internally by Emersion. But instead of being unique to each service / transaction item type, they are generic and can be used to group similar ledger items. You cannot modify the simple codes set up against each ledger code. However you can map the system ledger codes to the default simple codes for easy grouping and accounting (see below).

For example, a ledger code of ‘PSTN_SERVICE_USAGE’ may have a simple code of ‘USAGE’; and ‘PSTN_SERVICE_ACCESS_ FEE_ADV’ has a simple code of “ACCESS_FEE_ADVANCE’ etc.

Ledger Code Mapping Examples

Ledger Code	Ledger Mapping	Simple Code
PACKAGE_PLAN_ACCESS_FEE_ADV	Plan Access Fees	ACCESS FEES
ADSL_MODEM_MODEL	My Cool Modem	MODEMS
1GB_DATA_CAP_USAGE	Super 1GB Usage	USAGE

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To Map a Ledger Code

1. Select **Admin** > **Ledger Mapping** > from the **Menu.** The *Ledger Mapping Tool* page will display showing a list of existing ledger codes along with any custom *Mapped Codes* set up.

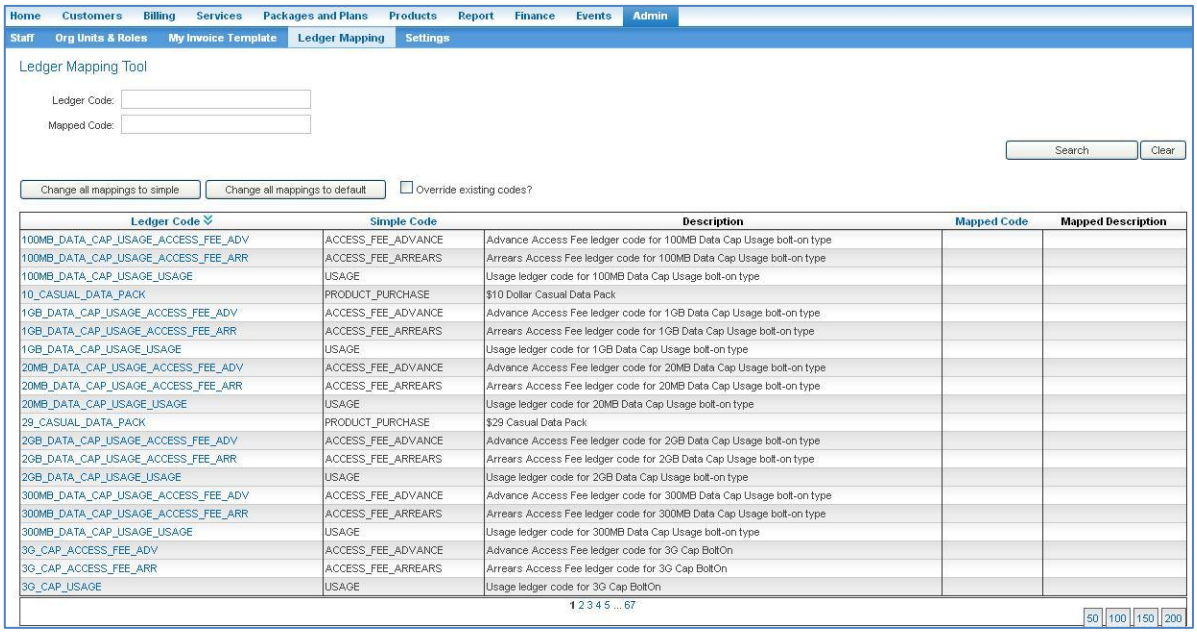

Figure 81. The *Ledger Mapping Tool* page

2. Locate the ledger code you wish to map in the list and click the name link in the *Ledger Code* column. The *Edit Ledger Code* page will display.

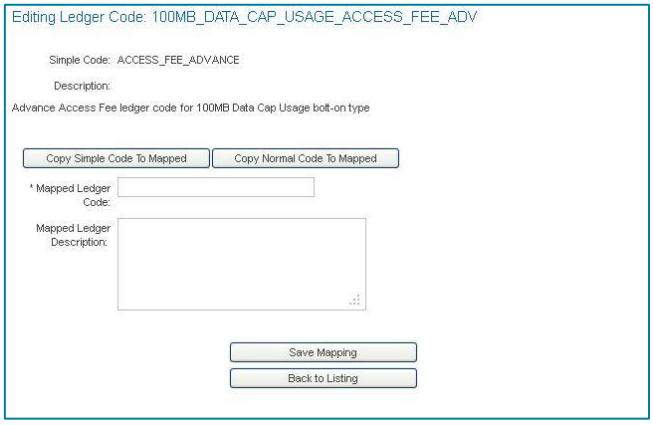

Figure 82. The *Edit Ledger Code* page

3. Enter the required custom mapped ledger code in the *Mapped Ledger Code* field.
4. Enter a description for your ledger code mapping in the *Mapped Ledger Description* field.
5. If you wish to fill the mapped code with the existing default *Simple Ledger Code*, click the **Copy Simple Code to Mapped** button. The *Mapped Ledger Code* and *Mapped Ledger Description* fields will be populated with the default simple code information. Modify the fields as required.
6. If you wish to fill the mapped code with the existing default *System Ledger Code*, click the **Copy Normal Code to Mapped** button. The *Mapped Ledger Code* and *Mapped Ledger Description* fields will be populated with the default ledger code information. Modify the fields as required.
7. Click the **Save Mapping** button. An information box will display at the top of the page showing that the mapping has been saved.
8. To exit, click the **Back to Listing** button.

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To Map all Ledger Code Mappings to Simple

This function will set all your custom ledger code mappings to the system default *Simple* codes. The *Mapped Code* and *Mapped Description* fields will be updated with the values stored in the ledger's Simple code. You can elect to update all ledger code mappings and override any existing custom ledger mappings you have created, or only update the ledger codes that do not have any custom codes set up.

1. Select **Admin** > **Ledger Mapping** > from the **Menu.** The *Ledger Mapping Tool* page will display showing a list of existing ledger codes.

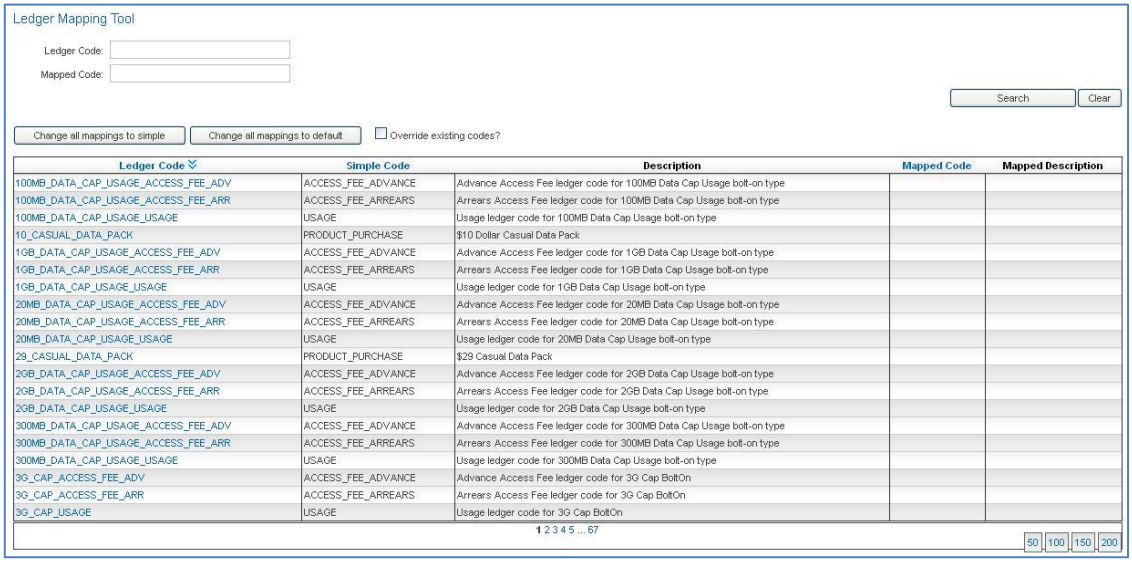

Figure 83. The *Ledger Mapping Tool* page

2. To override all existing custom ledger code mappings, tick the *Override existing codes?* check box. Otherwise, leave the *Override existing codes?* check box un-ticked.
3. Click the **Change all mappings to simple** button. A message box will appear asking you to confirm that you wish to update every mapped ledger code.

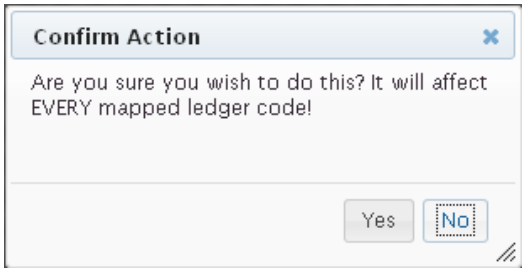

Figure 84. The *confirmation* message box

4. Click the **Yes** button to confirm the update of all the ledger code mappings. The system will update all ledger code mappings to the Simple codes.
5. Click the **No** button to cancel. The system will not update any ledger mappings.

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To Map all Ledger Code Mappings to Default

This function will set all your custom ledger code mappings to the system default ledger codes. The *Mapped Code* and *Mapped Description* fields will be updated with the values stored in the ledger's Emersion default code. You can elect to update all ledger code mappings and override any existing custom ledger mappings you have created, or only update the ledger codes that do not have any custom codes set up.

1. Select **Admin** > **Ledger Mapping** > from the **Menu.** The *Ledger Mapping Tool* page will display showing a list of existing ledger codes.

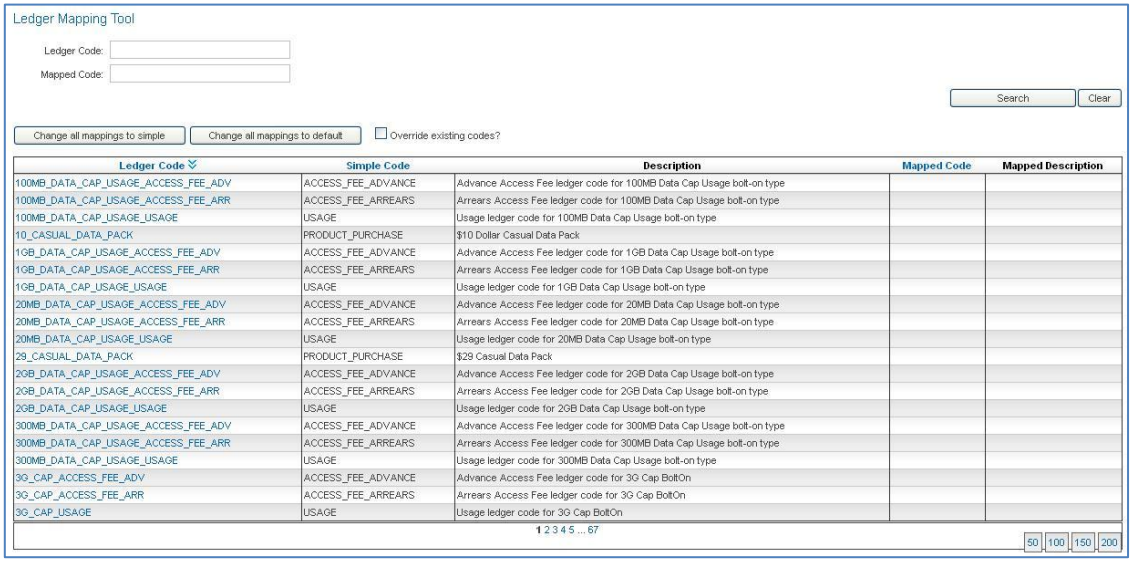

Figure 85. The *Ledger Mapping Tool* page

2. To override all existing custom ledger code mappings, tick the *Override existing codes?* check box. Otherwise, leave the check *Override existing codes?* box un-ticked.
3. Click the **Change all mappings to default** button. A message box will appear asking you to confirm that you wish to update every mapped ledger code.

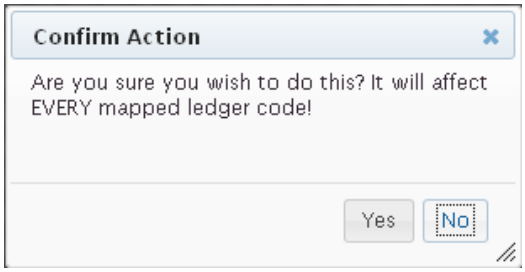

Figure 86. The *confirmation* message box

4. Click the **Yes** button to confirm the update of all the ledger code mappings. The system will update all ledger code mappings to the system default ledger codes.
5. Click the **No** button to cancel. The system will not update any ledger mappings.

The Ledger Cardlines Report

The Ledger Cardlines report enables you to view and export all cardline transaction data along with their associated ledger codes. All existing mapped custom ledger codes are exported with the data. The Ledger Cardline report produces a record for every cardline created within the date range selected.

Report Fields

The Ledger Cardlines report fields are as follows:

Report Field	Description
Account ID	The customer's account ID.
Export Reference	The custom reference field set up against the account. This will be blank of no custom reference field has been set up.
Cardline ID	The unique system generated cardline identifier.
Transaction Date	The date the cardline was generated.
Description	The cardline description, either generated by the system or user entered at the time the cardline was created.
Ledger Code	The ledger code associated with this cardline. The ledger code will contain the Emersion system default code unless it has been mapped to a custom or simple code.
Cardline Approved	The date the cardline was approved
Actual Value Rounded	The transaction amount, including tax.
Tax Amount	The tax amount of the transaction.
Service ID	The service ID associated with the cardline. This may be blank for product purchases and other non-service specific transactions.
Billing Type	The billing type as either 'Advance' or 'Arrears'.
Invoice ID	The invoice ID that the cardline was included on. This will be blank if the cardline has not been invoiced to the customer at the time the report is generated.
Vanity Covers From	The start date the cardline covers from (e.g. for service access fees that cover a month etc).
Vanity Covers To	The end date the cardline covers to.
Invoice Start Date	The invoice period start date. This will be blank if the cardline has not been invoiced to the customer at the time the report is generated.
Invoice End Date	The invoice period end date. This will be blank if the cardline has not been invoiced to the customer at the time the report is generated.
Invoice Approval Status	The invoice status as either 'Approved' or 'Pending'.
Package Plan Name	The package plan ID associated with the cardline. This may be blank for some non-package specific transactions.

See *To Generate a Report* and *To Download a* Report on page 107 for information about running and exporting ledger cardlines.

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Finance and Billing Reports

The following Finance reports are currently available in the system:

> Additional reports, and enhancements to existing reports, are always being implemented. Therefore some information in this section may become slightly out of date.

Report	Description
Aged Outstanding Debtors	A report that classifies outstanding receivable balances according to customer and month of the Due Date of an Invoice Fields: ➢ Account ID ➢ Name ➢ Trading Name ➢ Contact Name ➢ Phone Number ➢ Email Address ➢ Outstanding Balance > 0 days ➢ Outstanding Balance > 7 days ➢ Outstanding Balance > 14 days ➢ Outstanding Balance > 21 days ➢ Outstanding Balance > 30 days ➢ Outstanding Balance > 30 days ➢ Outstanding Balance > 90 days ➢ Total Outstanding ➢ Total Unallocated Payments
Aged Receivables	A report that classifies outstanding receivable balances according to customer and invoice Issue Due Date Fields: ➢ Account ID ➢ Name ➢ Trading Name ➢ Contact Name ➢ Phone Number ➢ Email Address ➢ Credit Limit ➢ Payment Terms ➢ Outstanding Balance > 0 days ➢ Outstanding Balance > 7 days ➢ Outstanding Balance > 14 days ➢ Outstanding Balance > 21 days ➢ Outstanding Balance > 30 days ➢ Outstanding Balance > 30 days ➢ Outstanding Balance > 90 days ➢ Total Outstanding ➢ Total Unallocated Payments ➢ Total Credits ➢ Total Debits ➢ Account Balance

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Report	Description
Billed Revenue	A report of invoices per month by customer for the previous 12 months Fields ➢ Account ID ➢ Customer Name ➢ Trading Name ➢ Contact Name Total ➢ Invoice Total Previous 12 months ➢ Invoice Total 12 months ago ➢ Invoice Total 11 months ago ➢ Invoice Total 10 months ago ➢ Invoice Total 9 months ago ➢ Invoice Total 8 months ago ➢ Invoice Total 7 months ago ➢ Invoice Total 6 months ago ➢ Invoice Total 5 months ago ➢ Invoice Total 4 months ago ➢ Invoice Total 3 months ago ➢ Invoice Total 2 months ago ➢ Invoice Total 1 month ago.
Bpay Details	Bpay Details Report Fields: ➢ Account ID ➢ Account Name ➢ Account Type ➢ Bpay Reference ➢ Bpay Biller Code
Customer History	A report that shows the current and the previous 2 months invoices and payment status by customer Fields ➢ Account ID ➢ Name ➢ Trading Name ➢ Contact Name ➢ Phone ➢ Email ➢ Credit Limit ➢ Due Days ➢ Last Review Date ➢ Next Review Date ➢ Total Revenue ➢ Revenue Financial Year ➢ Current Invoice Issued Date, Due Date, Date Paid, Invoice Amount, Amount Paid, and Outstanding Amount ➢ 1 month ago Invoice Issued Date, Due Date, Date Paid, and Amount Paid ➢ 2 months ago Invoice Issued Date, Date Due, Paid Date, and Amount Paid

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Report	Description
Invoice Itemisation Report	A report that itemises usage for a given Invoice. Note that this report lists Telephony Usage only Fields: ➢ Service Number ➢ Call Destination ➢ Call Date ➢ Call Time ➢ Call Duration ➢ Call Tariff ➢ Invoiced Amount ➢ Tax
Ledger Cardlines	A report that displays Ledger Cardlines by customer for a given period Fields: ➢ Account ID ➢ Export Reference ➢ Carline ID ➢ Transaction Date ➢ Description ➢ Ledger Code ➢ Cardline Approved Date ➢ Actual Value ➢ Tax Amount ➢ Service ID ➢ Type Name ➢ Invoice ID ➢ Cardline From Date ➢ Cardline To Date ➢ Invoice Start Date ➢ Invoice To Date ➢ Invoice Approval Status ➢ Plan Name
Ledger Transactions	A report that displays Ledger Transactions by customer for a given period Fields: ➢ Account ID ➢ Invoice ID ➢ Account Name ➢ Trading Name ➢ Customer Contact Name ➢ Transaction Date ➢ Created By ➢ Transaction ID ➢ Transaction Type ➢ Description ➢ Amount Ex Tax ➢ Tax ➢ Amount Inc Tax

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Report	Description
Outstanding Invoices	A report that classifies outstanding receivable balances according to customer for unpaid or partially paid invoices Fields: ➢ Account ID ➢ Name ➢ Trading Name ➢ Contact Name ➢ Phone Number ➢ Email ➢ Credit Limit ➢ Payment Terms ➢ Invoice ID ➢ Invoice Issue Date ➢ Invoice Due Date ➢ Invoice Total ➢ Invoice Amount Paid ➢ Outstanding Balance ➢ Invoice Terms ➢ Day Outstanding from Issue Date ➢ Day Outstanding from Due Date
Paid Invoices	Paid Invoices Report Fields: ➢ Account ID ➢ Account Name ➢ Sales Person ➢ Invoice Issued Date ➢ Invoice Due Date ➢ Total Amount Ex Tax ➢ Tax ➢ Total Amount Inc Tax ➢ Outstanding Amount
Payment	A report that displays all payments by customer Fields: ➢ Account ID ➢ Account Name ➢ Trading Name ➢ Payment Provider ➢ Payment Type ➢ Payment Subtype ➢ Transaction Date ➢ Payment Status ➢ Payment Amount ➢ Payment Reference ➢ Batch ID

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Report	Description
Sales Breakdown Report	Sales Breakdown Report Fields: ➢ Package Name ➢ Service Plan Name ➢ Bolt On Name ➢ Service Features ➢ Ledger Code ➢ Qty ➢ Amount Ex Tax ➢ Tax, Amount Inc Tax

The following Billing report is currently available in the system:

Report	Description
Rejected Invoices	Rejected Invoices Report Fields: ➢ Account ID ➢ Account Name ➢ Invoice ID ➢ Invoice Start Date ➢ Invoice End Date ➢ Rejected Subject ➢ Details ➢ Actioned ➢ User ➢ Date Actioned.

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To Generate a Report

1. Select **Report** > **List** > **Finance** from the **Menu.** The *Finance Reports* page will display showing a list of existing finance reports.

   Or select **Report** > **List** > **Billing** from the **Menu.** The *Billing Reports* page will display

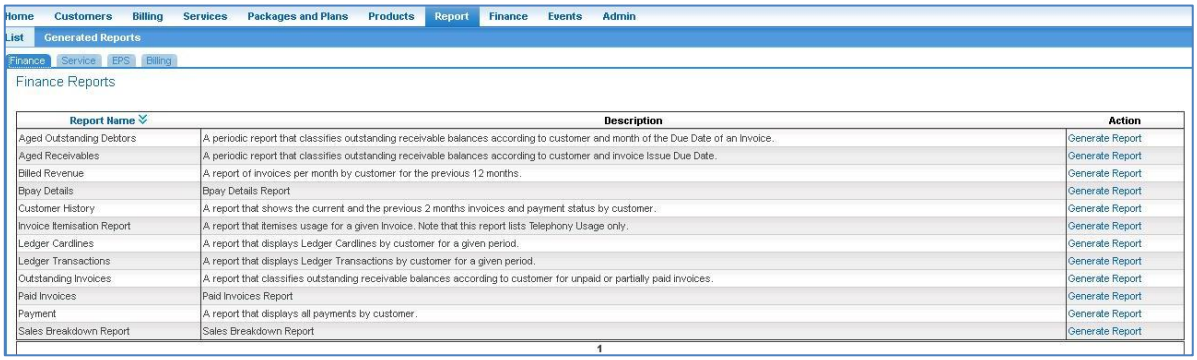

Figure 87. The *Finance Reports* page

2. Click the **Generate Report** link beside the report you wish to run in the list. The *Report* page will display.
3. The *Parent Account ID* should show your account name. If you have multiple accounts set up in the system, select the required account to report from the drop list.
4. Enter and select the various report filter fields, which may vary depending on the report you selected. Filter fields available may include some of the following criteria:

- Account ID — allows one or all accounts to be selected
- Account Status — allows all accounts or accounts with a particular status to be reported
- Date To — allows date selection via a Calendar tool
- Date From — allows date selection via a Calendar tool
- Transaction Type — allows particular transactions, such as invoices, credits, payments etc to be selected.

5. Click the **Search** button. This will execute the report. The report data will appear on the Report page.

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To Download a Report

Before you can download the report, you must first run the report to create the output report file. The output .CSV file is created compressed in .ZIP format. Once you download it, you will need to extract the .CSV from the .ZIP file before you can open it.

1. Select **Report** > **Generated Report** from the **Menu.** The *Downloadable Reports* page will display showing a list of reports that have been generated in the default date range.

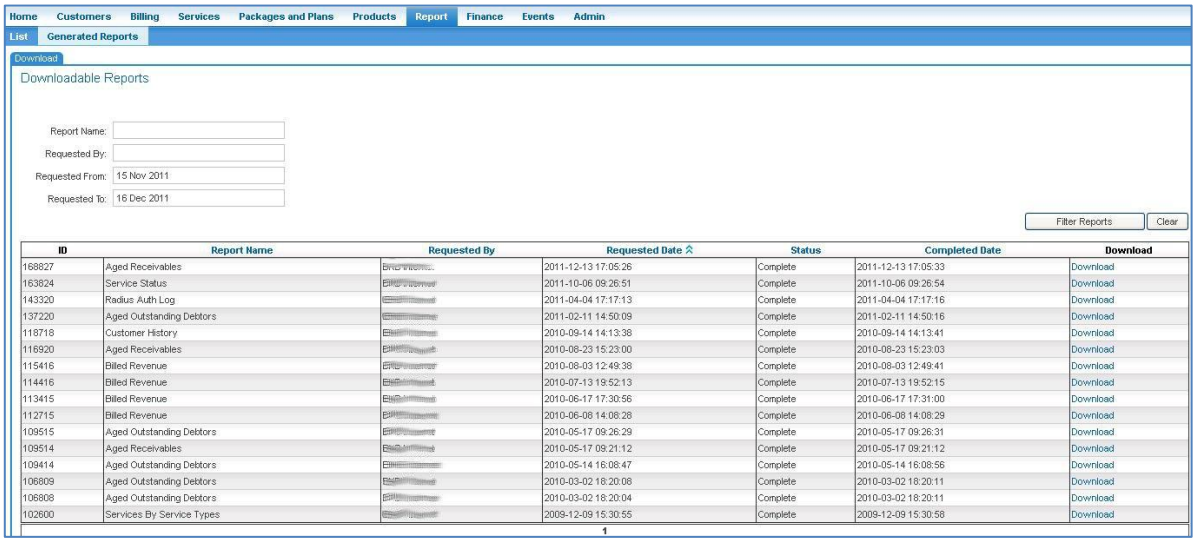

Figure 88. The *Downloadable Reports* page

2. Locate the report previously generated and click the **Download** link beside the report in the list. The *Opening … file* window will appear.

   If you don't see the required report in the list, adjust the date range in the *Requested From* and *Requested To* fields to include the date the report was generated.

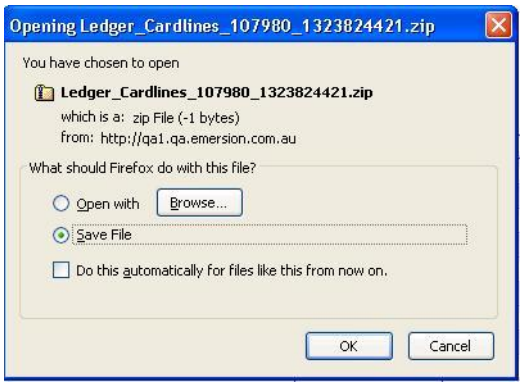

Figure 89. The *Opening … file* window

   Note that the file window on your system may different to the sample window shown above, depending on the version of Firefox and operating system you have installed.

3. Ensure the option to Save the file to your computer is selected, and then click the *OK* button.
4. Save the *report filename.zip* file to your computer, making sure you note the location where you saved the file.
5. Extract the .CSV file from the .ZIP file, using your system's unzipping tool.
6. Open the CSV file with your preferred application or spread sheet program e.g. MS Excel. Fields are separated by commas and by default MS Excel will separate the data into columns & rows based on a comma field separator.
7. You can manipulate the .CSV file as required.

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Further Information

For further information about Emersion's Invoice functions, or other Emersion system modules, please contact Emersion.

If you are using Emersion on agreement from a supplier (i.e. in connection with the supply of a particular service or product), and have been provided a login for Emersion by your supplier, please contact your supplier directly for assistance.

Emersion

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Appendix A The ABA File Format

Each line in an **ABA** file is a record. There are three main record types:

- Descriptive like a batch header record
- Detail one record for each transaction
- Total a summary total at the end of the file.

The first character position of each record indicates the record type. All ABA records are exactly 120 characters long (excluding new line characters).

Descriptive record (Type 0)

Char Pos	Field Size	Field Description	Specification
1	1	Record Type 0	Must be '0'
2-18	17	Blank	Must be filled.
19-20	2	Reel Sequence Number	Must be numeric commencing at 01. Right justified. Zero filled.
21-23	3	Name of User's Financial Institution	Must be approved Financial Institution abbreviation. Bank of Queensland's abbreviation is BQL, Westpac's abbreviation is "WBC". Consult your Bank for correct abbreviation.
24-30	7	Blank	Must be blank filled.
31-56	26	Name of Use supplying file	Must be User Preferred Specification as advised by User's FI. Left justified, blank filled. All coded character set valid. Must not be all blanks.
57-62	6	Name of Use supplying file	Must be User Identification Number which is allocated by APCA. Must be numeric, right justified, zero filled.
63-74	12	Description of entries on file e.g. "PAYROLL"	All coded character set valid. Must not be all blanks. Left justified, blank filled.
75-80	6	Date to be processed (i,e. the date transactions are released to all Financial Institutions)	Must be numeric in the formal of DDMMYY. Must be a valid date. Zero filled.
81-120	40	Blank	Must be blank filled.
Note: all unused fields must be blank filled			

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Detail Record (Type 1)

Char Pos	Field Size	Field Description	Specification
1	1	Record Type 1	Must be '1'
2-8	7	Bank/State/Branch Number	Must be numeric with hyphen in character position 5. Character positions 2 and 3 must equal valid Financial Institution number. Character position 4 must equal a valid state number (0-9). **For credits to Employee Benefits Card accounts, field must always contain BSB 032-898**
9-17	9	Account number to be credited/debited	Numeric, hyphens and blanks only are valid. Must not contain all blanks (unless a credit card transaction) or zeros. Leading zeros which are part of a valid account number must be shown, e.g. 00-1234. Where account number exceeds nine characters, edit out hyphens. Right justified, blank filled. For credits to Employee Benefits Card accounts, Account Number **field must always be 999999**
18	1	Indicator	"**N**" – for new or varied Bank/State/Branch number or name details, otherwise blank filled. Withholding Tax Indicators: "**W**" – dividend paid to a resident of a country where a double tax agreement is in force. "**X**" – dividend paid to a resident of any other country. "**Y**" – interest paid to all non-residents. The amount of withholding tax is to appear in character positions 113-120. Note: Where withholding tax has been deducted the appropriate Indicator as shown above is to be used and will override the normal indicator.
19-20	2	Transaction Code	For most transactions this will be **53**. A full list of compatible transaction codes are listed below.
21-30	10	Amount	Only numeric valid. Must be greater than zero. Shown in cents without punctuations. Right justified, zero filled. Unsigned.
31-62	32	Title of Account to be credited/debited	All coded character set valid. Must not be all blanks. Left justified, blank filled. Desirable Format for Transaction Account credits: - Surname (period) Blank - given name with blanks between each name

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63-80	18	Lodgement Reference	All coded character set valid. Field must be left justified, and contain **only the 16 character Employee Benefits Card number**; for example 5550033890123456. No leading spaces, zeroes, hyphens or other characters can be included.
81-87	7	Trace Record (BSB Number in format XXX-XXX)	Bank (FI)/State/Branch and account number of User to enable retracing of the entry to its source if necessary. Only numeric and hyphens valid. Character positions 81 & 82 must equal a valid Financial Institution number. Character position 83 must equal a valid State number (0-9). Character position 84 must be a hyphen.
88-96	9	(Account number)	Right justified, blank filled.
97-112	16	Name of Remitter	Name of originator of the entry. This may vary from Name of the User. All coded character set valid. Must not contain all blanks. Left justified, blank filled.
113-120	8	Amount of Withholding Tax	Numeric only valid. Show in cents without punctuation. Right justified, zero filled. Unsigned.
Note: all fields must be completed			

File Total Record (Type 7)

Char Pos	Field Size	Field Description	Specification
1	1	Record Type 7	Must be '7'
2-8	7	BSB Format Filler	Must be '999-999'
9-20	12	Blank	Must be blank filled.
21-30	10	File (User) Net Total Amount	Numeric only valid. Must equal the difference between File Credit & File Debit Total Amounts. Show in cents without punctuation. Right justified, zero filled. Unsigned.
31-40	10	File (User) Credit Total Amount	Numeric only valid. Must equal the accumulated total of credit Detail Record amounts. Show in cents without punctuation. Right justified, zero filled. Unsigned.
41-50	10	File (User) Debit Total Amount	Numeric only valid. Must equal the accumulated total of debit Detail Record amounts. Show in cents without punctuation. Right justified, zero filled. Unsigned.
51-74	24	Blank	Must be blank filled.

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75-80	6	File (user) count of Records Type 1	Numeric only valid. Must equal accumulated number of Record Type 1 items on the file. Right justified, zero filled.
81-120	40	Blank	Must be blank filled.
Note: all unused fields must be blank filled			

Transaction codes

Generally you only see the transaction code "53 - Pay" in your **ABA** file, however valid codes are as follows. Note that some transaction codes are debits and others are credits, and some require withholding tax column to be filled.

Code	Transaction Description
13	Externally initiated debit items
50	Externally initiated credit items with the exception of those bearing Transaction Codes
51	Australian Government Security Interest
52	Family Allowance
53	Pay
54	Pension
55	Allotment
56	Dividend
57	Debenture/Note Interest

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Glossary of Terms and Abbreviations

ACMA means the Australian Communications and Media Authority, a Commonwealth regulatory authority for telecommunications and radio communications established under the Australian Communications Authority Act 1997. The ACMA Controls Access Numbering, radio spectrum, enforces Carrier license conditions and service provider rules.

ACCC means the Australian Competition and Consumer Commission, a Commonwealth regulatory body with responsibilities derived from the *Trade Practices Act 1974*. The ACCC enforces the trade practises act (TPA) and its related codes.

ACIF means the Australian Communications Industry Forum. ACIF is a member-funded organisation established to facilitate communications self-regulation in the interests of both industry and consumers. ACIF is responsible for developing standards, codes of practice and service specifications.

ACIF Code means an industry code registered with the ACMA under the *Telecommunications Act 1997.*

Access Number means an IP Address, PSTN, ISDN, Mobile or VOIP number, or the like, for providing access to a Network.

Access Port means a physical connection at the network boundary that is to be connected to an Access Tail.

Access Tail or **Access Link** means a transmission service for carrying communications by means of guided or unguided electromagnetic or optical energy, to deliver Voice Traffic or Data Bandwidth to a Customer Premises or Customer Equipment.

Access Transmission Rate or **Access Rate** means, in respect of an Access Port, the maximum data transfer capacity (measured in kilobits per second) that the Access Port has been configured.

Account means a billing account held with a party which is identifiable by an Account Number.

Account Number means the numbers in the system, or other parties billing system, against which Charges for Products or Services, products or services are charged.

Account Type means the category of an account, either an individual or organisation.

Account Profile means a grouping of accounts for reporting purposes, as well as for invoice template setup and event mapping.

Account Period means the frequency that the account is invoiced e.g. monthly, quarterly etc.

ADSL means Asymmetrical Digital Subscriber Line, a technology for the transmission of digital information at high bandwidths on twisted metallic pairs.

AEST means Australian Eastern Standard Time.

API means an Application Programming Interface to Emersion's or other parties' software Systems.

B2B means Business to Business.

B-End or **B-Party** means the Customer specified second or other site, or terminating party to a transaction such as a telephone call.

Bandwidth means the Access Transmission Rate relative to the size of the Access Tail and / or the Access Port.

Bar means blocking the supply of one or more services (e.g. on a phone line) so that the End user is unable to acquire the blocked service(s), **Barring** has a corresponding meaning.

Bill Issue Date is the date that any bill or invoice shall be issued to the Account.

Billing Day means the date set for each Customer at which the Billing Period Starts.

Billing Dispute means a dispute relating to a charge or an invoice issued.

Billing Period means the period from the Billing Day to the next Billing Day as defined in months by for each Account.

Bill Run is a group of the Account invoices processed on the same day.

Bit means the smallest unit of information, which is a computational quantity that can take on one of two values, 0 and 1.

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BMS means Batch Management System, part of the Emersion Architecture.

BPAY means the Australian banking industry's network of electronic payment services.

Broadband means an always-on Broadband Service over Unconditioned Local Loop (ULL) aggregating data to/from customers to a state or national point-of-interconnect.

Broadband Churn means a Churn Order to transfer a Broadband Service from one service provider to another.

Business Day means any day from Monday to Friday (inclusive) other than a day which is gazetted or otherwise declared or made a Public Holiday.

Business Hours means 09:00 to 17:00 Australian Eastern Standard Time (GMT +10 hours) or Australian Eastern Daylight Saving Time (GMT +11 hours) when in effect, in Melbourne, Victoria, Australian on Business Days.

Byte means a sequence of 8 Bits (enough to represent one character of alphanumeric data) processed as a single unit of information.

CA means Customer Authorisation.

Calendar means the Gregorian calendar.

Calendar Day means the period of time commencing at midnight and ending 24 hours later.

Calendar Month means one of the twelve (12) divisions of the Calendar Year.

Calendar Year means the year (reckoned from January 1 to December 31) according to Gregorian calendar.

Call means a communication carried by a Network or a system and where the context permits, includes an attempt to establish communication.

Call Details Record means a data record that contains information related to a telephone call, such as the origination and destination addresses of the call, the time the call started and ended, the duration of the call, the time of day the call was made and any toll charges that were added through the network or charges for operator services, among other details of the call.

Caller means the person originating a call using a telecommunications service.

Cancel Order means an order created to terminate an existing service.

Calling Line Identity means the data generated by a network which relates to the telecommunications Service of the originating call. Also known as Calling Line Identification.

Calling Number Display means the option available to a customer regarding whether they would like their number to be shown or kept hidden from the party they are calling. Also known as Caller ID.

Cardline is an item within the system used to record any financial action, such as charges, payments, credits, fees etc that appears on a customer's invoice.

Carriage Service means a carriage service as defined in section 7 of the Telecommunications Act.

Carriage Service Provider or **CSP** means a carriage service provider as defined in section 87 in the Telecommunications Act.

Carrier means a carrier as defined in section 7 of the Australian Telecommunications Act. A Carrier is the holder of a telecommunications carrier licence in force under the Telecommunications Act.

CDR means Call Details Record.

Change Order means the option available to change an existing order.

Churn means the transfer (authorised or unauthorised) of a service from one Service Provider to another.

Churn CA means a Local Call Churn CA and/or a Broadband CA.

Churn Order means an order created where the customer wishes to transfer a Local Service and/or Broadband.

CLI means Calling Line Identity or Calling Line Identification.

Clear Business Day means a period of time commencing at 09.00 on the next Business Day.

CND means Calling Number Display.

CND Code means ACIF Code C5222: *Calling Number Display* as registered by the ACMA.

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Cooling Off Period means any period available by law to a customer to rescind or otherwise avoid any agreement under which that customer agrees to acquire the Service.

Contract means a contract entered into by the party with another.

Credit means a refund to Account for a billing error or omission.

Credit Limit means the maximum amount the Account may be outstanding.

CSG means Customer Service Guarantee.

Customer means any party that acquires or purchases from another party products or services (or part thereof) and uses those services with or without The Client Authorisation. E.g. The Client is a Customer of Emersion and an End User would be a Customer of the Client, the Customer may or may not be an End User.

Customer Authorisation means an authorisation by the customer, or their authorised agent, containing the minimum mandatory required information as required by the relevant ACIF code.

Customer Service Guarantee means the *Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)* which is legislation aimed at encouraging improvements in Service and to guard against poor Service by requiring phone companies to meet minim standards for Service connection, fault rectification and appointment keeping in relation to the supply of Standard Telephone Services.

Data means numbers, characters, images, or other method of recording, in a form which can be assessed by a human or (especially) input into a computer, stored and processed there, or transmitted on some digital channel. Computers nearly always represent data in binary.

Directory Listing means a listing in a telephone directory including, but not limited to, the White Pages.

Directory Preference means the preference stated by the customer with respect to whether they want a Directory Listing or an Unlisted Number.

Dispute means any dispute or claim raised against an invoice for charges believed to be in error.

DSL means Digital Subscriber Line. See also ADSL.

DSL Tail means a DSL Access Tail

Dynamic IP Address means an IP Address that is not guaranteed to remain allocated to the same End User or Access Tail, and may therefore change at any time.

DSLAM means Digital Subscriber Line Access Multiplexer, a mechanism at a phone company's central location that links many customer DSL connections to a single high-speed line.

EFT means Electronic Funds Transfer.

Email means Electronic Mail, the system for sending and receiving messages electronically over a computer network or the Internet.

EPS means a system module, the Electronic Payment System, which integrates to the system to enable automated collection of payment from the customers.

Emersion is the system described in this user manual, which is the system used to provision and bill individual services for customers.

End customer / Customer means the person whose name is on the account and has authorised the provision of the Service through a Customer Authorisation.

End User Portal (EUP) The End User Portal is the user interface used by your end customer that allows you to offer your customers a branded web-based account management and self-care tool where your customers can securely login from your website to view & edit their account information, view invoices & service usage and make payments to you.

Event means a set of pre-defined triggers that automatically initiate system actions when the particular condition is detected, such as send an email when an invoice is overdue etc.

FNN means Service Number or Full National Number - a fully qualified (10-digits in Australia including the Area Code or other calling prefix) the telephone number which is an alphanumeric number that uniquely identifies a Service Number.

FTP means File Transfer Protocol.

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Gaining Service Provider or GSP means the Service Provider that receives the customer's service as a result of a port or churn.

Gigabyte or ***GB*** means a unit of data where 1 GB =10^9 Bytes.

GST and **GST Law** have the same meaning as defined in *A New Tax System (Goods and Services Tax) Act 1999* (Cth), subject to any amendment to that definition made pursuant to applicable rulings, determinations or advice issued by the Commissioner of Taxation or a decision from any tribunal or court.

Installation Charge means a once-off charge for labour, equipment, Number connection and associated cabling to cover the expense for initial installation of the Products or Services.

Integrated Public Number Database means the database contemplated in schedule 2, Part 4 of the Act that contains specified customer information for all public numbers as defined in the IPND Code.

IPND means Integrated Public Number Database.

IPND Code means ACIF Code C555:2002 *Integrated Public Number Database (IPND) Data Provider, Data user and IPND Manager* as registered by the ACMA as amended from time to time.

Internet means the interconnected system of networks that connects computers around the world via the TCP/IP protocol.

Internet Access or **Internet Traffic** means access to Internet Content via a TCP/IP connection.

Invoice means the bill sent to customers for products and services received

Invoice Template means the logo, colours, billing information, and company information that appear on your invoices.

IP Address(es) means Internet Protocol Address(es), the Internet addressing standard which describes the address of all devices physically located within the global Internet.

ISDN means **Integrated Services Digital Network** means a digital transmission technique for both voice and data..

LD means Long Distance.

LD Carrier means Long Distance Carrier.

LD Churn means a change in LD Pre-selection.

LD Reseller means non-carrier providers of Pre-selection services, using equipment owned by existing carriers.

Ledger is the principal book or computer file for recording and totalling monetary transactions by account, with debits and credits etc.

Ledger Code is an accounting code used to record transactions depending on financial accounts involved in different transaction type, assigned to account groups such as receivables and payables etc.

Line Blocking Status means the status of a particular telecommunications Service in relation to whether it has in place a **Permanent Line Block** or enabled **CND**.

Listed Number means a telecommunications Service Number which is listed in a public number directory.

LNP means Local Number Portability.

LNP Code means ACIF C540:2006.

Local Number Portability Code as registered by the ACMA.

Local Call/Broadband means Local Call and/or Broadband Services.

Local Call/Broadband Churn Reversal means the reinstatement of a customer's Service to a Losing service Provider following an Unauthorised Local Call/Broadband Churn.

Local Call Churn means the transfer of a Local Service (including service number) between service providers.

Local Call/Broadband Churn means Local Call Churn and/or Broadband Churn.

Local Number Portability (LNP) means the Porting of a Service Number associated with the provision of a Local Service between different Carrier networks.

Local Service has the same meaning as given in the *Telecommunications Numbering Plan 1997*.

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Local Time means the time in the state or territory in which the Customer Premises are located.

Long Distance means Long Distance Pre-selection.

Long Distance Carrier means a Carrier that provides carriage of Pre-selectable Calls originating from a Local Service.

Long Distance Pre-selection means the ability of a customer to automatically have their lines switched to the LD Provider of their choice for Pre-selectable calls.

Long Distance Provider means an SP that resells LD.

Losing Service Provider or **LSP** means the Service Provider that loses the customer's service as a result of a port or churn.

MBps means megabits per second - a unit of data where 1 Mbps = 1,048,576 Bits per second.

Mbyte or **MB** means a unit of data where 1 Mb = 1, 048,576 bytes.

MDF means Main Distributor Frame. This is where the incoming telephone lines from the street terminate within a building. Depending on the size of the building the MDF could be a small plastic box on the wall or a large room.

MDU means Multiple Dwelling Unit e.g. apartment building of more than 3 floors, or block of units greater than 10 units.

Miscellaneous Charge means any charge other than the core charges for a Products or Services, usually for moves, additions or changes to a Service.

NBP means the Network Boundary Point.

Network Boundary Point is the customer's first and main socket for houses, or the Main Distributor Frame for a Multi Dwelling Unit (MDU).

New Service Order means a request, made by the SP, to provision service to a customer address.

Order means one of the following:

a) New Service Order.

b) Churn Order.

Order Number means the reference number supplied to the SP following the submission of an order. Also referred to as Reference Number.

Order Process means the process by which you can request a Telstra service to a customer location.

Order Reference Number means the reference number supplied following the submission of an order. Also Referred to as Order Number.

Package Plan means a collection of one or more Service Plans grouped together and sold as a Package.

Pending Order means an order which has been submitted but not yet completed.

Period means the increment of time specified by Emersion during which Charges will accrue and the subsequent frequency of the Client Invoice (generally a Calendar Month).

Ping means a protocol that sends a message to another computer and waits for acknowledgement, often used to check if another computer on a network is reachable.

POTS means Plain Old Telephony Service.

Point to Point Protocol means protocol that allows the transport of packets between the customer and the Retail Carrier. The Retail carrier can authenticate the user with PAP or CHAP authentication.

Pre-selectable Call has the same meaning as given in ACIF C515:2003 Pre-selection Industry Code and includes calls from a local Service to:

i. a geographic number or local number that is not a local call;
ii. an international direct dial service;
iii. operator service for which the *Telecommunication Number Plan 1997* specifies the use of a shared selectable number;
iv. a carriage service that is both a ring back price service and an international service;
v. a public mobile telephone service.

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Pre-selection means the selection of a carrier for Pre-selectable Calls and includes service made available by you to a customer for a Local Service which will:

i. permit designation by the customer of a LD Provider for that Local Service;
ii. allow billing for Pre-selectable Calls by the Long Distance Provider;
iii. allow billing for calls made using and Access Override Code to LD Providers;
iv. allow the customer to change from time to time designation of their LD Provider for that Local Service.

Pre-selection Code means ACIF Code C522: *Pre-selection* as registered by the ACMA.

Products are the products sold to a customer, such as physical items like hardware, or other billable items.

PSTN means the **Public Switched Telecommunications Network** - A public telecommunications network for which a carrier is responsible and which provides services to the public.

Public Holiday means any day on which transfer activity is not available. Public Holidays will be issues via the service review on an annual basis.

RADIUS stands for Remote Authentication Dial-In User Service, which is a client/server protocol and software that enables remote access servers to communicate with a central server to authenticate users and authorise (authenticate) their access (by verifying user names and passwords) to the requested system or service.

Rate defines, for a given call type, what and how the system should charge for this usage.

Rate Card means a group of rates *and* charging metrics to be applied to the usage data.

RC means Retail Carrier.

Recurring Charge means any Charge that occurs regularly per Period.

Relocation Order means an order created to initiate the relocation of a customer Service to a new customer address.

Retail Carrier has the same meaning as a "Service Provider" as defined in section 86 of the Telecommunications Act 1997.

Services are the services provides to the customer, which may include land line telephony, mobile phone, pre-selection, data access etc.

Service Bolt On means a method of providing bonus features on a particular service, such as a certain amount of free usage.

Service Number means an identifier for a service, such as land line or mobile phone number.

Service Plan means a billing object that is used to control billing for a single service.

Service Provider means the party that is a customer of a wholesaler or aggregator (such as Telstra) that sells products and services to end customers directly or through the use of sales agents i.e. re-seller of telephony and/or broadband services.

Service Qualification means the determination of whether means the act of checking whether a service is able to be provided.

Setup Fees means the relevant charges or fees to install or activate a service.

Simple Telephone Service means a local service which comprises a:

(a) Standard Telephone Service; and

(b) Service number

where a one-to-one relationship exists between the service number and the relevant access line to the Standard Telephone Service.

SIR's mean Service Information Records

SLA means Service Level Agreement.

SP means a Service Provider.

Standard Telephone Service has the meaning given by section 6 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999.*

Standard Time means:

(a) Eastern Standard Time (GMT +10 hours); or

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(b) Eastern Daylight Saving Time (GMT + 11 hours) when in effect in Victoria.

Static IP Address means an IP Address that has a fixed value for the term of the individual services session of the connection.

SQ means Service Qualification.

Supplier means any provider of products or services to a party. Emersion is, for the purposes of this Agreement, the Supplier of Products or Services to The Client.

Telecommunications Act means the Australian Telecommunications Act 1997 (Cth).

Telecommunications (CPSS) Act means the Australian Telecommunications (Consumer Protection and Service Standards) Act 1999.

Telstra means Telstra Corporation Limited.

TIO means the **Telecommunications Industry Ombudsman** - An industry-funded independent dispute resolution service for consumers who are unable to resolve individual complaints with their telecommunications carriers and carriage service providers. The TIO manages complaints from consumers (residential and small business about telecommunications services).

TPA means the Australian Trade Practices Act 1974 (Cth).

Trading Terms means the terms of trade (with respect to the financial relationship) between the Client and Emersion. These may include the time to pay, Credit Limit, Security required and any other special clauses, as detailed in the MSA - Trading Terms Schedule.

ULL means Unconditioned Local Loop, a pair of wires (normally copper) from the Exchange to the End User Premises. A ULL is used to deliver voice services and potentially DSL or other data services to the end customer.

ULLS means Unconditioned Local Loop Service.

ULLS Code means ACIF C569: 2005 *Unconditioned Local Loop Service Ordering, Provisioning, and Customer Transfer* as registered by the ACMA.

Unauthorised Broadband Churn means a Broadband Churn Order that has been submitted without a valid CA:

(a) which resulted from a processing error;

(b) a CA is determined to be unauthorised

Unauthorised Local Call Churn means a Local Call Churn Order that has been submitted without a valid CA::

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised Local Call/Broadband Churn means Unauthorised Local Call Churn and/or Unauthorised Broadband Churn.

Unauthorised LD Churn means an LD Churn that has been submitted without a valid CA as described in this manual:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised Port means a Port Order that has been submitted without a valid CA:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unauthorised ULL Churn means the acquisition of a new copper pair in association with a Port, Relocation or New Service Order where the order has been submitted without a valid ULL CA:

(a) which resulted from a processing error;

(b) where a CA is determined to be unauthorised.

Unlisted Number means a Service Number that the customer has requested not be listed in public telephone directory (including, but not limited to, the White Pages).

Unwelcome Call means the use of a Standard Telephone Service in a menacing, offensive or harassing manner, but which is not currently a Life Threatening Call, and which may be intentional on the part of the caller or unintentional.

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USB means Universal Serial Bus, a widely used hardware interface for attaching peripheral devices.

User means a natural person or System that uses the Systems or Services.

User ID means a unique, personal, identifier of a User or System, on that System.

User Interface or UI means a system interface that provides access to the services and is interacted with by a natural person.

Username means a User ID for a natural person.

Voice Traffic means the load on a telecommunications device or System. Traffic is generally the movement of voice Packets or streams carrying communications by means of guided or unguided electromagnetic or optical energy.

VOIP means Voice Over Internet Protocol.

Wholesale Account Number means the account number between the Losing carrier and another service provider who is rebilling the customer.

WLMS means White Label Managed Service, a totally rebranded Cumulus interface.

xDSL is a general term for digital subscriber line (DSL) technologies. Different versions of a family of DSL technologies, such as ADSL, HDSL, SDSL, VDSL and similar solutions that provide a high bandwidth digital connection over communications cable.

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