

Emersion Software Systems Pty Ltd System Training – Session 5



Ph: 1300 793 310 www.emersion.com.au

Session Contents



- Invoicing
 - Invoice Settings
 - Invoice Process
 - Cardline Management
 - Disputes
- Accounts Management
 - Accounts Receivable
 - Payments
 - Other transactions
- Ledger Management
 - Ledger codes
 - Mapping ledger codes
 - Ledger cardline report.

Invoice Layout



- The Invoice template defines the layout of your invoices
- > You can set up multiple invoice templates
- > Each invoice template can be configured with:
 - logo & colours
 - physical, postal and payment addresses
 - organisation details such as ABN
 - contact numbers and email addresses
 - your bank and Bpay account details.



Emersion Training

Invoice Email Template



- The Invoice email template defines the content and layout of the email that is sent to your customer
- You can set the recipients including primary contact, billing contact, custom address, CC and BCC
- You can include a number of variables such as:
 - customer number
 - customer name
 - invoice number
 - invoice amount
 - invoice due date.

Invoice Settings



- The Invoice Delivery and Invoice Approval settings control the way your invoices are sent to customers, and whether invoices are automatically approved
- Can be applied at a system level for all customers, or set individually customer by customer
- Invoice Delivery setting determines how invoices are sent to your customer e.g. Email, Post, Fax, Do Not Send, or Email and Post
- Auto Invoice Approval controls whether invoices are automatically set to Approved status when they are generated.

Invoicing



- Packages, service plans, and rate cards are used to determine the charges to invoice your customers
- The Billing and Rating engine automatically creates invoices on billing day in .PDF format
- Invoices are initially created in Pending status for auditing and approval
- System does not send invoices to customers until they are approved
- You can create ad-hoc (or immediate) invoices manually.

Invoice Auditing



- Pending invoices should be auditing to verify the details and charges are correct
- Manage invoices by:
 - View the invoice
 - Review service usage
 - Review cardlines and modify if required
 - Re-render or Re-rate invoices if changes have been made
- Approve invoices once audited, either individually or via the Bulk Approve function.

Managing Invoices



- > From the Invoice List, click Manage Invoice
- > Actions available will depend on the invoice status
 - View Invoice
 - > Approve
 - > Reject
 - Re Render
 - Re Rate
 - > Dispute
 - Re Send
 - View Usage

								Customer Lis	st 💌	Search			-
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0	Customer N	ame: Joe Bloggs											
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et	Invoice Da	ates											_
	Due	Date: 28 Oct 2011										Save Dates	
	Issue	Date: 14 Oct 2011						Save Modi	ified Issue	e Dates			
Allo	cated Car	dlines											
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Cardline Management



- Cardlines are the charges, credits or items presented on the invoice
- > May summarise or itemise a service's usage records
- Automatically created for product purchases, usage, and service fees

 Customer: Joe Bloggs (Account ID: 13349)

 Burlow Bloggs (Account ID: 13349)
- Can be created manually for ad hoc charges.

	ID	Date	Description	Amnt	Tax	Ledger Code	Covers From	Covers To	Vanity Covers Fro
۹.	1660780	25 Jul 2011	Service Plan Access [25-07-2011 - 24-08-2011]	0	0	M2_MOBILE_ACCESS_FEE_ADV (No mapped code)	25 Jul 2011	25 Aug 2011	25 Jul 2011
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٩,	1667399	01 Aug 2011	Package Plan Access [01-08-2011 - 31-08-2011]	0	0	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	01 Aug 2011	01 Sep 2011	01 Aug 2011
	1671723	01 Aug 2011	Service Plan Access [01-08-2011 - 31-08-2011]	0	0.	M2_MOBILE_ACCESS_FEE_ADV (No mapped code)	01 Aug 2011	01 Sep 2011	01 Aug 2011
۹.	1674087	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011
	1674081	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011
	1674086	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011
Q :	1674082	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011
	1674083	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011
	1674084	02 Aug 2011	Package Plan Access [02-08-2011 - 01-09-2011]	30	3	PACKAGE_PLAN_ACCESS_FEE_ADV (No mapped code)	02 Aug 2011	02 Sep 2011	02 Aug 2011

Cardline Management



- Pending cardlines are charges created against an account but not allocated to an invoice
- Also created when charge is created when there is an existing pending invoice
- > On pending invoices:
 - Modify cardlines
 - Allocate pending cardlines
 - De-allocate cardlines
 - Delete cardlines
 - Add new cardline.

											Save	
ase Note	evaluation of Tax											
fount on each cardine is	exclusive of lax.											
d new cardline to invoi	ice											
Transaction Date:				100								
Actual Value (ex		•		 Add a new 	w cardline a	and assign	n to this invoice					
* Tax Amount:												
* Description:		í.										
* Ledger Code: Sele	ect Ledger Code		•									
(*Ledger Code is permitted only))	an alpha numeric code to represe	int the transaction. It is u	used for reporting. (A-Z, 0-9	and _								
* Covers From:												
* Covers To:												
* Covers To:		1	Save									
* Covers To:			Save		Atta	ch a nend	ling cardline to the	invoice				
* Covers To:			Save		Atta	ch a pend	ling cardline to the	invoice				
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Unallocated Cardlines



- You can manually create unallocated cardlines against an account
- Can be created at any time during the billing period independently to the billing cycle
- Will not be reflected on the account balance until allocated to an invoice (and the invoice approved)
- Cardlines for a negative amount appear as a credit
- Can be allocated to an existing invoice, used to create a new invoice, or left to be picked up during the next bill run.

Immediate Invoices



Ad hoc, or immediate, invoices can be created outside the regular bill cycle

E.g. if you sell hardware to a customer and wish to immediately an create invoice before the bill run

- > Can be managed per normal invoice functions
- Automatically allocates any pending cardlines held on the account into the new invoice
- Cannot be created if account has an existing pending invoice – manage the existing invoice instead.

Approve Invoices



- > Invoices can be approved individually or in bulk
- > Once approved, cannot be undone
- Charges are committed against the account ledgers and effect the account balance
- Will be sent to the customer via the account's settings
- Option to approve and not send e.g. if amount is small
- You have the ability to modify the invoice issue and due dates before approving.

Reject Invoices



- If you find invoice details are not correct, you can reject the invoice
- They are investigated by the billing support team with your assistance
- You must enter notes and details about the problem with the invoice to enable quick resolution
- > Invoices can be rejected individually or in bulk
- Once investigated, the invoices will be re-generated and returned to a Pending status.

Re-rate & Re-render Invoices



> Re-render:

- Re-generates invoice .PDF files
- Invoices that have been modified (e.g. cardlines changed) must be re-rendered to reflect changes
- Invoices can be re-rendered individually or in bulk

> Re-rate:

- Re-calculates the invoice charges
- If you update packages, service plans or rate cards after the bill run (e.g. to correct errors), invoices must be re-rated
- System automatically re-renders invoices after re-rating.

Raise Dispute



- Disputes can be raised if a charge appears on an invoice in error
- The amount disputed can be entered against the corresponding invoice and *temporarily* reduce the amount due
- Disputed amounts are excluded from automated payment processing
- Can only be raised against approved invoices
- After investigated with your customer and/or upstream provider, can be approved or rejected.

Accounts Receivable



- Receive Payment either manually or through the Electronic Payment System (EPS)
- Invoice List lists all invoices in the system. You can then Manage or Download the invoice
- Unallocated shows all unallocated payments received. You can then view and allocate the payment
- 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
- Payments lists all payments and allows you to view the details
- Disputed, Credit, Write off, and Refund (details in next slides).

Payments



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 nonintegrated credit card payments etc

> Take Payment:

- process a payment through the automated EPS gateway
- You can automatically allocate the payment against one or many invoices or manually allocate against a specific invoice.

Disputes



- Lists all disputed amounts raised against invoices
- > Disputes can be resolved in one of two ways:
 - Approve the dispute to raise a credit for the disputed amount
 - Reject the dispute the amount remains on the invoice and becomes due.
 Resolve Dispute on Invoice

Resolve Dispute	on Invoice	
Approved	Disputed Amounts will be placed as a credit on the customers account.	
Customer Name:	Inner Northern Local Learning & Employment Network Pty Ltd	
Account Number:	101913	
Invoice ID:	248072	
Disputed amount:	80	
Credit Reference:		
Credit Type:	Misc 🗸	
Credit Note:		
		Approve Dispute
		Reject Dispute
		Cancel

Credits



- > Allows you to raise a credit against a customer's account
- Can be automatically allocated against the oldest invoice(s) or manually applied to a specific invoice
- > Reduces the account's outstanding balance immediately
- If not allocated to an invoice, the credit will appear on the customer's next invoice.
- > You can enter the Credit Type, Credit Reference and Note.

Credit		
Customer Name:	Hı · · · ·	
Total (Inc Tax):		
Tax Type:	Australian GST 💌	
Amount (Ex Tax):		
Tax Amount:		
	V Auto Allocate	
* Credit Reference:		
Credit Type:	Misc 💌	
Credit Date:	11 Jan 2012 12:57:26	
Credit Note:		
		Submit
		Cancel

Write Offs



- Allows you to write of an outstanding balance, either as a debit or a credit
- Raised against accounts with no unallocated payments and no outstanding disputes
- You can write off all outstanding invoices, or an individual invoice.

Write Off Crei	dit								
Customer Nam	ie: Au								
Total (Inc. Tax	<): 1494.38								
Amount (Ex Tax	<): 1358.64								
Tax Amour	nt: 135.74								
	🗹 Auto Allocate	9							
Write C Referenc	off								
Credit Typ	e: Misc	~							
Write Off Dat	te: 11 Jan 2012 13:1	10:53							
Write Off Not	te:								
								Submit	
								Cancel	
Invoice ID 🗸	Invoice Period	Issue Date	Due Date	Total Amount	Outstanding Amount	Disputed Amount		Allocated Amount	
247786	Aug	3 Aug 2011	10 Aug 2011	480.02	54.42	0.00	54.42		
261647	Sep	3 Sep 2011	10 Sep 2011	480.02	480.02	0.00	480.02		
270174	Oct	2 Oct 2011	9 Oct 2011	480.02	480.02	0.00	480.02		
277715	Nov	3 Nov 2011	10 Nov 2011	480.02	480.02	0.00	479.92		
					1				
All funds allocated.									

Refunds



- Used to return unallocated payments to customers
- The account balance is adjusted immediately
- > The refund will appear on the customer's next invoice
- > You can enter Refund Type, Refund Description and Note.

Customer Name:					
~ lotal (inc. lax):	Auto Allocate				
Refund Reference:					
Refund Type:	Misc 💌				
* Refund Date:	11 Jan 2012 13:56:45				
Refund Note:					
	el				Refund
Canc					
Canc Journal ID 🗸	Customer Name	CUSTOMER_ID	Amount	Transaction Date	Allocated Amount

Accounts Payable



- 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.

Invo	oice ID:									
Due	Erom:									
Due										
E	oue To:									
									Search	Clear
O Dooutto For	un al									
TO INESULS I O	ana									
Invoice ID 🗞	SP ID	Service Provider	Date Issued	Date Due	Amount of the invoice	Amount Paid	Amount Outstanding	Amount Disputed	Amount Payable	PDF
187049	1	Emersion Software Systems	3 Jan 2011	10 Jan 2011	0.00	0.00	0.00	0.00	0.00	Downloa
96059	1	Emersion Software Systems	3 Feb 2011	10 Feb 2011	0.00	0.00	0.00	0.00	0.00	Downloa
204564	1	Emersion Software Systems	3 Mar 2011	10 Mar 2011	0.00	0.00	0.00	0.00	0.00	Downloa
211958	1	Emersion Software Systems	3 Apr 2011	10 Apr 2011	0.00	0.00	0.00	0.00	0.00	Downloa
219510	1	Emersion Software Systems	4 May 2011	11 May 2011	0.00	0.00	0.00	0.00	0.00	Downloa
229651	1	Emersion Software Systems	3 Jun 2011	10 Jun 2011	0.00	0.00	0.00	0.00	0.00	Downlo
237243	1	Emersion Software Systems	4 Jul 2011	11 Jul 2011	0.00	0.00	0.00	0.00	0.00	Downloa
249218	1	Emersion Software Systems	4 Aug 2011	11 Aug 2011	0.00	0.00	0.00	0.00	0.00	Downloa
260677	1	Emersion Software Systems	2 Sep 2011	9 Sep 2011	0.00	0.00	0.00	0.00	0.00	Downloa
269690	1	Emersion Software Systems	2 Oct 2011	9 Oct 2011	0.00	0.00	0.00	0.00	0.00	Downloa
278588	1	Emersion Software Systems	4 Nov 2011	11 Nov 2011	0.00	0.00	0.00	0.00	0.00	Downloa
285920	1	Emersion Software Systems	5 Dec 2011	12 Dec 2011	0.00	0.00	0.00	0.00	0.00	Downloa
292931	1	Emersion Software Systems	3 Jan 2012	10 Jan 2012	0.00	0.00	0.00	0.00	0.00	Downloa
298624	1	Emersion Software Systems	2 Feb 2012	9 Feb 2012	0.00	0.00	0.00	0.00	0.00	Downloa
307024	1	Emersion Software Systems	3 Mar 2012	10 Mar 2012	0.00	0.00	0.00	0.00	0.00	Downloa
309574	1	Emersion Software Systems	3 Apr 2012	10 Apr 2012	0.00	0.00	0.00	0.00	0.00	Downloa
311264	1	Emersion Software Systems	3 May 2012	10 May 2012	0.00	0.00	0.00	0.00	0.00	Downloa
	4	Encountry Code and Constants	0.1-0040	0.1	0.00	0.00	0.00	0.00	0.00	Description

Securities



- You can elect to take a security deposit (or payment) e.g. if a customer is a credit risk etc.
- 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
- Do not adjust the account balance.

Accounts Receivabl	e Accounts Payable	Securities	Bulk Import	
Payment Refund				
Security Deposit	: Payment			
Security D	eposit Payments are displ	ayed on the ne>	xt issued invoice for informational purposes only and do not adjust he Account Balance only the Securit	y Deposit Balance.
Customer Name:	Adria			
Account Balance	0.00			
(\$):				
Unallocated Funds	0.00			
(\$):				
Current Security	0.00			
(\$):				
Security Deposit	0.00			
Payment Amount (\$):				
Payment Date:	11 Jan 2012 13:59:51			
				Submit
				Cancel

Bulk Import Payments



- Import .CSV files containing details of payments received from external sources e.g. BPay etc
- Payments are applied against customer accounts without requiring manual entry
- > The file must be in the Emersion Bulk Format:
 - DATE, ACCOUNT_ID, BPAY_BILLER_CODE, BPAY_REFERENCE, CUST_REFERENCE, AMOUNT, SURCHARGE, METHOD
- Australian Bankers Association (ABA) format is also supported (sample available on the system).

Ledger



- Default ledger codes are set up against all charges, fees and transactions in the system
- You assign a default ledger code to your products, which can be overwritten when sold to a customer
- You also assign a ledger code against when creating an unallocated cardline
- Each ledger code has a default generic Simple Code that can be used to group similar ledger items
- You can map the system ledger codes to the default simple codes for grouping and accounting
- E.g. ledger code of 'PSTN_SERVICE_USAGE' may have a simple code of 'USAGE'; or a ledger code of 'PSTN_SERVICE_ACCESS_ FEE_ADV' with a simple code of "ACCESS_FEE_ADVANCE'.

Ledger Mapping



- Allows you to map the default ledger codes to your own custom ledger codes
- E.g. you can map the default ledger code for service access fees to the appropriate general ledger code in your accounting system
- You can set all custom ledger code mappings to the default ledger codes, or the default simple codes.

Ledger Code: Mapped Code:				
Simple Code:				
			So	oroh Cloor
				Cicu
Change all mappings to simple Cha	nge all mappings to default	Override existing codes?		
Ledger Code ∛	Simple Code	Description	Mapped Code	Mapped Description
100MB_DATA_CAP_USAGE_ACCESS_FEE_AD	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 100MB Data Cap Usage bolt-on type		
100MB_DATA_CAP_USAGE_ACCESS_FEE_ARF	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 100MB Data Cap Usage bolt-on type		
100MB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 100MB Data Cap Usage bolt-on type		
10_CASUAL_DATA_PACK	PRODUCT_PURCHASE	\$10 Dollar Casual Data Pack		
1GB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 1GB Data Cap Usage bott-on type		
1GB_DATA_CAP_USAGE_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 1GB Data Cap Usage bolt-on type		
1GB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 1 GB Data Cap Usage bolt-on type		
20MB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 20MB Data Cap Usage bolt-on type		
20MB_DATA_CAP_USAGE_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 20MB Data Cap Usage bolt-on type		
20MB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 20MB Data Cap Usage bolt-on type		
29_CASUAL_DATA_PACK	PRODUCT_PURCHASE	\$29 Casual Data Pack		
2GB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 2GB Data Cap Usage bott-on type		
208_DATA_CAP_USAGE_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 2GB Data Cap Usage bolt-on type		
2GB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 2GB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_ACCESS_FEE_AD1	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 300MB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_ACCESS_FEE_ARF	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 300MB Data Cap Usage bott-on type		
300MB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 300MB Data Cap Usage bolt-on type		
30_CAP_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 3G Cap BoltOn		
3G_CAP_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 3G Cap BoltOn		
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Ledger Cardline Report



- Enables you to view and export all cardlines and transaction data, along with their associated ledger codes
- > All mapped custom ledger codes are exported with the data
- Produces a record for every cardline created within the date range selected
- The ledger codes mapped will appear in the .CSV file, which you can then import into your accounting system e.g. MYOB.

Questions?

