



# Ledger Management

## User Manual

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## About This Document

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### Purpose

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

### Intended Audience

The intended audience for this user manual are finance other administration staff of a service provider who manage ledger transactions within the Emersion System.

### Document Control

Version	Date	Description	Author
0.1	16/12/2011	Initial version	Kathy Berkidge

## 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 ✓

## 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 Customer Management System (CMS), 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:

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

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

## Assumptions Made

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

- You are familiar with the Emersion Customer Management and Invoice Management modules and you can competently use them.
- 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.

## Ledger Codes

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.

The Ledger Cardlines report allows you to view all transactions and customers with their ledger codes, which you can then export to a .CSV file and use to import into your accounting software.

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 Emersion 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 Emersion 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

## 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 1. 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 2. 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.

## To Map all Ledger Code Mappings to Simple

This function will set all your custom ledger code mappings to the Emersion 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.

Ledger Mapping Tool

Ledger Code:

Mapped Code:

Override existing codes?

Ledger Code	Simple Code	Description	Mapped Code	Mapped Description
100MB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 100MB Data Cap Usage bolt-on type		
100MB_DATA_CAP_USAGE_ACCESS_FEE_ARR	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 bolt-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 1GB 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		
20_CASUAL_DATA_PACK	PRODUCT_PURCHASE	\$20 Casual Data Pack		
2GB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 2GB Data Cap Usage bolt-on type		
2GB_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_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 300MB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 300MB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 300MB Data Cap Usage bolt-on type		
3G_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		
3G_CAP_USAGE	USAGE	Usage ledger code for 3G Cap BoltOn		

1 2 3 4 5 ... 67

Figure 3. 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.

**Confirm Action** ✕

Are you sure you wish to do this? It will affect EVERY mapped ledger code!

Figure 4. 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.

## To Map all Ledger Code Mappings to Default

This function will set all your custom ledger code mappings to the Emersion 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.

Ledger Mapping Tool

Ledger Code:

Mapped Code:

Override existing codes?

Ledger Code	Simple Code	Description	Mapped Code	Mapped Description
100MB_DATA_CAP_USAGE_ACCESS_FEE_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 100MB Data Cap Usage bolt-on type		
100MB_DATA_CAP_USAGE_ACCESS_FEE_ARR	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 bolt-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 1GB 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 bolt-on type		
2GB_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_ADV	ACCESS_FEE_ADVANCE	Advance Access Fee ledger code for 300MB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_ACCESS_FEE_ARR	ACCESS_FEE_ARREARS	Arrears Access Fee ledger code for 300MB Data Cap Usage bolt-on type		
300MB_DATA_CAP_USAGE_USAGE	USAGE	Usage ledger code for 300MB Data Cap Usage bolt-on type		
3G_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		
3G_CAP_USAGE	USAGE	Usage ledger code for 3G Cap BoltOn		

1 2 3 4 5 ... 67

Figure 5. 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.

**Confirm Action** ✕

Are you sure you wish to do this? It will affect EVERY mapped ledger code!

Figure 6. 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 if 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.

## To Generate the Ledger Cardline Report

Before you can export the ledger cardline data, you must first generate the data by running the Ledger Cardline report.

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

Report Name	Description	Action
Aged Outstanding Debtors	A periodic report that classifies outstanding receivable balances according to customer and month of the Due Date of an Invoice.	Generate Report
Aged Receivables	A periodic report that classifies outstanding receivable balances according to customer and invoice issue Due Date.	Generate Report
Billed Revenue	A report of invoices per month by customer for the previous 12 months.	Generate Report
Bpay Details	Bpay Details Report	Generate Report
Customer History	A report that shows the current and the previous 2 months invoices and payment status by customer.	Generate Report
Invoice Itemisation Report	A report that itemises usage for a given Invoice. Note that this report lists Telephony Usage only.	Generate Report
Ledger Cardlines	A report that displays Ledger Cardlines by customer for a given period.	Generate Report
Ledger Transactions	A report that displays Ledger Transactions by customer for a given period.	Generate Report
Outstanding Invoices	A report that classifies outstanding receivable balances according to customer for unpaid or partially paid invoices.	Generate Report
Paid Invoices	Paid Invoices Report	Generate Report
Payment	A report that displays all payments by customer.	Generate Report
Sales Breakdown Report	Sales Breakdown Report	Generate Report

Figure 7. The *Finance Reports* page

2. Click the **Generate Report** link beside the Ledger Cardlines report in the list. The *Ledger Cardlines Report* page will display.

Ledger Cardlines: A report that displays Ledger Cardlines by customer for a given period.

\* Parent Account ID:

\* Transaction Date Start:

\* Transaction Date End:

(\* Dates are inclusive)

Invoice Approval Status:

Account Id	Export Ref	Cardline Id	Transaction Date	Description	Ledger Code	Cardline Approved	Actual Value	Tax Amount	Service Id	Type Name	Invoice Id	Vanity Covers From	Vanity Covers To	Invoice Start	Invoice End	Invoice Approval Status	Plan Pkg Internal Name
Nothing Found																	

Figure 8. The *Ledger Cardlines Report* page

3. The *Parent Account ID* should show your Emersion account name. If you have multiple accounts set up in Emersion, select the required account to report from the drop list.
4. Select the date to report cardline from in the *Transaction Date Start* field. A calendar tool will appear to allow you to select the required date.
5. Select the date to report cardline to in the *Transaction Date End* field. A calendar tool will appear to allow you to select the required date.
6. Select the invoice types you wish to report from the *Invoice Approval Status* drop list. Options available are 'All', 'Approved', 'Pending' and 'Rejected'.

- Click the **Search** button to run the report. The cardlines will be displayed on the *Ledger Cardlines* report page.

Ledger Cardlines: A report that displays Ledger Cardlines by customer for a given period.

\* Parent Account ID:

\* Transaction Date Start:

\* Transaction Date End:

(\* Dates are inclusive)

Invoice Approval Status:

Account Id	Export Ref	Cardline Id	Transaction Date	Description	Ledger Code	Cardline Approved	Actual Value	Tax Amount	Service Id	Type Name	Invoice Id	Vanity Covers From	Vanity Covers To	Invoice Start	Invoice End	Invoice Approval Status	Plan Pkg Internal Name
		1814085	02 Nov 2011	Service Usage (Talk National) for Service #271751 [6:00:00] during period 01/10/2011 - 31/10/2011	TELSTRA_PSTN_EBILL_USAGE	02 Nov 2011	7.11	71	271751	Arrears	277668	01 Oct 2011	31 Oct 2011	01 Oct 2011	01 Nov 2011	Approved	Talk National (24 Month)
		1693075	09 Aug 2011	Payment Surcharge for Payment #247451	PAYMENT_SURCHARGE	09 Aug 2011	2.3961	23961		Advance	260979	09 Aug 2011	09 Aug 2011	01 Aug 2011	01 Sep 2011	Approved	
		1804175	01 Nov 2011	Payment Surcharge for Payment #315057	PAYMENT_SURCHARGE	01 Nov 2011	6021	60201		Advance	277668	01 Nov 2011	01 Nov 2011	01 Oct 2011	01 Nov 2011	Approved	
		1824891	25 Nov 2011	Payment Surcharge for Payment #319472	PAYMENT_SURCHARGE	25 Nov 2011	8817	88817		Advance		25 Nov 2011	25 Nov 2011				
		1695636	12 Aug 2011	MessageBank (Charge for Period 01/Jul/2011 - 31/Jul/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	5.72	57	271751	Advance	260979	01 Jul 2011	31 Jul 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)
		1695639	12 Aug 2011	Standard Phone T1000S Rental (Charge for Period 01/Jul/2011 - 31/Jul/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	2.86	29	271751	Advance	260979	01 Jul 2011	31 Jul 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)
		1696018	12 Aug 2011	MessageBank (Charge for Period 01/Aug/2011 - 31/Aug/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	5.72	57	271751	Advance	260979	01 Aug 2011	31 Aug 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)
		1695476	12 Aug 2011	MessageBank (Charge for Period 08/Jun/2011 - 30/Jun/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	4.39	44	271751	Advance	260979	08 Jun 2011	30 Jun 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)
		1695477	12 Aug 2011	Standard Phone T1000S Rental (Charge for Period 08/Jun/2011 - 30/Jun/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	2.19	22	271751	Advance	260979	08 Jun 2011	30 Jun 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)
		1696021	12 Aug 2011	Standard Phone T1000S Rental (Charge for Period 01/Aug/2011 - 31/Aug/2011)	TELSTRA_SERVICE_PRODUCT	12 Aug 2011	2.86	29	271751	Advance	260979	01 Aug 2011	31 Aug 2011	01 Aug 2011	01 Sep 2011	Approved	Talk National (24 Month)

Figure 9. The *Ledger Cardlines Report* page showing the generated report

- Click the **Export to CSV** button. A message box will appear at the top of the screen showing 'Your report is being generated, please see *Generated report section*'.

## To Download the Ledger Cardline Report

Before you can download the report, you must first run the report to create the output report file (see the *To Generate the Ledger Cardline Report* section on 12). 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.

- 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.

Home Customers Billing Services Packages and Plans Products **Report** Finance Events Admin

List **Generated Reports**

Downloadable Reports

Report Name:

Requested By:

Requested From:

Requested To:

ID	Report Name	Requested By	Requested Date	Status	Completed Date	Download
168827	Aged Receivables	EMERSON	2011-12-13 17:05:26	Complete	2011-12-13 17:05:33	Download
163824	Service Status	EMERSON	2011-10-06 09:26:51	Complete	2011-10-06 09:26:54	Download
143320	Radius Auth Log	EMERSON	2011-04-04 17:17:13	Complete	2011-04-04 17:17:16	Download
137220	Aged Outstanding Debtors	EMERSON	2011-02-11 14:50:09	Complete	2011-02-11 14:50:16	Download
118718	Customer History	EMERSON	2010-09-14 14:13:38	Complete	2010-09-14 14:13:41	Download
116920	Aged Receivables	EMERSON	2010-08-23 15:23:00	Complete	2010-08-23 15:23:03	Download
115416	Billed Revenue	EMERSON	2010-08-03 12:49:38	Complete	2010-08-03 12:49:41	Download
114416	Billed Revenue	EMERSON	2010-07-13 19:52:13	Complete	2010-07-13 19:52:15	Download
113415	Billed Revenue	EMERSON	2010-06-17 17:30:56	Complete	2010-06-17 17:31:00	Download
112715	Billed Revenue	EMERSON	2010-06-08 14:08:28	Complete	2010-06-08 14:08:29	Download
109515	Aged Outstanding Debtors	EMERSON	2010-05-17 09:26:29	Complete	2010-05-17 09:26:31	Download
109514	Aged Receivables	EMERSON	2010-05-17 09:21:12	Complete	2010-05-17 09:21:12	Download
109414	Aged Outstanding Debtors	EMERSON	2010-05-14 16:08:47	Complete	2010-05-14 16:08:56	Download
106809	Aged Outstanding Debtors	EMERSON	2010-03-02 18:20:08	Complete	2010-03-02 18:20:11	Download
106808	Aged Outstanding Debtors	EMERSON	2010-03-02 18:20:04	Complete	2010-03-02 18:20:11	Download
102600	Services By Service Types	EMERSON	2009-12-09 15:30:55	Complete	2009-12-09 15:30:58	Download

Figure 10. The *Downloadable Reports* page

2. Locate the Ledger Cardline Report previously generated and click the **Download** link beside the Ledger Cardlines report in the list. The *Opening Ledger Cardlines 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.
3. Click the **Download** link beside the Ledger Cardlines report in the list. The *Opening Ledger Cardlines Report file* window will display.

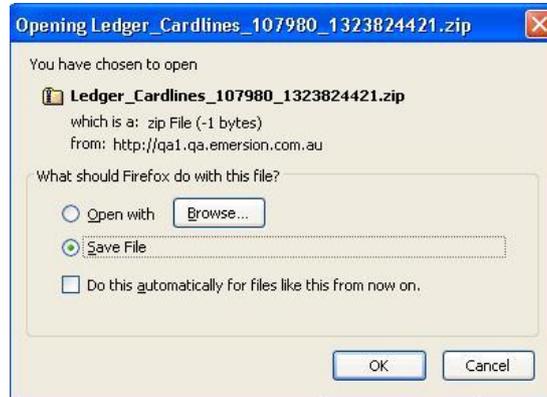


Figure 11. The *Opening Ledger Cardlines file* window

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

4. Ensure the option to Save the file to your computer is selected, and then click the *OK* button.
5. Save the *Ledger\_Cardlines\_<ID>\_<date>.zip* file to your computer, making sure you note the location where you saved the file.
6. Extract the .CSV file from the .ZIP file, using your system's unzipping tool.
7. 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.

The file may be password protected with the password '*emersion*'.

8. You can manipulate the CSV file as required, and import it into your accounting application as required.

## Further Information

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For further information about Emersion's Ledger 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

Phone: 1300 793 310

Fax: 1300 793 320

Email: [emesupport@emersion.com.au](mailto:emesupport@emersion.com.au)

### Emersion Web Site:

[www.emersion.com.au](http://www.emersion.com.au)

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## Glossary of Terms and Abbreviations

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**ACMA** means the Australian Communications and Media Authority.

**ACCC** means the Australian Competition and Consumer Commission.

**ACIF** means the Australian Communications Industry Forum.

**ACIF Code** means an industry code registered with the Australian Communications Authority (now ACMA) under the *Telecommunications Act 1997*.

**ADSL** means Asymmetrical Digital Subscriber Line.

**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 08:30 to 17:00 Australian Eastern Standard Time.

**CA** means Customer Authorisation.

**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 a transaction with the system for any financial action, such as charges, payments, credits, fees etc that appears on a customer's invoice.

**Carrier** means the holder of a carrier licence in accordance with the *Telecommunications Act 1997*.

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

**Churn** means the transfer of a Service.

**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 08.30 on the next Business Day.

**CND** means Calling Number Display.

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

**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.

**CSG** means Customer Service Guarantee.

**Customer Authorisation** means an authorisation by the customer, or their 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 minimum standards for Service connection, fault rectification and appointment keeping in relation to the supply of Standard Telephone Services.

**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.

**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.

**Emersion** is the Online Ordering Portal, which is the system used to provision and bill individual services for customers.

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

**FNN** means Service Number or Full National Number.

**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.

**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*.

**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.

**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.

**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.

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

**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.

**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.

**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.

**RC** means Retail Carrier.

**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.

**Sent** means the choice taken to enable CND information to be displayed.

**Service** means M2 Residential Broadband and Telephony Services.

**Service Number** means a geographic number as defined by the *Telecommunications Numbering Plan 1997*.

**Service Qualification** means the determination of whether a communications wire is compatible with the deployment rules for a given deployment class.

**Simple Telephone Service** means a local service which comprises a:

- (a) Standard Telephone Service; and
- (b) Service number

Where there exists a one to one relationship between the Service number and the relevant access line to the Standard Telephone Service.

**SP** means a Service Provider or re-seller of telephony and/or broadband services.

**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
- (b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in VIC.

**SQ** means Service Qualification.

**Telstra** means Telstra Corporation Limited.

**ULL** means Unconditioned Local Loop.

**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.

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

**User** means the person using the provided systems.

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