AZOTEL S05-01 v209 (2020-11)

S05 - SIMPLer Billing
Azotel Operators Billing Manual

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1 INTRODUCTION

The purpose of this document is to provide detailed instructions on how to use the Azotel SIMPLer billing system. Included are a number of examples to assist in understanding. The Azotel SIMPLer billing system was built based on the requirements of a number of WISPs. Hence it is designed to handle all known exceptions associated with WISP billing, while providing a logical billing process to the Operator.

Given that billing is one of the major tasks for an Operator – once the network scales it is strongly recommended to use an automated system. Using the Azotel SIMPLer billing system will significantly reduce the Operator's workload, ensure that all monies are collected on time and improve overall end-customer satisfaction.

2 BILLING SYSTEM OVERVIEW

2.1 INTRODUCTION

The SIMPLer Billing features main page is accessed via the "Invoices" tab (fig 2.1-1). The main billing page is broken in to three parts:

1) ***Invoicing process*** – contains all functions involved in the generation, processing and exception handling of invoices.

2) ***Financial Figures*** – this section provides both a high level overview of financial information for the Operator, plus the ability to drill down in to the details of any of those figures. The objective of the "Totals" function is to allow the operator to easily import the key information in to their accounting system on a month end basis.

3) ***General*** – all functions that are not part of the above two categories will be placed in the section e.g. "***Search form***".

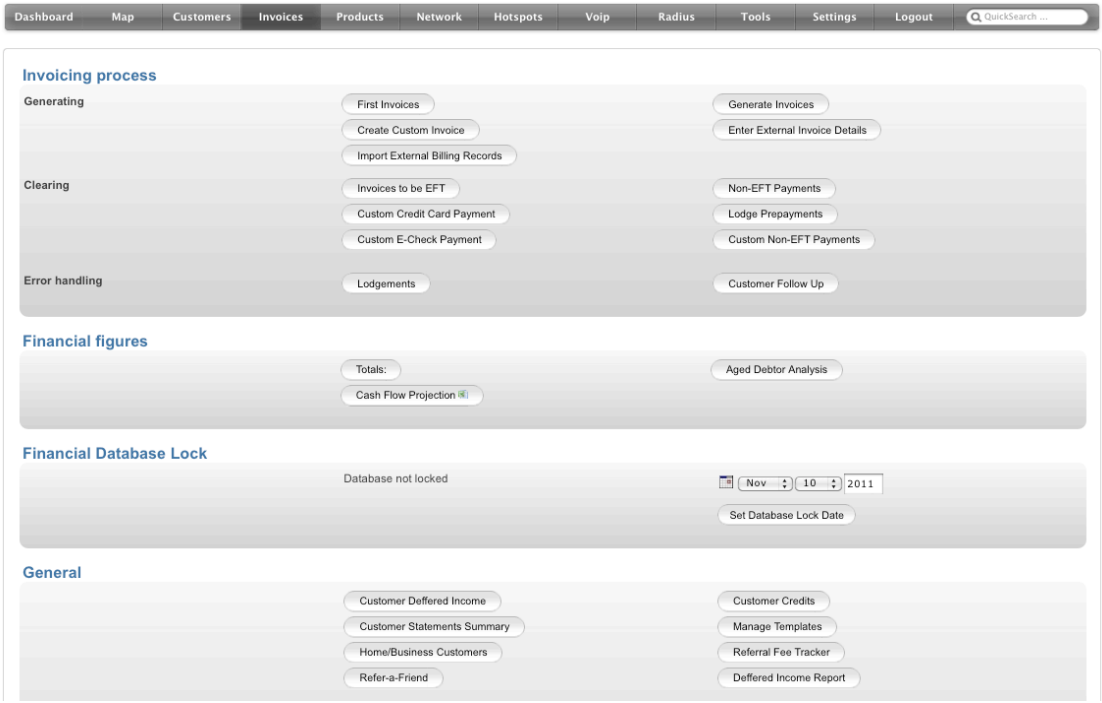

FIGURE 2.1-1 "INVOICES" PAGE

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2.2 INVOICE DETAILS

2.2.1 INVOICE DETAILS PAGE

All invoices contained in the SIMPLer system are maintained within a database. The following is a list of the main items listed on the Invoice Details page:

1) ***Invoice No.*** – the main invoice identification field. This field does not have to be a number. It can be prefixed with any combination of letters, numbers, or symbols but must end in a number. Examples are:
    - 1, A192, XNS201
    - 2006/02/234
    - OPER/06/1
2) ***Customer Invoicing ID (ID)*** – unique customer identification fields. Invoicing ID and Customer ID do not have to match but must be unique
3) ***Amount*** – total invoice amount (including VAT/Tax)
4) ***[VAT/TAX] Rate*** - VAT/Tax rate (represented as a percentage) used in calculating amount of invoice.
5) ***Invoice Date*** – date of invoice generation (if not overridden). Note: invoices can be generated in advance or after their invoice date.
6) **Posted Date** – date of posting/sending the invoice out to the customer. In the case of invoices not sent to the customer, this corresponds to the date on which the invoice was generated.
7) **Payment Date –** informational field used to display the last payment change date. Typically this field would not change. However, in the case of direct debit transactions which fail – this date contains the most recent change date.
8) **Payment Status** - indicates the current status of the invoice:
    - posted
    - emailed
    - faxed
    - under EFT – submitted to the bank for Electronic Funds Transfer / Direct Debit
    - failed – direct debit payment failed or cheque clearing failed
    - paid
    - customer follow up – Operator needs to follow up with the end customer
    - credited
    - credit note
    - half paid – invoice has been partially paid but still has an outstanding balance
9) **Send Method** – The method used to send the invoice to the customer (post, e-mail, none)
10) **Reference** - contains a label used to correlate payments with invoices.
11) **File** – allows the user to view the pdf format of the invoice readily
12) **Include Invoice in Recursive Billing** – shows whether the invoice is to be included in recursive billing.

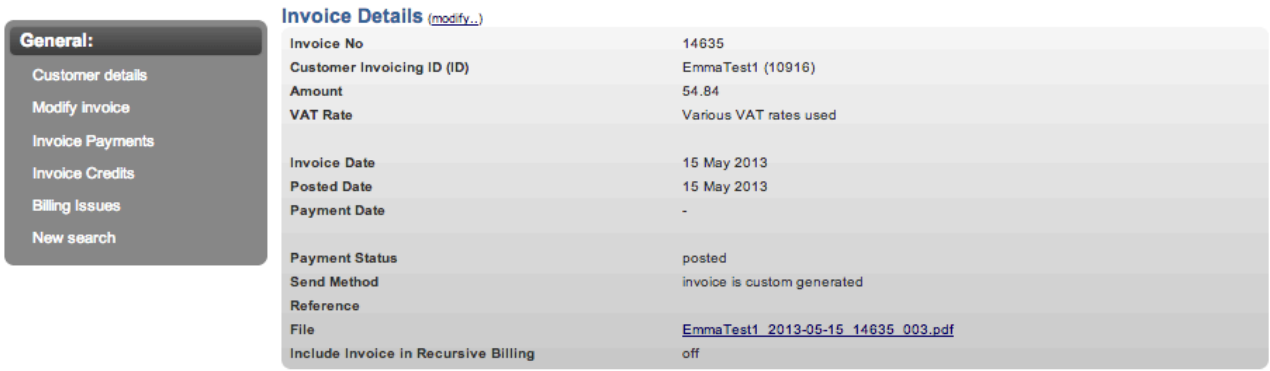

FIG 2.2.1-1. "INVOICE DETAILS" PAGE

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All of the above information can be readily accessed from the invoice details page (fig. 2.2.1-1). This page can be accessed in a few ways (a) use search form on the main *Invoice* page (b) from customers page (via ***Invoices details>>*** menu item) or by clicking on the E circle beside the invoice in "last 5 invoices" section and (c) via *Lodgements* page.

2.2.2 "MODIFY INVOICE" PAGE

The ***Modify Invoice>>*** menu item allows the user to modify certain invoice data (fig 2.2.2-1).

The user can change items which will not impact the underlying invoice process. It is also possible, in certain circumstance, to delete an invoice (i.e. only if there are no payments or credit notes issued against it). Fields that cannot be changed include ***Invoice No***, ***Customer Id***, ***Invoice date***, ***Total Net Amount***, ***Total [TAX] Amount***, ***Total Amount***, ***Reference***, and ***File name***.

Allowed changes include ***Posted Date***, ***Payment Status*** (but only to certain states), and ***Include Invoice in Recursive Billing***. The option including Invoice in Recursive Billing can also be modified. When trying to delete or credit an invoice the user will be prompted to confirm his/her actions.

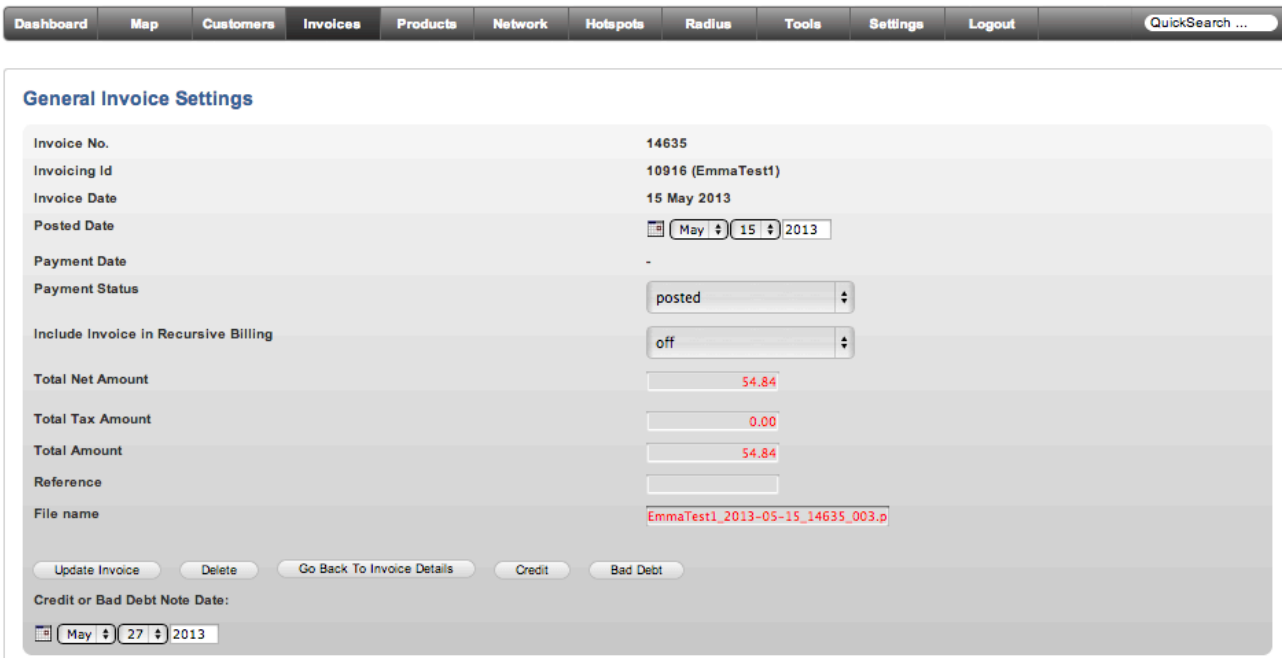

FIGURE 2.2.2-1. "MODIFY INVOICE" PAGE

2.2.3 "INVOICE PAYMENTS" PAGE

The "*Invoice Payments*" page (fig 2.2.3-1) may be accessed via "*Invoices details"* page (fig 2.2.1-1). One method to get to this page is to navigate to the ***Invoices*** tab and ***Search*** for a particular invoice. Next click on the invoice number and finally click on the ***Invoice Payments>>*** menu item.

This page shows the ***Payment Status*** of the specified invoice. The table will only be displayed for invoices which have lodgements against them. The table will show all lodgements that have been applied against the invoice. A pdf receipt may also be generated from this page. To download the receipt, just click on the icon in the ***Receipt*** column in the ***Payment positions*** *table.* Please note that a receipt template must first be created and add to your SIMPLer instance.

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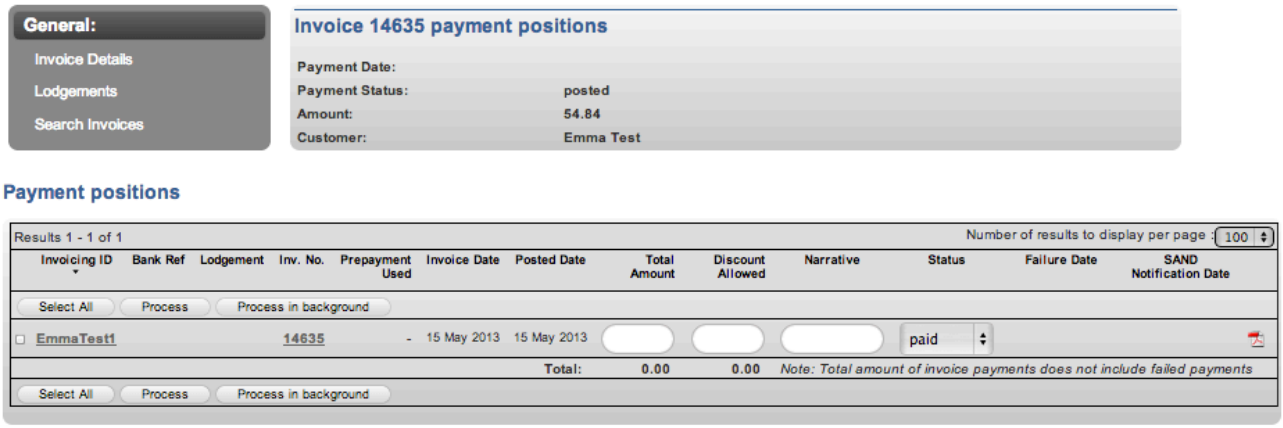

FIGURE 2.2.3-1 "INVOICE PAYMENTS" PAGE

2.2.4 "INVOICE CREDITS" PAGE

The "*Invoice Credits*" page (fig 2.2.4-1) may be accessed via the "*Invoice details"* page (fig 2.2.1-1) through the ***Invoice Credits>>*** menu item. This page shows information about the credits assigned to the selected invoice and any unassigned credits available to the customer.

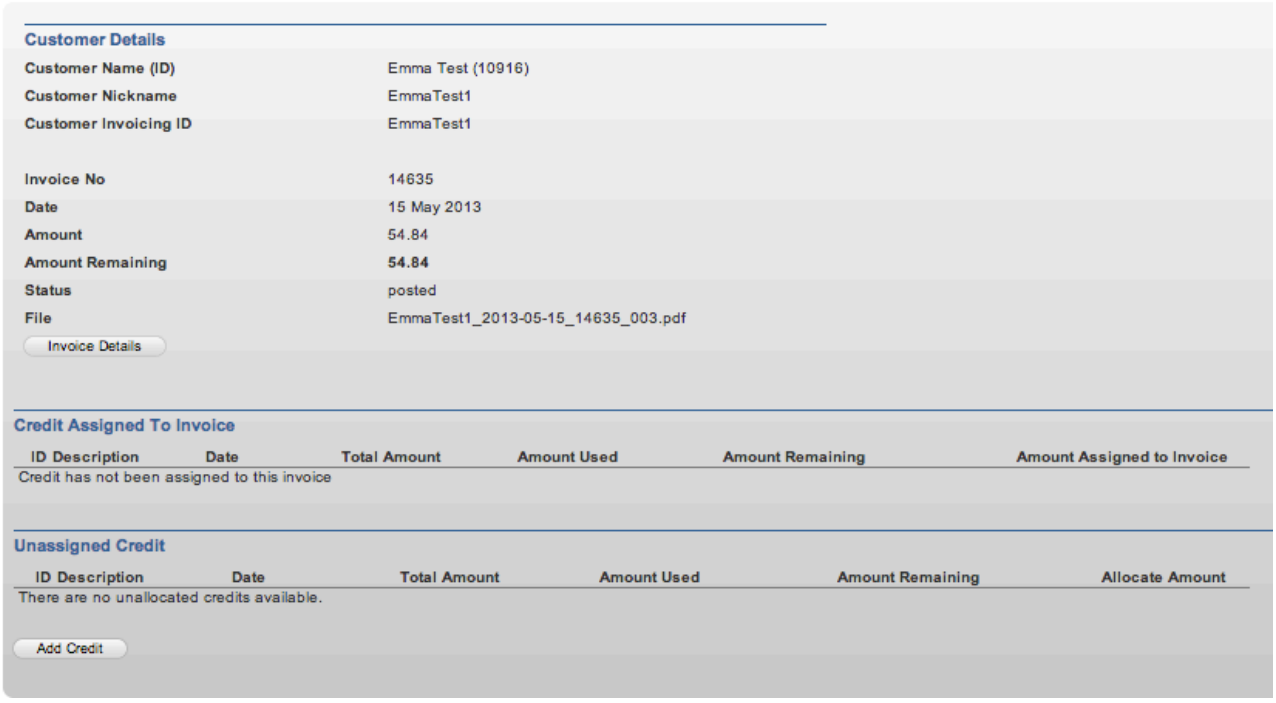

FIGURE 2.2.4-1 "INVOICE CREDITS" PAGE

2.2.5 "BILLING ISSUES" PAGE

The "*Billing Issues*" page (fig 2.2.5-1) may be accessed several ways.

First, it can be accessed through the ***Billing Issues*** menu item on the "*Invoice details"* page. Another method for getting to billing issues is to click the Billing Issues menu item directly from the *"Customer Details"* page. The previous two methods will limit the list of open issues to only those for the selected customer. A final method for getting to the "Billing Issues" page is through the main ***customers*** page (click the ***customers*** tab and then ***Billing Issues*** in the ***Maintenance Tasks*** section). This final method will retrieve a list of all open billing issues.

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The "*Billing Issues"* page shows a table with a list of open billing issues. As described above, this list can be for all open issues or just for a particular customer. The table consists of several parts:

- ***Status to be displayed*** dropdown menu
  - All – displays all billing issues
  - Open (default value) – displays only open issues
  - Closed – displays only closed issues
  - ***Type to be displayed***
  - ***Number of results to be displayed per page***
- ***Table columns***
  - Issue Number – unique ID for each issue
  - Customer – customer name
  - Folder – specifies the storage location of files associated with the customer (e.g. "c:/documents/jsmith01"). Field is used for reference purposes only.
  - Invoice ID – Only displayed if issue is against a single invoice
  - Date Reported
  - P: Priority – shows the set priority of the issue. It allows for the sorting of issues according to the importance. The range is 1 to 5, where 1 is the highest.
  - Description
  - Status
    - Open
    - DDM – Direct Debit Mandate (waiting for appropriate authorization papers)
    - Closed

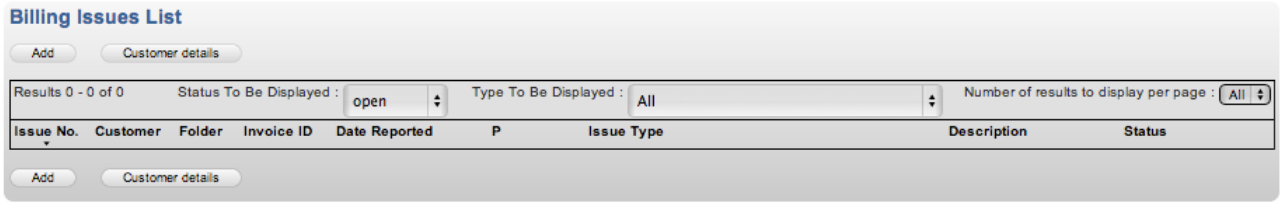

FIGURE 2.2.5-1 "BILLING ISSUES" PAGE

To add a new billing issue, click on one of the ***Add*** links locate above and below the billing issues table. It is not necessary to navigate to this page from a particular customer because there is a facility to choose the customer from a dropdown list. However, when navigating to this page from a particular customer's account the account will automatically associate with the new issue. Figure 2.2.5-2 shows the *"Adding a billing issue"* page. The process for creating an issue is as following:

- Choose the ***Customer's name*** from the first dropdown menu. As noted above the customer will be automatically selected if navigating to this page from the customer's account. The customer's name and nickname are listed in the dropdown list in alphabetical order based on first name.
- Choose the appropriate invoice from the ***Invoice ID list*** and click on the ***Add*** button. Multiple invoices can be added to the issue. The invoice here is characterized by "Invoice ID", "Issuing Date" and "Invoice State". This field is not required.
- After clicking the ***Add*** button, the invoice will appear in the ***Invoice ID*** dropdown menu. If a mistake is made select the invoice that was added in error and click ***Delete***.
- Fill in the following fields:
  - ***Date Reported*** – Defaults to the current date however the date can be changed.
  - ***Reported By*** – The user ID of the employee that is creating the billing issue. This field cannot be changed and it is populated automatically from SIMPLer.

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- ***Description*** – information about the current billing issue
- ***Resolution*** - Track the progress of an issue. This field is very useful when multiple users are dealing with a billing issue or if multiple steps are needed to resolve the issue.
- ***History*** – shows the ***Resolution*** history of the issue
- ***Priority*** - the user can set the priority for the issue. The default value is 3.
- ***Status*** - the user can choose the current status of the issue. The possible values are:
  - Open
  - DDM
  - Closed
- ***Date closed*** - allows the user to set the closing date of an issue

- After filling all of necessary fields above, click on the ***Update Issue Details*** button.

FIGURE 2.2.5-2 "ADDING A BILLING ISSUE" PAGE

2.3 INVOICE FLOW

Knowledge of the invoice state flow will assist with the rapid understanding of the Azotel SIMPLer billing process. The following are details of the key states of an invoice:

- **Posted** – Default state unless otherwise stated under WISP setup. Invoices in the "Posted" state will be emailed to the operator to be printed and mailed to the customer.
- **Emailed** – invoice has been emailed to customer.
- **Faxed** –invoice has been faxed to customer. Please note that the operator must print out and manually fax the invoice.
- **Under EFT** – Indicates that the invoice is under the EFT process. The state lasts for two days, after which the invoice is automatically moved to the "paid" state. The reason for this state is that EFT processing by the bank typically takes two days and the two day delay gives the opportunity to deal with failed EFT payments.

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- **Failed** – This state indicates that the payment for this particular invoice failed for some reason. Failed invoices can be process for payment again through any of the payment methods available.
- **Paid** – This state appears after an invoice has been fully paid, which means that payment totals equal the invoice total amount. The invoice is moved to this state immediately after entering payment data (which balances the invoice amount) or two days after EFT processing (there is no other option for EFT transfers, other than the full payment of the invoice).
- **Customer Follow up** – This is special state, which indicates, that a billing issue for this invoice exists and has to be followed up with the end-customer. After resolving the issue, the invoice state is changed to one of following: posted, paid, failed, half paid. It is very important to remember, that invoices in the "customer follow up" state are excluded from all EFT payment runs. This is to ensure that invoices with outstanding issues are not resubmitted to the bank, resulting in unwanted fees.
- **Credited** – This state indicates, that there was a Credit Note issued against this particular invoice. No further actions can be taken against the invoice.
- **Half Paid** – indicates that the invoice was paid in part and that there is still an amount outstanding to be paid. Does not indicate that half of the amount of the invoice has been paid just that a partial payment was made.
- **Credit Note** – That is a special state, which indicates that this invoice is a credit note, which excludes it from state flow.
- **Bad Debt** – Invoice written off as bad debt
- **Bad Debt Note** – Invoice is a bad debt note.

The invoice flow for non-EFT payments (fig 2.3-1) and EFT payments (fig 2.3-2) are shown below. Blue ellipses indicate the invoice states, where orange figures show the persons' (Customer, Operator, Bank) actions taken during the payment process.

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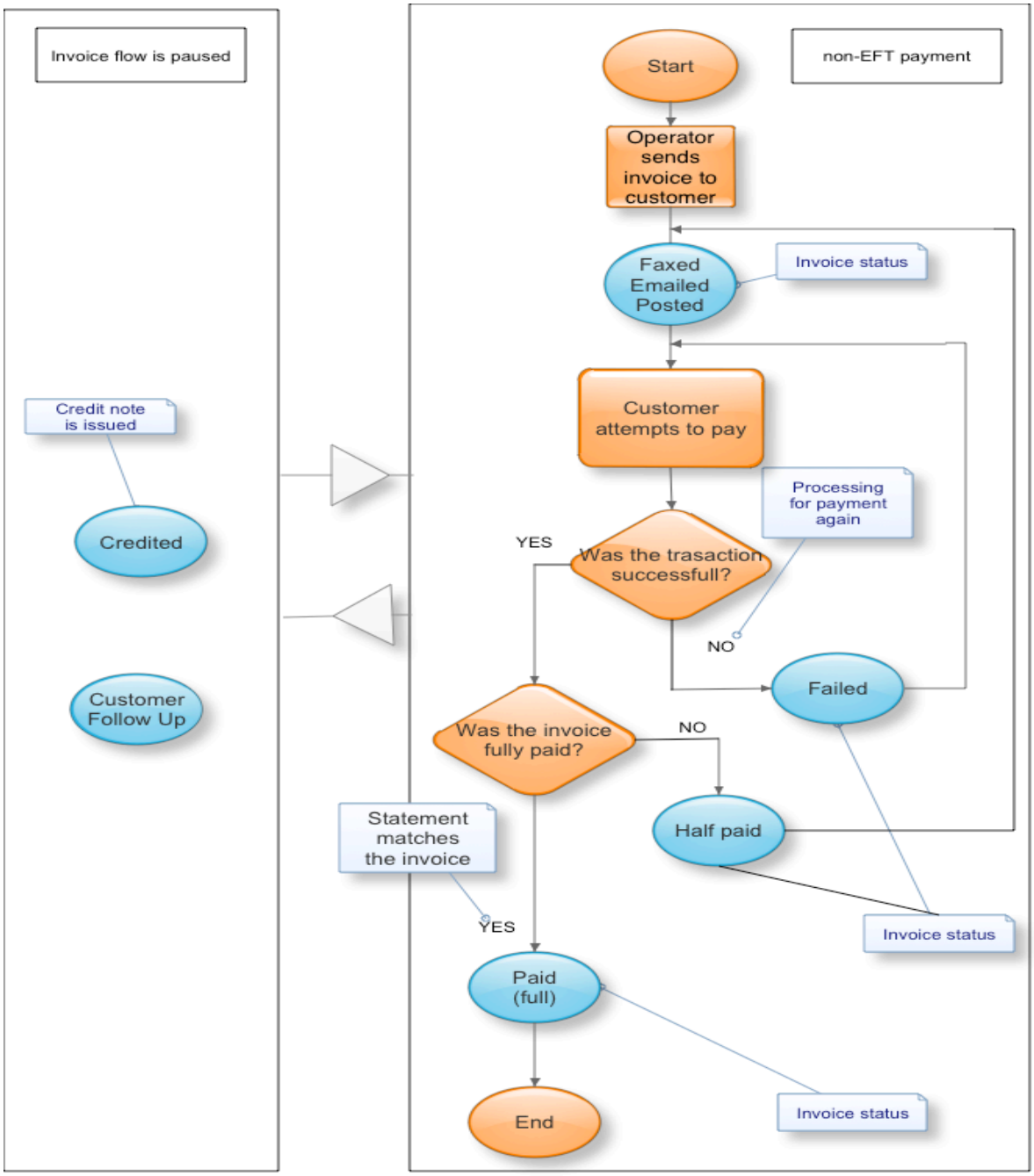

FIGURE 2.3-1 INVOICE STATE FLOW CHART FOR NON-EFT PAYMENT

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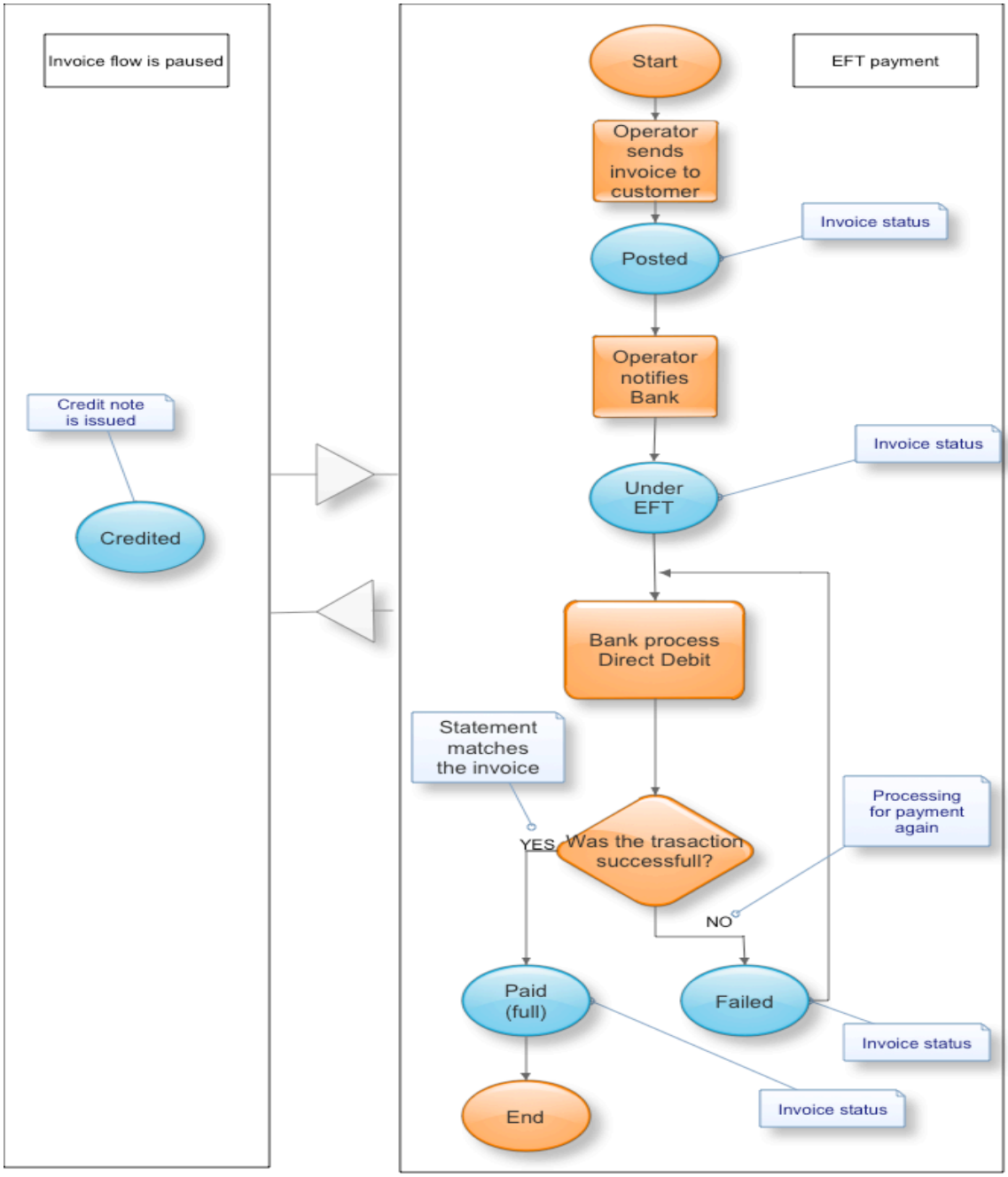

FIGURE 2.3-2 INVOICE STATE FLOW CHART FOR EFT PAYMENT

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3 INVOICING PROCESS

3.1 INTRODUCTION

As mentioned in *Section 1*, an understanding of the billing process is something that all SIMPLer operators should have. The automation in SIMPLer can save hours of labour spent entering customer data into accounting packages, maintaining customers' accounts, generating invoices, entering payment data etc. The fundamental principal behind SIMPLer is that an Azotel operator enters data once and once only. This is achieved via the integrated SIMPLer platform architecture.

The Invoicing process has been divided into three steps (fig 3.1-1):

1) ***Step 1: Generating*** – The creation of the customer invoices
2) ***Step 2: Clearing*** – Processing payments
3) ***Step 3: Error handling*** – Managing any errors that occurred during payment processing (i.e. EFT payment declined)

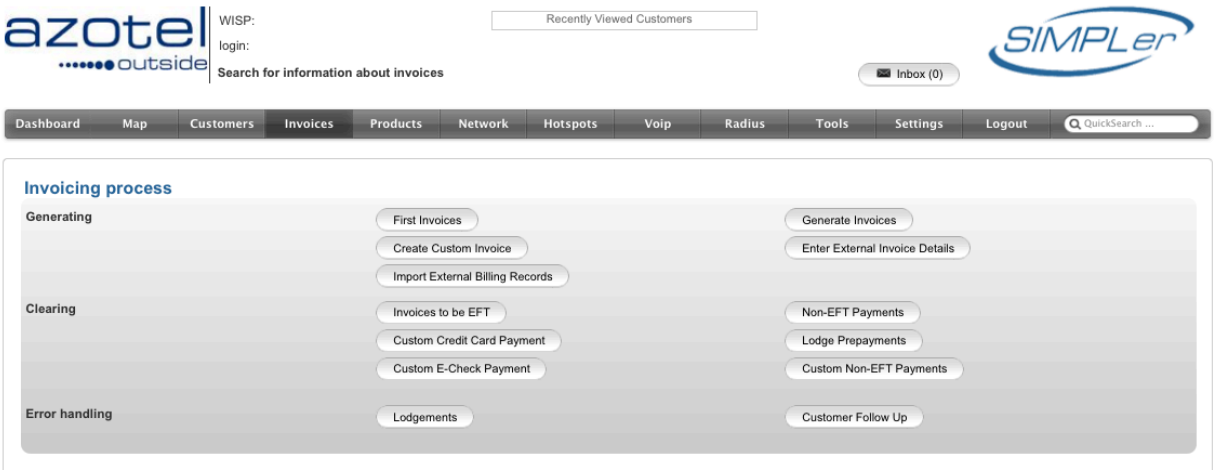

FIGURE 3.1-1 INVOICING PROCESS

3.2 STEP 1: GENERATING

All functionality involved in generating invoices, is gathered here. Basically there are two types of invoice generation possibilities:

- Automated process: ***First invoices*** and ***Generate Invoices***
- Manual process: ***Create Custom Invoice*** and ***Enter External Invoice Details***

In order to be able to issue an invoice the following customer criteria must be met before hand:

- The customer who is going to be invoiced must already have a customer account setup in SIMPLer
- The customer's ***Status*** must be set to *current* (only applies to automated processes) and an appropriate "start date" entered.
- The customer must have products assigned under subscription details (only applies to automated processes)

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For more details on customer accounts, please refer to the “SIMPLer Operators Manual”, chapter 5.

3.2.1 AUTOMATED INVOICE GENERATION PROCESS

The automated invoice generation process is a very useful process. It allows the operator to invoice customers who are setup for billing at set intervals. Invoices are generated automatically based on subscription details and frequency (period between issuing invoices). There is no need to search for a particular customer list that needs to be invoiced. The list of customers who need to be invoiced is automatically generated. As mentioned before there are two possibilities to trigger the “*Automated invoice generation”* process:

1) ***First invoices***
2) ***Generate invoices***

The ***First Invoices*** option, as the name suggests, is used to generate the first invoices for end-customers. The reason the system creates this separation at this stage in the process, is to allow the user to verify all details of the customer account before issuing the first invoice for an end-customer. For example, each of the following customer elements should be verified:

1) ***Subscription details***
2) ***Start Date***
3) setup costs (usually defined as a single cycle product under subscription details)
4) invoicing period (***Frequency*** of invoicing)
5) ***Billing Details*** (i.e. ***Credit Card*** or ***Bank Account Details***)
6) customer ***Name*** and ***Address***
7) customer ***Contact Details (in particular, address and email)***
8) invoice ***Send Method*** (i.e. e-mail, post, none)

The above verification procedure is probably the most important step in the end-customer setup procedure. In order to assist with finding customers with potential invoicing problems SIMPLer will highlight customers with issues (i.e. Send Method is set to e-mail but customer e-mail isn’t entered on their account). Once a customer’s first invoice is generated successfully all subsequent invoices will be generated in a similar way using the ***Generate Invoices*** process. Customer problems will be less likely for future invoice but issues will still be flagged if they occur.

Failure to verify the above information could result in billing issues and unnecessary queries from end-customers.

3.2.2 GENERATING FIRST INVOICES

The ***First Invoices*** page consists of three parts (fig 3.2.2-1).

- A ***General*** navigation menu in the top left corner of the page
- The ***Global Invoice Setup*** menu
- Main table with all information needed to issue one or more invoices.

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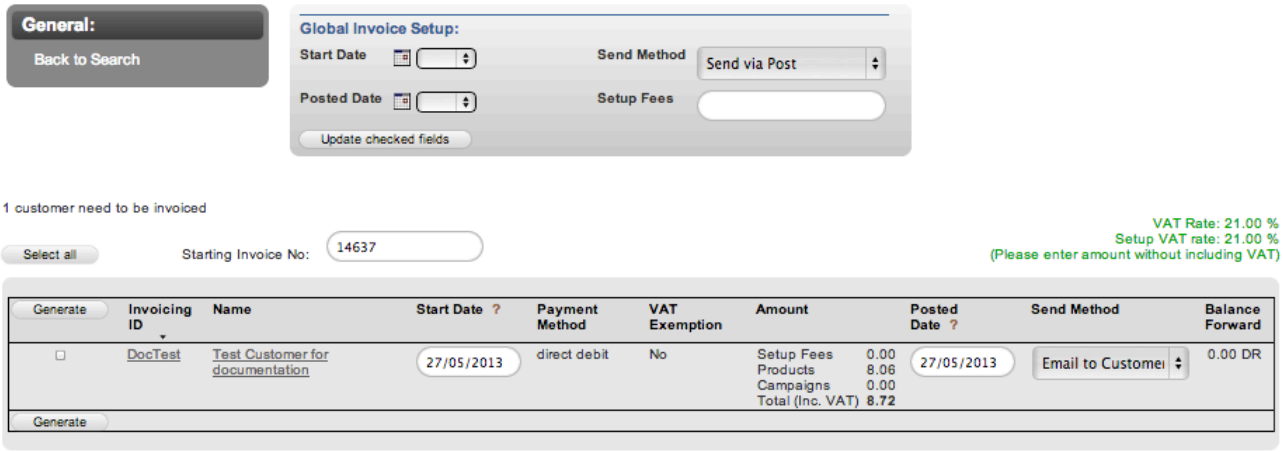

FIGURE 3.2.2-1 FIRST INVOICES

The ***Global Invoice Setup*** section is used to make rapid changes to all currently selected invoices. Fields that can be updated are:

- ***Start Date*** – Will update the start date of selected customers and also the invoice date of first invoices. **Note: adjusting start date will affect all subsequent invoices for the customer.**
- ***Posted Date*** – Date on which the invoice(s) were posted (default value is present day). It is not recommended to use a previous date as it could lead to confusion.
- ***Send Method*** – There are four send options:
    - "*email to* customer" – sends an email containing the generated invoice to each end-customer directly (using the e-mail field data from the customers ***Contact Details*** page). **Note: If an *Accounts Email* is specified under a customer's *Contact Details* the invoice will be sent to that address instead.** These invoices will also be included in an e-mail that is sent to the operator listing all generated invoices.
    - "*send via post*" – Includes the invoice in a PDF document which is e-mailed to the operator. The operator can then choose their preferred delivery system (i.e. post or fax). The operator may even choose not to send the invoice to the end-customer. The email will go to the operator "accounts email" as specified under global WISP settings. There is also an option to send to an FTP server.
        - Both "email to customer" and "send via post".
        - None: A PDF is generated on the customer's account.

- ***Setup Fees*** – allows the user to update the customer's ***Setup Fees***. This is available only when generating a first invoice. Note that we now recommend that setup is charged as a product of one cycle in the subscriptions.

Note: In order to propagate common settings to the selected customers it is necessary to press the *Update checked fields* button.

The most important part of any batch invoice generation is the contents of the generation table. Each row in the table represents a new invoice entry. The new invoices table consists of the following columns:

- ***Invoicing ID*** – Unique ID used in invoicing process for each customer. It may be different from the end-customer's nickname and/or customer ID.
- ***Name*** – End Customer's full name, used here for identification purposes only
- ***Start Date*** – Date on which the customer became active and date from which subsequent invoices are generated
- ***Payment Method*** – customer payment method (e.g. credit card, direct debit, cash etc.). The presence of this field can be useful for tracking new users who have selected direct debit but have

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yet to provide banking details. Additional tasks such as resending a Direct Debit Mandate with the first Invoice may need to be performed.

- ***[Tax] Exemption*** – it is common in some regions of the world that certain customers are VAT/TAX exempt. Exemptions are set under a customer's ***Billing Details***.
- ***Amount*** – This column contains invoice totals calculated from customer subscription details (***Products***), taxes, and ***Setup Fees***.
- ***Posted Date*** – Date invoice was generated. Defaults to current date. For customers receiving invoices by e-mail it is also the date the invoice gets sent out.
- ***Send Method***
- ***Balance Forward*** – Any outstanding balance that the customer is carrying forward (i.e. Imported balance from alternate payment system)

Only invoices with a selected checkbox will be generated. The ***Select All*** button is used to select all invoices that are correctly entered. If some data is missing or incorrect for a potential invoice (e.g. ***Subscription Details***, or customer is in "*customer follow up*" state) then the row background is highlighted with red and the corresponding checkbox cannot be selected. Hence, until customer issues are addressed rows highlighted in red will NOT be generated. The purpose of this check is to flag issues early so that corrective steps can be taken.

Finally, there is one more field, which is very important, especially when you are using an external accounting package: ***Start Invoice No***. The value of this field is auto-generated by incrementing the last invoice number. However, it accepts any input string, provided it ends with a number. For example, if "JAN10-1" is entered and an invoice with this number already exists, then the last numeric portion of the text will be incremented. For example, "JAN10-1" will become "JAN10-2" and if "2" is already in use then the next free number is found.

NOTE: When invoicing an end-customer for the first time, please verify that all user data is valid.

3.2.3 GENERATING NON-FIRST INVOICES

The "*Generate invoices*" page is for automated generation of all invoices, which belong to end-customers who have already been invoiced by SIMPLer. It's functionality and layout (presented in figure 3.2.3-1) is almost exactly the same as for "First Invoices" (figure 3.2.2-1).

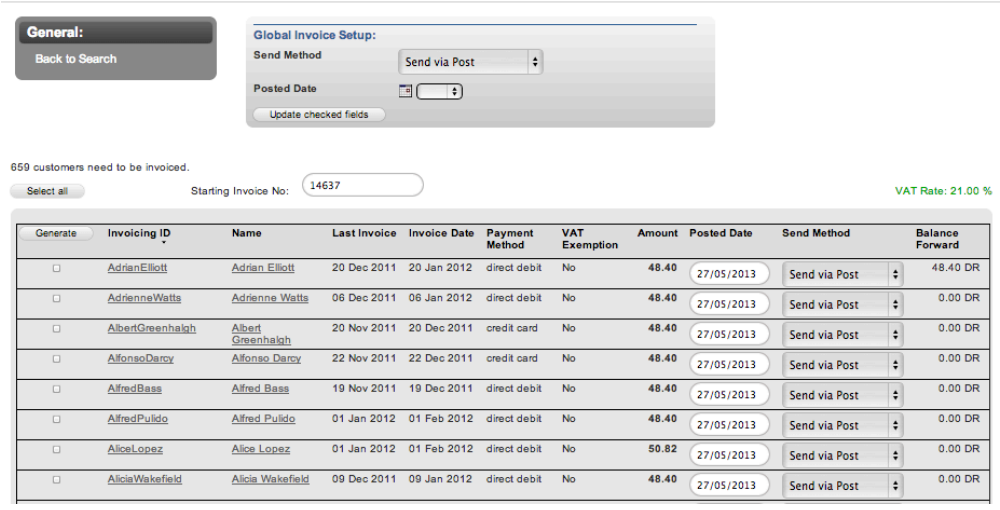

FIGURE 3.2.3-1 GENERATE INVOICES

"Generate Invoice" field descriptions:

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1) ***Invoicing ID*** – Unique ID used in invoicing process for each customer. It may be different from the end-customer's nickname and/or customer ID.
2) ***Name*** – Customer Name field, used here for identification purposes only
3) ***Last Invoice*** – date of last Invoice
4) ***Invoice Date*** – date of current Invoice
5) ***Payment Method*** – customer payment method (e.g. credit card, direct debit, cash etc.)
6) ***[VAT/Tax] Exemption*** – indicates whether or not tax is applied to end customer's invoice
7) ***Amount*** – This column contains invoice totals calculated from customer subscription details (***Products***) and taxes.
8) ***Posted Date*** – Date invoice was generated. Defaults to current date. For customers receiving invoices by e-mail it is also the date the invoice gets sent out.
9) ***Send Method*** – indicates method by which invoice is sent to the end user.
10) ***Balance Forward*** – Any previous balance from outstanding invoices.

After a certain period (determined by the ***Frequency*** under a customer's ***Billing Details***) from the date the first invoice was generated a new invoice can be generated.

NOTE: The invoice generation process can be schedule to run automatically. Speak with an Azotel representative to enable this option. Contact support@azotel.com with your request.

3.2.4 MANUAL INVOICE GENERATION

The manual invoice generation process allows the operator to bill the end-customer for services and/or products, which are typically non-recurring. There are two possibilities for this option:

- ***Create Custom Invoice*** (based on products already contained in SIMPLer).
- ***Enter External Invoice Details*** (enter an amount to charge that isn't linked to a product).

The result, in both cases, is an invoice entry and PDF file that contains the generated invoice details (ready to print).

3.2.5 CREATE CUSTOM INVOICE

This facility allows the user to generate a custom invoice for an end customer. The form consists of four parts: ***General*** menu with a link back to the ***invoice*** process page, ***General Invoice Settings*** (top), ***Products*** (middle) and ***Invoice Products*** (bottom) (fig 3.2.5-1). Alternatively, this page can be accessed from the customer details page by following the ***Custom Invoice*** link in the left hand navigation menu (or by using the QuickLinks under the billing details. This latter method is preferred as the system will then automatically select the appropriate customer, thereby limiting the possibility of errors.

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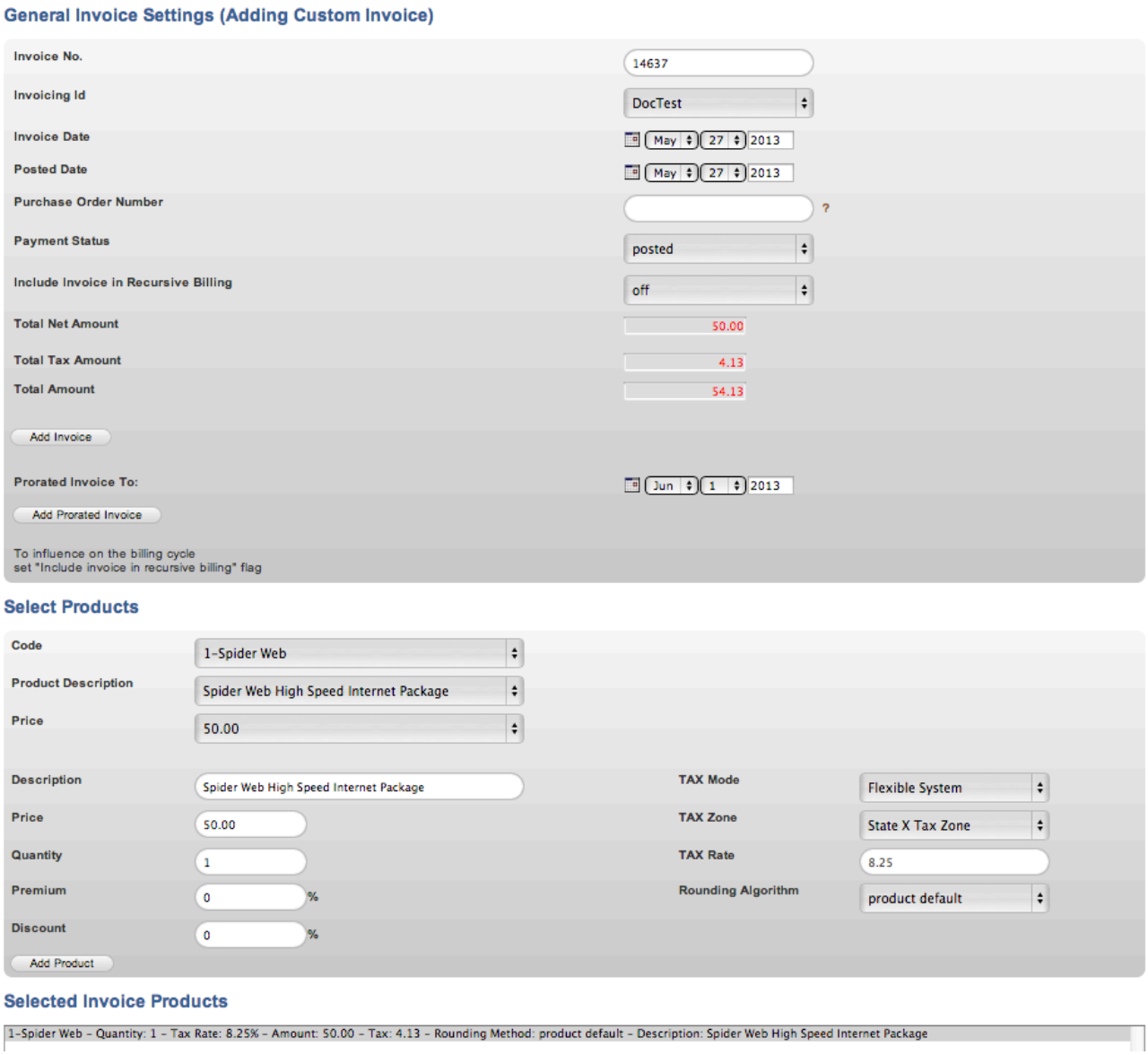

FIGURE 3.2.5-1. CUSTOM INVOICES PAGE

There are seven mandatory fields contained in the ***General Invoice Settings*** section:

- ***Invoice No*** – defaults to next available invoice number
- ***Customer Id*** – used to select the customer for whom the invoice will be generated. If this page is accessed via the Customer details page, then this field defaults to the current customer.
- ***Invoice Date*** – default value: current date
- ***Posted Date*** – default value: current date
- ***Payment status*** – default value: posted
- ***Include Invoice in Recursive Billing –*** default value: off. If this option is set to "*on*" the custom invoice generated will override the regularly occurring monthly invoice. This means a regular invoice for the current billing period will not be generated.

When issuing custom invoices, it is mandatory to add at least one product. This can be done under the ***Products*** section of the form. Fields under this section are as follows:

- ***Code*** – list of all active product codes
- ***Product Description*** (dropdown list) – detailed description of products
- ***Price*** (dropdown list) – prices for active products

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NOTE: The above fields are linked. If you select a code the matching description and price will be automatically selected. The same is true when selecting based on description or price.

- ***Description*** (text field) – Editable product description
- ***Price*** (text field) – Editable product price
- ***Quantity*** – number of products selected to add
- ***Premium*** – percentage markup on product
- ***Discount*** – percentage discount on product
- ***Tax Used –*** Specifies whether tax is taken from customer default or product default.
- ***Tax Mode –*** Default (as per global WISP settings), Flexible (as per defined Tax zone) or Fixed (can fix percentage on a per invoice basis.
- ***Tax Zone –*** *As per pre-defined tax zones.*
- ***Tax Rate:*** – Tax percentage applied to product. Defaults to product preset tax
- ***Rounding Algorithm*** – rounding method used to generate final price for product after applying premium, discount, and/or tax. Options include:
  - *product default*
  - *arithmetic*
  - *down*
  - *up*

Products can be selected by choosing either their ***Code***, ***Product Description***, or ***Price***. At this point the ***Description*** and ***Price*** text boxes will be automatically populated. The addition of the ability to edit a product's description/price on a per invoice basis is key to the flexibility of custom invoice generation for billing of third party services. An operator can now add a onetime charge, with a description and price of their choosing, as opposed to sending out invoices from different system. After adjusting all the different details, as required for the custom invoice, click the ***Add Product*** button to add the details to the ***Invoice Products*** list. At this point the invoice still hasn't been created. Multiple products can be added to the invoice by selecting them from one of the dropdown list and clicking the ***Add Product*** button again. If a product is added to the ***Invoice Products*** list in error the user only needs to select the erroneously added product in the list and then click the ***Deleted Selected*** button. When the appropriate products have been added to the list, and all general settings are correct, click the ***Add Invoice>*** button to generate the custom invoice for the selected customer.

If no products are added to the ***Invoice Products*** list an error message is displayed (fig 3.2.5-2) preventing the invoice from being generate.

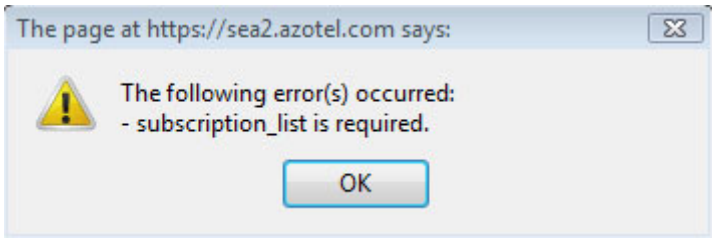

FIGURE 3.2.5-2: NOTIFICATION OF SUBSCRIPTION LIST REQUIREMENT

3.2.6 ENTER EXTERNAL INVOICE DETAILS

This facility is used to enter basic invoice details in to the SIMPLer financial system, without the need to generate an actual invoice. Typically, the invoice would have been created by an external package. An example usage of this system is where the user wishes to use SIMPLer's payment options (i.e. direct debit and credit card processing) to process payments from external systems outside the normal mechanism.

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Fields are as follows (fig 3.2.6-1):

- ***Invoice No.***
- ***Customer Invoicing Id***
- ***Invoice Date*** - Defaults to the current date
- ***Posted Date*** - Defaults to the current date
- ***Payment status:***
  - posted
  - emailed
  - faxed
  - credit note
  - bad debt note
- ***Include Invoice in Recursive Billing*** – As with custom invoices if this option is "*on*" the invoice will override the regularly generated invoice for the billing period specified by the ***Invoice Date***
- ***Total Net Amount*** – Amount for invoice before taxes
- ***[VAT] Rate*** – VAT/Tax rate expressed as percentage
- ***Total [Tax] Amount*** – Tax amount expressed in currency
- ***Total Amount*** – Net amount plus Tax amount

Once all data is entered click the ***Add Invoice*** button. The invoice will be added to the selected customer's account. A PDF version of the invoice will *NOT* be generated as the use of this system assumes an invoice was already generated and sent to the customer by a third party system. Invoice number, VAT rate, payment status and date fields are filled with default values when loading the page.

FIG 3.2.6-1: EXTERNAL INVOICE PAGE

3.2.7 SHOW PAYMENTS ONLY BEFORE ACTUAL INVOICE DATE

A new option has been added under the global WISP settings in SIMPLer (Settings -> Modify WISP) which allows Operators to show on their invoices payments that are only before the actual invoice date. It means that if some payment has been added to the system with a future date and an invoice is generated only payments that are earlier than the invoice date will be shown.

To enable this feature please follow the following steps:

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Step One: Go to Settings --> Modify WISP on your instance. (See Fig. 3.2.7-1)

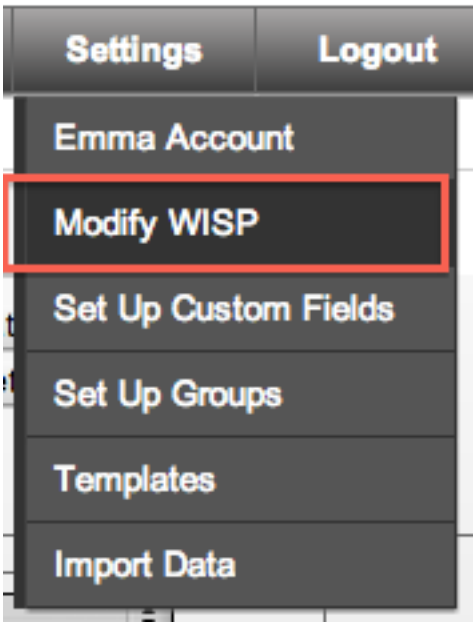

Fig 1-1 Modify WISP

Step Two: Scroll down to the SIMPLer Settings sub-section on this page and you will find the option "Billing - Invoice - Show only payments made before actual invoice date". (See Fig.3.2.7-2). Set this to "on".

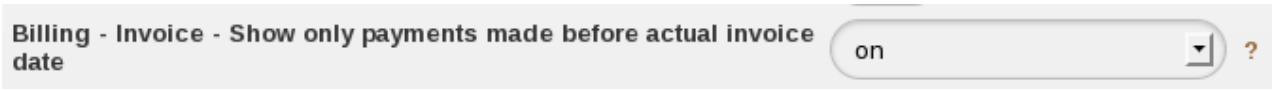

Fig 2-1 Show payments before invoice date

Step Three: Update WISP on the top or bottom of this settings page. (See Fig Fig.3.2.7-3). This will now apply to your invoices going forward.

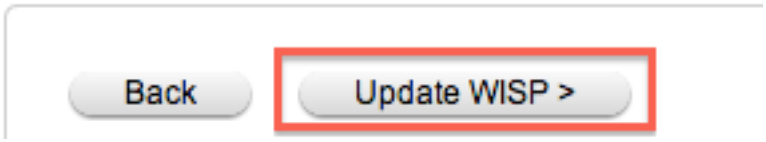

Fig 3-1 Update WISP

3.3 STEP 2: CLEARING

The invoice ***Clearing*** section is used for processing payments. The sections are:

- ***Invoices to be EFT*** – used for processing payments via Direct Debit (or **E**lectronic **F**und **T**ransfer). Payment is initiated by the user (operator).
- ***Non-EFT Payments*** – Cash, Cheque, online payments, sometimes credit card payments received in another system. Payment is initiated by the end-customer.
  Note: This process does NOT submit CC payments to a payment gateway (e.g. Authorize.net).

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- ***Custom Credit Card Payments*** –used to process credit card payments.
- ***Lodge Prepayments*** –payment initiated by the user.
- ***Custom E-Check Payments*** – used to process E-check payments.
- ***Custom non-EFT payments*** – Logs payments to a table to reflect batch payment receipt. **Note: This process does NOT submit CC payments to a payment gateway (e.g. Authorize.net).**

It is **essential** to clear invoices in a timely manner in order to maintain an accurate debtor's ledger. Use of this system to track all payments allows the Operator to get an accurate picture of current outstanding debts.

3.3.1 INVOICES TO BE EFT

The EFT (Electronic Fund Transfer) payments form is used to generate CSV files for EFT processing. The generated "winbits" file is uploaded to/imported into external software provided by operator's bank to issue direct debits automatically.

Note: the format of the CSV file varies from bank to bank so it is important to provide a sample to Azotel to incorporate into SIMPLer.

EFT payments greatly simplify payment handling for both the Operator and the End Customer. Another advantage of the EFT payments process is that the correct amount is always taken, so the problem with discount handling simply doesn't exist. Currently, fifteen banks are supported as well as Authorize.NET and IP Pay for eCheck processing. Adding additional bank interfaces is a straightforward process so they can be added quickly.

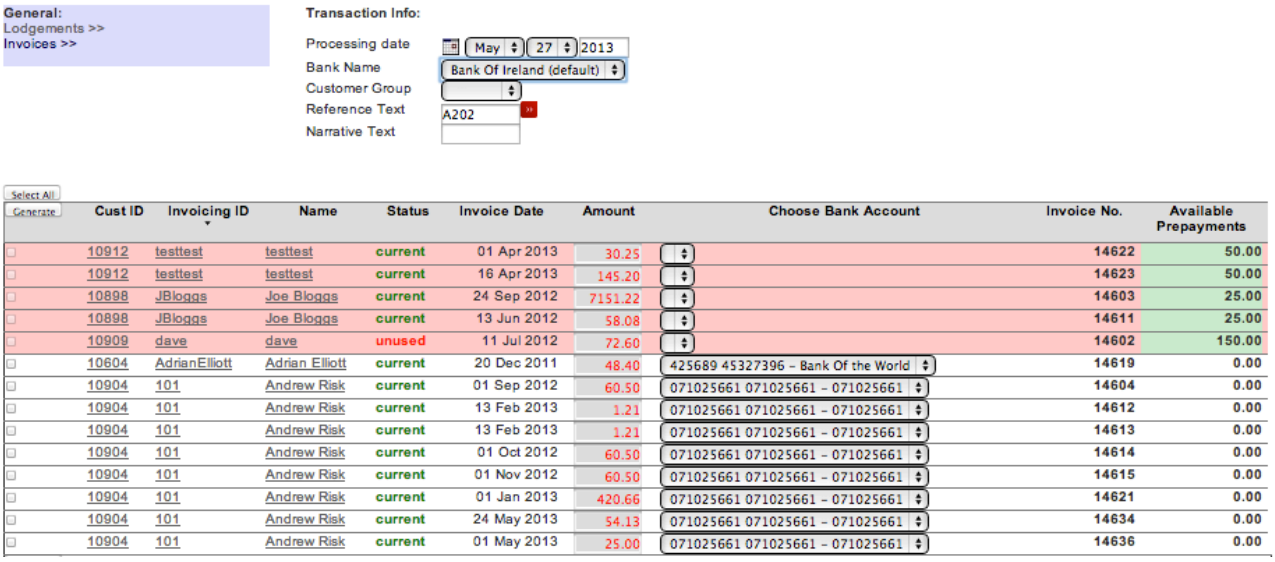

FIGURE 3.3.1-1: EFT PROCESSING PAGE

The "EFT processing" form, which can be accessed from the Invoices page, consist of two basic parts: (a) ***Transaction Info*** and a (b) potential payments table. Each potential EFT payment run has a set of mandatory transaction information such as ***Processing Date, Bank Name*** and ***Reference Text***. These must be entered in the ***Transaction Info*** section of the page. These fields are filled in with default values (i.e. current date, default bank selected on global WISP setup page and incremented reference label).

An EFT payment must contain at least **one** valid payment entry, which can be selected from the potential payments table. Each row in this table represents an unpaid invoice. Before generating the winbits file, it is important to ensure that all essential data, such as **Bank Sort Code**, ***Bank Account Number***, ***Bank Online***

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Reference, and ***Bank Account Name***, are correct (depending on your region these columns may have different names). Failure to do so may result in an invalid winbits file, which could be rejected by the bank. If one or more of the above fields are missing from a customer record the SIMPLer software will not allow the row to be selected for inclusion.

Note: Some regions have legal restriction on how early after an invoice is generated that it can be submitted for EFT. For example in Ireland the Invoice Date must be over 14 days old. This option can be set under the global WISP settings (fig 3.3.1-2).

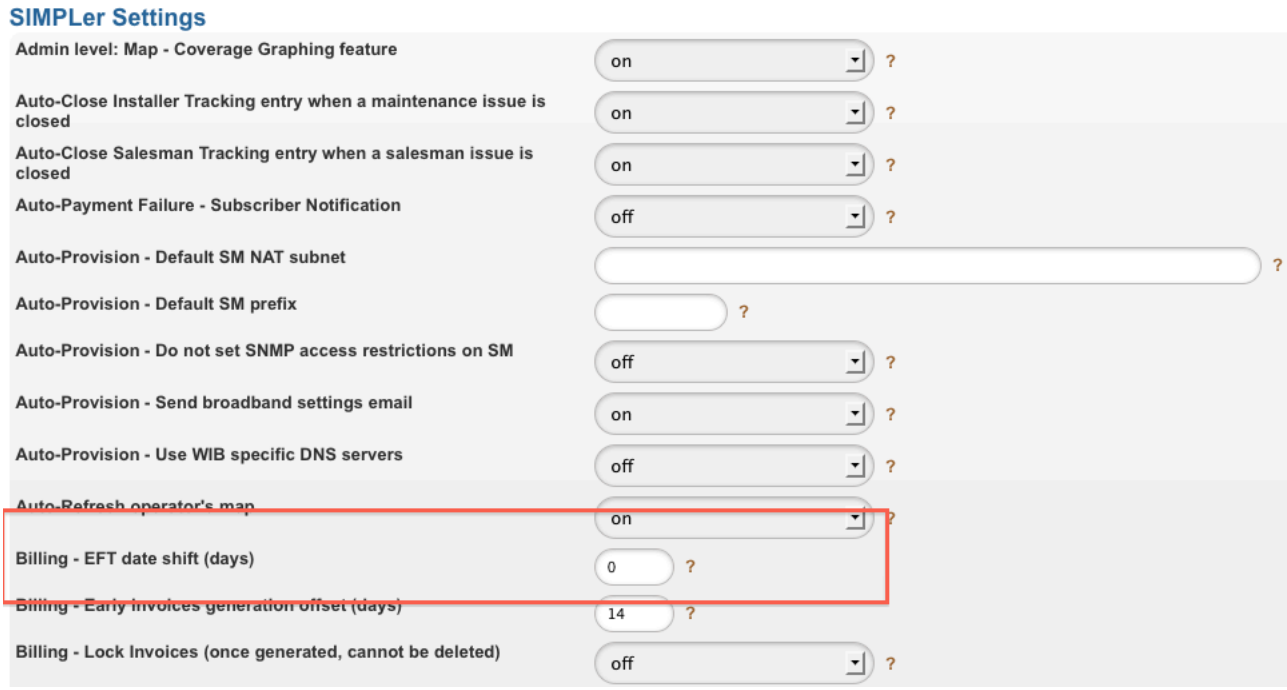

FIGURE 3.3.1-2: SIMPLER SETTINGS – EFT DATE SHIFT

CLICKING THE "*SELECT ALL*" BUTTON WILL ONLY SELECT VALID ROWS. HENCE THE PROCESS OF GENERATING EFT PAYMENTS IS GREATLY SIMPLIFIED AND LESS PRONE TO ERRORS.

After filling in all the information properly and clicking the "*Generate*" button, a winbits file is created and sent to the operator's email. By default the winbits file is sent to the address(es) specified in the ***Accounts Email*** field for ***Contact Details*** on the global WISP setting page. If no accounts email is specified the file is sent to the general ***Email*** address(es). The status of all selected invoices will be set to "*Under EFT*" for a period of 48 hours after which they will automatically switch to "*Paid*" unless the operator fails the payment. This delay give the operator a chance to receive confirmation from the bank and deal with failed payments.

3.3.2 NON-EFT PAYMENTS (CASH/CHECK PAYMENTS)

Non-EFT processing, in many ways, is very similar to the handling of EFT payments as described above. However, in the case of cash, cheques and online payments, there is no need for the creation of a winbits file. The page for issuing "Non-EFT payments" (figure 3.3.2-1) has a very similar layout to the EFT payments page. Only the table columns have changed, as there is no need to display customer banking details. All non-EFT payments, as well as EFT payments, have a ***Processing Date***, ***Payment Type*** and ***Reference Text*** fields. Default values are provided; however, ensure that all fields are correct. Once the lodgement is created these fields **cannot** be changed.

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When processing a non-EFT payment, all invoices are shown in the table, so we strongly advise not to use the "*Select All*" button. The preferred way is to select checkboxes manually for each invoice against which a payment was issued. Only select those invoices whose payment method matches the currently selected ***Payment Type***. Payment types cannot be mixed in one lodgement.

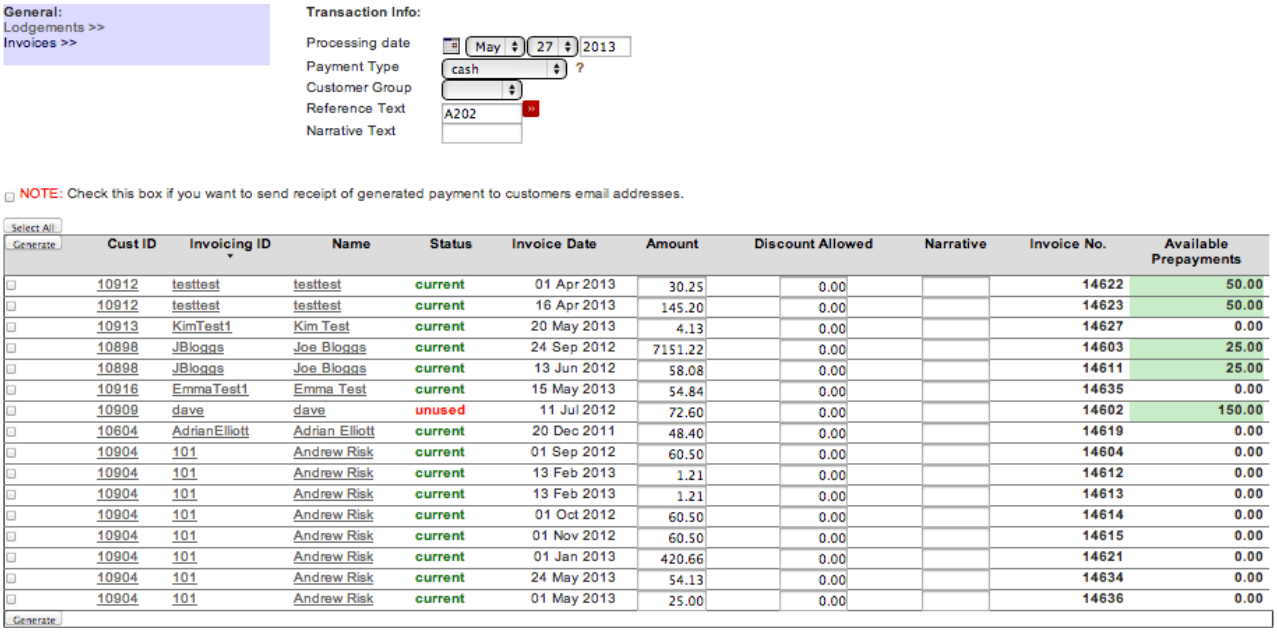

FIGURE 3.3.2-1: NON-EFT PAYMENTS PAGE

The SIMPLer platform also supports partial payments. While the ***Amount*** field for each invoice defaults to the total invoice amount, the user/Operator has the ability to change this amount, hence allowing partial payments. The payment of the remaining balance can then be processed via subsequent "Non-EFT payments" or by the customer themselves through the EUP. Note that to add a payment of a higher value than the invoice amount you must do so via "custom non EFT payments". Non EFT payments is for invoice amount or less.

The SIMPLer platform also supports a ***Discount Allowed*** functionality. Should a customer not pay an Invoice in full (typically a few pennies/cent short), the balance should be entered in the ***Discount Allowed*** field. All amounts from this field will be processed and the tax/vat, sales, bank and debtor figures will be automatically adjusted accordingly.

Note: This process does NOT submit credit card transactions to a payment gateway (e.g. Authorize.NET). It is used simply to reflect external payments received outside of SIMPLer.

3.3.3 CUSTOM CREDIT CARD PAYMENTS

The ***Custom Credit Card Payments*** page was designed to help quickly process credit card payments. The page consists of three main sections (fig 3.3.3-1): (a) a ***Custom Credit Card Payment*** section, (b) ***Financial Summary*** section and (c) the table listing last 5 invoices for the customer selected in section (a).

The page consists of the following fields:

a) Custom Credit Card Payment Section

1) ***Customer*** – Select Customer from a drop-down list
2) ***Type*** – Which payment type (will be credit card)
3) ***Credit Card*** – Select the credit card to be used for the transaction. (Prior to accessing this page

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you must make sure credit card details have been added to the customer's account)

4) ***Payment Interface –*** Shows which interface the transaction will go through, e.g IP Pay, Authorize.net.
5) ***Date*** – Will default to today's date.
6) ***Amount –*** Amount to be processed on this customer's card.
7) ***Card No*** – Customer credit card number (masked for security)
8) ***Reference Text*** – The reference for this lodgment.
9) ***Narrative Text*** – You may have another reference to use for the transaction.

b) Financial Summary Section

10) ***Prepayments –*** Prepayments remaining on account for customer selected in section a)
11) ***Credits –*** Credits on account for customer selected in section a)
12) ***Customer Balance –*** Current balance for customer selected in section a)

c) Last 5 Invoices Section – Shows details of last 5 invoices for customer selected in section a)

To process a payment you must select a customer, enter the correct amount, date, reference, correct credit card to be processed and click on the ***process payment*** button. Your payment should be reflected in SIMPLer and in your payment gateway.

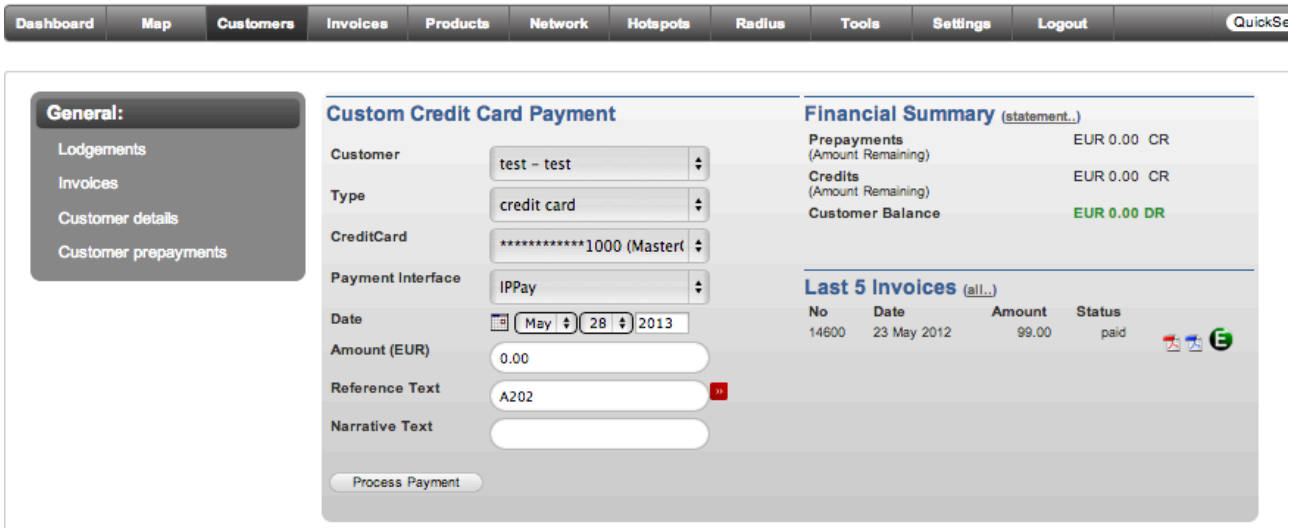

FIGURE 3.3.3-1 CUSTOM CREDIT CARD PAYMENTS PAGE

3.3.4 LODGE PREPAYMENTS

The prepayments page allows the user to lodge prepayment credits against an unpaid customer invoice to either pay it fully or partially. In the unlikely event that multiple unpaid invoices exist only the oldest invoice is displayed and prepayments must first go to the oldest invoice before paying off any others. Prepayments must first be added to a customer's account by going to the customer's details page and then selecting ***Prepayments*** from the ***Invoicing*** section of the left hand menu. More information about prepayment generation can be found in section 3.5 of this document.

The ***Lodge Prepayment*** page, similar to all other pages in the ***Clearing*** section, consists of: (a) a General menu with links to other relevant invoicing sections and (b) a table listing available prepayments (fig 3.3.4-1). The table shows all the information required to lodge a prepayment against an invoice:

1) ***Customer Invoicing ID (ID)*** – Shows both Invoicing ID and customer ID as they may differ
2) ***Customer Name***
3) ***Invoice Number***
4) ***Invoice Date***

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5) ***Invoice Amount Remaining*** – The amount remaining to be paid on the invoice
6) ***Prepayment ID***
7) ***Prepayment Amount Remaining*** – A single prepayment can be divided up among multiple invoices
8) ***Lodgement Date***
9) ***Lodgement Amount*** – Cannot exceed the ***Prepayment Amount Remaining*** or the Invoice ***Amount Remaining***, otherwise the system returns an error
10) ***Lodgement Reference Base***
11) ***Lodgement Type***

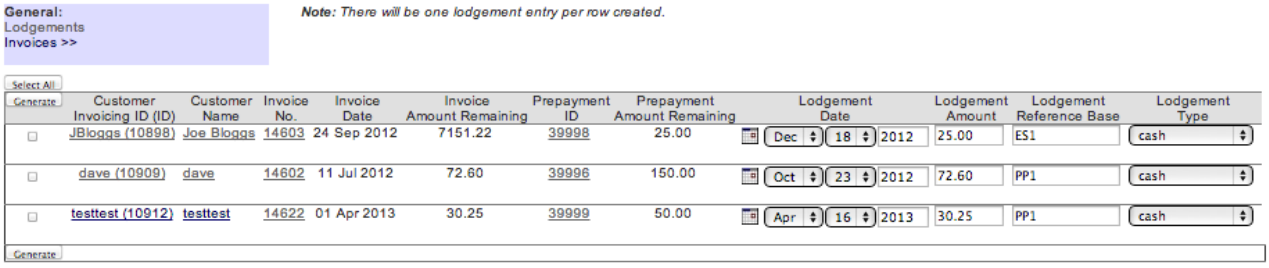

FIGURE 3.3.4-1 LODGE PREPAYMENTS PAGE

3.3.5 CUSTOM E-CHECK PAYMENTS

The Custom E-Check payments page allows customers to quickly process E-check payments through their payment gateway. It can be used only with certain payment gateways such as IP Pay and Authorize.net. The layout is very similar to the layout of the custom credit cards payment page as described in section 3.3.3.

To use this you must select a customer with a valid bank account on file. Select the correct bank account, payment interface, date, amount and reference and hit the ***process payment*** button. The payment will be reflected in SIMPLer and in your payment gateway.

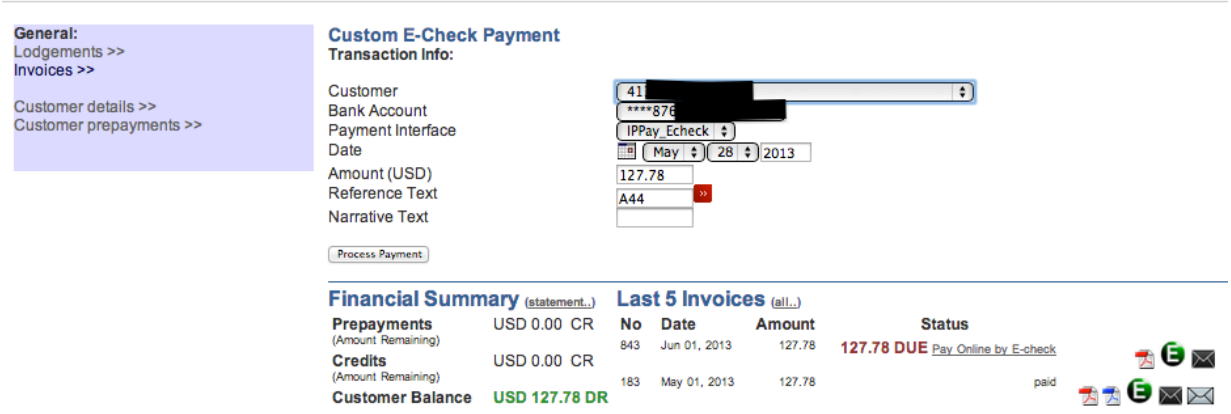

FIGURE 3.3.5-1 CUSTOM E-CHECK PAYMENTS PAGE

3.3.6 CUSTOM NON-EFT PAYMENTS

The Custom Non-EFT Payments page allows the user to log a number of different payments in the one lodgement. The difference between this tab and the Non-EFT Payments tab described in section 3.3.2 is that using this tab we are not concerned about which invoice will be paid off with our lodgement. The money lodged will go to the oldest invoice first. Any remaining money will be allocated to the prepayments table. The layout of the custom non EFT Payments section can be sign in figure 3.3.6-1.

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To add a new payment position to the table you must start typing your customer's name in the Customer Name box and it should appear. Then add your payment amount and narrative, click add. Do the same for any other payments you wish to log here. Choose the correct processing date, payment type, reference and add some narrative text if needed.

Payments will not be logged until you hit generate.

Note: This process does NOT submit credit card transactions to a payment gateway (e.g. Authorize.NET). It is used simply to reflect external payments received outside of SIMPLer.

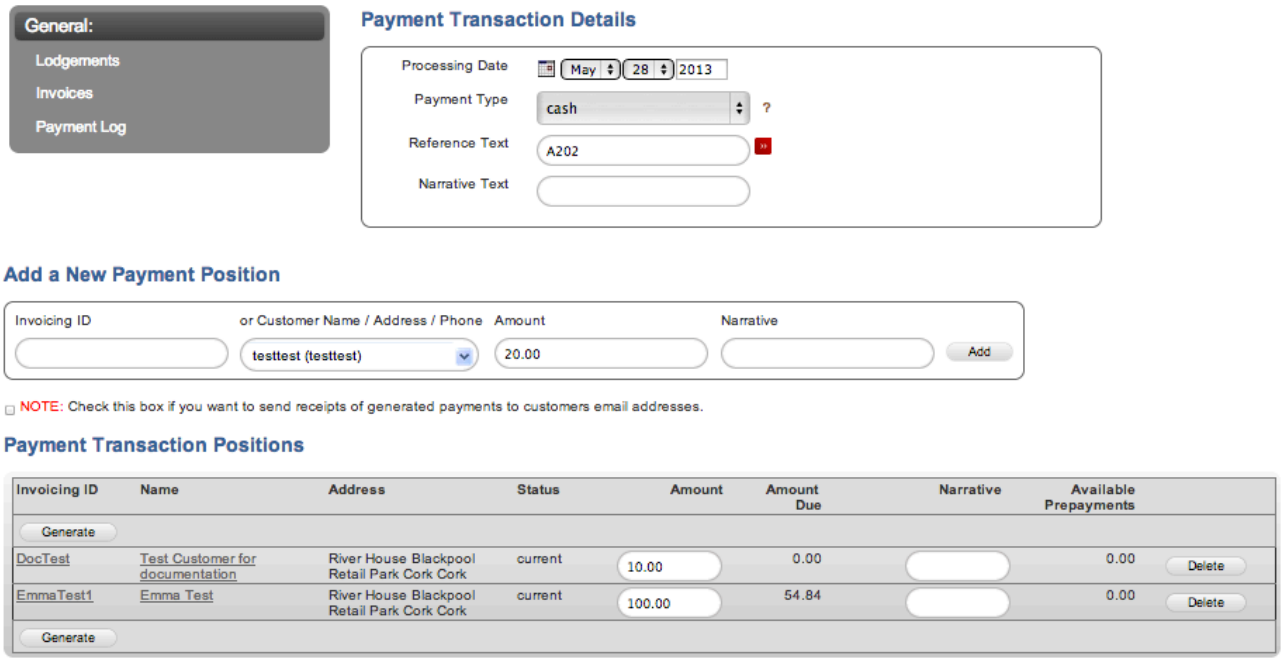

FIGURE 3.3.6-1 CUSTOM NON-EFT PAYMENTS PAGE

3.4 STEP 3: ERROR HANDLING

Should a lodged payment fail, it needs to be tracked and processed. For example, if an invoice was processed *under EFT* and it subsequently transpires that this payment failed, it is essential to move that invoice payment from "paid" to the "failed" state.

There are two functional error handling process:

- ***Lodgements***
- ***Customer Follow Up***

3.4.1 LODGEMENTS

The starting area for error handling operations is the ***Lodgements*** page (fig 3.4.1-1). The table consists of rows representing all payments entered into system. Each row summarizes the more important information about the lodgements such as:

- ***Ref.*** – reference code
- ***Payment Type***
- ***Date*** – date payment was lodged
- ***Total Amount*** – the total amount of all payments within the lodgement
- ***Failed Amount*** – the total of all payments within the lodgement that have failed
- ***Winbits File*** – a link to re-download a generated winbits file

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- ***Narrative*** – a short note about the lodgement
- ***Details*** – a link to a list of payments contained in the lodgement

An option is available to limit the number of results per page or display "All" results. The results can also be sorted by clicking on the column heading.

Note: The amount column displays the total amount of all payment positions regardless of their status (paid or failed).

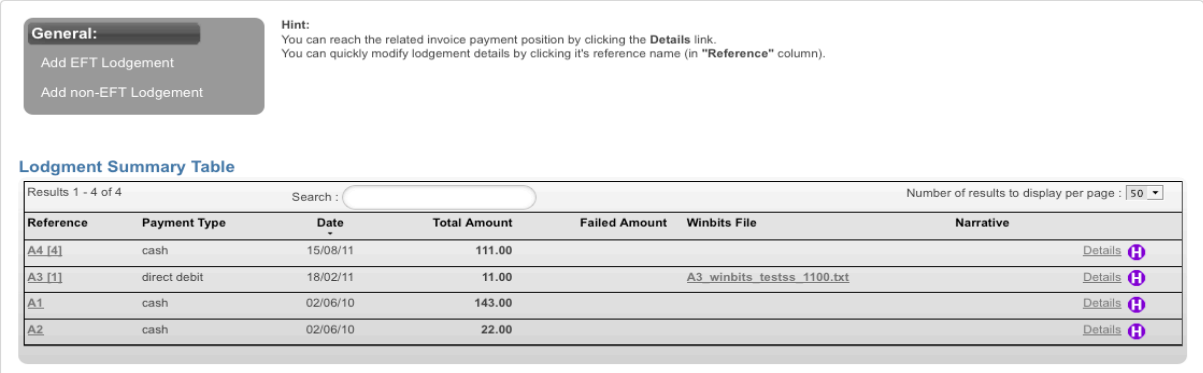

FIGURE 3.4.1-1 LODGEMENTS START PAGE

There are two options for each row to drill down for further details. First is general lodgement details can be modified by clicking on the associated reference code in the ***Ref.*** column.

The following three lodgement details can be changed via the *Modify lodgement* page (fig 3.4.1-2):

- ***Narrative***
- ***Payment type*** - for non-EFT payments only
- ***Payment Date***

A lodgement can also be deleted from this page if it was generated in error.

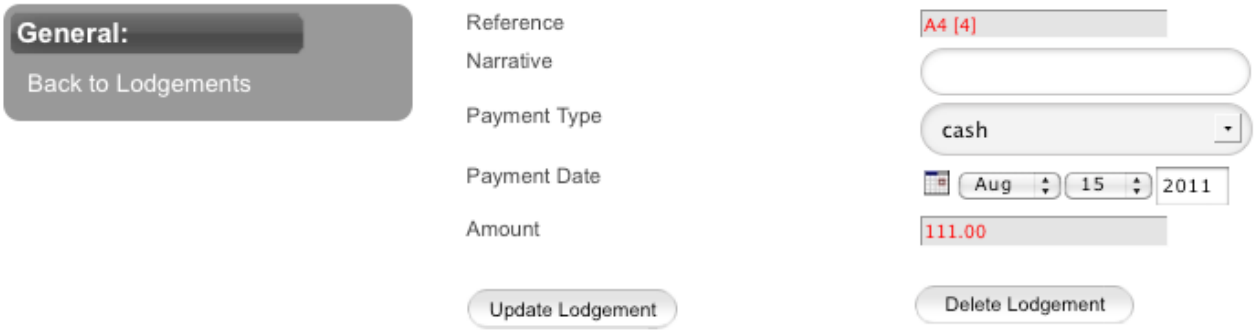

FIGURE 3.4.1-2 MODIFY LODGEMENT PAGE

The second option is to go to the lodgement payment details page (fig 3.4.1-3) by using the ***Details*** link.

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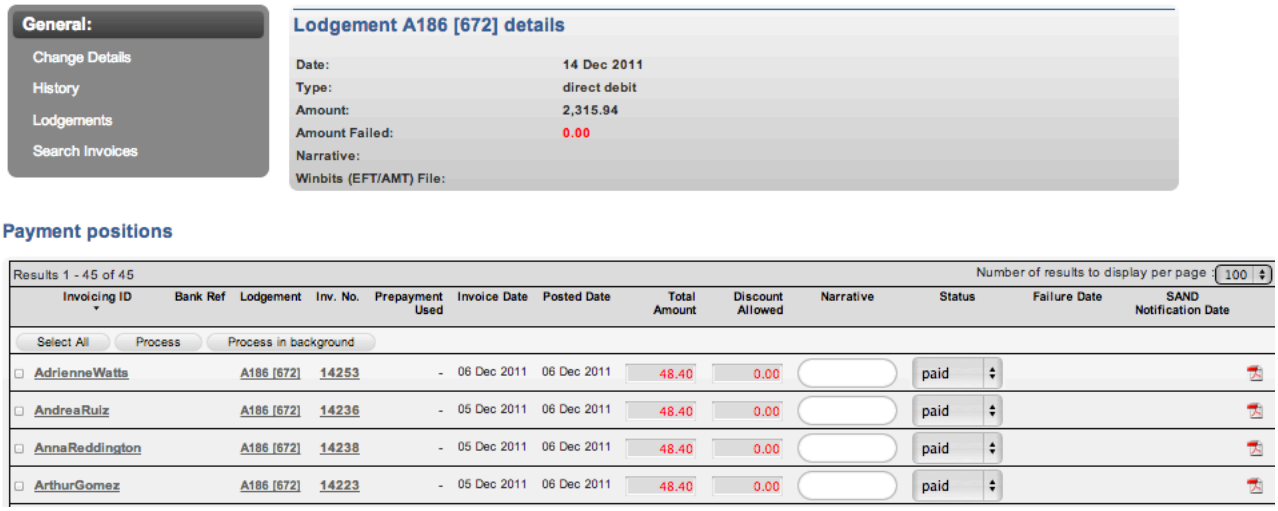

FIGURE 3.4.1-3 LODGEMENT PAYMENTS PAGE

All payment details for the particular lodgement are listed on this page. The table contains all the details for the individual payment and can be used to make changes to selected payments. Each payment can be in only the following states: "*paid*"**,**"*failed*" or "refused". The default state for all payments is paid.

Should a payment fail (i.e. a cheque bounces or a direct debit refusal notification is received), the status of the associated payment needs to be updated in the SIMPLer database. If the payment is not "failed" the SIMPLer system will treat the payment/invoice as "paid" and the problem will not be highlighted until such time as bank reconciliation takes place.

Note: A Failure Date is required or the payment status will not change to "failed", and another lodgement for that particular invoice won't be able to be processed.

The other possibility from this page is to correct a payment's ***Total Amount*** (only for non-EFT payments) if it was entered incorrectly.

A receipt for the payment may also be downloaded by clicking on the PDF icon in the ***Receipt*** column.

3.4.2 CUSTOMER FOLLOW UP

This page (see figure 3.4.2-1) was created to have a quick access to invoices which are in the customer follow up state. This state is used when a billing issue for the invoice exists and it has to be followed up with the end-customer. The state of the particular invoice can be changed via *Modify invoice* page. After resolving the issue and changing the status of the invoice to posted, paid, failed or half paid, the invoice table will be updated with this information.

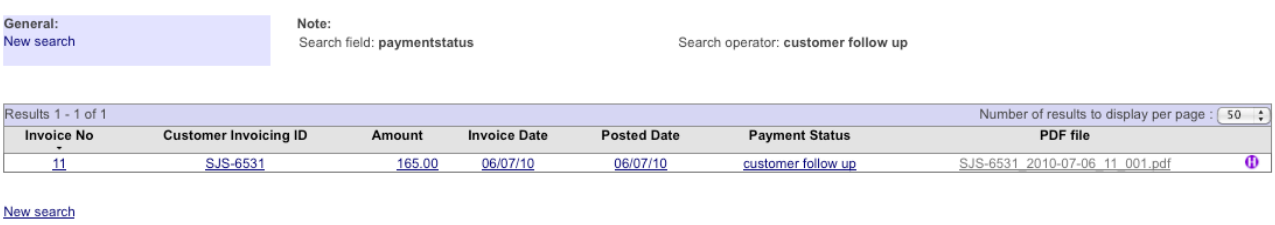

FIGURE 3.4.2-1 CUSTOMER FOLLOW UP PAGE

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3.5 PREPAYMENTS

In some cases the customer will hand his money to the operator prior to the invoice being issued. In such case the operator is entitled to add a prepayment position to the customer's account to keep the record of the money received by company even though the invoice has not been issued yet.

At the beginning of customers invoicing period the new invoice will be generated and at that stage the prepayment position will be used to create a lodgement against the invoice. The newly created lodgement will be created based on the prepayments details. One prepayment can be used for multiple lodgements if it's value exceeds a single invoice.

Prepayments page for all customers can be accessed from the *"Customer Prepayments"* link on the *"Invoices"* page (see figure 3.5-1). Via *"Prepayments"* link on the *"Customer Details"* operator can access customized page containing only prepayments for particular customer – see figure 3.5-2 (this is also the recommended way of using the prepayments facility).

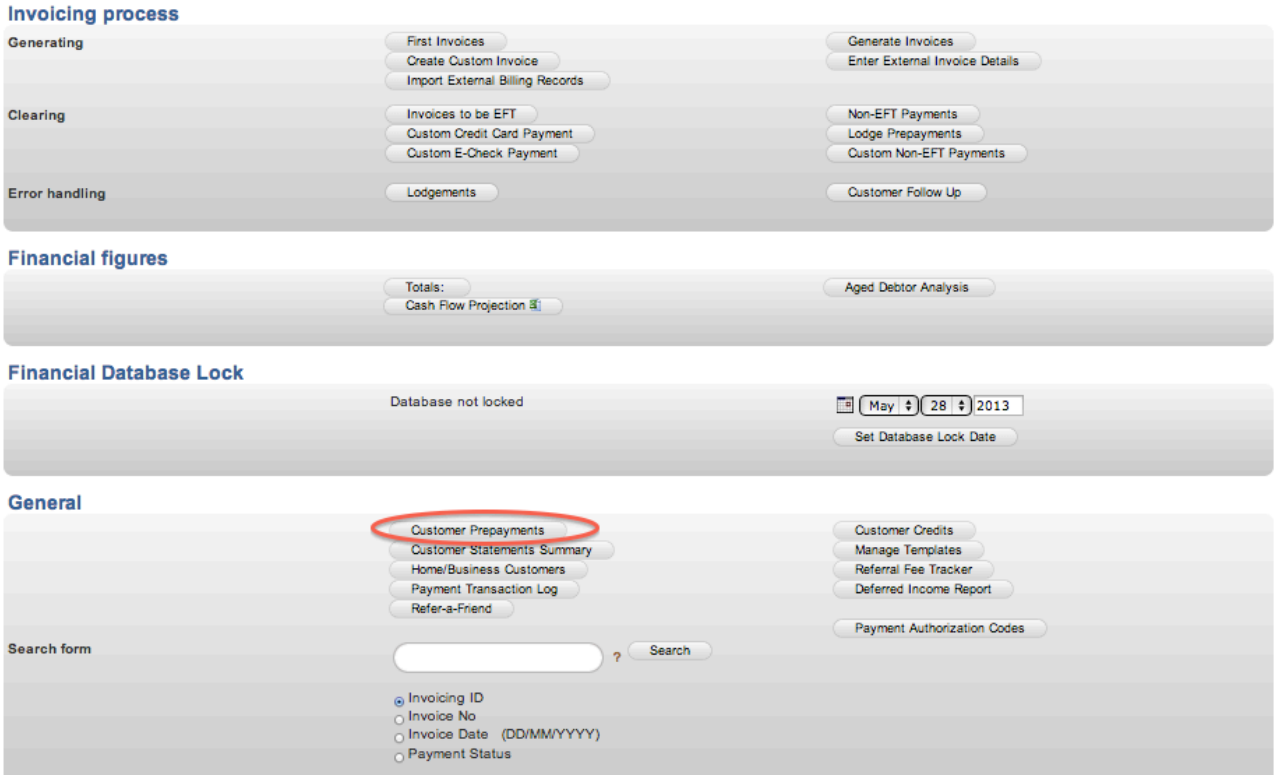

FIGURE 3.5-1 ACCESSING PREPAYMENTS VIA "*INVOICES*" PAGE

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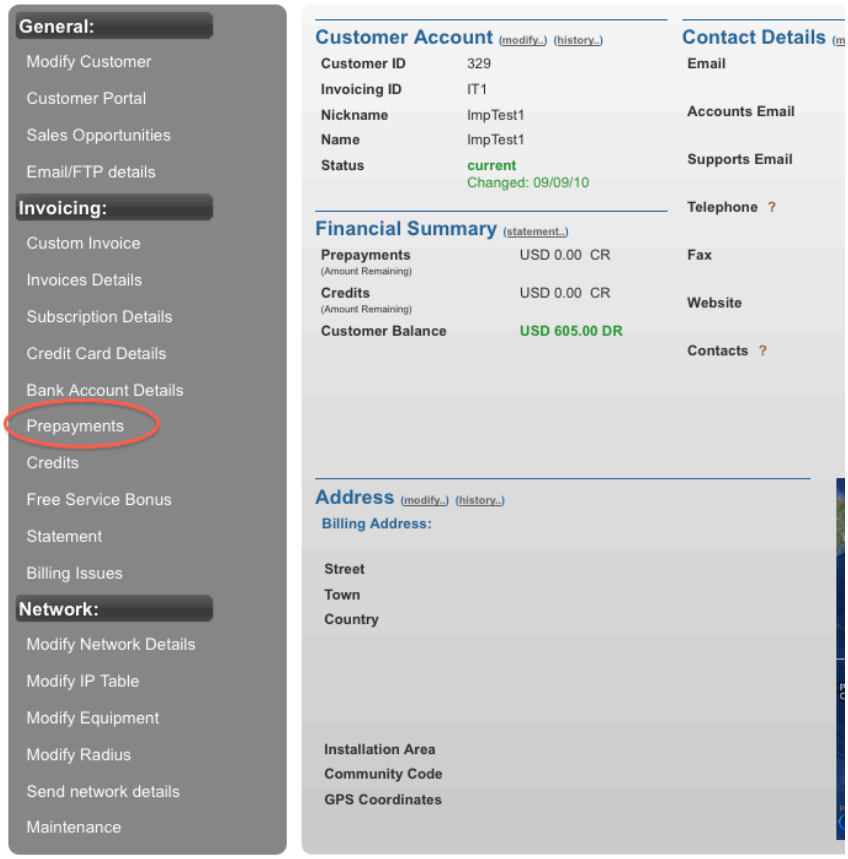

FIGURE 3.5-2 ACCESSING PREPAYMENTS VIA "*CUSTOMER DETAILS*" PAGE

The prepayment page gives the operator a tool to list/search/add/modify the prepayment positions. The prepayment page consists of two main fields (a) top left menu with search options and (b) the centred table with the prepayment information (see figure 3.5-3)

Each prepayment has the following attributes:

1) ***Id*** – this is an unique, auto-generated ID used to identify the payment in the system
2) ***Customer Invoicing ID – Name (Customer ID)***– each prepayment is assigned against a customer account
3) ***Reference*** – The Prepayment reference will be used as a base to create the lodgements reference. If a lodgement with such a reference exists already a sequence number will be added to it
4) ***Narrative*** – this is can be used to put in some description. Note that when creating lodgement it will also be copied to lodgement narrative field
5) ***Type*** – type of payment and type of the future lodgement at the same time
6) ***Date*** – date of the prepayment. This date will also be used for the lodgement
7) ***Total Amount*** – Total amount of prepayment
8) ***Amount Used*** – Prepayment Amount that has already been allocated to lodgements.
9) ***Failed*** – Amount failed (if applicable)
10) ***Links*** – To receipts, to edit, to history, to customer page

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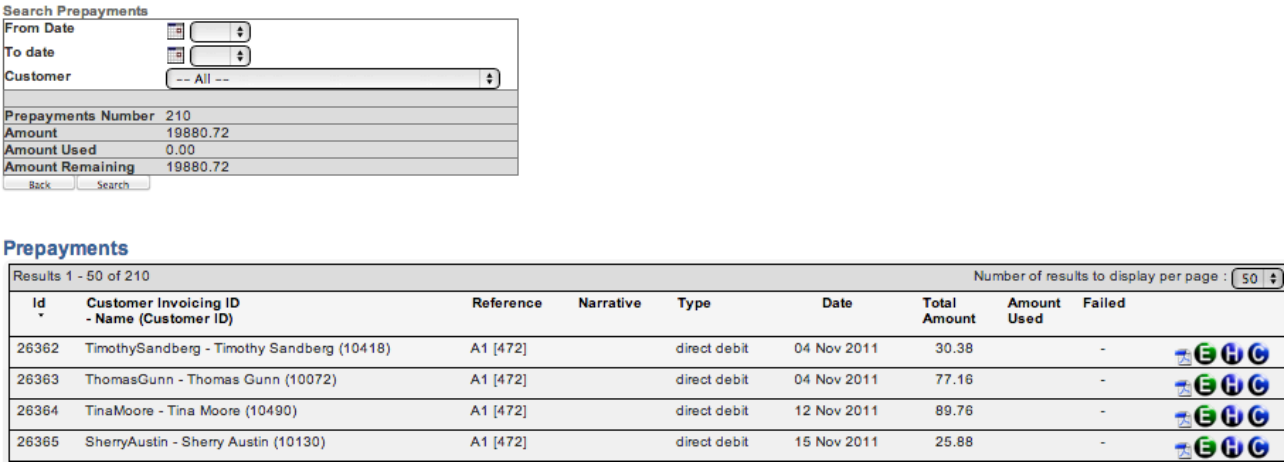

FIGURE 3.5-3 PREPAYMENTS MAIN PAGE

To add a new prepayment, click on the ***Add*** button below the table and choose/fill the information needed (see figure 3.5-4).

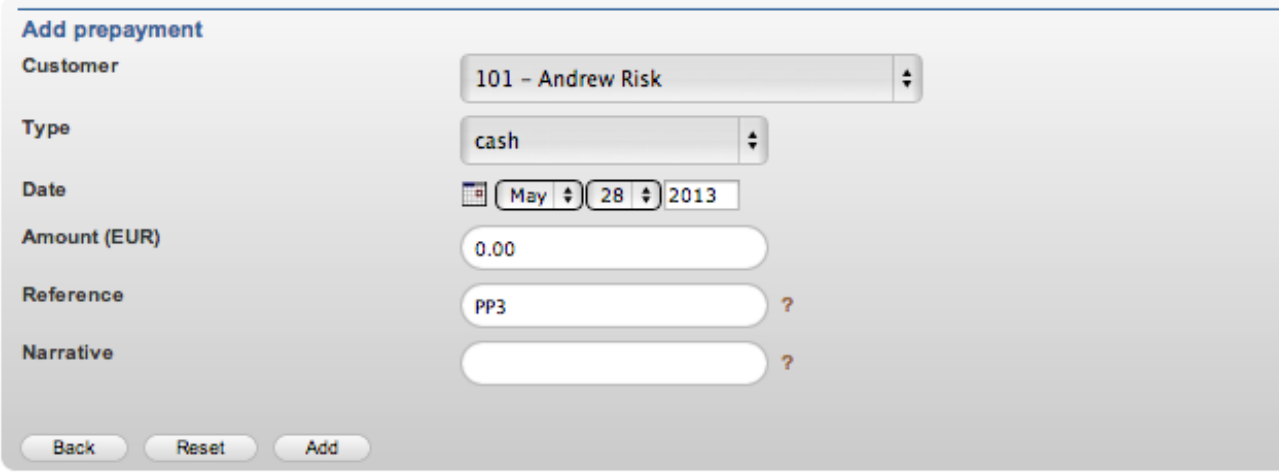

FIGURE 3.5-4 ADDING PREPAYMENT PAGE

3.5.1 CUSTOMER PREPAYMENTS AMOUNT REMAINING

Customer Prepayments can be viewed under the prepayments table on a customer account and can be seen under the financial summary in the billing details section.(fig. 3-5-1) This value can be seen under customer details (fig. 3.5.1-1) and may be presented on the invoices if operator chooses to (fig. 3.5.1-2).

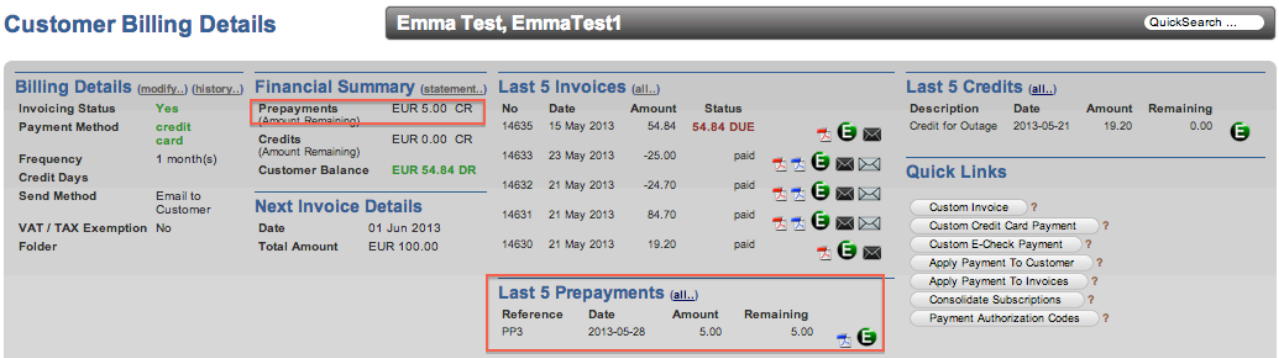

FIGURE 3.5.1-1 PREPAYMENTS AMOUNT REMAINING ON THE "*CUSTOMER DETAILS*" PAGE

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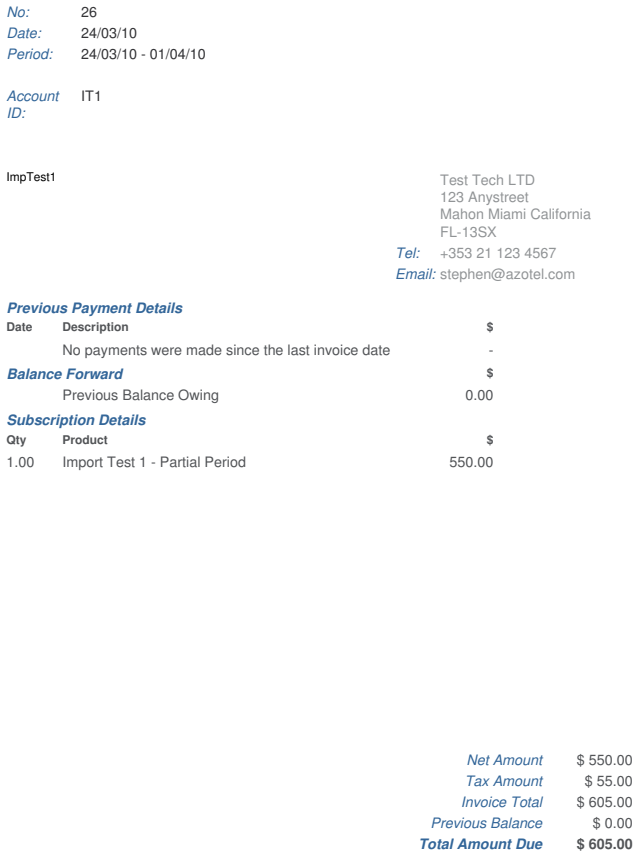

FIGURE 3.5.1-2 INVOICE WITH TOTAL AMOUNT DUE FIELD

3.5.2 LODGE PREPAYMENT

Lodging the prepayment is another task in the prepayments event chain. Only at this point the prepaid amount gets allocated against an existing invoice and becomes a legal payment. The prepayments lodging facility can be accessed from the "***Lodge Prepayments"*** link on "***invoices"*** page (fig. 3.5.2-1)

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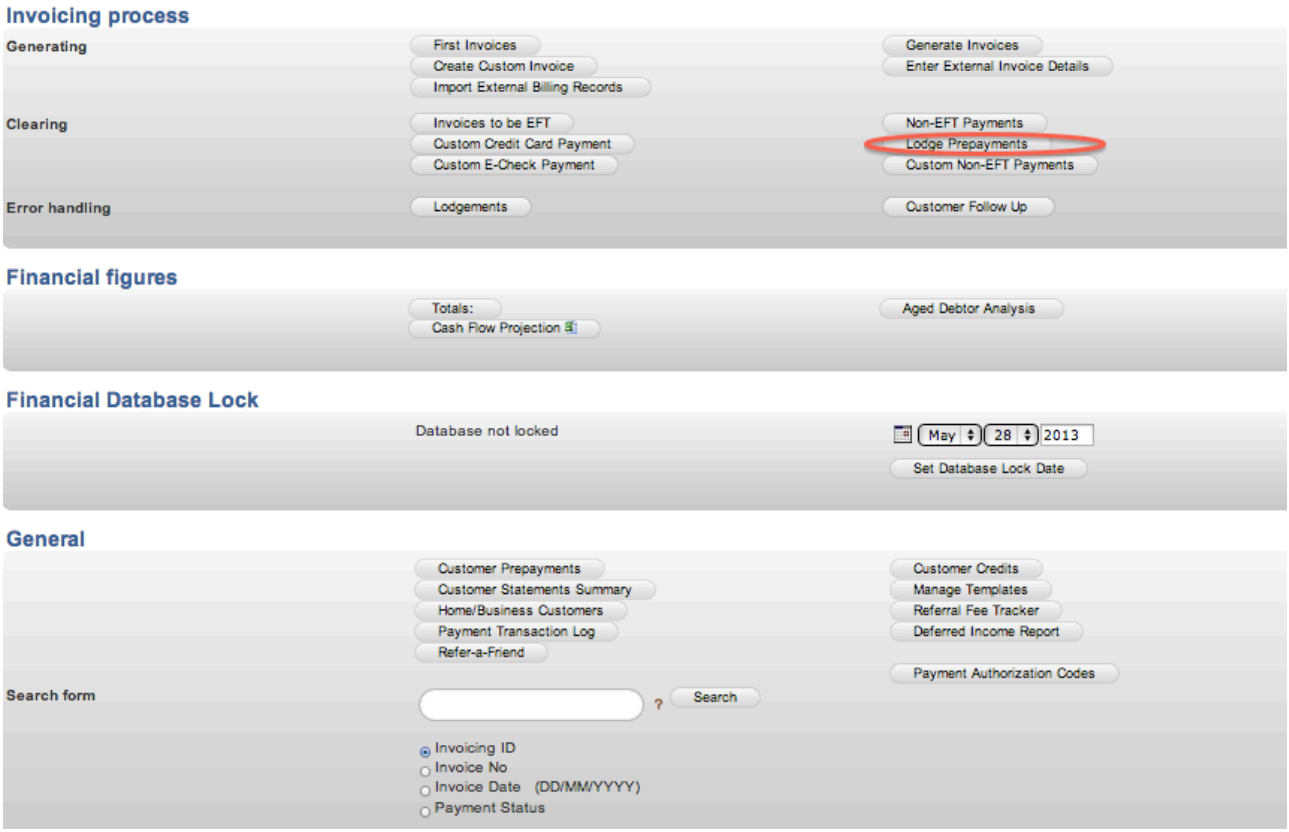

FIGURE 3.5.2-1 INVOICES PAGE

The lodge prepayment facility is similar in many ways to other lodgement facilities such as EFT payments, Non-EFT payments, Credit Card payments. For each of the customers with unallocated Prepayments that has at least one unpaid invoice there will be a position in the table.

To allocate a prepayment to an outstanding invoice simply check off the invoices and hit generate.

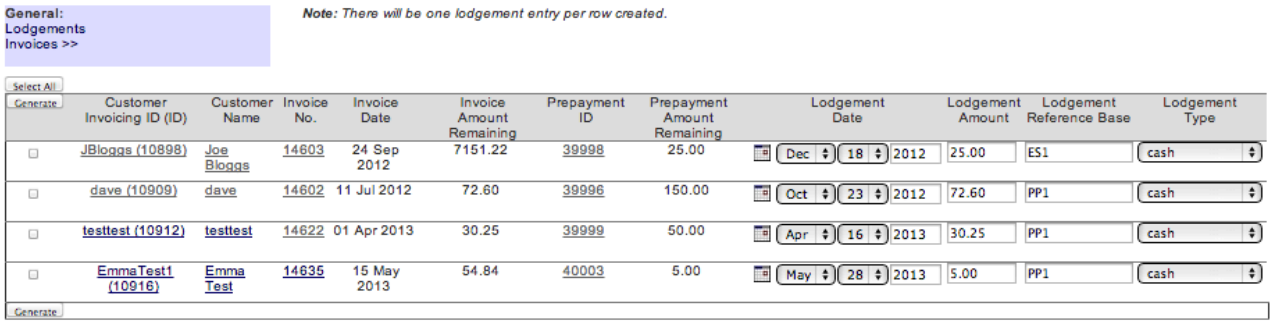

FIGURE 3.5.2-2 LODGE PREPAYMENTS PAGE

After submitting the lodgement query there will be a summary presented (fig. 3.5.2-3)

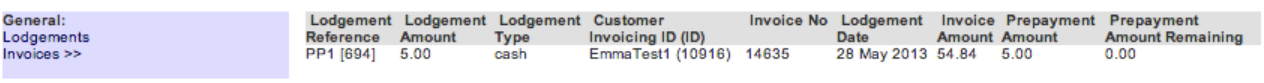

FIGURE 3.5.2-3 SUMMARY OF PREPAYMENTS LODGED

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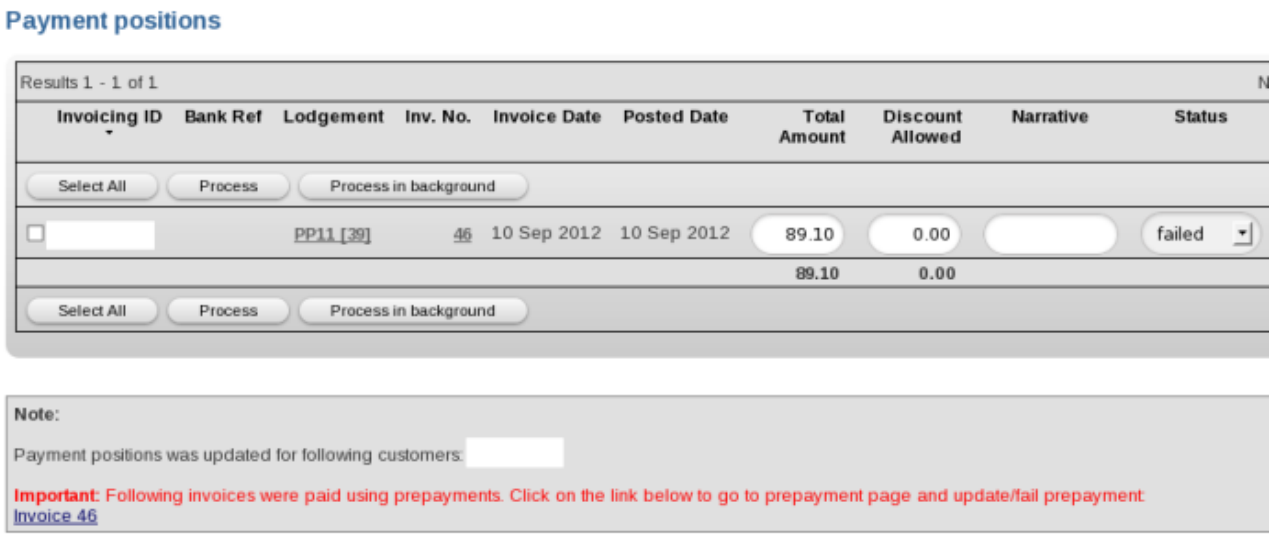
Note: Prepayment lodgement can be automated. Contact support@azotel.com to set up a script to run regularly and lodge any prepayments to outstanding invoices.

3.5.2 ABILITY TO FAIL PREPAYMENTS

A new feature has been added to SIMPLer system that will allow to fail prepayment. The assumption is that:

1) A failed payment does NOT by default mean the prepayment has failed. If the payment is failed, then the operator is asked to fail prepayment:



2) A failed prepayment fail ALL payments made by that prepayment

In order to fail prepayment go to the "Modify Prepayment" page, set "Fail Date" and click "Fail Prepayment".

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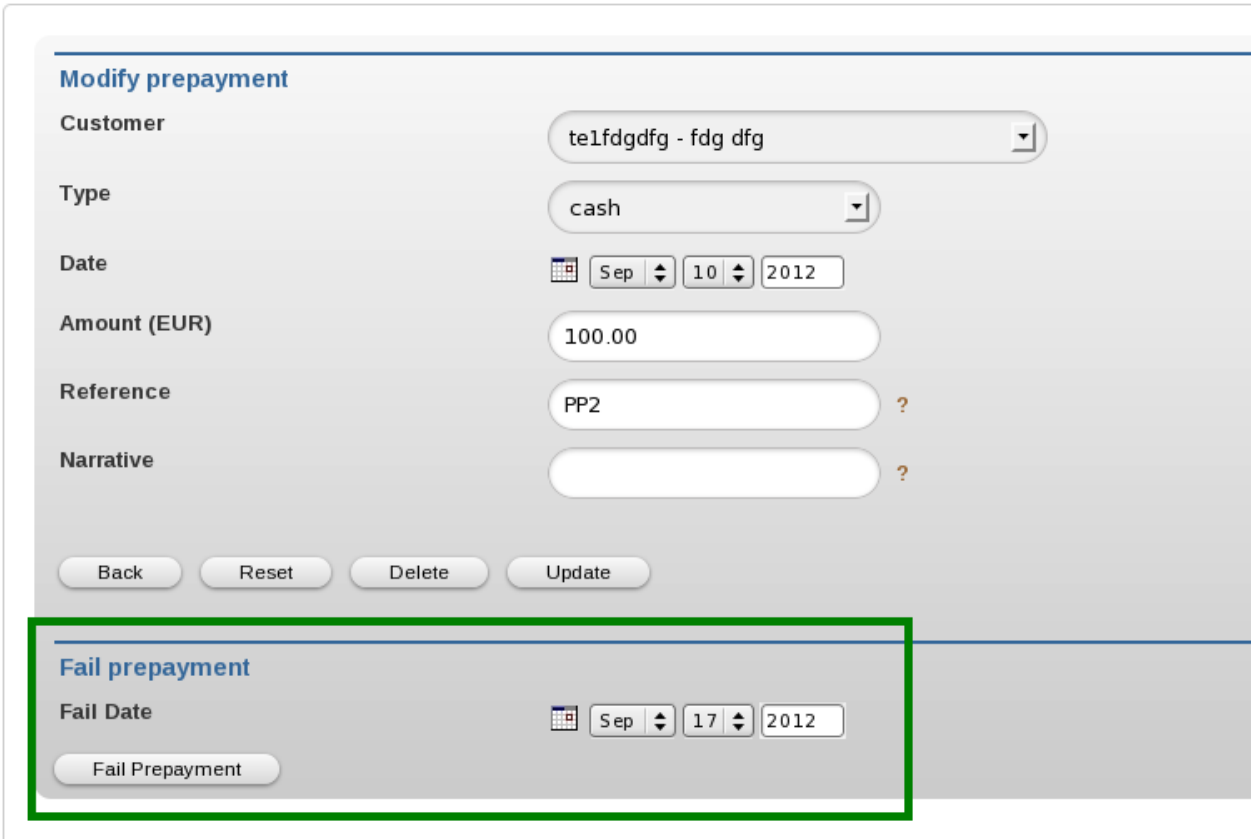
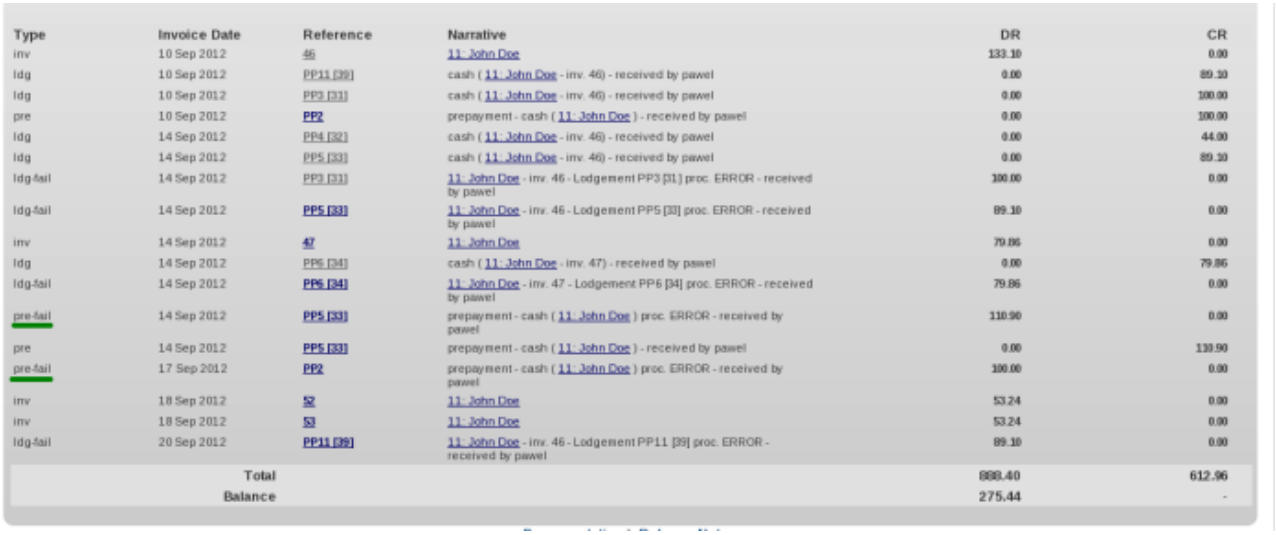


Failed prepayments should be reflected on Totals report



Type	Invoice Date	Reference	Narrative	DR	CR
inv	10 Sep 2012	46	11: John Doe	133.10	0.00
ldg	10 Sep 2012	PP11 [39]	cash (11: John Doe - inv. 46) - received by pawel	0.00	89.10
ldg	10 Sep 2012	PP3 [31]	cash (11: John Doe - inv. 46) - received by pawel	0.00	100.00
pre	10 Sep 2012	PP2	prepayment - cash (11: John Doe) - received by pawel	0.00	100.00
ldg	14 Sep 2012	PP4 [32]	cash (11: John Doe - inv. 46) - received by pawel	0.00	44.00
ldg	14 Sep 2012	PP5 [33]	cash (11: John Doe - inv. 46) - received by pawel	0.00	89.10
ldg-fail	14 Sep 2012	PP3 [31]	11: John Doe - inv. 46 - Lodgement PP3 [31] proc. ERROR - received by pawel	100.00	0.00
ldg-fail	14 Sep 2012	PP5 [33]	11: John Doe - inv. 46 - Lodgement PP5 [33] proc. ERROR - received by pawel	89.10	0.00
inv	14 Sep 2012	47	11: John Doe	79.86	0.00
ldg	14 Sep 2012	PP6 [34]	cash (11: John Doe - inv. 47) - received by pawel	0.00	79.86
ldg-fail	14 Sep 2012	PP6 [34]	11: John Doe - inv. 47 - Lodgement PP6 [34] proc. ERROR - received by pawel	79.86	0.00
pre-fail	14 Sep 2012	PP5 [33]	prepayment - cash (11: John Doe) proc. ERROR - received by pawel	110.90	0.00
pre	14 Sep 2012	PP5 [33]	prepayment - cash (11: John Doe) - received by pawel	0.00	110.90
pre-fail	17 Sep 2012	PP2	prepayment - cash (11: John Doe) proc. ERROR - received by pawel	100.00	0.00
inv	18 Sep 2012	52	11: John Doe	53.24	0.00
inv	18 Sep 2012	53	11: John Doe	53.24	0.00
ldg-fail	20 Sep 2012	PP11 [39]	11: John Doe - inv. 46 - Lodgement PP11 [39] proc. ERROR - received by pawel	89.10	0.00
	Total			888.40	612.96
	Balance			275.44	-

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4 FINANCIAL FUNCTIONS

4.1 INTRODUCTION

This part of the SIMPLer billing solution was developed to provide access to financial summaries. This enables the operator to drill down to any level of detail for accounting and auditing purposes. Using the Financial Functions summary (Totals) allows for very easy integration with external financial software packages possible without the need to replicate vast amounts of data. A small set of summary totals need only be exported at each month end. Following are details on the functionality provided: (a) Totals, (b) Aged Debtor Analysis and (c) Cash Flow Projection. All the financial figures are accessed via the main *Invoices* page (see figure 4.1-1).

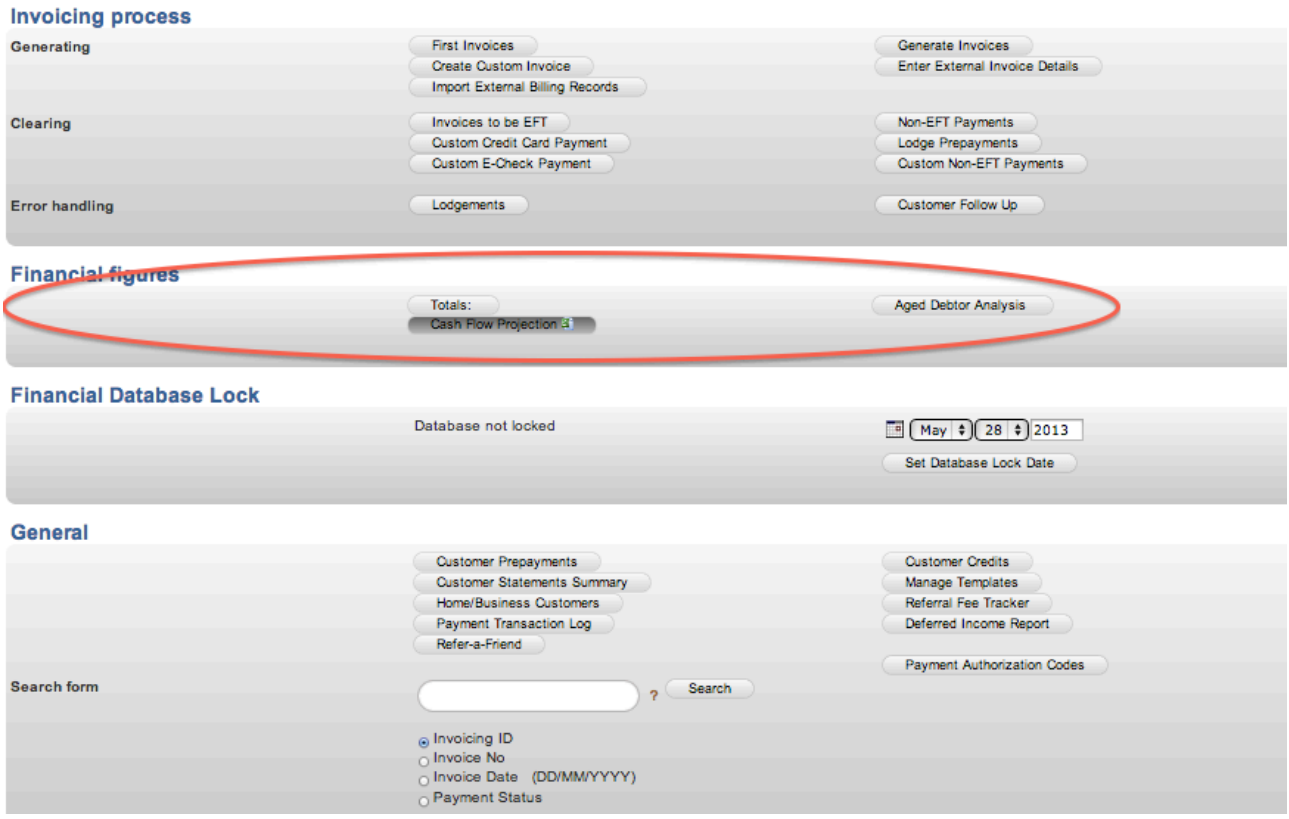

FIGURE 4.1-1 FINANCIAL FUNCTIONS

4.2 TOTALS

The Totals functionality provides a wide range of financial functions that are essential to generate monthly figures or to integrate SIMPLer with external financial software packages. These can be accessed via the "*Invoices->Totals*" link. The default page is a summary report for the last calendar month (shown in Fig 4.2-1). It is recommended that the Operator / User, imports the key totals on a month end basis to the preferred accounting system.

The financial page consists of three parts:

1) Report customizing part (in the top), which is used to enter report settings
2) The generated report part (in the bottom)
3) VAT Summary Section

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The following report functions are provided in SIMPLer and can be chosen from **Type of Report** field - highlighted in the circle Fig 4.2-1:

- **Summary** – page with summarized figures (ready to import into accounting software)
- **Debtor Ledger** – page that shows debtor control detailed figures
- **Nominal Ledger –** page that shows invoice positions by nominal ledger code
- **Sales** – page that shows sales detailed figures
- **Sales (products) –** sales figures by product
- **Sales (product code)** – sales figures by product code
- **Sales (nominal account)** – sales figures by nominal account
- **Sales (nominal account detailed)** -
- **Site Financial** – Figures to each site
- **Tax** – page that shows tax detailed figures
- **Bank cash –** page that shows cash transactions figures
- **Bad Debt –** Summary of bad debt for specific periods
- **Tax on Bad Debts –** Tax summary on bad debt
- **Bank cheque -** page that shows cheque payment figures
- **Bank Credit Card -** page that shows credit card payment figures
- **Bank Debit Card -** page that shows debit card payment figures
- **Bank Direct Debit -** page that shows direct debit payment figures
- **Bank Online Transfer -** page that shows online transfer payment figures
- **Bank Standing Order -** page that shows standing order payment figures
- **Customer Statement -** page used to generate detailed customer statements
- **Customer transactions –** Summary of Invoices and payments for customers

After choosing the appropriate type of report to be created, and selecting the correct dates required, click on the *generate* button to process. It is also a possibility to download the report, as an xls type file (Microsoft Excel) and pdf type file (Adobe Reader). To do it, click on the icon next to *Download Report* caption and choose the type of the document.

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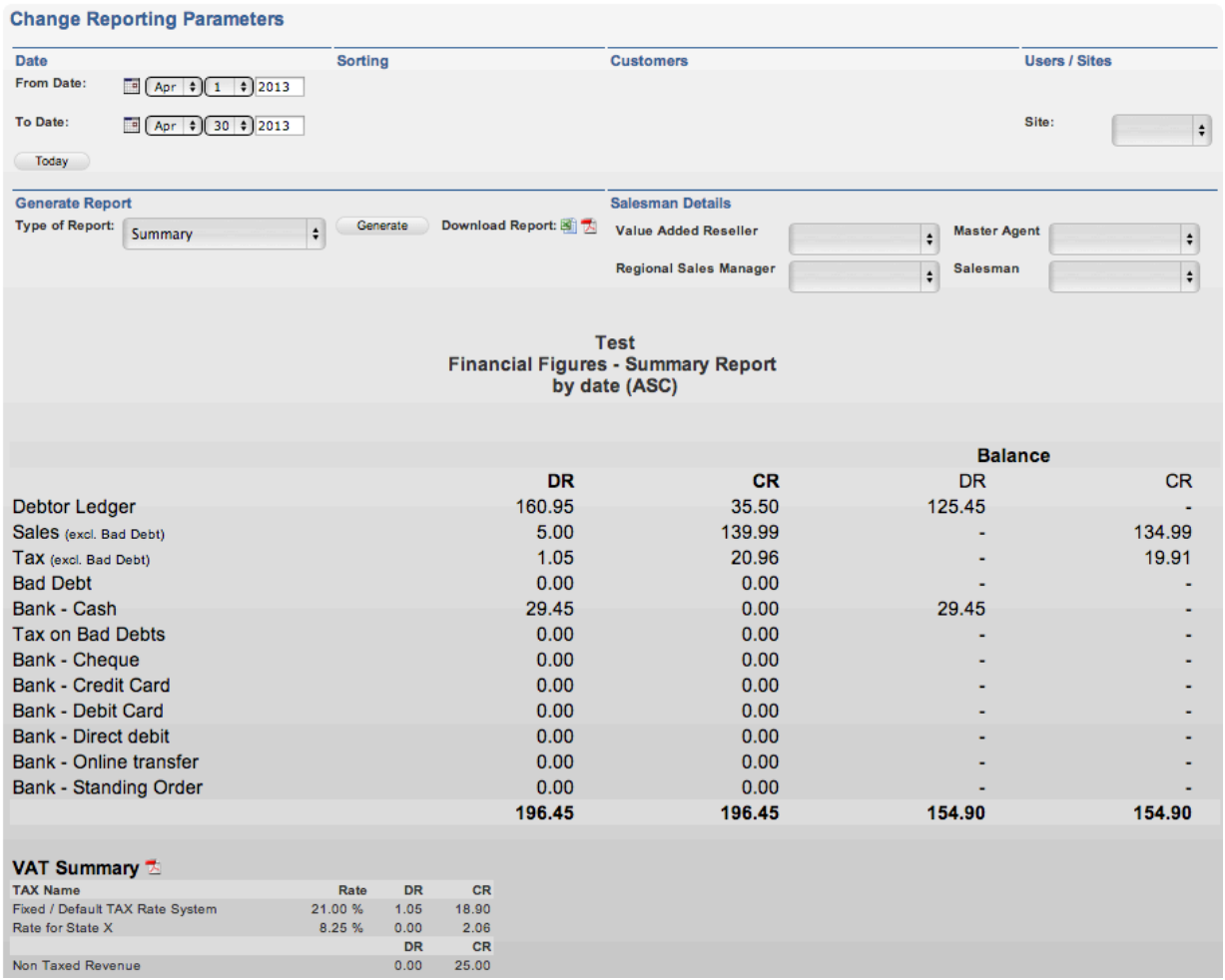

FIGURE 4.2-1 TOTALS SUMMARY PAGE

4.2.1 SUMMARY PAGE

The summary page is useful for pulling out financial totals on a monthly (or another periodical) basis. (See fig. 4-2-1) It presents summarized total amounts of the following fields: Debtor Ledger, Sales, Tax, Bad Debt and bank account for all available payment methods. With those it's easy to generate monthly reports for the tax office, it's also easy to control income for an operator. When setting up parameters for this report, *from* and *to* date determine the reporting period.

4.2.2 DEBTOR LEDGER PAGE

Contains all invoice and payment data merged together. (see fig. 4-2-2) The purpose of this page is to show total transactions by customers on a monthly basis. Additionally, here appear sorting options, which are available in the top menu of the Debtor Ledger Report. This report contains the following columns:

1) Type – the field showing the type of financial figure, may be one of the following symbols:

- ***Inv*** – Invoice type
- ***Crd*** – Credit note
- ***Idg*** – Regular lodgment
- ***Idg-inv*** (no Ref) – Lodgment without any reference. In the Narrative field can be seen the advice to check the invoice out.
- ***Idg-dsc*** – Lodgment with discount allowed

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- ***ldg-crd*** – Lodgment with credit note issued
- ***Ldg-fail*** – Lodgement failure
- ***Invoice date*** – the date when the invoice has been issued
- ***Reference*** – the symbol referring to the particular invoice or payment
- ***Narrative*** – Additional data with description
- ***DR*** – Debit records i.e. the amount of money that should be paid by customers
- ***CR*** – Credit records i.e. the amount of money that was paid by customers.

2) Invoice Date

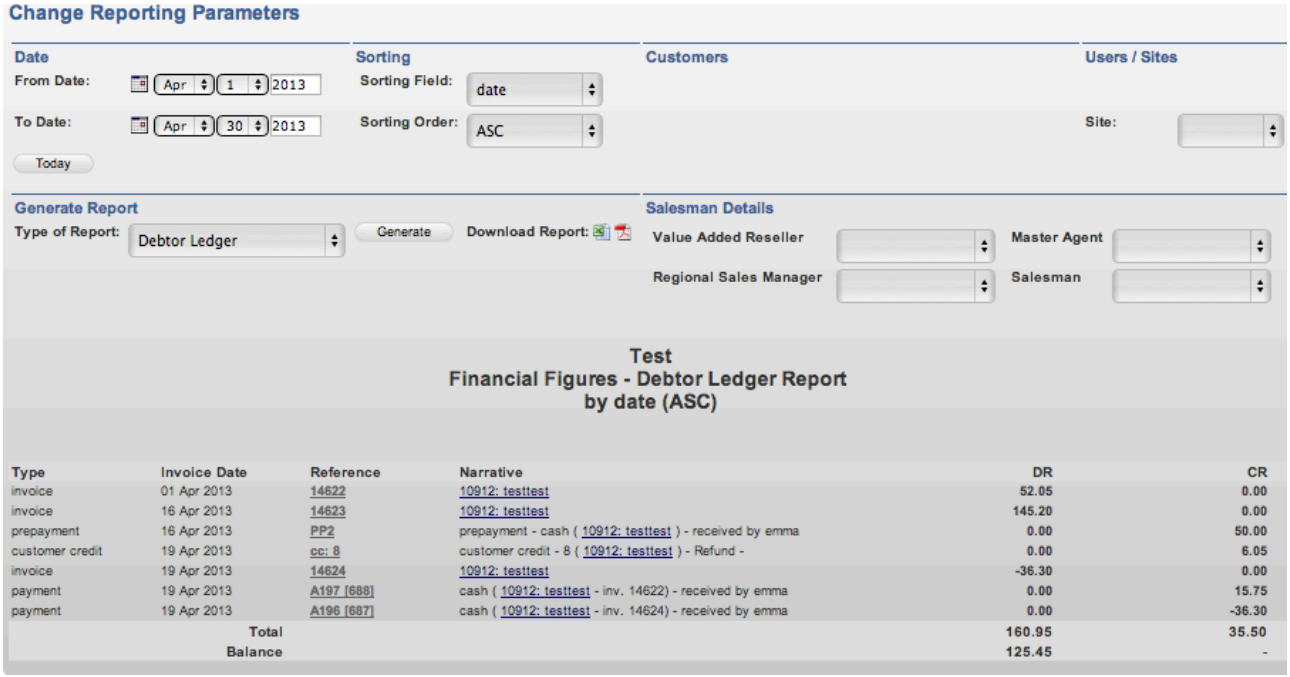
3) Reference

4) Narrative

5) DR

6) CR

In the *Total* row both debited and credited records are shown. This allows the user to check if all the money was collected (in the ideal scenario the *Balance* record is be zero, which means that the operator has received all the money that was invoiced).



Type	Invoice Date	Reference	Narrative	DR	CR
invoice	01 Apr 2013	14622	10912: testtest	52.05	0.00
invoice	16 Apr 2013	14623	10912: testtest	145.20	0.00
prepayment	16 Apr 2013	PP2	prepayment - cash (10912: testtest) - received by emma	0.00	50.00
customer credit	19 Apr 2013	cc: 8	customer credit - 8 (10912: testtest) - Refund -	0.00	6.05
invoice	19 Apr 2013	14624	10912: testtest	-36.30	0.00
payment	19 Apr 2013	A197 [688]	cash (10912: testtest - inv. 14622) - received by emma	0.00	15.75
payment	19 Apr 2013	A196 [687]	cash (10912: testtest - inv. 14624) - received by emma	0.00	-36.30
	Total			160.95	35.50
	Balance			125.45	-

FIGURE 4.2-2 DEBTOR DETAILED

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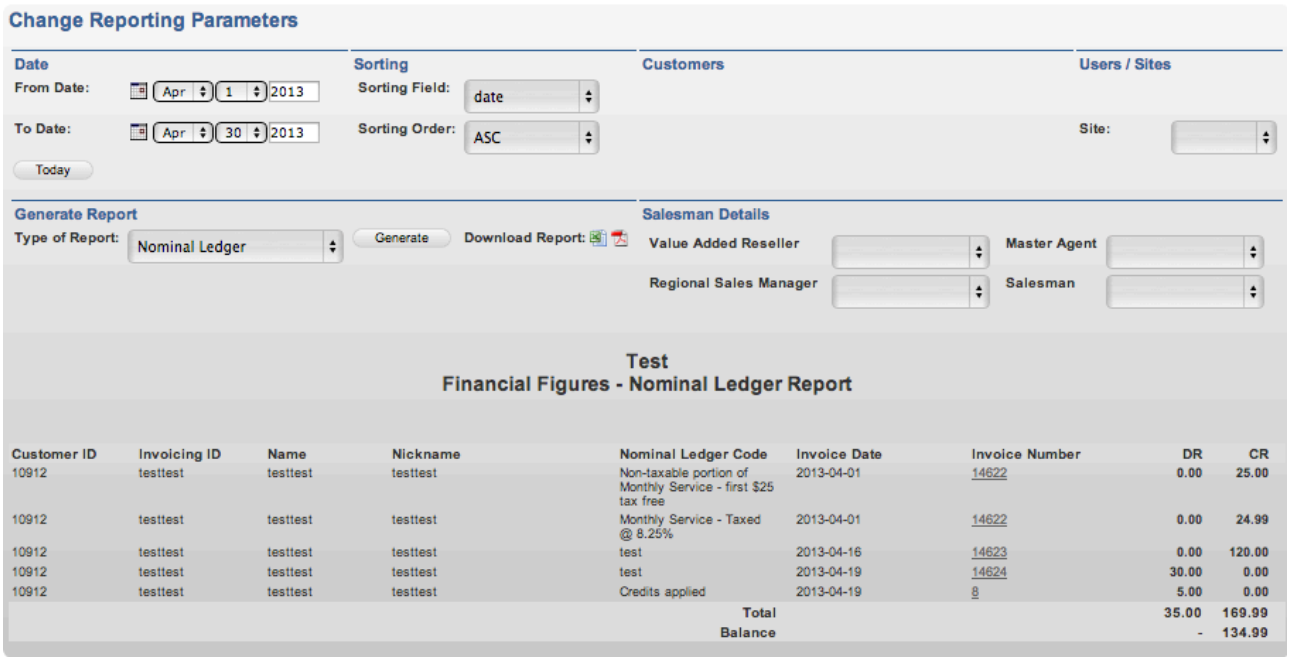
4.2.3 NOMINAL LEDGER PAGE

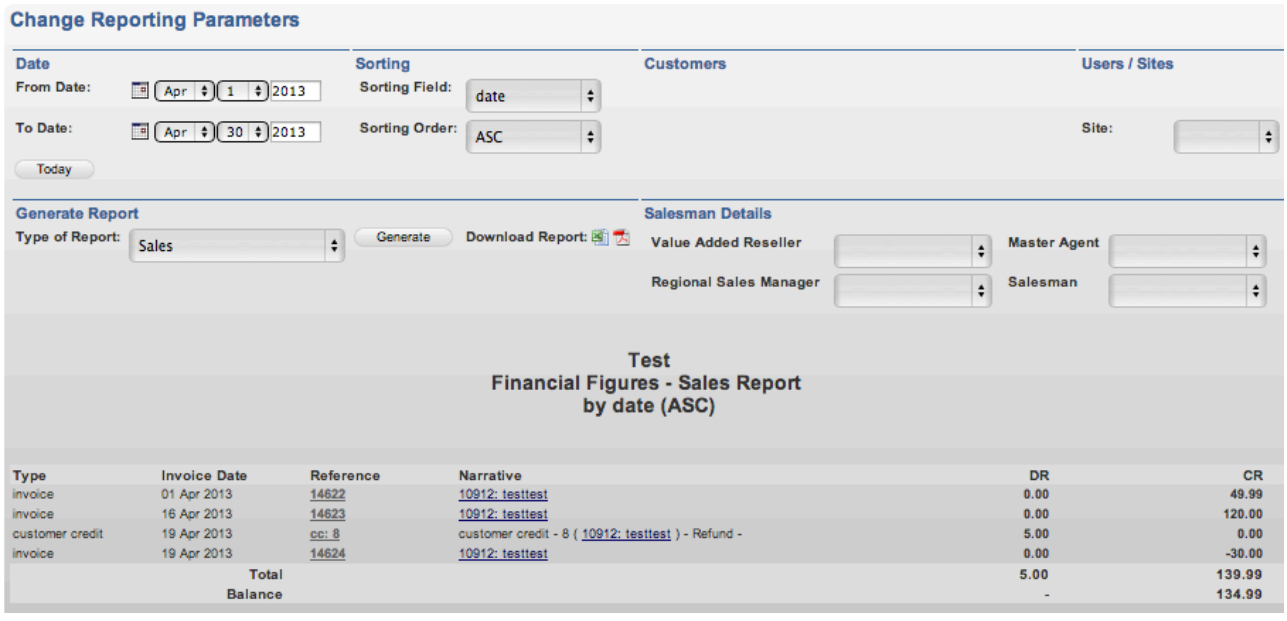


Customer ID	Invoicing ID	Name	Nickname	Nominal Ledger Code	Invoice Date	Invoice Number	DR	CR
10912	testtest	testtest	testtest	Non-taxable portion of Monthly Service - first $25 tax free	2013-04-01	14622	0.00	25.00
10912	testtest	testtest	testtest	Monthly Service - Taxed @ 8.25%	2013-04-01	14622	0.00	24.99
10912	testtest	testtest	testtest	test	2013-04-16	14623	0.00	120.00
10912	testtest	testtest	testtest	test	2013-04-19	14624	30.00	0.00
10912	testtest	testtest	testtest	Credits applied	2013-04-19	8	5.00	0.00
				Total			35.00	169.99
				Balance			-	134.99

FIGURE 4.2-3 NOMINAL LEDGER DETAILED

4.2.4 SALES PAGE

This page contains all invoices and credit notes (net amounts) issued by the operator i.e. these figures do not include VAT/Tax. The columns are described in Debtor Ledger section.



Type	Invoice Date	Reference	Narrative	DR	CR
invoice	01 Apr 2013	14622	10912: testtest	0.00	49.99
invoice	16 Apr 2013	14623	10912: testtest	0.00	120.00
customer credit	19 Apr 2013	cc: 8	customer credit - 8 (10912: testtest) - Refund -	5.00	0.00
invoice	19 Apr 2013	14624	10912: testtest	0.00	-30.00
	Total			5.00	139.99
	Balance			-	134.99

FIGURE 4.2-4 SALES DETAILED

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4.2.5 SALES (PRODUCTS) PAGE

This page contains details of sales by product.

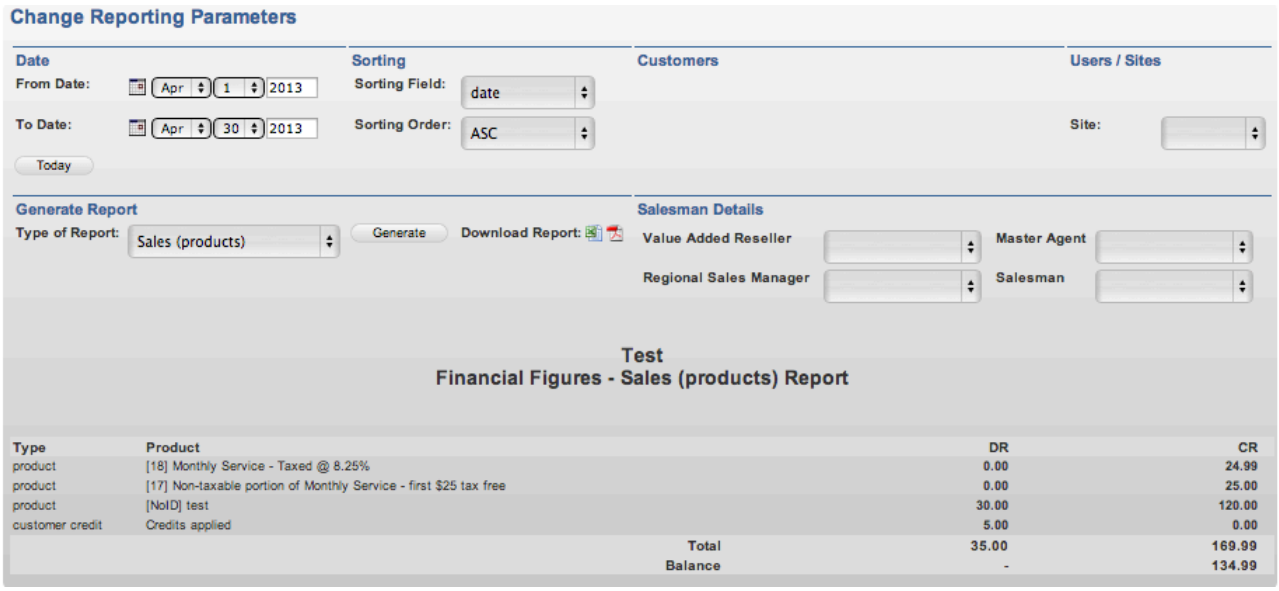

FIGURE 4.2-5 SALES (PRODUCTS) DETAILED

4.2.6 SALES (PRODUCT CODE) PAGE

This page contains details of sales by product code.

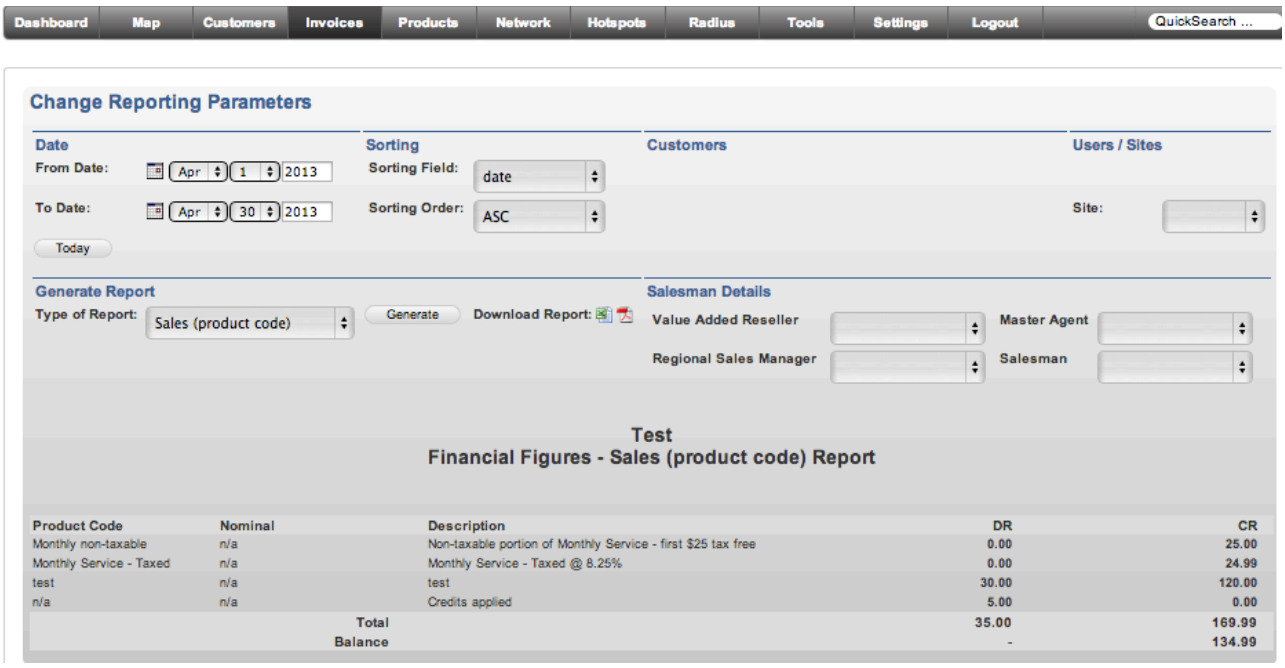

FIGURE 4.2-6 SALES (PRODUCT CODE) DETAILED

4.2.7 SALES (NOMINAL ACCOUNT) PAGE

This page contains details of sales by nominal account.

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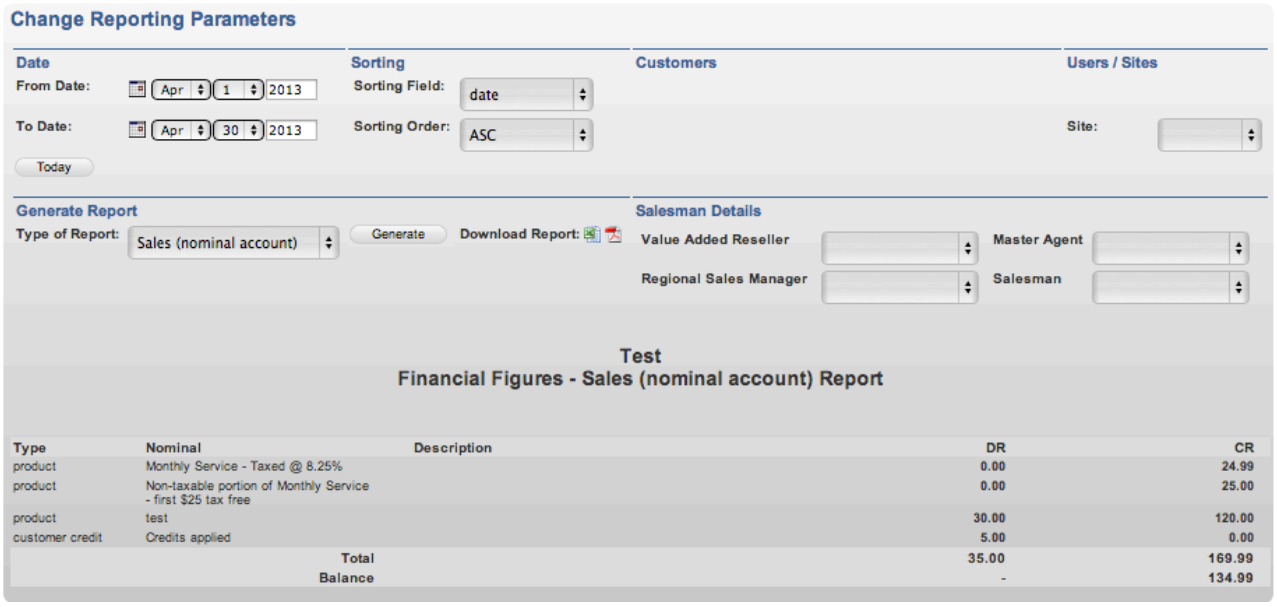

FIGURE 4.2-7 SALES (NOMINAL ACCOUNT) DETAILED

4.2.8 SALES (NOMINAL ACCOUNT DETAILED) PAGE

This page contains details of sales by nominal account (detailed).

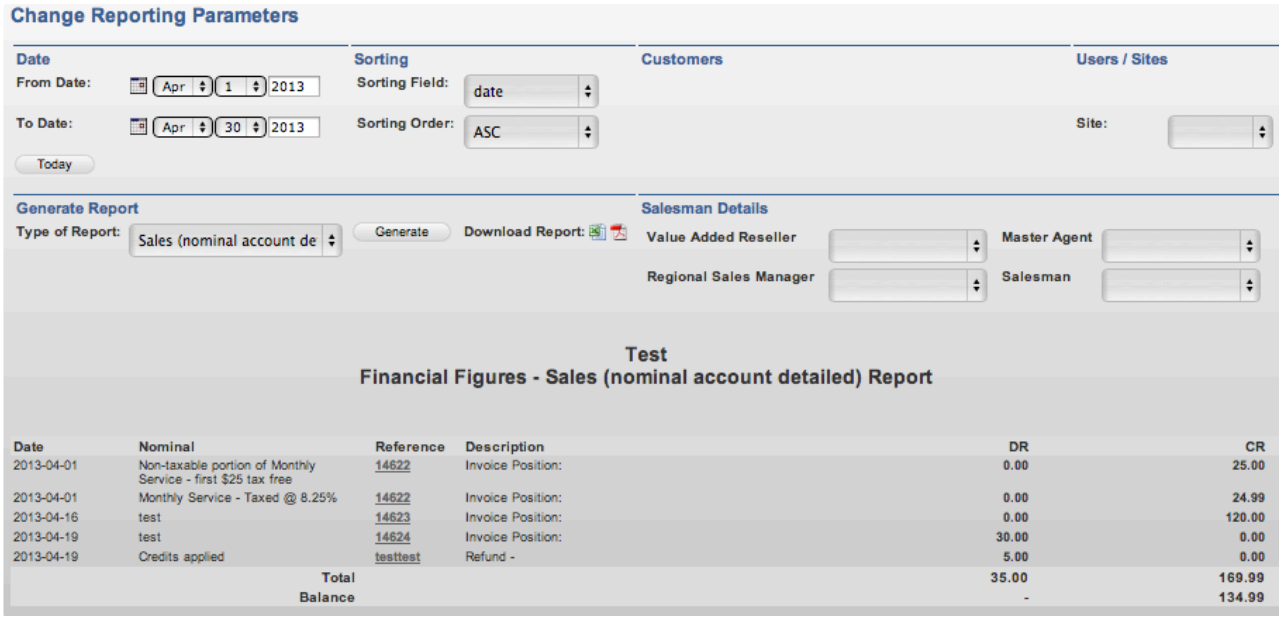

FIGURE 4.2-8 SALES (NOMINAL ACCOUNT DETAILED) DETAILED

4.2.9 SITE FINANCIAL PAGE

This page contains details of financial information by site. Choose the site in question in the sites dop-down menu as highlighted in fig. 4-2-9.

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FIGURE 4.2- SITE FINANCIAL DETAILED

4.2.10 TAX PAGE

This page contains tax/VAT amounts of all invoices and credit notes issued by the operator. The columns are described in the Debtor Ledger section.

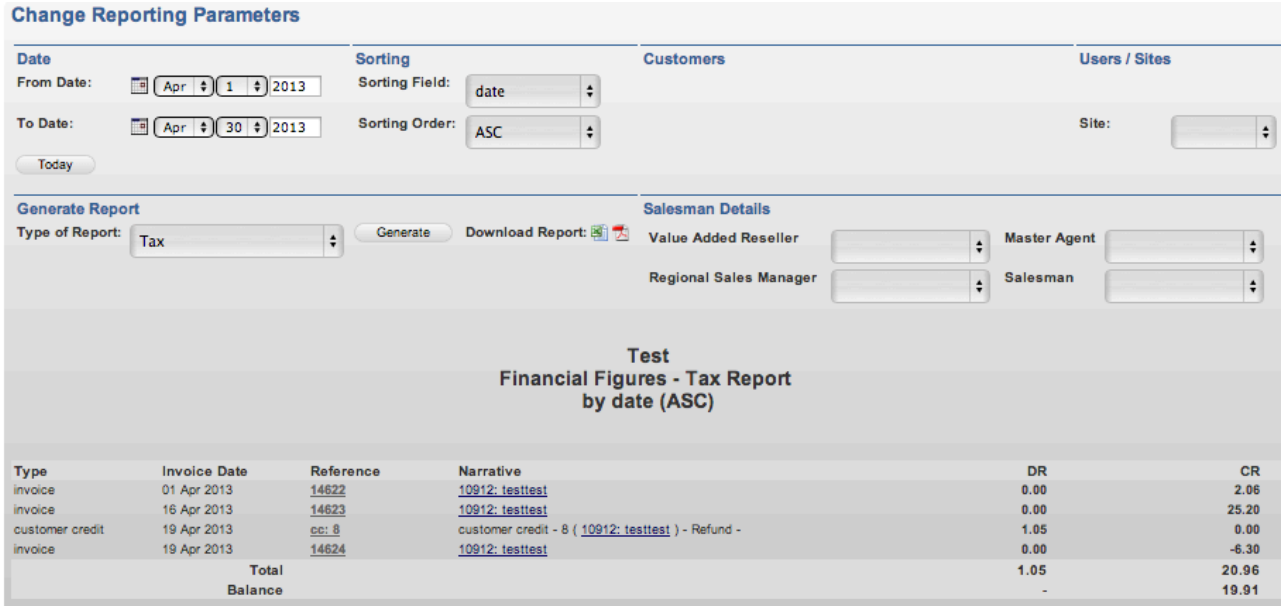

FIGURE 4.2-10 TAX DETAILED

4.2.11 BANK – CASH PAGE

Figure 4.2-11 shows the example of Bank report i.e. Cash payment type. The system supports various types of payment methods (cash, cheque, credit card, debit card, direct debit, online transfer, standing order, etc). According to the payment method it is a possibility to generate matching financial reports. Failures for above are also listed to simplify the bank reconciliation process.

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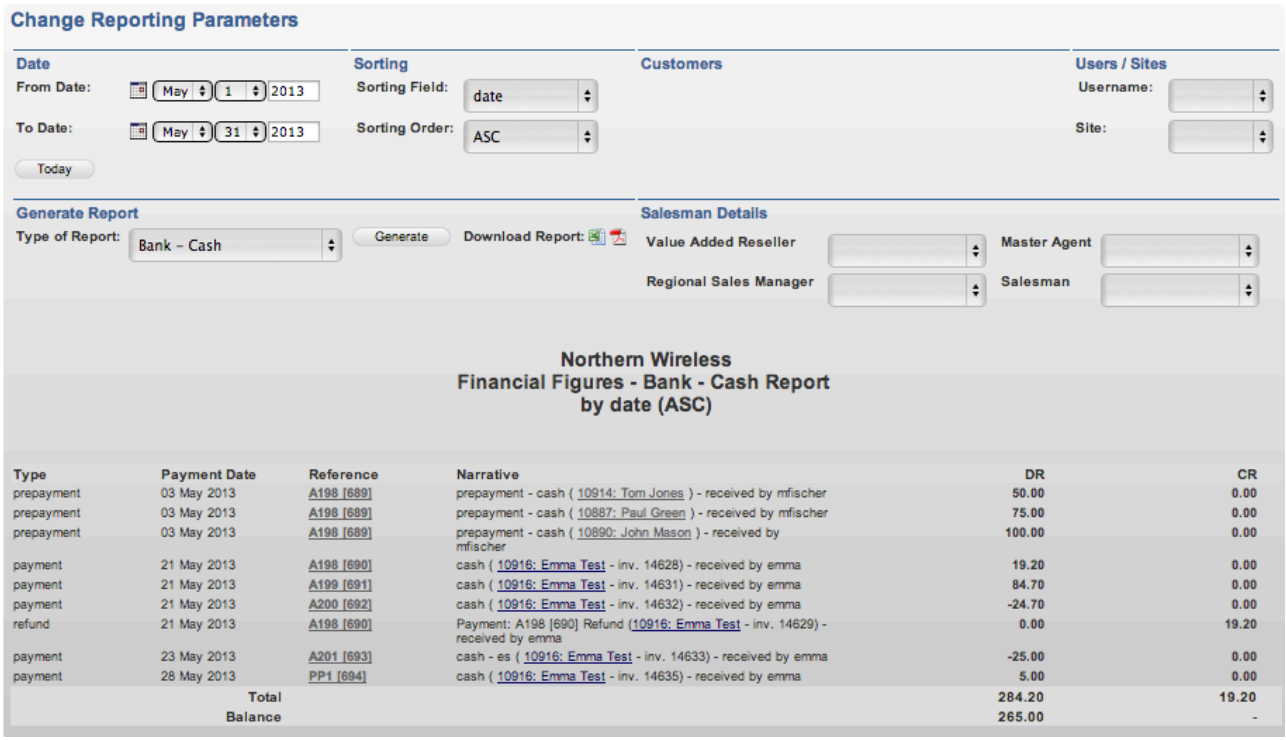

FIGURE 4.2-11 BANK - CASH DETAILED

4.2.12 BAD DEBT

Figure 4.2-12 shows a summary of figures written off as bad debt during a specified period.

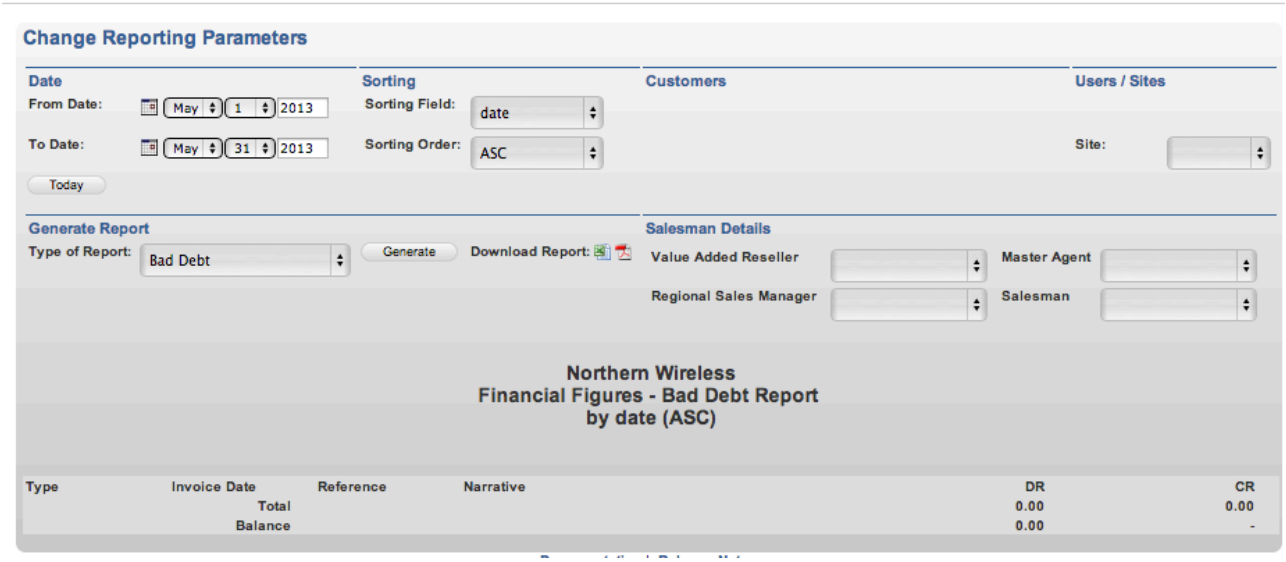

FIGURE 4.2-12 BAD DEBT DETAILED

4.2.13 TAX ON BAD DEBT

Figure 4.2-13 shows a summary of tax on figures written off as bad debt during a specified period.

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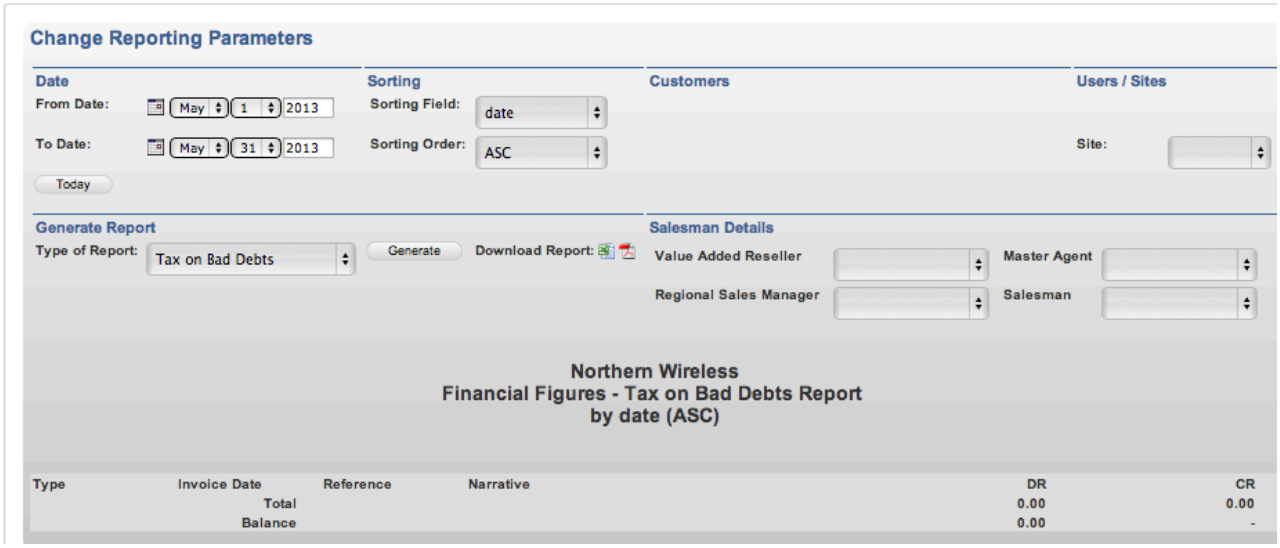

FIGURE 4.2-13 TAX ON BAD DEBT DETAILED

4.2.14 CUSTOMER STATEMENT

Figure 4.2-14 shows a summary statement for your customer. You can select a specific customer by choosing their customer ID.

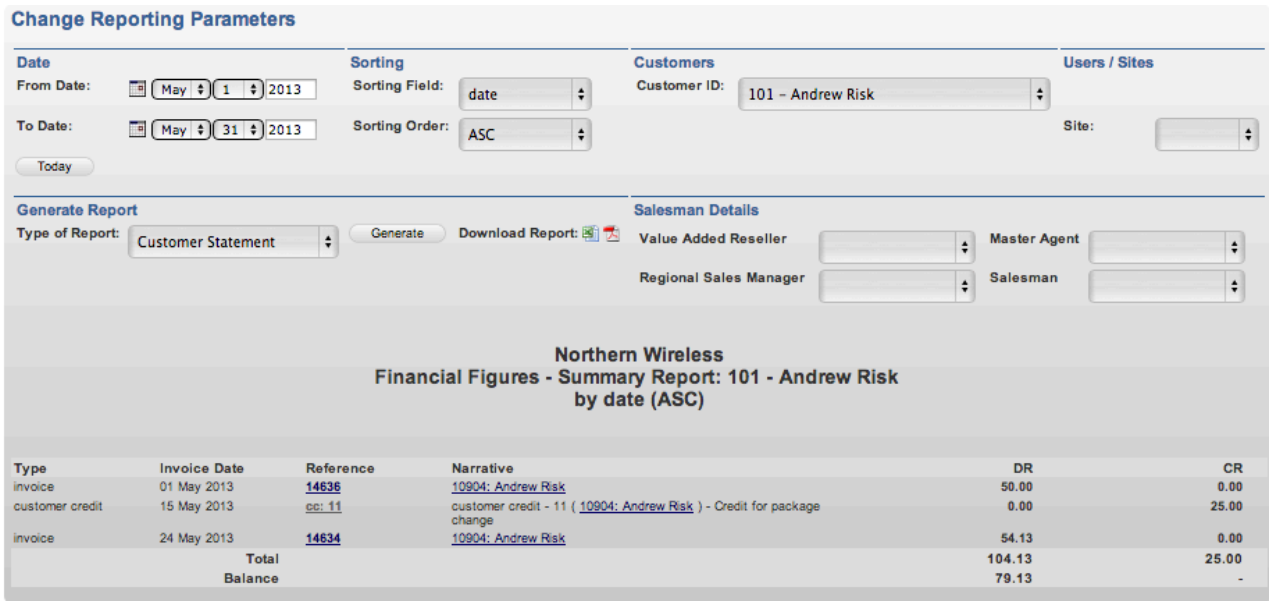

FIGURE 4.2-14 CUSTOMER STATEMENT DETAILED

4.2.15 CUSTOMER TRANSACTIONS

Figure 4.2-15 shows a summary of transactions for your customer for a given period. You can select a specific customer by choosing their customer ID.

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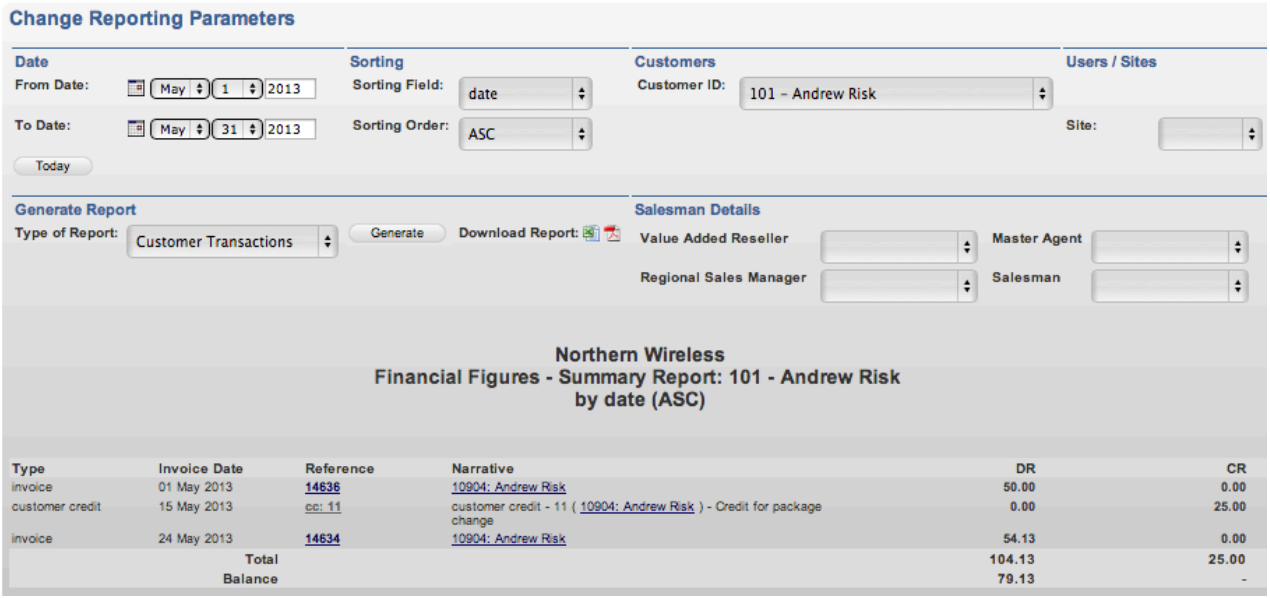

FIGURE 4.2-15 CUSTOMER TRANSACTIONS DETAILED

4.3 GENERAL LEDGER EXPORT SYNCHRO FILE FUNCTIONALITY

The "General Ledger - Export Synchro File" functionality, allows for all the detailed accounting transactions recorded under SIMPLer to be uploaded to the Operators main accounting platform – SAGE, Xero etc. etc.

The basic approach used by many Operators, is to JOURNAL up the TOTALS REPORT – which captures the macro movements with respect to Sales, Debtors, Bank Accounts, Taxes etc. for a particular time window.

That time window can be a day, number of days, week, month. It typically depends on the Operator size – as a general guide we would recommend to "synchronize" whenever a bank reconciliation is done.

Once the basic JOURNAL approach OR the more comprehensive "Export Synchro File" upload, is completed, the Operator should ensure that the SIMPLer Database is LOCKED up to that date. This will ensure that SIMPLer and the main set of accounts will always remain in SYNC.

The key advantage of the "General Ledger - Export Synchro File" described in this section, is that much more detail is now available under the main set of accounts – allowing the account's department to continue to use all the familiar reporting available under that platform.

"Export Synchro File" capability is already available for the following accounting systems:

- Sage
- Xero
- Daffron
- iVue Journal Synchronization(csv)
- Journal Synchronization (generic)
- Twinfield Journal Synchronization (csv)
- Twinfield (xml)
- Journal Synchronization (generic)

Note that there is a generic option also provided. If this does not suit your accounting system, do reach out to support@azotel.com to explore the option of adding further formats.

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In order for “General Ledger – Export Synchro File” to work, every general ledger account under the main accounting system will need to map directly to its corresponding account under SIMPLer. For the purpose of this document, we will use the term “nominal code” to refer to each of these General Ledger accounts. So, for example, the main Bank Account under the accounting system may have a Nominal Code assigned of *1200*. We then ensure that the corresponding Bank Account in SIMPLer also is assigned 1200.

To do this please see below steps:

1. Define all Nominal Codes under Products -> Nominals. Note that several different products can all share the one Nominal Code. This allows the Operator to segment sales into categories such as Fiber, Wireless, Corporate etc. etc.

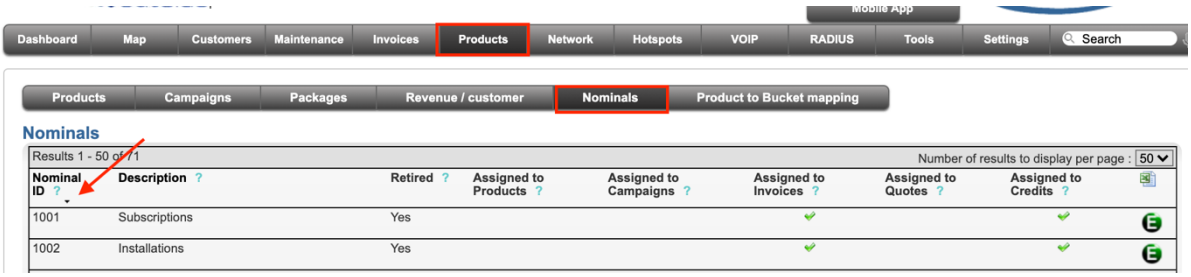
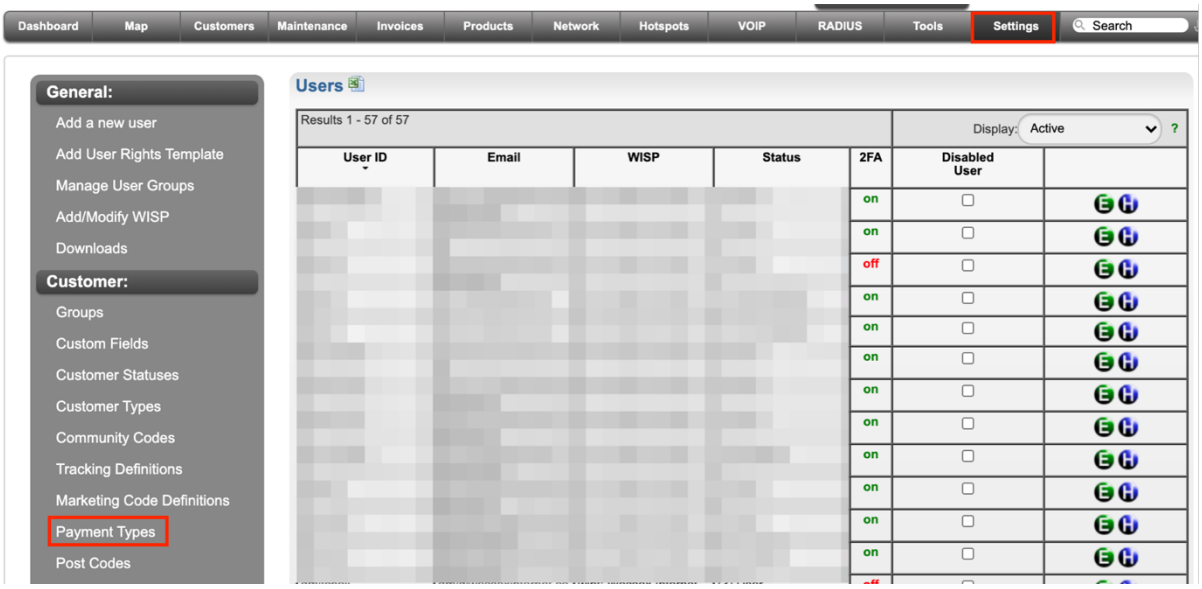


FIGURE 4.3-1 DEFINE NOMINAL ACCOUNTS - PRODUCTS

2. Define Nominal Codes under Payment Types Definitions



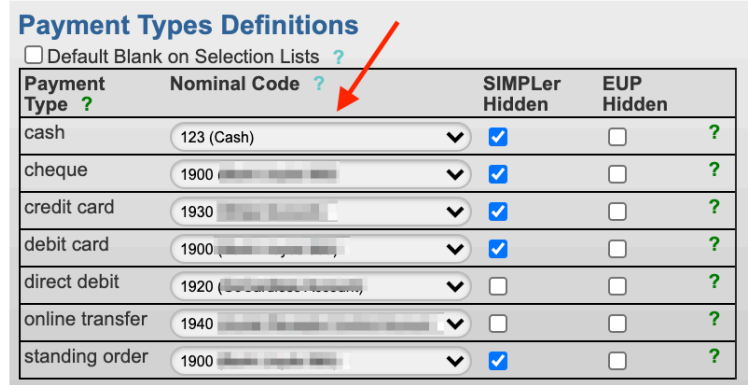


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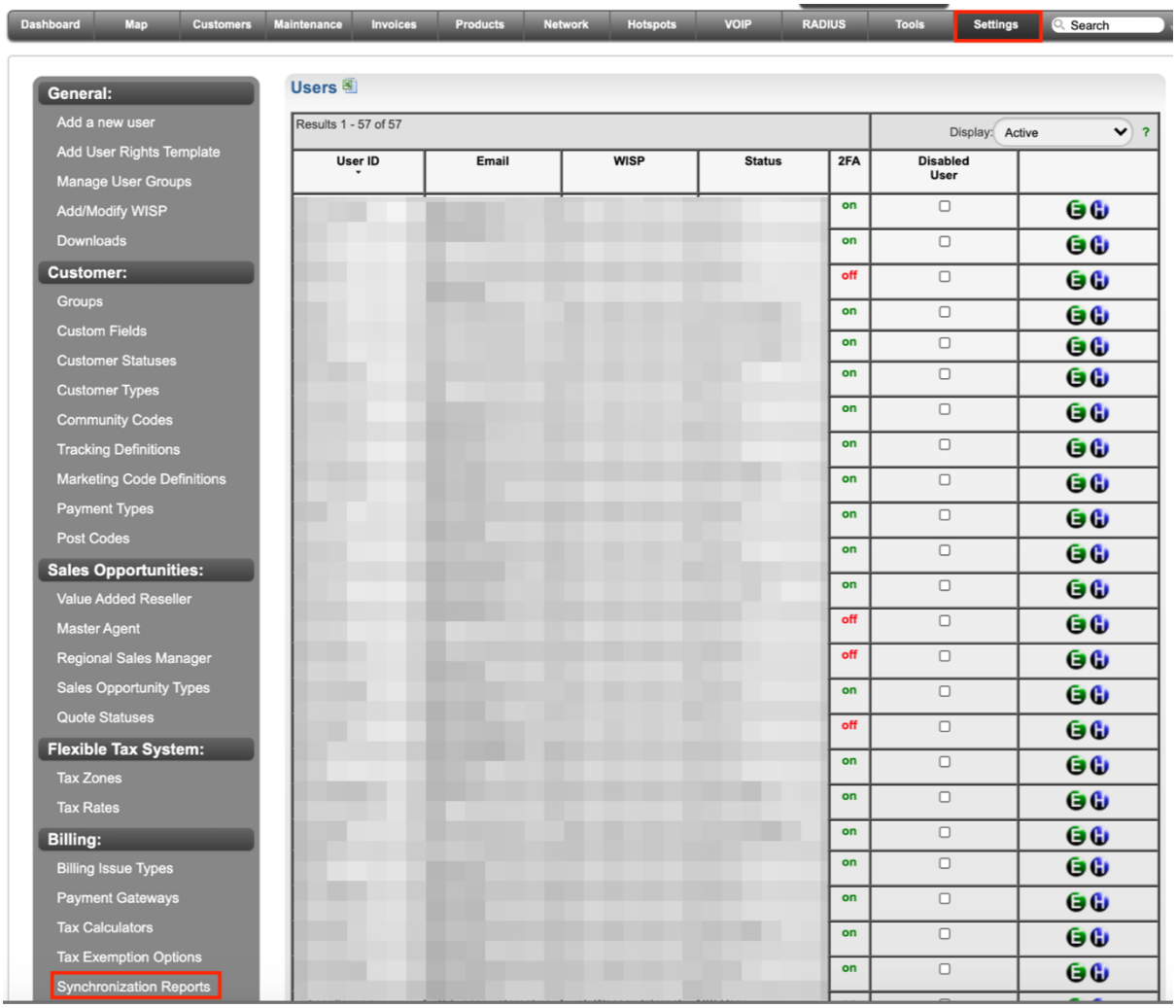
FIGURE 4.3-2 DEFINE NOMINAL ACCOUNTS – PAYMENT TYPES

3. Under Settings => Synchronization Reports select the Accounting Module under Name and enter the base Nominal Codes accordingly. This set of Nominals will be a catch-all for those that do not correlate to Products or Banks.



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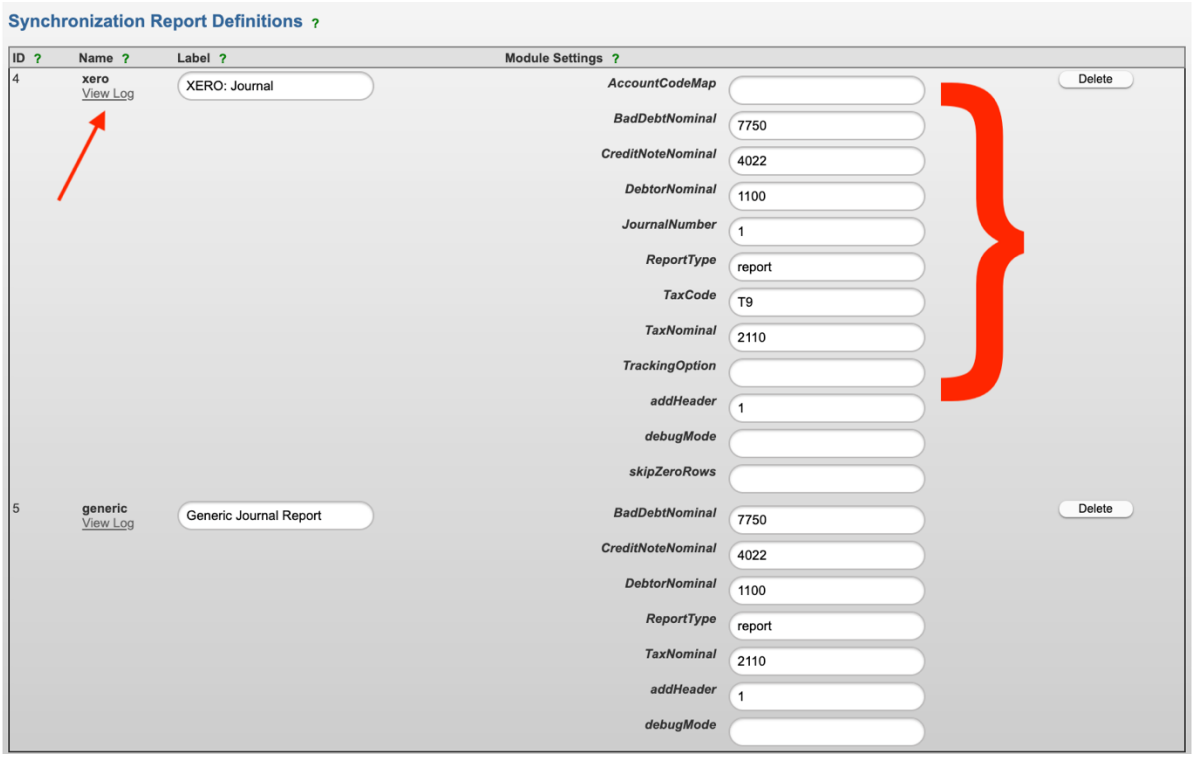

FIGURE 4.3-3 SYNCHRONIZATION REPORT SETTINGS

4. The “Export Synchro File” report can now be downloaded from Invoices -> Totals

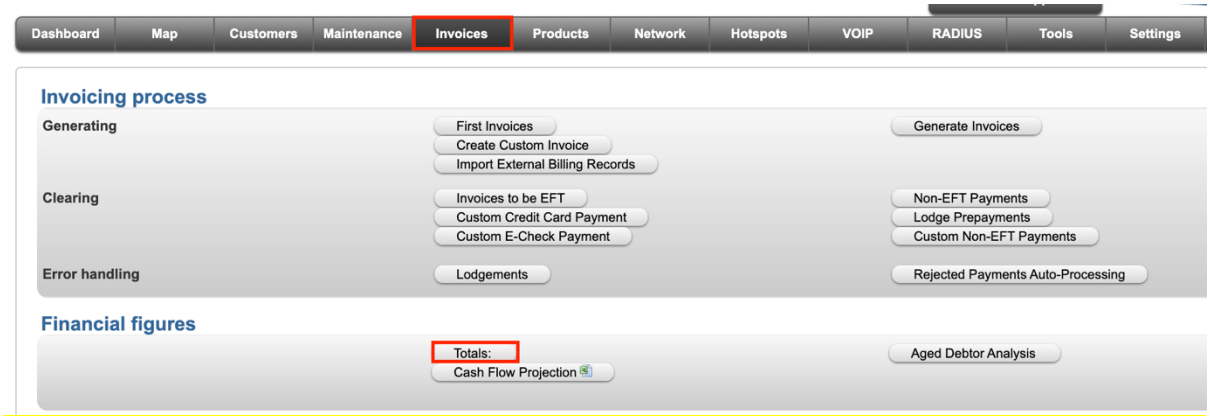

FIGURE 4.3-4 TOTALS REPORT

In order to generate this report - select the date range for which the report is required and click on Generate button. Once the figures are generated using the "Generate" button, the “Export Synchro File” can now be downloaded by clicking on the blue arrow button as highlighted in Fig 4.3-5.

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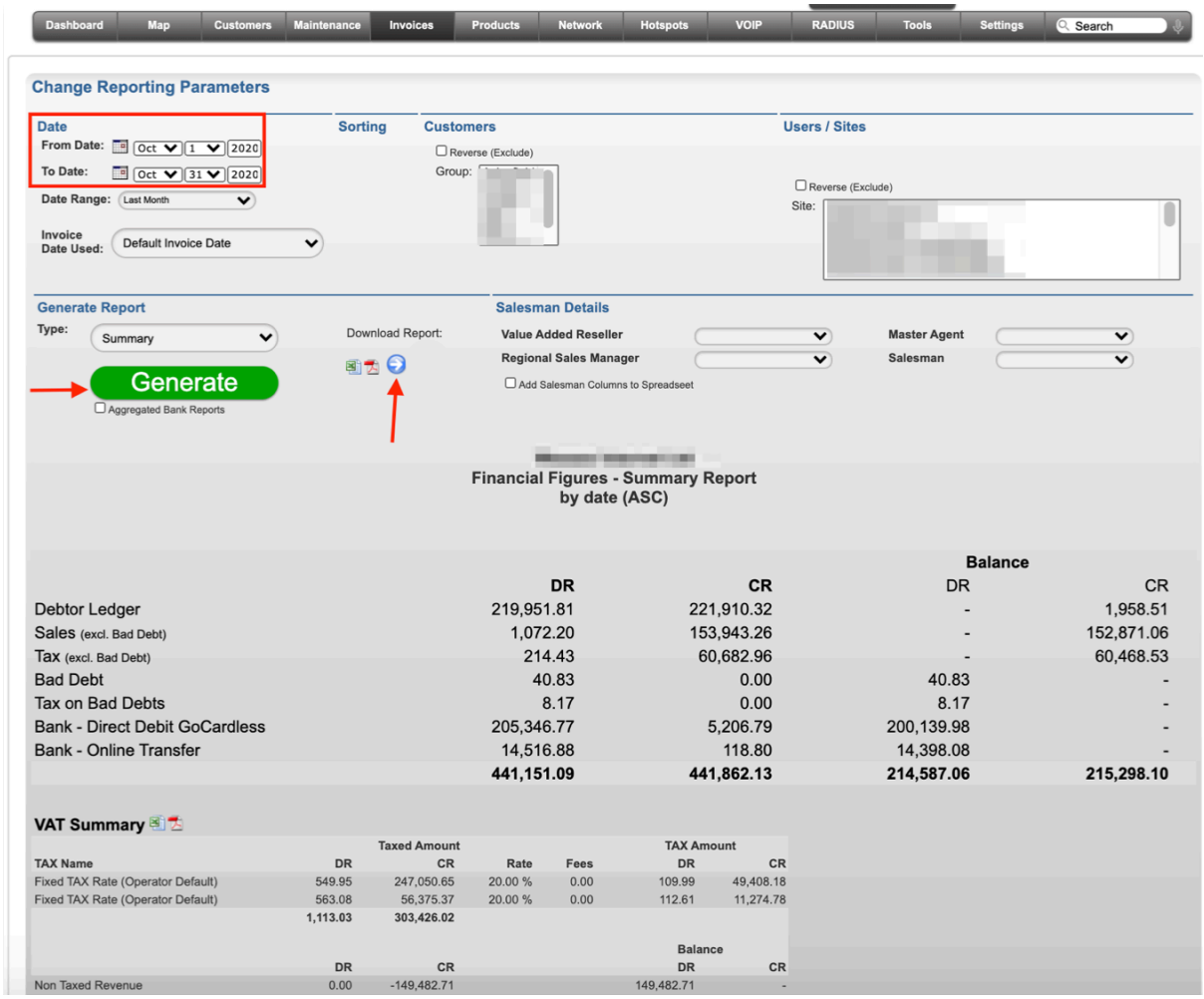
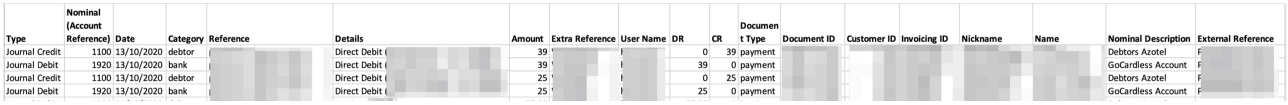


FIGURE 4.3-5 DOWNLOAD SYNCHRO FILE

5. Once the "Export Synchro File" is generated, it is good practice to verify the data contained. Please ensure that every line item has a Nominal Code. In Addition – verify that the SUM of all CREDITS matches exactly the SUM of all DEBITS. Once the file is verified, it can now be uploaded to the main accounting system.



Type	Nominal (Account Reference)	Date	Category	Reference	Details	Amount	Extra Reference	User Name	DR	CR	Document Type	Document ID	Customer ID	Invoicing ID	Nickname	Name	Nominal Description	External Reference
Journal Credit	1100	13/10/2020	debtor		Direct Debit	39			0	39	payment						Debtors Azotel	
Journal Debit	1920	13/10/2020	bank		Direct Debit	39			39	0	payment						GoCardless Account	
Journal Credit	1100	13/10/2020	debtor		Direct Debit	25			0	25	payment						Debtors Azotel	
Journal Debit	1920	13/10/2020	bank		Direct Debit	25			25	0	payment						GoCardless Account	

FIGURE 4.3-6 EXAMPLE OF EXCERPT FROM GENERIC SYNCHRO FILE

6. Once the Synchro report has been exported, and then imported into the accounting software, the database in SIMPLer should be locked so that no other entries are made in SIMPLer during the period that has already been recorded in your accounting system. This can be found under the => Invoices

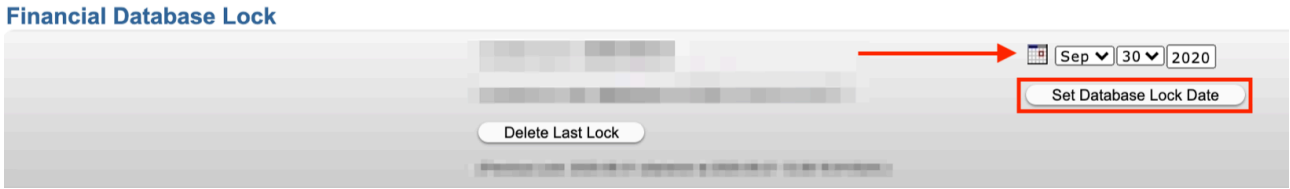


FIGURE 4.3-7 SET DATABASE LOCK

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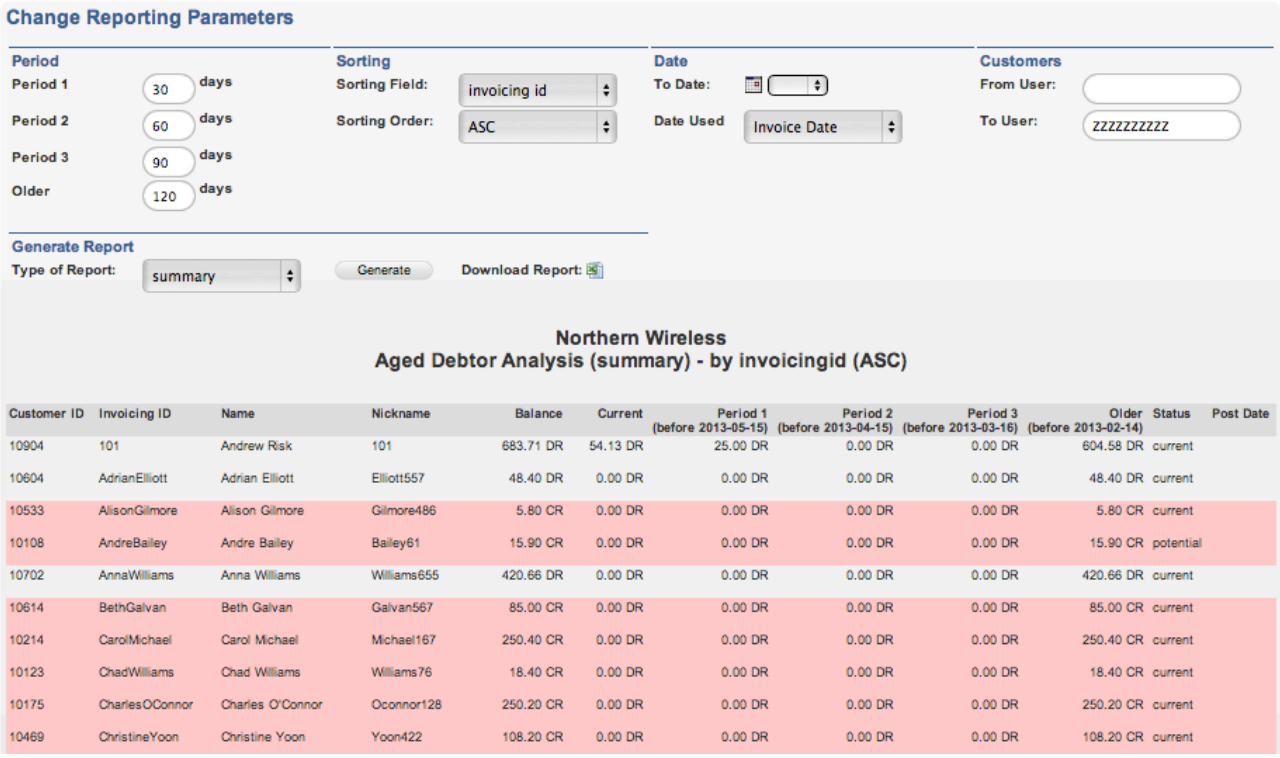
4.4 AGED DEBTOR ANALYSIS

The Aged Debtor Analysis functionality, which can be accessed via main *Invoices* page in *Financial figures* field (see figure 4.1-1 to navigate**)** is a facility used for tracking non-paid invoices and customers that are overdue. The window for aged debtor analysis consists of two parts (see figure 4.4-1):

- Report parameters (top field)
- Generated report (bottom table)



Customer ID	Invoicing ID	Name	Nickname	Balance	Current	Period 1 (before 2013-05-15)	Period 2 (before 2013-04-15)	Period 3 (before 2013-03-16)	Older (before 2013-02-14)	Status	Post Date
10904	101	Andrew Risk	101	683.71 DR	54.13 DR	25.00 DR	0.00 DR	0.00 DR	604.58 DR	current	
10604	AdrianElliott	Adrian Elliott	Elliott557	48.40 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	48.40 DR	current	
10533	AlisonGilmore	Alison Gilmore	Gilmore486	5.80 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	5.80 CR	current	
10108	AndreBailey	Andre Bailey	Bailey61	15.90 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	15.90 CR	potential	
10702	AnnaWilliams	Anna Williams	Williams655	420.66 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	420.66 DR	current	
10614	BethGalvan	Beth Galvan	Galvan567	85.00 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	85.00 CR	current	
10214	CarolMichael	Carol Michael	Michael167	250.40 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	250.40 CR	current	
10123	ChadWilliams	Chad Williams	Williams76	18.40 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	18.40 CR	current	
10175	CharlesOConnor	Charles O'Connor	Oconnor128	250.20 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	250.20 CR	current	
10469	ChristineYoon	Christine Yoon	Yoon422	108.20 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	108.20 CR	current	

FIGURE 4.4-1 AGED DEBTOR ANALYSIS DEFAULT PAGE

4.4.1 REPORT PARAMETERS FILED

When entering the page for the first time from *Invoices* menu a report using the default options will be generated. There are several ways to tweak the report, by changing one or more of the following options:

- ***Sorting field*** – allows to sort the report by the following options:
  - invoicing ID (default value)
  - nickname
  - balance
  - current
  - periods (1,2,3)
  - older
  -
- ***Sorting order*** (default is ASC)
  - ASC – ascending (lowest results first)

- DSC – descending (highest result first)

- ***To Date*** – date up to which the report will be generated. Default is current date.
- ***Periods (1,2,3)*** **–** credit period in days (e.g. 14 days, 31 days) to be set. Default values are:
  - 30 days for period 1

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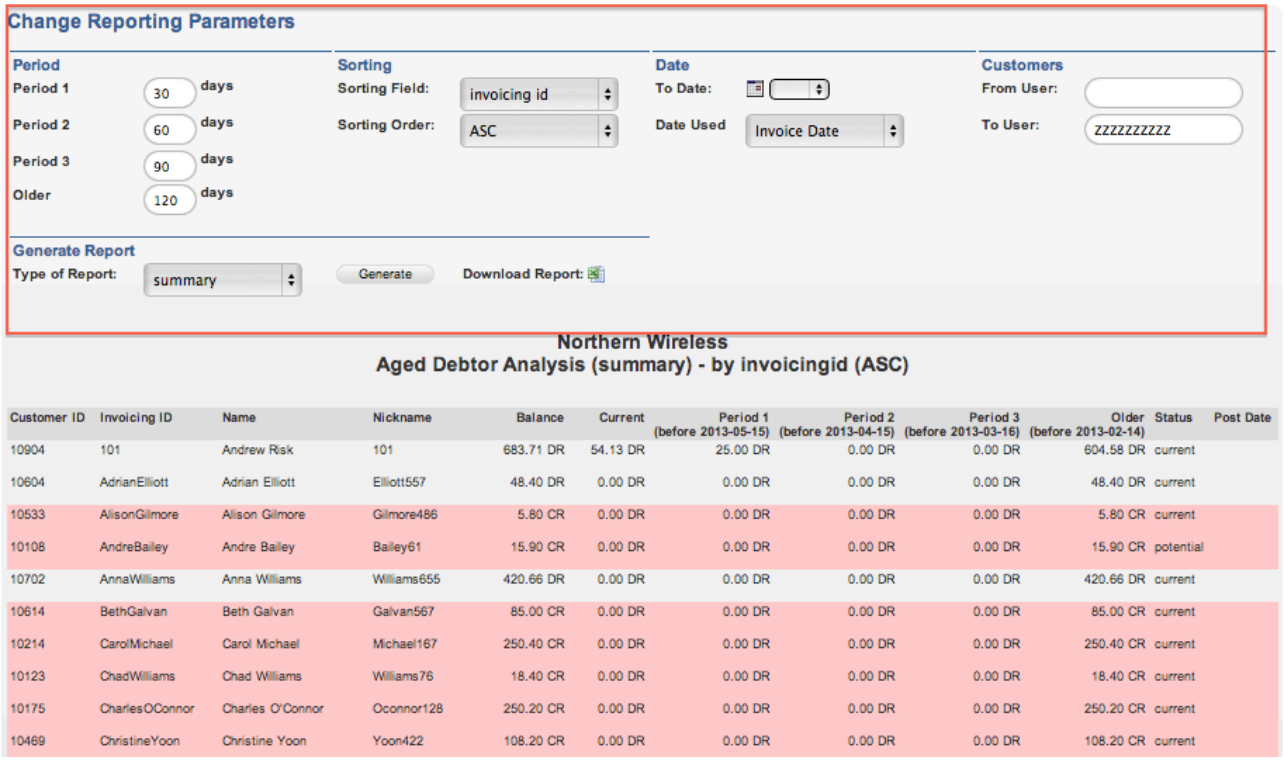
- 60 days for period 2
- 90 days for period 3
- 120 days for *Older* field

- ***From user –*** to specify the first letter of end customer from which user report will be generated
  - ***To user –*** to specify the last letter of end customer to which user report will be generated. Default value is ZZZZZ.
  - ***Type of report –*** This option changes the way in which rows are displayed in the report. There are three options:
  - **summary** (default) is the basic option which displays the most important fields in the report
  - **contacts,** show in the report also contact details for each row, which can be used for tracking and immediate calling debtor customer
  - **details** print out all details of invoices outstanding

    The differences between all above options for a particular customer are shown in figure 4.4-2 a, b, c respectively.
  - ***Date Used*** – this filed indicates which date to use when setting the parameters, there are two possible options:
  - (default)Posted date
- Download Report icon – allows to save the generated report in xls file type (Microsoft Excel)

  Note: It is important to always click on the *Generate* button after setting the chosen parameters to create the report.



Customer ID	Invoicing ID	Name	Nickname	Balance	Current	Period 1 (before 2013-05-15)	Period 2 (before 2013-04-15)	Period 3 (before 2013-03-16)	Older (before 2013-02-14)	Status	Post Date
10904	101	Andrew Risk	101	683.71 DR	54.13 DR	25.00 DR	0.00 DR	0.00 DR	604.58 DR	current	
10604	AdrianElliott	Adrian Elliott	Elliott557	48.40 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	48.40 DR	current	
10533	AlisonGilmore	Alison Gilmore	Gilmore486	5.80 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	5.80 CR	current	
10108	AndreBailey	Andre Bailey	Bailey61	15.90 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	15.90 CR	potential	
10702	AnnaWilliams	Anna Williams	Williams655	420.66 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	420.66 DR	current	
10614	BethGalvan	Beth Galvan	Galvan567	85.00 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	85.00 CR	current	
10214	CarolMichael	Carol Michael	Michael167	250.40 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	250.40 CR	current	
10123	ChadWilliams	Chad Williams	Williams76	18.40 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	18.40 CR	current	
10175	CharlesOConnor	Charles O'Connor	Oconnor128	250.20 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	250.20 CR	current	
10469	ChristineYoon	Christine Yoon	Yoon422	108.20 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	108.20 CR	current	

FIGURE 4.4.1-1 AGED DEBTOR ANALYSIS PAGE (CHANGING REPORT PARAMETERS RANGE)

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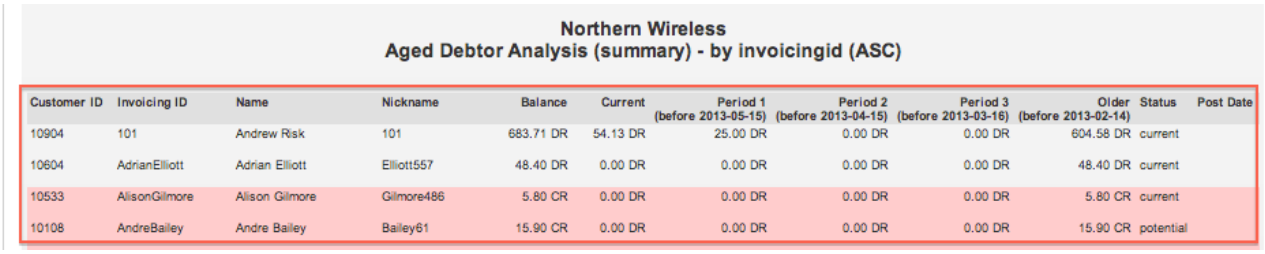
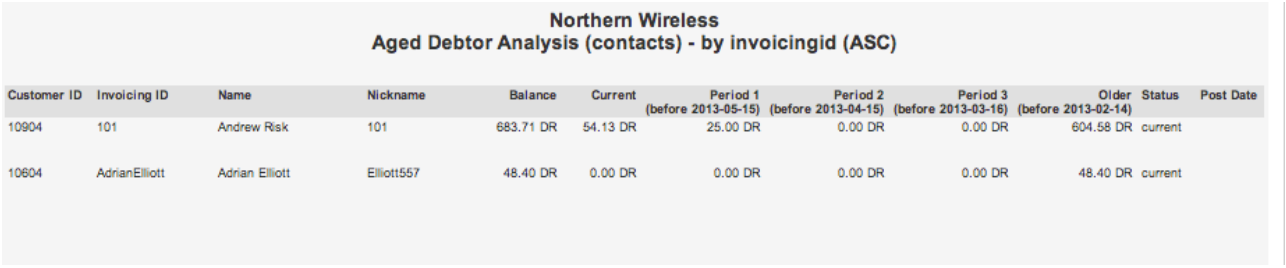


Northern Wireless
Aged Debtor Analysis (summary) - by invoicingid (ASC)

Customer ID	Invoicing ID	Name	Nickname	Balance	Current	Period 1 (before 2013-05-15)	Period 2 (before 2013-04-15)	Period 3 (before 2013-03-16)	Older (before 2013-02-14)	Status	Post Date
10904	101	Andrew Risk	101	683.71 DR	54.13 DR	25.00 DR	0.00 DR	0.00 DR	604.58 DR	current	
10604	AdrianElliott	Adrian Elliott	Elliott557	48.40 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	48.40 DR	current	
10533	AlisonGilmore	Alison Gilmore	Gilmore486	5.80 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	5.80 CR	current	
10108	AndreBailey	Andre Bailey	Bailey61	15.90 CR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	15.90 CR	potential	

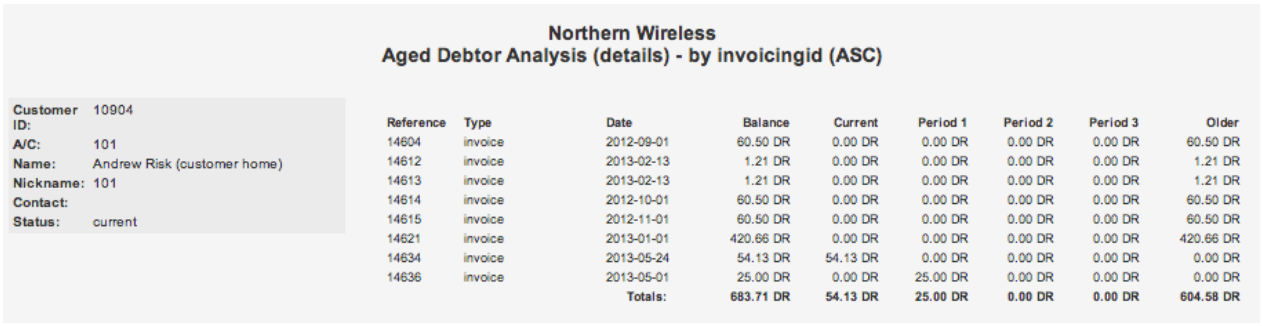
FIGURE 4.4.1-2A TYPE OF RECORD - SUMMARY



Northern Wireless
Aged Debtor Analysis (contacts) - by invoicingid (ASC)

Customer ID	Invoicing ID	Name	Nickname	Balance	Current	Period 1 (before 2013-05-15)	Period 2 (before 2013-04-15)	Period 3 (before 2013-03-16)	Older (before 2013-02-14)	Status	Post Date
10904	101	Andrew Risk	101	683.71 DR	54.13 DR	25.00 DR	0.00 DR	0.00 DR	604.58 DR	current	
10604	AdrianElliott	Adrian Elliott	Elliott557	48.40 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	48.40 DR	current	

FIGURE 4.4.1-2B TYPE OF RECORD - CONTACTS



Northern Wireless
Aged Debtor Analysis (details) - by invoicingid (ASC)

Customer ID:	10904
A/C:	101
Name:	Andrew Risk (customer home)
Nickname:	101
Contact:	
Status:	current

Reference	Type	Date	Balance	Current	Period 1	Period 2	Period 3	Older
14604	invoice	2012-09-01	60.50 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	60.50 DR
14612	invoice	2013-02-13	1.21 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	1.21 DR
14613	invoice	2013-02-13	1.21 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	1.21 DR
14614	invoice	2012-10-01	60.50 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	60.50 DR
14615	invoice	2012-11-01	60.50 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	60.50 DR
14621	invoice	2013-01-01	420.66 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR	420.66 DR
14634	invoice	2013-05-24	54.13 DR	54.13 DR	0.00 DR	0.00 DR	0.00 DR	0.00 DR
14636	invoice	2013-05-01	25.00 DR	0.00 DR	25.00 DR	0.00 DR	0.00 DR	0.00 DR
		Totals:	683.71 DR	54.13 DR	25.00 DR	0.00 DR	0.00 DR	604.58 DR

FIGURE 4.4.1-2C TYPE OF RECORD - DETAILS

4.4.2 GENERATED REPORT PART

The second part of the page Aged Debtor Analysis is (highlighted in the figure 4.4.2-1) is the generated report. Each report consists of the following fields:

- Information header containing the basic information of the report i.e. operator name
  - type of report
  - report sorting option used
  - user date range
- Table contains the information about debtors. The appearance of the table may vary according to the Type of report used (see examples in figure 4.4.1-2)
- The *Totals* row below the table showing the columns' summary.

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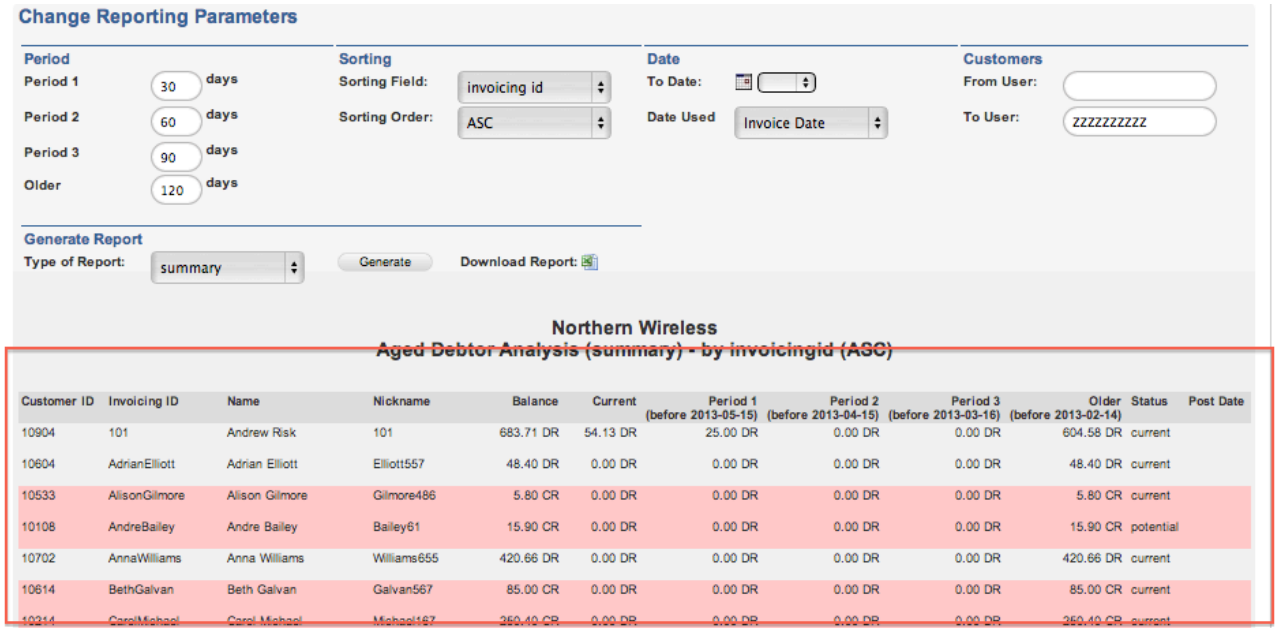

FIGURE 4.4.2-1: AGED DEBTOR ANALYSIS PAGE (GENERATED REPORT RANGE)

When used properly, the Aged debtor analysis function is very efficient when chasing (a) end customers that are refusing to pay (b) invoices lost, or (c) forgotten payments etc.

4.5 CASH FLOW PROJECTION

With customers on different billing frequencies (monthly, every 2, 3, 6, 12 months, etc.), it can be difficult to predict the expected cash flow from subscriptions for a given future month. The Cash Flow Projection spreadsheet, which can be accessed from the invoices -> Financial figures section of SIMPLer, will project the expected cash flow for each subscriber for the coming 12 months based on the subscriber's last invoiced date, subscriptions and billing frequency. The spreadsheet gives details for each subscriber and a summary total giving the expected cash flow for each month.

To use the spreadsheet, click on the "Cash Flow Projection" link and open the resulting spreadsheet in Excel.

FIGURE 4.5-1 ACCESSING CASH FLOW PROJECTION SPREADSHEET

After a short delay the excel spreadsheet will be downloaded to your PC. When you open the spreadsheet you will find two tabs giving a summary and detailed breakdown per subscriber. Sample outputs are given below.

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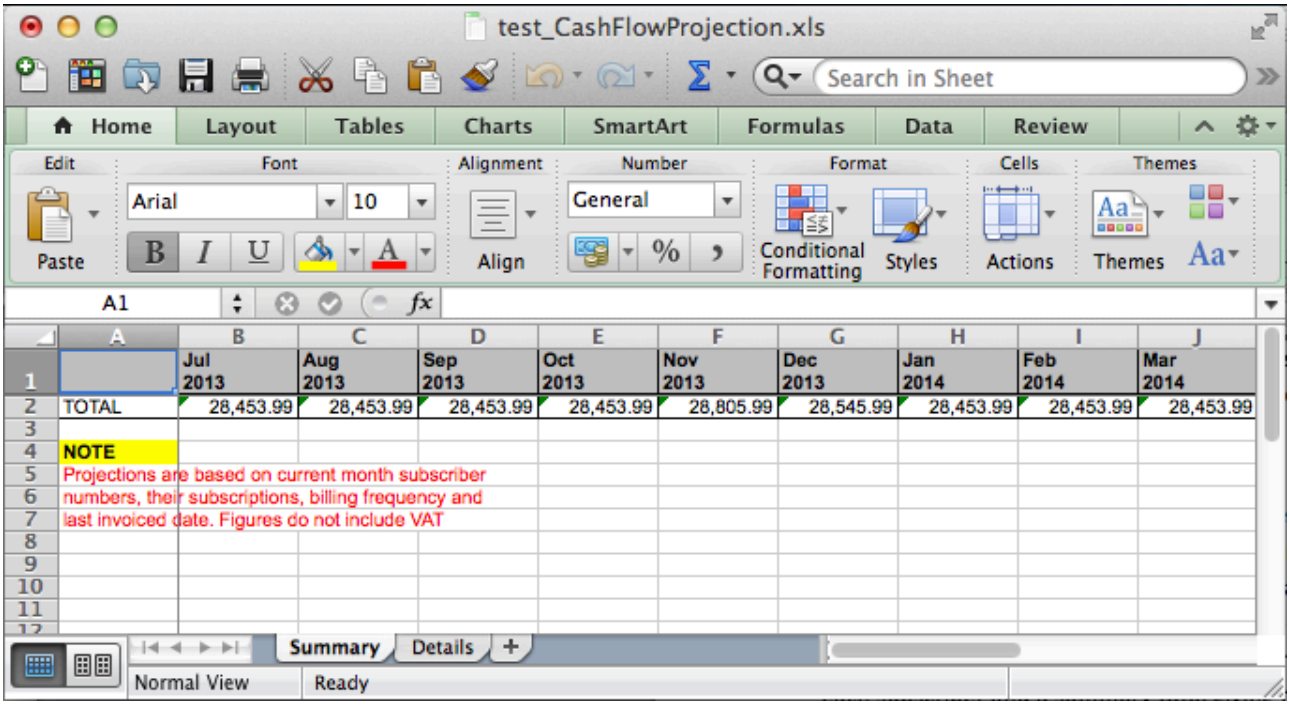

FIGURE 4.5-2 CASH FLOW PROJECTION SUMMARY TAB

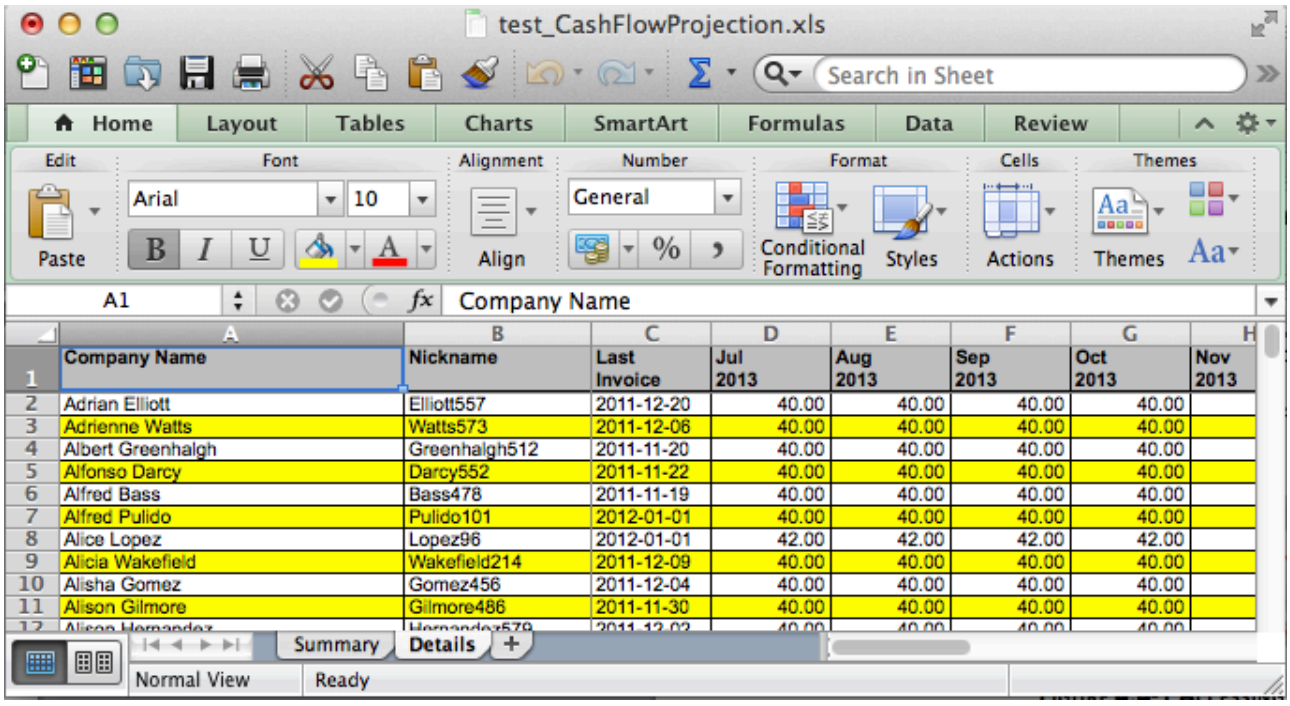

FIGURE 4.5-3 CASH FLOW PROJECTION DETAILS TAB

5 GENERAL FUNCTIONS

5.1 DEFERRED INCOME REPORT

This functionality allows the operator to calculate the value of deferred income. From **invoice->deferred income report** shown on figure 5.1-1 operator can specify a date from which the deferred income value will be generated and an email address to which the file (in .xls format) will be sent.

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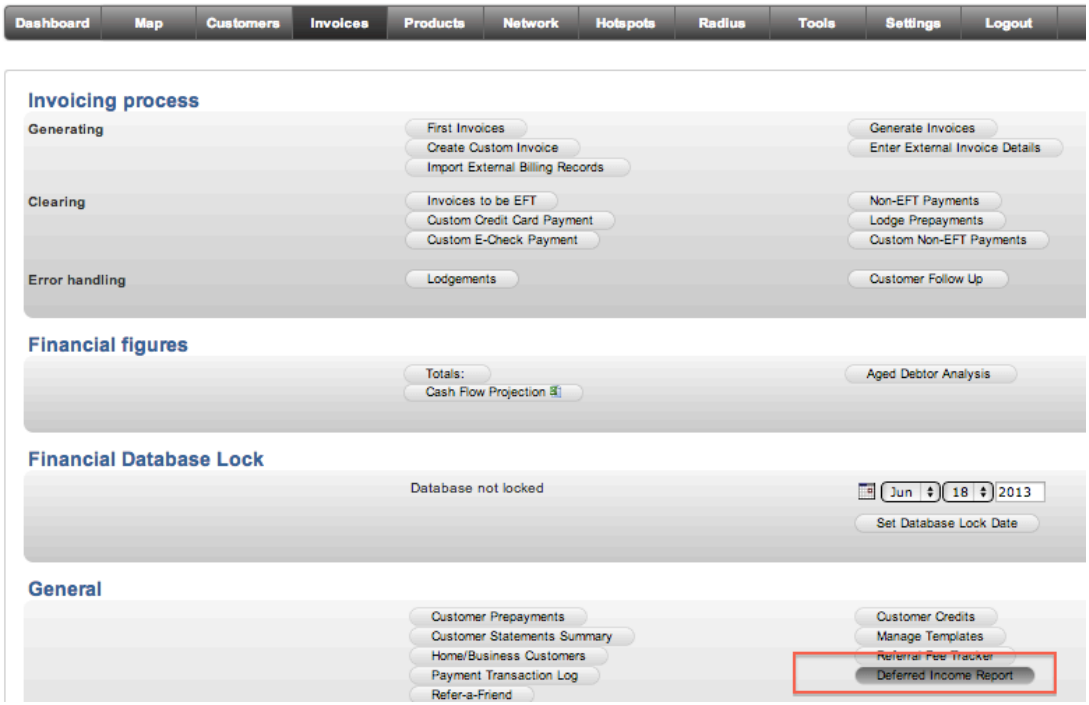

FIGURE 5.1-1 DEFERRED INCOME REPORT PAGE

The following columns will be included in the report – see Fig 5.1-2:

- Company name
- Customer Nickname
- Cycle Invoice Date
- Invoice No.
- Payment Status
- Cycle Days
- Remaining Days
- Invoice Total Amount
- Value of Total Prepayment
- Invoice Total Amount (ex. VAT)
- Value of Total Prepayment (ex. VAT)
- Invoice Deferred Products Amount (ex. VAT)
- Value of Deferred Products Prepayment (ex. VAT)
- Credit Total Amount (ex. VAT)
- Credit Deferred (ex. VAT)

A	B	C	D	E	F	G	H	I	J	K	L	M
Report Date	18/06/2013											
Company Name	Nickname	Cycle Invoice Date	Invoice No	Payment Status	Cycle Days	Remaining Days	Invoice Total Amount	Value of Total Prepayment	Invoice Total Amount (ex. VAT)	Value of Total Prepayment (ex. VAT)	Invoice Deferred Products Amount (ex. VAT)	Value of Deferred Products Prepayment (ex. VAT)
Emma Test	EmmaTest1	2013-05-21	14630	paid	31	2	19.2	1.24	17.74	1.14	17.74	1.14

FIGURE 5.1.2. DEFERRED INCOME REPORT

The deferred income report will be constructed in the following manner:

1) It takes a customer's last recurring invoice (based on date entered) and their invoicing period days.
2) It does not take into account invoice that are not of the recurring variety, credit invoices (by credit

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note), bad debt invoices.

3) It then calculates the remaining days in their invoicing period, i.e. if an invoice was generated on January 15th 2013, the invoicing period is 3 months (frequency 3) and you generate a report dates January 31st 2013, you will get 90 days – 16 days = 74 days.
4) Then, it calculates the remaining amount for those 74 days. If, for example, the invoice price (ex. VAT) is $90. Then the remaining amount would be $74.
5) Then, the invoice deferred amount, and deferred prepayment check whether the product is deferred. (See Fig. 5.1-3 for deferred flag on product) It may happen that the invoice contains more than one product and one product is deferred while another is not. This is why there might be differences between the fields “Invoice Amount/Value of Total Prepayment” and “Deferred Invoice Amount/Deferred Value of Prepayment”.
6) Finally, the deferred income report will now show any credits assigned to the invoice. If the credit date is less than or equal to the date of the report generation then this credit is taken into account and “Invoice Amount/Value of Total Prepayment” and “Deferred Invoice Amount/Deferred Value of Prepayment” are less because of the inclusion of that credit.

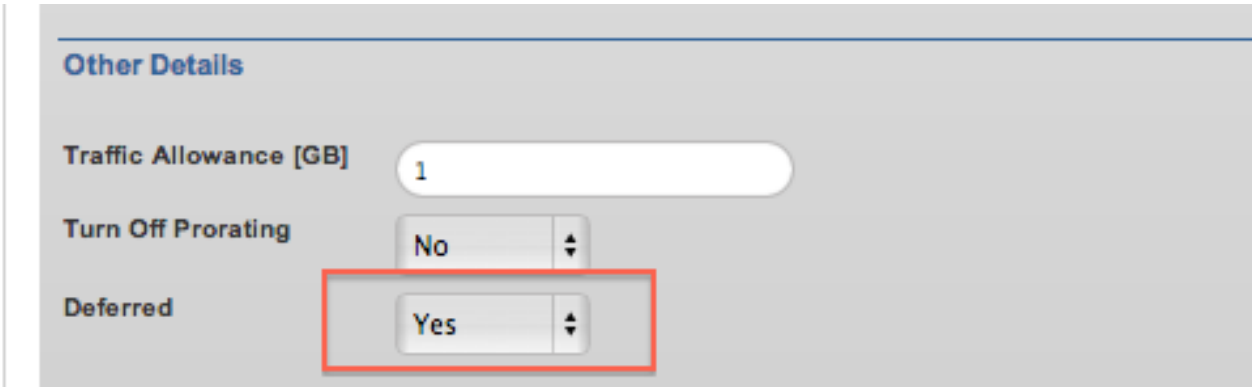

FIGURE 5.1-3. DEFERRED FLAG ON PRODUCT

5.2 SEARCH TOOL

That is a very useful utility when searching for a particular invoice. The form for searching can be found at the bottom of the invoices page see Fig 5.2-1

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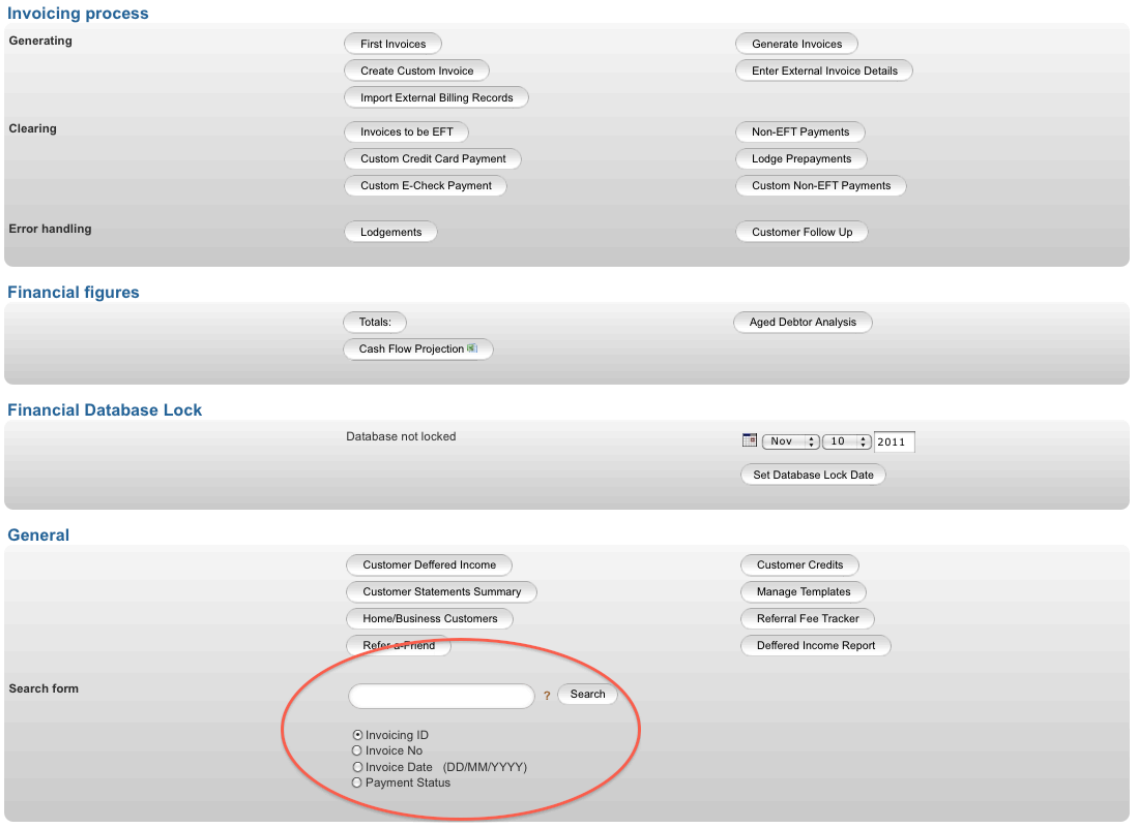

FIGURE 5.2-1 SEARCH FORM

There are many ways to search for an invoice. If no search parameters are entered, a **full list of invoices** will be returned. As the number of invoices grows, it is recommended to use one of the provided filters:

- **Customer Invoicing ID** – search by the ID written on invoices, will return all invoices for that customer
- **Invoice No** – search by invoice number; will return one, particular invoice
- **Invoice Date** – search by the given date, will return all invoices issued at that day
- **Payment Status** – very useful option for tracking invoices

After pressing the **Search** button an invoice result page will appear – see Fig 5.2-1

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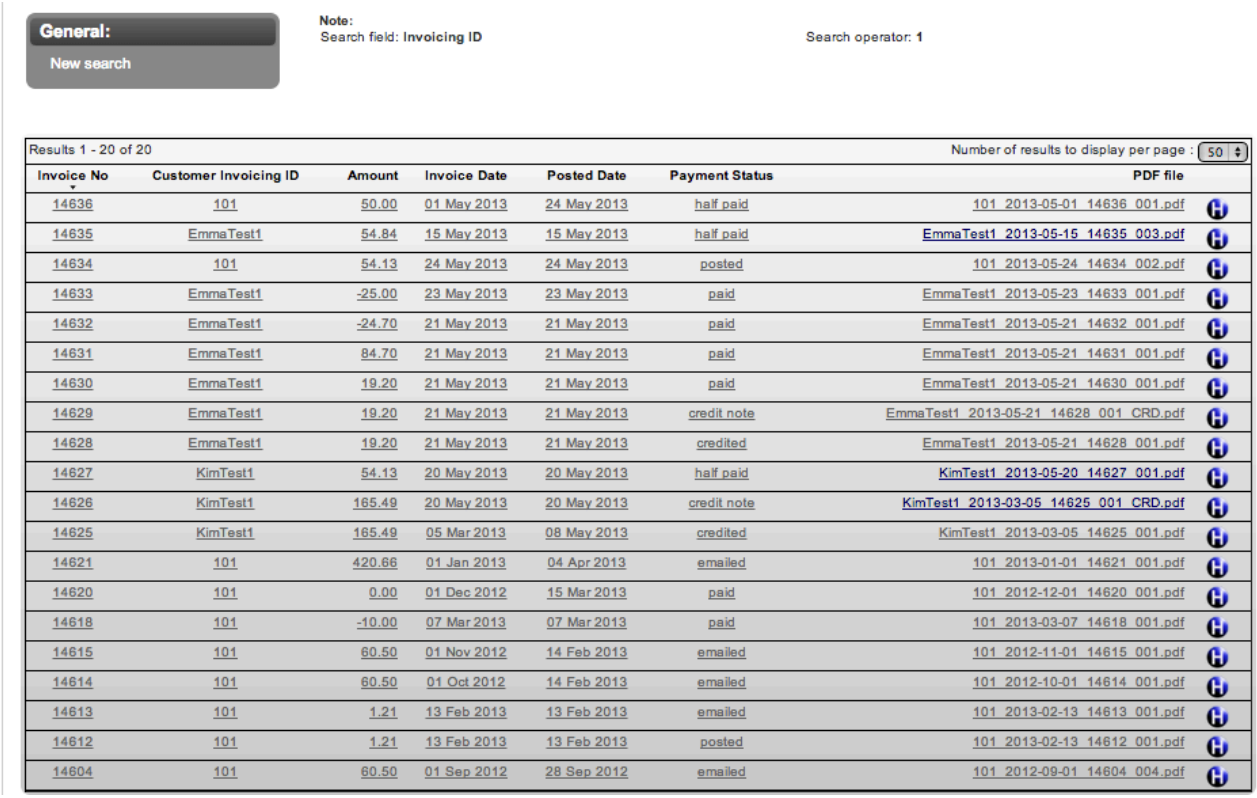

Invoice No	Customer Invoicing ID	Amount	Invoice Date	Posted Date	Payment Status	PDF file
14636	101	50.00	01 May 2013	24 May 2013	half paid	101_2013-05-01_14636_001.pdf
14635	EmmaTest1	54.84	15 May 2013	15 May 2013	half paid	EmmaTest1_2013-05-15_14635_003.pdf
14634	101	54.13	24 May 2013	24 May 2013	posted	101_2013-05-24_14634_002.pdf
14633	EmmaTest1	-25.00	23 May 2013	23 May 2013	paid	EmmaTest1_2013-05-23_14633_001.pdf
14632	EmmaTest1	-24.70	21 May 2013	21 May 2013	paid	EmmaTest1_2013-05-21_14632_001.pdf
14631	EmmaTest1	84.70	21 May 2013	21 May 2013	paid	EmmaTest1_2013-05-21_14631_001.pdf
14630	EmmaTest1	19.20	21 May 2013	21 May 2013	paid	EmmaTest1_2013-05-21_14630_001.pdf
14629	EmmaTest1	19.20	21 May 2013	21 May 2013	credit note	EmmaTest1_2013-05-21_14628_001_CRD.pdf
14628	EmmaTest1	19.20	21 May 2013	21 May 2013	credited	EmmaTest1_2013-05-21_14628_001.pdf
14627	KimTest1	54.13	20 May 2013	20 May 2013	half paid	KimTest1_2013-05-20_14627_001.pdf
14626	KimTest1	165.49	20 May 2013	20 May 2013	credit note	KimTest1_2013-03-05_14625_001_CRD.pdf
14625	KimTest1	165.49	05 Mar 2013	08 May 2013	credited	KimTest1_2013-03-05_14625_001.pdf
14621	101	420.66	01 Jan 2013	04 Apr 2013	emailed	101_2013-01-01_14621_001.pdf
14620	101	0.00	01 Dec 2012	15 Mar 2013	paid	101_2012-12-01_14620_001.pdf
14618	101	-10.00	07 Mar 2013	07 Mar 2013	paid	101_2013-03-07_14618_001.pdf
14615	101	60.50	01 Nov 2012	14 Feb 2013	emailed	101_2012-11-01_14615_001.pdf
14614	101	60.50	01 Oct 2012	14 Feb 2013	emailed	101_2012-10-01_14614_001.pdf
14613	101	1.21	13 Feb 2013	13 Feb 2013	emailed	101_2013-02-13_14613_001.pdf
14612	101	1.21	13 Feb 2013	13 Feb 2013	posted	101_2013-02-13_14612_001.pdf
14604	101	60.50	01 Sep 2012	28 Sep 2012	emailed	101_2012-09-01_14604_004.pdf

FIGURE 5.2-1 INVOICE RESULTS PAGE

From this results page the operator can either go to **Invoice details page** (bottom left ellipse) or quickly access the **PDF** file associated with the invoice by clicking on the file name (bottom right ellipse in Fig. 5.2-1. There is also the possibility to limit the number of rows shown on the page by changing drop list number (top right circle in Fig 5.2-1)

Finally, it is also possible to sort the results using any column by clicking on its name.

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6 TUTORIALS

6.1 GENERATING FIRST INVOICES

The first invoices for each end customer are generated using **invoices->first invoices** as per figure 6-1-1.

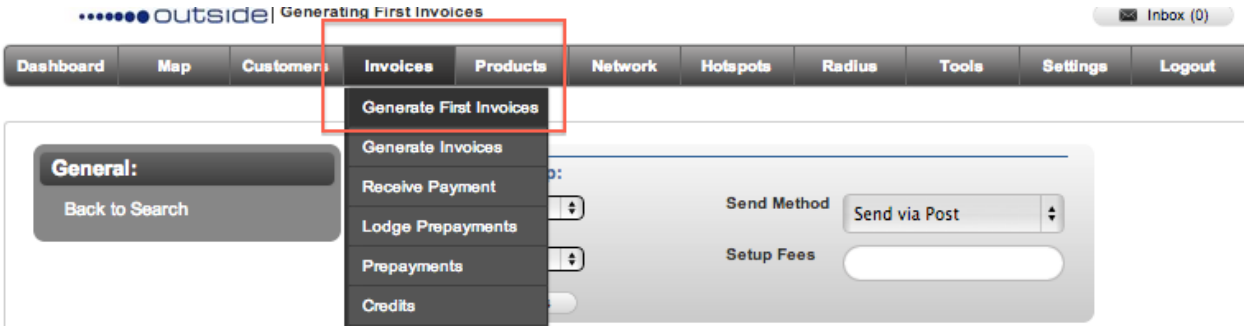

FIGURE 6.1-1 GENERATE FIRST INVOICES

As outlined earlier, first Invoices should always be treated with caution, as there is significant possibility of typos or missing information in relation to customer data entered in SIMPLer. Some details are shown on figure 6.1-2

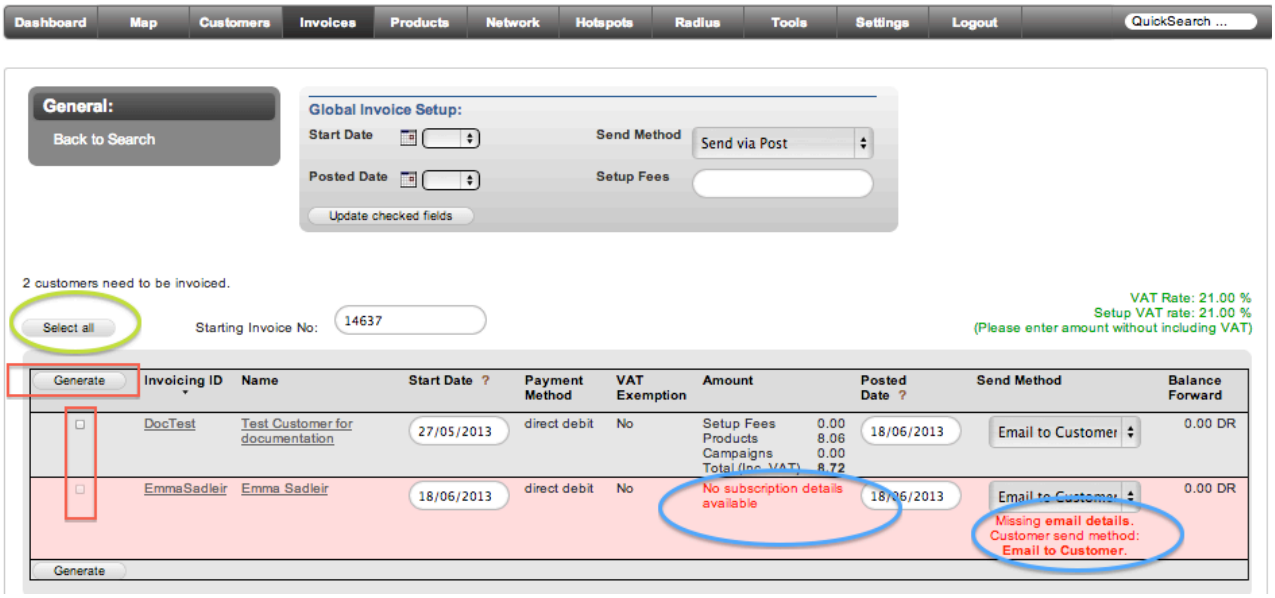

FIGURE 6.1-2 GENERATE FIRST INVOICES

The below steps need to be completed when issuing the first invoice for an end-user:

1) Verify customer information, name and invoicing ID.
2) Verify if amounts seem accurate. The system will highlight missing subscriptions as outlined in blue on fig. 6.1-2.
3) Verify Invoice Date and verify ***Send Method*** is as desired from the following options:
    a. ***Send via post*** – sends invoice files ***only to operators e-mail***. Operators can print them out or send them manually.
    b. ***Email to customer*** – sends invoice files directly to end-customers e-mail address and a copy to operators accounts email account. Using this method is not recommended without validating customer e-mail addresses first. Note that if an

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accounts email is set for your customer along with a customer email, the invoice will go to the accounts email instead. Note that the system will alert you if "email to customer" has been selected but the email details are missing (as highlighted in blue on fig. 6.1-2.

c. ***Both "send via post" and "email to customer"***: Both a) and b) apply.

d. ***None:*** Creates a pdf on the customer's file but does not send the invoice to either party.

4) "Select" customers for whom invoices are to be generated. Only end-customers who contain valid subscription details have this field unlocked. There is also the possibility (marked on figure with green ellipse no. 4) to select all valid end-customers instantly, but this is not recommended.
5) Checking and adjusting, if necessary the **Starting Invoice No.** As generating First invoices is a batch process then this field is a number of first generated in a batch invoice. If multiple rows were selected then next invoices numbers will be generated by incrementing this one. In this step you can also perform additional operations using the **Global Invoice Setup** menu. It can come in handy, when multiple rows were selected. Using it you can easily adjust settings for all selected invoices.
6) Once all information is verified, press the "generate" button to generate all selected invoices. (See information highlighted in red).

6.2 GENERATE RECURRING INVOICES (EXCLUDING FIRST INVOICES)

The process for generating invoices, which are based on subscription details, is very similar to issuing first invoices discussed in Section 6.1. The primary difference is that there should be no need for checking subscription details or any other details, which makes this a non-time consuming task. The whole process flow is shown in Fig 6.2-1

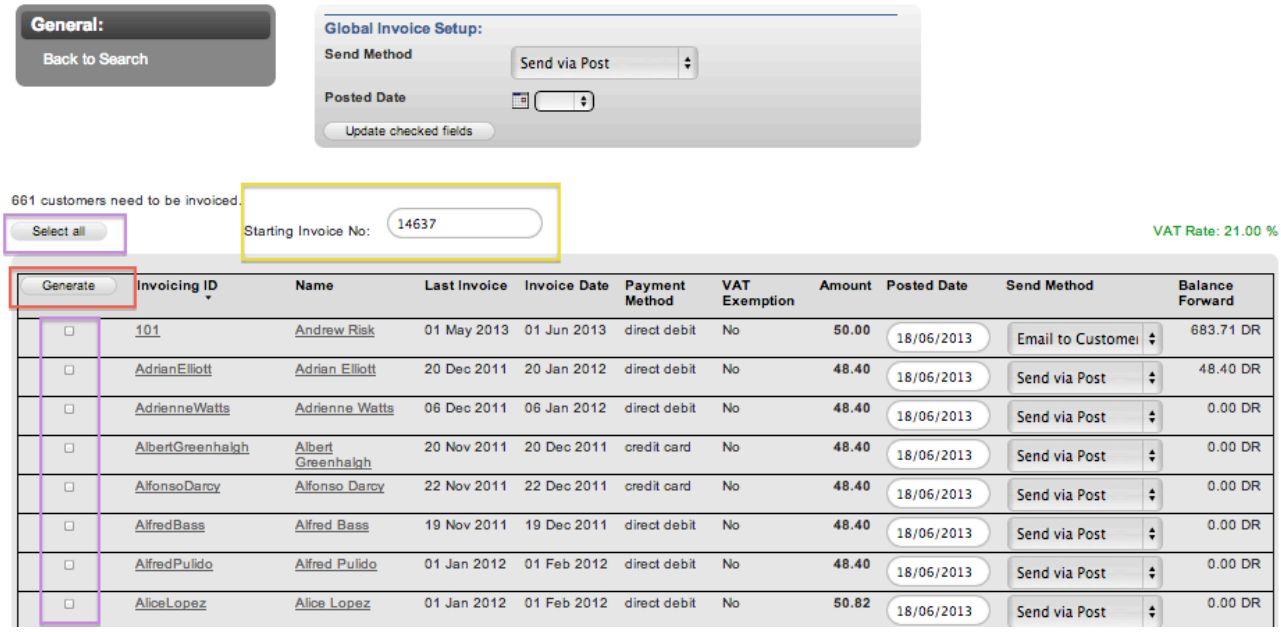

FIGURE 6.2-1 GENERATE INVOICES

There are three steps which make generating invoices a quick & easy process. Typically, only the first and last steps are mandatory:

1) **Select All** entries suitable for generating invoices. You can do it by selecting them manually, but the recommended way is to use Select All button. (Highlighted in purple)
2) Specify first invoice number. This gives the option to adjust settings like Send Method or Posted Date, but usually (if set correctly at the beginning) there is no need for this step. (Highlighted in

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yellow)

3) Generate invoices (Highlighted in red)

NOTE: It is strongly recommended to keep hard copies of each invoice.

There is also an option to have recurring invoices automatically generated.
Please contact azotel support staff **to set this up.**

6.3 CUSTOM INVOICING

This facility is used to issue a custom invoice, which is not connected to the normal recurring billing process. It is worthwhile to remember that invoices generated is this way will not affect the standard invoicing process. Hence it can be used to bill customers for non-standard services or products.

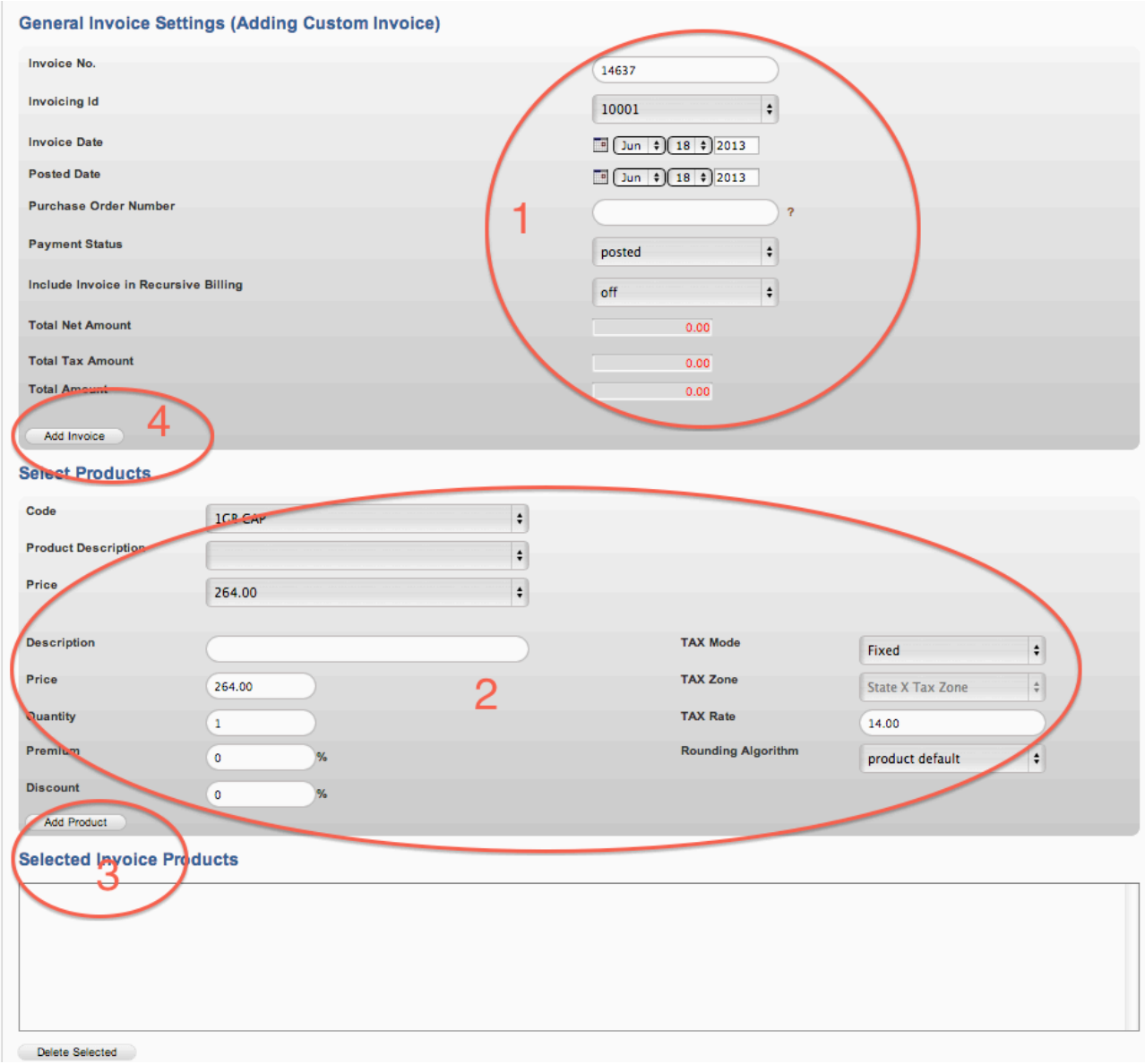

FIGURE 6.3-1 CUSTOM INVOICING

Steps:

1) Enter general invoice details. This should be treated with caution. Default details are entered in all fields and most likely will require to be changed..

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2) Enter invoice product details by selecting product **code** or **description**. Adjust quantity and discount if necessary. Adjust tax settings if necessary. Products for invoices can be added easily in the product page of SIMPLer. Calculated product value will be shown in the Product total field.
3) Add specified product to invoice. Repeat steps 2&3 until invoice product list will be correct. You can also delete previously entered product with delete selected button. A useful tip when completing product list for an invoice is that there is an Invoice total amount field in the right bottom corner of the page.
4) Add invoice. Invoice will be created and posted to operator. Note that you would currently need to email a custom invoice manually to your customer.

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6.4 ENTERING NON-STANDARD INVOICE DATA

This facility allows the Operator to issue invoices to end-customers that are not associated with any Products. Hence all other facilities such as SIMPLer payment processing can be used. The process of entering the date is shown on fig.6.4-1.

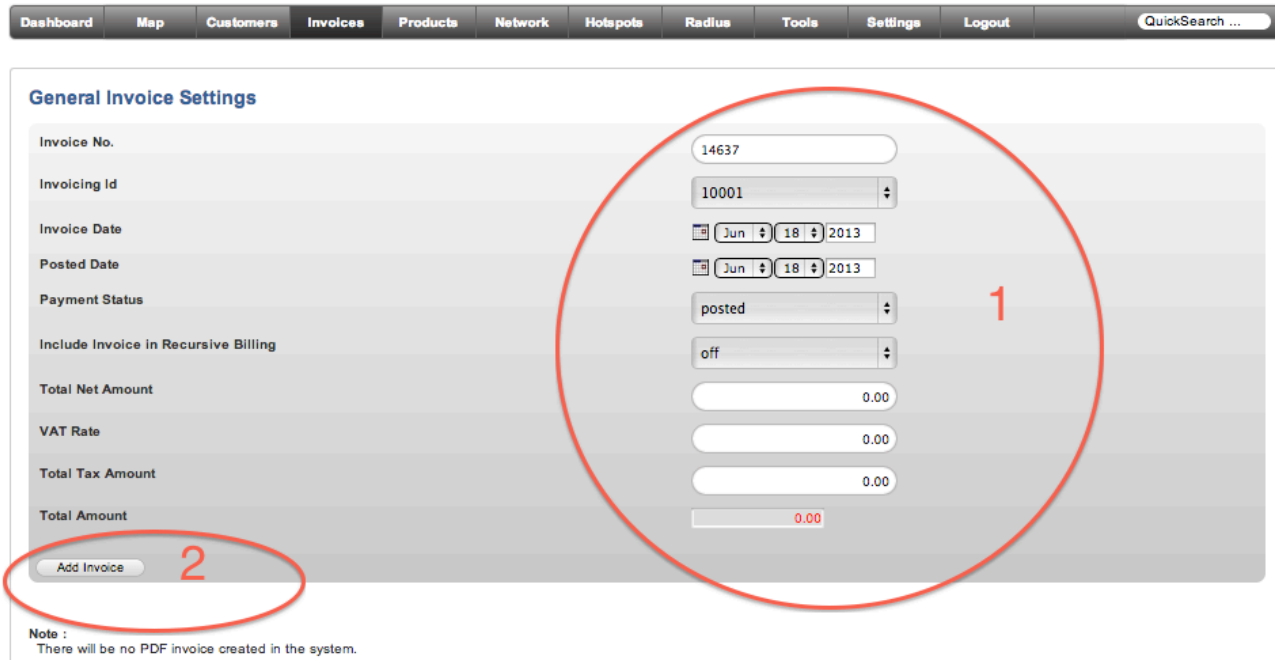

FIGURE 6.4-1 ENTERING EXTERNAL INVOICE DATA

Use access ***invoice***->***enter external invoice details*** page, then simply:

1) Enter invoice details. Some of the fields (like Invoice Date, Vat rate and Payment Status will have default values set at the beginning)
2) Click ***Add Invoice*** button

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6.5 MODIFYING, DELETING & CREDITING INVOICE

The ***Modify invoice*** link (see Fig 6.5-1) is used to modify, delete or credit an invoice

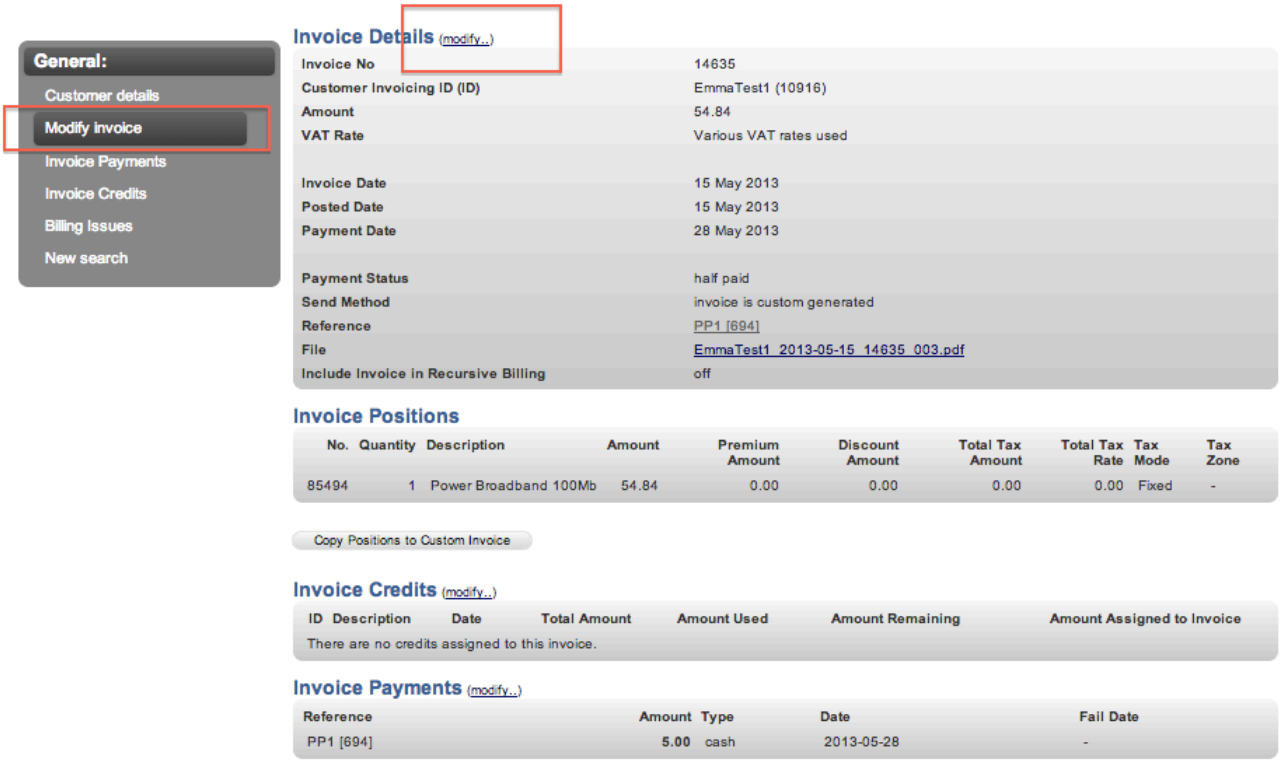

FIGURE 6.5-1 INVOICE DETAILS PAGE

FIGURE 6.5-2 MODIFY INVOICE

To delete invoice press the Delete Invoice button (marked with red in Fig. 6.5-2). A confirmation prompt will appear as this step cannot be undone.

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To issue a credit note against an invoice press the *credit invoice* button (marked with green in Fig. 6.5-2). Note that a generated credit note is a new invoice with payment status of "credit note". The payment status of the invoice will also be changed to credited. After that action there are two connected entries in the SIMPLer which are the invoice and its corresponding credit note. To undo Crediting an Invoice, simply delete the Credit Note.

Steps (marked with blue on fig. 6.5-2):

1) Modify invoice details to desired contents.
2) Press **Update Invoice** button to propagate changes

NOTE: It is strongly recommended NOT TO change invoice details as financial functions may be impacted.

6.6 EFT PAYMENTS (DIRECT DEBITS)

Creating an EFT payment is a fully automated process. This functionality enables large volumes of payments to be processed in three easy steps. The result is a "winbits" file which can be then be submitted to the Operators bank, by whatever means is allowed – dial-up modem, email etc.

Process flow is shown on figure 6.6-1.

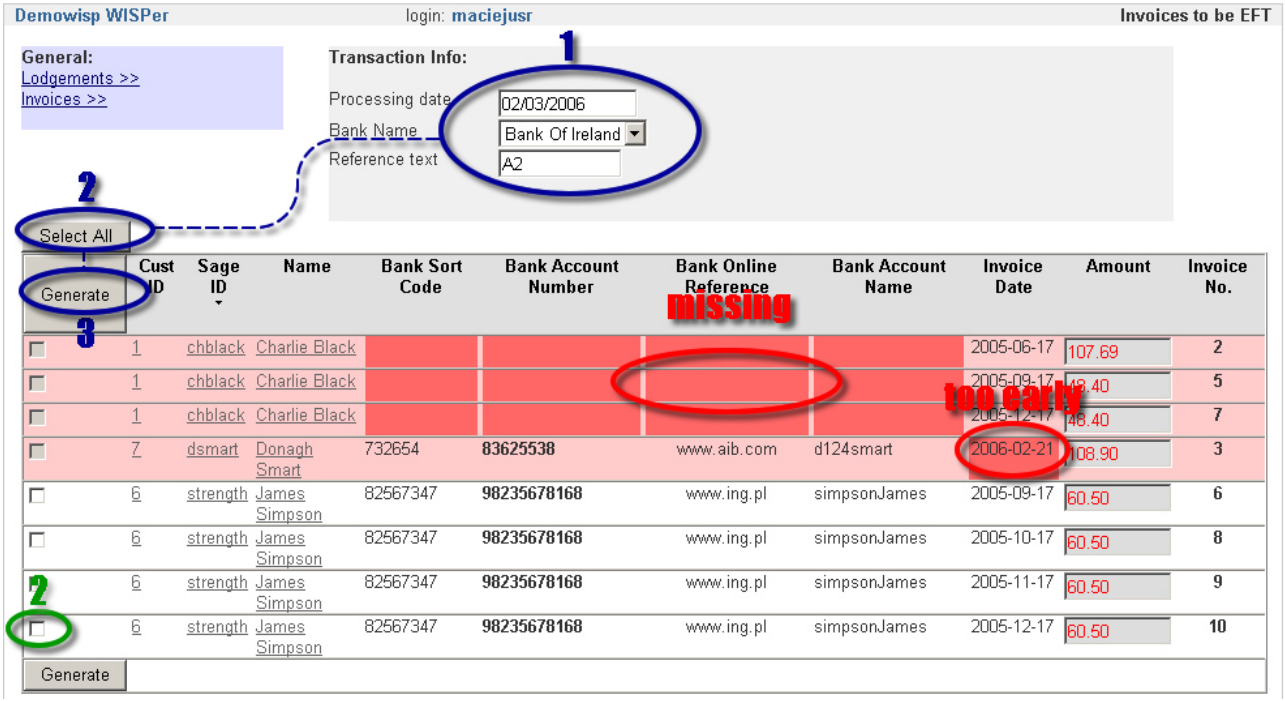

FIGURE 6.6-1 EFT PAYMENTS

Steps:

1) Verify EFT payment data. The fields in "1" will contain default data. Please verify the Processing date, Reference and **Bank Name**.
2) Select invoice entries that to go under EFT processing. Note that only suitable rows can be selected. Red background with highlighted Red indicates missing or incorrect field information. Hence, simply press Select All button, then take a few moments to unselect any invoices to be

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excluded.

3) Push “Generate” button

The file needed to be submitted to the Operators bank will be created and sent to the Operators accounts or general email address. All data of EFT payment is stored in SIMPLer so you can access and review information or mark off failed positions very easily through ***invoice->Lodgements*** page.

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6.7 HANDLING CHEQUES, CASH & ONLINE PAYMENTS

Handling other non-EFT payments is the second part of SIMPLer payments system. The process flow is shown in Fig 6.7-1. To get to this page, you must click on the non EFT payments/Cash/check payments button on the invoices tab.

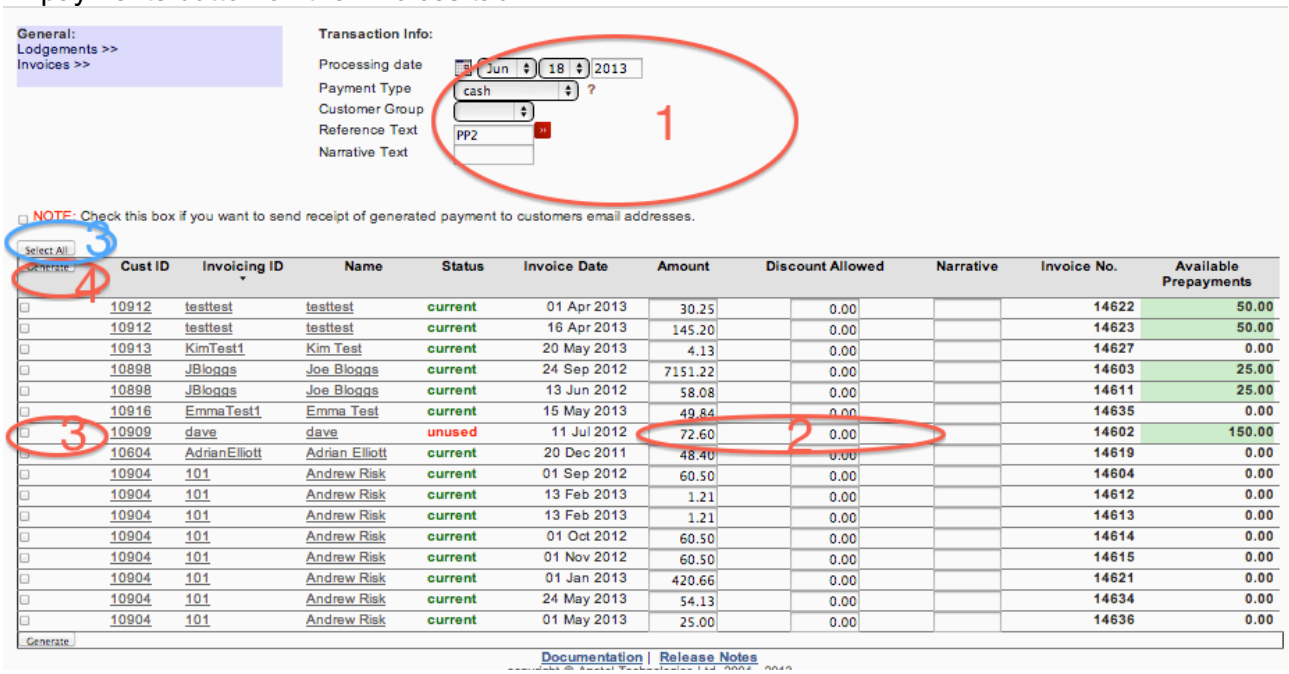

FIGURE 6.7-1 NON EFT PAYMENTS/CASH/CHECK PAYMENTS

Normally there are four steps to pay off invoice using this facility:

1) First enter common transaction information such as processing date, payment type and reference text. All fields are already filled in by default. Typically, only *Payment type* needs to be changed. Options include cash, cheque, online transfer, etc.
2) Adjust payment amount if necessary. Default value is Total Payment Amount. Typically an Invoice is paid off in full, but there are cases in which customer pays off less. If the shortfall is small, then the Operator can simply use the *Discount Allowed* feature to make up the difference. All accounts will be adjusted accordingly.
   In the case, of a significant underpayment, use the part payments feature. Simply enter the amount that was paid. That will issue a part-payment. Next time when entering Non-EFT payments, the balance due will be displayed.
3) Check rows of invoices for whom payment has to be generated
4) Click Generate button.

NOTE: It is essential that great care is taken when selecting Invoices, to ensure that the desired ones are selected.

In the case of non-EFT payments, invoices are moved directly in to the "Paid" state. Use error handling functionality to reverse any adverse actions.

Note that there is also a function to add "custom non EFT payments" to pay off cash/check/ other external payment. The primary difference between this function and the function demonstrated in fig. 6.7-1 is that with custom non EFT payments the operator can allocate more money to a customer's account that what is owed. So the remaining amount will go to the prepayments table. See fig. 6.7-2 for details.

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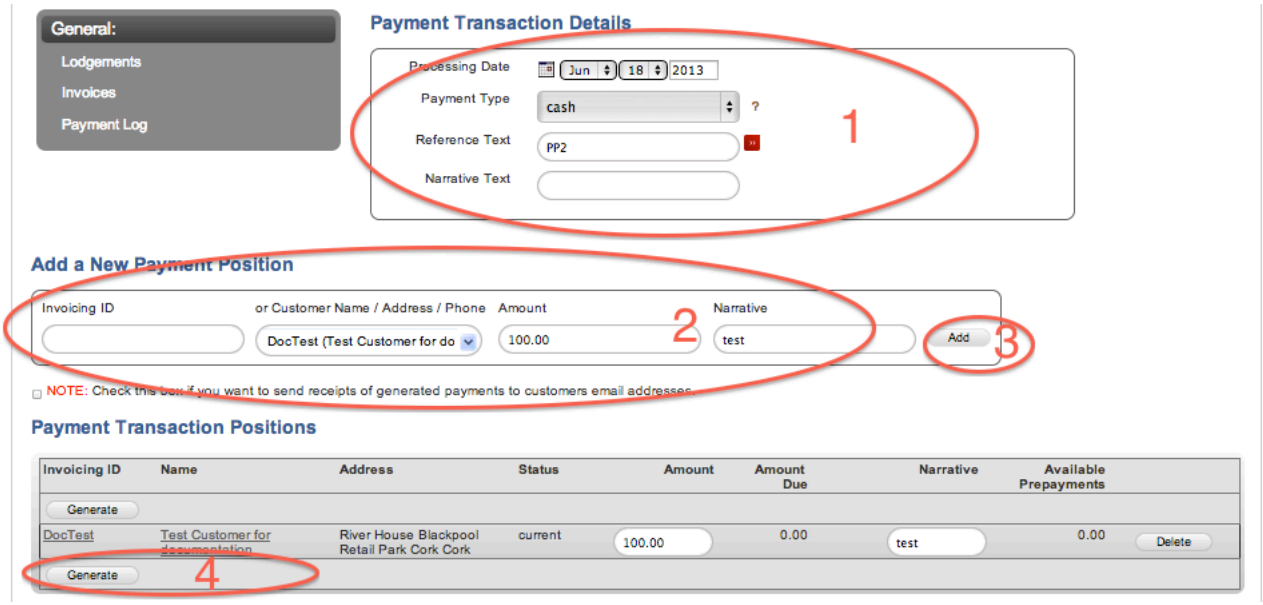

FIGURE 6.7-2 CUSTOM NON-EFT PAYMENTS

Steps would be as follows:

1) Enter appropriate details for date and payment method.
2) Enter customer details and amount details.
3) Click “add” to allocate to the payment table.
4) When ready click add.
5) Payment will be allocated to oldest invoice first. Any extra payment will be allocated to the prepayment table under your customer’s account.

6.8 PAYMENT FAILURE HANDLING

Sometimes there are payments errors. Correcting errors is important to enable bank account reconciliation. A view of all historical lodgements is available from ***invoice->lodgements*** page - see Fig 6.8-1.

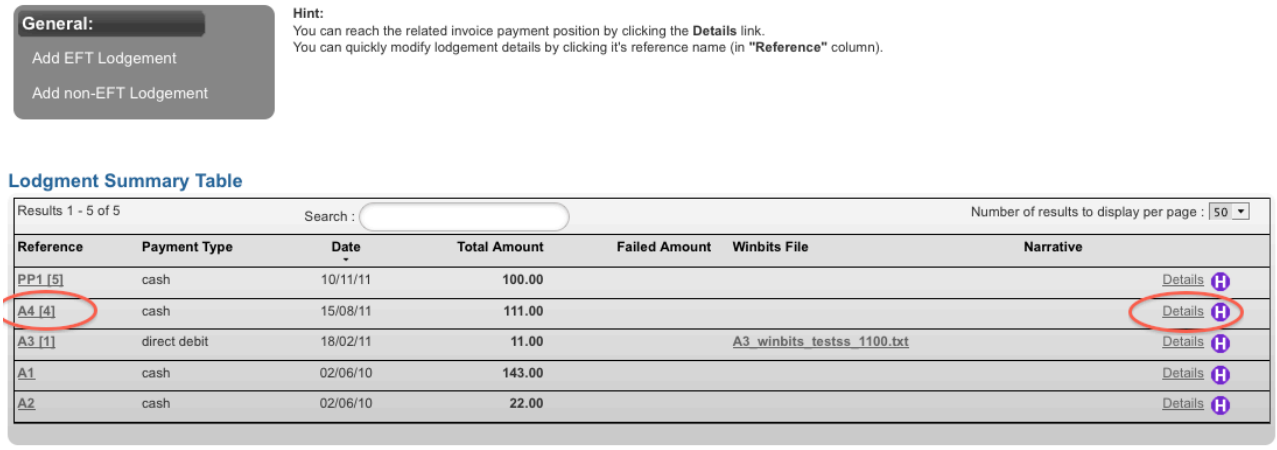

FIGURE 6.8-1 LODGEMENTS

This page allows access to all issued lodgements. By clicking **Details** link (marked with red ellipse) you can access lodgement **detailed page** on which you can check what were the Invoices that need correcting. By clicking on payment reference name you can access quickly the lodgements general page where you can

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modify general information (such as processing date, payment type and reference) or delete it. Note that there is a link (marked with green ellipse on figure 6.8-2) to *Change Details*.

For example, if a notification is received from the bank indicating that there was a failure on one of the invoice under lodgement E471:

1) First go to Lodgements page
2) After finding a lodgement entry (basing on EFT name, date) click the Details button for that transaction, and the rest of process is show in three step action on Figure 6.7.2

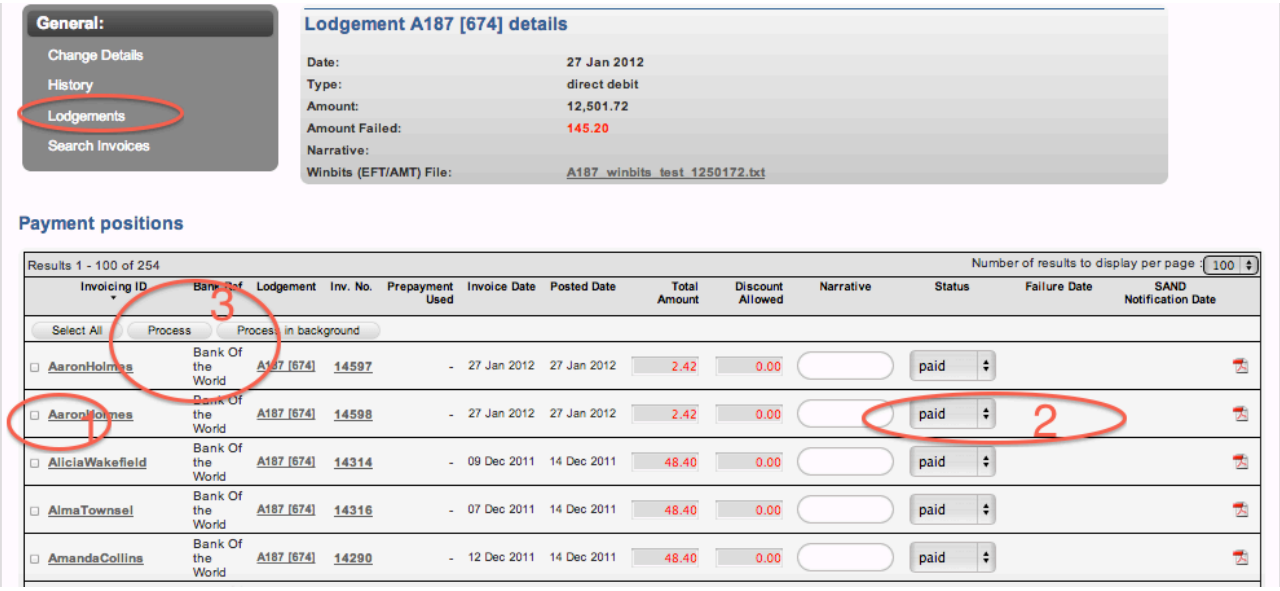

FIGURE 6.8-2 CLEARING OF PAYMENT FAILURES

3) On lodgement page first you have to find and mark the checkbox for the invoice, which failed.
4) Change its status to failed, and enter Failure Date. Remember, that without the failure date, the payment won't be moved to failed state
5) Click Process button.

The invoice status will be automatically changed accordingly.

6.9 MODIFYING & DELETING PAYMENTS

Sometimes it is necessary to adjust general payment settings or delete one. This is achieved by clicking **Reference name** on lodgements page (fig 6.7.1) or by clicking **Change Details** button on lodgement detailed page (fig. 6.7.2).

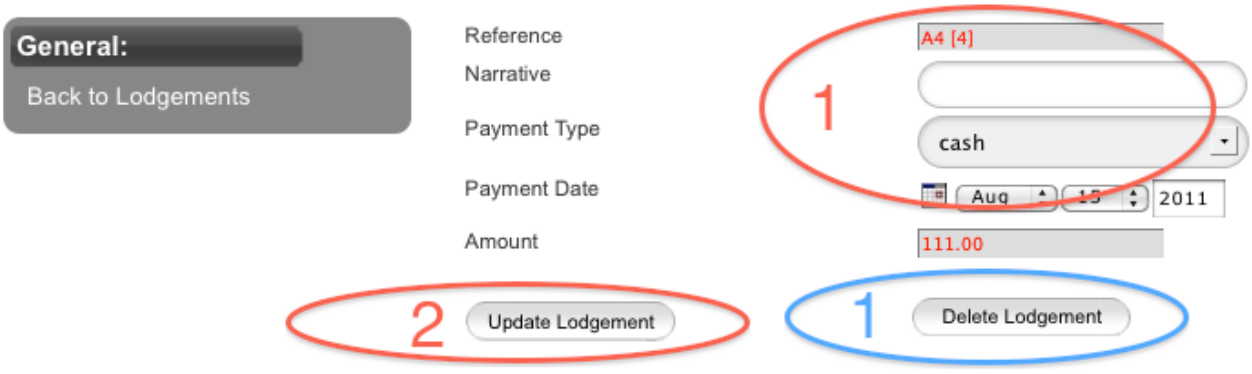

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FIGURE 6.9-1 MODIFYING & DELETING PAYMENTS

To **delete lodgement**, simply click the *Delete* lodgement button - see Fig 6.9-1.

NOTE: Please proceed with caution when deleting lodgements. Verify that the correct lodgement is selected.

To **modify** a lodgement, two basic steps are required – see Fig 6.9-1:

1) Change lodgement general data fields, which are: narrative (used for info purpose), payment type and payment date
2) Click Update Lodgement button to propagate changes

6.10 PRO-RATA / MULTIPLE FIRST MONTH BILLING

Note that this process has been updated and updated procedure has been documented in section 7.

Often an operator would like to align their billing cycle so that invoices are always issued on a certain day of the month – most likely the first of each month. If a subscriber is added during the month, it is necessary to issue a "pro-rata" invoice for the first month, and then adjust the start of the recurring billing to be aligned with the billing cycle. This can be done by issuing a "custom" invoice as the first invoice, and then adding "credit days" to shift the start of the recurring billing cycle.

A related topic is billing new customers for several months up front – for example the customer may pay for installation and 2 months of service with their initial payment. This case can again be handled by using a "custom" invoice for the first invoice, and then using "credit days" to delay the start of recurring billing.

The example below assumes the following:

- A customer joins on the 10th of Nov.
- A setup fee of $150 applies
- The customer subscribes to a $20/month basic internet package, paying 2 months up front
- The operator would like to align recurring billing on the 1st of each month, so will charge a pro-rata invoice for the first month's service (i.e. the customer will pay for 20 days service in the first month in this example – 10/Nov – 30/Nov = 20 days)

In this case we need to create a custom invoice for this customer for: Setup ($150) + 2 months service (2 x $20) + 20 days service ($20 x 20/30) = $203.33. To do this, go to ***invoices*** -> ***Create Custom Invoices >>***. As per fig. 6-10-1.

FIGURE 6.10-1 GENERATE CUSTOM INVOICE

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Select the customer ID and set the Invoice Date if required. The payment status should be “posted” or “emailed” and the “Include in Recursive Billing” should be “off”. Next add the products. In this case we need to add 1 Setup product, 2 full month’s service and the pro-rata month. To add the pro-rata month, select the basic internet product and select the % discount to apply – in this case the discount would be 10/30 = 33.33%. The Invoice Products section should then look like in fig. 6-10-2.

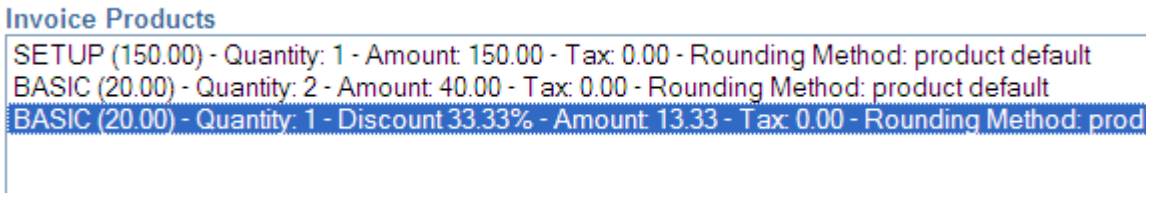

FIGURE 6.10-2 INVOICE PRODUCTS

Confirm that the Total Amount is as expected ($203.33 in this case), and then click “Add Invoice>>” as per fig. 6-10-3.

FIGURE 6.10-3 ADD INVOICE

Now that the invoice has been generated, it is necessary to go and add “credit days” to the customer’s account to delay the start of recurring invoicing. In this case the customer has paid for the remainder of Nov, and all of Dec and Jan. Therefore, recurring billing should start on 1/Feb. In this case we need to add credit days from 10/Nov to 1/Feb = 83 days. To do this, go to the customer’s details page, and click the “modify” beside the “Billing Details” section as per fig. 6.10-4

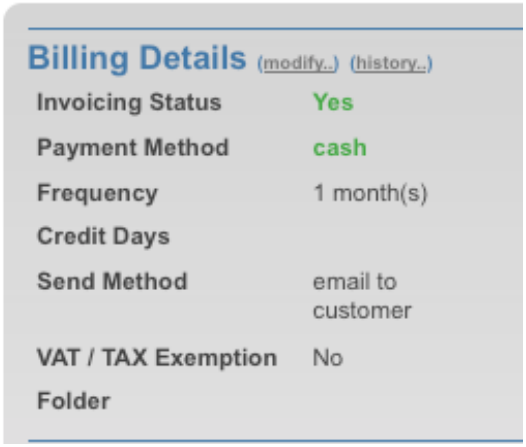

FIGURE 6.10-4 MODIFY BILLING DETAILS

Ensure the “Start Date” reflects the actual start date (i.e. 10/Nov in this case) and enter the number of credit days determined above in the “Credit days” box by entering the date in mind and clicking on “add

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credit days". Click on "update customer". See fig. 6.10-5.

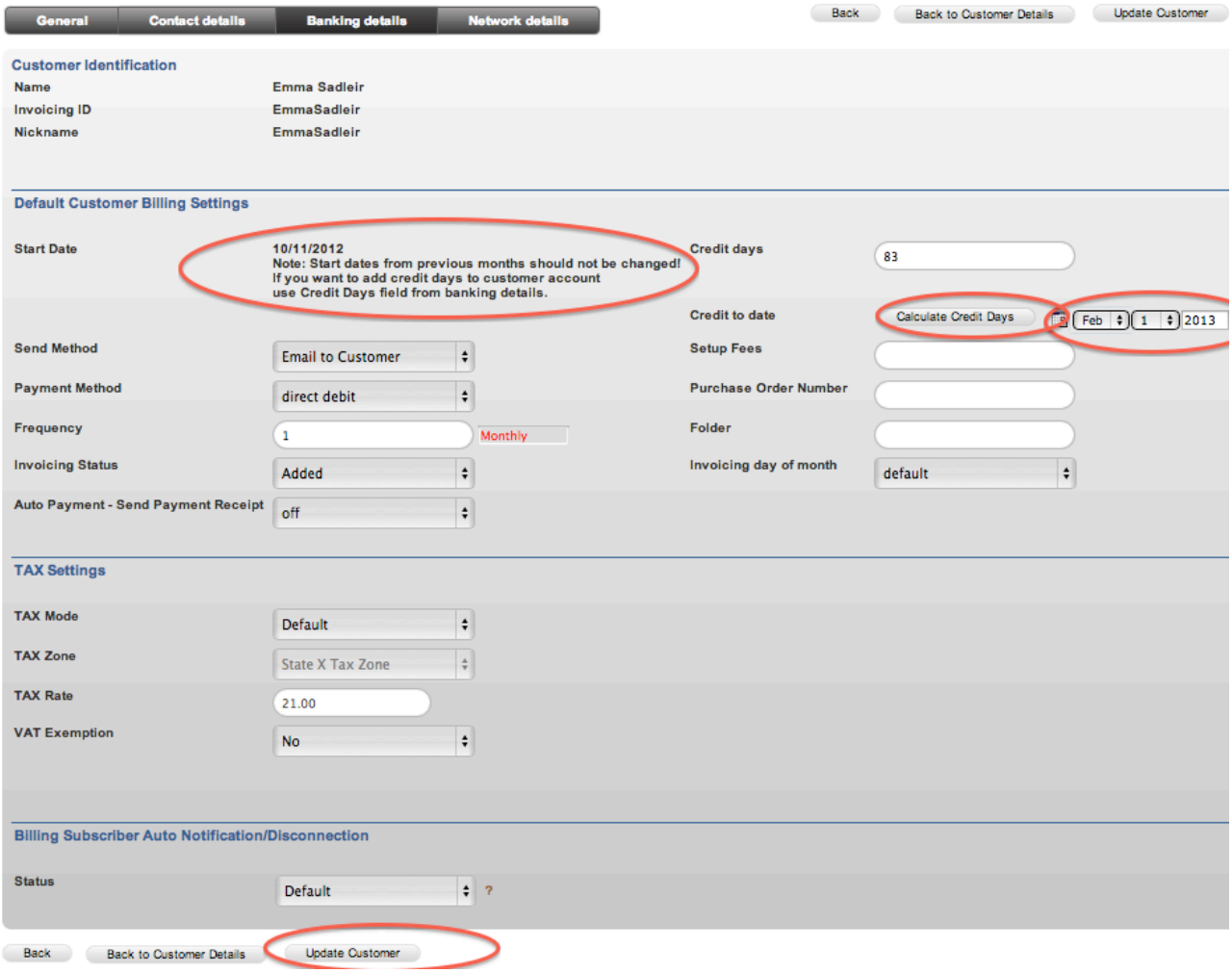

FIGURE 6.10-5 ADDING CREDIT DAYS

After clicking on "Update Customer", and back on the customer details page check the "Financial Summary" and "First Invoice Details" sections under Billing – these should indicate that the customer has an outstanding balance of $203.33 and that the first recurring invoice for the customer will be issued on February 1st as per fig. 6.10-6:

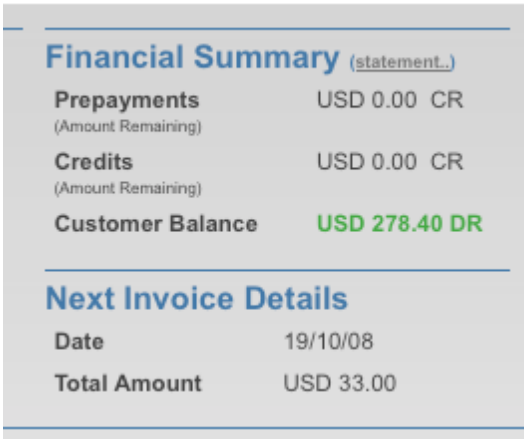

FIGURE 6.10-6 NEXT INVOICE DETAILS

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If necessary, the invoice may be downloaded to email/post to the customer from the “Last 5 Invoices” section, also under Billing.

Once the customer has paid, the custom invoice may be cleared in the usual way by going to invoices -> Non-EFT Payments >> and entering the required details:

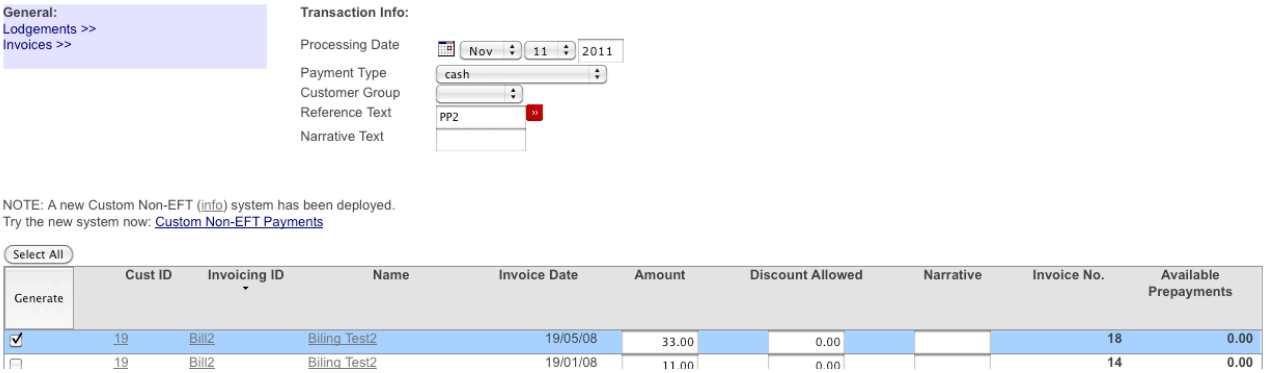

FIGURE 6.10-7 NON-EFT PAYMENTS

6.11 ANNUAL BILLING

To set a customer to receive annual invoices in SIMPLer the following information must be populated on the customer record:

1) Start Date: The first date that your customer will receive an invoice from SIMPLer:

   (a) One option is to use today’s date and to have invoices generated yearly on this date going forward.

   (b) Another option is to use today’s date, and to use the proration option as described in section 6.10. A small, prorated invoice will be generated up until the 1st date of the month (or the proration date selected), and the invoices will be generated annually on the pro-rated date going forward.

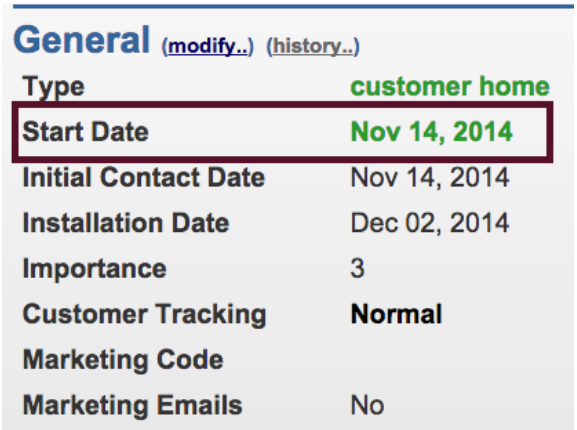

FIGURE 6.11-1 CUSTOMER START DATE

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2) Frequency: The customer frequency, as located on the banking details tab, will dictate how often a customer will receive their invoice. A frequency of 12 will mean every 12 months.

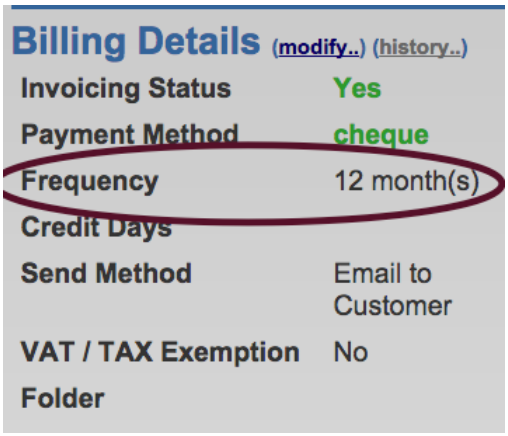

FIGURE 6.11-2 CUSTOMER FREQUENCY

3) Subscriptions: The subscription price must be set from a product with an amount defined for an annual customer. Alternatively, a monthly product could be used and the quantity field changed from "1" to "12".

4) Traffic Allowance: An appropriate traffic must be set on the annual product, allowing for this annual setup.

If the above settings are set up correctly, the customer should receive annual invoices as shown in Fig. 6-11-3.

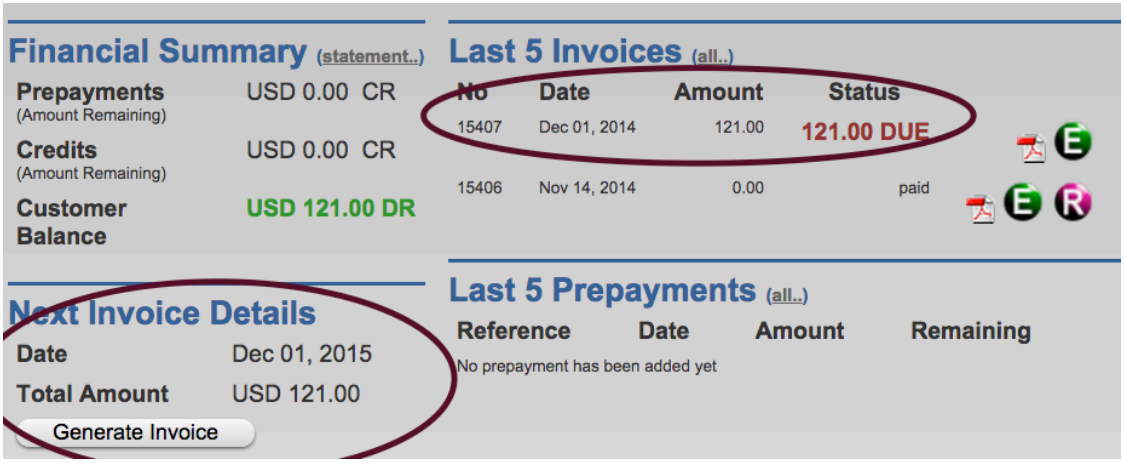

FIGURE 6.11-3 ANNUAL INVOICES

Some operators will need to bill monthly for one product, and to bill annually for another. For example, there may be a monthly Voice charge, and an annual Internet subscription. In this case, the following actions will be taken:

1) Start Date: The first date that your customer will receive an invoice from SIMPLer:

   (a) One option is to use today's date and to have invoices generated yearly on this date going forward.

   (b) Another option is to use today's date, and to use the proration option as described in section

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6.10. A small, prorated invoice will be generated up until the 1st date of the month (or the proration date selected), and the invoices will be generated monthly on the pro-rated date going forward.

FIGURE 6.11-4 CUSTOMER START DATE

2) Frequency: The customer frequency, as located on the banking details tab, will dictate how often a customer will receive their invoice. A frequency of 1 will mean that a monthly invoice should be generated.

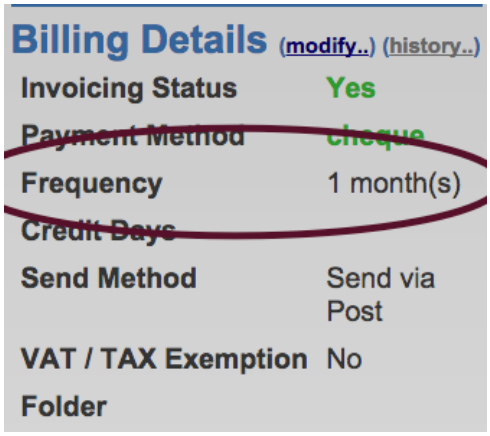

FIGURE 6.11-5 CUSTOMER FREQUENCY

3) Subscriptions: The subscription for the annual product should be set with the "every [N] invoices" field populated as 12.

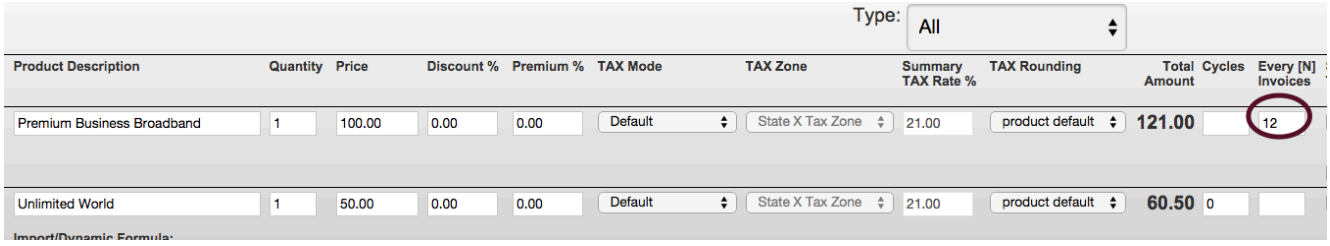

FIGURE 6.11-6 EVERY [N] INVOICES

Now, the VOICE product will be billed monthly, with the Internet subscription appearing every 12 invoices

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(i.e. annually).

7 FEATURES

7.1 PRORATED INVOICES

A new feature has been added to the SIMPLer system that allows Operators to set the invoicing day and prorate Customers' invoices appropriately depending on the invoicing date and customer start date. Prorating is done automatically when generating first invoices. A user can also create a prorated custom invoice by specifying a billing period.

Feature enabling

In order to turn the feature on the Operator goes to their WISP global settings ("Users->Modify WISP") - "SIMPLer settings" section - and sets the invoicing day under "Billing - Prorated Invoices (Invoicing Day of Month)" option (Fig. 7.1-1).

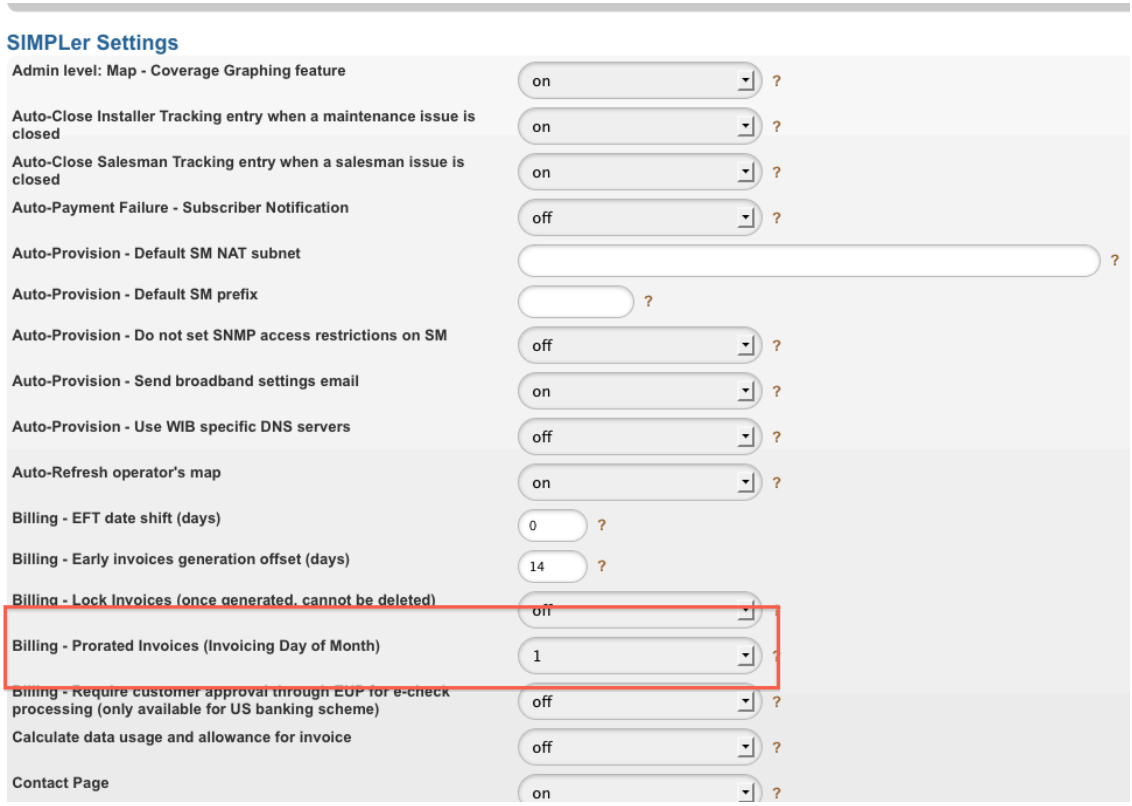

FIGURE 7.1-1 TURN ON PRORATION

Each Customer can have their own billing date. That means the Operator can override invoicing day on a per Customer basis (Fig. 7.1-2). This option is available under Customer "Banking Details".

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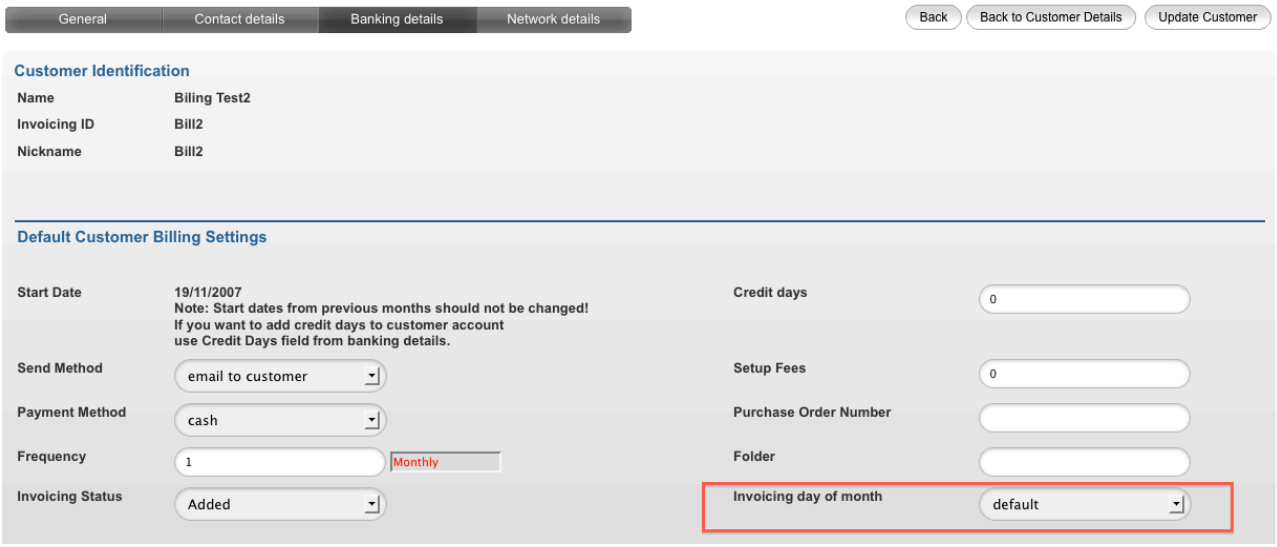

FIGURE 7.1-2 INVOICING DAY OF MONTH

Prorated products

Some products (like “Installation Fee”) should not be prorated no matter what the billing period is. SIMPLer allows Operators to turn off prorating for such products. In order to disable prorating the Operator goes to the “Products” page, selects the product they wish to update and chooses the option to “Turn off prorating” (Fig. 7.1-3).

Note: By default, all products are set to prorating (when this feature is on).

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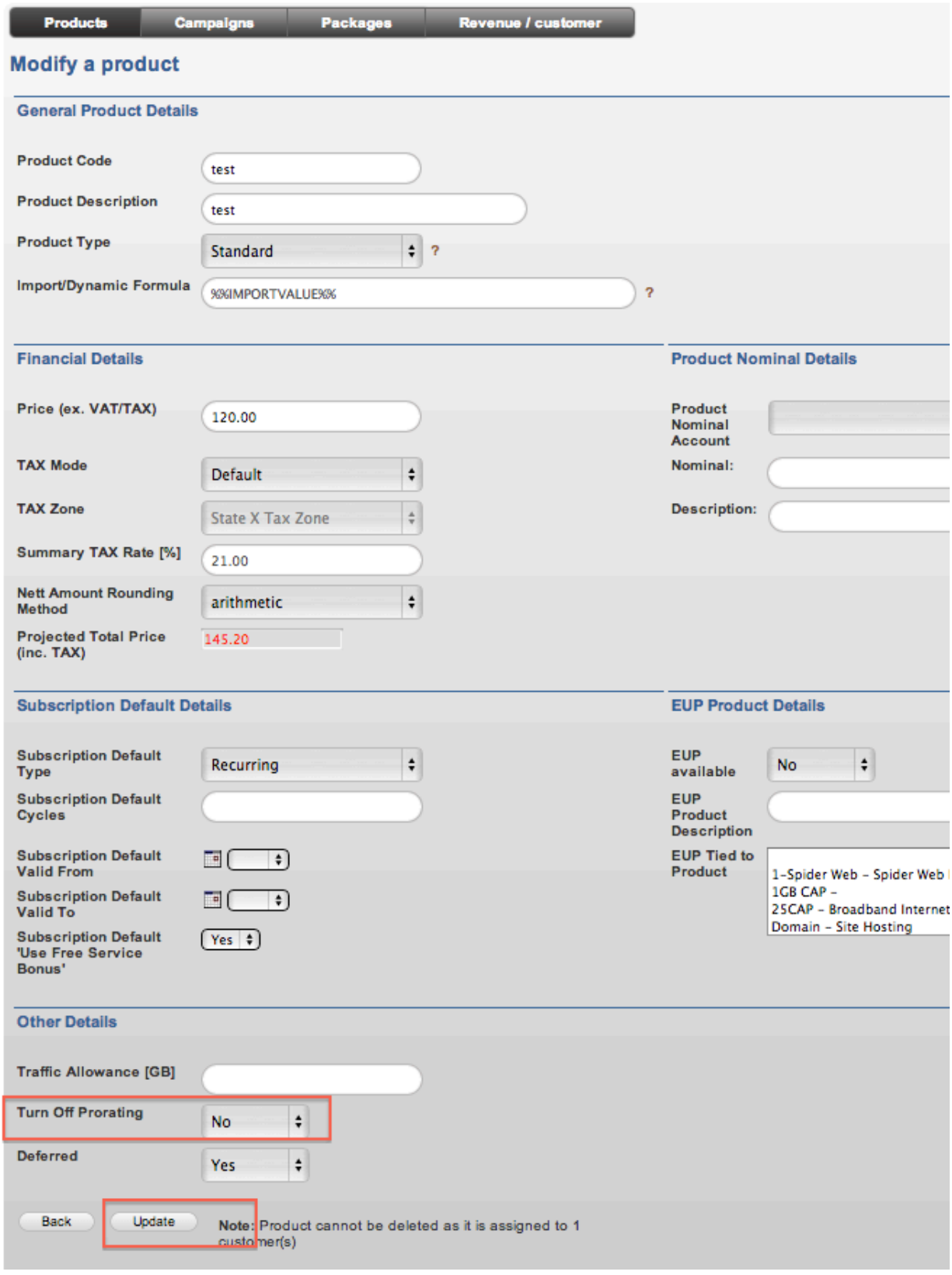

FIGURE 7.1-3 TURN OFF PRORATING FOR INDIVIDUAL PRODUCT

Automation

SIMPLer will automatically detect invoices that need to be prorated, recalculate all amounts and will notify the User that the invoice will be prorated (Fig. 7.1-4).

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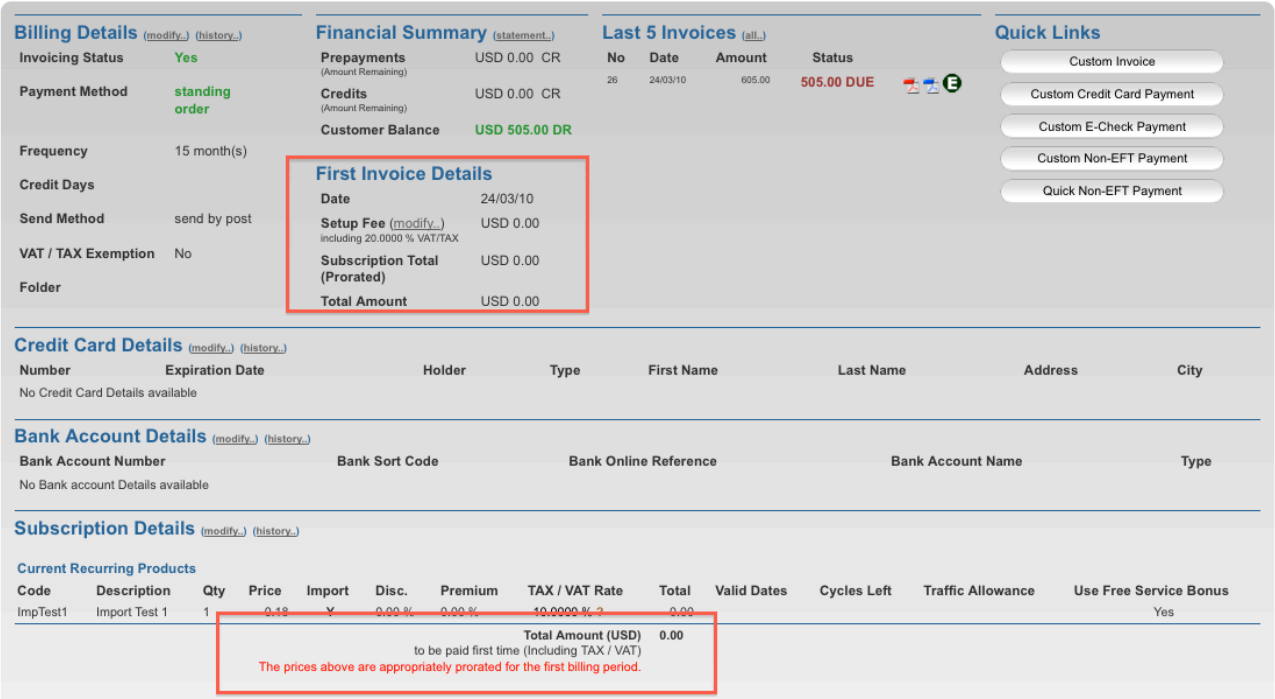

FIGURE 7.1-4 FIRST INVOICE DETAILS

Example:

The Customer's "Start Date" is 14 August 2010 and the "Invoicing Day of Month" is the 9th. This means that the Customer's next (2nd) invoice should be generated on 09 September 2010. The first billing period is 14 Aug 2010 – 09 Sept 2010 (Fig. 7.1-5) and the Total Amount and invoice positions for this invoice are appropriately prorated.

FIGURE 7.1-5 PRORATED INVOICING PERIOD

The Customer's first invoices can be generated under "Invoices -> First invoices" link (Fig. 7.1-6).

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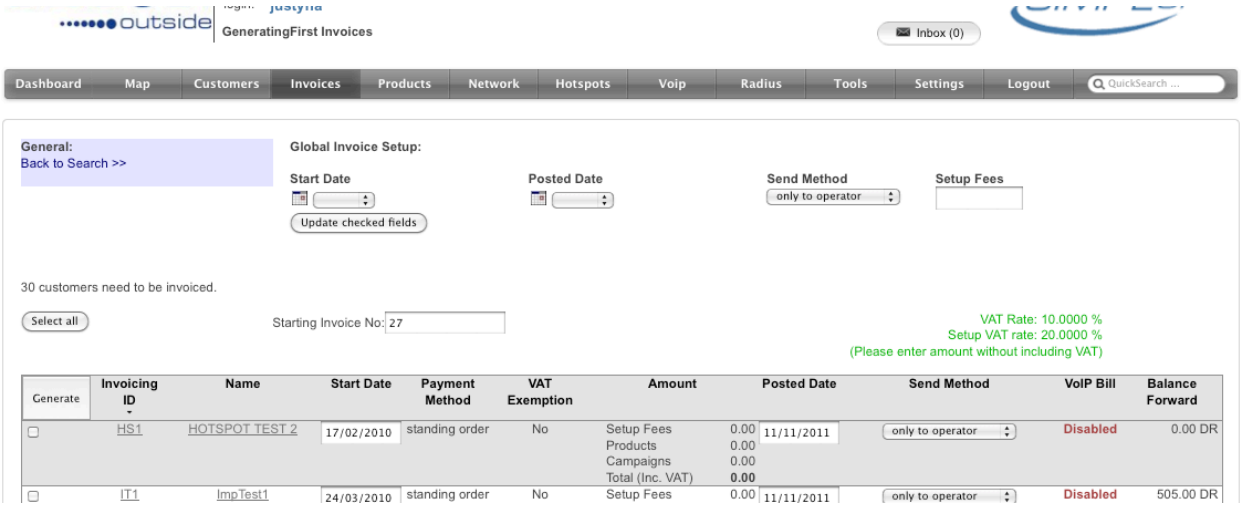

FIGURE 7.1-6 GENERATE FIRST INVOICES

All subsequent invoices will be generated on the “9th” of each month.

Custom Invoice generation

SIMPLer also allows Operators to generate Custom Invoices as well. When the prorating feature is enabled the Operator is allowed to create custom prorated invoices by specifying a billing period when generating the invoice (Fig. 7.1-7). When the user clicks the “Generate Prorated Invoice” button a confirmation window is displayed showing the prorated total for the user to verify.

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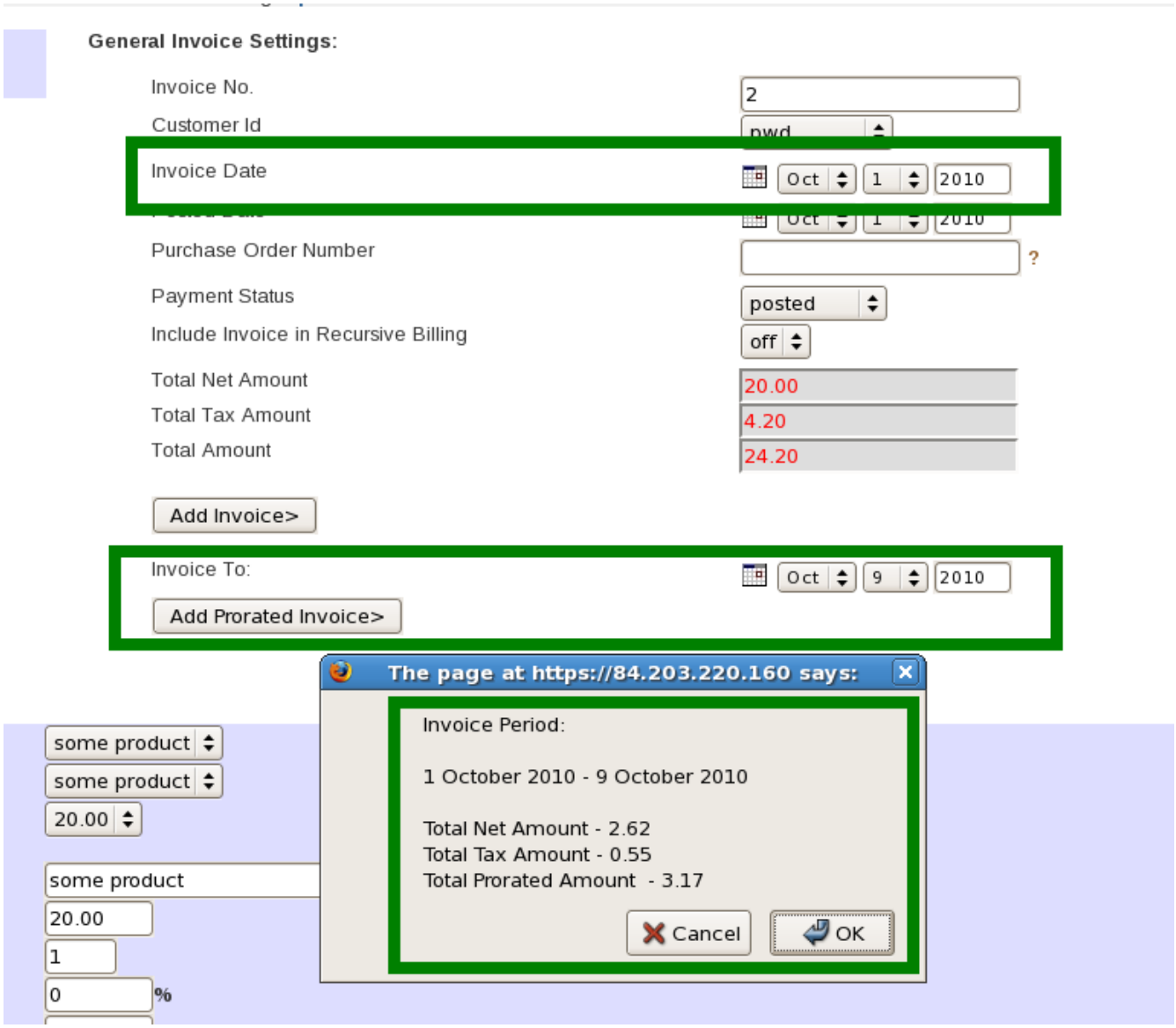

FIGURE 7.1-7 ADD PRORATED INVOICE

Note: Previously, operators wishing to generate a prorated first invoice would generate a custom invoice with “Include Invoice in Recursive Billing” set to “off” and then credit days were added to the customer account to line up the next invoice. Now, if the operator is using the “Add Prorated Invoice” option they should set “Include Invoice in Recursive Billing” to “on” and NOT add credit days to achieve the same result. Setting “Include Invoice in Recursive Billing” to “on” will influence the next invoicing day, i.e. if invoicing day is the 9th day of each month and the custom invoice period is set to end on the 10th day of the month, the customer will be invoiced on the 10th day of each subsequent month.

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Note: The content of this page has been relocated! You can now find it on our website www.azotel.com. Simply click on the documentation tab and in S08-01 SIMPLer Radius Integration, you will find it in Section 5.5.

If you do not have access to our documentation, please contact a member of the Azotel support team at support@azotel.com

7.2 DEFER CUSTOMER AUTO-PAYMENT

There is an option in the SIMPLer system that allows operators to defer auto-payment for their customer until a specified date. This option can be set in various places in the system:

1) Under modify customer -> Banking Details section
2) Under Credit Card Details of Customer
3) Under EFT/Bank Details of Customer

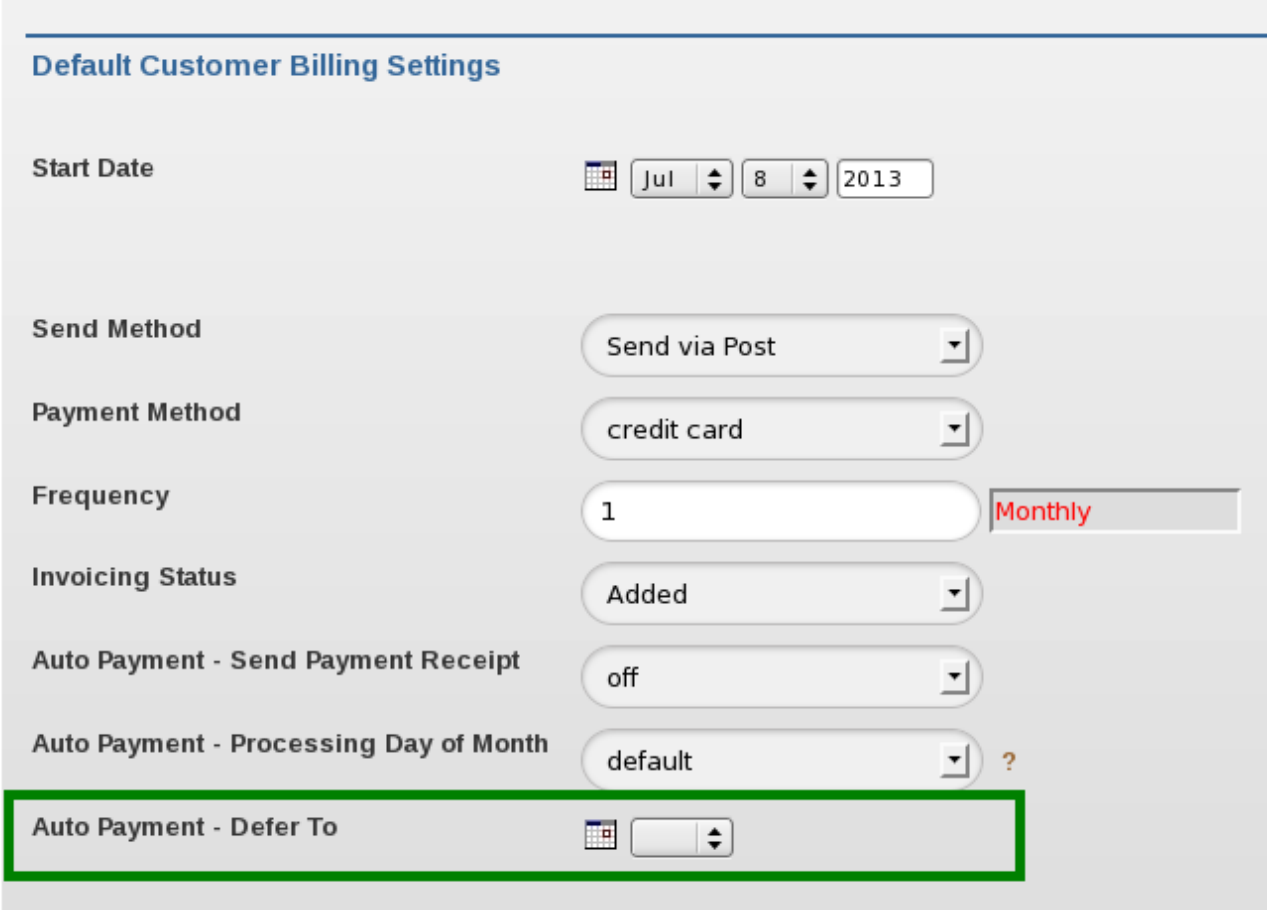

FIGURE 7.2-1 DEFER CUSTOMER AUTO-PAYMENT

Note: This is a once off - you set the date when you want auto-payment to be deferred to and it will run for the customer until that date.
For example, if you set it up to 20 Jul 2013 it will not run for customer before 20 Jul 2013.It is not associated with the SAND feature.

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7.3 GROUP CUSTOMERS BY "CUSTOMER GROUP" UNDER EFT/NON-EFT PAYMENT PAGE

New addition has been introduced into SIMPLer system that allows SIMPLer user to select only group of customers for which invoices must be paid. This applies to the "Invoices to be EFT" or "Non-EFT payments" pages accessible from "invoices" tab.

Groups can be defined as described here: http://wiki.azotel.com/simpler-features/features-index-1/customer-groups

This option becomes available only if at least one group is created.

In order to select only a group of customers use "Customer Group" drop-down list and select appropriate group (Fig. 7.3-1) :

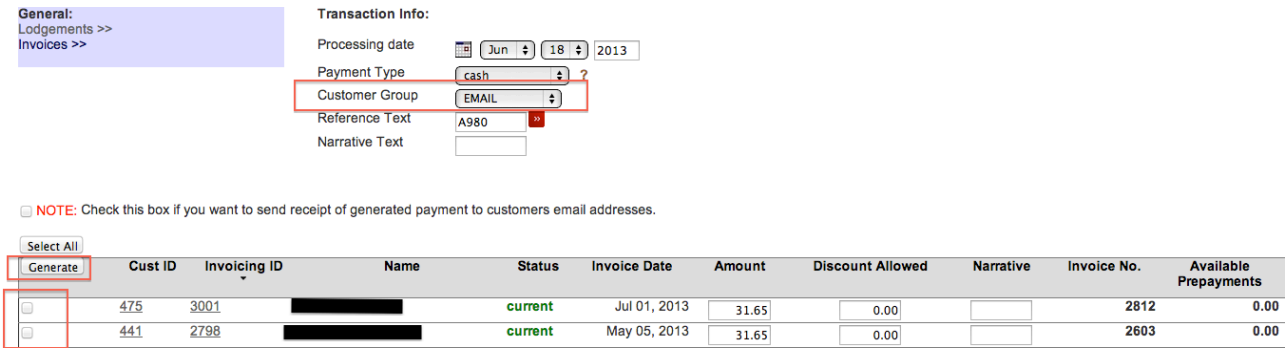

FIGURE 7.3-1 PAY INVOICE BY CUSTOMER GROUP

7.4 EFT PROCESSING - ALLOW MINUS AMOUNTS IN EFT PAYMENTS

A feature has been added that allows operator to process "minus" value payments in the EFT runs. Note that the banking interface MUST support this transferring credit to customer account otherwise be advised, that the EFT run most probably will fail.

Feature Setup

The feature is setup from the "**Banking Details" section of the** "Modify Operator" page. By default, the feature is turned off.

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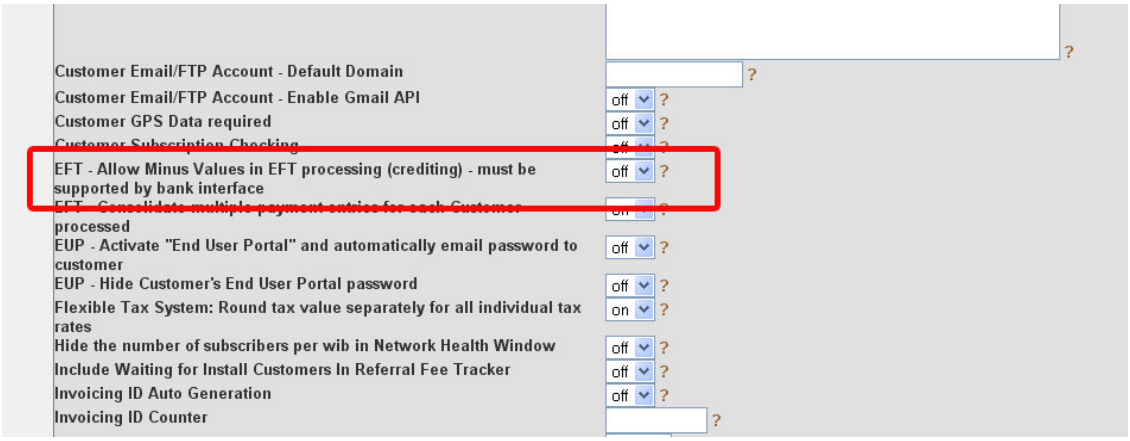

FIGURE 7.4-1 ALLOW MINUS VALUES

7.5 EFT PROCESSING - CONSOLIDATE CUSTOMER PAYMENTS FOR A BANK ACCOUNT

A feature has been added that allows operators to consolidate in the EFT file all customer payments to a specified bank account. If this feature is set to "on" for an operator account, while creating an EFT file, the system will add amounts of customer payments for each bank account - the resulting EFT file will carry one row per each customer bank account. Note that the lodgement representation in the SIMPLer system will remain exactly the same i.e. each individual payment position will remain listed under the lodgements page.

The feature can be very helpful when there are several invoices in the system against one customer account, especially when some of them are "credit" invoices. Using this feature can help put all the payment figures for a customer together and claim only the outstanding amount.

Feature Setup

The feature is setup from the "**Banking Details" section of the** "Modify Operator" page. By default, the feature is turned off.

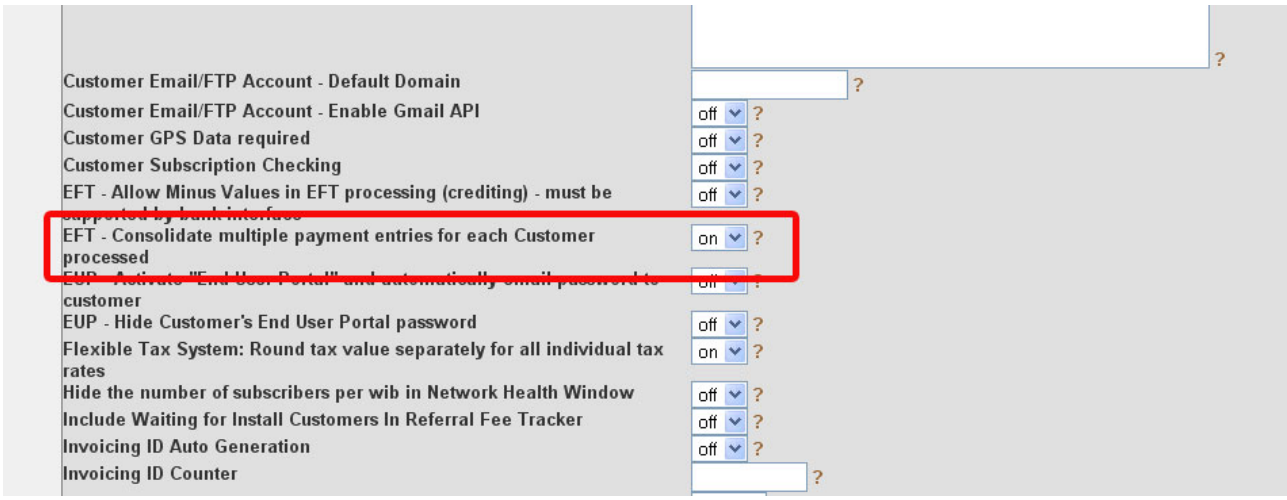

FIGURE 7.5-1 CONSOLIDATE PAYMENTS

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7.6 SUBSCRIPTIONS: ACTIVE/RETIRED

There is a feature that allows an operator to ‘retire’ a product.

Background: Over time some products will become obsolete, though to keep the history in SIMPLer system, they cannot be deleted once they are:

- Used under any customer subscriptions
- Used to create a campaign
- Used to set a product package
- Used to create an invoice

Instead of deleting, an operator can 'retire' those products from the 'Modify Product' page (Fig. 7.6-2). The retired product will not be available when adding new subscriptions to customers, will also automatically be removed from campaigns and packages. It is important to remember though that Retired products will remain under customer subscriptions - it is the operator's duty to remove these subscriptions (if needs be) and re-assign with new products. Retired overage products will be removed from End User Portal purchases.

'Retired' products can be found listed under 'Products' page (Fig. 7.6-1) using the 'Display' dropdown field and selecting 'Retired' option. By default, only 'Active' products will be displayed on the 'Products' page.

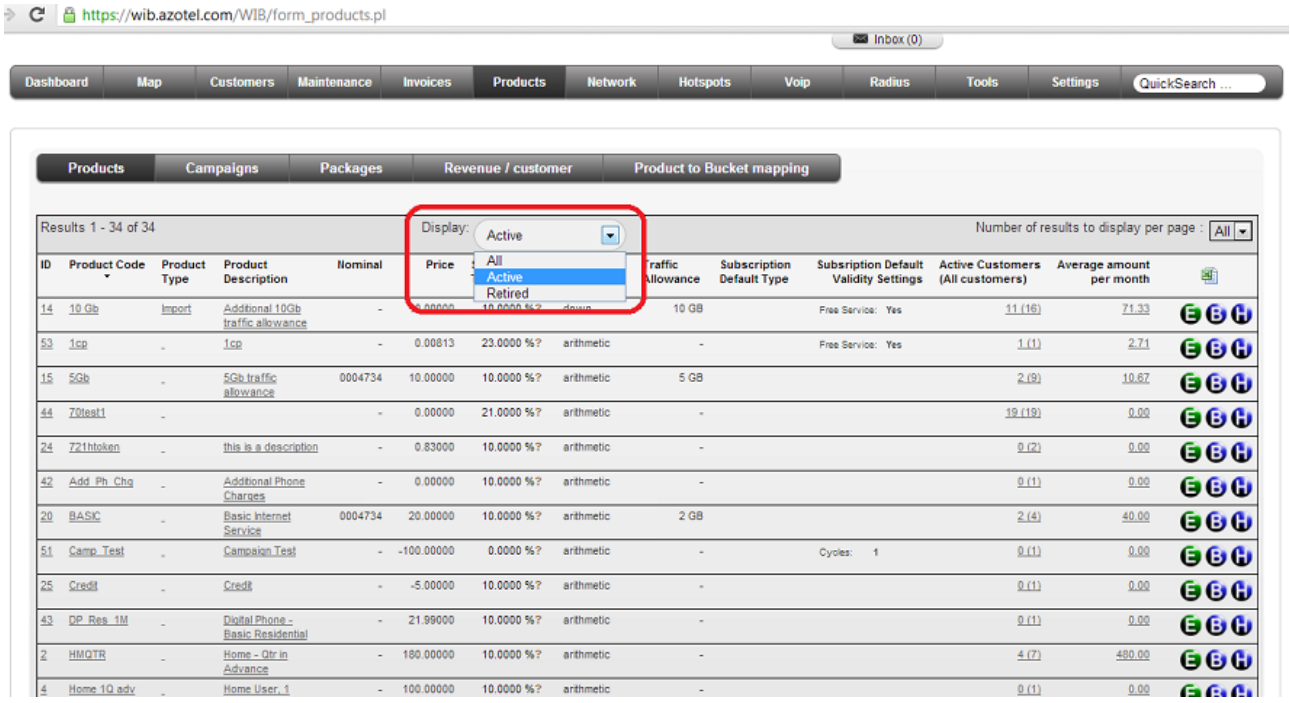

FIG. 7.6-1 'PRODUCTS' PAGE

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In order to flag an existing product as "retired" you must do so by visiting the products page as seen in fig. 7.6-1 clicking on the product ID in question and changing the product status from active to retired in the drop-down menu seen in fig. 7.6-2. You must not forget to hit update to register the changes.

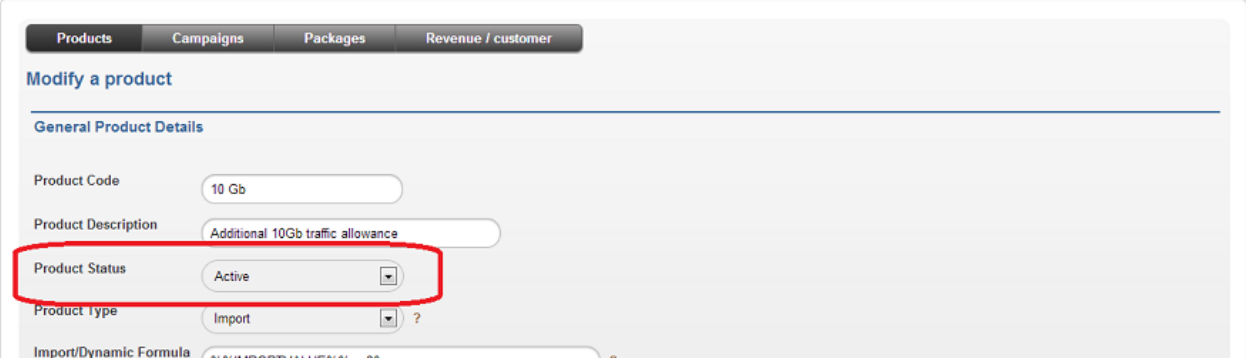

FIG. 7.6-2 'MODIFY PRODUCT' PAGE - PRODUCT STATUS

7.7 BILLING: CUSTOM INVOICE PRODUCT TAX USED OPTION

There is a drop-down option under the "Custom Invoice" page that allows operators to automatically pre-populate tax settings on the selected product with the customer-based TAX settings. (See fig. 1-1 for location)

By default, TAX settings are product-based TAX settings and in order to have your custom invoice take into account the TAX settings you have assigned to your customer, you must select the option "Customer Default" from the "Tax Used" field (see Fig. 1-1)

NOTE: if customer-based TAX settings are set to "Default" that option will not change anything.

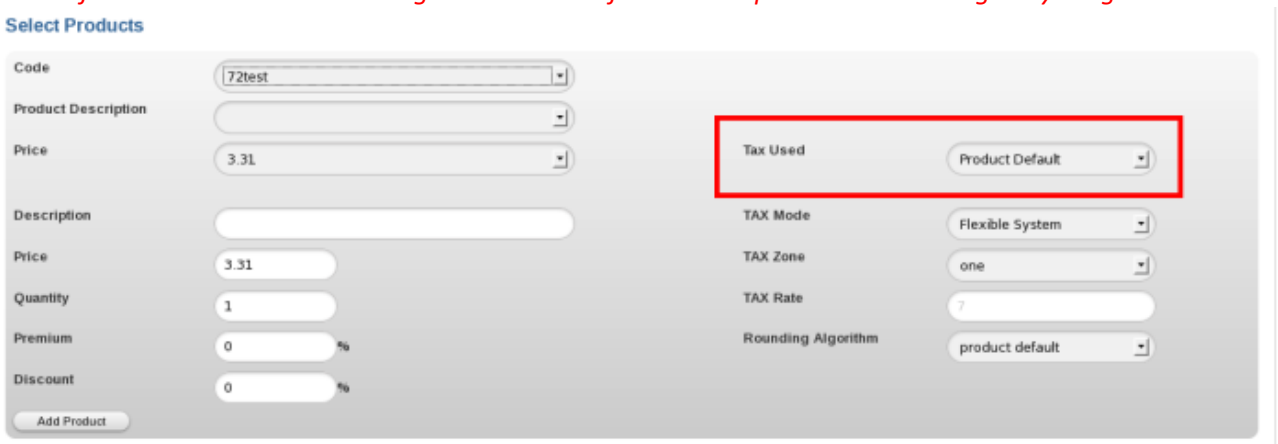

FIG. 7.7-1 "TAX USED" OPTION

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Example of this feature in use:

Some operators have customers based in various different tax zones. Their customers have been assigned to different tax zones with specific rates and they wish to have a one-click option to apply this rate to a once off invoice. The default behavior will take the product default tax rate as most custom invoices will come from a once off purchase of a particular product. This new setting gives the option to base on customer default tax.

7.8 Send Invoices of Send Method "Send via Post" to an External FTP Server (Optional)

There is a feature in the SIMPLer system that allows operators to set up an FTP server and get their invoices of send method "send via post" sent to that FTP server. In order to set up the FTP server, the following fields under "Feature: Send invoices of send method "send via post" to an external FTP server" section of global WISP settings must be updated (see fig. 7.8-1)

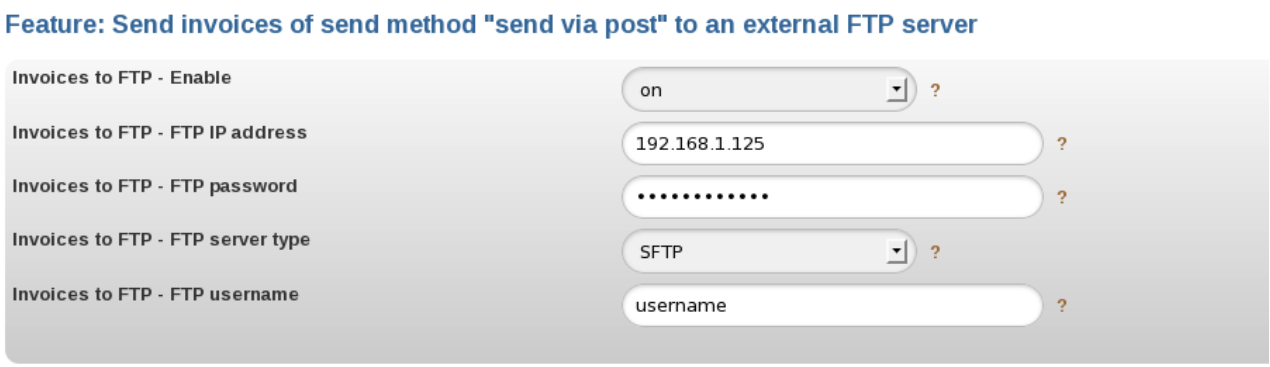

Fig. 7.8-1 Send invoices of send method "send via post" to an external FTP server

An example of this feature is use would be if an operator had a third party who needed access to their invoices to print and send them out to all customers. They can have these invoices send to the FTP server if this is the preferred method to receive them. If this is not set up, the "send via post" invoices will go to the operator "accounts email" as standard.

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7.9 AUTO-PAYMENT PROCESSING DAY

A new feature has been added that will allow Operators to set auto-payment processing day for customers. To enable this feature on the customer's account please follow the steps outlined below:

Step One: Go to the given customer's account and click on the "Modify Customer" button (fig. 7.9-1)

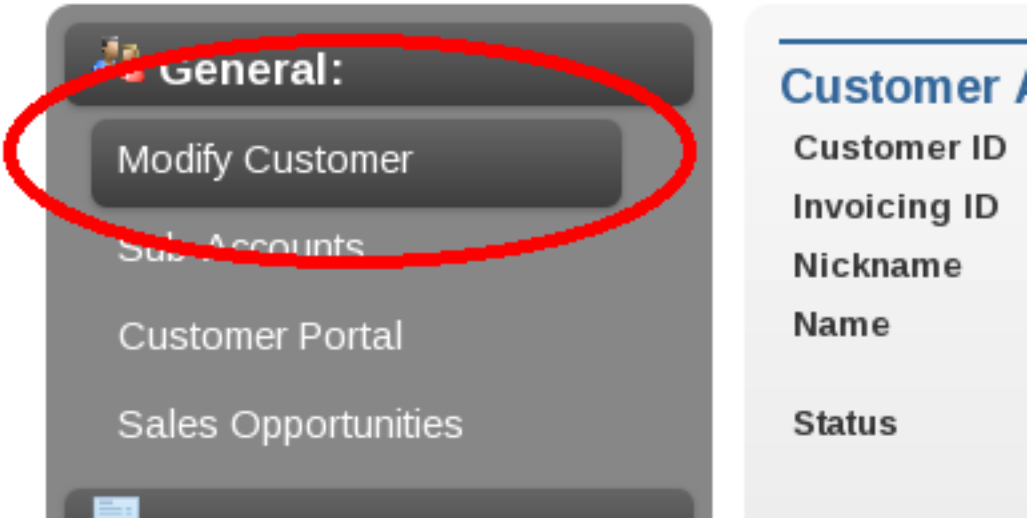

FIG. 7.9-1 MODIFY CUSTOMER

Step Two: On the "Modify customer" page go to the "Banking details" section (fig. 7.9-2)

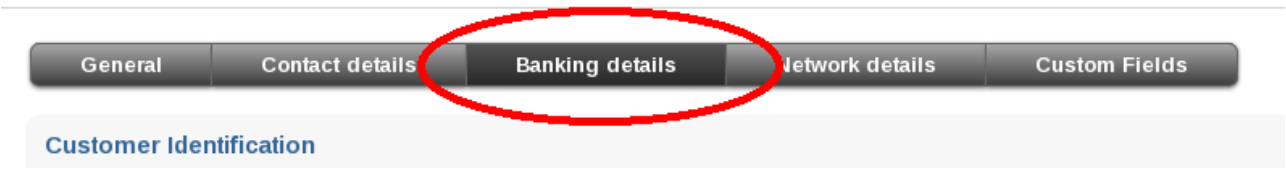

FIG. 7.9-2 BANKING DETAILS

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Step Three: On the "Banking details" section scroll down to the "Default Customer Billing Settings" subsection. Set option "Auto Payment - Processing day of month" as preferred date (fig. 7.9-3)

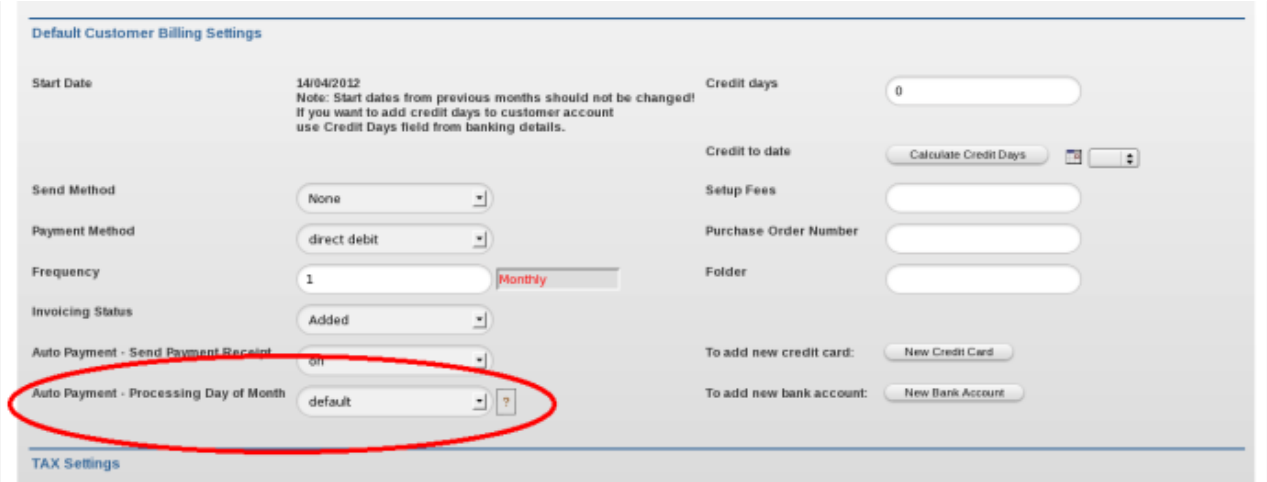

FIG. 7.9-3 AUTO PAYMENT - PROCESSING DAY OF MONTH

NOTE 1: Function will work best if auto-payment script is executed every day and if the payment processing dates are later than the invoice date (i.e. invoice date on the 1st, payment processing date on the 7th, rather than invoice date on the 7th and payment processing date on the 7th of the following month). We have come across some unusual cases that will be documented in Annex A to explain how these particular setups work. Contact support@azotel.com to check how auto-payment script is set up for your instance or to enquire about setting this up.

NOTE 2: If "default" option is selected auto-payment attempt will happen every day (if the script mentioned in Note 1 is set up).

NOTE 3: Regardless of whether this option is set or not, auto payment will not happen before the actual invoice date. If you are unsure of what is meant by the invoice date, this is the date on your invoice, this does not refer to the date that you have generated your invoice as this may have been generated early of late according to your preferences. See (Fig. 7.9-4) for where the customer's invoice date shows under billing details on their account.

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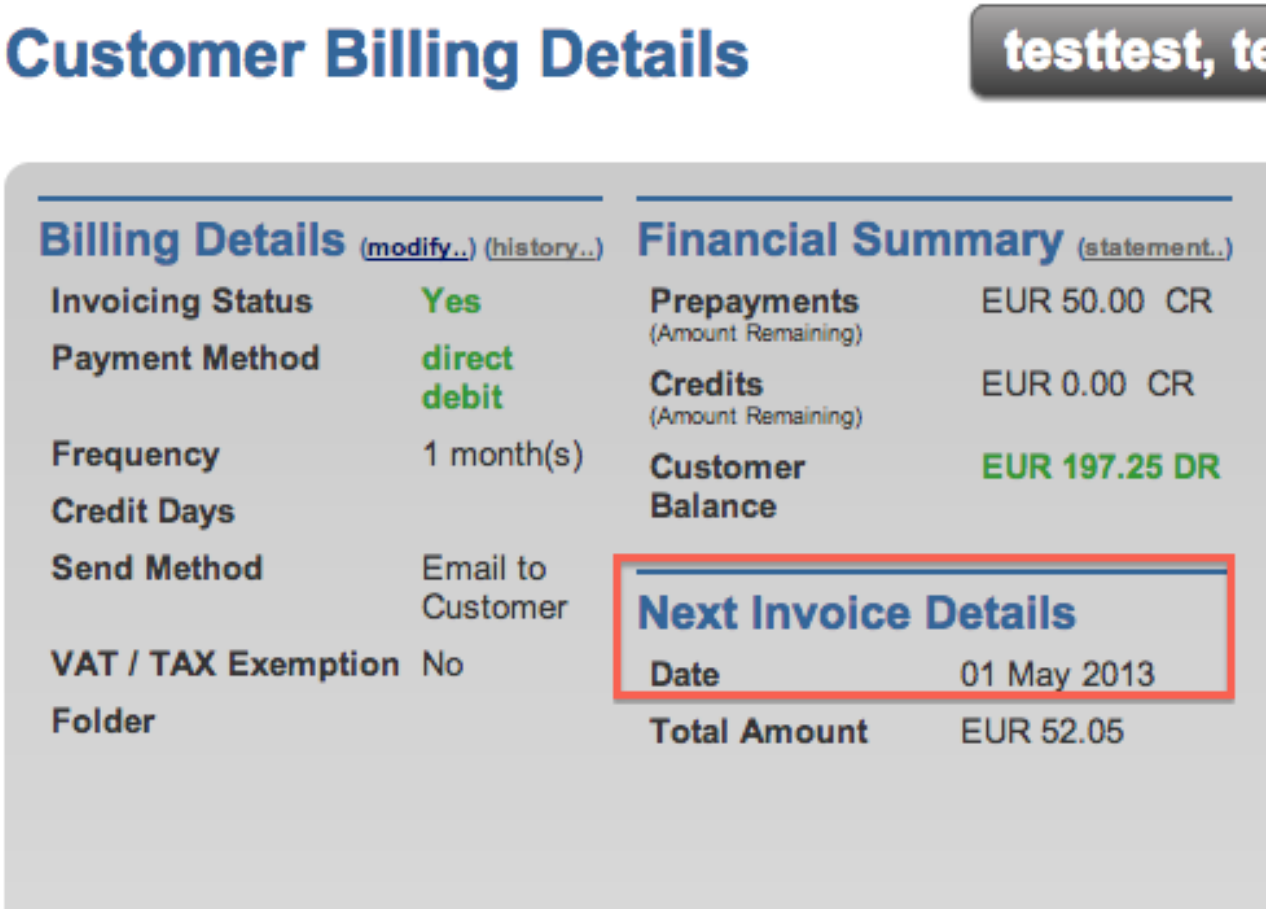

FIG. 7.9-4 INVOICE DATE

NOTE 4: If day selected for processing date does not exist in the given month (e.g. 31 does not exist in April) then auto-payment attempt will happen at the last day of the month.

Best Practice: Date all of your invoices the 1st of the month. Choose payment-processing dates any time from the 1st to the 31st. Set up auto invoice generation to run once a month on the first and auto payment script to run daily.

Example One: Invoice date for all customers is on the 10th of the month, but payment must be taken on the 1st, 2nd and 7th for various customers.

Setup involved: Auto invoice generation is set to happen on the 10th of the month. Payment processing dates set to 1st, 2nd and 7th according to the customer preference. Auto payment script set to run from the 1st to the 9th of the month. On the 1st it will take payment for all customers set up for the 1st. On the second it will take payments for all customers set to the 2nd and all declined cards set to the 1st. On the 3rd, 4th, 5th and 6th it will run the declined cards again, unless the number or attempts are set here: More details. On the 7th, the payments set for the 7th will be processed. On the 8th and 9th all failed credit card payment attempts will run again. On the 10th, the next batch of invoices will be sent out and the payment process will continue from the 1st to the 9th again.

Example Two: Invoice dates are on the 1st and the 15th of the month. Payments for invoices dated the 1st should be taken on the 15th. Payments for invoices dated the 15th should come out on the 15th of the following month.

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Setup involved: Invoices are auto generated on the 1st and the 15th. Payment processing script runs twice a month, on the 1st and on the 15th. The script for the 15th can run at any time but the script for payment processing MUST run before the invoices are generated dated the 1st.

7.10 Information of Credit Card/ EFT Account Used to Make Payment

A new feature has been added to the SIMPLer system that displays information of credit card / bank account numbers that have been used to make a payment under customer statement details and totals reports. This feature enables operators to add that information to customer invoice receipts, prepayment receipts and customer statement PDF templates also.

The information is displayed in the SIMPLer system under customer statement / totals report details (fig. 7.10-1).

NOTE: It displays only last 4 digits of payment method used to make a payment. (fig. 7.10-1)

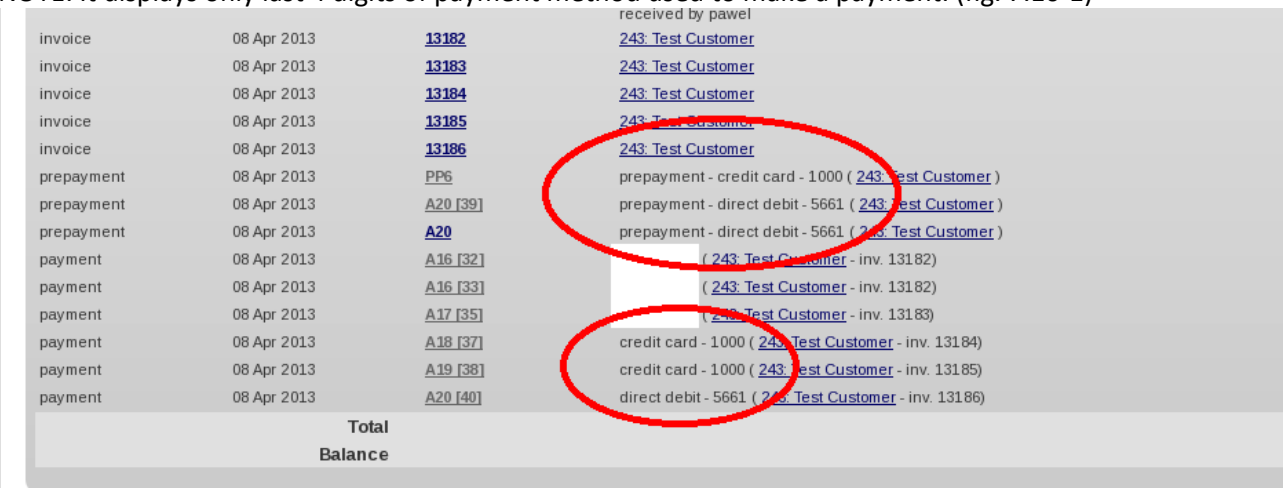

Fig. 7.10-1 Customer Statement - last 4 digits

This feature enables operators to display that information on customer invoice receipts, customer prepayment receipts and customer statements. In order to use the variable that holds the last 4 digits of payment method used on the template, add the following syntax to the template:

<TMPL_VAR NAME=PAYMENT_LAST4_DIGITS>

Example:

<TMPL_IF NAME=PAYMENT_LAST4_DIGITS> - *****<TMPL_VAR NAME=PAYMENT_LAST4_DIGITS></TMPL_IF>

NOTE: On Customer Statement one shall use:

1) <TMPL_VAR NAME=PAYMENT_LAST4_DIGITS_X> where X is a number of position displayed on the customer statement if the operator does not use <TMPL_LOOP NAME=DETAILED> on their statement PDF template.
2) <TMPL_VAR NAME=PAYMENT_LAST4_DIGITS> within <TMPL_LOOP NAME=DETAILED>

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EXAMPLE:

```
<TMPL_LOOP NAME=DETAILED>
  <TMPL_VAR NAME=PAYMENT_LAST4_DIGITS>
</TMPL_LOOP>
```

7.11 CC/E-CHECK TRANSACTIONS LOG IN SIMPLER

There is a feature that enables operators to browse details of credit card and e-check transactions under the SIMPLer system.

The credit card/e-check transaction log is available from the following sections of the SIMPLer platform:

- **'Invoices' page** - a page listing ALL credit card /e-check payment transactions can be accessed through the 'CC/E-check Transaction Log' button on 'Invoices' page (as shown on Fig.7.11-1)

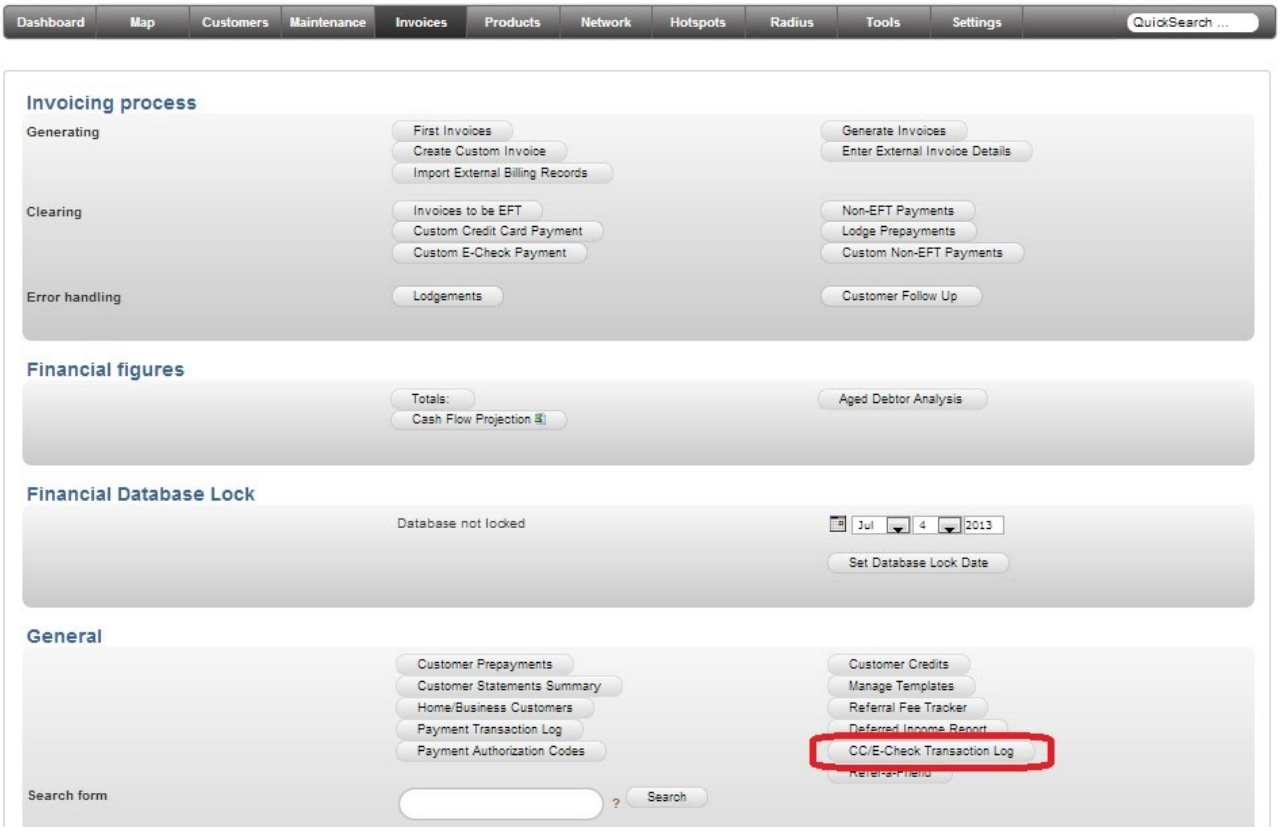

FIG.7.11-1 'INVOICES' PAGE

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- 'Customer details' page - a page listing only customer Credit Card / E-check payment transactions can be accessed through the 'CC/E-check Trans. Log' button on 'Customer details' page (as shown on Fig.2)

FIG.7.11-2 'CUSTOMER DETAILS' PAGE

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- **Payment Gateways** - a page listing payment gateway credit card / e-check payment transactions can be accessed through the 'View Log' button on 'Payment Gateways' page (as shown on Fig.7.11-3)

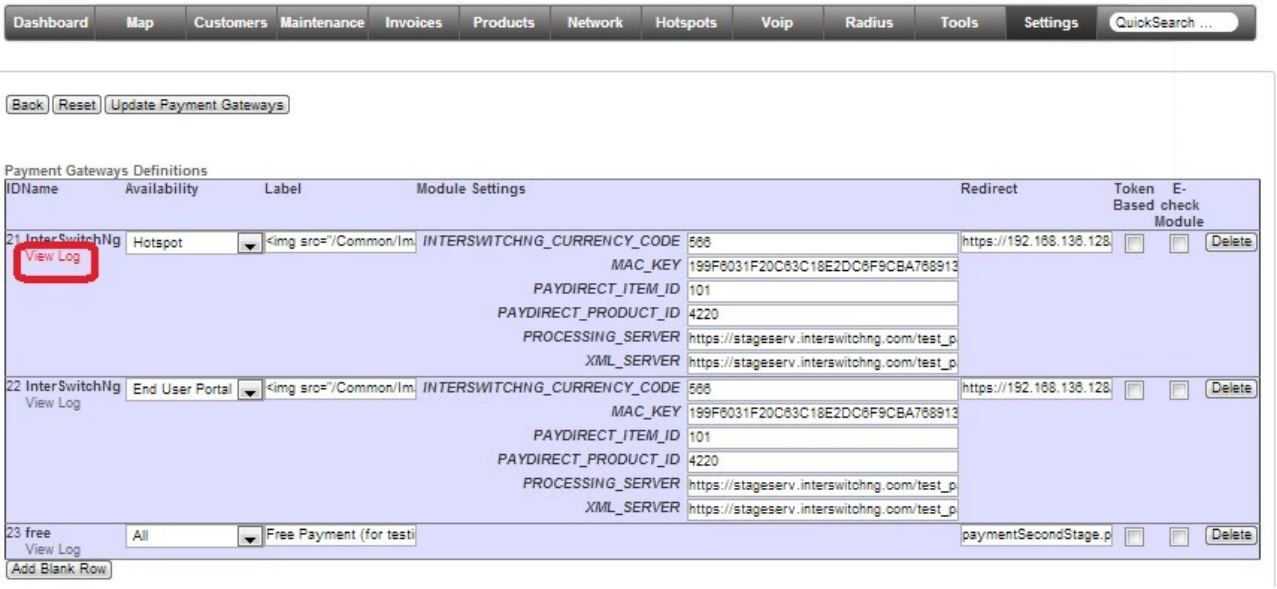

FIG.7.11-3 'PAYMENT GATEWAYS' PAGE

The 'Credit Card/E-check Transaction Log' page (presented in Fig.7.11-4) gives operator a tool that helps providing 1st level support to the customer. Each row in the Transaction Log table covers following set of information:

- Payment Gateway - payment gateway account used to perform the transaction
- Transaction Code - unique transaction reference number. When a payment transaction is concluded an unique transaction code is communicated to:
  - Customer - if the credit card / e-check payment transaction was executed by the customer - he will be communicated the Transaction Code via the summary page and the email
  - Operator - Transaction Code will be provided to the operator via Summary page when using credit card / e-check payment options via SIMPLer or via email in case of auto credit card payments
- Customer ID - unique ID of customer account for whom the payment transaction was concluded
- Date Started - payment transaction exact date and time
- Amount
- More. - A set of additional fields that may help to identify the transaction - hover over this field to see the details
  - Submitter information - the first line of the hover window will describe how and by whom was the payment made i.e. via Customer Portal: Mac3 (317)
  - Authorization Code - this line will appear in the additional information only for payment gateways that in the payment process return its own, internal transaction reference - this unique to the payment gateway reference will be stored and displayed in the Authorization Code field. This field may help to cross-reference the payment transaction line between SIMPLer and external banking online GUI

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- CC Last 4 Digits - this line will appear in the additional information only for Credit Card payment gateways that support passing the last 4 digits of Credit Card
- BAN Last 4 Digits - this line will appear in the additional information only for E-check payment gateways that support passing the last 4 digits of Bank Account Number
- Purchase Details - this section of the additional information will help identify the Item in SIMPLer system that has been purchased

- SIMPLer Status - Status of the transaction in SIMPLer system - this field indicates whether the transaction was completed successfully i.e. invoice was paid off
- Interface Status - status of transaction - returned by the payment interface - for failed transactions there will be a detailed reason of the failure

SIMPLer system user can quickly get to the important information by narrowing down the set of rows using the following search fields:

- Transaction Code
- Authentication Code
- From Date
- To Date
- SIMPLer Status

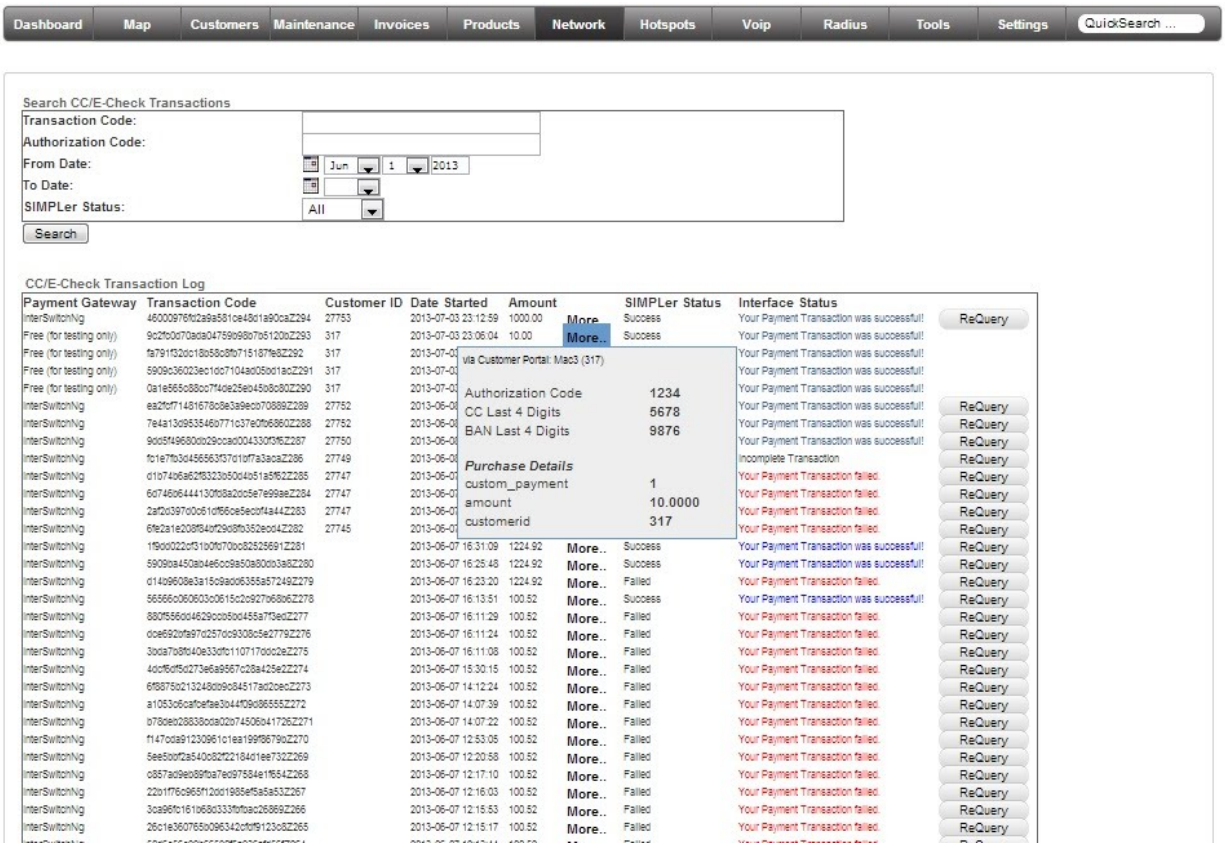

FIG.7.11-4 CREDIT CARD/E-CHECK TRANSACTIONS LOG PAGE

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For payment gateway supporting the feature it is possible to re-query the status of the transaction. This feature might be required in case of some payment gateways for following reasons:

- Confirming the status of the transaction in the case of a dispute
- Confirming the transaction because a response was not received after the transaction

FIG.7.11-5 'PAYMENT GATEWAYS' PAGE

7.12 EUP-PAYMENT TRANSACTION LOG

This feature that enables operator customers to browse the Credit Card and E-Check payment transaction via End User Portal has been added. A customer can view the log from the End User Portal by clicking the 'Payment Transactions' link under the 'Account' menu (Fig.7.12-1). The Payment Transactions table covers following information:

- Transaction Reference - a unique reference number that is to be used in communication with operator - operator can use this unique code to identify the transaction in SIMPLer system to check the payment status in the system / crosscheck with an external, payment gateway log or web interface
- Transaction Date - exact date the payment transaction was started
- Amount
- Transaction Response - response received from the payment gateway (often along with an operation code). This description is v. useful in failed payment cases where it provides a descriptive information of the failure
- Status - final status of the operation [Success, Failure]

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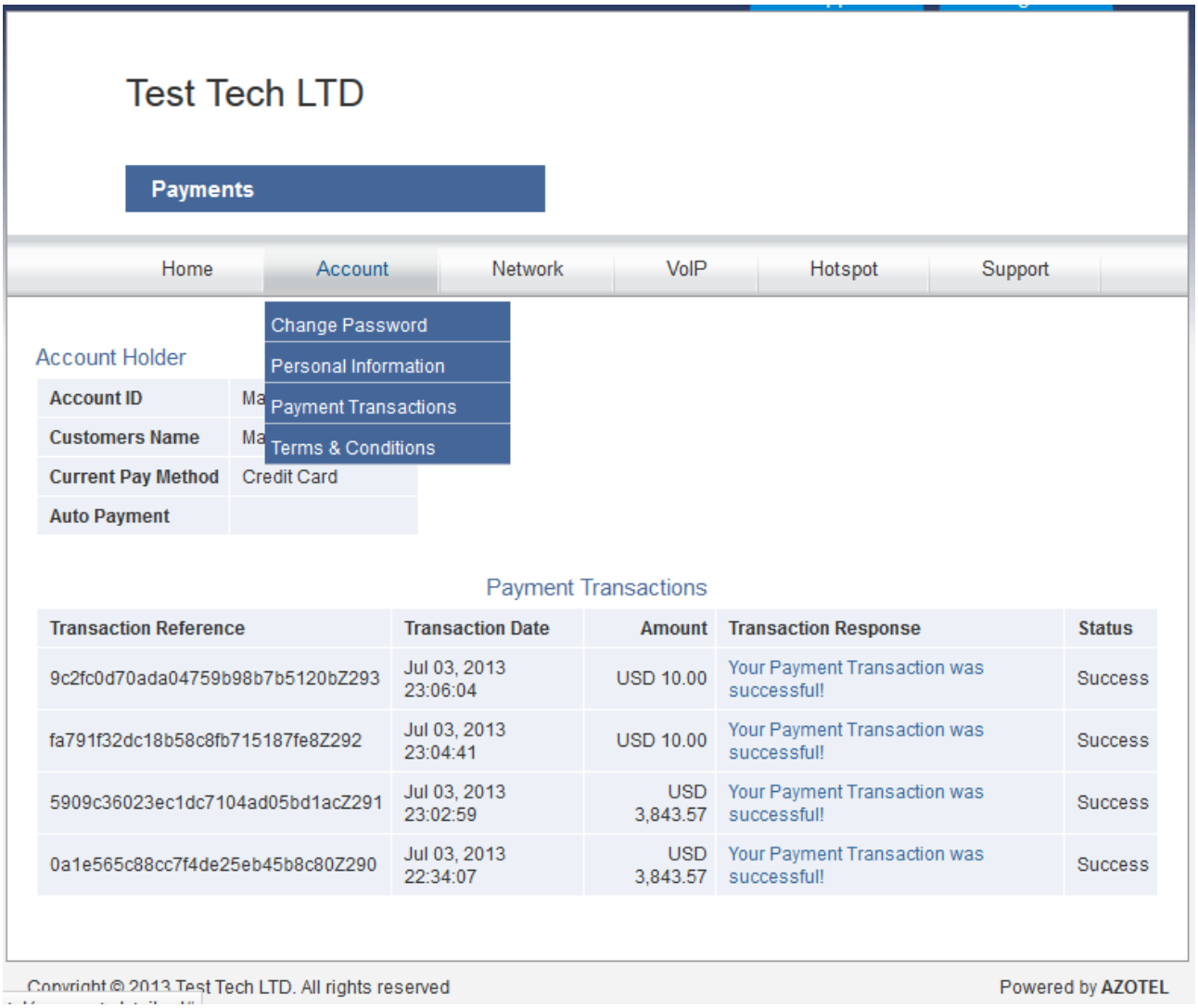

FIG.7.12-1 PAYMENT TRANSACTIONS PAGE OF EUP

To be displayed in the End User Portal the 'Payment Transaction' log must be enabled in the SIMPLer platform under 'Settings->Modify WISP' page, where in the 'End User Portal' the 'Account Menu - CC/E-Check Trans. Log Section' option toggles the feature.

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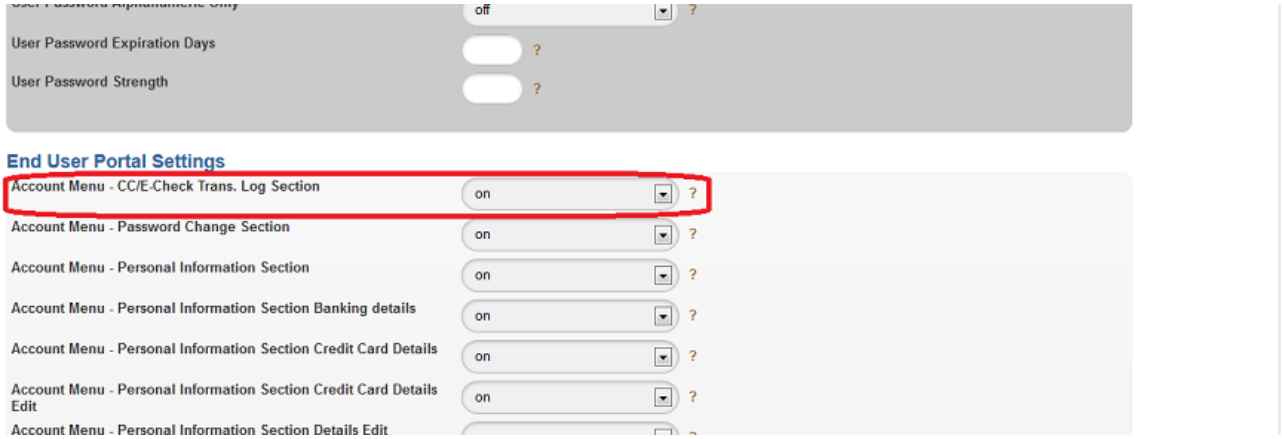

FIG.7.12-2 END USER PORTAL SETTINGS

7.13 ABILITY TO SAVE PAYMENT ON ACCOUNT WHEN INVOICE IS CREDITED OUT

A new option has been added to the SIMPLer system that allows operators to decide whether they want to store their payments for credited invoices on the account or not. It depends on whether the money was refunded to the customer or should it be used for future payments.

If the invoice is paid (or half paid) and the operator wishes to credit out the invoice, they go to the "Invoice Details -> Modify Invoice" page. There is a new checkbox added that will allow the operator to make a decision. By default, it is assumed that the money is returned to the customer and are not stored in SIMPLer. If the operator checks that box, all payments will be carried over to the prepayments table of customer account.

FIG.7.13-1 GENERAL INVOICE SETTINGS

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7.13 "TODAY" BUTTON ON TOTALS PAGE

A new button has been added to Totals page that will allow operators to change dates quickly to show today's summary:

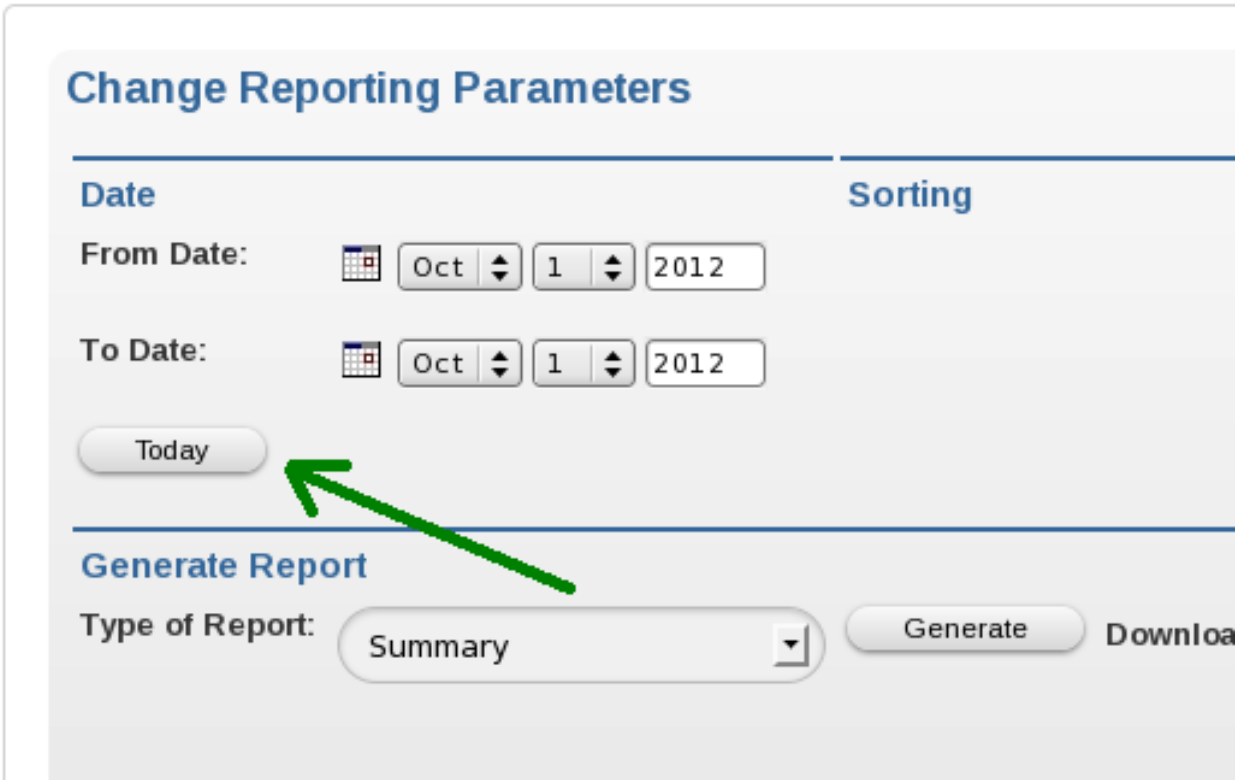

FIG.7.14-1 TODAY BUTTON

7.14 DYNAMIC PRODUCT PRICE ON CUSTOMER ACCOUNT

A new billing feature has been added to SIMPLer which will allow the creation of a dynamic product price, based on other products already associated with a customer's account. This feature is typically used when an Operator wishes for some additional fees to be represented on the invoice, and those fees are dependent (i.e. a percentage of) other products already assigned to the customer's account.

For example an Operator might have a standard 10% Maintenance & Service fee which they wish to apply to certain products. If a customer then has a broadband product for $50 and is assigned to the dynamic Maintenance & Service product. The price of Maintenance & Service should be calculated automatically and be $5. Therefore, the total represented on the invoice would show their $50 broadband product plus $5 for maintenance and service.

To define your dynamic product please follow the steps outlined below:

Step 1: Go to the "Products -> Add New Product" (See Fig.7.14-1)

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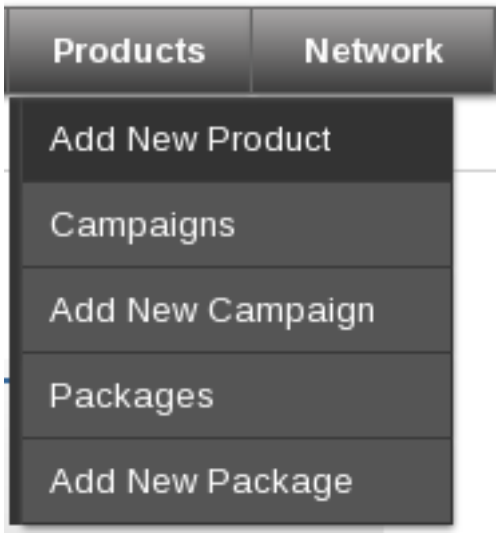

FIG 7.14-1 ADD NEW PRODUCT

Step 2: Enter your product code and description as you wish. From "Products Type" select "Dynamic". (See Fig 7.14-2) A multi-select group will then become active on the right side of the screen. (See Fig 7.14-2) From this group select all products that should be taken into account when doing this dynamic calculation.

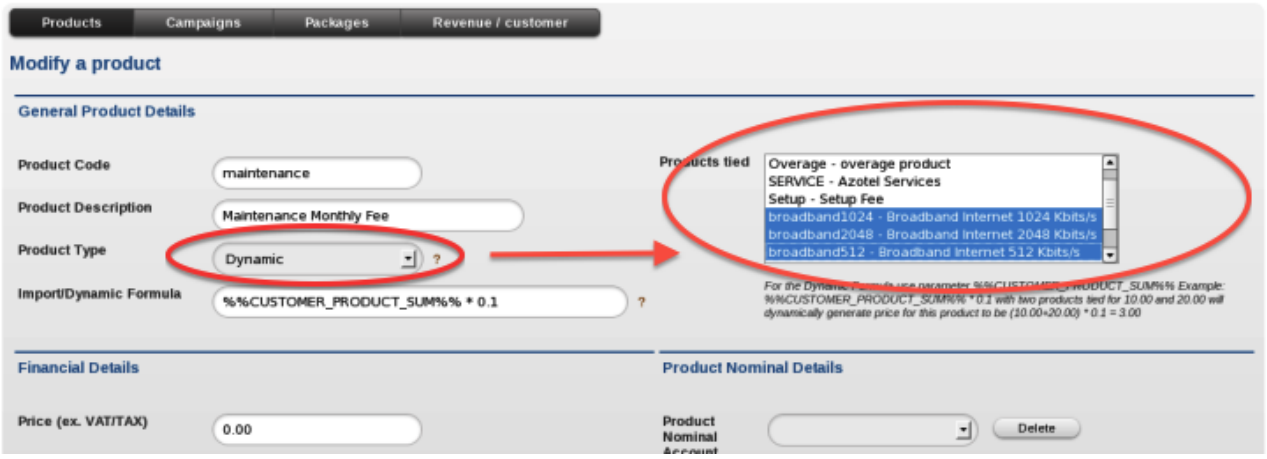

FIG 7.14-2 MODIFY PRODUCT

Note: "Import/Dynamic Formula" field should contain the variable %%CUSTOMER_PRODUCT_SUM%% Leaving this exact formula here would allow for the formula be replaced with the actual products sum under customer accounts). Arithmetic calculations can then be added to the formula, this is best described using our previous example of a 10% maintenance fee. This would work using the following formula: %%CUSTOMER_PRODUCT_SUM%% * 0.1 which would take 10% of the sum of the products associated to this dynamic product and apply this 10% fee to their invoice.

It is also important to note that the price of this dynamic product should stay at 0.00 and it will not affect the price on the customer account at all as the actual price will be calculated automatically.

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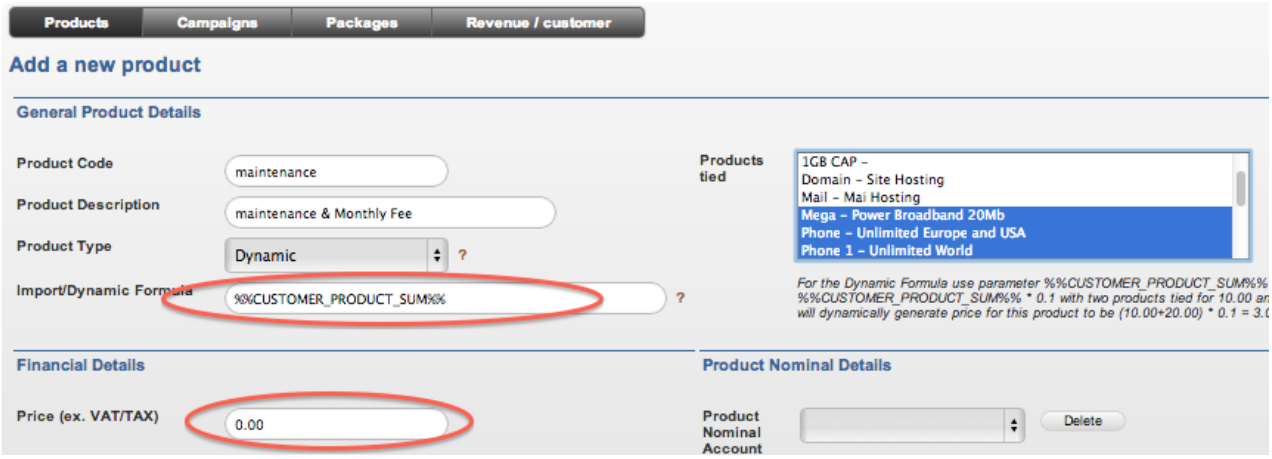

FIG 7.14-3 IMPORT/DYNAMIC FORMULA

At this point you can also set the tax you wish to be applied to your dynamic product. (See Fig. 7.14-4) (Step Six will explain how tax is calculated, using an example.)

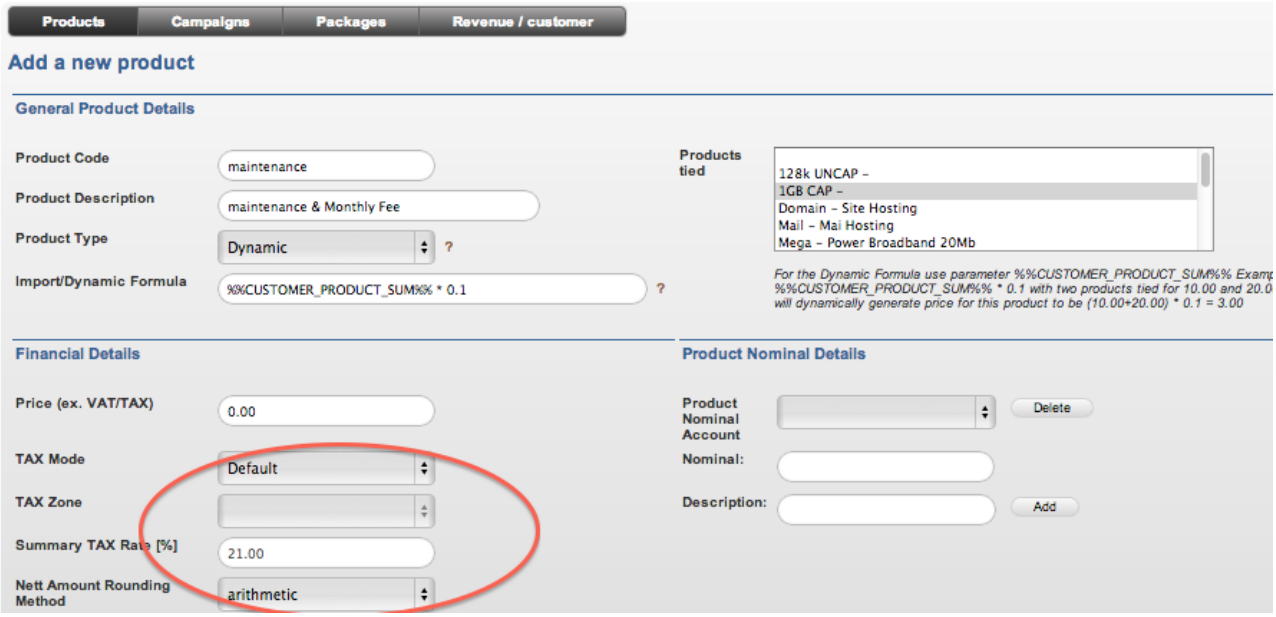

FIG. 7.14-4 TAX SETTINGS

You may add your new product once you are happy that all of the fields are correct.

Step 3: On the customer account go to the "Subscription Details" section. (see Fig. 7.14-5)

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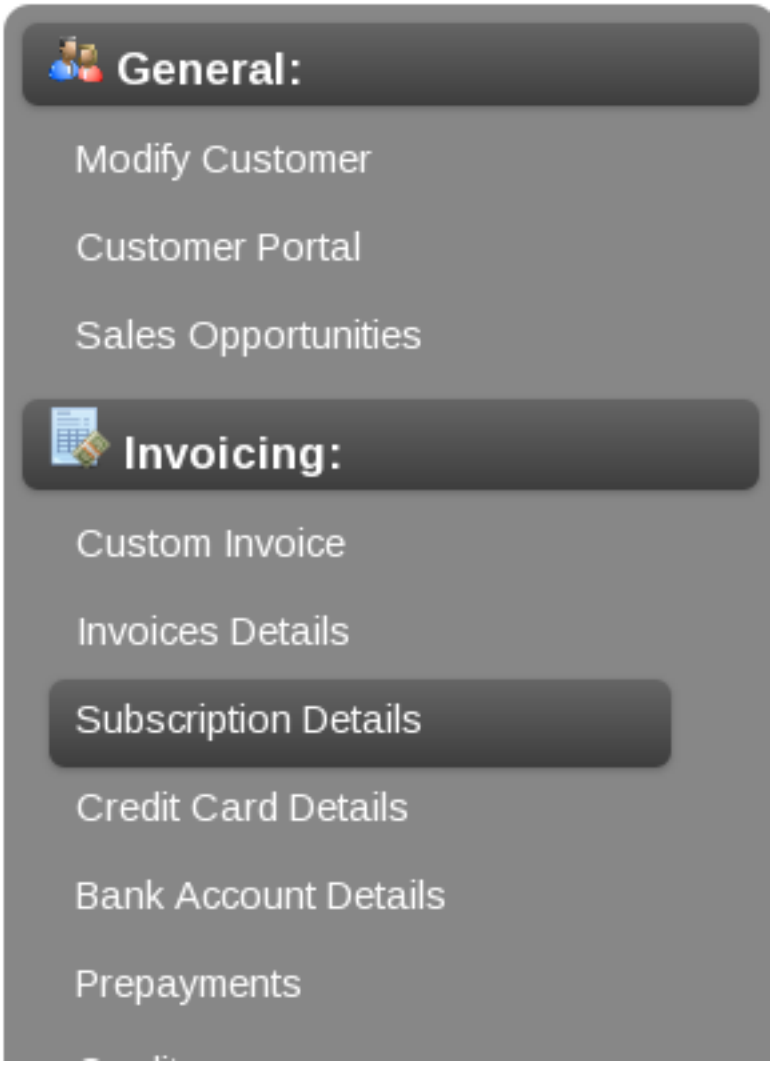

FIG. 7.14-5 CUSTOMER SUBSCRIPTIONS

Step 4: On the "Subscription Details" section of the page (Fig 7.15-6) add the products that the customer should be subscribed to. Here you will also need to add a dynamic product. Note that the dynamic product prices displayed on this page will initially show as 0.00 as they are not calculated until you finish adding all of the products and click the "Update Subscription" button. When this is done, all recalculated values should be displayed on the customer's account under the Billing Details section.

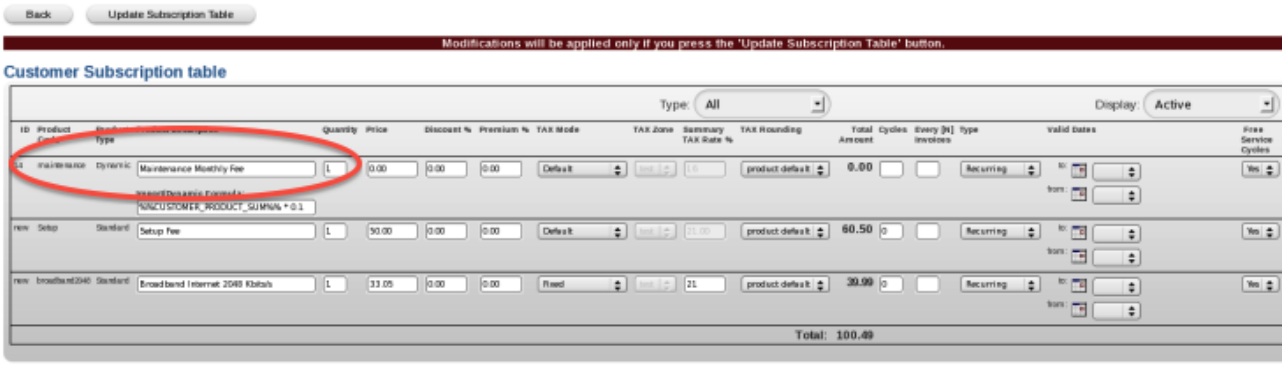

FIG. 7.15-6 SUBSCRIPTIONS DETAILS PAGE

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There is an option to modify the Dynamic Formula on an individual level on each customer account under Import/Dynamic Formula field as can be seen on the screen below (Fig. 7.15-7)

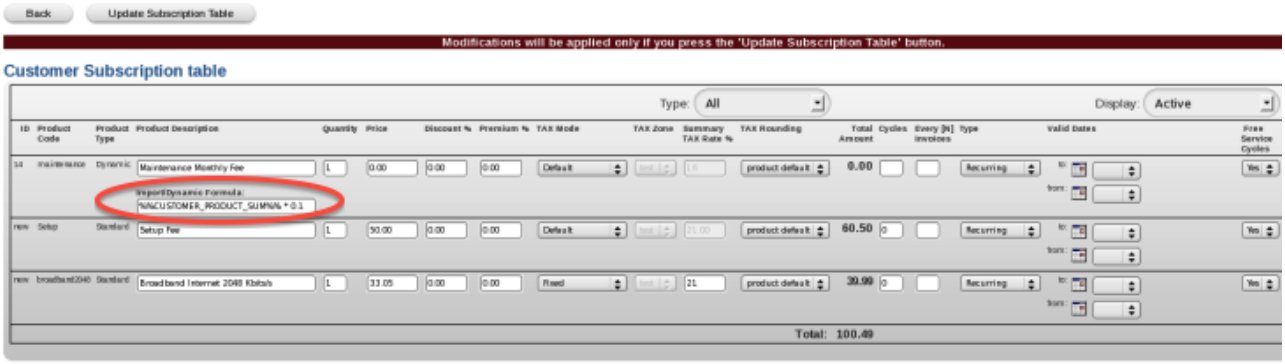
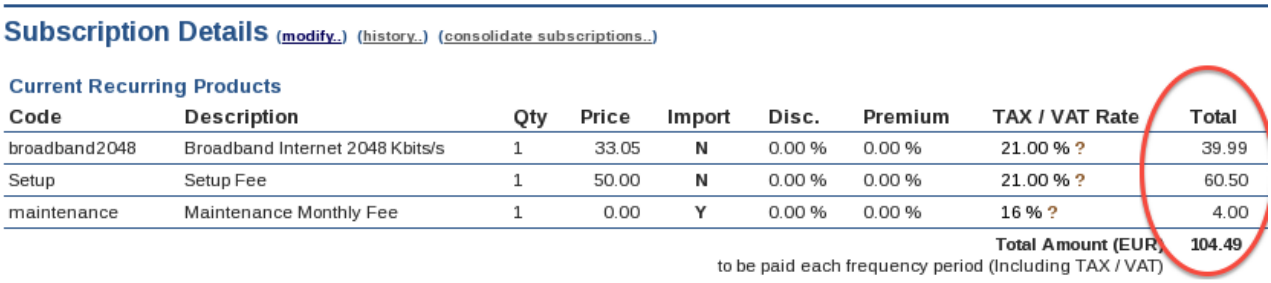


FIG. 7.15-7 MODIFY DYNAMIC FORMULA

Step 5: Now you will see that on the main page for your customer the properly calculated total amounts are displayed in the subscriptions sub-section (See Fig. 7.15-8):



Subscription Details (modify..) (history..) (consolidate subscriptions..)

Current Recurring Products

Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total
broadband2048	Broadband Internet 2048 Kbits/s	1	33.05	N	0.00 %	0.00 %	21.00 % ?	39.99
Setup	Setup Fee	1	50.00	N	0.00 %	0.00 %	21.00 % ?	60.50
maintenance	Maintenance Monthly Fee	1	0.00	Y	0.00 %	0.00 %	16 % ?	4.00
							Total Amount (EUR)	**104.49**
							to be paid each frequency period (Including TAX / VAT)	

FIG 7.15-8 SUBSCRIPTIONS ASSOCIATED WITH CUSTOMER'S ACCOUNT

The total charge of 4.00 for our dynamic product (See Fig 7.15-8) is a result of the following facts:

a) no static prices and other details from the dynamic product are taken into account in calculating the total fee. (This is why the price was left at 0.00 as per step 2) It is purely dependent on the total fee of other customer products.
b) Dynamic formula %%CUSTOMER_PRODUCT_SUM%% * 0.1 = 39.99 * 0.1 = 3.999. Rounded up gives 4.00.
c) Setup Fee product has not been taken into account as it has not been tied to our maintenance dynamic product (only certain products were associated to the dynamic product as per step 2)

Step 6: Generated invoice should contain all of those products. If our maintenance product was set at a tax rate of 16% tax then the net amount would be 3.45 with tax amounting to 0.55.

7.15 DIRECT DEBIT/EFT FAIL CHANGES

A new feature has been implemented which allows operators to define "DD/EFT Fail Charges" products which will force the SIMPLer system to generate an invoice containing these products during the failing payments procedure. In order to enable and use this feature please follow the steps outlined below:

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Step One: Go to Products -> Add New Product (See Fig. 7.15-1)

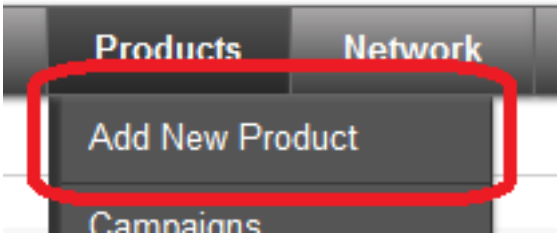

FIG. 1-1 ADD NEW PRODUCT

Step Two: Define your new product. Make sure that the Product Type selected is "DD/EFT Fail Charges" (see fig 2-1) as this will be picked up when charging customers for failed payments. Other parameters that should be updated are Product Code, Product Description, Price and Tax Details. (See Fig. 2-1)

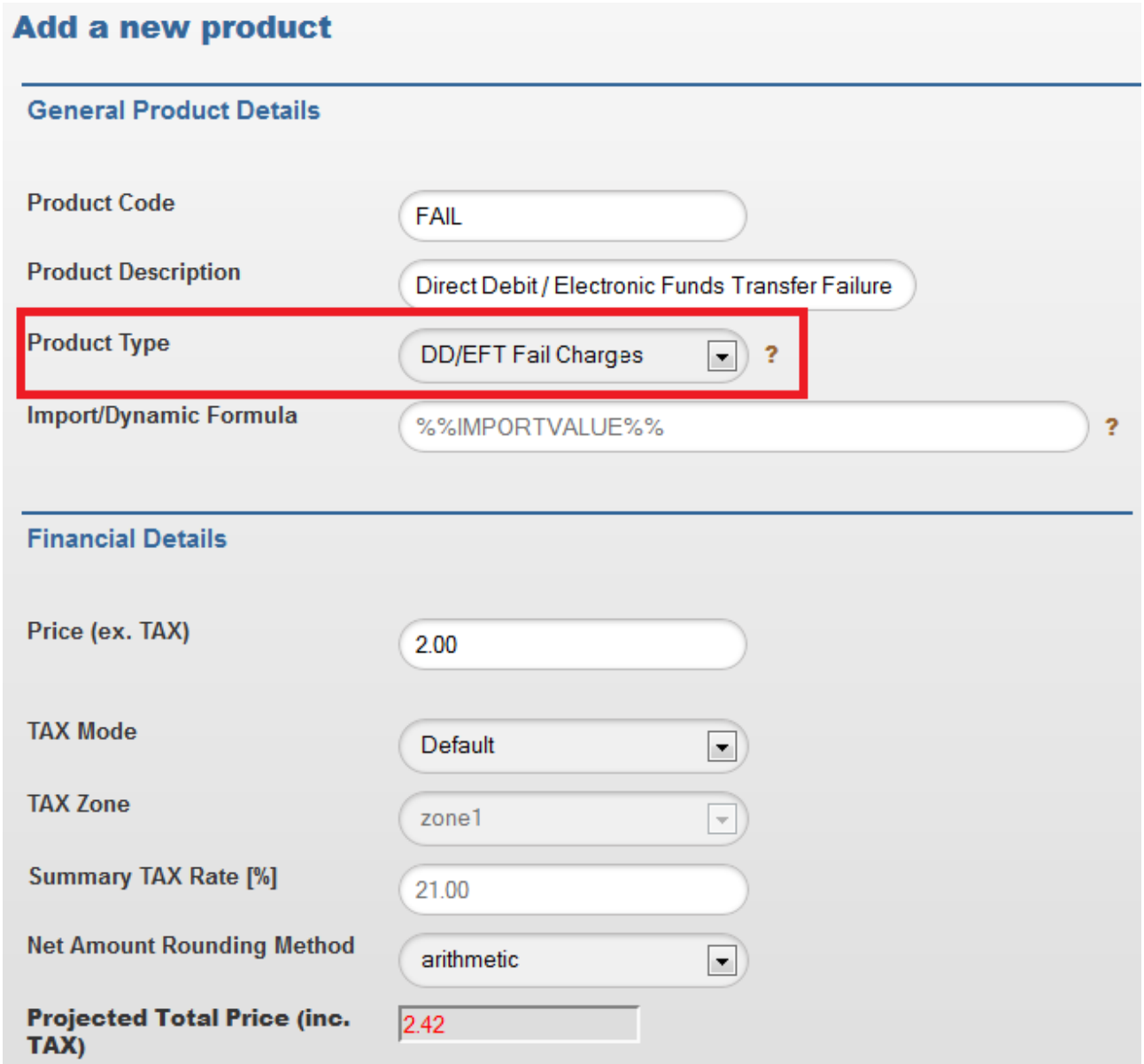

FIG. 2-1 DEFINE A NEW PRODUCT

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Step Three: Scroll down to the bottom of the page and click "Add Product" button (See Fig. 3-1)

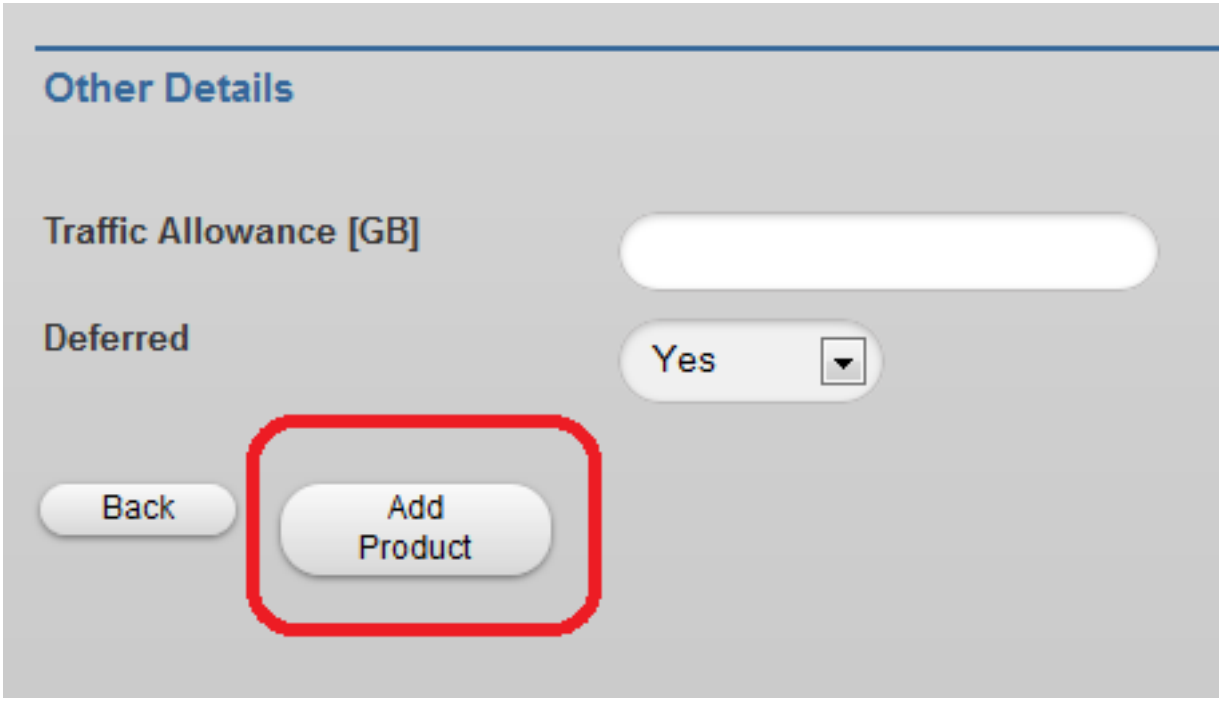

FIG. 3-1 ADD PRODUCT

Step Four: In order to fail your direct debit payment go to the Invoices -> Lodgements (Bank Deposits) (See Fig. 4-1)

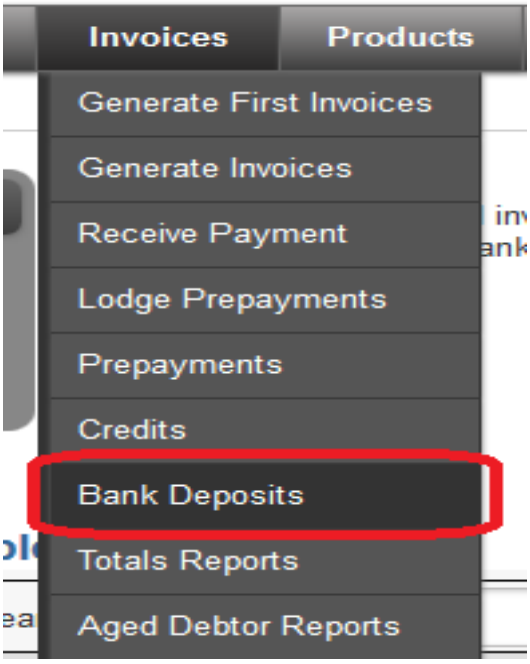

FIG. 4-1 LODGEMENTS (BANK DEPOSITS)

Step Five: On the list of all bank deposits (lodgements) find the payment of type 'direct debit' that you want to fail and click on the "Details" link on the right-hand side of the selected direct debit payment

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(See Fig. 5-1)

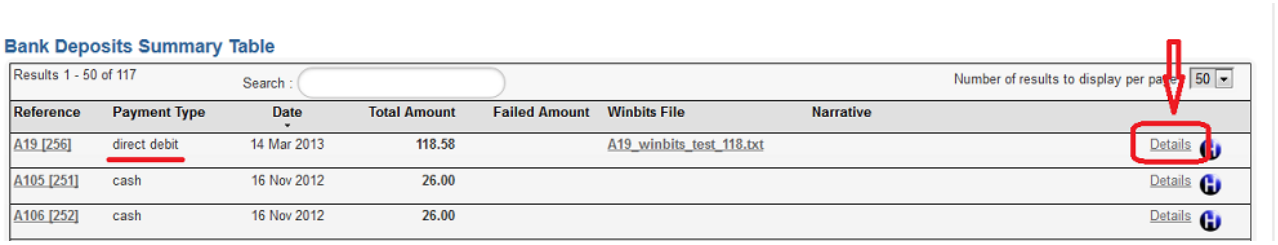

FIG. 5-1 LODGEMENT (BANK DEPOSIT) DETAILS LINK

Step Six: On the Payment Positions table (see fig. 6-1) select payments to be failed by checking the box, change their status from paid to failed and update the failure date if required. Make sure to click the "Process in background and send fail charge invoice" button (bottom of screen in fig 6-1) in order to generate the fail-charge invoice for your customer (See Fig. 6-1)

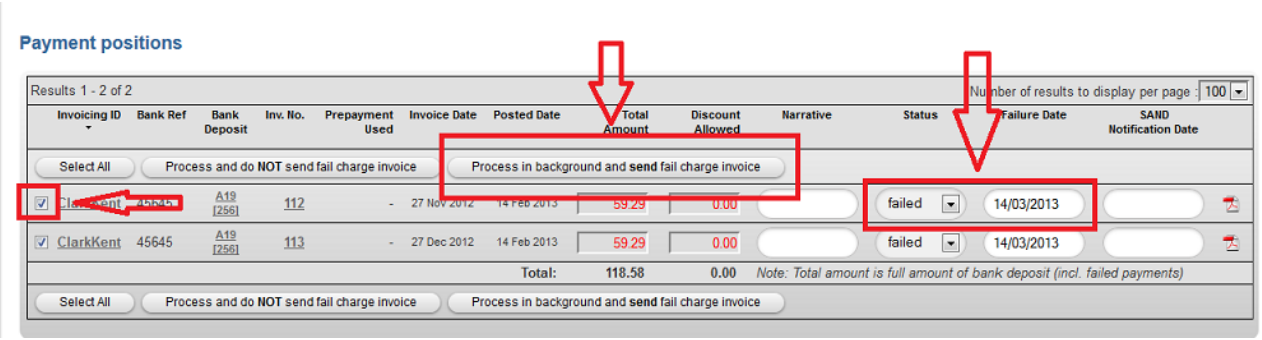

FIG. 6-1 FAILING PAYMENTS

Step Seven: Some final observations:

NOTE 1: The invoice generated from your failure charge should now be visible on your customer's account under the "Last 5 Invoices" section (See Fig. 7-1)

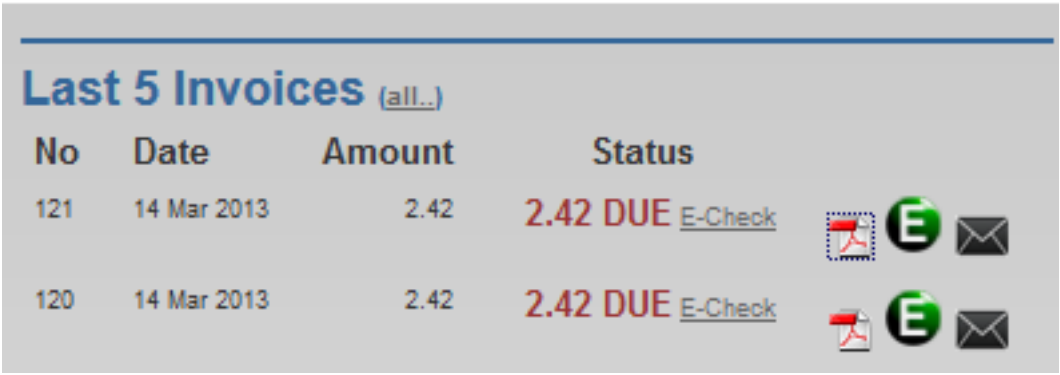

FIG. 7-1 INVOICES GENERATED

NOTE 2: The Invoice description will contain a Product Description as defined under your product (See Fig. 2-1) with the invoice number from the failed payment in parentheses (See Fig. 7-2)

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Subscription Details

Qty	Product	EUR
1.00	Direct Debit / Electronic Funds Transfer Failure (invoice 113)	2.00

FIG. 7-2 PRODUCT DESCRIPTION ON THE INVOICE

NOTE 3: If you define more than one product of type "DD/EFT Fail Charges" all of those products will be added to the invoice. It is recommended to only have one such product.
NOTE 4: If your lodgement (bank deposit) contains more than one invoice per customer then customer will get a failure invoice for each invoice within this lodgement.
NOTE 5: Destination of this failure product email: The Invoice will be sent to customer accounts email or if accounts email is not defined then invoice will be sent to the customer's main email address. If your customer does not have an email address on their account the invoice will not be sent out.
NOTE 6: Only failed direct debit payments can have failure invoices generated.
NOTE 7: Failure invoices are generated only if you process failures "in background" as invoice generation process is very resource consuming.
NOTE 8: Button "Process in background and send fail charge invoice" and "Process and do NOT send fail charge invoice" are visible only for direct debit payments and only if at least one "DD/EFT Fail Charge" product is defined. Otherwise only "Process" and "Process in background" are visible.

7.16 MASTER / SUB ACCOUNTS

There is a feature that allows operators to tie a number of Sub-Accounts to a “Master” Customer Account. The following levels of interaction between the Sub and Master Accounts can be achieved with this feature:

- Sub-Accounts can be only tied to the Master-Account
- Updating Sub-Account status from the Master-Account – on each Master-Account status change – the Sub-Accounts undergoes the same changes
- Invoicing a sub-account’s subscriptions through the Master account
- Updating the Sub-Account SAND usage allowances from the Master-Account subscriptions
- EUP re-login

7.16.1 GENERAL SUB-ACCOUNTS PAGE

All existing Sub-Account mappings in the system can be listed and modified from the “Customers -> Sub-Accounts” page – as presented in Fig 7.16.1-1and Fig.7.16.1-2. A new ‘Sub-Account’ page link has also been added to the customer details page.

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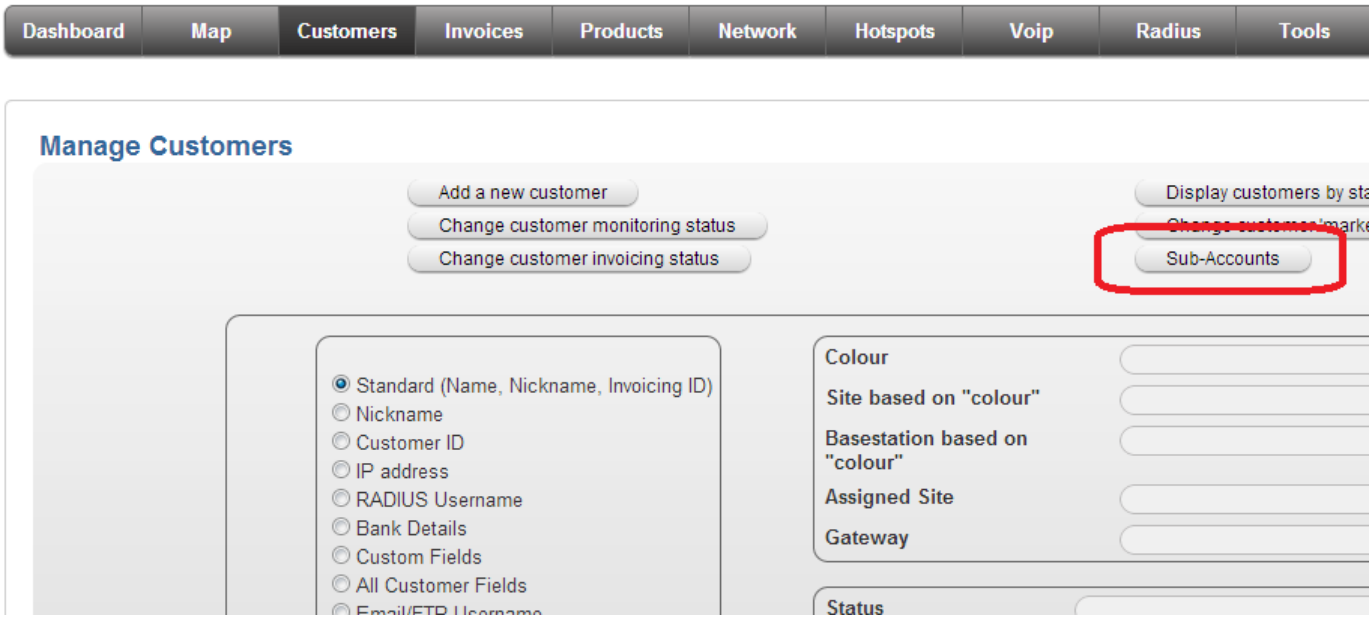

FIG.7.16.1-1 LINK TO "SUB-ACCOUNTS" PAGE ON THE "CUSTOMERS" PAGE

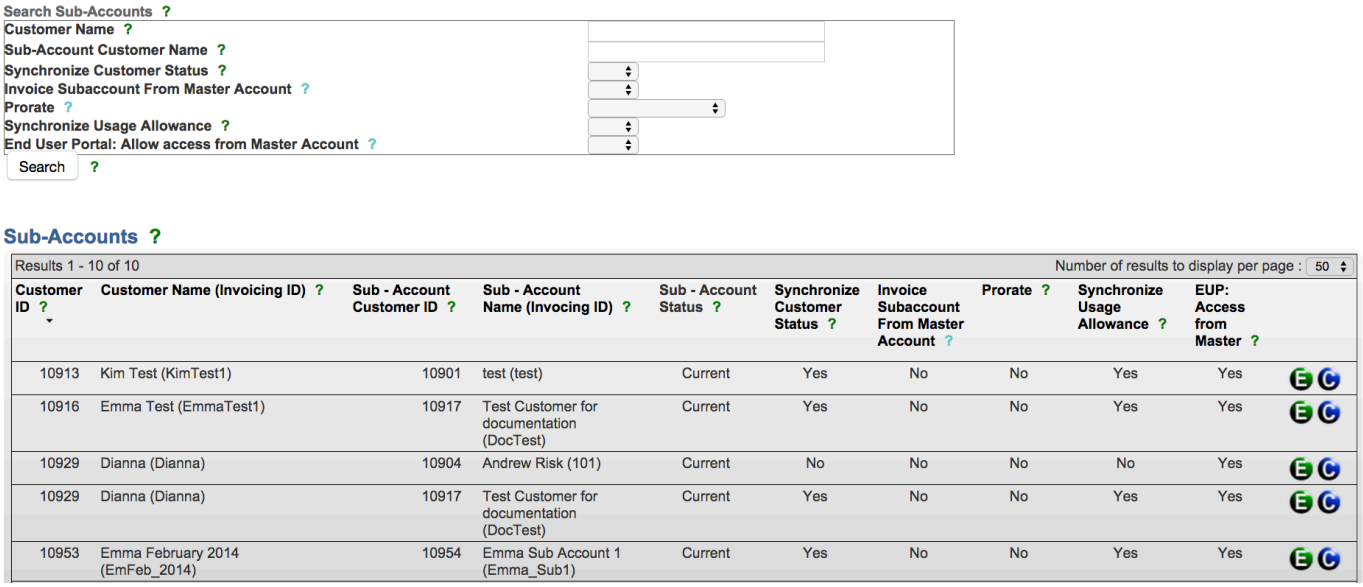

FIG.7.16.1-2 "SUB-ACCOUNTS" PAGE

7.16.2 CUSTOMER SUB-ACCOUNTS PAGE

Sub-Accounts can be added and managed from the 'customer details' page using the link highlighted in Fig.7.16.2-1 to get to the customer's "Sub-Accounts" page:

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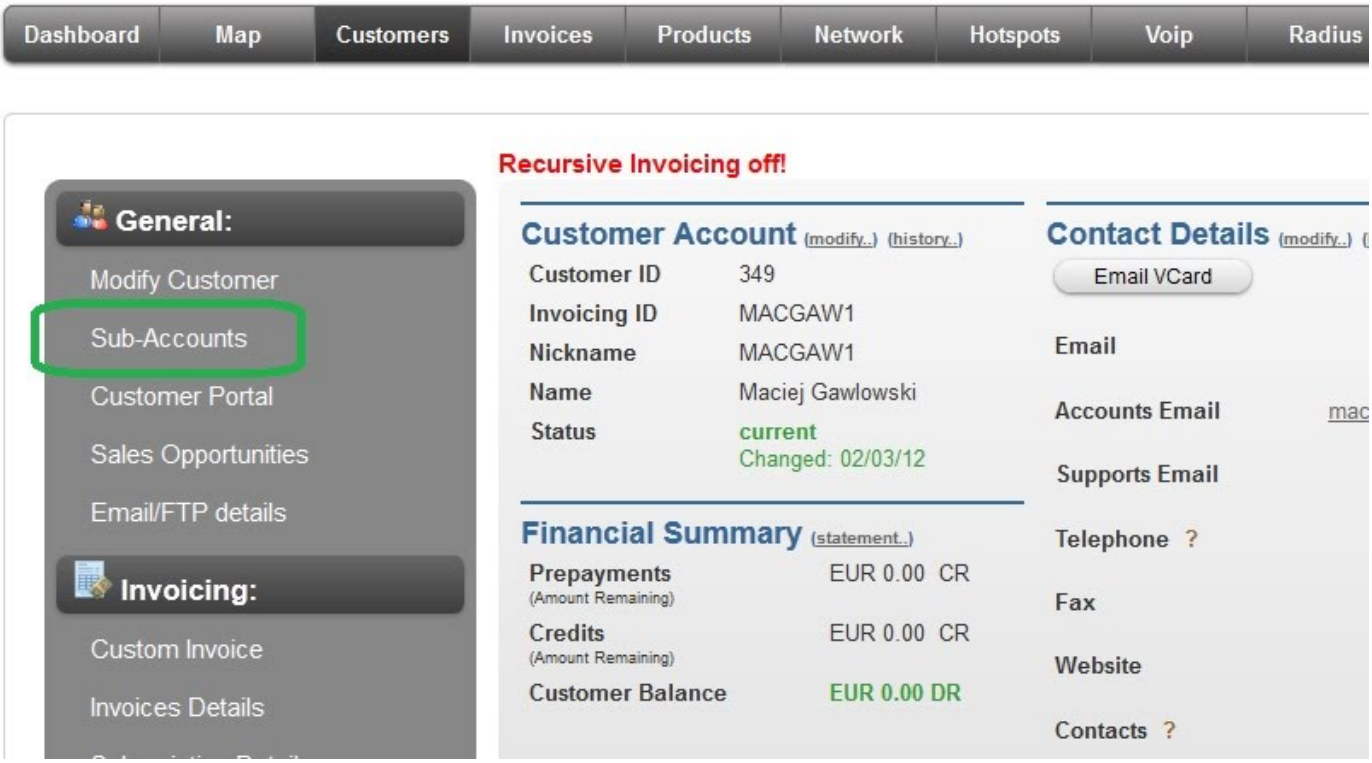

FIG. 7.16.2-1: LINK TO "SUB-ACCOUNTS" PAGE ON CUSTOMER DETAILS PAGE

The customers' "Sub-Accounts" page allows the previewing the setup of each Sub-Account as well as Modify and Add new entries (Fig. 7.16.2-2).

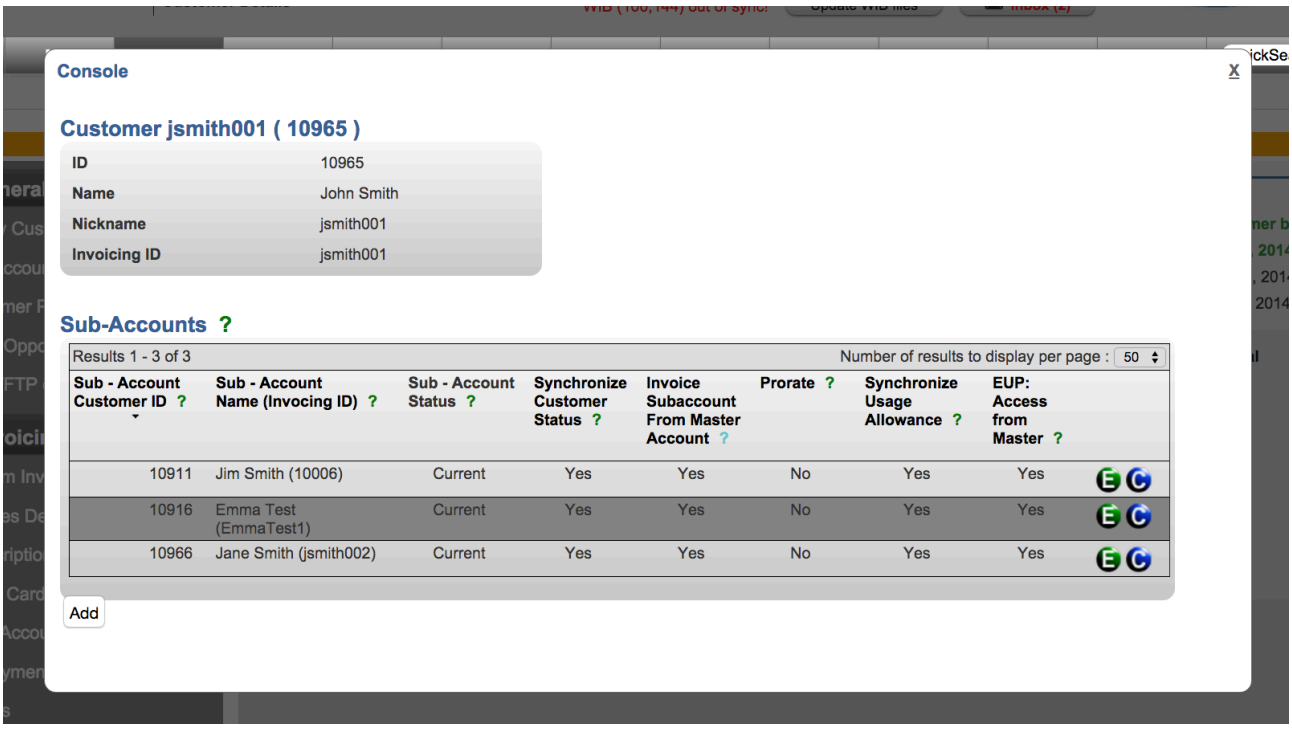

FIG. 7.16.2-2: "SUB-ACCOUNTS" PAGE ON CUSTOMER DETAILS PAGE

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7.16.3 ADD/MODIFY SUB-ACCOUNT

When adding/modifying a Sub-Account entry, which can be done from the Sub-Account page (Fig 7.16.3-1) that can be opened from customer details – there are six attributes that are to be specified (Fig. A.1.3-2)

1. Sub-Account Name (Invoicing ID) – this field is displayed when adding a new entry. It should specify the Sub-Account customer's Name (Invoicing ID). The option to enter customer ID can also be selected.
2. Synchronize Customer Status – flag that enables Sub-Account status synchronisation i.e. when Master-Account changes its status, all Sub-Accounts will change their respective statuses accordingly
3. Invoice Subaccount from Master Account – When enabled, it means that an subscriptions added to a sub account subscriptions section will automatically be billed through the Master Account, and will display on the sub account for reference.
4. Prorate:

   No proration: When a sub signs up their full invoice will go from the master account's next invoice date without prorating any amount from a previous month.

   Option A: By enabling this option you will prorate the sub account's invoice from the start date until the end of that month, and also charge for the full current month for the sub account in question. Note, only one proration option should be enabled. If you wish to charge a full amount for the sub account without prorating leave both options off.

   Option B: By enabling this option you will prorate the sub account's invoice from the start date until the end of that month. Invoice received relating to the sub account will contain only the amount from the start date to the master account invoice date. Note, only one proration option should be enabled. If you wish to charge a full amount for the sub account without prorating leave both options off.

5. Synchronize Usage Allowance – flag than enables Sub-Account CAP synchronisation i.e. when there are Subscriptions under the Master-Account that are tied to Sub-Accounts of this Master-Account and these Subscriptions have products with Usage Allowance (CAP) defined – the cumulative usage allowance coming from all active Master-Accounts' subscriptions respective of the Sub-Account will be used as the effective Usage Allowance for the Sub-Account
6. End User Portal: Allow access from Master account – flag that enables an option under the End User Portal where a Master-Account customer can get to the EUP of the Sub-Accounts without a need to re-login to each of the Sub-Accounts that belong to his account.

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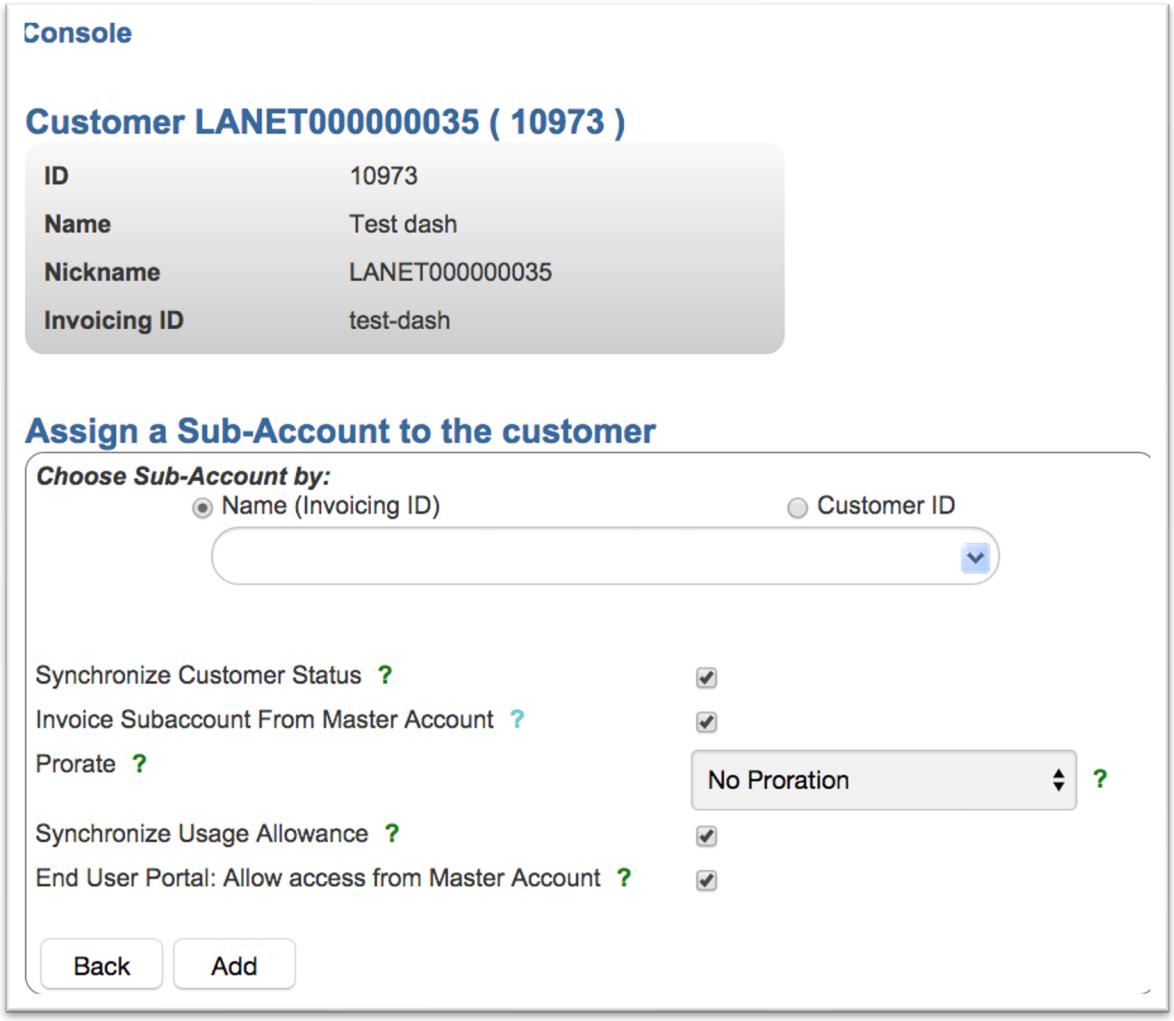

FIG.7.16.3-1. ADD/MODIFY SUB-ACCOUNT PAGE

7.16.4 CUSTOMER DETAILS PAGE: STATUS DISPLAY

If a customer's account is the Sub-Account – there will be an appropriate notification displayed in an orange notification bar with a link to the Master-Account (Fig. 7.16.4-3). Also, the Master-Account details will be listed under a dedicated section on the details page along with the status and option flags for the sub-account (Fig.7.16.4-4)

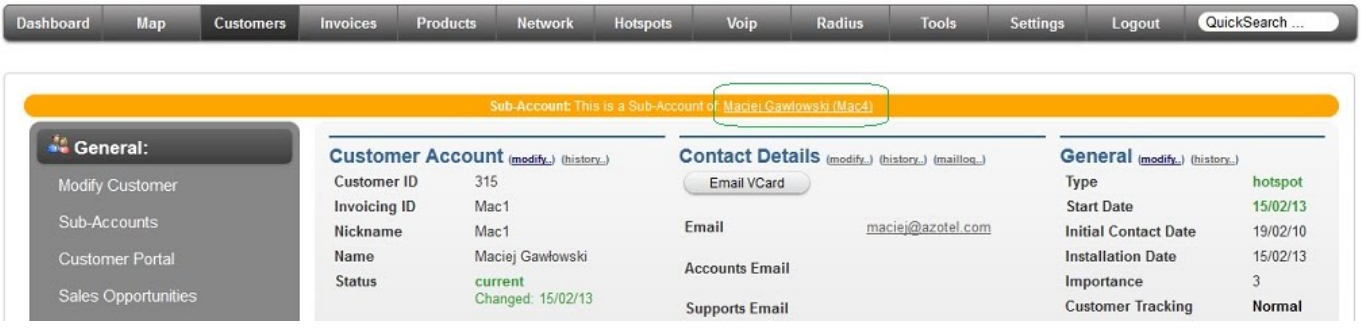

FIG. 7.16.4-3. CUSTOMER DETAILS PAGE: SUB-ACCOUNT NOTIFICATION BAR

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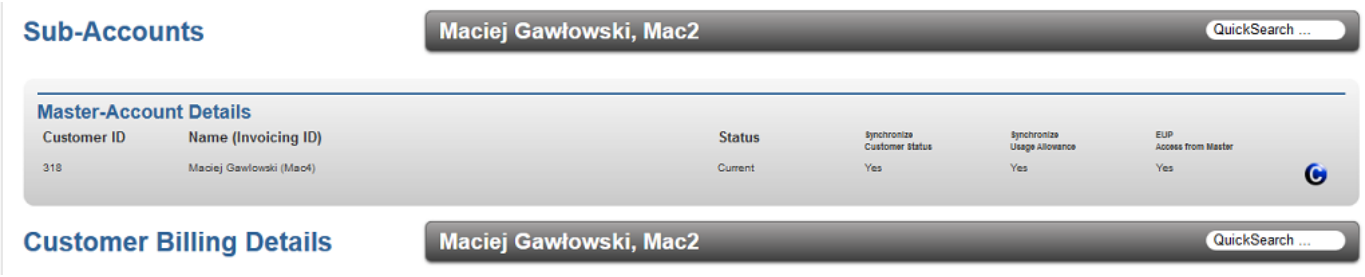

FIG. 7.16.4-4. CUSTOMER DETAILS PAGE: MASTER-ACCOUNTS TABLE

7.16.5 CUSTOMER SEARCH: STATUS DISPLAY

For customer accounts that are either Sub-Accounts or Master-Accounts, an additional status line will be underneath the Invoicing ID (Fig.7.16.5-1) in the customer search results.

318	Mac4 Master-Account	Mac4	Maciej Gawlowski
317	Mac3	Mac3	Maciej Gawłowski
316	Mac2 Sub-Account	Mac2	Maciej Gawłowski
315	Mac1 Sub-Account	Mac1	Maciej Gawłowski
314	Mac0 Sub-Account	Mac0	Maciej Gawłowski
313	01EL095	ELucchesi5	Elisa Lucchesi
312	HS1	HS1	HOTSPOT TEST 2
311	joeb19	joeb19	Joe Bloggs - Test Customer

FIG.7.16.5-1. CUSTOMER SEARCH: MASTER / SUB STATUS DISPLAY

7.16.6 CUSTOMER SPREADSHEET ENHANCEMENTS

Four columns have been added to the customer spreadsheet, which are downloadable from “customers” page in SIMPLer.

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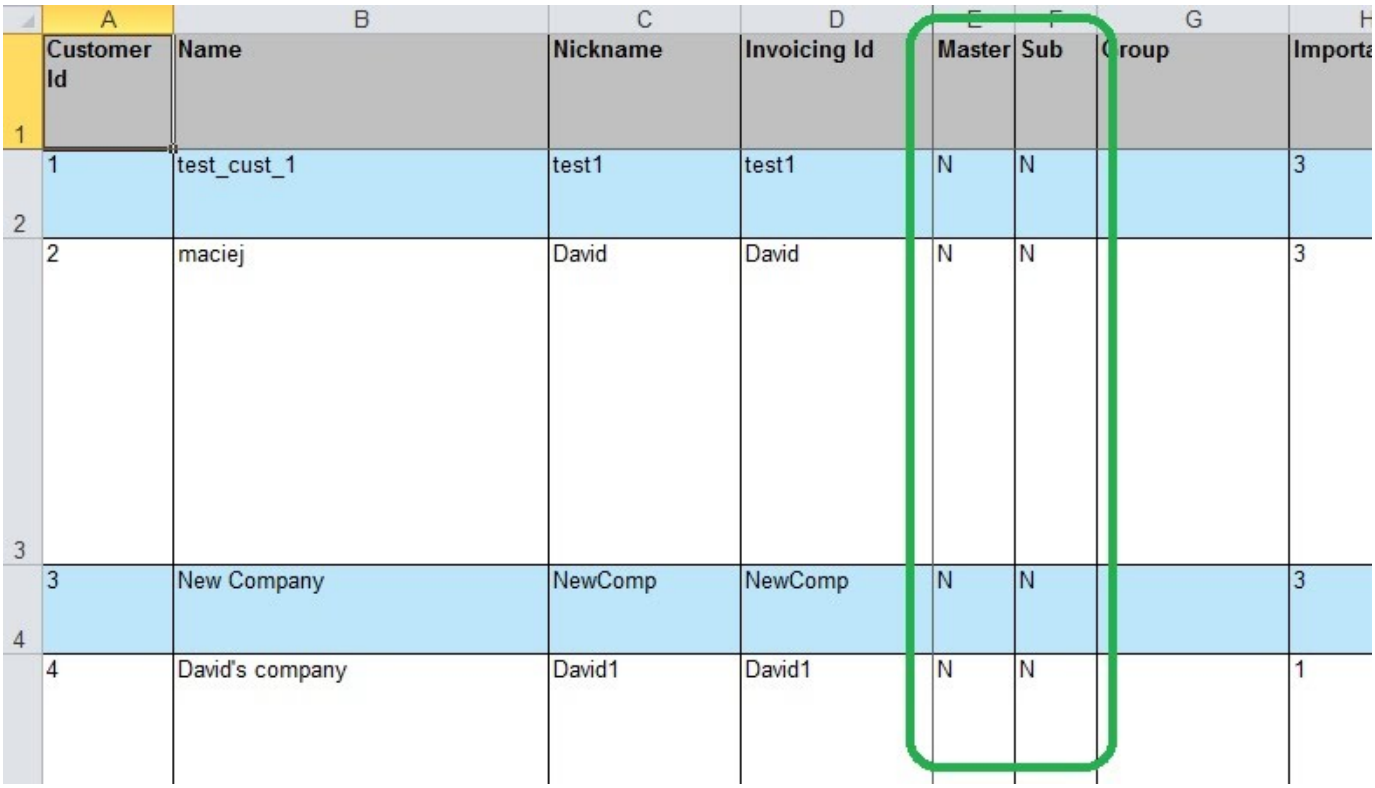
- Master – status column (Fig.7.16.6-1) that identifies if a customer is a Master-Account to any other accounts in SIMPLer
- Sub – status column (Fig.7.16.6-1) that identifies if a customer is a Sub-Account to any other accounts in SIMPLer
- Master-Accounts – (Fig.7.16.6-2) column listing Master-Accounts of the customer
- Sub-Accounts – (Fig.7.16.6-2) column listing Sub-Accounts of the customer



	A	B	C	D	E	F	G	H
1	Customer Id	Name	Nickname	Invoicing Id	Master	Sub	Group	Importa
2	1	test_cust_1	test1	test1	N	N		3
3	2	maciej	David	David	N	N		3
4	3	New Company	NewComp	NewComp	N	N		3
	4	David's company	David1	David1	N	N		1

FIG.7.16.6-1. CUSTOMER SPREADSHEET: MASTER / SUB STATUS COLUMNS

	A	B	C	D	CU	CV	CW
1	Customer Id	Name	Nickname	Invoicing Id	County (community code based)	Master-Accounts	Sub-Accounts
105	315	Maciej Gawłowski	Mac1	Mac1		Maciej Gawlowski (Mac4)	
106	316	Maciej Gawłowski	Mac2	Mac2		Maciej Gawlowski (Mac4)	
107	317	Maciej Gawłowski	Mac3	Mac3			
108	318	Maciej Gawlowski	Mac4	Mac4			Maciej Gawłowski (Mac0) Maciej Gawłowski (Mac1) Maciej Gawłowski (Mac2)
109	319	Joe Soap	Joe0	Joe0			

FIG.7.16.6-2. CUSTOMER SPREADSHEET: MASTER-ACCOUNT / SUB-ACCOUNTS LIST COLUMNS

7.16.7 IMPORT TOOLS

There is an import module that allows operators to upload the “Sub-Account” mappings to the system. The import tool can be accessed from “Settings -> Import Data”. From the Import Data feature main menu use ‘Associate Sub-Accounts with Customers’ option (Fig.7.16.7-1) and (Fig.7.16.7-2).

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When importing only two columns are mandatory:

1. Invoicing ID
2. Sub-Account Invoicing ID

These two mandatory columns define master to sub-account mapping in the system. The five optional columns – i.e. EUP: Access from Master, Invoice Sub Account from Master Account, Prorate, Synchronize Customer Status and Synchronize Usage Allowance if not defined in the import will default as 'false' / 'off'.

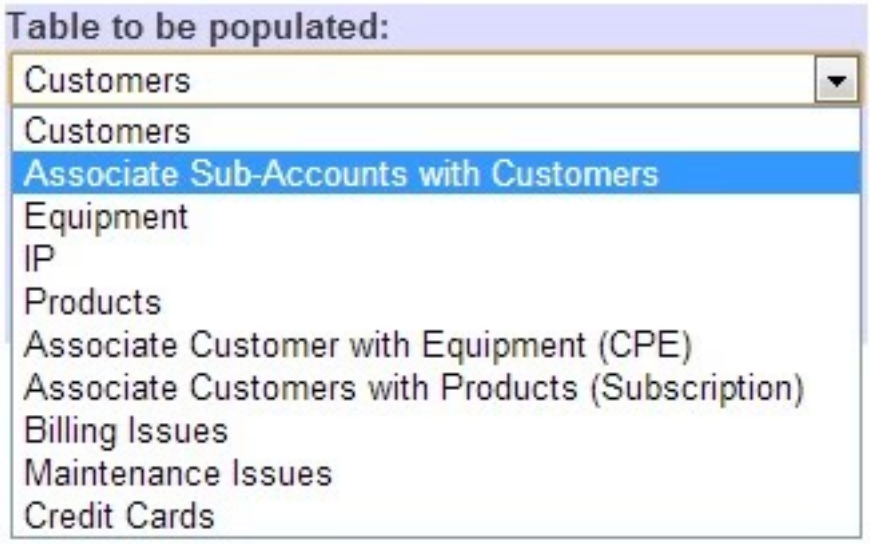

FIG.7.16.7-1. IMPORT DATA – CHOOSE IMPORT OPTION

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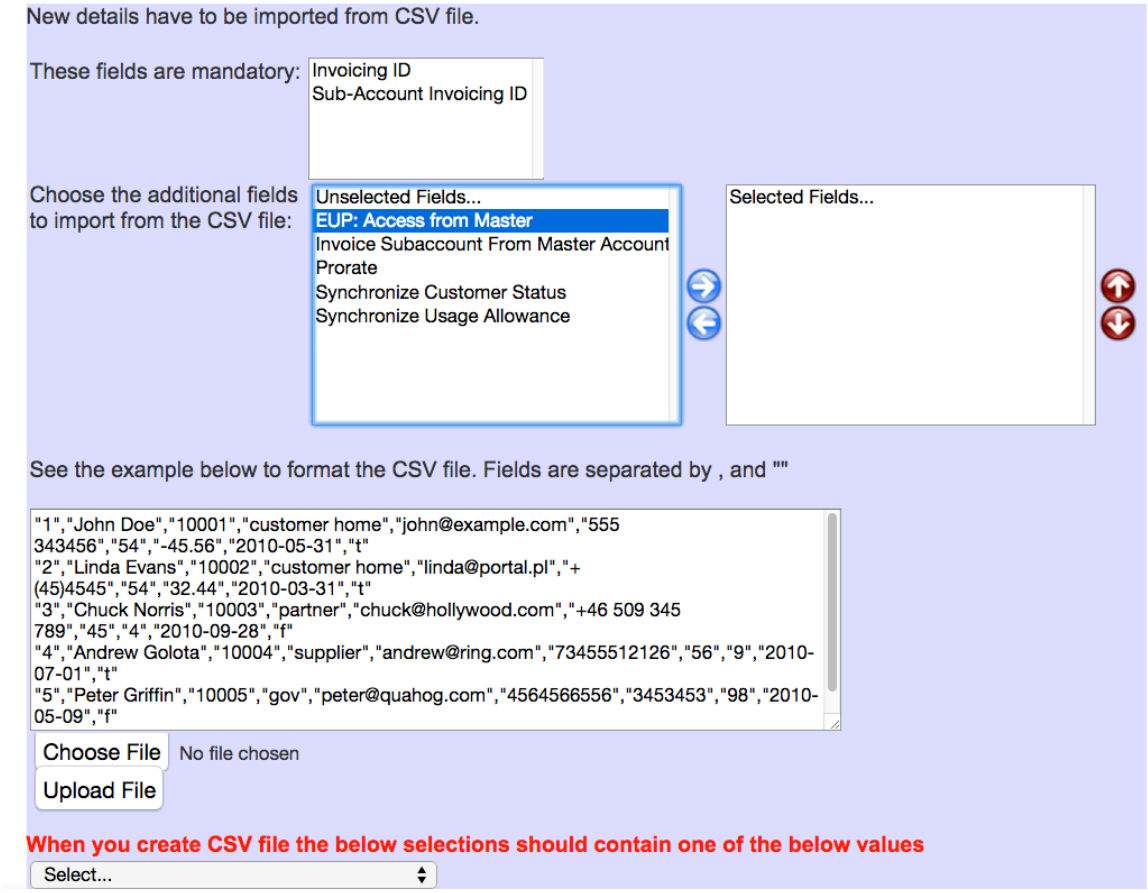

FIG.7.16.7-2. IMPORT DATA: IMPORT SUB-ACCOUNTS PAGE

7.16.8-1 END USER PORTAL

Sub-Accounts will be displayed under a Master-Accounts' 'Home' page in the End User Portal as shown in (fig. 7.16.8-1). There is an additional 'Sub-Accounts' table displayed at the bottom of the page listing all Sub-Accounts attached to a customer. This table will only be displayed if a customer has at least one Sub-Account attached.

The 'Sub-Accounts' table enables an End User Portal customer to re-login to any of the Sub-Accounts' portals if the 'End User Portal: Allow access from Master-Account' option was used while setting the Sub-Account in SIMPLer. In such instances, a 'Login as USER' button will be displayed in the Sub-Accounts table. The button will only be displayed if the portal was enabled under the Sub-Account i.e. the password was generated for it – otherwise a 'Portal not enabled' message will be displayed.

Note: For Sub-Accounts where the 'End User Portal: Allow access from Master Account' option was not enabled a 'Portal access denied' message will be displayed.

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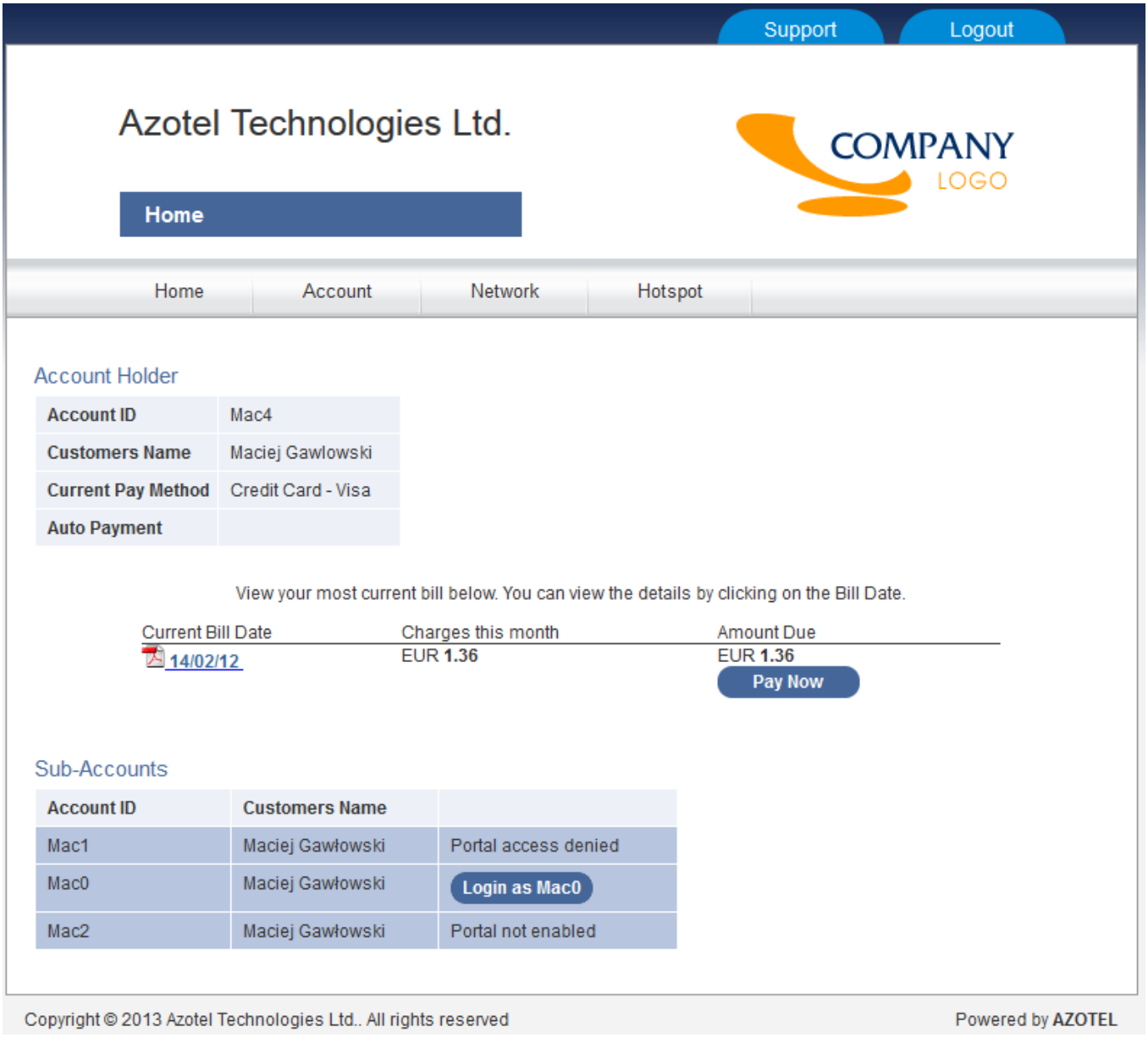

FIG. 7.16.8-1 MASTER ACCOUNT EUP 'HOME' PAGE

Once logged as a Sub-Account, a customer has access to all parts of the End User Portal in exactly the same way, as it would be logged to this account directly. A 'This is a Sub Account' message will be displayed on the 'Home' portal page along with a 'Log back to Master Account'. Clicking on the 'Log back to Master Account' button will instantly take the customer back to the Master account.

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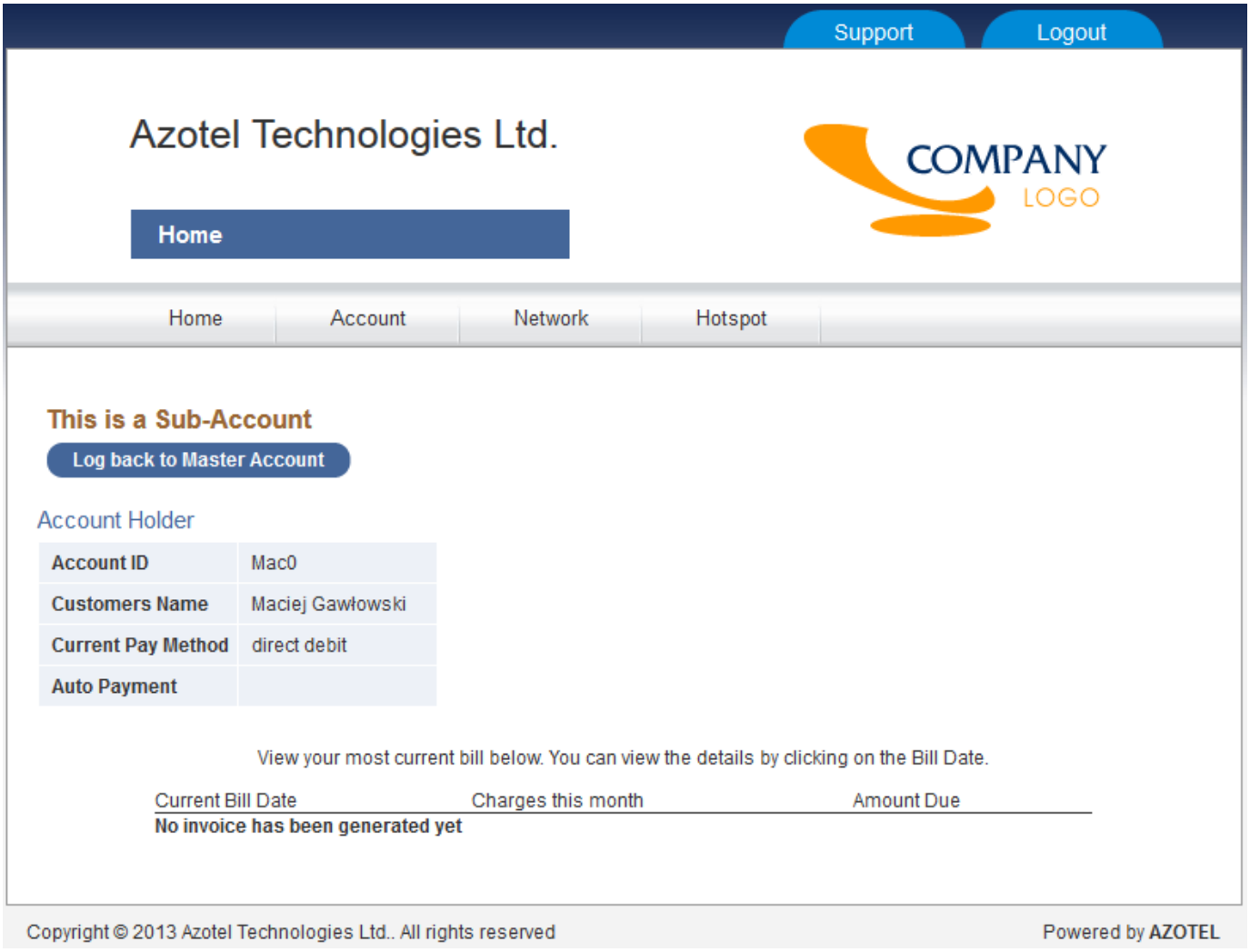

FIG. 7.16.8-2 SUB-ACCOUNT EUP 'HOME' PAGE

7.16.9 SUBSCRIPTION

For any "Master-Account" customer, an additional field listing its "Sub-Accounts" will be displayed when modifying subscriptions. Using it, an operator can 'mark' a particular subscription with a 'Sub-Account'. This can be used to:

- Indicate that a particular subscription "belongs" to one Sub-Accounts – this would be an example of informational use only
- If the "Synchronize Usage Allowance" flag has been checked for this particular Sub-Account and the Usage Allowance is specified for the Product used with this subscription, the Usage Allowance will be automatically propagated to the Sub-Accounts customers Traffic Allowance field:

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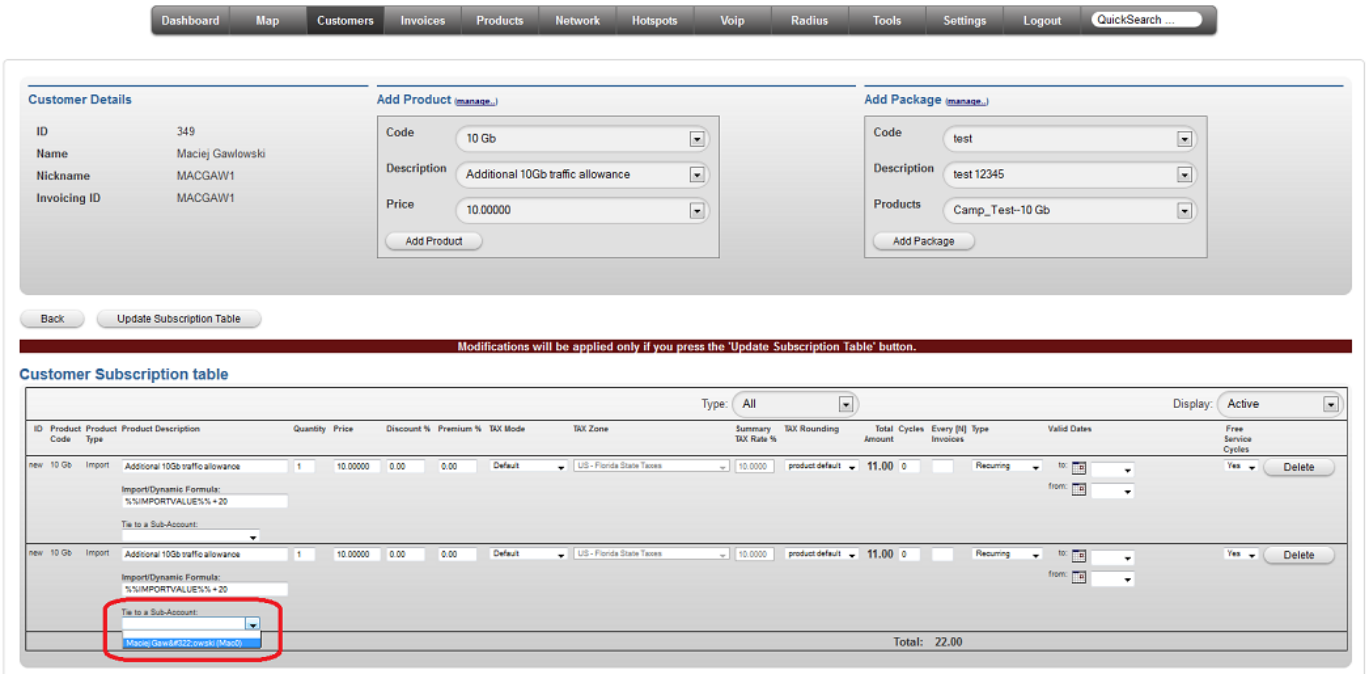

FIG. 7.16.9-1 MASTER ACCOUNT "SUBSCRIPTION" PAGE

When submitted – this information will also be displayed under the "Subscription Details" section on the "Customer Details" page.

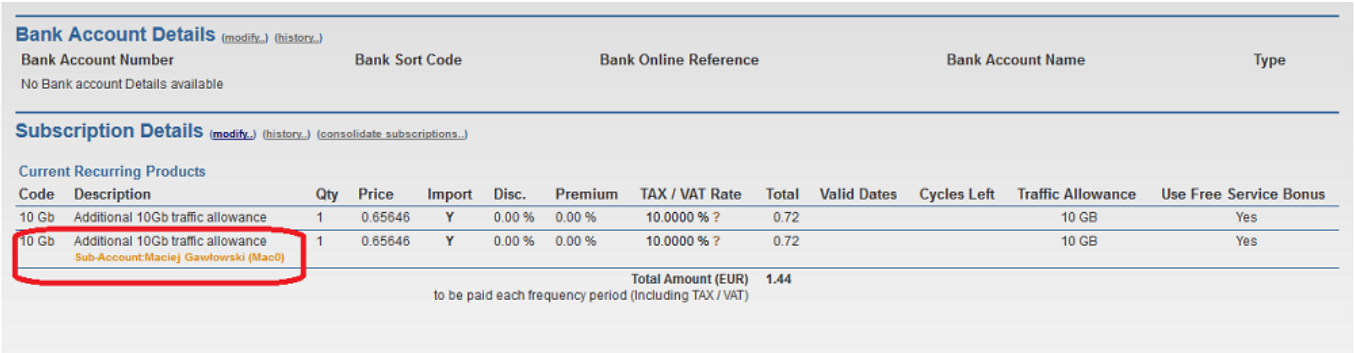

FIG. 7.16.9-2 MASTER ACCOUNT CUSTOMER DETAILS – "SUBSCRIPTION DETAILS" SECTION

Subscriptions that were 'tied' to a particular Sub-Account under a Master-Account will be displayed in a special "Master-Account: Subscription Details" section when listing details of the Sub-Account (Fig.7.16.9-3)

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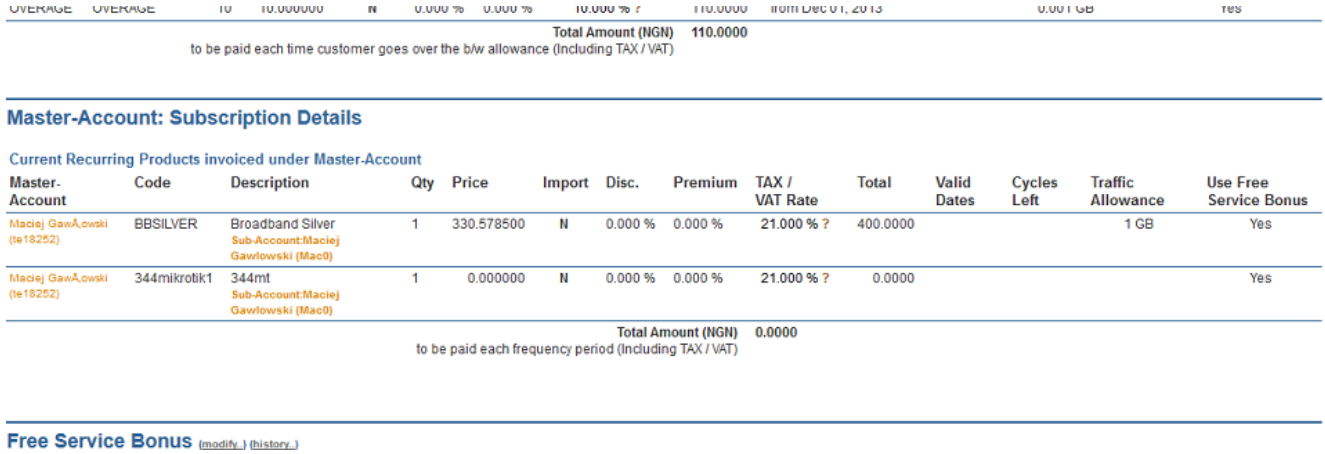

OVERAGE OVERAGE 10 10.000000 N 0.000 % 0.000 % 10.000 % ? 110.0000 from Dec 01, 2013 0.001 GB Yes

Total Amount (NGN) 110.0000
to be paid each time customer goes over the b/w allowance (Including TAX / VAT)

Master-Account: Subscription Details

Current Recurring Products invoiced under Master-Account

Master-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
Maciej GawÂ,owski (te18252)	BBSILVER	Broadband Silver Sub-Account:Maciej Gawlowski (Mac0)	1	330.578500	N	0.000 %	0.000 %	21.000 % ?	400.0000			1 GB	Yes
Maciej GawÂ,owski (te18252)	344mikrotik1	344mt Sub-Account:Maciej Gawlowski (Mac0)	1	0.000000	N	0.000 %	0.000 %	21.000 % ?	0.0000				Yes

Total Amount (NGN) 0.0000
to be paid each frequency period (Including TAX / VAT)

Free Service Bonus (modify..) (history..)

FIG. 7.16.9-3 SUB ACCOUNT CUSTOMER DETAILS – "MASTER-ACCOUNT: SUBSCRIPTION DETAILS" SECTION

Sub-Account subscriptions will be listed under a special "Sub-Account: Subscription Details" section when listing details of the Master-Account

Sub-Accounts: Subscription Details

Current Recurring Products invoiced under Sub-Accounts

Sub-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
No valid subscription Details available													

Future Recurring Products invoiced under Sub-Accounts

Sub-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
Maciej Gawlowski (Mac0)	BBSILVER	Broadband Silver	1	330.578500	N	0.000 %	0.000 %	21.000 % ?	400.0000	from Sep 01, 2014		1 GB	Yes

Total Amount (NGN) 0.0000
to be paid each frequency period (Including TAX / VAT)

Current Overage Billing Products invoiced under Sub-Accounts

Sub-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
Maciej Gawlowski (Mac0)	OVERAGE	OVERAGE	1	10.000000	N	0.000 %	0.000 %	10.000 % ?	11.0000			0.001 GB	Yes

Total Amount (NGN)
to be paid each time customer goes over the b/w allowance (Including TAX / VAT)

Future Overage Billing Products invoiced under Sub-Accounts

Sub-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
Maciej Gawlowski (Mac0)	OVERAGE	OVERAGE	10	10.000000	N	0.000 %	0.000 %	10.000 % ?	110.0000	from Dec 01, 2013		0.001 GB	Yes

Total Amount (NGN)
to be paid each time customer goes over the b/w allowance (Including TAX / VAT)

FIG. 7.16.9-4 MASTER ACCOUNT CUSTOMER DETAILS – "SUB-ACCOUNT: SUBSCRIPTION DETAILS" SECTION

7.16.10 SUBSCRIPTION UPDATES

Some updates have been made to the SIMPLer system to allow customers to set subscriptions under a sub-account and have the billing done through the Master account. This change will facilitate:

1) Automated Overage added to sub accounts to be billed via the Master

2) Facilitating status changes. For example, it allows the system to ignore sub accounts in "waiting for install" status and only bill for active accounts.

3) Facilitating pro-rated invoices, based on sub account status, and option selected.

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Setup:

Step One: When assigning a sub account to the master, select the following options:

1. Invoice Subaccount from Master Account
2. Prorate Options: Choose one of three:

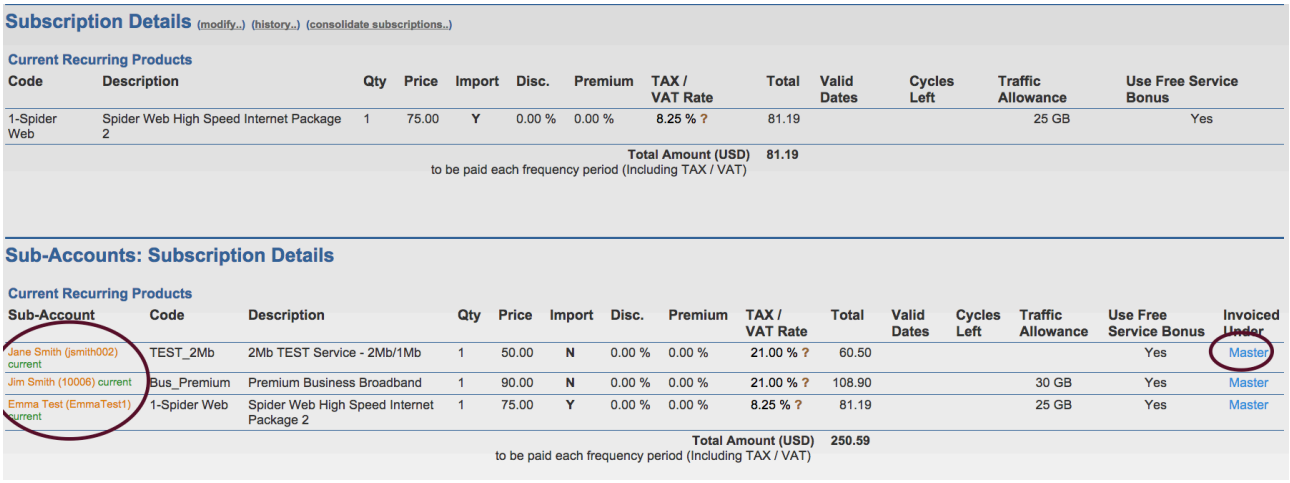
   No proration: When a sub signs up their full invoice will go from the master account's next invoice date without prorating any amount from a previous month.

   Option A: By enabling this option you will prorate the sub account's invoice from the start date until the end of that month, and also charge for the full current month for the sub account in question. Note, only one proration option should be enabled. If you wish to charge a full amount for the sub account without prorating leave both options off.

   Option B: By enabling this option you will prorate the sub account's invoice from the start date until the end of that month. Invoice received relating to the sub account will contain only the amount from the start date to the master account invoice date. Note, only one proration option should be enabled. If you wish to charge a full amount for the sub account without prorating leave both options off.

Step Two: Add subscriptions to the sub account.

Step Three: Verification: Check the Master Account. All subscriptions billed through the master, pertaining to the sub account will display in Orange, with a blue note that they are invoiced under the master. Customer status will be displayed as well.



Subscription Details (modify..) (history..) (consolidate subscriptions..)

Current Recurring Products

Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus
1-Spider Web	Spider Web High Speed Internet Package 2	1	75.00	Y	0.00 %	0.00 %	8.25 % ?	81.19			25 GB	Yes

Total Amount (USD) 81.19
to be paid each frequency period (Including TAX / VAT)

Sub-Accounts: Subscription Details

Current Recurring Products

Sub-Account	Code	Description	Qty	Price	Import	Disc.	Premium	TAX / VAT Rate	Total	Valid Dates	Cycles Left	Traffic Allowance	Use Free Service Bonus	Invoiced Under
Jane Smith (jsmith002) current	TEST_2Mb	2Mb TEST Service - 2Mb/1Mb	1	50.00	N	0.00 %	0.00 %	21.00 % ?	60.50				Yes	Master
Jim Smith (10006) current	Bus_Premium	Premium Business Broadband	1	90.00	N	0.00 %	0.00 %	21.00 % ?	108.90			30 GB	Yes	Master
Emma Test (EmmaTest1) current	1-Spider Web	Spider Web High Speed Internet Package 2	1	75.00	Y	0.00 %	0.00 %	8.25 % ?	81.19			25 GB	Yes	Master

Total Amount (USD) 250.59
to be paid each frequency period (Including TAX / VAT)

FIG. 7.16.10-1 MASTER ACCOUNT CUSTOMER DETAILS – "SUB-ACCOUNT: SUBSCRIPTION DETAILS" SECTION

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ANNEX A: REFERENCES

A.1 DOCUMENT REFERENCES

A.2 LINK REFERENCES

[L1] http://www.azotel.com/

Azotel homepage.

[L2] https://<variable>.azotel.com/

Access to SIMPLer system. Speak with an Azotel support representative if you are unsure of your SIMPLer server address.

ANNEX B: DEFINITIONS AND ABBREVIATIONS

B.1 DEFINITIONS

B.2 ABBREVIATIONS

For the purposes of the present document, the following abbreviations apply:

EFT Electronic Funds Transfer (Direct Debit)

WIB-C WISP in a Box – Client

SIMPLer Azotel's integrated Operators platform

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ANNEX C: CHANGE HISTORY

Change history				
Date	*Author*	*Subject/Comment*	*Old*	*New*
11/Feb/06	gawl	Original	N/a	001
22/Feb/06	oharej	Document review updates	001	002
01/Mar/06	oharej	Document review updates	002	003
02/Mar/06	gawl	Added section 2.3	003	004
08/Mar/06	oharej	Review section 2.3	004	005
14/Nov/07	sjs	Added Cash Flow Projection spreadsheet in section 4	005	006
03/Nov/09	sjs	Added pro-rata setup example	009	010
04/Jan/10	oharej	Format Changes	010	011
25/Mar/10	arisk	Updated format	011	012
25/Mar/10	arisk	Updated format	011	012
25/Mar/10	arisk	Updated format	011	012
13/Oct/10	pawel	Prorated Invoices	012	014
21/Feb/11	gawl	EFT processing updates	014	115
24/Nov/11	justyna	Updated screenshots	115	116
29/Jan/13	oharej	Example	116	117
27/May/13	emma	Reviewed and updated document including screenshots (page 1-23)	117	118
28/May/13	emma	Reviewed and updated document including screenshots (page 24-39)	118	119
29/May/13	emma	Reviewed and updated document including screenshots (page 39-43)	119	120
14/June/13	emma	Reviewed and updated document including screenshots (page 43-50)	120	121
18/June.13	paul	Changed doc's title, copyright and correct year, doc num on all pages	121	200
18/June/13	emma	Reviewed and updated document including screenshots (page 43-doc end)	200	201
10/Jul/13	paul	Added features: 7.3 to 7.12	201	202
10/Aug13	paul	Feature Updates	202	203
22/Dec/14	Emma	Updated Section 6.11	202	203
12/Jan/15	Emma	Updated Section 7.16	203	204
13/Jan/15	emma	Updated Section 7.16 (review and add new feature details	204	205
14/Jan/15	emma	Fixes to incorrect numbering in section 7.16	205	206
17/Jan/20	heather	Edited "ETF" to "EFT"	206	207
13/Nov/20	heather	Added General Ledger Export Synchro File information to Section 4.3	207	208

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19/Nov/20	oharej	Reviewed	208	209

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