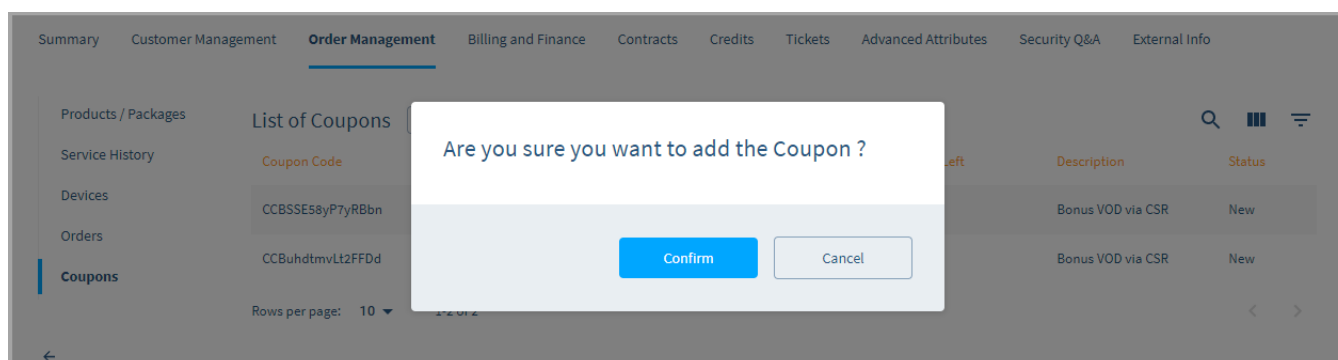
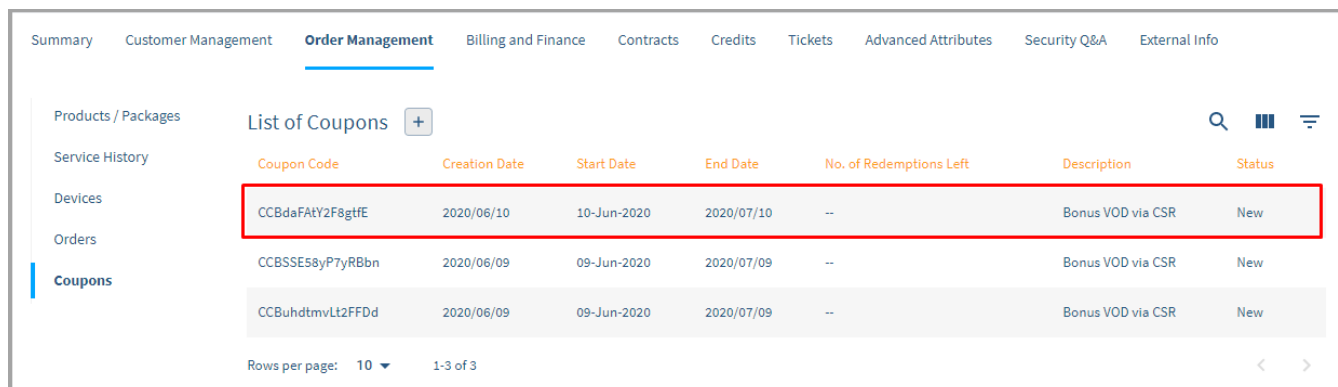


| Coupon Code | Creation Date | Start Date | End Date | No. of Redemptions Left | Description | Status |
|------------------|---------------|-------------|------------|-------------------------|-------------------|--------|
| CCBSSE58yP7yRBbn | 2020/06/09 | 09-Jun-2020 | 2020/07/09 | -- | Bonus VOD via CSR | New |
| CCBuhtmtvLt2FFDd | 2020/06/09 | 09-Jun-2020 | 2020/07/09 | -- | Bonus VOD via CSR | New |

- A dialog box, “Are you sure you want to add the Coupon?” appears, as shown below.



- Click Confirm to add the coupons, or else click Cancel.
- The added coupon is displayed in the Coupons section, as shown below.

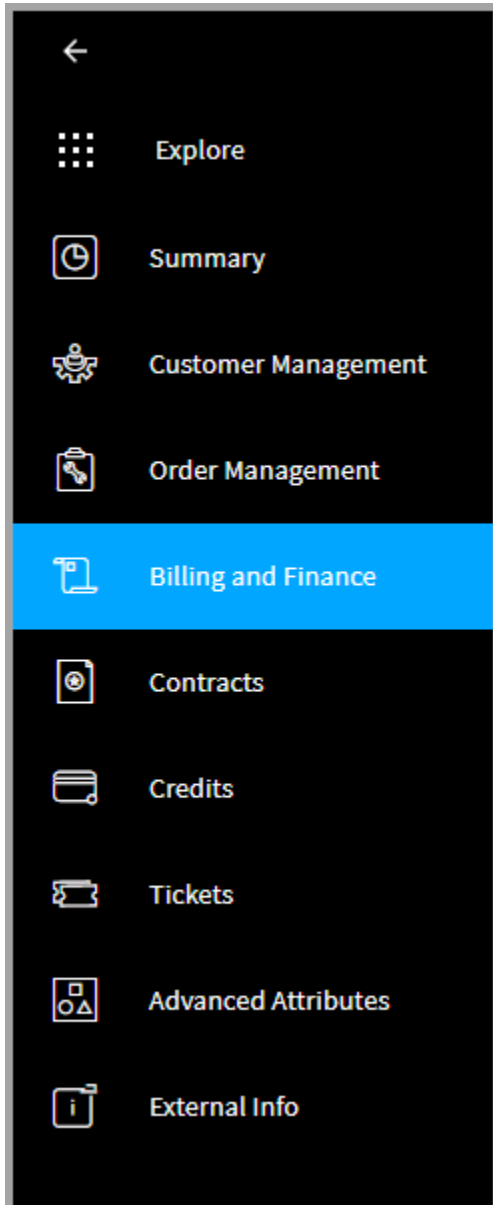


| Coupon Code | Creation Date | Start Date | End Date | No. of Redemptions Left | Description | Status |
|------------------|---------------|-------------|------------|-------------------------|-------------------|--------|
| CCBdaFAtY2F8gtfE | 2020/06/10 | 10-Jun-2020 | 2020/07/10 | -- | Bonus VOD via CSR | New |
| CCBSSE58yP7yRBbn | 2020/06/09 | 09-Jun-2020 | 2020/07/09 | -- | Bonus VOD via CSR | New |
| CCBuhtmtvLt2FFDd | 2020/06/09 | 09-Jun-2020 | 2020/07/09 | -- | Bonus VOD via CSR | New |

Billing and Finance

The **Billing and Finance** tab is used to provide the users to view the Billing and Financial history of their customers. A user can issue Payments, Adjustments, and Refunds to their customers, depending on the complaints received from customers about the business needs, from the Billing and Finance tab.

- Click the **Billing and Finance** tab to navigate to the Billing and Finance Home screen.

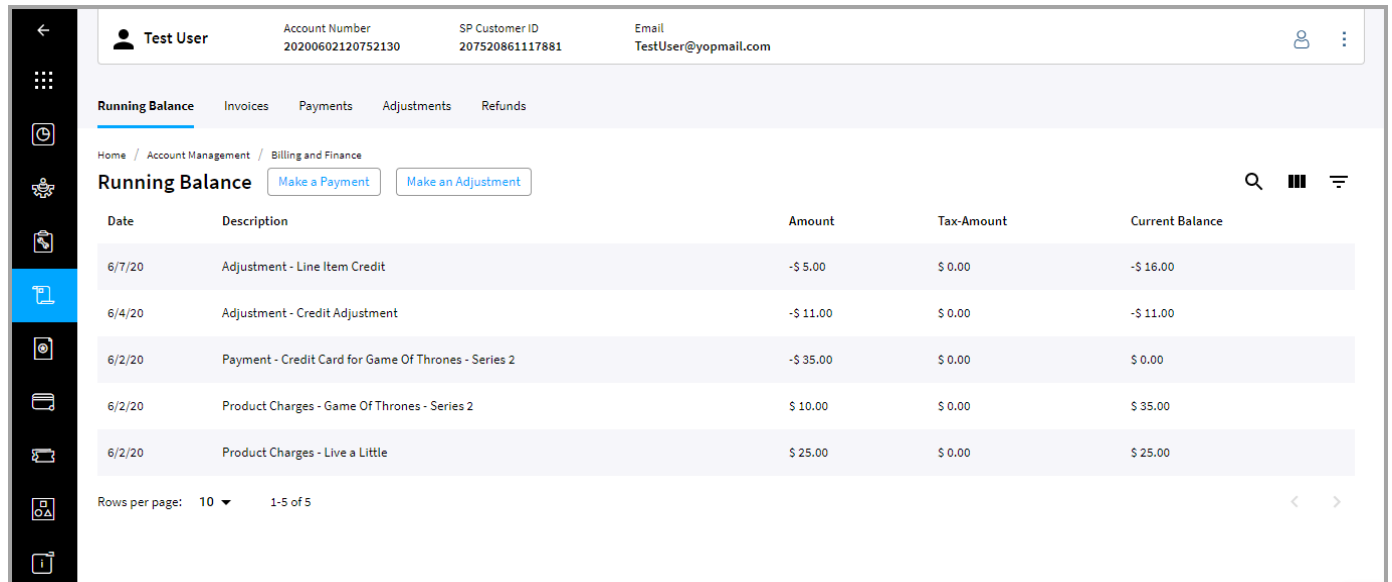


The following are the functionalities that can be provisioned by the user in the Billing and Finance tab:

- Running Balance
- Invoices
- Payments
- Adjustments
- Refunds

Running Balance

Running balance is a dynamic ledger balance that shows all the credit and debit transactions of that user account that are dynamically displayed over the UI based on the selected range with the latest record.




| Date | Description | Amount | Tax-Amount | Current Balance |
|--------|--|-----------|------------|-----------------|
| 6/7/20 | Adjustment - Line Item Credit | -\$ 5.00 | \$ 0.00 | -\$ 16.00 |
| 6/4/20 | Adjustment - Credit Adjustment | -\$ 11.00 | \$ 0.00 | -\$ 11.00 |
| 6/2/20 | Payment - Credit Card for Game Of Thrones - Series 2 | -\$ 35.00 | \$ 0.00 | \$ 0.00 |
| 6/2/20 | Product Charges - Game Of Thrones - Series 2 | \$ 10.00 | \$ 0.00 | \$ 35.00 |
| 6/2/20 | Product Charges - Live a Little | \$ 25.00 | \$ 0.00 | \$ 25.00 |

Make a Payment

This module is used to make payment for a user account by an existing payment method and a new payment method.

To make a payment, do the following:


- Click the **Running Balance** hyperlink under the Billing and Finance tab.
- Click the **Make a Payment** button.
- Select the payment mode that you want to make a payment.
- Enter the card number in the **Card Number** field.
- Enter the type of card in the **Card Type**.
- Enter the name of a cardholder in the **Name on Card** field.
- Enter the card expiry date in the **Expiry (MM/YYYY)** field.
- Enter the security code in the **Security Code** field.
- Enter the required amount in the **Amount** field.
- Click the **Make Payment** button. The payment line-item will be added to Payment History.


Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com



Running Balance
Invoices
Payments
Adjustments
Refunds

Home / Account Management / Billing And Finance / Payments

New Payment Method

Payment Mode *
Credit/Debit Card

Card Number *
1000 0000 0000 0000

Card Type *
VISA

Name On Card *
TestUser

Expiry (MM/YYYY) *
04/25

Security Code *
...

Enter required amount

Amount *
10

Billing Address

Address Line*
11th Floor, Evergent Techno

City *
HYDERABAD

Country *
India

State *
Telangana

Zipcode *
500032

Go Back
Make Payment

Adjustments

This module is a transaction that provides the payment corrections of a customer account payment entry.

To make the payment adjustments to the account, do the following:

- Click the **Running Balance** hyperlink under the Billing and Finance tab.
- Click the **Make an Adjustments** button.
- Select the **Adjustment Type** from the drop-down list.
- Enter the amount that you want to adjust in the **Amount** field.
- Select the reason for the payment adjustments from the **Select Reason** drop-down list.
- Select the invoice from the **Given-on Invoice** drop-down list for which you want to make the adjustments.
- Select the **Outage Start Date** and **Outage End Date** from the calendar.
- Type the comments in the **Comment** field.
- Click the **Done** button. The adjustments are added in the List of Adjustments section.

Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Running Balance
Invoices
Payments
Adjustments
Refunds

Home / Account Management / Billing And Finance / Adjustments

Adjustments

Adjustment Type *
Credit

Amount *
\$ 12

Select Reason
Credit Adjustment

Given on Invoice

Outage Start Date
10/22/2020

Outage End Date
10/24/2020

Comment
Payment Adjustments

Cancel
Done

Write-off

The Write-Off button in the Running Balance of the respective accounts will get displayed only when the balance due for the account is positive, i.e., the customer must pay the amount. When clicking on the Write-Off button, if the customer has paid the amount and add a negative adjustment amount to make the balance due to zero.

Invoices

The invoices section shows all the general invoices created for an account. It shows in detail for each invoice.

Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Running Balance
Invoices
Payments
Adjustments
Refunds

Home / Account Management / Billing and Finance

Invoices
[Make a Payment](#)
[Make an Adjustment](#)

| Cut Off Date | Approved Date | Invoice# | Amount | Status | Action(s) |
|--------------|---------------|----------|--------|--------|-----------|
|--------------|---------------|----------|--------|--------|-----------|

- The generated bills for the account are displayed as invoice hyperlink in the Invoices tab.
- Invoices that are approved are displayed under the Invoices Section Heading.

Payments

A user can create a new payment and view the existing customer payment history, which provides a record of credit card details, ordered product Id, the payment received date, amount, status, along with the option to refund the payment to the customer.

Test User

Account Number

20200602120752130

SP Customer ID

207520861117881

Email

TestUser@yopmail.com

Running Balance

Invoices

Payments

Adjustments

Refunds

Home / Account Management / Billing and Finance

Payments

Make a Payment

| Received Date | Credit Card/PAYER ID#/BAR CODE | Ordered Product ID | Payment Type | Amount | Response | Reference# | Status | Action(s) |
|---------------|---------------------------------------|--|--------------|----------|---|------------|---------|-----------|
| 6/2/20 | XXXXXXXXXXXX1111 For Live A Little | Game Of Thrones - Series 2 825055 825056 | Credit Card | \$ 35.00 | Ordered product payment for Order :930100 | | Success | Refund |

Rows per page: 10 1-1 of 1

Refunding the Amount

To refund the amount, do the following:

- Click the **Payments** hyperlink under the Billing and Finance tab.
- On the Payment History screen, click the **Refund** button in the Actions column heading that you want to refund for the account.
- A dialog box, “**Are you sure?**” appears as shown below.

Are you sure ?

Do you want to refund the amount \$ 35.00 ?

Select Reason *

Refunds

Comments

Payment Refund

Yes, Refund

Go Back

- Select a reason for the refund in the **Select Reason** drop-down list.
- Type the comments for payment refund in the **Comments** box.
- Click the **Yes, Refund** button to provide a refund, or else click **Go Back** to discard the changes.

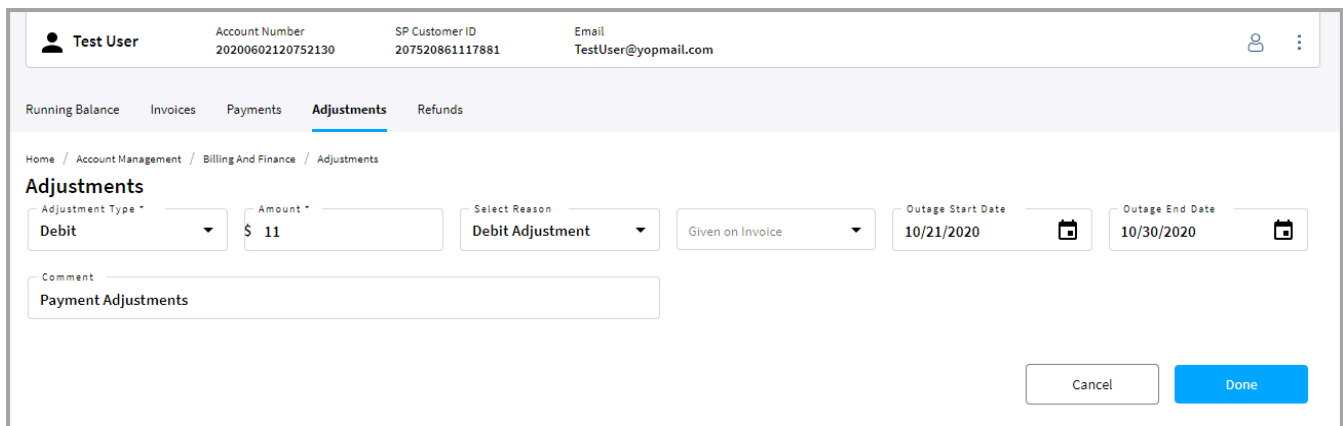
Adjustments

This module is a transaction that provides the payment corrections of a customer account payment entry.

Making a Payment Adjustment

To make payment adjustments, do the following:

- Click the **Adjustments** hyperlink under the Billing and Finance tab.
- Click the **Make an Adjustment** button to adjust payments.
- The **Adjustments** screen is displayed as shown below.



- Select the **Adjustment Type** from the available drop-down list.
- Enter the amount that you want to adjust in the **Amount** field.
- **Select Reason** and **Given on Invoice** from the available drop-down list.
- Select **Outage Start Date** and **Outage End Date**.
- Enter the comments for adjustments in the **Comment** box.
- Click **Done** for providing the adjustment or else click **Go Back**.

Refunds

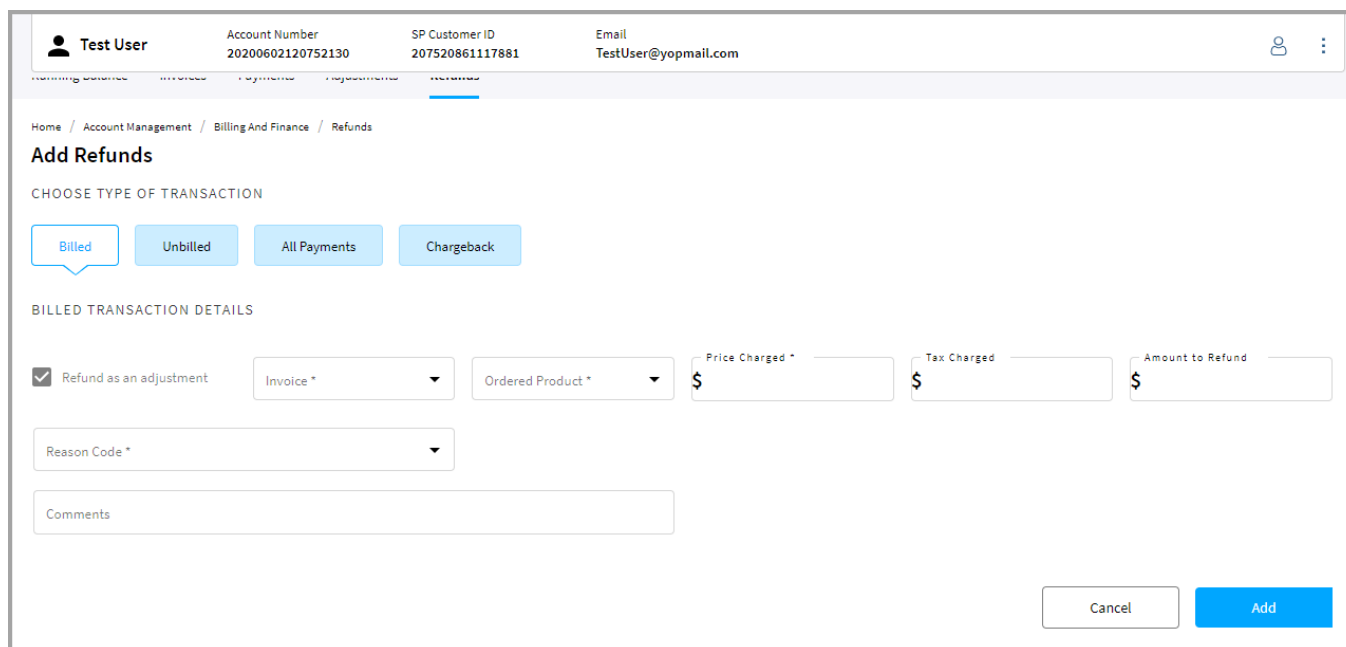
Refunds are calculated, whenever a service is removed or disconnected. From the disconnected/removed date, it will refund the amount for whatever duration it is billed.

Add Refunds

To add refunds to the user account, do the following:

- Click the **Refunds** hyperlink under the Billing and Finance tab.
- Click the **Refunds Add** icon (+) to issue a refund to a customer.
- The following are the refund types in the Type of Transaction list:

- Billed
- Unbilled
- All Payments
- Chargeback



Test User Account Number 20200602120752130 SP Customer ID 207520861117881 Email TestUser@yopmail.com

Home / Account Management / Billing And Finance / Refunds

Add Refunds

CHOOSE TYPE OF TRANSACTION

Billed Unbilled All Payments Chargeback

BILLED TRANSACTION DETAILS

☒ Refund as an adjustment Invoice * Ordered Product * Price Charged * Tax Charged Amount to Refund

Reason Code *

Comments

Cancel Add

Refund on Billed Transactions

- On selecting the Billed transaction type from the **Type of Transaction** drop-down list box.
- Select any one of the invoices from the **Select the Invoice** drop-down list.
- Select any one of the products from the **Select Ordered Product** drop-down list box.
- Enter the price to be charged in the **Price Charged** field.
- Enter the tax amount in the **Tax Charged** field.
- Enter the refund amount in the **Amount to Refund** field.
- Select the reason for refunding the amount in the **Reason Code** drop-down.
- Type the comments in the **Comments** box.
- Click the **Add** button to apply the refund to the customer, else click the **Go Back** button to cancel.

Refund on Unbilled Transactions

- On selecting the Unbilled transaction type from the **Type of Transaction** drop-down list box.
- Select any one of the Products/Packages from the **Select Ordered Product** drop-down list box.
- Enter the price to be charged in the **Price Charged** field.
- Enter the tax amount in the **Tax Charged** field.
- Enter the amount to refund in the **Amount to Refund** field.
- By default, the Adjustment checkbox is selected, which indicates that credit adjustment will be added to the refund amount that will be issued, to clear the running balance amount display as zero.
- Select the reason for refunding the amount in the **Reason Code** drop-down list.
- Type the comments in the **Comments** box.
- Click the **Add** button to apply the refund to the customer, else click the **Go Back** button to cancel.

Refund on All Payments Transactions

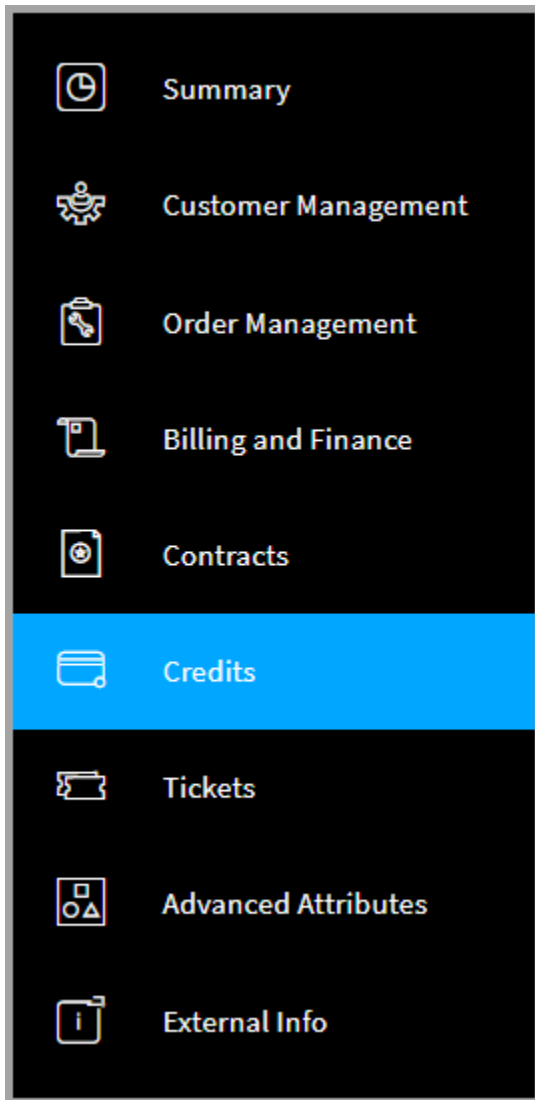
- On selecting the All-Payments transaction type from the **Type of Transaction** drop-down list.
- Select the payment from the list of available payments in the **Select Payment** drop-down list.
- Enter the tax amount in the **Tax Charged** field.
- Enter the refund amount in the **Amount to Refund** field.
- Select the reason for refunding the amount in the **Reason Code** drop-down list.
- Type the comments in the **Comments** box.
- Click the **Add** button to apply the refund to the customer, else click the **Go Back** button to cancel.

Refund on Chargeback Transactions

- On selecting the Chargeback transaction type from the **Type of Transaction** drop-down list box.
- Enter the tax amount in the **Tax Charged** field.
- Enter the refund amount in the **Amount to Refund** field.
- Enter the Id in the **Reconciliation ID** field.
- Enter the Id in the **Transaction ID** field.
- Select the reason for refunding the amount in the **Reason Code** drop-down.
- Type the comments in the **Comments** box.
- Click the **Add** button to apply the refund to the customer, else click the **Go Back** button to cancel.

Credits


Credit is what businesses typically provided to a customer when the amount on an invoice or purchase is disputed or incorrect. This might be due to an admin error, or because the customer requires a full or partial refund.



Adding Cash Credits

To add the cash credits to the user account, do the following:



- On the **Credits** screen, click the Add (+) icon to add a new credit.
- The **Add Credits** screen appears.
- Click the **Choose Credit Type** drop-down list and select **Cash Credit**.
- Enter the credit amount in the **Amount** field.
- Select the start date and end date in the **Start Date** and **End Date** calendar.
- Select the reason from the **Reason Code** drop-down list.
- Enter the comments in the **Comments** box.
- Click the **Add** button to add the cash credit, else click the **Go Back** button to cancel.


Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Home / Account Management / Credits

Add Credits

Choose Credit Type
Cash Credit

Amount *
\$ 10

Start Date *
10/21/2020

End Date
10/31/2020

Reason Code *
Refunds

Comments
Cash Credits


Cancel

Add

Updating Cash Credits

To update the cash credits of a user account, do the following:



- Click the credit record where you want to update the cash credit details on the Credits screen.
- The Update Credits screen is displayed as shown below.


Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Home / Account Management / Credits

Update Credits

Choose Credit Type
Cash Credit

Amount *
\$ 25.00

Start Date *
06/05/2020

End Date
07/04/2020

Reason Code *

Comments

COMMENTS HISTORY

Modified by Evergent User on Fri Jun 5, 2020 at 03:14 PM
Cash Credits

Go Back

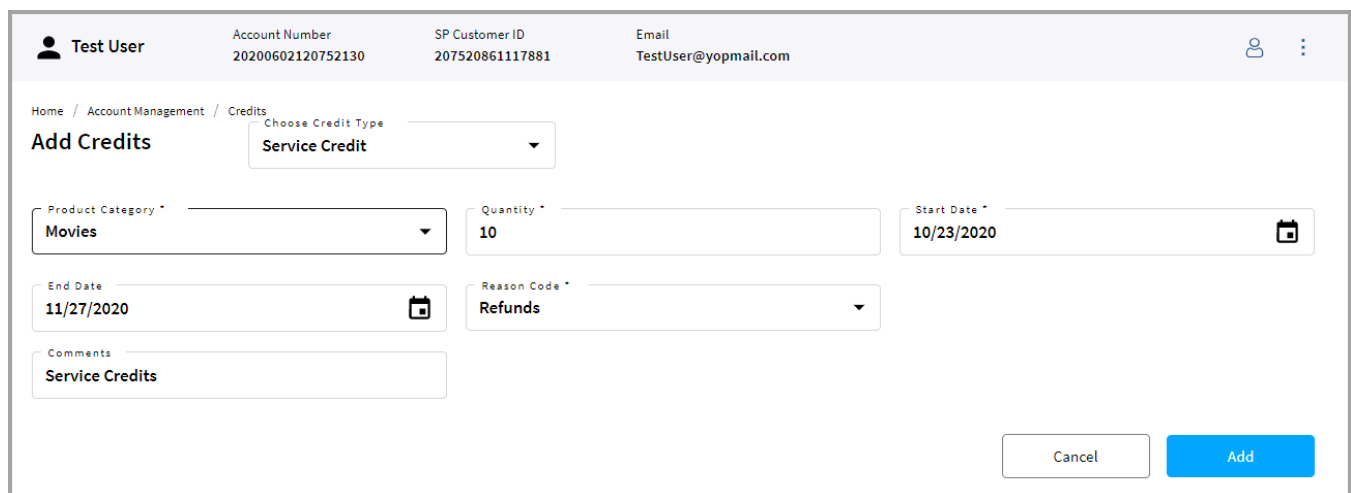
Update

- Make the necessary changes to the required fields, and click the **Update** button to save the changes, else click the **Go Back** button to cancel.

Adding Service Credit

To add the service credit to the user account, do the following:

- On the **Credits** screen, click the Add (+) icon to add a new service credit.
- The **Add Credits** screen appears.
- Click the **Choose Credit Type** drop-down list and select **Service Credit**.
- Select a product category from the **Product Category** drop-down list.
- Enter the quantity in the **Quantity** field.
- Select the start date in the **Start Date** and the end date in the <End Date> calendar.
- Select a reason in the **Reason Code** from the drop-down list.
- Enter the comments in the **Comments** box.
- Click the **Add** button to add the service credit, else click the **Go Back** button to cancel.



Test User Account Number 20200602120752130 SP Customer ID 207520861117881 Email TestUser@yopmail.com

Home / Account Management / Credits

Add Credits Choose Credit Type Service Credit

Product Category * Movies Quantity * 10 Start Date * 10/23/2020

End Date 11/27/2020 Reason Code * Refunds


Comments Service Credits

Cancel Add

Updating Service Credits

To update the service credit of a user account, do the following:



- Click the service credit record where you want to update the service credit details on the Credits screen.
- The Update Credits screen is displayed as shown.


Test User

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Home / Account Management / Credits

Update Credits

Choose Credit Type
Service Credit

Product Category *
Movies

Quantity *
10

Start Date *
06/05/2020

End Date
07/04/2020

Reason Code *

Comments

COMMENTS HISTORY

Modified by Evergent User on Fri Jun 5, 2020 at 04:07 PM
Service Credits

Go Back

Update

- Make the necessary changes to the required fields and click the **Update** button to save the changes, else click the **Go Back** button to cancel.

Adding Line-Item Credits

To add the line-item credit to the user account, do the following:

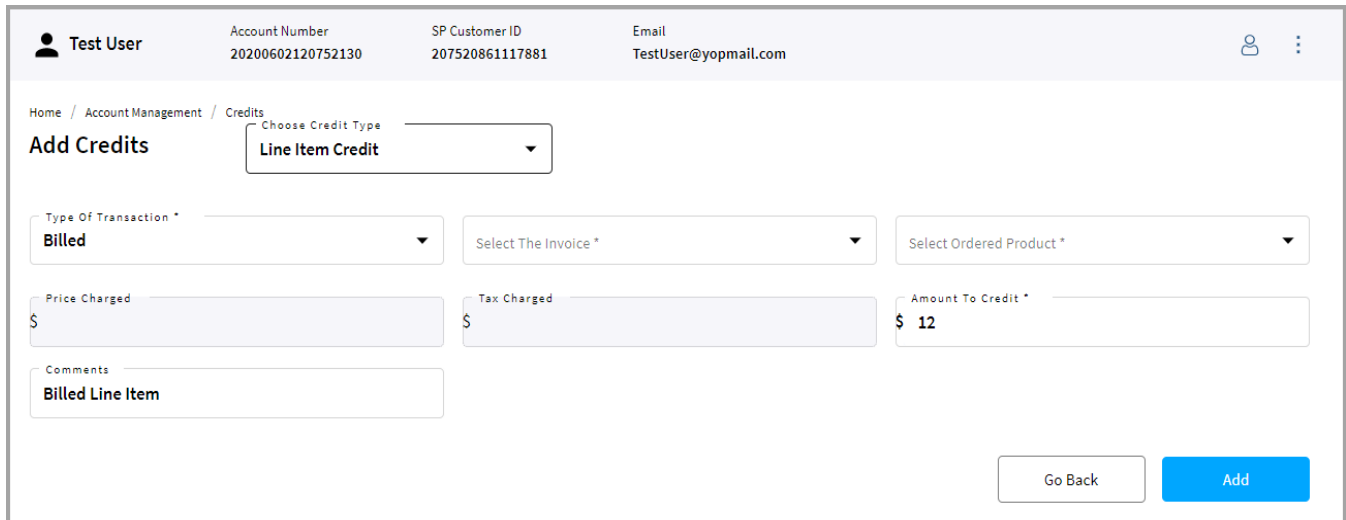
- On the **Credits** screen, click the Add (+) icon to add a new line-item credit.
- The **Add Credits** screen appears.
- Click the **Choose Credit Type** drop-down list and select the **Line-Item Credit**.
- Select a type in the **Type of Transaction** drop-down list.
 - Billed
 - Unbilled
 - Chargeback

Billed

When a user selects Billed from the Type of Transaction list, do the following:

- Select an invoice from the **Select the Invoice** drop-down list.
- Select a product from the **ordered Product** drop-down list.
- Enter the amount in the **Price Charged** field.
- Enter the amount in the **Amount to Credit** field.

- Select a reason in the **Reason Code** from the drop-down list.
- Enter the comments in the **Comments** box.
- Click the **Add** button to add the service credit, else click the **Go Back** button to cancel.



Test User Account Number 20200602120752130 SP Customer ID 207520861117881 Email TestUser@yopmail.com

Home / Account Management / Credits

Add Credits Choose Credit Type **Line Item Credit**

Type Of Transaction * **Billed** Select The Invoice * Select Ordered Product *

Price Charged \$ Tax Charged \$ Amount To Credit * \$ 12

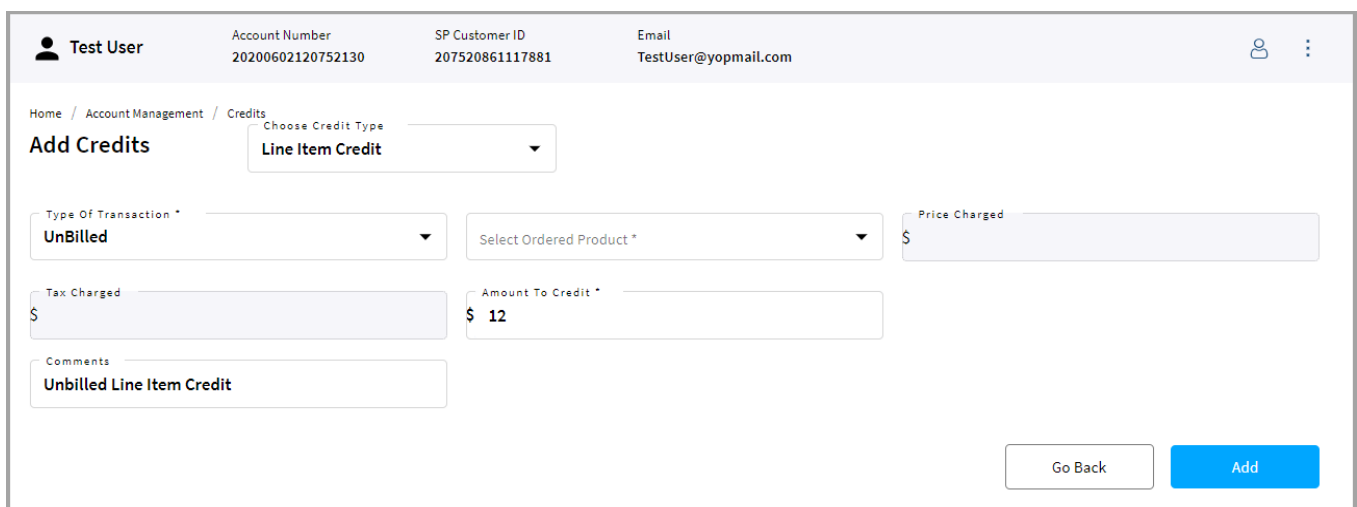
Comments **Billed Line Item**

Go Back Add

Unbilled

When a user selects **Unbilled** from the **Type of Transaction** list, do the following:

- Select a product from the **ordered Product** drop-down list.
- Enter the amount in the **Price Charged** field.
- Enter the amount in the **Amount to Credit** field.
- Select a reason in the **Reason Code** from the drop-down list.
- Enter the comments in the **Comments** box.
- Click the **Add** button to add the service credit, else click the **Go Back** button to cancel.



Test User Account Number 20200602120752130 SP Customer ID 207520861117881 Email TestUser@yopmail.com

Home / Account Management / Credits

Add Credits Choose Credit Type **Line Item Credit**

Type Of Transaction * **Unbilled** Select Ordered Product * Price Charged \$

Tax Charged \$ Amount To Credit * \$ 12

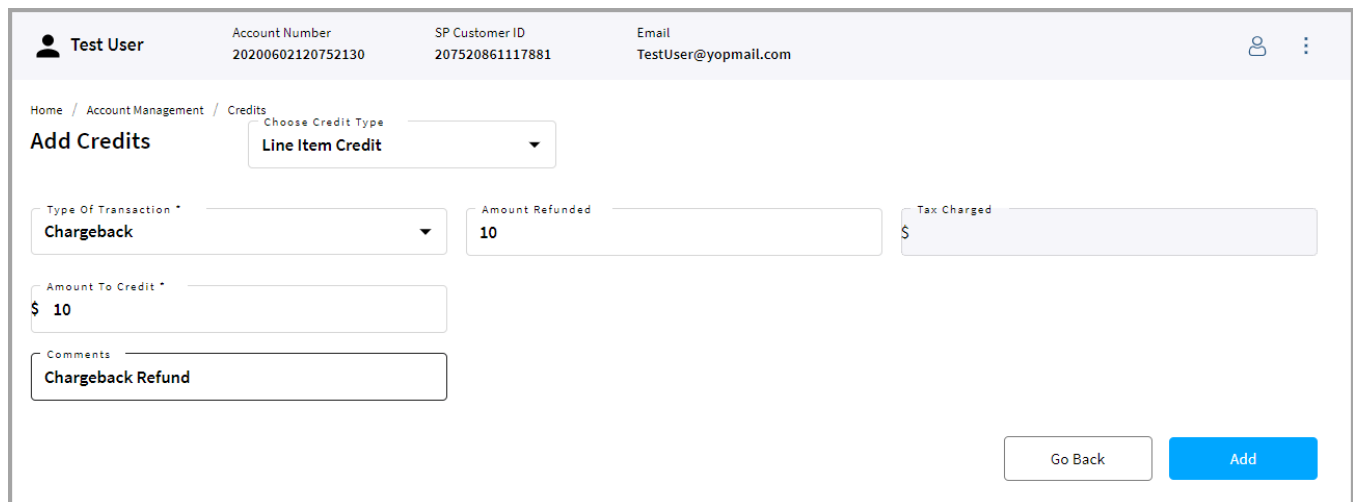
Comments **Unbilled Line Item Credit**

Go Back Add

Chargeback

When a user selects **Chargeback** from the **Type of Transaction** list, do the following:

- Enter the amount in the **Amount Refunded** field.
- Enter the amount in the **Amount to Credit** field.
- Select a reason in the **Reason Code** from the drop-down list.
- Enter the comments in the **Comments** box.
- Click the **Add** button to add the service credit, else click the **Go Back** button to cancel.



Test User Account Number 20200602120752130 SP Customer ID 207520861117881 Email TestUser@yopmail.com

Home / Account Management / Credits

Add Credits Choose Credit Type Line Item Credit

Type Of Transaction * Chargeback Amount Refunded 10 Tax Charged \$

Amount To Credit * \$ 10


Comments Chargeback Refund

Go Back Add

Updating Line-Item Credits

To update the line item of a user account, do the following:



- Click the line-item record where you want to update the line item details on the Credits screen.
- Make the necessary changes to the required fields and click the **Update** button to save the changes, else click the **Go Back** button to cancel.

 **Test User**

Account Number
20200602120752130

SP Customer ID
207520861117881

Email
TestUser@yopmail.com

Home / Account Management / Credits

Update Credits

Choose Credit Type
Line Item Credit

Type Of Transaction *
UnBilled

Product Name
Live a Little

Start Date *
06/07/2020

Given on Invoice #

Available Credit
\$ 5.00

Credit Amount
\$ 5.00

COMMENTS HISTORY

Payment Refund

Go Back