

Amberdms Billing System User Guide

This document provides usage information for the Amberdms Billing System

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Version 7 April 2009

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1. Introduction

The Amberdms Billing System is a powerful, user friendly, open-source billing system designed for small and medium businesses fully open source under the AGPL software license.

The Amberdms Billing System includes the following features:

Accounting

- Provides full double-entry accounting.
- Simple UI makes it easy to create invoices and handle finances
- Ability to export information to CSV or PDF formats

Time Keeping

- Provides timesheet features to allow employees to keep track of hours spent on different projects.
- Easy interface allows you to generate invoices from the hours entered.
- The easy UI and full integration between timekeeping and invoicing features mean you'll never forget to bill customers for hours worked

Service Billing & Management

- Capable of performing regular service billing
- Supports usage-based billing, making the Amberdms Billing System ideal for ISPs or hosting providers.
- Sample code supplied to collect usage information from a variety of applications.

Developer Friendly

- Fully open source product, licensed under the GNU AGPL. This allows you to customise the product to suit your requirements - or take advantage of our commercial developer services and have Amberdms do all the development work for you.
- Easy 3rd party integration via a fully documented SOAP API.

Commercial Backing

- High-availability geo-redundant hosted services available from Amberdms, eliminating the need for you to run your own servers and worry about backups and upgrades.
- Commercial support packages available from Amberdms.
- Customisation services available at fixed-price quotes.

This document provides a user guide for all the features of this application. If you are looking for installation information, developer documentation or other integration documentation, the following documents may be of use:

1. Installation Manual.
2. API Developer Manual.
3. Service Usage Collector Manual.

2. Accessing the Amberdms Billing System Hosted Service

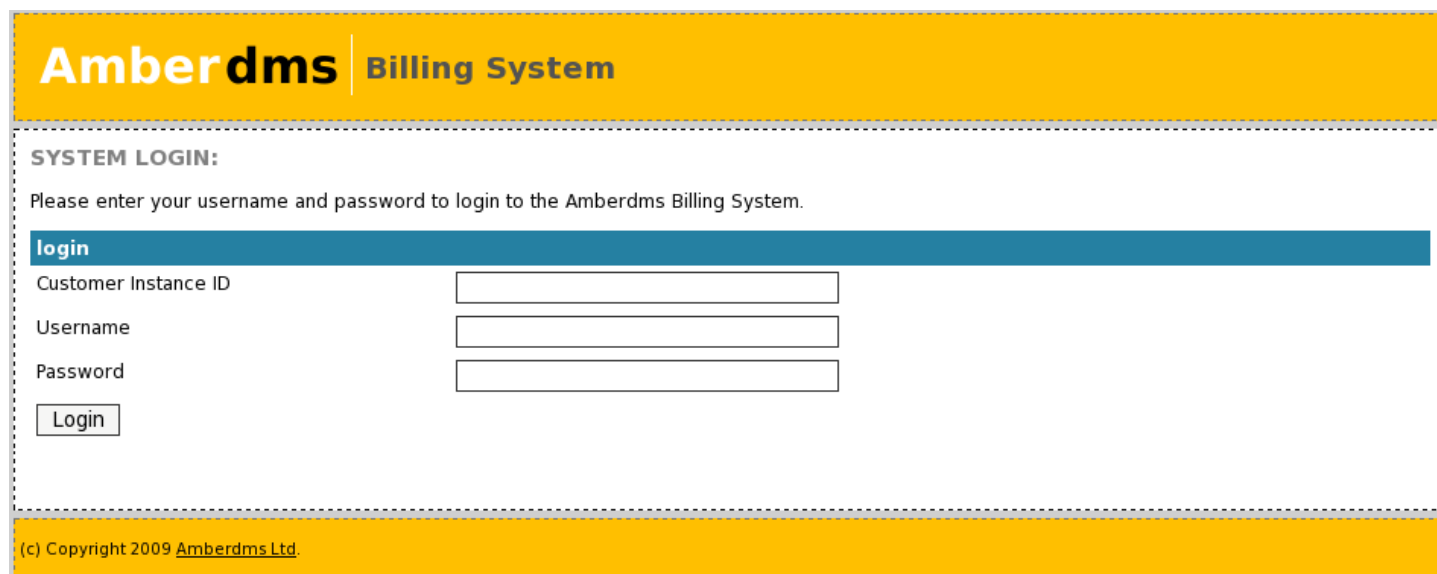
For customers of the Amberdms Billing System Hosted service, the following information explains how to login and get support for your product.

If you run the Amberdms Billing System on your own internal servers, this information does not apply to you.

2.1. Logging In

To login to the Amberdms Billing System, access the following URL:

www.amberdms.com/billing_system



The screenshot shows the login interface for the Amberdms Billing System. At the top is a yellow header with the text "Amberdms | Billing System". Below this is a section titled "SYSTEM LOGIN:" with the instruction "Please enter your username and password to login to the Amberdms Billing System." A blue bar labeled "login" is above the input fields. There are three input fields: "Customer Instance ID", "Username", and "Password". Below these is a "Login" button. At the bottom of the page, a yellow footer contains the text "(c) Copyright 2009 Amberdms Ltd."

You must supply all three fields in order to be able to login.

2.2. Login Problems

If you are unable to login to the Amberdms Billing System, talk to your local system administrator who created your login account – it may be due to the brute force blacklisting if you have tried to login with the wrong password too many times.

If your system administrator is unable to help, please contact Amberdms Technical Support via email or phone and give them your customer number and username.

Contact details are available on the Amberdms website at:

www.amberdms.com/contact

3. Getting Support

3.1. Commercial Support

If you are a customer of the Amberdms Billing System Hosted Service or the Amberdms Billing System Subscription, Amberdms will provide free unlimited technical support for any issues you have with communicating with the SOAP API.

3.1.1. TECHNICAL SUPPORT

To receive technical support, contact us using one of the methods list at:

http://www.amberdms.com/?page=products/billing_system/support_basic.php

Please have your customer ID ready so that our staff may assist you effectively.

3.1.2. DEVELOPMENT/INTEGRATION ASSISTANCE

Our free technical support service does not cover us supporting developers with coding issues in their own applications.

If you would like comprehensive support including phone or email assistance for developers or staff integrating the Amberdms Billing System with other applications, or for support with writing your own SOAP programs, you will need to either have a support package or be prepared to pay the hourly support rate.

If you already have a support package, you may contact us using the details available at:

http://www.amberdms.com/?page=products/billing_system/support_package.php

If you do not have a support package, but do have either a hosted service or subscription service with Amberdms, we can still support you but will charge for our time and add it to your monthly invoice. To make a support request, use the information at http://www.amberdms.com/?page=products/billing_system/support_basic.php

If you don't currently have a support package with Amberdms but would like to get one you can find out more about our offerings at http://www.amberdms.com/?page=products/billing_system/getsupport.php

3.1.3. NOT A CUSTOMER?

If you are not a customer, you can try and get support from the community via our mailing lists, however we recommend that you sign up for our subscription service.

The Amberdms Billing System Subscription Service lets you run the Amberdms Billing System on your own servers, but you get the advantage of priority updates, alerts to new fixes and our commercial support services.

Full details can be found at: http://www.amberdms.com/?page=products/billing_system/subscription.php

3.2. Community Support

If you are not a customer of Amberdms, you may be able to get assistance from other members of the community by using the Billing System mailing lists.

General Discussion List:

<http://lists.amberdms.com/mailman/listinfo/amberdms-bs>

Amberdms Billing System Developers Mailing List:

<http://lists.amberdms.com/mailman/listinfo/amberdms-bs-devel>

4. Getting Started

If this is the first time you have used the Amberdms Billing System, you will need to setup the following in order:

1. Create Employees/Staff
2. Create user accounts for everyone using the database and assign access to relevant employees.
3. Setup Accounts
4. Setup Sales Taxes
5. Create customers.
6. Create vendors/suppliers.
7. Create products.

5. Customer Management

In order to be able to create invoices or configure services, you will need to add your customers to the billing system.

5.1. Adding new Customers

Select “Customers -> Add Customer” to load the form to add new customer records.

ADD CUSTOMER RECORD

This page allows you to add a new customer.

Customer Details

Customer ID	<input type="text"/>
Customer Name *	<input type="text"/>
Contact Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Start Date *	<input type="text" value="10"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)

Required Fields:

- Customer Name
- Start Date

Tax Options

- If you wish to have taxes automatically added to invoices when creating them, select the default sales tax to use.
- You also need to select all the taxes that are enabled for the customer. Any taxes which are not enabled will not be applied to the customer's invoices.

Shipping Address

- If blank, the billing address will also be used for shipping.

Once all fields have been entered, click “Create Customer” to add the customer to the billing system.

5.2. Listing Customers

Select “Customers -> View Customers” from the menu to display a list of all the customers in the billing system. You can use the options menu at the top of the page to configure what customers and fields to display:

You can also export the data in alternative formats, which will export the exact same data as currently displayed.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Customers Add Customer

CUSTOMER LIST

Fields to display:

- ☒ Customer ID
- ☒ Customer Name
- ☒ Contact Name
- ☒ Phone Number
- ☒ Email Address
- ☐ Fax Number
- ☐ Start Date
- ☐ End Date
- ☐ Tax Number
- ☐ City
- ☐ State
- ☐ Country

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Search

Hide Options ☒ Hide any customers who are no longer active

Order By:
 Customer Name then -- select -- then -- select -- then -- select --

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services
101	Joe Bloggs				details invoices services
100	Telco2008				details invoices services
104	test				details invoices services

5.3. View Customers

There are multiple pages showing different customer details and providing you with the ability to edit the pages.

First, select the customer you wish to view, by accessing the customer list (see section above) and then select one of the options to the right of the customer list.

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Customer's Journal Customer's Invoices Customer's Services Delete Customer

5.3.1. CUSTOMER'S DETAILS

The customer details page displays the basic details of the customer, billing address and shipping address, as well as providing the ability to adjust tax options for the customer.

5.3.2. CUSTOMER'S JOURNAL

The customer journal is an area to attach notes and files to a customer. These notes are readable by all other users with *customers_view* permissions.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

5.3.3. CUSTOMER'S INVOICES

The customer's invoices page displays all the invoices belonging to this customer and shows which invoices have or have not been paid, as well as providing various filter and search options.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Customer's Details
Customer's Journal
Customer's Invoices
Customer's Services
Delete Customer

CUSTOMER'S INVOICES

This page lists all the invoices belonging to this customer. [Click here to add a new invoice](#)

Fields to display:

☒ Invoice Number
☐ Order Number
☐ PO Number
☒ Employee Name
☒ Transaction Date

☒ Date Due
☐ Amount of Tax
☐ Amount
☒ Total Amount
☒ Amount Paid
☒ Sent

Filter/Search Options:

Start Date
(dd/mm/yyyy)

End Date
(dd/mm/yyyy)

Employee

-- select --

Hide Options
☐ Hide Closed Invoices

Apply Options

Reset Options

Invoice Number	Employee Name	Transaction Date	Date Due	Total Amount	Amount Paid	Sent
106	Bob Jones	05-03-2009	25-03-2009	\$86.25		view invoice
				\$86.25	\$0.00	

[Export as CSV](#)

5.3.4. CUSTOMER'S SERVICES

The customer services page displays all the services the customer currently subscribes to, as well as allowing you to update, delete or add services.

Managing customer services is detailed in the “*Managing Customer Services*” section of this document further down.

5.4. Delete Customer

When required, customers can be deleted from the billing system, **provided that there are no invoices or services belonging to the customer.**

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Customer's Journal Customer's Invoices Customer's Services Delete Customer

DELETE CUSTOMER

This page allows you to delete an unwanted customers. Note that it is only possible to delete a customer if they do not belong to any invoices or time groups. If they do, you can not delete the customer, but instead you can disable the customer by setting the date_end field.

Delete Customer

Customer Name test

Save Information

Confirm Deletion ☐ Yes, I wish to delete this customer and realise that once deleted the data can not be recovered.

If the customer is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Customer's Details” page.

This will not delete the customer, but will hide them from the list of active customers.

Customer Details

Customer ID

Customer Name *

Contact Name

Phone Number

Fax Number

Email Address

Start Date * 09 03 2009 (dd/mm/yyyy)

End Date (dd/mm/yyyy)

5.5. Managing Customer Services

The Amberdms Billing System provides a powerful service billing component, ideal for use with ISPs, hosting companies or software-as-a-service businesses.

Before a customer can be subscribed to a service, the service first needs to be configured using the service management section of the program. This is documented in details in the “Services” section of this document.

Once that is complete, access the customer's services page by doing the following:

1. Select “Customers -> View Customers” from the main menu.
2. Click on the “services” options link to the right of the desired customer.
3. The “Customer's Services” page will load, which lists all the services the customer is currently subscribed too and provides links to add more services.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Customer's Journal Customer's Invoices **Customer's Services** Delete Customer

CUSTOMER SERVICES

This page allows you to manage all the services that the customer is assigned to.

Service Name	Active	Type	Next Period	Description
ADSL 10GB Plan	✓	data_traffic	07-03-2009	details periods delete

Click here to add a new service to your customer.

Automatically generate any new invoices.

5.5.1. SUBSCRIBING A CUSTOMER TO A NEW SERVICE

To subscribe a customer to a new service, click the “*Add a new service to the customer*” link, to go to the service details page.

ADD CUSTOMER TO SERVICE

This page allows you to subscribe a customer to a new service.

Service Details

Service Plan *

First Period * (dd/mm/yyyy)

Description

Save Information

Please note that all fields marked with "*" must be filled in.

Once you have selected the desired service and billing start date, click “*Add Service*” to create the service and be taken to the service plan page.

Now you can choose to enable the service (or leave it disabled) and configure any service options that are displayed.

Important Note: The service will only be activated and billed once you have ticked the “Service is Enabled” tick box and clicked “Save Changes”.

Notification:

New service added successfully. You now need to fill in any additional fields and activate the service.

EDIT SERVICE

This page allows you to modify a customer service.

Service Details

Service Plan ADSL 20GB Plan

Service-Customer Assignment ID a

Active ☒ Service is enabled

Description

Service Billing Details

Billing Cycle monthly

First Period 2009-03-09

Next Period 2009-03-09

Save Information

5.5.2. GENERATE INVOICES

Customer service invoices are automatically generated daily and depending on the configured options, will either be emailed directly to the customer or will sit in the invoicing system waiting for a user to manually send it to the customer.

If you have just subscribed the customer to a new service and wish to create the invoice immediately, use the “*Automatically generate any new invoices*” option to create any new invoices.

Customer's Details
Customer's Journal
Customer's Invoices
Customer's Services
Delete Customer

CUSTOMER SERVICES

This page allows you to manage all the services that the customer is assigned to.

Service Name	Active	Type	Next Period	Description
ADSL 10GB Plan	✓	data_traffic	07-03-2009	details periods delete
ADSL 20GB Plan	✗	data_traffic	09-03-2009	details periods delete

[Click here to add a new service to your customer.](#)

Automatically generate any new invoices.

By default, automatically generated invoices will not be emailed to customers. If you wish to enable this feature, login as an administrator and change the “ACCOUNTS_INVOICE_AUTOEMAIL” option on the configuration page.

You may also wish to set the “ACCOUNTS_TERMS_DAYS” option to set how many days after the creation date, the customer has to pay the invoice.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

Configuration
User Management
Brute-Force Blacklist
Audit Locking

CONFIGURATION

This page allows you to adjust the application configuration. Make sure you understand any options before adjusting them - refer to the product manual for help information.

config_accounts

ACCOUNTS_SERVICES_ADVANCEBILLING	<input type="text" value="28"/>
ACCOUNTS_TERMS_DAYS	<input type="text" value="20"/>
ACCOUNTS_INVOICE_AUTOEMAIL	<input type="checkbox"/> Tick to have service invoices automatically emailed to customers when created.

5.5.3. ADJUSTING SERVICE DETAILS

To adjust the customer's service, use the “details” link to the right of the service to select the service and adjust it's configuration.

Any changes to the service will take affect at the next invoice generation. Existing invoices will not be adjusted.

Service Name	Active	Type	Next Period	Description
ADSL 10GB Plan	✓	data_traffic	07-03-2009	details periods delete

5.5.4. ENABLING OR DISABLING CUSTOMER SERVICES

To enable or disable a customer's service, follow the instructions above to adjust the service details and disable the service.

If the service is disabled, any currently active periods which have not been invoiced will not be charged. At this stage the Amberdms Billing System does not allow you to configure a service to be disabled and only charged for the remainder of the

last period – future releases plan to improve upon this limitation.

5.5.5. VIEW CUSTOMER SERVICE HISTORY/PERIODS

To view the history of the customer's service billing, use the “*periods*” link to the right of the service name, to load the service period history.

Service Name	Active	Type	Next Period	Description
ADSL 10GB Plan		data_traffic	07-03-2009	details periods delete

The service period history page shows all periods of the service as well as showing all invoices generated for this service and whether or not the invoice has been paid.

Note that it is normal to have periods which have not yet been billed if the customer's service is set to use *monthend* or *periodend* billing modes – the periods will show the date when they are due to be invoiced.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Customer's Details
Customer's Journal
Customer's Invoices
Customer's Services
Delete Customer

CUSTOMER SERVICE HISTORY

This page displays all the periods of this service, showing when the service was active and when it has been billed.

Start Date	End Date	Invoice Gen Date	Usage Summary	Invoiced	Paid	Invoice Number
05-01-2009	05-02-2009	06-02-2009				AR 104
06-02-2009	06-03-2009	07-03-2009				

[Export as CSV](#)

6. Vendors/Suppliers

In order to be able to create Accounts Payable invoices you need to define your vendors/suppliers.

6.1. Add new Vendors

Select “*Vendors -> Add Vendors*” to load the vendor creation page.

ADD VENDOR RECORD

This page allows you to add a new vendor.

Vendor Details	
Vendor ID	<input type="text"/>
Vendor Name *	<input type="text"/>
Contact Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Start Date *	<input type="text" value="09"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)

Required Fields:

- Vendor Name
- Start Date

Tax Options

- If you wish to have taxes automatically added to invoices when entering them, select the default sales tax to use.
- You also need to select all the taxes that are enabled for the customer. Any taxes which are not enabled will not be applied to the customer's invoices.

Shipping Address

- If blank, the billing address will also be used for shipping.

Once all fields have been entered, click “Create Vendor” to add the vendor to the database.

6.2. Listing Vendors

Select “*Vendors -> View Vendors*” from the menu to display a list of all the vendors in the billing system. You can use the options menu at the top of the page to configure what vendors and fields to display:

Overview Accounts Customers **Vendors/Suppliers** Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Vendors Add Vendor

VENDORS/SUPPLIERS LIST

Fields to display:

- ☒ Vendor ID
- ☒ Vendor Name
- ☒ Contact Name
- ☒ Phone Number
- ☒ Email Address
- ☐ Fax Number
- ☐ Start Date
- ☐ End Date
- ☐ Tax Number
- ☐ City
- ☐ State
- ☐ Country

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Search

Hide Options ☒ Hide any vendors who are no longer active

Order By:
 Vendor Name then -- select -- then -- select -- then -- select --

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address
101	Sparks Electricity Corporation	Accounts Recievables		details invoices
102	Speedy Taxis Ltd			details invoices
103	Yum Pizzas			details invoices

Export as CSV

You can also export the data in alternative formats, which will export the exact same data as currently displayed.

[details](#) || [invoices](#)

[details](#) || [invoices](#)

[details](#) || [invoices](#)

Export as CSV

6.3. View Vendors

There are multiple pages showing different vendor details and to make changes.

First, select the vendor you wish to view, by accessing the vendor list (see section above) and then select one of the options to the right of the vendor name.

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address
101	Sparks Electricity Corporation	Accounts Recievables		details invoices
102	Speedy Taxis Ltd			details invoices
103	Yum Pizzas			details invoices

Export as CSV

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview Accounts Customers **Vendors/Suppliers** Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Vendors Add Vendor

Vendor's Details Vendor's Journal Vendor's Invoices Delete Vendor

6.3.1. VENDOR'S DETAILS

The vendor details page displays the basic details of the vendor such as their billing address, shipping address and tax options.

6.3.2. VENDOR'S JOURNAL

The vendor journal is an area to attach notes and files to a vendor. These notes are readable by all other users with vendors_view permissions.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

6.3.3. VENDOR'S INVOICES

The vendors invoices page displays all the invoices that have been sent to your company from the selected vendor. This page shows which invoices have been paid (or are outstanding) and also provides various filter and search options.

Overview Accounts Customers **Vendors/Suppliers** Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

View Vendors Add Vendor

Vendor's Details Vendor's Journal **Vendor's Invoices** Delete Vendor

VENDOR'S INVOICES

This page lists all the AP invoices from this vendor. [Click here to add a new AP invoice.](#)

Fields to display:

- ☒ Invoice Number
- ☐ Order Number
- ☐ PO Number
- ☒ Employee Name
- ☒ Transaction Date
- ☒ Date Due
- ☐ Amount of Tax
- ☐ Amount
- ☒ Total Amount
- ☒ Amount Paid

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Employee -- select --

Hide Options ☐ Hide Closed Invoices

Apply Options Reset Options

Invoice Number	Employee Name	Transaction Date	Date Due	Total Amount	Amount Paid
52964	Jane Harriot	03-09-2008	23-09-2008	\$153.00	\$153.00
				\$153.00	\$153.00

[view](#)

[Export as CSV](#)

6.4. Delete Vendor

When required, vendors can be deleted from the billing system, **provided that there are no invoices for this vendor.**

Overview Accounts Customers **Vendors/Suppliers** Human Resources

View Vendors Add Vendor

Vendor's Details Vendor's Journal Vendor's Invoices **Delete Vendor**

DELETE VENDOR

This page allows you to delete an unwanted vendors.

Delete Vendor

Vendor Name	Yum Pizzas
-------------	------------

Vendor Details

Vendor ID *

Vendor Name *

Contact Name

Phone Number

Fax Number

Email Address

Start Date * (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Save Information

Confirm Deletion ☐ Yes, I wish to delete this vendor and realise that once deleted the data can not be recovered.

delete

If the vendor is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “*Vendor's Details*” page.

This will not delete the vendor, but will hide them from the list of active vendors.

7. Accounts

In double entry accounting, accounts are used to group related transactions together – accounts are not necessarily the same thing as an actual bank account (although they can be).

Before being able to add invoices, products or taxes, you need to create a number of accounts. The list below is an example:

1. Chequeing bank account
2. Accounts Receivables
3. Account Payable
4. Income
5. Expenses
6. Tax

The Amberdms Billing System is shipped pre-configured with a common account setup, but you may wish to add to, edit or remove these default accounts to suit the requirements of your business.

7.1. Create a new Account

Select “Accounts -> Chart of Accounts -> Add Account” to access create new account page.

Accounts need to be added in two stages – first, the account must be created and then the account menu options need to be chosen.

ADD NEW ACCOUNT

This page allows you to add a new account to the chart of accounts.

Account Details

Account ID

Description *

Account Type * ☐ Heading ☐ Asset ☐ Liability ☐ Equity ☐ Income ☐ Expense

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Account ID (Leave blank to receive an automatically generated ID)
- Description
- Account Type

Account Types

The Amberdms Billing System conforms to standard double-entry account account types. The table below has a brief description of

what each account type is suitable for.

Type	Details
Heading	<i>non-usable account – used for ordering the accounts on the chart of accounts page.</i>
Asset	Use for bank accounts and also <i>Accounts Receivables</i> .
Liability	Use for sales taxes and also <i>Accounts Payable</i>
Equity	Use for investments into the business
Income	Use this account for all products/AR invoice line items
Expenses	Use this account for all expenses and AP invoice line items.

Once all fields have been entered, click “*Create Account*” button to add the new account. Once the new account has been created, you will be provided with further menu options for the account.

ACCOUNT DETAILS

This page displays the details of the account and all the menus it can appear under.

Account Details

Account ID *

Description *

Account Type
Asset

Accounts Payable Menu Options

ap_payment
☐ Allow invoice payments to be taken from this account

ap_expense
☐ Use this account for AP expenses

Accounts Receivables Menu Options

ar_payment
☐ Allow payments made by customers to be placed into this account

ar_summary_account
☐ Account to file all unpaid AR transactions/invoices too.

The account menu options are used to configure in what sections of the program each account should appear. The options are labelled with descriptions to show where each account will appear – use these options to configure the account to suit.

Note: Only menu options relevant to your account type will be displayed, so the available menu options will differ from account to account.

7.2. Listing Accounts (Chart of Accounts)

To display a list of all the accounts, use the “*Chart of Accounts*” feature, which can be accessed using the menu at “*Accounts -> Chart of Accounts -> View Accounts*”.

The Chart of Accounts page displays a table showing all accounts and their current balances.

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products/Services/Projects	Time Keeping	Support Tickets	Admin
Chart of Accounts	General Ledger	Accounts Receivables	Accounts Payable	Taxes	Quotes	Reports		
View Accounts	Add Account							

CHART OF ACCOUNTS

This page lists all the accounts which transactions are filed against and provides a basic overview of the current state of the financials.

Account ID	Description	Account Type	Debit	Credit	
1000	CURRENT ASSETS	Heading			view ledger
1060	Current Account	Asset	\$1,334.75		view ledger
1061	Savings Account	Asset	\$4,500.00		view ledger
1065	Petty Cash	Asset			view ledger
1200	Accounts Receivables	Asset	\$1,034.07		view ledger
1205	Allowance for doubtful accounts	Asset			view ledger
1500	INVENTORY ASSETS	Heading			view ledger
1520	Inventory / General	Asset			view ledger

If you wish to view the account settings, click the view link to the right of the account row, or click the “ledger” link to view the account ledger. (see the view account details in the section below)

Account ID	Description	Account Type	Debit	Credit	
1000	CURRENT ASSETS	Heading			view ledger
1060	Current Account	Asset	\$1,334.75		view ledger
1061	Savings Account	Asset	\$4,500.00		view ledger
					view ledger
					view ledger
			\$7,016.82	\$7,016.82	Export as CSV

You can also export the data in alternative formats, which will export the exact same data as currently displayed.

7.3. View Account

To view or edit an account, use the details in the section above to display a list of all the accounts, then select the account using the options links on the right, to go to one of the various view pages.

7.3.1. ACCOUNT DETAILS

The account details page allows you to view all the account details/settings and if you have relevant permissions you may adjust them.

7.3.2. ACCOUNT LEDGER

The account ledger shows all transactions or invoices made to the account. You may use the options box at the top of the table to filter or search the ledger.

If you wish to view more information about each transaction, click on the transaction ID hyperlink to be taken to the full details.

If you wish to export the ledger to another format, use the link at the bottom of the table to export as CSV output.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Accounts Add Account

Account Details Account Ledger Delete Account

ACCOUNT LEDGER

This page displays a list of transactions for the selected account. You can use the filter options to define dates and other search/filtering criteria.

Fields to display:

- ☒ Transaction Date
- ☒ Transaction ID
- ☒ Source
- ☒ Memo/Details
- ☒ Debit
- ☒ Credit

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Order By:

Transaction Date then -- select -- then -- select -- then -- select --

Apply Options Reset Options

Transaction Date	Transaction ID	Source	Memo/Details	Debit	Credit	Total:
20-09-2008	AP payment 52964	direct debit	Paid bill.		\$153.00	\$-153.00
01-02-2009	Transaction 101		Moved funds to current/checking account	\$1,500.00		\$1,347.00
18-02-2009	AP payment 100				\$12.25	\$1,334.75
				\$1,500.00	\$165.25	\$1,334.75

Export as CSV

7.4. Delete Account

Unwanted accounts may be deleted, provided that there are no transactions in the account ledger.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Accounts Add Account

Account Details Account Ledger Delete Account

DELETE ACCOUNT

This page allows you to delete an unwanted account, provided that account has no transactions in it.

Delete Account

Account ID 1500

Description INVENTORY ASSETS

Save Information

Confirm Deletion ☐ Yes, I wish to delete this account and realise that once deleted the data can not be recovered.

delete

If there are transactions in the account ledger, there are two options:

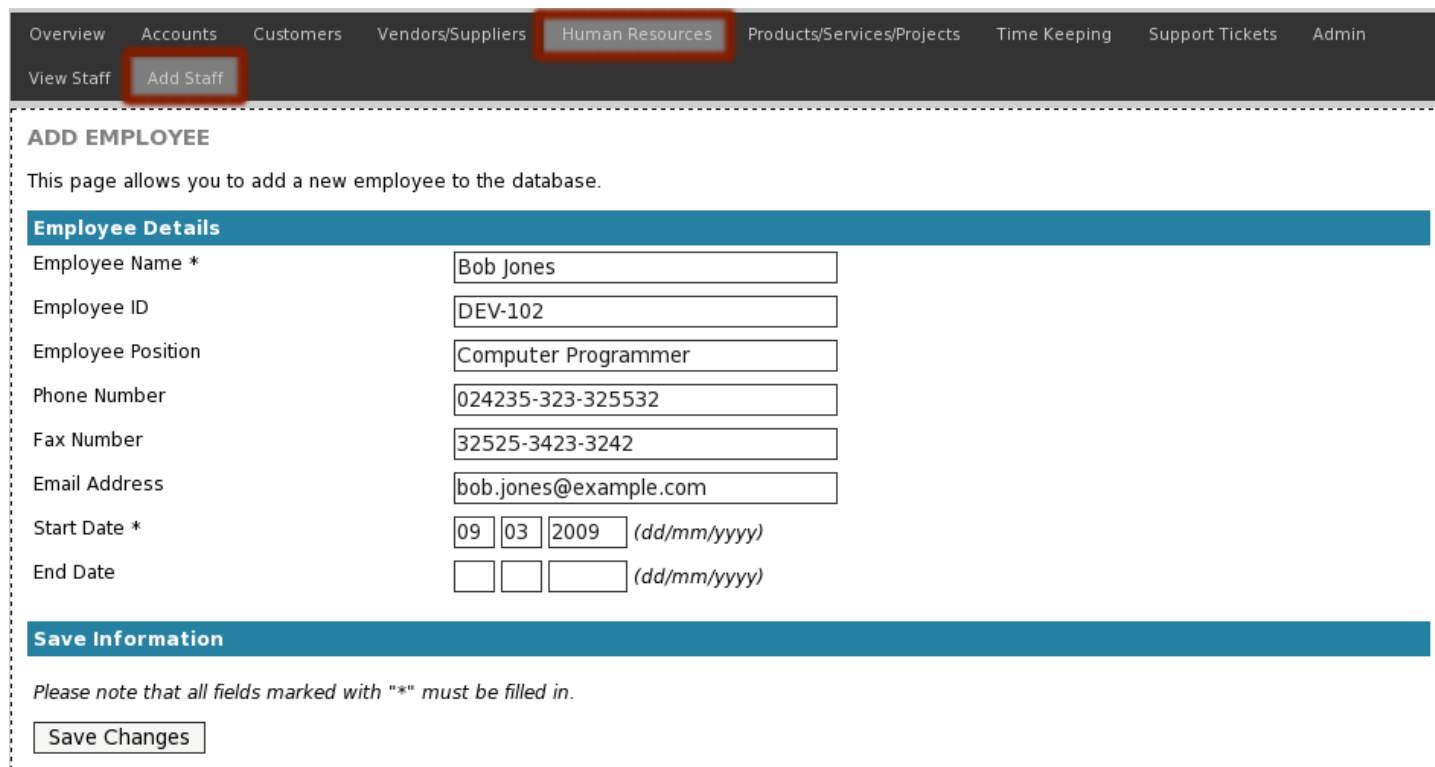
1. Modify the transactions to use a different account. Once the ledger has been emptied the account will be able to be deleted.
2. Rename or adjust the account ID to suit your purposes.

8. Human Resources

In order to be able to add invoices or perform time keeping, you must define all your staff in the HR section.

8.1. Add Employee

Select “*Human Resources -> Add Staff*” to add a new employee to the billing system.



Overview Accounts Customers Vendors/Suppliers **Human Resources** Products/Services/Projects Time Keeping Support Tickets Admin

View Staff **Add Staff**

ADD EMPLOYEE

This page allows you to add a new employee to the database.

Employee Details	
Employee Name *	<input type="text" value="Bob Jones"/>
Employee ID	<input type="text" value="DEV-102"/>
Employee Position	<input type="text" value="Computer Programmer"/>
Phone Number	<input type="text" value="024235-323-325532"/>
Fax Number	<input type="text" value="32525-3423-3242"/>
Email Address	<input type="text" value="bob.jones@example.com"/>
Start Date *	<input type="text" value="09"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Employee Name
- Start Date

Once all fields have been entered, click “*Save Changes*” to add the employee to the billing system.

8.2. Listing Employees/Staff

Select “*Human Resources -> View Staff*” from the menu to display a list of all staff.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

Overview Accounts Customers Vendors/Suppliers **Human Resources** Products/Services/Projects Time Keeping Support Tickets Admin

View Staff Add Staff

STAFF LIST

Fields to display:

- ☒ Employee ID
- ☒ Employee Name
- ☒ Employee Position
- ☒ Phone Number
- ☒ Email Address
- ☐ Fax Number
- ☐ Start Date
- ☐ End Date

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Search

Hide Options ☒ Hide any ex-employees

Order By:
Employee Name then -- select -- then -- select -- then -- select --

Employee Name	Employee ID	Employee Position	Phone Number	Email Address
Automated System	AUTO	Automatically generated invoices will be assigned to this employee.		details timesheet
Bob Jones	101	Managing Director		details timesheet
Jake Smith		Engineer		details timesheet
Jane Harriot		Accounts Staff		details timesheet

8.3. View Staff

There are multiple pages showing different details for the selected employee. First, select the employee you wish to view, by accessing the employee list (see section above) and then select one of the options to the right of the employee name.

Employee Name	Employee ID	Employee Position	Phone Number	Email Address
Automated System	AUTO	Automatically generated invoices will be assigned to this employee.		details timesheet
Bob Jones	101	Managing Director		details timesheet
Jake Smith		Engineer		details timesheet
Jane Harriot		Accounts Staff		details timesheet

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview Accounts Customers Vendors/Suppliers **Human Resources** Products/Services/Projects Time Keeping Support Tickets Admin

View Staff Add Staff

Employee's Details Timesheet Employee's Journal Delete Employee

8.3.1. EMPLOYEE'S DETAILS

The employee details page shows all the information and basic details for the selected employee.

8.3.2. EMPLOYEE'S TIMESHEET

You can view all the time the selected employee has booked to the system by accessing the employee's timesheet page.

You can use the options to only show unbilled time or time that has been booked between a specific date range.

8.3.3. EMPLOYEE'S JOURNAL

The employee's journal is an area to attach notes and files to a employee. These notes are readable by all other users with *staff_view* permissions.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

8.4. Delete Employee

When required, employees can be deleted from the billing system, **provided that there are no invoices, payslips or time booked by the employee.**

Overview Accounts Customers Vendors/Suppliers **Human Resources** Products/Services/Projects Time Keeping Support Tickets Admin

View Staff Add Staff

Employee's Details Timesheet Employee's Journal **Delete Employee**

DELETE EMPLOYEE

This page allows you to delete an unwanted employee. Note that it is only possible to delete a employee if they have had no payments and have not booked any time. If they do, you can not delete the employee, but instead you can disable the employee by setting the *date_end* field.

Delete Employee

Employee Name James Smith

Save Information

Confirm Deletion ☐ Yes, I wish to delete this employee and realise that once deleted the data can not be recovered.

delete

If the employee is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “*Employee's Details*” page.

This will not delete the employee, but will hide them from the list of active staff members.

Customer Details	
Customer ID	<input type="text"/>
Customer Name *	<input type="text"/>
Contact Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Start Date *	09 03 2009 (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)

9. Products

The Amberdms Billing System allows two types of items to be added to invoices:

1. Basic Transaction
2. Products.

Basic transactions are designed for quickly creating basic invoices, such as a taxi fare, where there is a varying amount and you simply wish to allocate the amount to a specific account.

For more advanced invoices you will want to use products, which allow you to define cost & sale prices, taxes and accounts in advance.

When you add a product to an invoice, all these defaults are then used to set the item (although they can be over-ridden) making it quick and easy to create invoices.

Consultancy or labour work is also classified as a product in the Amberdms Billing System. You define a product with the hourly rate of the labour and when you add a time group from the time sheet to the invoice, the product is used to calculate the charge.

9.1. Adding a new Product

Select “*Products/Services/Projects -> Products -> Add Product*” to add a new product to the billing system.

ADD PRODUCT

This page allows you to add a new product.

Product Details

Product ID	<input type="text"/>
Product Name *	<input type="text" value="Tasty Apples"/>
Units *	<input type="text" value="apples"/>
Sales Account *	<input type="text" value="4020 -- Sales / General"/>
Purchase Account *	<input type="text" value="5020 -- Parts Purchased"/>
Start Date *	<input type="text" value="09"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)
Current Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)
details	<input type="text"/>

Required Fields:

- Product Name
- Units
 - *This is the label of measurement of items (eg: “litres”, “tons”, “hours”)*
- Sales Account
 - *all income from selling the product will be assigned to this account.*
- Purchase Account

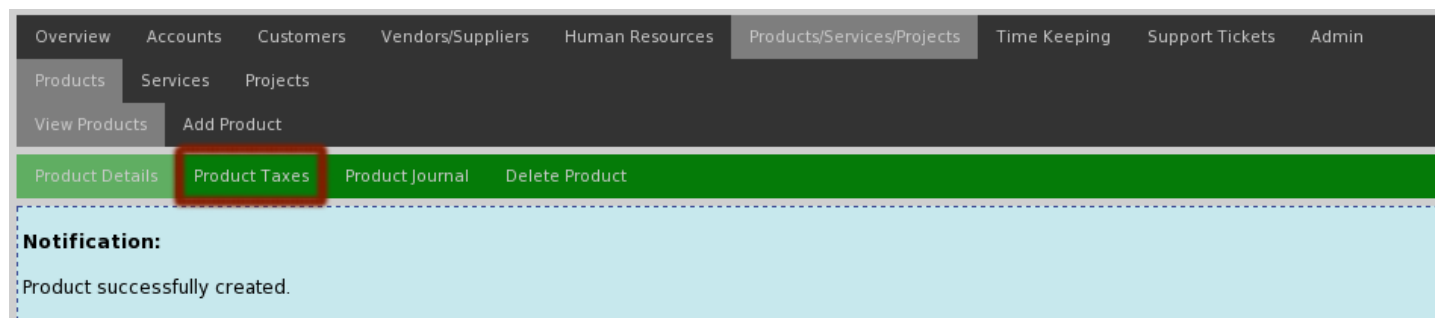
- *all expenses from purchasing this product from a supplier will be assigned to this account.*

- Start Date

If your project is going to be keeping track of internal hours only (eg: you won't be invoicing hours booked to the project to anyone), you should select the “internal only” option, so that booked hours do not appear on the unbilled time page.

Once all fields have been entered, click “*Save Changes*” to add the product to the billing system. Once the product has been added, you will most likely want to configure the taxes which apply.

Click on the “*Product Taxes*” link in the navigation menu.



For information about product taxes, please read the section further on in this document.

9.2. Listing Products

Select “*Products/Services/Projects -> Products -> View Products*” from the menu to display a list of all products.

The screenshot shows the 'View Products' page. The navigation menu has 'Products/Services/Projects' selected, and 'View Products' is highlighted. The page title is 'PRODUCTS LIST'. Below the title are filter and search options. The 'Fields to display' section has checkboxes for Product ID, Product Name, Sales Account, Cost Price, Sale Price, Current Date, Quantity Instock, and Vendor's Stock Quantity. The 'Filter/Search Options' section has a search input field. The 'Order By' section has dropdown menus for sorting. There are 'Apply Options' and 'Reset Options' buttons. Below these is a table of products.

Product ID	Product Name	Sales Account	Cost Price	Sale Price	
100	ADSL Modem	4023 -- Sales / Computer Hardware	\$50.00	\$75.00	view
101	testapples	4020 -- Sales / General	\$100.00	\$10.00	view
102	Tasty Apples	4020 -- Sales / General			view
CONSULT-STND	Standard Consulting Hours	4320 -- Consulting		\$90.00	view

At the bottom right of the table, there is an 'Export as CSV' button.

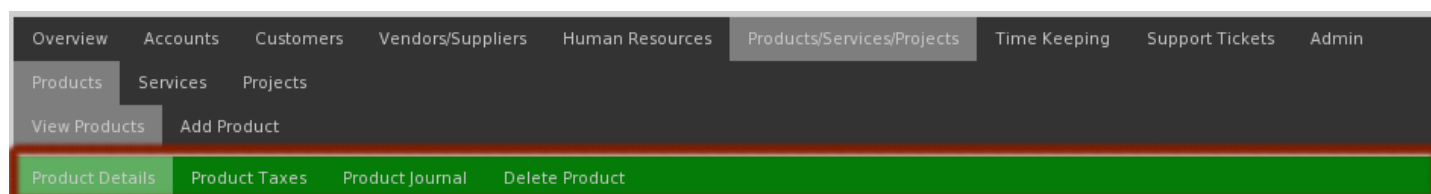
You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

9.3. View Products

There are multiple pages showing different details for the selected employee. First, select the product you wish to view, by accessing the product list (see section above) and then select one of the options to the right of the product name.

Product ID	Product Name	Sales Account	Cost Price	Sale Price	
100	ADSL Modem	4023 -- Sales / Computer Hardware	\$50.00	\$75.00	view
101	testapples	4020 -- Sales / General	\$100.00	\$10.00	view
102	Tasty Apples	4020 -- Sales / General			view
CONSULT-STND	Standard Consulting Hours	4320 -- Consulting		\$90.00	view

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.



9.3.1. PRODUCT DETAILS

The product details page shows all the information and basic details for the selected product, such as price, accounts and supplier details.

9.3.2. PRODUCT TAXES

You can view all the taxes configured for this product by accessing the product taxes page.

This page will allow you to add new taxes to the product – by default any tax that you add will just auto-calculate the tax amount based on the product price when it is added to the invoice, but it is also possible to add a fixed-amount tax.

The idea behind fixed-amount taxes is to provide support for sales taxes such as an environmental recycling surcharge or other non-varying tax amount.

9.3.3. PRODUCT JOURNAL

The product journal is an area to attach notes and files to a product, which are then readable by any other user with *products_view* permissions.

The journal is an ideal location to add information about product ordering, attach copies of product specification documents or just general notes about how the product works.

To add new posts, use the links at the top of the journal.

[Add new journal entry](#) || [Upload File](#)

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

9.4. Delete Product

When required, products can be deleted from the billing system, **provided that no invoices have the product assigned to them.**

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products Services Projects

View Products Add Product

Product Details Product Taxes Product Journal **Delete Product**

PRODUCT DELETE

This page allows you to delete unwanted products. Note that you can't delete a product once it has been added to an invoice, in this case you should instead set the dates to mark this product as being no-longer sold.

Delete Product

Product ID 102

Product Name Tasty Apples

Save Information

Confirm Deletion ☐ Yes, I wish to delete this product and realise that once deleted the data can not be recovered.

If the employee is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Product Details” page.

This will not delete the product, but will hide the product from the list of active products.

Product Details

Product ID 102

Product Name * Tasty Apples

Units * apples

Sales Account * 4020 -- Sales / General

Purchase Account * 5020 -- Parts Purchased

Start Date * 09/03/2009 (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Current Date (dd/mm/yyyy)

details

10. Services

In the Amberdms Billing System, services are used for regular billing of a provided subscription service for a customer. An example use would be for billing of ISP internet connections, electricity usage, support desk hours or re-occurring software license subscription costs.

Amberdms has designed this application to make it ideal for use with usage-based services typically found in ISP or hosting environments.

Some of the features offered by the services functions in the Amberdms Billing System:

- Regular base-fee billing
- Billing of excess usage (for example, customer's data usage over their data cap)
- Different period billing modes (can bill on the calendar month or just on the date of renewal)

10.1. Supported Billing Cycles & Modes

All services can be billed on the following cycles:

- Monthly
- Every 6 months (*6monthly*)
- Yearly

All services can also have their billing modes configured. The billing mode is designed to provide flexibility in how customers are billed. The following modes are available:

Billing Mode	Details
periodend	Only bill the service once the period has finished.
periodadvance	Bills the service in advance of the next service period beginning.
monthend	Always bill for the service at the end of the calendar month. This means all customer service periods will start on the first of the month and end on the last day of the month.
monthadvance	Always bill for the service in advance, but the service periods will end at the end of the calendar month.

The *monthadvance* and *periodadvance* billing modes are configured by the “ACCOUNTS_SERVICES_ADVANCEBILLING” option on the configuration page – set this option to the number of days in advance of the service period to bill for. If set to 0, the service will be billed when the period starts.

There are a few points to be aware of:

1. Any usage service can not use *periodadvance* or *monthadvance* modes, as we can not bill for usage in advance of the usage occurring
2. When subscribing a customer to a new *monthend* or *monthadvance* service, the first billing period will be extended to cover the partial month when the customer is added and the full following month.

If the service is a usage service, the billing system will automatically re-calculate the customer's included units and base fee for the extended period and bill accordingly.

For example:

- a) Customer is added to a new *monthend* service on 2008-01-15 which has the monthly cost of \$100.
- b) Their first billing period will run from 2008-01-15 until 2008-02-29.
- c) Their first bill will be sent out on 2008-03-01 with the total cost of \$151.61.
- d) Their next bill will be sent out on 2008-04-01 with the total cost of \$100. (normal billing pattern)

Tip: Amberdms recommends the use of the periodend or periodadvance billing methods due to the simplicity and the fact that all your customers invoices will not fall on one date, spreading out the work for your accounts staff.

10.2. Supported Service Types

The services feature has a number of predefined service types for you to make use of:

Service Type	Details
data_traffic	<p>Used for ISP billing of internet connections – supports billing by MB or GB and includes options to count by 1000 or 1024.</p> <p>You can define how many units are included (ie: the size of the data cap) and the cost of excess units.</p>
generic_no_usage	Generic service with no usage billing – use this for a regularly occurring fixed-price service.
generic_with_usage	<p>Generic usage service – this service type is very flexible and can bill usage information in three different ways:</p> <ol style="list-style-type: none"> 1. Bill for the total amount of usage during the period (incrementing) 2. Only bill for the peak usage – ie: the largest amount of usage during the period. 3. Bill for the average usage during the period. <p>You are also able to define the units to bill in, the number of units includes and the cost for any excess units.</p>
licenses	<p>The licenses service type is designed for use with software subscription services and allows billing per number of licenses.</p> <p>This service type allows you to specify the number of licenses included and the cost of additional licenses above that – this is ideal for when you create a package with the first X number of licenses at a reduced cost.</p> <p>When you add a license service to a customer, you are able to specify the quantity of licenses that the customer has.</p>
time	Useful for either ISP billing of dialup services but can also be used for the number of hours in support agreements or service plans.

10.3. Service Usage Records

To add usage records for usage based services you need to write an application capable of talking to the Amberdms billing system via the SOAP API.

Amberdms has made this easy by including sample source code under a permissive MIT license to allow you to easily develop your own usage reporting scripts.

For details about deploying service usage collectors and setting up usage billing, please read the *Amberdms Billing System Service Usage Collectors* manual.

10.4. Create a new Service

Select “*Products/Services/Projects -> Services -> Add Service*” to add a new service to the billing system.

ADD SERVICE

This page allows you to add a new service.

Service Details

Service Name *

Account *

Type *

☐ data_traffic

☐ generic_no_usage

☐ generic_with_usage

☐ licenses

☐ time

Description

Service Tax

Check all taxes that apply to this service below.

☐ GST (10%) -- Reduced GST amount on food

☐ GST (12.5%) -- Default sales tax for all goods and services

Required Fields:

- Service Name
- Account
 - All income from selling the product will be assigned to this account.
- Type
 - The type of service to create – note that this can no be changed once the service has been created.

In addition to the fields above, you can also select all the taxes that apply to this service. These taxes will be automatically generated when any invoices for this service are created.

Once all fields have been entered, click “*Save Changes*” to add the service to the billing system. Once the service has been added, you will have the opportunity to configure the details of the service plan.

For information about the service plan details, please read the section further on in this document.

10.5. Listing Services

Select “*Products/Services/Projects -> Services -> View Services*” from the menu to display a list of all available services.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products **Services** Projects

View Services Add Service

SERVICE LIST

Fields to display:

☒ Service Name ☐ Account ☒ Type ☒ Units

☒ Units Included ☒ Price ☒ Price (per extra unit) ☒ Billing Cycle

Filter/Search Options:

Search

Order By:

Service Name then -- select -- then -- select -- then -- select --

Service Name	Type	Units	Units Included	Price	Price (per extra unit)	Billing Cycle	
ADSL 10GB Plan	data_traffic	GB	10	\$35.00	\$3.00	monthly	details plan
ADSL 20GB Plan	data_traffic	GB	20	\$49.99	\$3.00	monthly	details plan
CBD Wifi Service	data_traffic	MB	500	\$10.00	\$0.10	monthly	details plan
Dialup 150hrs	time	Hours	150	\$20.00	\$4.00	monthly	details plan
Webhosting Vhost plan	generic_with_usage	MB	5	\$10.00	\$1.25	monthly	details plan

10.6. View Services

There are multiple pages showing different details for the selected service. First, select the service you wish to view, by accessing the service list (see section above) and then select one of the options to the right of the service name.

Service Name	Type	Units	Units Included	Price	Price (per extra unit)	Billing Cycle	
ADSL 10GB Plan	data_traffic	GB	10	\$35.00	\$3.00	monthly	details plan
ADSL 20GB Plan	data_traffic	GB	20	\$49.99	\$3.00	monthly	details plan
CBD Wifi Service	data_traffic	MB	500	\$10.00	\$0.10	monthly	details plan
Dialup 150hrs	time	Hours	150	\$20.00	\$4.00	monthly	details plan
Webhosting Vhost plan	generic_with_usage	MB	5	\$10.00	\$1.25	monthly	details plan

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products **Services** Projects

View Services Add Service

Service Details Service Plan Service Journal Delete Service

10.6.1. SERVICE DETAILS

The product details page shows all the information and basic details for the selected service, such as service type, name, description & applicable taxes.

10.6.2. SERVICE PLAN

The Service Plan page allows to define all the attributes of the service – how much the base service fee is, the billing cycle & modes and any service-type specific options such as usage fields.

For information about the different service billing cycles/modes, please refer to the “*Support Billing Modes & Cycles*” section above.

Note: It is perfectly acceptable to have a service with a base price of \$0.00 and only charge for excess units.

10.6.3. SERVICE JOURNAL

The service journal is an area to attach notes and files to a service, which are then readable by any other user with `services_view` permissions.

The journal is an ideal location to add information about service provisioning, supplier information and technical details.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

10.7. Adding a service to a customer account

To add a service to a customer's account you need to view the customer and then access their services page. For full details on adding a service to a customer, please read the “*Customer Management*” section of this document.

10.8. Service Configuration Options

There are a few important service configuration options that you may wish to adjust.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets **Admin**

Configuration User Management Brute-Force Blacklist Audit Locking

CONFIGURATION

This page allows you to adjust the application configuration. Make sure you understand any options before adjusting them - refer to the product manual for help information.

config_accounts

ACCOUNTS_SERVICES_ADVANCEBILLING	<input type="text" value="28"/>
ACCOUNTS_TERMS_DAYS	<input type="text" value="20"/>
ACCOUNTS_INVOICE_AUTOEMAIL	<input type="checkbox"/> Tick to have service invoices automatically emailed to customers when created.

10.8.1. AUTOMATICALLY EMAILING SERVICE INVOICES

The Amberdms Billing System runs a daily cron job which generates any required invoices for customers.

By default these invoices will be created, but not automatically emailed to customers. If you would like to configure invoices to be sent to customers automatically via email, you need to login as an administrator and go to the “*Admin->Configuration*” page and set the “`ACCOUNTS_INVOICE_AUTOEMAIL`” option.

10.8.2. ADVANCE BILLING TIME

If you are using the *monthadvance* or *periodadvance* billing modes, you can configure how many days in advance of the period date to bill the service using the “ACCOUNTS_SERVICES_ADVANCEBILLING” option on the configuration page.

Set this option to the number of days in advance of the service period to bill for. If set to 0, the service will be billed when the period starts.

10.8.3. INVOICE DUE DATE

To set the due date of automatically created invoices, set the “ACCOUNTS_TERMS_DAYS” to the number of days after invoice creation when the invoice is due.

10.9. Deleting Services

When required, services can be deleted, **provided that the service is not active on any customer accounts.**

If the service is still active for some customers, you need to de-activate the service for these customers before the service can be deleted.

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products **Services** Projects

View Services Add Service

Service Details Service Plan Service Journal **Delete Service**

SERVICE DELETE

This page allows you to delete unwanted services.

Delete Service

Service Name CBD Wifi Service

Save Information

Confirm Deletion ☐ Yes, I wish to delete this service and realise that once deleted the data can not be recovered.

Delete Service

Note that when a service is deleted, all service period information and usage records for any customers whom used to use this service will be lost.

11. Timekeeping

The Amberdms Billing System includes a timekeeping system allowing time record keeping by individual employees.

This feature is ideal for two different uses:

1. Keeping track of billable hours for customers (eg: contracting/consulting work).
2. Keeping track of the time staff are spending on particular internal tasks.

11.1. Staffaccess Permissions

The Amberdms Billing System treats employees and users differently. In order to be able to book time, you need to assign a user access rights to a particular employee.

One advantage of this feature, is that it allows users to have access to multiple employee timesheets and access can be defined as read-only or read-write.

As an example, this makes it easy to allow a secretary access to fill in their manager's timesheet as well as their own, or to allow a project manager to view the hours entered by their team.

It may also be useful to give the accounting/book-keeping staff access to all employee timesheets to allow them to make corrections for billing purposes.

11.1.1. ASSIGNING STAFFACCESS RIGHTS

To assign staff access rights, you need to login as an administrator and access the user management interface at “Admin -> User Management -> View Users”.

Find the user you wish to configure in the list and then select the “staffaccess” option link.

USER MANAGEMENT

This page allows you to create, edit or delete user accounts, as well as allowing you to define the the account permissions.

Fields to display:

☒ Username ☒ Email Address
☒ Realname ☒ Lastlogin Time
☐ Lastlogin IP Address

Filter/Search Options:

Search

Order By:

Username then -- select -- then -- select -- then -- select --

Username	Realname	Email Address	Lastlogin Time	details permissions	staffaccess
setup	Setup Account	support@amberdms.com	2009-03-09 16:35:40	details permissions	staffaccess
soap	SOAP Account	support@amberdms.com	2009-03-05 11:31:42	details permissions	staffaccess

You can then either add new staff access rights or adjust any existing access rights using this interface. Any changes will have affect for the modified user when they next access any of the timekeeping pages.

USER STAFF ACCESS RIGHTS

The Amberdms Billing System allows user accounts to be in charge of multiple staff members - what this means, is that you can configure which staff members the user can act on behalf of when entering time, invoices or other records.

This feature is useful for doing things such as assigning a secretary to be able to fill in timesheet for both themselves and their manager, or allowing accounting staff to be able to edit all staff member's timesheets in order to correct mistakes at billing time.

Employee ID	Employee Name	Employee Position	
101	Bob Jones	Managing Director	full details
	Jake Smith	Engineer	full details

[Click here to add new staff access rights.](#)

11.1.2. SELECTING THE CORRECT EMPLOYEE TO ENTER TIME

When adding time to the timesheet, there is a dropdown to select the employee to enter the time as. If you only have access to a single employee (ie: yourself) then this dropdown will always be selected by default.

If you have access to multiple employees, then you will forced to choose one of them when first accessing the timesheet. Your selection will then be remembered until your logout or change to another employee.

11.2. Using the Timekeeping Functions

To view the timesheet, access “*Timekeeping -> Time Registration*” to be taken directly to the timesheet. If you have access to multiple employees, you will be prompted to select the employee you wish to view.

Once done, the page will display the current week of the timesheet and show any time that has been booked to it.

11.2.1. VIEWING A SPECIFIC DAY

If you wish to view a specific day in more detail, click on the date, which will take you to a page with a more detailed list of the time booked to the day which will also show the notes for each time record.

You can then edit or delete any time entries on the page if you have write access for the employee you are viewing.

Select an employee to view:

101 -- Bob Jones

Display

Project/Phase	Monday (09-02-2009)	Tuesday (10-02-2009)	Wednesday (11-02-2009)	Thursday (12-02-2009)	Friday (13-02-2009)	Saturday (14-02-2009)	Sunday (15-02-2009)	Total:
Product Development - Customer Docs	0:00	0:00	0:00	0:00	0:00	6:05	0:00	6:05
Product Development - ADSL2+ deployment	0:00	0:00	0:00	0:00	0:00	3:00	0:00	3:00
	0:00	0:00	0:00	0:00	0:00	9:05	0:00	9:05

[Add new time record.](#)[Export as CSV](#)

11.2.2. ADDING TIME

If you are viewing an employee whom you have write access granted, you will see a link at the bottom of the table saying “Add new Time Record”. This will take you to a new page to add a time record for a specified date.

Note: Before you can add time, you must create a project with at least one phase where you can assign the time too. See the projects section of this documentation for more details.

11.2.3. REOCCURRING TIME

Unfortunately the timesheet does not support adding reoccurring time records, however this is planned to be released in an upgrade in the near future.

11.2.4. BOOKING TIME IN THE FUTURE

By default users are not permitted to book time to a future date. However this behaviour can be changed by enabling the “TIMESHEET_BOOKTOFUTURE” option on the configuration page.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

Configuration
User Management
Brute-Force Blacklist
Audit Locking

CONFIGURATION

This page allows you to adjust the application configuration. Make sure you understand any options before adjusting them - refer to the product manual for help information.

config_timesheet

TIMESHEET_BOOKTOFUTURE
☐ Allow users to book time to dates in the future

11.3. Getting Timesheet Information

The Timekeeping interface is an easy way for entering hours into the Billing System, however it is not usually the best way for getting a report of the data entered.

To assist with reporting requirements, there are a number of different ways of getting time records out of the timesheet in different formats.

11.3.1. EMPLOYEE TIMESHEETS

You can generate a flexible list of all the time booked for a specific employee by accessing the “*Human Resources -> View Staff*” page and selecting the “*timesheet*” option.

The employee timesheet page also allows filtering of the results to specific date periods and also can filter to only unprocessed time.

11.3.2. PROJECT TIMESHEETS

To generate a list of all the time booked to a specific project, access the “*Products/Services/Projects -> View Project*” page and select the “*timebooked*” option.

PROJECT LIST

Fields to display:

- ☒ Project ID
- ☒ Project Name
- ☒ Start Date
- ☒ End Date

Filter/Search Options:

Start Date: (dd/mm/yyyy)

End Date: (dd/mm/yyyy)

Search:

Hide Options: ☒ Hide completed projects

Order By:

Project Name then -- select -- then -- select -- then -- select --

Project ID	Project Name	Start Date	End Date	details	phases	timebooked	timebilled
100	Customer Support	01-01-2009	---	details	phases	timebooked	timebilled
101	Product Development	14-01-2009	---	details	phases	timebooked	timebilled
102	Teleco Consulting Project	20-10-2008	---	details	phases	timebooked	timebilled
103	test	16-02-2009	---	details	phases	timebooked	timebilled

[Export as CSV](#)

By default this page displays all the time booked to a project and provides various options to filter or search the time records such as only displaying time records for a particular phase or employee.

If you would only like to view time booked to the project which has not yet been processed for billing, enable the “Only show unprocessed time” option in the filter options box.

TIME BOOKED TO PROJECT

This page shows all the time that has been booked to the Customer Support project.

Fields to display:

- ☒ Date
☒ Phase Name
☒ Employee Name
- ☒ Time Group
☒ Description
☒ Time Booked

Filter/Search Options:

Start Date (dd/mm/yyyy)
 End Date (dd/mm/yyyy)
 Phase Name
 Employee
 Hide Options ☐ Only show unprocessed time
 Search

Order By:

Date then Phase Name then -- select -- then -- select --

Date	Phase Name	Employee Name	Time Group	Description	Time Booked	
05-02-2009	ADSL support	Bob Jones		Talking to techs to try and resolve ADSL outage in brooklyn	2:00	view/edit
					2:00	

[Export as CSV](#)

11.3.3. UNBILLED TIME REPORT

Whilst you can view all the unbilled time on a per-project basis, it is easier to be able to view unbilled time for all projects when you want to generate all your invoices.

To do this, use the “Time Keeping -> Unbilled Time” page which provides an adjustable list of all the hours added which have not yet been added to a time group.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

Time Registration
Unbilled Time

UNBILLED TIME

This page shows all time which has not yet been added to an invoice for any non-internal projects.

Fields to display:
☒ Date
☒ Phase Name
☒ Employee Name
 ☒ Time Group
☒ Description
☒ Time Booked

Filter/Search Options:
 Start Date (dd/mm/yyyy)
 End Date (dd/mm/yyyy)
 Phase Name
 Employee
 Search
 Group By ☒ none ☐ Phase Name ☐ Employee Name

Order By:
 Date then Phase Name then -- select -- then -- select --

Date	Phase Name	Employee Name	Time Group	Description	Time Booked	
07-01-2009	Teleco Consulting Project -- Network Design	Bob Jones	test	Worked on network diagram	8:00	View Time Entry
					8:00	

[Export as CSV](#)

You can adjust various options if you would just like to generate per-project or per-employee totals.

Note: If you have marked a project as being internal-only, then any time booked to the project will not appear on the unbilled time page.

11.3.4. EXPORTING TO CSV

All the Timekeeping pages and other time viewing methods listed above provide an export to CSV option which can be found at the bottom of the table.

11.4. Time Groups / Adding Time to Invoices

Rather than requiring accounts staff to manually add all the hours booked to an invoice, the Amberdms Billing System provides a feature called “*Time Groups*”.

This feature allows time records to be grouped together and then added to an invoice for billing. This has a number of advantages over manually adding time, including:

1. Faster & more accurate creation of invoices.
2. Easy to view exactly what hours were assigned to what invoice.
3. Unbillable hours can be added to the time group but the customer won't be invoiced for them.

11.4.1. CREATING A TIME GROUP

To create a new time group, first access the project list page by accessing “*Projects/Services/Products -> Projects -> View Projects*” and select the “*timebilled*” option for the desired project.

PROJECT LIST

Fields to display:

- ☒ Project ID
- ☒ Project Name
- ☒ Start Date
- ☒ End Date

Filter/Search Options:

Start Date: (dd/mm/yyyy)

End Date: (dd/mm/yyyy)

Search:

Hide Options: ☒ Hide completed projects

Order By:

Project Name then -- select -- then -- select -- then -- select --

Project ID	Project Name	Start Date	End Date	
100	Customer Support	01-01-2009	---	details phases timebooked timebilled
101	Product Development	14-01-2009	---	details phases timebooked timebilled
102	Teleco Consulting Project	20-10-2008	---	details phases timebooked timebilled
103	test	16-02-2009	---	details phases timebooked timebilled

[Export as CSV](#)

This will display a list of all the time groups which currently exist and provides various filter options.

TIME BILLED/GROUPED

This page shows all the time that has been grouped and invoiced for the Customer Support project.

Fields to display:

☒ Time Group Name ☒ Description
☒ Customer Name ☒ Billable Hours
☒ Invoice Number ☒ Unbillable Hours

Filter/Search Options:

Customer: -- select --
Hide Options: ☒ Hide time groups belong to invoices
Search:

Order By:

Customer Name then Time Group Name then -- select -- then -- select --

Time Group Name	Customer Name	Invoice Number	Description	Billable Hours	Unbillable Hours	
February Billing	Telco2008		Billable hours for February 2009.	2:00	0:00	view/edit delete
				2:00	0:00	

[Add new time group.](#) [Export as CSV](#)

Click on the “Add new time group” link to create a new time group.

ADD NEW TIME GROUP

This page allows you to add a new time group entry to a project.

Time Group Details

Time Group Name *
Customer *
Description

Time Selection

Select all the time that should belong to this group from the list below - this list only shows time currently unassigned to any group.

You can choose whether to add the time as billable or as unbillable. This is used to group hours that are unbilled, eg: internal paper work for the customer's account or other administrative overheads so that they won't continue to show in this list.

Date	Phase Name	Employee Name	Description	Time Booked	Billable	Unbillable
05-02-2009	ADSL support	Bob Jones	Talking to techs to try and resolve ADSL outage in brooklyn	2:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save Information

Please note that all fields marked with "*" must be filled in.

Required Options:

- Time Group Name
 - Human readable name for the group – could be something like “2009-Feb billing period” or “Repair of computer for Bob Jones”.

- Customer
 - Time groups have to belong to a specific customer – once you select a customer, the timegroup will only be available to be added to invoices for that customer.
- Description

Time Selection

A list of all unprocessed time will be displayed below. You can tick which hours are billable, unbillable and leave any time that you don't want as part of the time group unticked.

Click the “Create Time Group” button to add the new time group.

11.4.2. INVOICING A TIME GROUP

Once a time group has been created, you may bill the customer for it by creating an invoice by accessing “Accounts -> Accounts Receivables -> Add Invoice” to create an invoice.

(refer to the invoicing section of this document for full details about creating an invoice)

When creating the invoice, make sure you select the same customer as the time group itself.

Upon creation of the invoice you will be directed to the “Invoice Items” page, where you then need to select “Time Item” and then click “Add”.

Select the Time Group from the dropdown of available time groups and select the product to bill the hours as – the billable hours in the time group will become the quantity of the invoice and income will be assigned to the income account of the product.

ADD/EDIT INVOICE ITEM
This page allows you to make changes to an invoice item.
Invoice 108 has no items on it
This invoice is currently empty, add some items to it using the Invoice Items page.

AR Invoice Item Details

Time Group	Customer Support -- February Billing
Product	CONSULT-STND -- Standard Consulting Hours
Price	90.00
Description	February Project Work

Save Information
Save Changes

If you do not see the time group you want in the Time Group dropdown, or if you see the message “*There are currently no unprocessed time groups belonging to this customer*”, it means that the time group you have created is not assigned to the same customer as the invoice you have created.

12. Projects

In the Amberdms Billing System, projects are used to organise where time is booked and to simplify billing of labour/consulting hours.

This section of the document explains how to create projects & phases, if you are looking for information about how the time keeping features work, or how to add time to a project, please refer to the “*Time Keeping*” section of this document.

12.1. Create a new Project

Select “*Products/Services/Projects -> Projects -> Add Project*” to add a new project to the billing system.

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products Services **Projects**

View Projects **Add Project**

ADD NEW PROJECT

This page allows you to add a new project.

Project Details

Project ID	<input type="text"/>
Project Name *	<input type="text" value="Example Project"/>
Start Date *	<input type="text" value="10"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)
Internal Only	<input type="checkbox"/> This is an internal project - do not alert to unbilled hours
details	<input type="text"/>

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Project Name
- Start Date

Once all fields have been entered, click “*Create Project*” to add the project to the billing system.

To make the project usable, you need to define at least one project phase – to do this, click on the “*Project Phases*” link in the navigation menu.

Project Details **Project Phases** Timebooked Timebilled/Grouped Project Journal Delete Project

Notification:

Project successfully created.

12.2. Listing Projects

Select “Products/Services/Projects -> Projects -> View Projects” from the menu to display a list of all projects.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

PROJECT LIST

Fields to display:

☒ Project ID ☒ Start Date
☒ Project Name ☒ End Date

Filter/Search Options:

Start Date: (dd/mm/yyyy)
End Date: (dd/mm/yyyy)
Search:
Hide Options: ☒ Hide completed projects

Order By:

Project Name then -- select -- then -- select -- then -- select --

Project ID	Project Name	Start Date	End Date	
100	Customer Support	01-01-2009	---	details phases timebooked timebilled
104	Example Project	10-03-2009	---	details phases timebooked timebilled
101	Product Development	14-01-2009	---	details phases timebooked timebilled
102	Teleco Consulting Project	20-10-2008	---	details phases timebooked timebilled
103	test	16-02-2009	---	details phases timebooked timebilled

12.3. View Projects

There are multiple pages showing different details for the selected project. First, select the project you wish to view, by accessing the project list (see section above) and then select one of the options to the right of the project name.

Project ID	Project Name	Start Date	End Date	
100	Customer Support	01-01-2009	---	details phases timebooked timebilled
104	Example Project	10-03-2009	---	details phases timebooked timebilled
101	Product Development	14-01-2009	---	details phases timebooked timebilled
102	Teleco Consulting Project	20-10-2008	---	details phases timebooked timebilled
103	test	16-02-2009	---	details phases timebooked timebilled

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Project Details

[Project Details](#) | [Project Phases](#) | [Timebooked](#) | [Timebilled/Grouped](#) | [Project Journal](#) | [Delete Project](#)

12.3.1. PROJECT DETAILS

The project details page shows all the information and basic details for the selected project.

12.3.2. PROJECT PHASES

Project phases are used to book time to the project – all projects must have at least one phase to make them usable.

12.3.3. TIMEBOOKED

This page displays all the time booked to a project and provides various options to filter or search the time records such as only displaying time records for a particular phase or employee.

If you would only like to view time booked to the project which has not yet been processed for billing, enable the “Only show unprocessed time” option.

TIME BOOKED TO PROJECT

This page shows all the time that has been booked to the Customer Support project.

Fields to display:

- ☒ Date
- ☒ Phase Name
- ☒ Employee Name
- ☒ Time Group
- ☒ Description
- ☒ Time Booked

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Phase Name

Employee

Hide Options ☐ Only show unprocessed time

Search

Order By:

then then then

Date	Phase Name	Employee Name	Time Group	Description	Time Booked	
05-02-2009	ADSL support	Bob Jones		Talking to techs to try and resolve ADSL outage in brooklyn	2:00	view/edit
					2:00	

[Export as CSV](#)

12.3.4. TIMEBILLED/GROUPED

This page allows time groups to be configured – for information about time groups, please see the “Time Keeping” section of this document.

12.3.5. PROJECT JOURNAL

The project journal is an area to attach notes and files to a project. These notes are readable by all other users with *projects_view* permissions.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

12.4. Deleting Projects

When required, projects can be deleted from the billing system, **provided that no time has been booked to the project.**

Overview Accounts Customers Vendors/Suppliers Human Resources **Products/Services/Projects** Time Keeping Support Tickets Admin

Products Services **Projects**

View Projects Add Project

Project Details Project Phases Timebooked Timebilled/Grouped Project Journal **Delete Project**

PROJECT DELETE

This page allows you to delete an unwanted project.

Delete Project

Project ID 103

Project Name test

Save Information

Confirm Deletion ☐ Yes, I wish to delete this project and realise that once deleted the data can not be recovered.

delete

If the project is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Project Details” page.

This will not delete the project, but will hide it from the list of active projects.

Project Details

id_project 4

Project ID 103

Project Name * test

Start Date * 16/02/2009 (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Internal Only ☐ This is an internal project - do not alert to unbilled hours

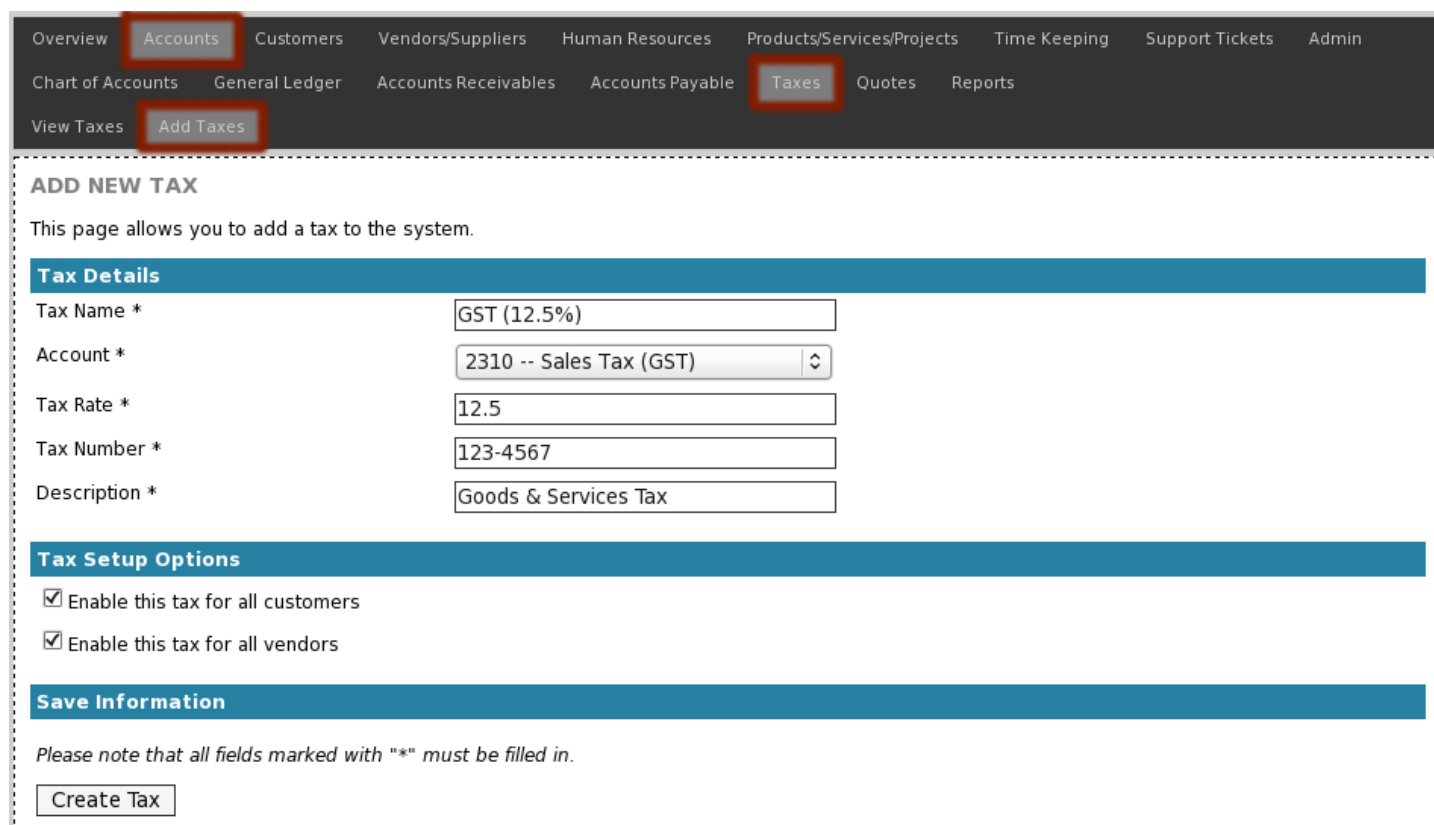
details

13. Sales Taxes

The Amberdms Billing System has support for multiple sales taxes (such as VAT or GST). You have fine-grained control over taxes on customer, vendor, product and service pages, however before you can configure taxes in any of those locations, you must first define what sales taxes exist.

13.1. Add Tax

Select “Accounts -> Taxes -> Add Taxes” to add a new tax to the billing system.



ADD NEW TAX

This page allows you to add a tax to the system.

Tax Details

Tax Name *	GST (12.5%)
Account *	2310 -- Sales Tax (GST)
Tax Rate *	12.5
Tax Number *	123-4567
Description *	Goods & Services Tax

Tax Setup Options

☒ Enable this tax for all customers

☒ Enable this tax for all vendors

Save Information

Please note that all fields marked with "*" must be filled in.

Create Tax

Required Fields:

- Tax Name
- Account
 - The account where tax transactions are assigned – this account needs to be a liability account which has the *tax_summary_account* menu option enabled.
- Tax Rate
 - Percentage of tax rate.
- Tax Number
 - Your business's tax number which will be displayed on invoices.
- Description

When you create the tax, you can also decide whether you want to automatically enable the tax for all customers and/or vendors in the database.

Once all fields have been entered, click “Create Tax” to add the tax to the billing system.

13.2. Listing Taxes

Select “Accounts -> Taxes -> View Taxes” from the menu to display a list of all taxes. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

TAXES

This page list all the taxes added to the system.

Tax Name	Tax Rate	Account	Tax Number	Description	
GST (10%)	10	2310	123-45689	Reduced GST amount on food	view collected Paid
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services	view collected Paid

[Export as CSV](#)

13.3. View Tax

There are multiple pages showing different details for the selected tax. First, select the tax you wish to view, by accessing the tax list (see section above) and then select one of the options to the right of the tax name.

Tax Name	Tax Rate	Account	Tax Number	Description	
GST (10%)	10	2310	123-45689	Reduced GST amount on food	view collected Paid
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services	view collected Paid

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

TAXES

This page list all the taxes added to the system.

Tax Name	Tax Rate	Account	Tax Number	Description	
GST (10%)	10	2310	123-45689	Reduced GST amount on food	view collected Paid
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services	view collected Paid

[Export as CSV](#)

13.3.1. TAX DETAILS

The tax details page displays the basic information about the tax, it's account and the tax rate and allows you to adjust the details.

Note: If you adjust a tax rate, it will only take affect on any new invoices you add – existing invoices will remain unchanged.

13.3.2. TAX LEDGER / TAX REPORTS

The tax ledger provides all the information required for completing sale tax returns. This page allows three different view modes:

1. Display tax collected.
2. Display tax paid.
3. Display account ledger.

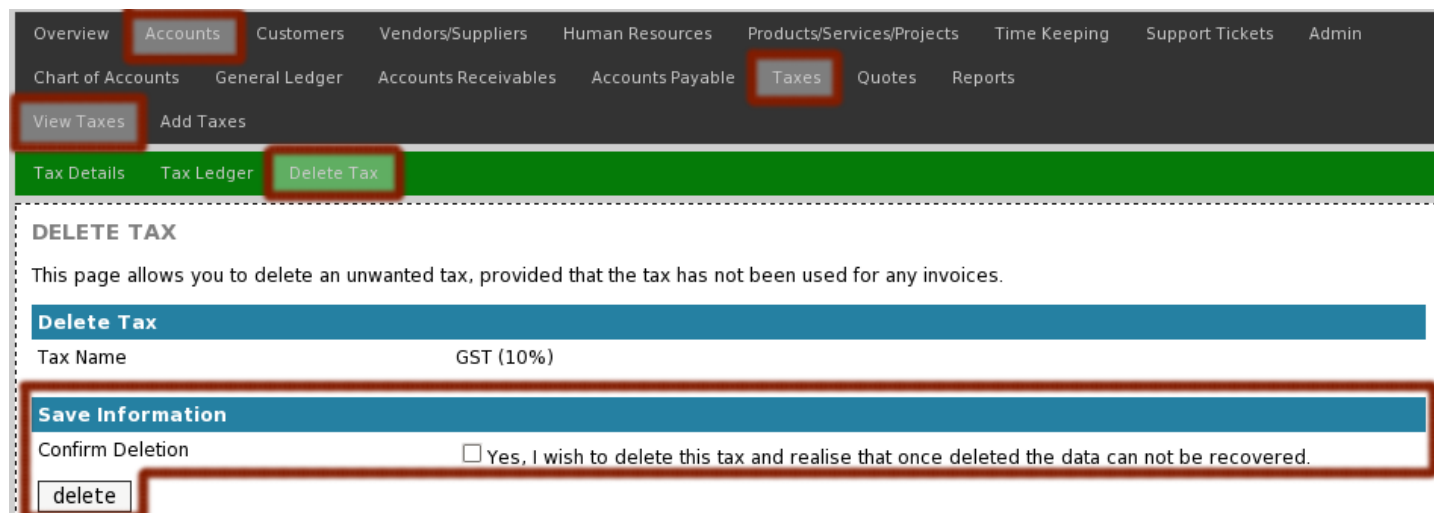
The “Tax Collected Report” and “Tax Paid Report” allow you to generate totals for specific periods and also provides

options to either calculate on a cash basis or invoiced/accrual basis.

Please see the accounting reports section in this document for details and examples of the tax paid/collected reports.

13.4. Deleting Taxes

When required, taxes can be deleted from the billing system, **provided that the tax has not been used by any invoices.**



Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Taxes Add Taxes

Tax Details Tax Ledger Delete Tax

DELETE TAX

This page allows you to delete an unwanted tax, provided that the tax has not been used for any invoices.

Delete Tax

Tax Name GST (10%)

Save Information

Confirm Deletion ☐ Yes, I wish to delete this tax and realise that once deleted the data can not be recovered.

delete

14. General Ledger

The General Ledger is used to view all the transactions made for your organisation as well as allowing you to make transfers/transactions between different accounts.

14.1. Displaying the General Ledger

To display the general ledger, access the “Accounts -> General Ledger -> View GL Transactions” page. This will display all the transactions and provides links to view more details for each transaction.

Note: By default the General Ledger is set to filter the list to only transactions in the current month due to the typically large size of the ledger. You may change this using the filter options at the top of the ledger.

The screenshot shows the 'General Ledger' page in the Amberdms Billing System. The navigation bar includes tabs for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products/Services/Projects, Time Keeping, Support Tickets, and Admin. The 'Accounts' tab is active, and the 'General Ledger' sub-tab is selected. Below the navigation bar, there are links for 'View GL Transactions' and 'Add GL Transaction'. The main content area is titled 'GENERAL LEDGER' and contains a description: 'This page lists all the transactions in all the accounts.' Below this, there are two sections: 'Fields to display:' and 'Filter/Search Options:'. The 'Fields to display:' section has checkboxes for Transaction Date, Transaction ID, Description, Source, Debit, Credit, and Account ID, all of which are checked. The 'Filter/Search Options:' section has input fields for Start Date (01/03/2009), End Date (31/03/2009), and a Search field. Below these sections, there is an 'Order By:' section with dropdown menus for Transaction Date, then -- select --, then -- select --, then -- select --. There are also 'Apply Options' and 'Reset Options' buttons. At the bottom, there is a table of transactions with columns: Transaction Date, Transaction ID, Description, Source, Debit, Credit, and Account ID. The table shows four transactions from 2009-03-05, all related to 'AR invoice 106'. The total debit is \$86.25 and the total credit is \$86.25. An 'Export as CSV' link is located at the bottom right of the table.

Transaction Date	Transaction ID	Description	Source	Debit	Credit	Account ID
2009-03-05	AR invoice 106				\$1.25	2310--Sales Tax (GST)
2009-03-05	AR invoice 106				\$10.00	4020--Sales / General
2009-03-05	AR invoice 106				\$75.00	4023--Sales / Computer Hardware
2009-03-05	AR invoice 106			\$86.25		1200--Accounts Receivables
				\$86.25	\$86.25	

[Export as CSV](#)

14.2. Creating General Ledger Transactions

You will want to create General Ledger Transactions when you need to transfer money from one account to another. You will want to use General Ledger Transactions for any of the following situations:

1. Transferring funds between your own bank accounts.
2. Paying your outstanding sales tax bill from your bank account.
3. Paying back capital investment by business owners.

General Ledger Transactions can be identified in the General Ledger with the Transaction ID of “Transaction #”.

2008-09-20	AP payment 52964	Paid bill.	direct debit	\$153.00		2100--Accounts Payable
2009-02-01	Transaction 101	Moved funds to current/checking account		\$1,500.00		1060--Current Account
2009-02-01	Transaction 101	Moved funds to current/checking account			\$1,500.00	1061--Savings Account
2009-02-01	AP invoice 100			\$0.25		2310--Sales Tax (GST)

14.2.1. ADDING A NEW GL TRANSACTION

To add a new transaction, access the “Accounts -> General Ledger -> Add GL Transaction” page.

ADD NEW TRANSACTION

This page allows you to add a new transaction to the general ledger - this feature is typically used for performing transfers between accounts or making payments of taxes.

GL Transaction Details

Transaction ID

Transaction Date * (dd/mm/yyyy)

Employee *

Description *

Notes/Details

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Transaction Date
- Employee
- Description

Click “Create Transaction” to create the new GL Transaction. You will then be given the screen to allow you to configure the transaction rows – see below for information about the transaction rows.

14.2.2. ADJUSTING A GL TRANSACTION

To adjust an existing GL transaction, simply click the transaction ID in the General Ledger. This will display a single page showing the transaction and all of its transaction rows.

The transaction rows allow you to define how much is taken from an account (credited) and how much is placed into an account (debited). GL transactions require that all the rows are balanced – so the total credited must always match the total debited.

When done, click “Save Changes” to save all the transaction rows – if the rows are unbalanced the billing system will inform you and allow you to correct them.

Note: Each transaction row can have a custom description, or you can just leave the default option “Description Useall” checked to use the general transaction description for all the transaction rows.

Transaction Details		Delete Transaction
TRANSACTION DETAILS		
This page allows you to view and adjust the selected transaction.		
GL Transaction Details		
Transaction ID	<input type="text" value="102"/>	
Transaction Date *	<input type="text" value="10"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)	
Employee *	<input type="text" value="101 -- Bob Jones"/>	
Description	<input type="text" value="Transfer of funds from current to savings account."/>	
Description Useall	<input checked="" type="checkbox"/> Check this to use the description above as the description in all the rows below. Untick if you wish to have different messages for each transaction item.	
Notes/Details	<input type="text"/>	
GL Transaction Rows		
Enter all the parts of the transaction in the fields below. Because this is a double-entry accounting system, remember that you need to credit the source account and then debit the destination account, and that the totals for both the credit and debit accounts needs to match.		
Account	Debit (dest)	Credit (src)
<input type="text" value="1060 -- Current Account"/>	<input type="text"/>	<input type="text" value="100"/>
<input type="text" value="1061 -- Savings Account"/>	<input type="text" value="100"/>	<input type="text"/>

14.2.3. DELETING A GL TRANSACTION

To delete a GL Transaction, first click the transaction ID in the General Ledger to display the transaction details.

Once open, select the “Delete Transaction” option from the navigation menu. This will display the delete transaction page, which will allow you to delete the transaction, **provided that the transaction has not been locked by the audit locking feature.**

DELETE TRANSACTION	
This page allows you to delete an unwanted transaction, provided that it hasn't been locked.	
transaction_delete	
Transaction ID	102
Description	Transfer of funds from current to savings account.
Save Information	
Confirm Deletion	<input type="checkbox"/> Yes, I wish to delete this transaction and realise that once deleted the data can not be recovered.
<input type="button" value="delete"/>	

15. Invoicing

The Amberdms Billing System provides an easy to use invoicing system capable of handling AR invoices, AP invoices, & quotations.

For those unfamiliar with accounting, Account Receivables Invoices (AR Invoices) are the invoices that you create to bill your customers, whereas Accounts Payable Invoices (AP Invoices) are invoices that your vendors/suppliers send to you.

The same interface is used to create AR or AP invoices and quotes, so the documentation below applies to all three unless otherwise noted.

15.1. Invoice List

To display a list of all the invoices, use one of the following menus:

- “Accounts -> Accounts Receivables -> View Invoices”
- “Accounts -> Accounts Payable -> View Invoices”
- “Accounts -> Quotes -> View Quotes”

By default only unpaid invoices are displayed, but you can choose to display all invoices including paid invoices.

15.2. Creating new Invoices

To create a new invoice use one of the following menus:

- “Accounts -> Accounts Receivables -> Add Invoice”
- “Accounts -> Accounts Payable -> Add Invoice”
- “Accounts -> Quotes -> Add Quote”

Requirements

- Customer
- Employee
- Destination Account (AR/AP only)
 - This is the account that invoices will be assigned to until they are paid.

Once complete, click the “Save Changes” button to create the new invoice. You will then need to add items to the invoice.

15.3. Adding items to Invoices

First select the invoice you want from the list page and click the “items” link or select the “Invoice Items” option from the navigation menu if you are already viewing an invoice.

This page will show all items (if any) which have been added to the invoice. To add a new item, use the form at the bottom of the table. This will allow you to add one of the following three item types:

1. Basic Transaction.
2. Time Item.
3. Product.

Invoice 100 is open (unpaid).

Total Due: \$885.94

Total Paid: \$0.00

Amount Due: \$885.94

Date Sent: *Has not been sent to customer*

Item Information	Description	Qty	Units	Price	Amount	
102 -- Feb 09 Billing	Network diagram project	8.75	hours	\$90.00	\$787.50	edit delete
Subtotal:					\$787.50	
GST (12.5%)					\$98.44	
Invoice Total:					\$885.94	

Add new items to invoice:

-- select --
Add

-- select --
Basic Transaction
Time Item
100--ADSL Modem
CONSULT-STND--Standard Consulting Hours
102--Tasty Apples
101--testapples

15.3.1. BASIC TRANSACTIONS

Basic transactions are designed for quickly creating basic invoices, such as a taxi fare, where there is a varying amount and you simply wish to allocate the amount to a specific account.

AR Invoice Item Details

Amount

Account
-- select --

Description

AR Invoice Item Tax Selection

Check all taxes that apply to this transaction below. If you want more advanced tax control (eg: fixed amounts of tax) then define a product and add it to the invoice.

- ☐ GST (10%) -- Reduced GST amount on food
- ☒ GST (12.5%) -- Default sales tax for all goods and services

Save Information

To create a basic transaction item, you require the following information:

- The amount to change
- The account for the transaction income/expense to go to.

You can then select all the taxes that apply to this item – if the customer/vendor the invoice belongs to has a default tax set, then that tax will be already selected.

Once done, click the “*Save Changes*” button to save the transaction information.

15.3.2. TIME ITEMS

(AR Invoices only)

Time items allow you to add a time group to an invoice. See the “*Time Keeping*” section of this document for more information about time groups.

15.3.3. PRODUCT ITEMS

Usually for AR or more advanced AP transactions, you will want to use product items, which allow you to define cost & sale prices, taxes and accounts in advance.

The item add dropdown box will include a list of all available products, sorted by their product ID. Select the product you wish to add and click “*Add*”.

Taxes for this product will be automatically calculated based on the tax options configured for the product and what taxes are enabled for the customer/vendor.

The default product information will be loaded into the page, which you can adjust before adding the item to the invoice by clicking the “*Save Changes*” button.

AR Invoice Item Details	
Product	100 -- ADSL Modem
Price	75.00
Quantity	1
Units	items
Description	

Save Information
Save Changes

15.4. Adding Payments to Invoices

When customers pay an AR invoice or when you pay an AP invoice, you need to create a payment record on the invoice. To do this, first select the invoice you want from the list page and click the “*payments*” link or select the “*Invoice Payments*” option from the navigation menu if you are already viewing an invoice.

You can then add a new payment to the invoice by clicking on the “*Add Payment*” link.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Invoices Add Invoice

Invoice Details Invoice Items Invoice Payments Invoice Journal Export Invoice Delete Invoice

INVOICE PAYMENTS

This page shows all payments made against this invoice and allows you to edit them.

Invoice 100 is open (unpaid).

Total Due: \$885.94

Total Paid: \$0.00

Amount Due: \$885.94

Date Sent: Has not been sent to customer

No payments have been made against this invoice.

Add Payment

You will then be prompted to enter the payment details:

AR Invoice Item Details

Transaction Date (dd/mm/yyyy)

Amount

Account

Source

Description

Save Information

Requirements

- Amount
- Account
 - AR Invoices: The account where the payment is going into.
 - AP Invoices: The account to take the payment from.

Once complete, click “Save Changes” to create the payment.

Note: It is perfectly acceptable to have multiple payments on a single invoice – however, the invoice will not appear as closed/paid until exactly the correct amount has been paid to it.

15.5. Invoice Journal

The invoice journal is an area to attach notes and files to an invoice. This is the ideal location for storing scanned copies of the original AP invoice or just general notes about the invoicing work.

The invoice will also contain contents of any messages sent to the customer when exporting the invoice via email.

To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

15.6. Export/Email Invoice

(AR Invoices & Quotes only)

Once you have created your invoice/quote, you can export it as a PDF document and optionally email it directly to the customer using the “Export Invoice” page.

Note: Any PDFs you generate will contain the company details & logo as configured on the main program configuration page by an administrator.

When emailing a PDF to a customer, the invoice details will update to show that the invoice has been sent to the customer. If you prefer to download the invoice and then email it to customers, you can optionally choose to mark the invoice as having been sent to the customer manually.

The screenshot displays the 'Export Invoice' interface. At the top, a navigation bar includes tabs for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products/Services/Projects, Time Keeping, Support Tickets, and Admin. Below this, a sub-menu for 'Accounts Receivables' contains options like View Invoices, Add Invoice, Invoice Details, Invoice Items, Invoice Payments, Invoice Journal, Export Invoice (highlighted), and Delete Invoice. The main content area is titled 'EXPORT INVOICE' and contains the following sections:

- Invoice 100 is open (unpaid).** This section displays the following details:
 - Total Due: \$885.94
 - Total Paid: \$0.00
 - Amount Due: \$885.94
 - Date Sent: Has not been sent to customer
- Download PDF:** This section includes a checkbox labeled 'Check this to show that the invoice has been sent to the customer when you download the PDF' and a button labeled 'Download as PDF'.
- Email PDF:** This section contains fields for sending the invoice via email:
 - Sender:** Radio buttons for 'Example Ltd <accounts@example.com>' (selected) and 'Setup Account <support@amberdms.com>'.
 - Subject:** A text field containing 'Invoice 100'.
 - Email (To):** An empty text field.
 - Email (CC):** An empty text field.
 - Email (BCC):** A text field containing 'accounts@example.com'.
 - Email Message:** A text area containing 'Please see attached PDF'.

At the bottom left of the form, there is a button labeled 'Send via Email'.

15.7. Deleting Invoices

Invoices may be deleted provided that they have not yet been locked by the audit locking process. If an invoice has had payments made, it can still be deleted but an additional warning will appear and deleting the invoice will cause that payment record to also be deleted.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Invoices Add Invoice

Invoice Details Invoice Items Invoice Payments Invoice Journal Export Invoice Delete Invoice

DELETE INVOICE

This page allows you to delete incorrect invoices, provided that they have not been locked.

Invoice 100 is open (unpaid).

Total Due: \$885.94

Total Paid: \$0.00

Amount Due: \$885.94

Date Sent: *Has not been sent to customer*

Delete AR Invoice

Invoice Number 100

Save Information

Confirm Deletion ☐ Yes, I wish to delete this invoice and realise that once deleted the data can not be recovered.

Delete Invoice

16. Quotations

Quotations have the same options and user interface as invoices, so refer to the documentation in the invoicing section for full details about creating quotations.

Additional documentation about quote-only features is below:

16.1. Converting Quotes to Invoices

To convert a quote to an invoice you first need to select the quote from the quote list and then select the “*Convert to Invoice*” option.

You will be prompted to add a few more additional fields to satisfy the requirements of an invoice. Once entered, select “*Convert to Invoice*” to convert the quote to an invoice.

Note: This action can not be reversed – make sure you are converting the correct quotation.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports

View Quotes Add Quote

Quote Details Quote Items Quote Journal Export Quote **Convert to Invoice** Delete Quote

CONVERT QUOTE

This page allows you to convert this quote into an invoice. Please note that this action can not be reversed.

AR Invoice Details

Quote Number	100
Invoice Number	<input type="text"/>
Order Number	<input type="text"/>
PO Number	<input type="text"/>
Transaction Date	10 03 2009 (dd/mm/yyyy)
Date Due	30 03 2009 (dd/mm/yyyy)

quote_convert_financials

Destination Account *	1200 -- Accounts Receivables
-----------------------	------------------------------

Save Information

Please note that all fields marked with "*" must be filled in.

17. Discounting

The Amberdms Billing System includes the ability to discount items on an invoice. The discounting can be configured in a number of ways:

1. Can be set when adding a product or time item to an invoice.
2. Can be applied to a particular product.
3. Can be applied to a particular customer or vendor.

Note that discounting has no impact on:

1. Automated service billing invoices.
2. Standard/Basic invoice transactions.

17.1. Setting Discount Configuration

17.1.1. SETTING CUSTOMER DISCOUNT

You can configure a customer so that whenever an invoice is created for the customer, their discount will be applied to all product and time items on the invoice.

Select “*Customers -> View Customers*” from the menu to display a list of all the customers in the billing system. You can filter the customers displayed by using the options at the top of the page.

Find the desired customer and then click the details link in the options to the right:

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services

Now enter the desired discount into the customer's details page, and click “Save Changes” at the bottom of the page.

Customer Tax Options

Tax Number

Default Tax

GST (12.5%)

Select all the taxes below which apply to this customer. Any taxes not selected, will not be added to invoices for this customer.

☒ GST (10%) -- Reduced GST amount on food

☒ GST (12.5%) -- Default sales tax for all goods and services

Customer Purchase Options

Discount

10 %

Billing Address

Street

Some Street

The discount is then saved for the customer – any invoices you create for this customer which have product or time items will have discount automatically entered from the customer's settings.

17.1.2. SETTING VENDOR DISCOUNT

You can configure a vendor so that whenever an invoice is created for the vendor, the discount will be applied to all purchases from that vendor.

Select “*Vendors -> View Vendors*” from the menu to display a list of all the vendors in the billing system. You can filter the vendors displayed by using the options at the top of the page.

Find the desired vendor and then click the details link in the options to the right:

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address	
101	Sparks Electricity Corporation	Accounts Recievables			details invoices
102	Speedy Taxis Ltd				details invoices
103	Yum Pizzas				details invoices

[Export as CSV](#)

Now enter the desired discount into the vendor's details page, and click “Save Changes” at the bottom of the page.

Vendor Tax Options

Tax Number

Default Tax

Select all the taxes below which apply to this vendor. Any taxes not selected, will not be added to invoices from this vendor.

- ☒ GST (10%) -- Reduced GST amount on food
- ☐ GST (12.5%) -- Default sales tax for all goods and services

Vendor Purchase Options

Discount %

Billing Address

Street

The discount is then saved for the vendor – any invoices you enter for this vendor containing products will have this discount applied to it.

17.1.3. SETTING PRODUCT DISCOUNT

You can configure a discount on a particular product, which will affect both the sales and purchase price when adding the product to an invoice.

Select “*Products/Services/Projects -> View Products*” from the menu to display a list of all the products in the billing system. You can filter the products displayed by using the options at the top of the page.

Find the desired product and then click the view link in the options to the right:

Product ID	Product Name	Sales Account	Cost Price	Sale Price	
100	ADSL Modem	4023 -- Sales / Computer Hardware	\$50.00	\$75.00	view
101	testapples	4020 -- Sales / General	\$100.00	\$10.00	view
102	Tasty Apples	4020 -- Sales / General			view
CONSULT-STND	Standard Consulting Hours	4320 -- Consulting		\$90.00	view

Now enter the desired discount into the product's view page, and click “Save Changes” at the bottom of the page.

Product Pricing

Cost Price	<input type="text" value="50.00"/>
Sale Price	<input type="text" value="75.00"/>
Discount	<input type="text" value="5"/> %

The product will now have the discount applied whenever the product is added to an invoice.

17.2. Adding Discounts to Invoices or Quotes

To discount an invoice, first create the invoice the usual way and go to the “Invoice Items” page and add the desired product or time group.

The price field is the price, before the discount is applied. The discount amount will either be taken from the customer/vendor or product's discount configuration – **if both have been set, the largest discount is used to fill in the discount field.**

You can modify the discount, or set one if no discount has been taken from the configuration.

AR Invoice Item Details

Product	<input type="text" value="100 -- ADSL Modem"/>
Price	<input type="text" value="75.00"/>
Quantity	<input type="text" value="1"/>
Units	<input type="text" value="items"/>
Description	<input type="text"/>
Discount	<input type="text" value="20"/> %

Save Information

Once desired discount is set, click “Save Changes” to add it to the invoice and return to the items list. The items list will show the price before discount, discount % and the amount after discount.

Item Information	Description	Qty	Units	Price	Discount	Amount	
100		1	items	\$75.00	20%	\$60.00	edit delete
Subtotal:						\$60.00	
GST (12.5%)						\$7.50	
Invoice Total:						\$67.50	

Note: Whilst the web interface shows the item and discount as a single line, the exported PDF invoice will show the discount as a separate line item for clarity.

Once exported, the invoice shows the discount as a separate line item, for example:

Number	Description	Quantity	Unit	Price	Amount
100	ADSL Modem - Limited time offer	1	items	75.00	75.00
100	Discount of 20%				-15.00
Subtotal					\$60.00
GST (12.5%)					\$7.50
Balance Owning					\$67.50

18. Accounting Reports

Financial reporting is a vital feature allowing businesses to accurately fill in tax documents and declaration as well as being able to forecast company income and expenses.

18.1. Sales Tax Reports

Sales tax reports are located on the taxes section of the Amberdms Billing System. To generate tax paid or tax collected reports, first display a list of taxes by accessing “*Accounts -> Taxes -> View Taxes*”.

Now select either collected or paid options to the right of the desired tax to generate a report for that tax.

Tax Name	Tax Rate	Account	Tax Number	Description	
GST (10%)	10	2310	123-45689	Reduced GST amount on food	view collected Paid
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services	view collected Paid

You will then be displayed with a tax report, defaulting to the current month and accrual/invoice mode.

18.1.1. ACCRUAL/INVOICE MODE

In this mode, the tax is reported for the period when the invoice was initially created, regardless whether or not the invoice has been paid.

Example:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01 01 2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	29 02 2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input checked="" type="radio"/> Accrual/Invoice <input type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$500.00	\$50.00	\$550.00
			\$500.00	\$50.00	\$550.00

[Export as CSV](#)

18.1.2. CASH MODE

The cash mode is required by some countries (such as New Zealand) where sales tax can be paid when payment is received, rather than when invoiced – the date of the invoice has no impact on tax payment.

Usually this is reasonably straight forwards, most customers pay their invoices in full with a single payment and the tax report just shows the invoice totals in the tax period that the payment occurred.

However, cash mode reports can also handle situations where customers pay an invoice in multiple parts across different tax periods. – for example, one payment might be in January and the next in March - if paying tax monthly/bimonthly, this would cause the payments to be in different tax periods.

Some countries require that tax must be paid for all payments, regardless whether or not the invoice itself is fully paid, so the cash mode report has been design to calculate the tax belonging to each payment and report the payments in the periods that the payments were made.

Consider the following invoice example:

Item Information	Description	Qty	Units	Price	Discount	Amount
103	Some neat product people really want	1	items	\$500.00		\$500.00
Subtotal:						\$500.00
GST (10%)						\$50.00
Invoice Total:						\$550.00

This invoice is paid in two separate payments in different tax periods:

Transaction Date	Amount	Account	Source	Description
01-01-2009	\$250.00	1060 -- Current Account		Partial payment - customer is having financial strife.
05-03-2009	\$300.00	1060 -- Current Account		Customer has paid off rest of invoice due to improved finances.
\$550.00				

Note that due to the time between the payments, they will not appear in the same tax period and tax will have to be calculated separately for each payment.

The tax report shows the first tax period as:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01 01 2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	29 02 2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input type="radio"/> Accrual/Invoice
			<input checked="" type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$227.27	\$22.73	\$250.00
			\$227.27	\$22.73	\$250.00

[Export as CSV](#)

And the second tax period shows as:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01 03 2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	30 03 2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input type="radio"/> Accrual/Invoice
			<input checked="" type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$272.73	\$27.27	\$300.00
			\$272.73	\$27.27	\$300.00

[Export as CSV](#)

We can see that both tax amounts and payment totals match the invoice.

Important Notes:

1. If an invoice has been over-paid, the invoice and it's payments will not appear in the cash mode tax report due to inability to correctly calculate tax on overpayment.
2. Multiple payments in one period belonging to the same invoice are automatically merged into a single row.
3. The transaction date shown, is the date of the invoice, not the date of the payment. The reason for this, is that

multiple payments in the same period are aggregated into a single amount so payment dates can't be used.

4. The cash mode report will handle invoices with multiple taxes correctly and will also correctly handle fixed-price taxes.

18.2. Trial Balance

This report lists all the accounts which transactions are filed against and provides a basic overview of the current state of the financials.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

18.3. Income Statement

This report shows income and expenses for the selected time period. The report can either calculate using cash basis or accrual basis which calculates using all the data in the billing system.

Note: Cash basis for the income statement only reports using fully paid invoices, this differs from the sales tax report which can handle partially paid invoices.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

18.4. Balance Sheet

This report shows assets, liabilities and equity for the selected date. The report can either calculate using cash basis or accrual/invoice basic which calculates using all the data in the billing system.

Note: Cash basis for the income statement only reports using fully paid invoices, this differs from the sales tax report which can handle partially paid invoices.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

19. Support Tickets

The support tickets feature is designed for basic tracking of customer enquiries or technical support requests.

19.1. Add Support Ticket

Select “*Support Tickets -> Add Ticket*” to add a new support ticket to the billing system.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping **Support Tickets** Admin

View Tickets **Add Ticket**

ADD SUPPORT TICKET

This page allows you to add a new support ticket to the database.

Ticket Details

Entry Title *

Priority

details

Ticket Status

Status *

Start Date * (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Support Ticket Title
- Status
- Start Date

Once all fields have been entered, click “*Save Changes*” to add the support ticket to the billing system.

19.2. Listing Support Tickets

Select “*Support Tickets -> View Tickets*” from the menu to display a list of all uncompleted support tickets

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping **Support Tickets** Admin

View Tickets Add Ticket

SUPPORT TICKETS

Fields to display:

☒ Entry Title
☒ Status

☒ Priority
☐ Start Date
☐ End Date

Filter/Search Options:

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Search

Hide Options ☒ Hide completed support tickets

Order By:

Status then -- select -- then -- select -- then -- select --

Entry Title	Status	Priority	
ADSL outage in Brooklyn district	Reported	High	view journal

19.3. View Tickets

There are multiple pages showing different details for the selected support ticket. First, select the employee you wish to view, by accessing the ticket list (see section above) and then select one of the options to the right of the support ticket title.

Entry Title	Status	Priority	
ADSL outage in Brooklyn district	Reported	High	view journal

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping **Support Tickets** Admin

View Tickets Add Ticket

Support Ticket Details Support Ticket Journal Delete Support Ticket

19.3.1. SUPPORT TICKET DETAILS

The support ticket details page shows the basic details for the selected ticket and it's current status.

19.3.2. SUPPORT TICKET JOURNAL

The support ticket journal is an area to attach notes and files to the support tickets. This is the location to record the details and progress reports regarding the ticket.

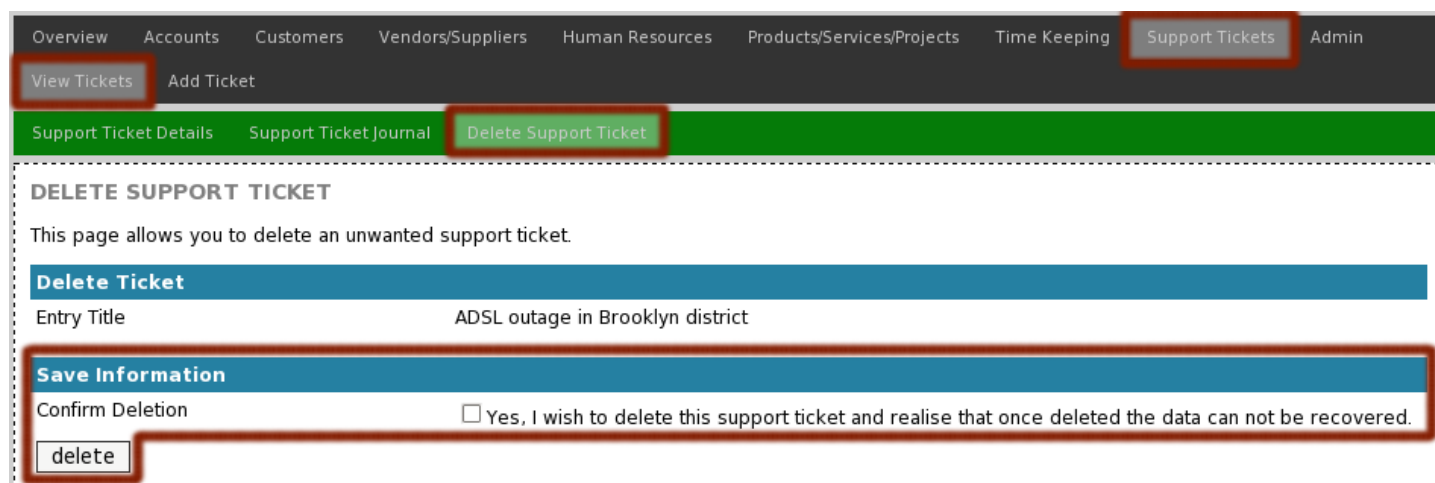
To add new posts, use the links at the top of the journal.

Add new journal entry || Upload File

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

19.4. Deleting Support Tickets

When required, support tickets can be deleted from the billing system, although it is better to just set the *end_date* field to hide the support ticket from the list of open tickets, as that way the ticket history can still be found in future.



Overview Accounts Customers Vendors/Suppliers Human Resources Products/Services/Projects Time Keeping **Support Tickets** Admin

View Tickets Add Ticket

Support Ticket Details Support Ticket Journal **Delete Support Ticket**

DELETE SUPPORT TICKET

This page allows you to delete an unwanted support ticket.

Delete Ticket

Entry Title ADSL outage in Brooklyn district

Save Information

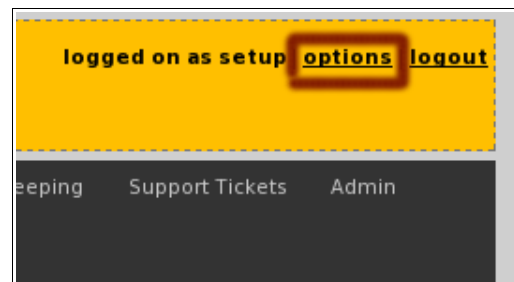
Confirm Deletion ☐ Yes, I wish to delete this support ticket and realise that once deleted the data can not be recovered.

20. User Preferences

There are various options which users are permitted to make changes to themselves, by clicking the “*options*” link at the top right corner of the window.

This page allows the user to:

- Change their email account.
- Change their password.
- Configure their current timezone (PHP version 5.2.0+)
- Configure various display preferences.



There are additional per-user options which can only be enabled by an administrator via the user administration section of the program, such as turning on application debugging and concurrent login support.

If you are logged in as an administrator, you will be able to see these additional options on your options page, however they will not appear for non-admin users.

21. Administration

21.1. Audit Locking

It is a common requirement or practice to lock off/sign off all accounting records for a completed financial year to ensure no changes are incorrectly made to the data.

To do this with the Amberdms Billing System, access the Audit Locking page by login in as an administrator and accessing “Admin - > Audit Locking” page.

This will provide you with a date field and a number of options.

AUDIT LOCKING

This page allows the administrator to lock all financial records earlier than a specified date. The purpose of this feature is to allow all records to be locked once all the accounts have been balanced, which typically occurs at the end of the financial year. Note that if you would like to do automated locking, you can configure various lock options on the program configuration page.

By default, the audit lock process will only lock GL transactions and fully paid invoices. However, you have additional locking options to close unpaid invoices, journal entries and booked time.

Audit Locking

Lock Before * (dd/mm/yyyy)

lock_invoices_open * ☐ Select this to lock ALL invoices before the supplied date, including unpaid invoices.

lock_journals * ☒ Select to lock all journal postings before the supplied date.

lock_timesheets * ☒ Select to lock all hours booked to the timesheet before the supplied date.

Save Information

Please note that all fields marked with "*" must be filled in.

By default, the audit lock process will only lock GL transactions and fully paid invoices. However, you have additional locking options to close unpaid invoices, journal entries and booked time to suit your requirements.

21.2. Application Configuration

The Amberdms Billing System is a very flexible product and provides a number of per-user and system-wide configuration options

To configuration application-wide options, first login as an administrator and access the “Admin -> Configuration” menu options.

You will be provided with a number of configuration options. Make the desired changes and then click “Save Changes” at the bottom of the page.

21.2.1. COMPANY DETAILS

The company details fields are used when generating invoices or reports with the company name, contact details and logo.

You can upload a company logo in **png** format to have the logo added to all invoices and PDF reports generated.

config_company

COMPANY_NAME	<input type="text" value="Example Ltd"/>
COMPANY_CONTACT_EMAIL	<input type="text" value="accounts@example.com"/>
COMPANY_CONTACT_PHONE	<input type="text" value="00-11-111-1111"/>
COMPANY_CONTACT_FAX	<input type="text" value="00-11-111-1112"/>
COMPANY_ADDRESS1_STREET	<input type="text" value="54a Stallman Lane
Freeburbs"/>
COMPANY_ADDRESS1_CITY	<input type="text" value="Example City"/>
COMPANY_ADDRESS1_STATE	<input type="text"/>
COMPANY_ADDRESS1_COUNTRY	<input type="text" value="Example Country"/>
COMPANY_ADDRESS1_ZIPCODE	<input type="text" value="0000"/>
COMPANY_PAYMENT_DETAILS	<input type="text" value="Please pay all invoices by direct transfer to XX-XXXX-XXXXXXX.
Make sure you include your customer id ((code_customer)) on your transaction."/>
COMPANY_LOGO	<input type="text"/> <input type="button" value="Browse..."/> <i>Note: File must be no larger than 5 MB.</i>

Note: You only need to upload a logo once or when you want to replace it with a new logo. The logo will be used on PDF files generated by the billing system such as invoices.

21.2.2. DEFAULT CODES

The various CODE_* options are used to set the default code or ID values when creating new records in the database, in the event that the user has not chosen their own values.

These options are used to generate the unique value assigned to each record – when assigned, these values will increment by +one and will always remain unique.

config_defcodes

ACCOUNTS_AP_INVOICENUM	<input type="text" value="101"/>
ACCOUNTS_AR_INVOICENUM	<input type="text" value="109"/>
ACCOUNTS_GL_TRANNUM	<input type="text" value="103"/>
ACCOUNTS_QUOTES_NUM	<input type="text" value="101"/>
CODE_ACCOUNT	<input type="text" value="1000"/>
CODE_CUSTOMER	<input type="text" value="105"/>
CODE_VENDOR	<input type="text" value="104"/>
CODE_PRODUCT	<input type="text" value="103"/>
CODE_PROJECT	<input type="text" value="105"/>
CODE_STAFF	<input type="text" value="103"/>

21.2.3. ACCOUNTS CONFIGURATION

Option Name	Details
ACCOUNTS_SERVICES_ADVANCEBILLING	<p>When billing for services, this field defines how many days in advance of the next billing period to generate the customer's next invoice.</p> <p>If you only want to bill once the customer's current period has</p>

	finished, set this field to zero.
ACCOUNTS_TERMS_DAYS	This field defines how many days after the invoice is created the customer has to pay their invoice – this is used to automatically generate a due date field on invoices (users can overwrite on a per-invoice basis)
ACCOUNTS_INVOICE_AUTOEMAIL	Enable this option to have invoices for services automatically emailed to customers when created.

config_accounts

ACCOUNTS_SERVICES_ADVANCEBILLING	<input type="text" value="28"/>
ACCOUNTS_TERMS_DAYS	<input type="text" value="20"/>
ACCOUNTS_INVOICE_AUTOEMAIL	<input type="checkbox"/> Tick to have service invoices automatically emailed to customers when created.

21.2.4. TIMEKEEPING/TIMESHEET CONFIGURATION

If you wish to permit users to be able to book time in the future, enable the TIMESHEET_BOOKTOFUTURE option.

config_timesheet

TIMESHEET_BOOKTOFUTURE	<input type="checkbox"/> Allow users to book time to dates in the future
------------------------	--

21.2.5. CURRENCY CONFIGURATION

Use the current configuration options to set the symbol and name of your currency.

config_currency

CURRENCY_DEFAULT_NAME	<input type="text" value="NZD"/>
CURRENCY_DEFAULT_SYMBOL	<input type="text" value="\$"/>

21.2.6. AUDIT LOCKING

If you would like to have records automatically locked, use the config_auditlocking options to specify the number of day before records are locked and no longer-editable.

If set to 0, then no automatic locking will take place and the only locking will be performed if an administrator closes off a previous financial year.

config_auditlocking

ACCOUNTS_INVOICE_LOCK	<input type="text" value="0"/>
ACCOUNTS_GL_LOCK	<input type="text" value="0"/>
JOURNAL_LOCK	<input type="text" value="0"/>
TIMESHEET_LOCK	<input type="text" value="0"/>

21.2.7. SECURITY

The security section contains the blacklisting feature options, which are described in more details in the blacklisting section further on in this document.

config_security

BLACKLIST_ENABLE ☒ Enable to prevent brute-force login attempts

BLACKLIST_LIMIT

21.2.8. MISCELLANEOUS CONFIGURATION

Option Name	Details
UPLOAD_MAXBYTES	Maximum file upload size in bytes – note that PHP has it's own limits on uploads and this option can not allow uploads larger than permitted by PHP.
DATEFORMAT	Default format for displaying dates (can be overridden on a per-user basis)
TIMEZONE_DEFAULT	Default Timezone (can be overridden on a per-user basis) Note that timezone support is only available with PHP version 5.2.0 and above – if you are running any earlier version of PHP, you are limited to only the “SYSTEM” timezone which simply uses the timezone of the webserver.

config_misc

UPLOAD_MAXBYTES

DATEFORMAT
☒ yyyy-mm-dd
☐ mm-dd-yyyy
☐ dd-mm-yyyy

TIMEZONE_DEFAULT

21.3. Dangerous Configuration Options

There are a few configuration options which are normally hidden from the configuration screen and can only be shown by enabling an option in the application configuration file.

These options are hidden because changing them is either a potential security risk or could cause problems if changed once the billing system is in use.

These hidden options are:

Option Name	Details
APP_PDFLATEX	The path to the pdflatex program used for processing the generated latex template.
EMAIL_ENABLE	The option to enable or disable the ability to the billing system to send emails. This is classed as a dangerous option as anyone running a public demonstration system will want to have this turned off and not permit anyone to turn it back on for anti-spam reasons.
DATA_STORAGE_METHOD	<p>The method used to store all uploaded files (eg: journal uploads). Can either be the database or the filesystem depending on your requirements.</p> <p>If you are uploading small files, use load-balancing web servers or have a replicating database, choosing the database method is the simplest and easiest option that also works fine with database replication or load-balancing.</p> <p>If you are uploading large files or have limited database space available you may prefer to use the filesystem option to save data on the local disk. Be aware that if you are</p>

	doing load-balancing of your web servers, the location you choose needs to be shared across all your servers.
DATA_STORAGE_LOCATION	If the DATA_STORAGE_METHOD is the filesystem, specify the path for the webserver to store all the files in. Note that this location must be writeable by the webserver.

Note: It is not recommended to change the DATA_STORAGE_METHOD once you have started using the Amberdms Billing System. However, if you do, any existing data will stay in the previous location and any new data will be stored in the new location.

config_dangerous	
APP_PDFLATEX	<input type="text" value="/usr/bin/pdflatex"/>
EMAIL_ENABLE	<input checked="" type="checkbox"/> Enable or disable the ability to send emails. If you don't trust users not to try using the system to spam people (eg: if this is a demo system) then it is highly recommended to disable this option.
DATA_STORAGE_LOCATION	<input type="text" value="use_database"/>
DATA_STORAGE_METHOD	<input checked="" type="radio"/> database <input type="radio"/> filesystem

To enable the above options, the server administrator needs to change the following line from “disabled” to “enabled” in the config.php file:

```
$config["dangerous_conf_options"] = "enabled";
```

21.4. Blacklist

It is recommended that you limit access to the Amberdms Billing System by using a firewall to lock access to your trusted networks.

However, there are sometimes cases where you need to have the system open to the internet, or you have untrusted hosts on your internal network. To provide you with additional security in these situations, you can use the IP blacklist feature to automatically block anyone trying to brute force their way into user accounts.

Blacklisting can be enabled on the main configuration page, or by visiting the blacklist page at “Admin -> Brute-Force Blacklisting” and enable/displaying the feature as well as defining the maximum number of bad attempts.

All incorrect login attempts are shown in the table on the blacklist page and there are delete links to allow you to clear the block for a specific IP.

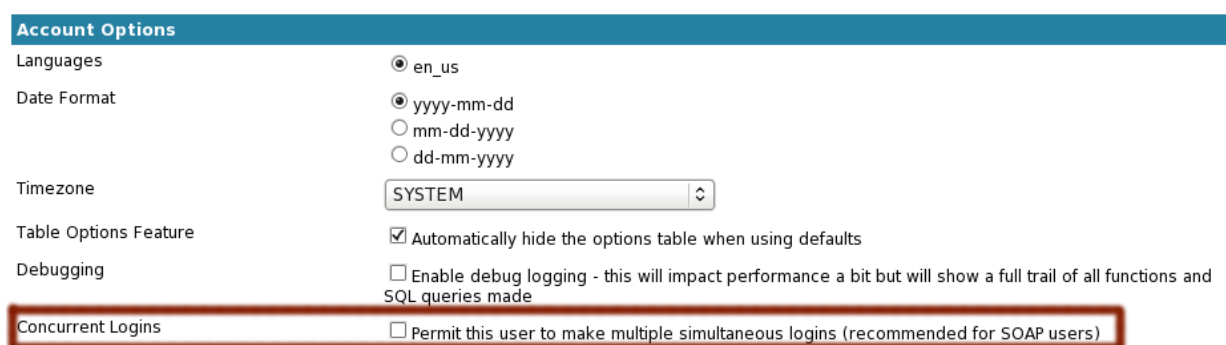
22. Troubleshooting

22.1. Authentication or User Issues

22.1.1. “I'M ONLY ABLE TO LOGIN FROM ONE COMPUTER AT ANY TIME”

By default all users are configured to only support one login at a time. If you wish to allow a user to login multiple times (ie: from two different computers simultaneously), you need to enable concurrent login support for the user account.

Use the user management interface to enable the concurrent login support for the user. Note that SOAP API users should always have concurrent login support enabled.



The screenshot shows the 'Account Options' interface. It has a blue header bar with the text 'Account Options'. Below the header, there are several settings: 'Languages' with a radio button selected for 'en_us'; 'Date Format' with three radio buttons: 'yyyy-mm-dd' (selected), 'mm-dd-yyyy', and 'dd-mm-yyyy'; 'Timezone' with a dropdown menu showing 'SYSTEM'; 'Table Options Feature' with a checked checkbox 'Automatically hide the options table when using defaults'; 'Debugging' with an unchecked checkbox 'Enable debug logging - this will impact performance a bit but will show a full trail of all functions and SQL queries made'; and 'Concurrent Logins' with an unchecked checkbox 'Permit this user to make multiple simultaneous logins (recommended for SOAP users)'. The 'Concurrent Logins' section is highlighted with a red rectangular border.

22.1.2. “MY SOAP APPLICATION SEEMS TO RANDOMLY BE DENIED ACCESS DESPITE CORRECT PERMISSIONS”

This is most likely caused by the SOAP user not being configured for concurrent logins – if they are not and there are multiple concurrent SOAP programs using the account, they will kick each other out.

See the details above to enable concurrent logins.

22.1.3. “EVEN THOUGH I HAVE AUTHENTICATED, MY SOAP APPLICATIONS ARE STILL CONSTANTLY DENIED ACCESS”

There are two likely causes of this issue:

1. The user you are using in the SOAP application may not have permissions to access the desired features – check the user permissions page.
2. When you authenticate, you are provided with a session ID value to pass to any future calls – make sure you are doing this. (refer to the API developer's manual for details)

22.2. Application Debugging

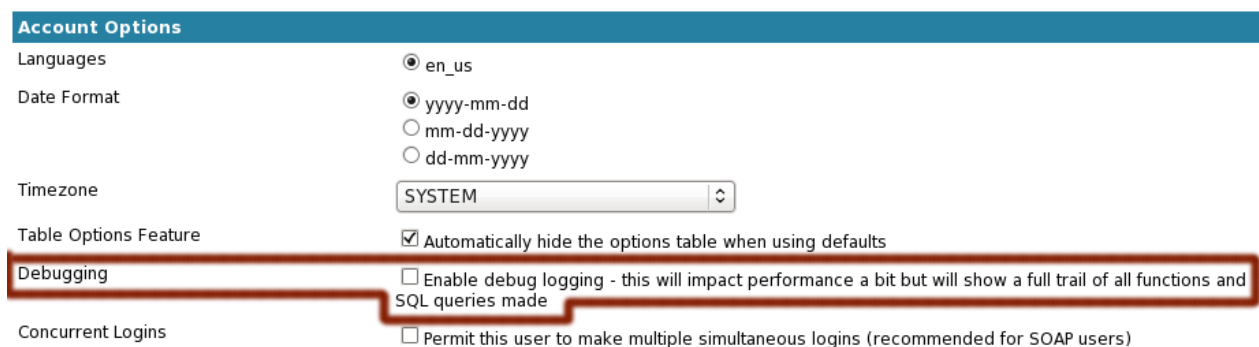
If you are experiencing any application bugs, Amberdms developers will usually request a copy of the debug log from you.

Debugging can be turned on in a per-user basis, so you can turn on debugging for just a single account and not impact the performance and user-experience of all other users.

Debug logging can be turned on in two ways:

1. If you are an administrator, you can turn debug logging on with you user options page. The change will take immediate effect.
2. If you want to turn on debug logging for a separate user, go to the “Admin -> User Management” program section, select the desired user and enable debug logging.

The change will only take affect when the user next logs in.



The screenshot shows the 'Account Options' page. The 'Debugging' section is highlighted with a red rectangular box. The options are as follows:

Account Options	
Languages	<input checked="" type="radio"/> en_us
Date Format	<input checked="" type="radio"/> yyyy-mm-dd <input type="radio"/> mm-dd-yyyy <input type="radio"/> dd-mm-yyyy
Timezone	SYSTEM
Table Options Feature	<input checked="" type="checkbox"/> Automatically hide the options table when using defaults
Debugging	<input type="checkbox"/> Enable debug logging - this will impact performance a bit but will show a full trail of all functions and SQL queries made
Concurrent Logins	<input type="checkbox"/> Permit this user to make multiple simultaneous logins (recommended for SOAP users)

If required, it is possible for force debugging one for all users and all parts of the application including the screens before the users have logged in. This can be enabled by uncommenting the following option in config.php:

```
// $_SESSION["user"]["debug"] = "on";
```