**4W AND 1H**

4W1H (what, where, when, why, how) is a method of asking questions about a [process](https://www.isixsigma.com/dictionary/process/) or a problem taken up for improvement. Four of the W’s (what, where, when, why) and the one H is used to comprehend for details, analyze inferences and judgment to get to the fundamental facts and guide statements to get to the abstraction.

**WHAT – What is all about this?**

Customer Billing System Project is a simple console application designed to demonstrate the practical use of C programming language. CBSS gathers, sorts, and verifies customer account information, including usage data, payment information, adjustment information, monthly and one-time service charge information, and applies taxes.

**WHERE – Where is it used?**

Its features as wells as to generate an application which can be used in any departmental store, shops, cafes etc. for billing to the customer.

**WHEN – When it is needed?**

A billing system is a combination of software and hardware that receives call detail and service usage information, groups this information for specific accounts or customers, produces invoices, creates reports for management, and records (posts) payments made to customer accounts.

**WHY – Why are you making it?**

Customers might pay you with cash, credit cards or, if you offer it, an installment plan. Regardless of how they pay, you'll need a billing system to invoice and track customer orders. Billing systems often are designed to handle everything from computing charges to providing statements.

**HOW – How feature implemented in it?**

A billing software aims at reducing manual work of generating professional-looking, tax-compliant invoices. It is designed to handle time and billing tracking as well as invoicing customers for services and products. It can track the hours worked by employees as well as expenses associated with projects or clients.