ACCOUNT MANAGEMENT

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Agenda

- Attributes and Related Objects
- Customer Account Management
- Settings

Section 1: Attributes and Related Objects

Customer Accounts: Attributes and Related Objects

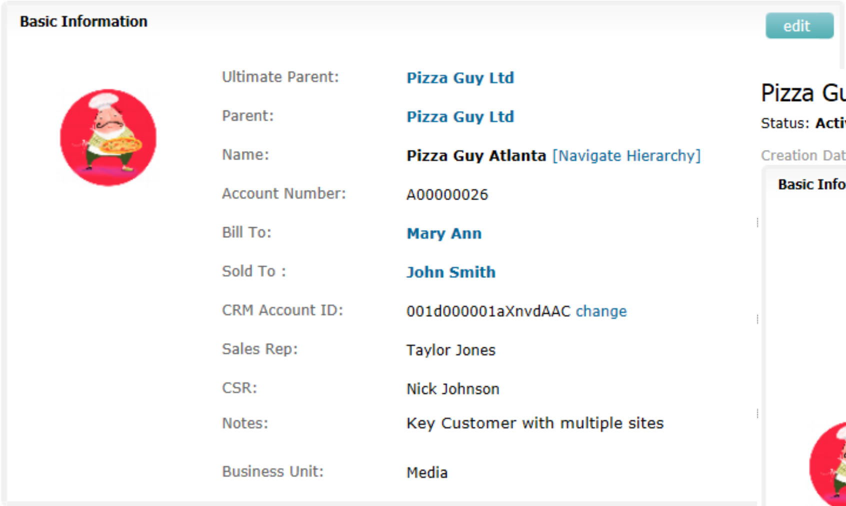
- **Basic Information**
  - Zuora Account is the Billing Account
    - Which owns, and possibly bills the Subscriptions
      - A subscription may be owned by one account but billed to another account
    - Receives and Pays the Invoices
- **Contacts**
  - Account can have Multiple Contacts (bill to and sold to, and many account contacts)
  - At any time one of these contacts can be set as the default
    - Bill To Contact
    - Sold To Contact
      - Taxes are charged based on the Sold To Contact Nexus
      - Best practice is only to maintain the Bill To and Sold To contacts in Zuora and manage other contacts in the CRM
      - Only 1 default is allowed for Bill To and Sold To
- **Billing and Payment Information**
    - Auto Pay (True/False)

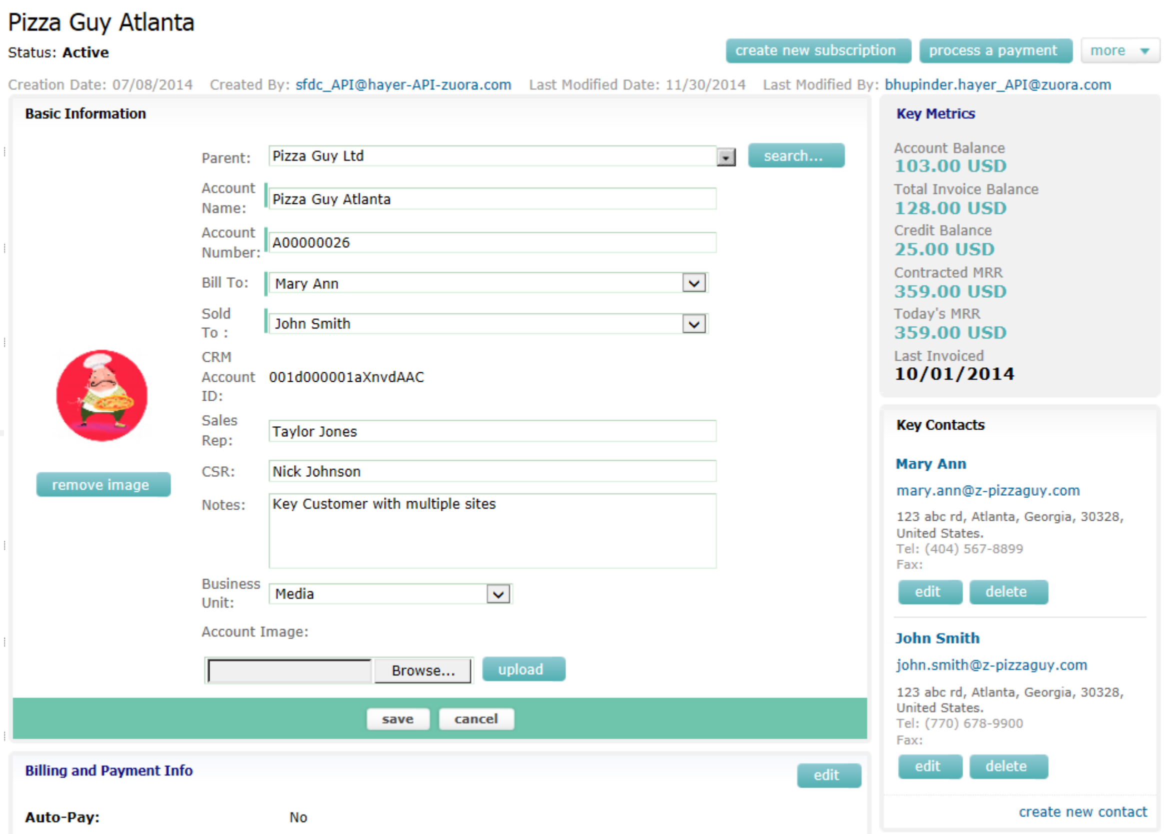
Customer Accounts: Attributes and Related Objects

- **Billing and Payment Information**
  - Auto Pay (True/False)
  - Payment Method
  - Payment Terms
  - Currency
  - Bill Cycle Day
  - Invoice Template
  - Tax Exemption

- **Electronic Payment Methods**
  - Credit/Debit Card
  - ACH – US Direct Debit
  - Bank transfer – for Direct Debit (BACS, SEPA, etc)
  - PayPal
  - Credit Card Reference (Token)
- **Subscriptions & Transactions (Invoices/Payments/Refunds)**

Customer Accounts – Basic Information





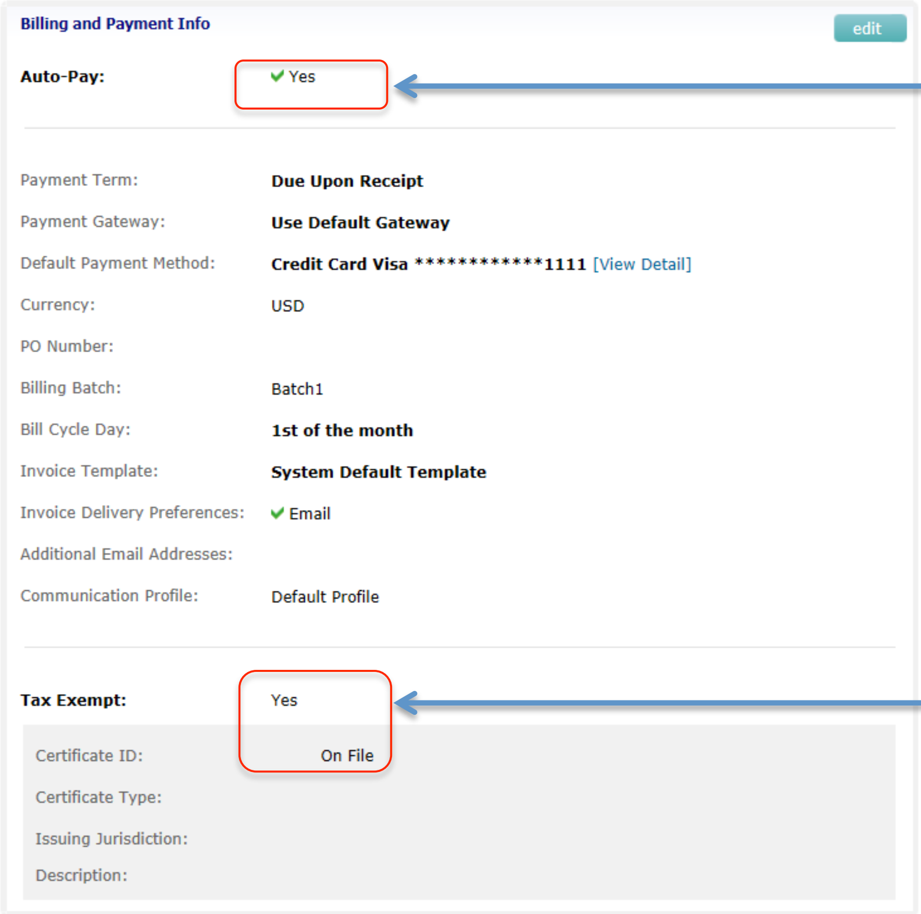
Account Fields to Pay Attention to for Gathering Requirements:

- Account Number
  - Prefix such as A - Z
- Contacts
- Customer Hierarchy
- Custom Fields
  - Legacy Account Number (data migration)
  - Integration to external systems
  - Business Unit or Account Type

Customer Accounts – Billing and Payment Term

Account Fields to Pay Attention to for Gathering Requirements:

- **Bill Cycle Day – Indicates Billing Start Alignment**
- **Payment Terms**
  - **Net (30, 60, 90)**
  - **Proxy (same day each month)**
- **Currency**
- **Auto-Pay: Account will be included in any payment runs if they have a payment due.**
- **Invoice Delivery Preferences**
- **Invoice Template**
- **Communication Profile**



This flag is critical for automated payments – has to set to Yes

Certificate ID is required if Tax Exempt flag is set to Yes
There are also two new fields for Europe VAT Id and Tax Company Code

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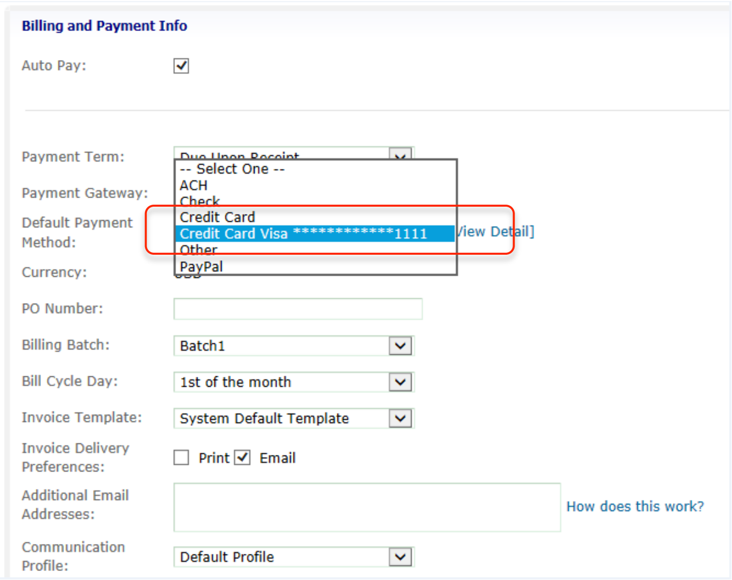
Billing & Payment Terms – Auto-Pay

- If the account is to pay invoices automatically with a credit card, the Auto-Pay flag MUST be checked
- By checking the Auto-Pay flag, payment runs will check the account for open invoices
- When the Auto-Pay flag is checked, the system will require that a valid electronic payment method be selected as the default payment method



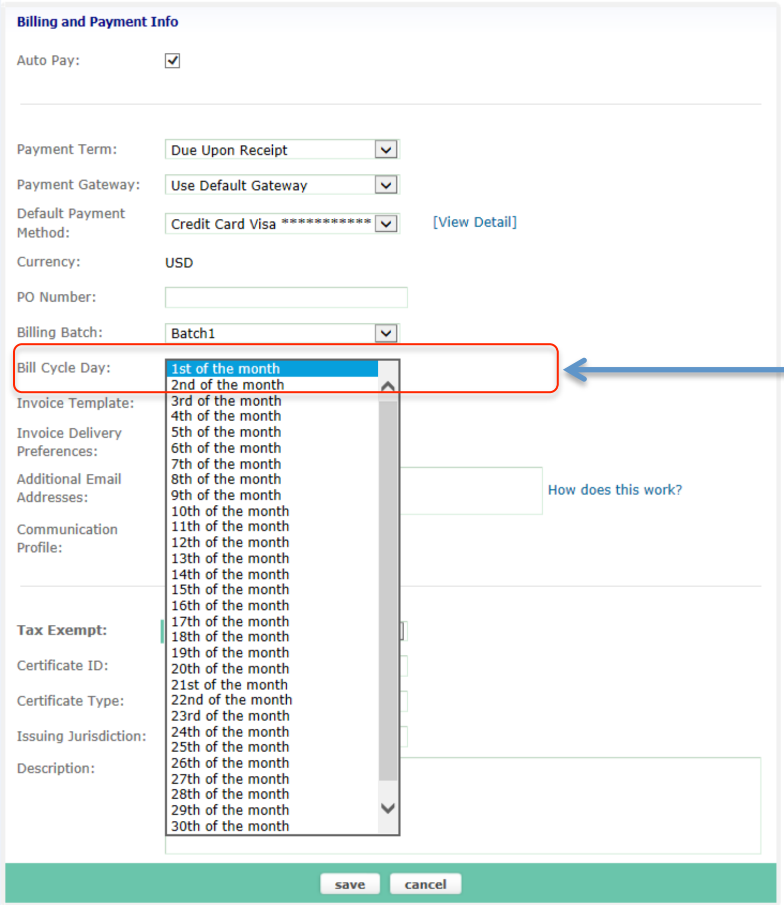
Billing & Payment Terms – Bill Cycle Day (BCD)

- **Defines the day each month that the customer can expect to be billed**

- **Drives proration calculations in conjunction with charge trigger date**
  - If a customers bill cycle day is the 10^{th} of the month and the subscription or amendment is activated with a trigger date of the 2^{nd} of the month, a prorated charge covering the period from the 2^{nd} of the month to the 9^{th} of the month will be generated.

  - A charge for the full billing period will be generated on the 10^{th} of the month covering from the 10^{th} of the month until the end of the billing cycle of the charge.

Billing & Payment Term – Bill Cycle Day (BCD)



BCD can be set to

- any day of the month
- End of the Month, or
- Auto-Set

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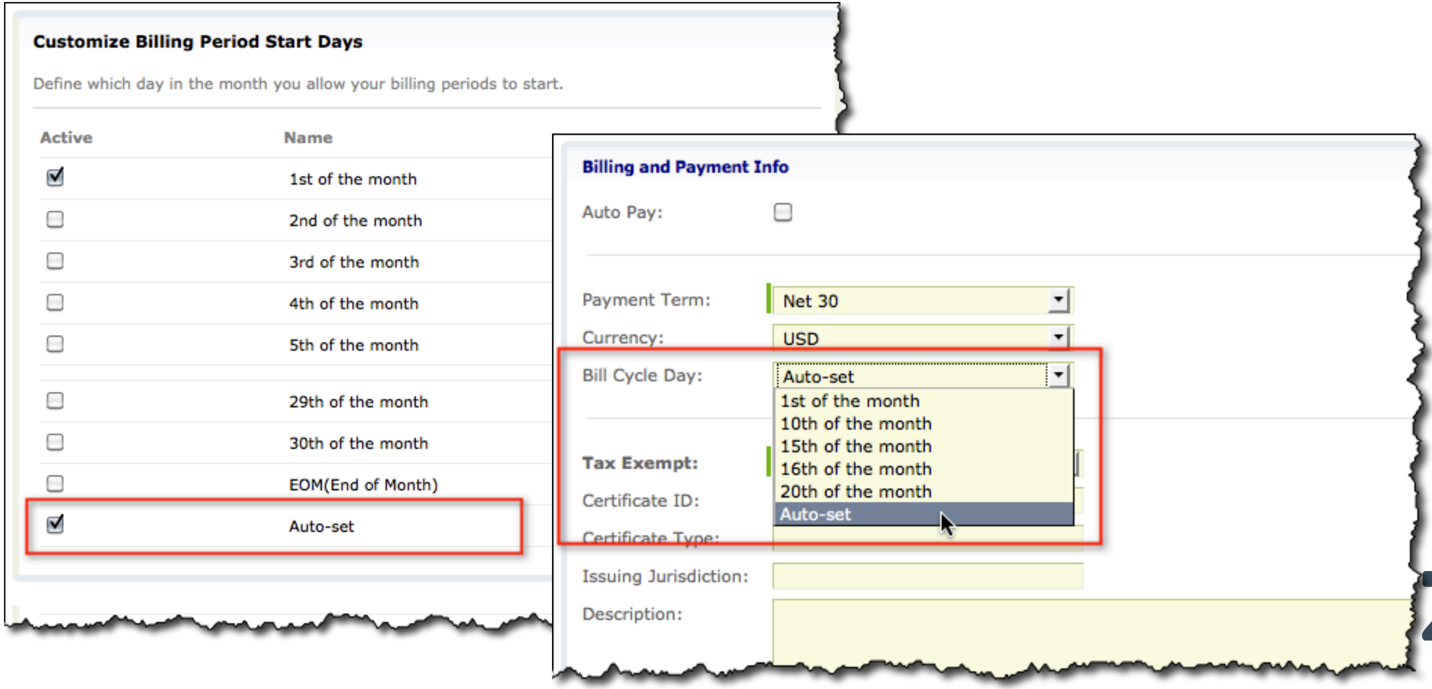
Billing & Payment Terms – Bill Cycle Day (BCD)

- **Auto-Set Billing Cycle Day**
  - "Auto-set" option allows the account BCD to be set to the same day as the triggering date of the **FIRST** recurring charge on the account. This allows the account BCD and triggering dates of all charges in the subscriptions to easily align on the same day.
  - It can only occur once, when the first **recurring** charge (not one-time-charge, not usage) is triggered. This will set the Customer Account Billing Cycle Day (BCD)
  - **Note:** Once the BCD is set, user can edit the BCD and select from the enabled list of possible BCDs, but **CANNOT** reset the Customer Account back to "Auto-Set".
  - **Note:** If the BCD has been auto-set based on a recurring charge which was set up set up with Charge Trigger = "Align to Charge", changing the Charge Trigger Date (CE, SA or CA) of the Subscription will NOT change the Customer Account BCD.

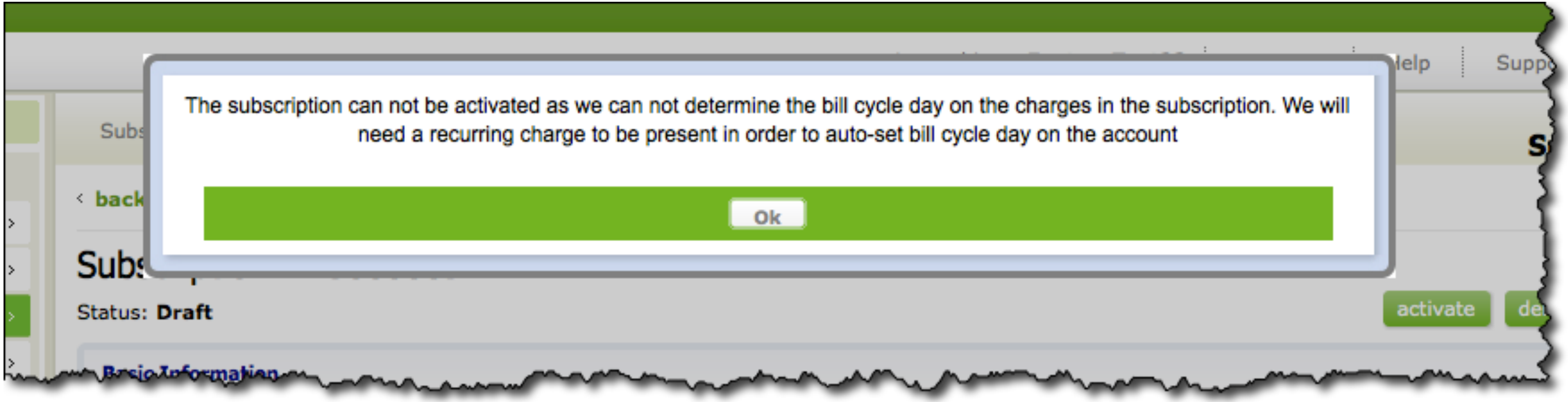
Billing & Payment Terms – Bill Cycle Day (BCD)

- Auto-Set Billing Cycle Day Set up
  - Settings -> Z-Billing Settings -> Define Invoice Periods
  - Go to Define Billing Period Start Days
  - The Auto Set is the last option



Billing & Payment Terms – Bill Cycle Day (BCD)

- **Auto-Set Billing Cycle Day – Caveat**
  - If a user tries to create a Subscription for a Customer which has only Usage Charges, and these Usage Charges are configured so that the BCD option is 'Default from Customer Account', then the creation of the particular Subscription will require the customer account to have the BCD implicitly set
  - The following message will appear



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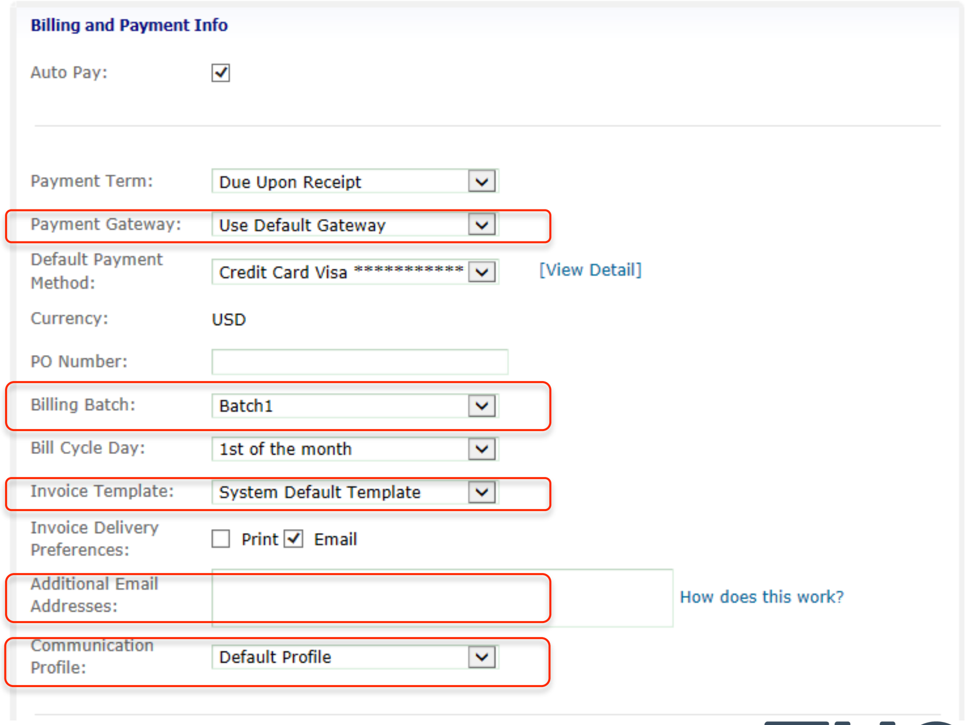
Billing & Payment Terms – Bill Cycle Day (BCD)

- **Impacts of Updating**
  - Will have an impact on revenue
  - Will result in a prorated charge line
  - Original Account has bill cycle day of the 11th of the month and the subscription is activated on May 11th
  - Executing Bill runs will result in the following:
    - Target date -> 05/11/15 – invoice charge 05/11/15 – 06/10/15
    - Account BCD is updated to 1st of the month
    - Target date -> 06/01/15 – no invoice
    - Target date -> 06/11/15 – prorated invoice 06/11/15 – 06/30/15
    - Target date -> 07/01/15 – invoice charge 07/01/15 – 07/31/15
- **REGULAR invoicing cycles in after a couple of billing cycles**

Customer Accounts – Additional Configuration

- Certain fields can be used to control processing and invoice delivery
  - Payment Gateway
  - Invoice Template
  - Billing Batch
  - Communication Profile
  - Additional Email Addresses



Customer Accounts – Additional Configuration

- **Most clients will have the same settings on each customer record for the majority of their customers**

- **Payment Gateway**
  - Allows for a client to designate which accounts will process through which Gateways if more than one Gateway is configured
  - One Gateway may process USD customers while another will process all other currencies

- **Invoice Template**
  - Allows for a client to designate certain accounts to receive certain invoice templates such as
    - Tax vs. Non tax,
    - Local vs. Foreign,
    - Premier vs. Regular
    - Consolidated vs. Detailed

Customer Accounts – Additional Configuration

- **Billing Batch**
  - Billing batches allow
    - clients to assume a greater degree of control when processing billing and payments
    - also for performance by allowing multiple batches to be run simultaneously
  - 50 batches: fixed number; can be named an Alias (i.e. Batch1 = Enterprise)
- **Communication Profile**
  - Allows for a client to designate which accounts will receive certain notifications and which will not.
  - Allows for detailed or summary level communications
- **Additional Email Address**
  - Allows invoices to be emailed to more than one email address

NOTE: As more templates, gateways & profiles are created and applied to accounts, the greater the amount of account management is required

Customer Accounts – Electronic Payment Methods

- **There are 5 electronic payment methods**
  - Credit Card
  - Debit Card
  - ACH
  - Bank Transfer
    - Used for Direct Debit outside the US. Similar to ACH
    - Controlled by a Tenant 9 setting
  - PayPal
    - If implementing PayPal as a payment method, there is an extra custom step to hit the PayPal Gateway to get the Billing Agreement ID (BAID)
    - Express Checkout with reference transactions turned on
      - Using the Express Checkout APIs, you can create a BAID that gets passed to Zuora to create the payment method.
  - CC ref id
    - Tokenizaiton (Cybersource, PayPal)

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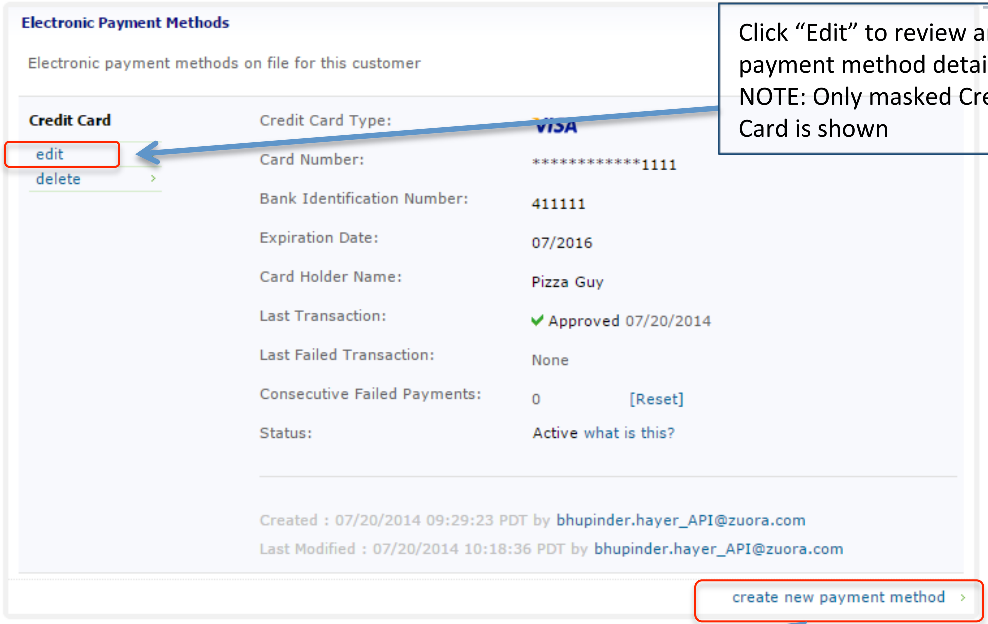
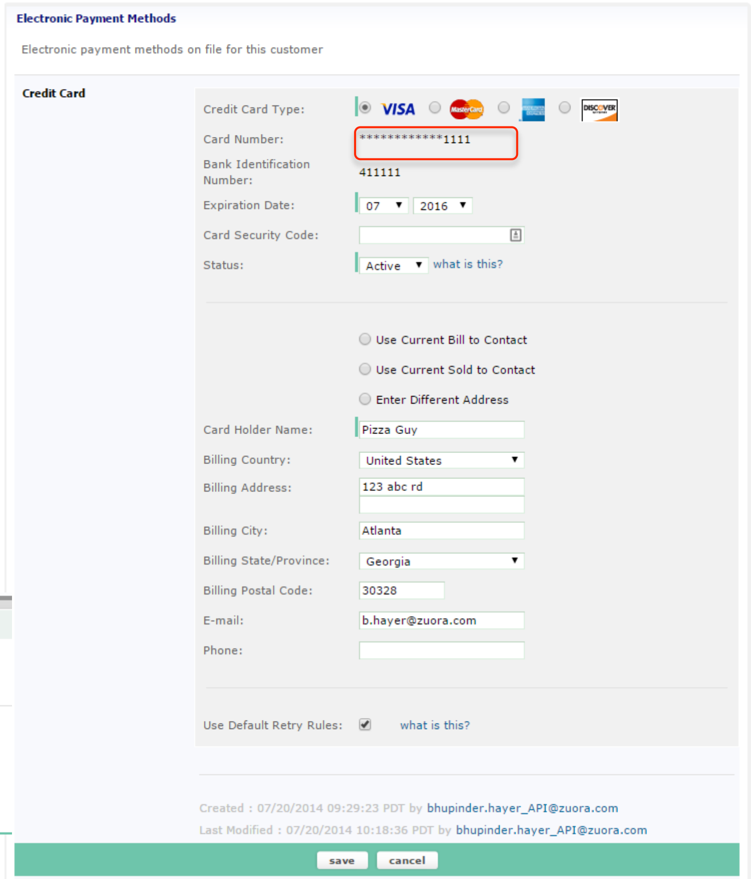
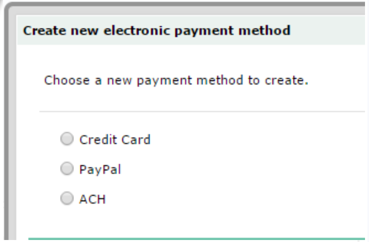
Customer Accounts – Electronic Payment Methods



Click “Edit” to review and edit payment method details
NOTE: Only masked Credit Card is shown



Click “Create New Payment Method” to select type and then add a new electronic payment method



Customer Accounts – Electronic Payment Methods

- **Updating Credit Cards**
  - Credit Card names and numbers, including CVV CANNOT be updated but all other fields can

- **Changing Credit Cards**
  - Can be done manually using Zuora UI or via API
  - It is a multi-step process
    1. Create new electronic payment method
    2. Update the Default Payment Method in the Billing & Payment Term
    3. Delete the old payment method
       - Optional but it is best not to have data in the system that is not being used
       - Deleting the payment method will not impact any existing payments

- **Payment Snapshot**
  - Historical data is stored with the payment even if the payment method is updated

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Customer Accounts – Key Metrics

Pizza Guy Atlanta

Status: **Active**

create new subscription | process a payment | more

Creation Date: 07/08/2014 Created By: sfdc_API@hayer-API-zuora.com Last Modified Date: 11/30/2014 Last Modified By: bhupinder.hayer_API@zuora.com

Basic Information

edit

Ultimate Parent:	**Pizza Guy Ltd**
Parent:	**Pizza Guy Ltd**
Name:	**Pizza Guy Atlanta** [Navigate Hierarchy]
Account Number:	A00000026
Bill To:	**Mary Ann**
Sold To :	**John Smith**
CRM Account ID:	001d000001aXnvdAAC change
Sales Rep:	Taylor Jones
CSR:	Nick Johnson
Notes:	Key Customer with multiple sites
Business Unit:	Media

Key Metrics

Account Balance
103.00 USD

Total Invoice Balance
128.00 USD

Credit Balance
25.00 USD

Contracted MRR
359.00 USD

Today's MRR
359.00 USD

Last Invoiced
10/01/2014

Key Contacts

Mary Ann
mary.ann@z-pizzaguy.com
123 abc rd, Atlanta, Georgia, 30328, United States.
Tel: (404) 567-8899
Fax:

edit | delete

John Smith
john.smith@z-pizzaguy.com
123 abc rd, Atlanta, Georgia, 30328, United States.
Tel: (770) 678-9900
Fax:

edit | delete

create new contact

Billing and Payment Info

edit

Auto-Pay: ✔ Yes

Payment Term:	**Due Upon Receipt**
Payment Gateway:	**Use Default Gateway**
Default Payment Method:	**Credit Card Visa ************1111** [View Detail]
Currency:	USD

Customer Accounts – Key Metrics

- **Account Balance & Total Invoice Balance**
  - Account Balance - The outstanding balance for the customer, Total Invoice Balance – Credit Balance
  - Total Invoice Balance - The sum of all outstanding invoices
- **Credit Balance**
  - The balance of overpayments and negative invoices that have been transferred to the Credit Balance
- **Contracted MRR**
  - The expected Monthly Recurring Revenue that accounts for future upgrades, downgrades, up sells and cancellations
- **Today's MRR**
  - Represents the current Monthly Recurring Revenue as of today's date. Today's MRR does not account for future upgrades, downgrades, up sells, or cancellations
- **Last Invoiced**
  - The date the customer was last invoiced

Section 2: Customer Account Management

Customer Accounts – Create

- **Accounts can be created in Zuora using one of the following approaches:**
  - Zuora UI
    - Go to Z-Billing -> Customer Accounts -> Click "Add New Account"
  - Salesforce
    - When a New Quote is pushed to Zuora and “New Billing Account” option is selected
  - Web Portal or another External System
    - Using the SOAP Subscribe API call or REST Create Account API call
  - Data Load
    - Go to Z-Billing -> Customer Accounts -> Action "Import Customer Accounts“

Customer Accounts – Create

- **Required Fields**
  - Account Name
  - Bill To Contact First Name
  - Bill To Contact Last Name
  - Payment Term
  - Country (if Z-Tax is enabled)
- **Conditionally Required Fields**
  - If the customer is to have invoices emailed, then an email address is required for the bill to contact.
  - If Z-Tax is turned on, then Country is a required field for Sold To Contact
    - If Country is USA or Canada, State/Province is required
  - Any custom field which has been marked as required

Customer Accounts – Create

- **Key Considerations**
  - If creating account via SOAP Create () call for Account, then the account will need to be created in Draft first and then updated with Contact and Payment Methods. If creating account via subscribe API you can do all at once, assuming payment method via HPM is generated.
  - Required fields vs. Conditionally required fields
    - There are only 5 required fields when creating an account and contact but there are several conditionally required fields. For example, if the customer is to have invoices emailed, then an email address is required for the bill to contact.
  - Each Contact requires a first & last name as separate fields. If this information is not available, which it may not be in B2B scenarios, the best practice is to use Accounts as the first name and Payables as the last name.

Customer Accounts – Update

- **Account Number**
  - Can only be updated if there are no posted invoices against the account
- **CRM Account ID**
  - can be updated to redirect billing account attributes to another SFDC account
- **Currency**
  - Cannot be updated once the account has been created and saved

Customer Accounts – Update

Pizza Guy Atlanta

Status: **Active**

create new subscript

Creation Date: 07/08/2014 Created By: sfdc_API@hayer-API-zuora.com Last Modified Date: 11/30/2014 Last Modified By: bhupinder.hayer_API@zuora.com

Basic Information edit

Ultimate Parent:	**Pizza Guy Ltd**
Parent:	**Pizza Guy Ltd**
Name:	**Pizza Guy Atlanta** [Navigate Hierarchy]
Account Number:	A00000026
Bill To:	**Mary Ann**
Sold To :	**John Smith**
CRM Account ID:	001d000001aXnvdAAC change
Sales Rep:	Taylor Jones
CSR:	Nick Johnson
Notes:	Key Customer with multiple sites
Business Unit:	Media

Account Number can only be updated if there are no posted invoices

CRM Account ID can be updated to redirect billing account attributes to another SFDC account

Billing and Payment Info edit

Auto-Pay: ✔ Yes

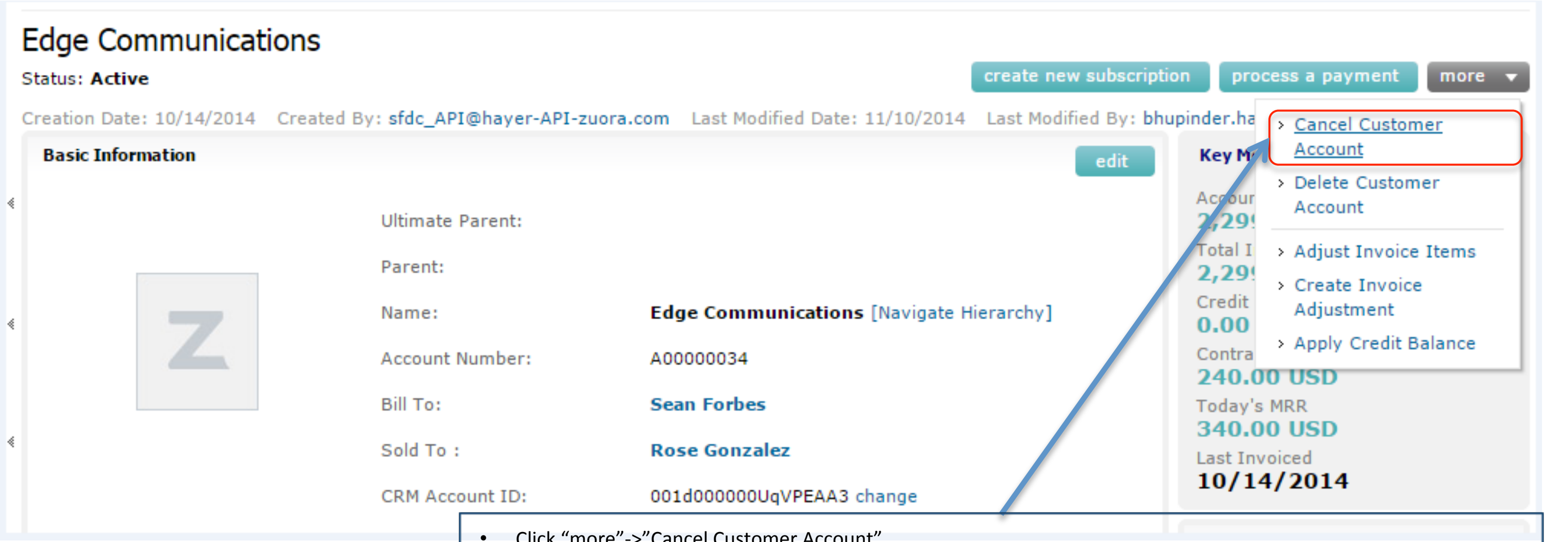
Payment Term:	**Due Upon Receipt**
Payment Gateway:	**Use Default Gateway**
Default Payment Method:	**Credit Card Visa ************1111** [View Detail]
Currency:	USD
PO Number:	
Billing Batch:	Batch1
Bill Cycle Day:	**1st of the month**
Invoice Template:	**System Default Template**
Invoice Delivery Preferences:	✔ Email

Currency cannot be updated once the account has been saved

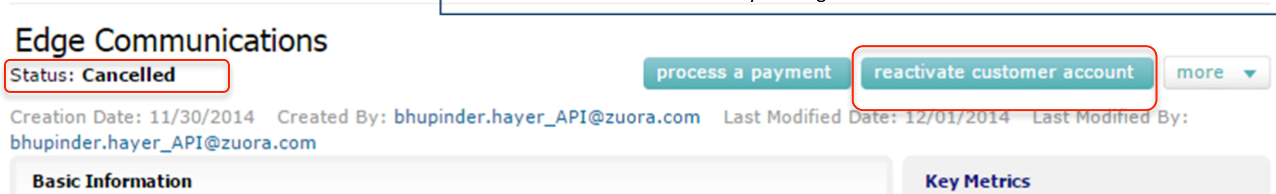
Customer Account – Cancel

- **Purpose**
  - If a customer cancels their subscription and is no longer billed for services, the customer account can be canceled.
  - A customer account that has been canceled can be re-activated, if needed.
- **When a Customer Account is Cancelled**
  - Zuora will not perform any transactions on that account
    - No invoices are generated for cancelled accounts
    - You cannot apply payments for cancelled accounts
- **If a Customer Account has a credit balance, it can not be canceled. The balance must be refunded/ applied first**
- **All Subscriptions must be canceled before the account can be canceled**
- **Canceling and account is a separate action, it does not happen automatically**

Customer Account – Cancellation



- Click "more"->"Cancel Customer Account"
- Before canceling a customer account, you must cancel ALL (both active and draft) subscriptions for that account.
- Once the account is cancelled:
  - Customer Status changes to "Cancelled"
  - 'Reactivate Customer Account' button is available in the top right corner
- Account can be reactivated by clicking on the 'Reactivate Customer Account' button



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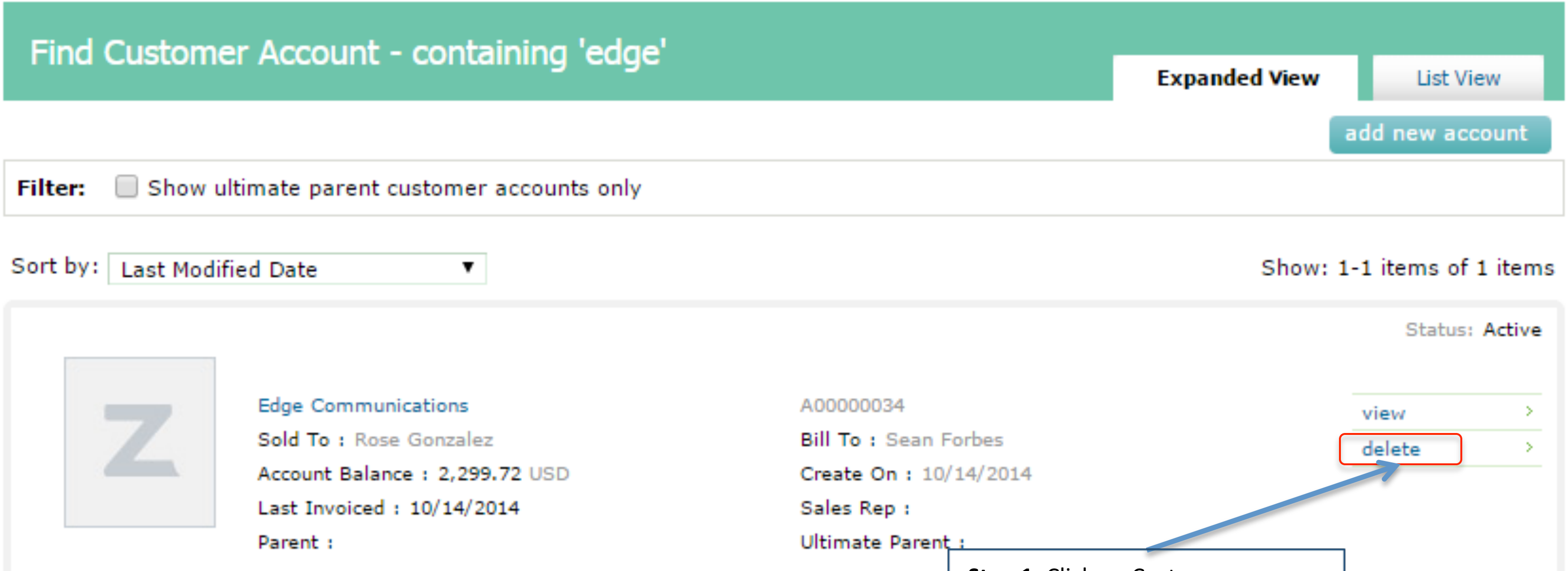
Customer Account – Delete

- **Purpose**
  - Allows for Account clean up
    - Old accounts can be archived and then deleted
  - Used during Data Migration testing
    - Test loads may need to be repeated

- **Deleting an account**
  - Deletes all of the account information, including subscriptions, dedicated bill runs, invoices, payments, and adjustments and revenue schedules
  - Is an irreversible process (there is no undelete!)
  - Best Practice recommendation is to restrict access control to Delete to only specific admin, and use sparingly if at all in production

Customer Account – Delete



An account CANNOT be undeleted.

The action can be restricted by role responsibility, which can be configured under Administration Settings -> Manage User Roles

Deleting accounts via API will perform the same function as if the deletion was done through the Zuora UI

Step 1: Click on Customer Accounts under Z-Billing in the left navigation menu

Step 2: Search for the account

Step 3: From either the List view or the Expanded view, click on the 'Delete' link

Section 3: Settings

Customer Accounts – Standard Settings

- **Define Account Number and SKU Formats**
    - Account number is a standard, auto-number field
    - The account number field is typically auto-numbered but can be populated for data migration purposes
- **Account Custom Fields**
    - 50 custom fields of type
        - Text (255)
        - Picklist (one value selection)
        - Date
    - Custom fields can be indexed for improved search and query performance
- **Customize Billing Period Start Days**
    - Any day of month
    - Auto-Set
    - EOM
- **Payment Terms**
    - Defines when a customer's invoice is due (i.e. Invoice Date + Payment Term = Due Date)

Customer Accounts – Standard Settings

- **Setup Profiles, Notifications and Email Templates**
  - Manage your notification rules for new invoices, payment expiration, renewal notices, and more.
- **Manage Invoice Rules and Templates**
  - Create and edit invoice templates and define invoice rules
- **Include invoices with negative totals in the Account Balance (included associated Debit Memos)**
- **Include usage from child accounts when billed**