Kaui User Guide - DRAFT, PARTIAL

Jan 2022

Table of Contents

How to Use This Guide

Part 1 - Navigation and Interface explains how to **navigate** in Kaui and its **basic interface features**.

Part 2 - Accounts explains how to perform the basic tasks for administering **customer accounts**, such as creating accounts, invoices, and so forth. It’s appropriate for back office staff, such as those working in customer service, product management, and finance.

Part 3 - Users, Roles, and Permissions explains how to create and manage **users** as well as **users roles** and **permissions**. It’s appropriate for Kill Bill administrators and software developers.

Advanced features are covered in Parts 4 - 6:

- Part 4 - Tags and Custom Fields
- Part 5 - Plugin Manager and Analytics
- Part 6 - Tenants and Admin

The FAQs are great for **basic questions** like, *How do I create an invoice?*

About Screenshots

The screenshots displayed in this guide may differ from what you see on your Kaui screen. That’s because your user permissions control what features you can access (i.e., what you see on the screen).

If you have any questions about why your Kaui screen doesn’t match what you see in this guide, ask your Kaui administrator.

Other Learning Resources

Videos

We regularly add new overviews and tutorials to our YouTube videos, so check in from time to time.

Glossary

The terms listed below are used frequently in this guide. We've provided an abbreviated description below. For a full description, see the *Kill Bill Glossary*.

Account (a.k.a. customer account)
: A record that contains details about the customer (name, address, etc.).

Child
: An account that is associated with a parent account.

External Key
: An alternative unique ID for an object.

Parent
: An account that contains one or more child accounts.

Payment Method
: A record of the details required for Kill Bill to trigger a payment.

Plan
: Define how much a customer pays for a product and the frequency of the payment.

Plugin
: Software that runs alongside Kill Bill in order to provide additional functionality.

Phase (a.k.a plan phase)
: Time periods within a subscription during which certain rules apply.

Subscription
: A contract between you (the business) and a customer that associates an account with a plan and a specific start date.

Tag
: A property that can be added to an object (for example, an account or a subscription) for information purposes or to affect the behavior of the system.

Tenant
: The division or organization that is using Kill Bill as a group of users. Note that an organization can have more than one tenant, as Kill Bill supports multitenancy.

User

A person who logs on to use Kaui.

Part 1 - Navigation and Interface

What Is Kaui?

"Kaui" (KAUI) stands for Kill (Bill) Admin User Interface. This self-contained web application interacts with Kill Bill over HTTPS.

Backoffice staff (for example, Support or Finance) will find Kaui useful to process refunds, credits, chargebacks, and so forth. Kaui also enables the Kill Bill administrator to perform more advanced tasks, such as managing tags, deploying plugins, and configuring the tenant(s).

Other types of users who might find Kaui useful are developers (for testing), operations, and product managers.

Note: For Developers: Kaui functionality is provided via a series of Ruby on Rails mountable engines. You can extend its functionality (for example, to provide a custom UI for your plugins) by mounting your own engine(s).

What You Can Do in Kaui

In Kaui, users can perform basic tasks, such as:

- Create a customer account
- Generate a customer invoice
- Cancel a subscription

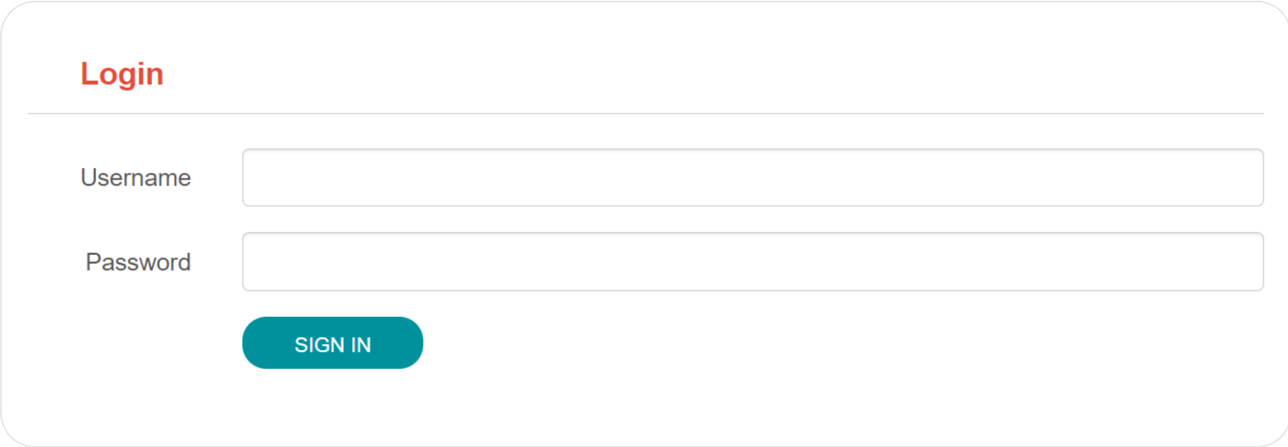
However, Kaui can also help advanced users perform tasks, for example:

- Adding a plugin to Kill Bill
- Managing Kill Bill users
- Creating tags or custom fields

These are just a handful of the tasks you can accomplish with Kaui. For a full list, see the *Table of Contents* at the beginning of this guide.

Sign In and Sign Out

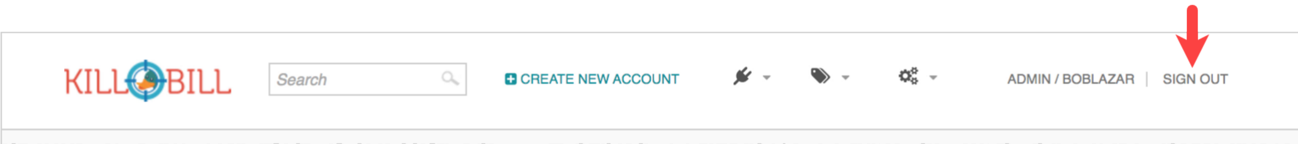
To sign in to Kaui, type in your username and password, then select the **Sign In** button.



If your organization uses more than one Kill Bill tenant, select the tenant from the dropdown and select the **Save** button:

Note: Authentication is handled by Kill Bill. The method your organization uses to manage users is highly configurable. For information on managing users and permissions, see Part 3 - Users, Roles, and Permissions.

To log out of Kaui, select **SIGN OUT** in the upper right corner of the Kill Bill homepage:



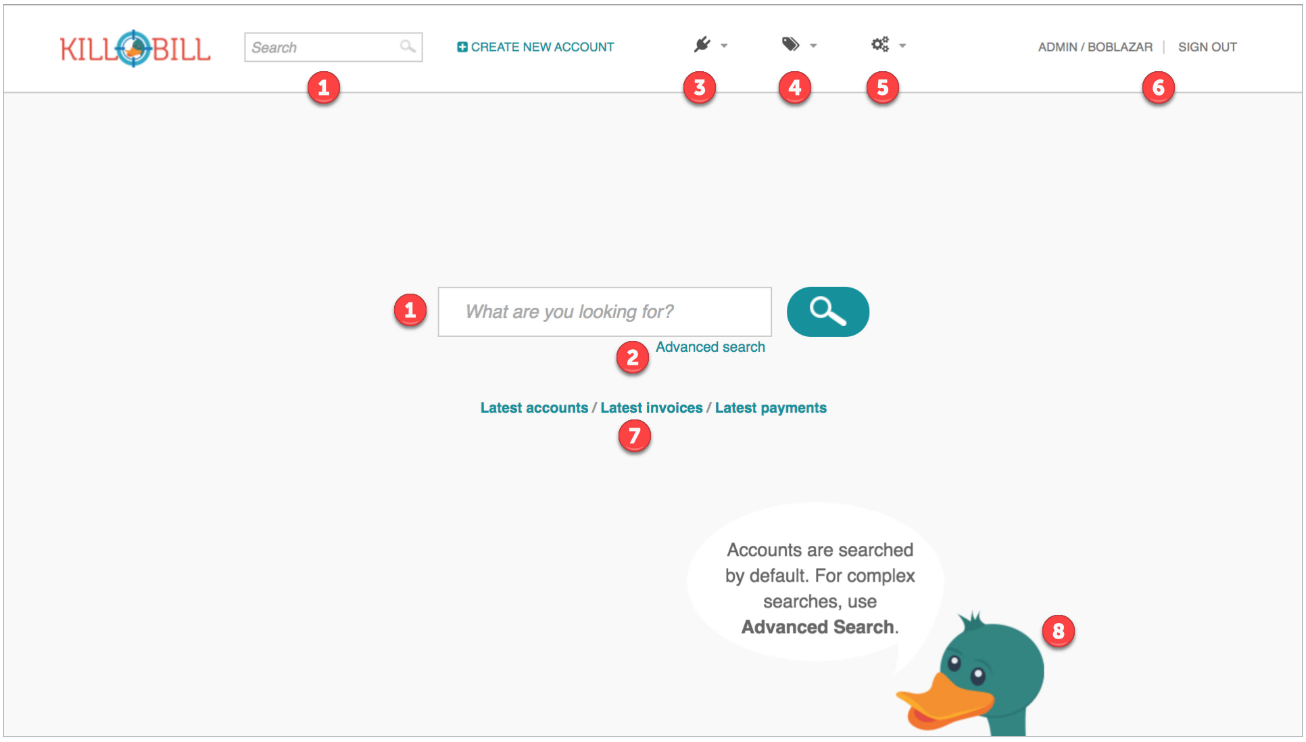
Navigate

This section gets you familiar with the standard features of Kaui's user interface, such as:

- Homepage Layout
- Icons
- Grids/Tables
- Basic Search
- Advanced Search

Homepage Layout

The homepage is the screen that Kaui displays after you first log in.



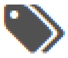
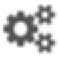
1. Basic Search
2. Advanced Search
3. Plugin Manager and Analytics *Not yet documented.*
4. Tags and Custom Fields *Not yet documented.*
5. Users, Tenants, and Admin *Not yet documented.*
6. Username / Tenant name and Sign Out
7. Latest invoices, accounts, and payments (latest records created for this tenant)
8. This is Killian, the Kill Bill mascot!

Return to Homepage

From any screen in Kill Bill, you can return to the homepage by clicking the logo in the upper left corner:

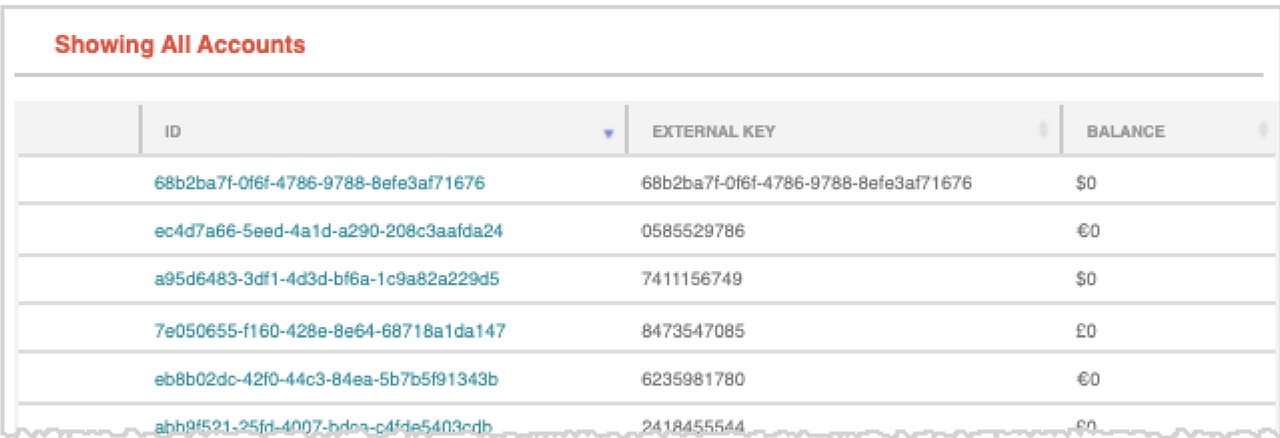
Icons

Icon	Description
	Add—Indicates you can add an item, such as a payment method, credit, charge, etc.
	Dry-run invoice—Appears on the Account page. Clicking it manually triggers a committed or dry-run invoice.
	Expand—Expand a section or dropdown menu.

Icon	Description
	Collapse—Collapse a section.
	Tags—_Admin-level feature:_ On the home page, click to access Tags, Tag Definitions, and Custom Fields. *All users:* In other locations in Kaui, click to select a tag to apply to the current object (for example, an account).
	Kaui Package Manager—Appears at the top of the screen and gives you access to plugin specific screens. (Also known as Kill Bill Plugin Manager.)
	Add-on—Appears on the Subscription screen and lets you add an add-on to the account's subscription.
	Make a payment—Appears on the Invoice screen and lets you make a payment against the invoice.
	Users, Tenants, & Admin—_Admin level feature:_ Appears at the top of the screen and gives you access to Users, Tenants, and Admin.
	Appears in the Payment Methods section of the Account page, clicking the Refresh icon triggers a refresh for each payment plugin installed in Kill Bill, for that account. When you refresh a payment method, Kill Bill retrieves the latest payment information from where it's stored (for example, from Stripe or another payment gateway). **Note:** This icon does not display if the only payment method listed is `EXTERNAL_PAYMENT`.

Grids/Tables

Grids (also referred to as *tables*) appear throughout Kaui to keep lists organized:

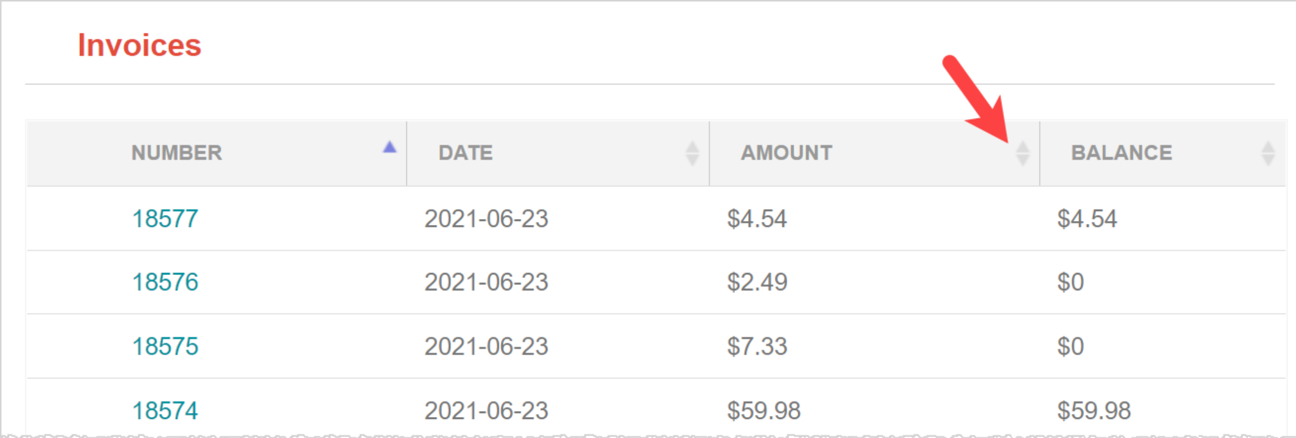


Showing All Accounts

	ID	EXTERNAL KEY	BALANCE
	68b2ba7f-0f6f-4786-9788-8efe3af71676	68b2ba7f-0f6f-4786-9788-8efe3af71676	$0
	ec4d7a66-5eed-4a1d-a290-208c3aafda24	0585529786	€0
	a95d6483-3df1-4d3d-bf6a-1c9a82a229d5	7411156749	$0
	7e050655-f160-428e-8e64-68718a1da147	8473547085	£0
	eb8b02dc-42f0-44c3-84ea-5b7b5f91343b	6235981780	€0
	abb9f521-25fd-4007-bdca-c4fde5403cdb	2418455544	£0

For very large grids, use the pagination controls to view different "pages:"

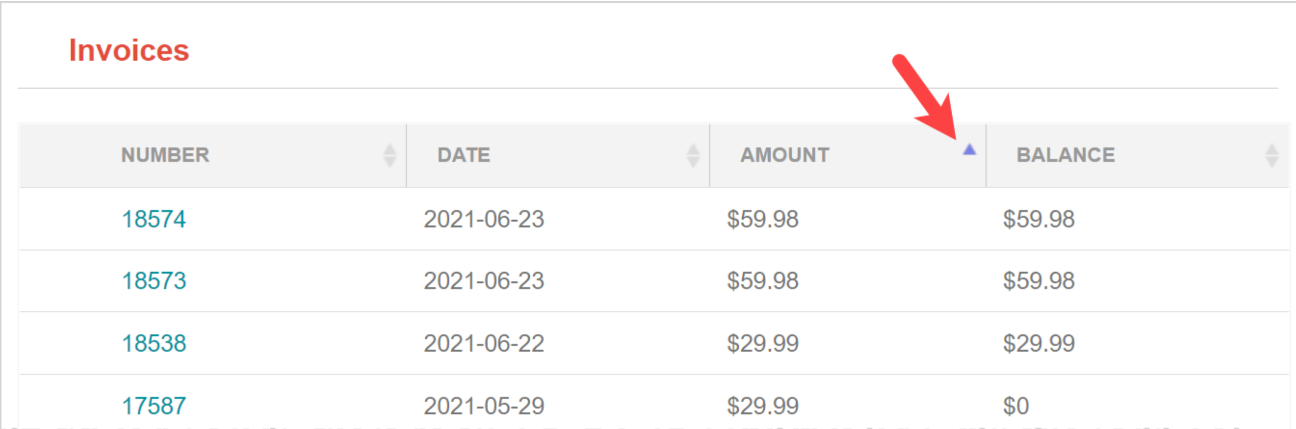
To sort columns on a grid, click the up/down arrow in that column's header:



Invoices

NUMBER	DATE	AMOUNT	BALANCE
18577	2021-06-23	$4.54	$4.54
18576	2021-06-23	$2.49	$0
18575	2021-06-23	$7.33	$0
18574	2021-06-23	$59.98	$59.98

Kaui shows you which column is currently sorted by the purple arrow:

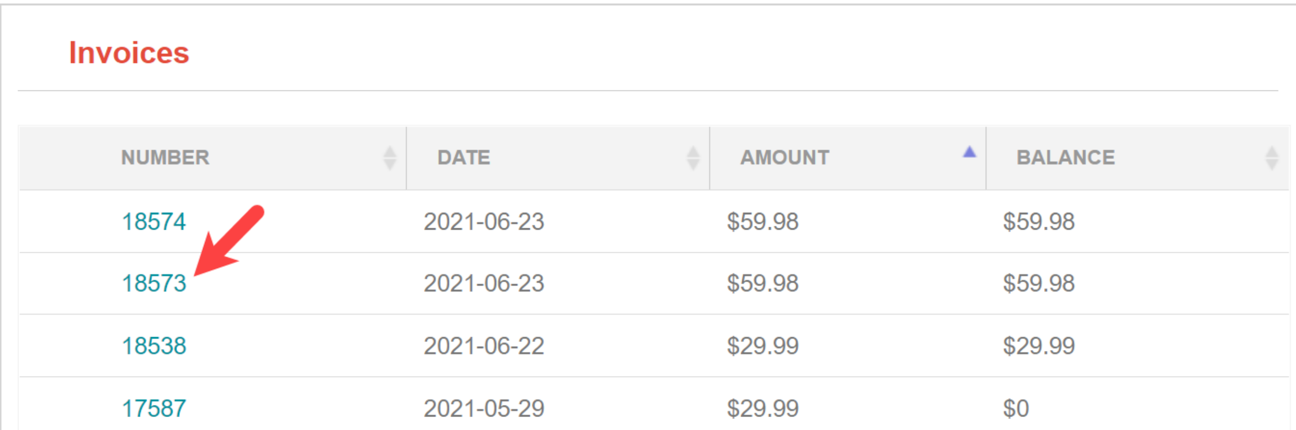


Invoices

NUMBER	DATE	AMOUNT	BALANCE
18574	2021-06-23	$59.98	$59.98
18573	2021-06-23	$59.98	$59.98
18538	2021-06-22	$29.99	$29.99
17587	2021-05-29	$29.99	$0

The direction of the arrow (up or down) indicates if the column is sorted in ascending or descending order.

If relevant, you can click a link in the grid to view that item's detail. For example, on the Invoices grid, click the link to open that specific invoice:



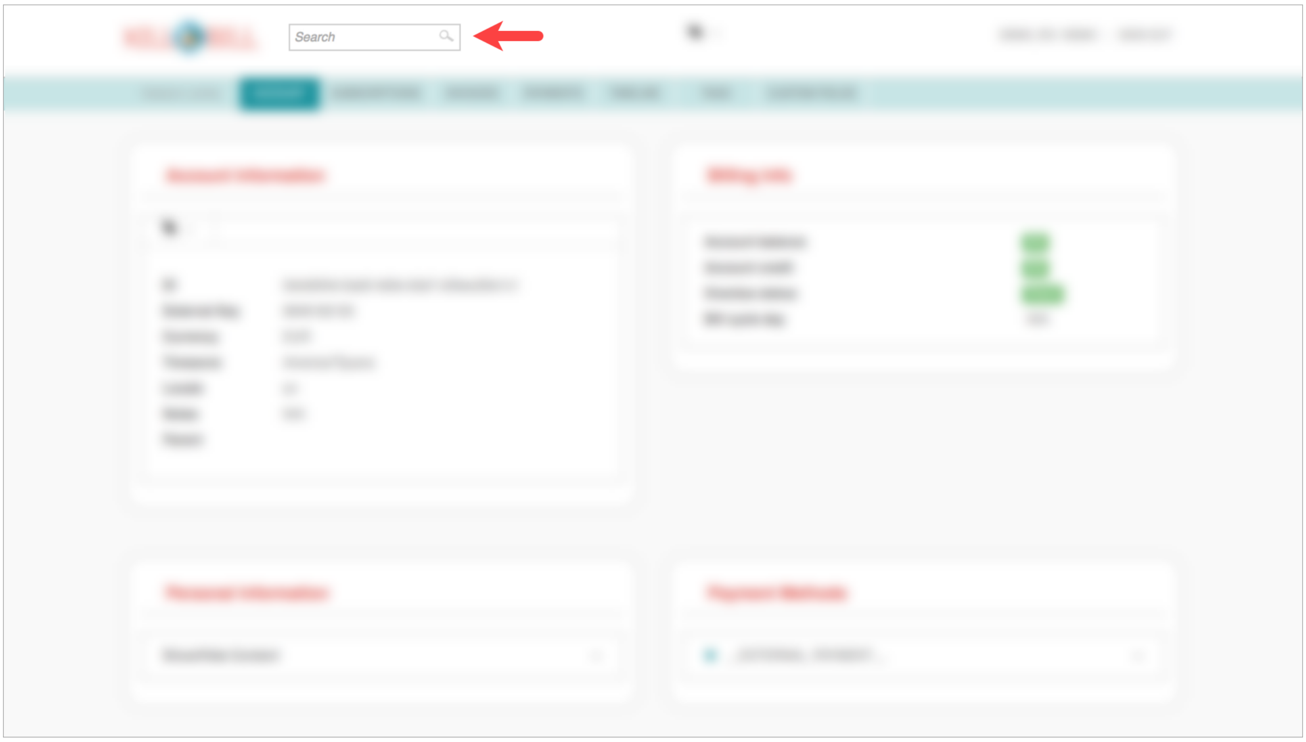
Invoices

NUMBER	DATE	AMOUNT	BALANCE
18574	2021-06-23	$59.98	$59.98
18573	2021-06-23	$59.98	$59.98
18538	2021-06-22	$29.99	$29.99
17587	2021-05-29	$29.99	$0

Basic Search

Tip: To view all accounts, place your cursor in the search field and press the Enter key.

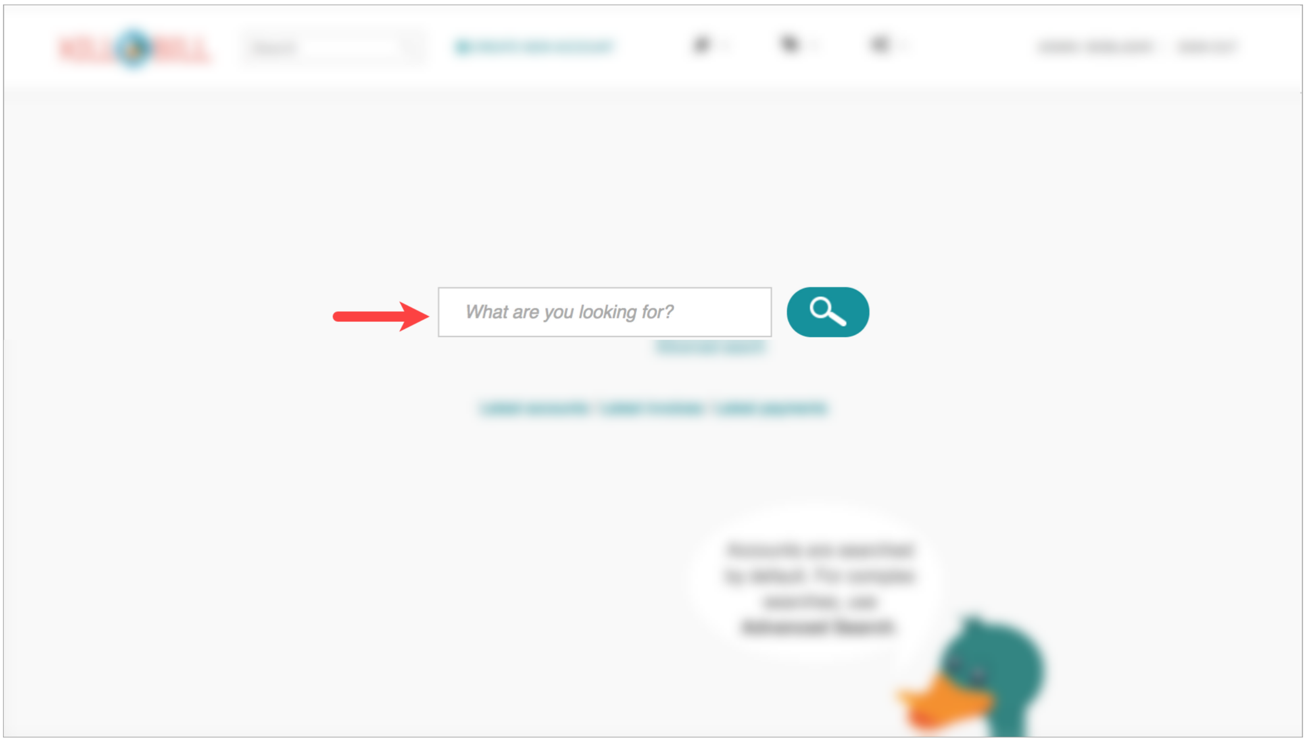
To search for customer accounts, use the basic search. Basic search is available at the top of the screen no matter where you are in Kaui.



You can search for an account using the following criteria:

- Account ID
- External key
- Name
- Email address

Basic search is also available in the center of the **homepage**:



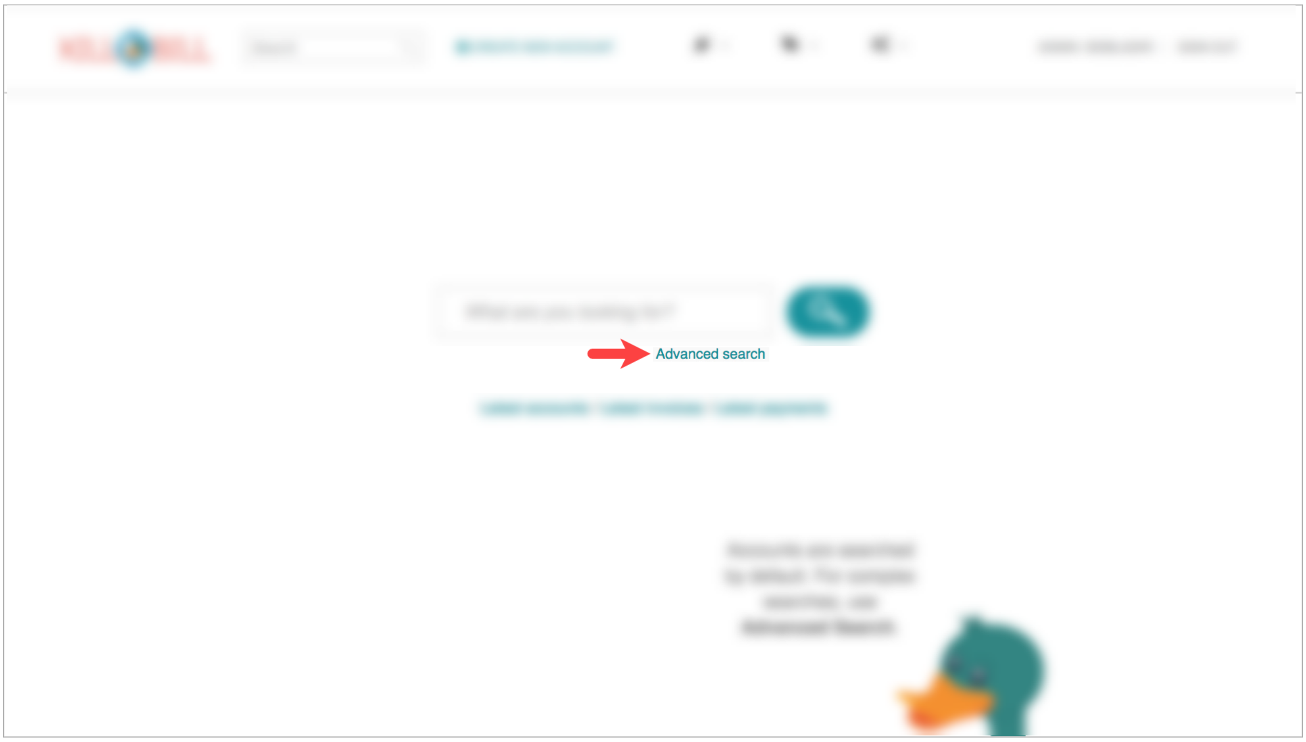
Advanced Search

An advanced search can help you find account information as well as other types of objects in the system:

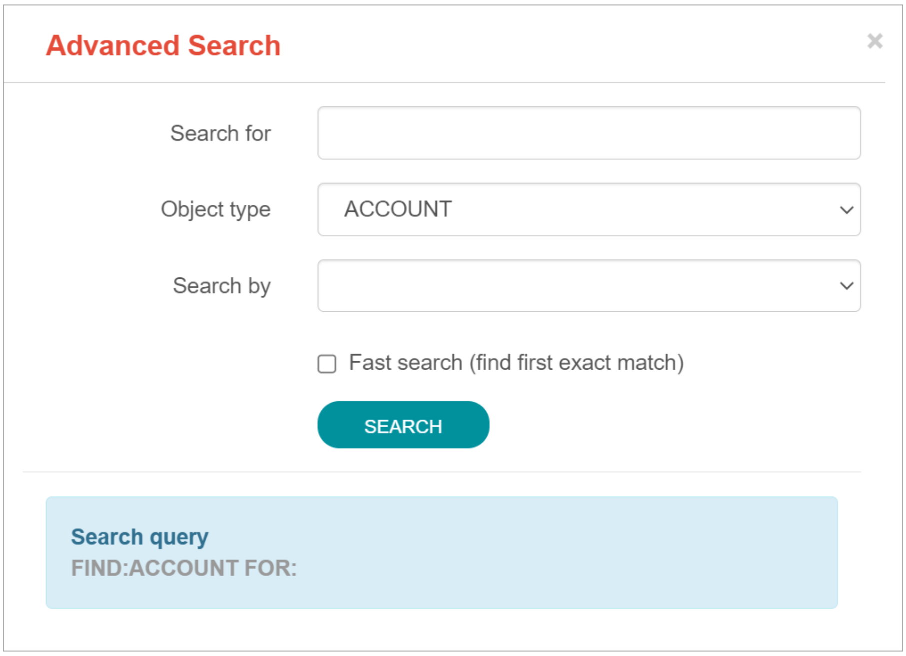
- Bundle
- Credit
- Custom field
- Invoice
- Invoice payment
- Payment
- Subscription
- Tag
- Tag definition
- Transaction

To perform an advanced search:

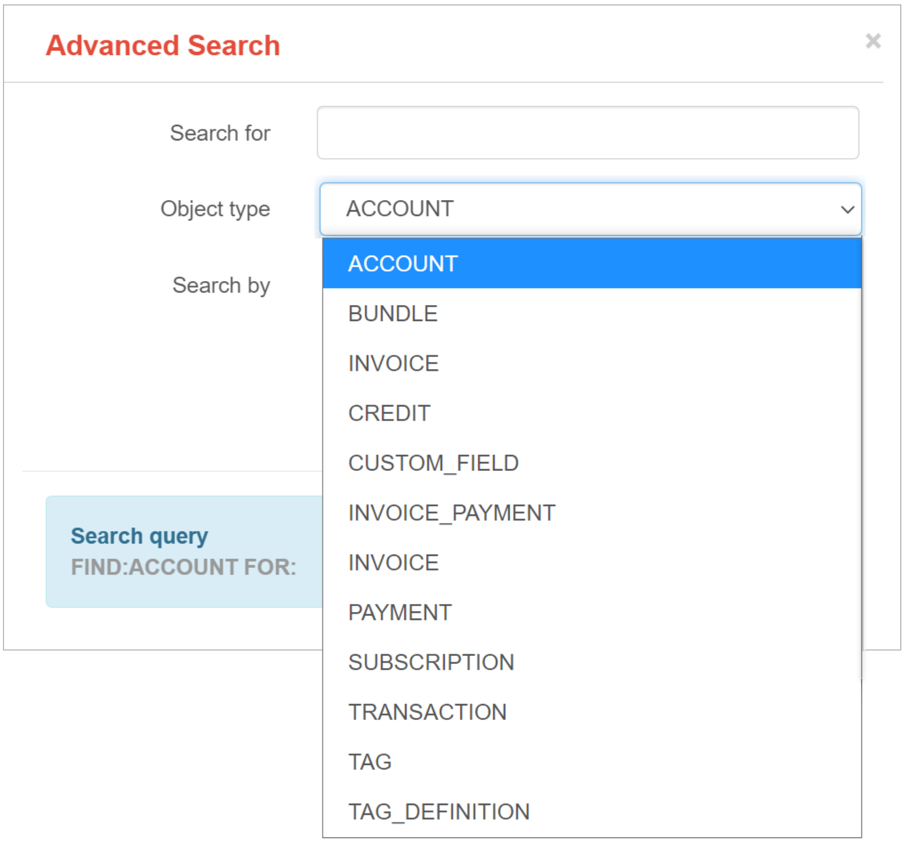
1. On the homepage, click **Advanced search:**



Kaui displays the Advanced Search pop-up:



2. In the **Object type** field, select the object type you want to search for:



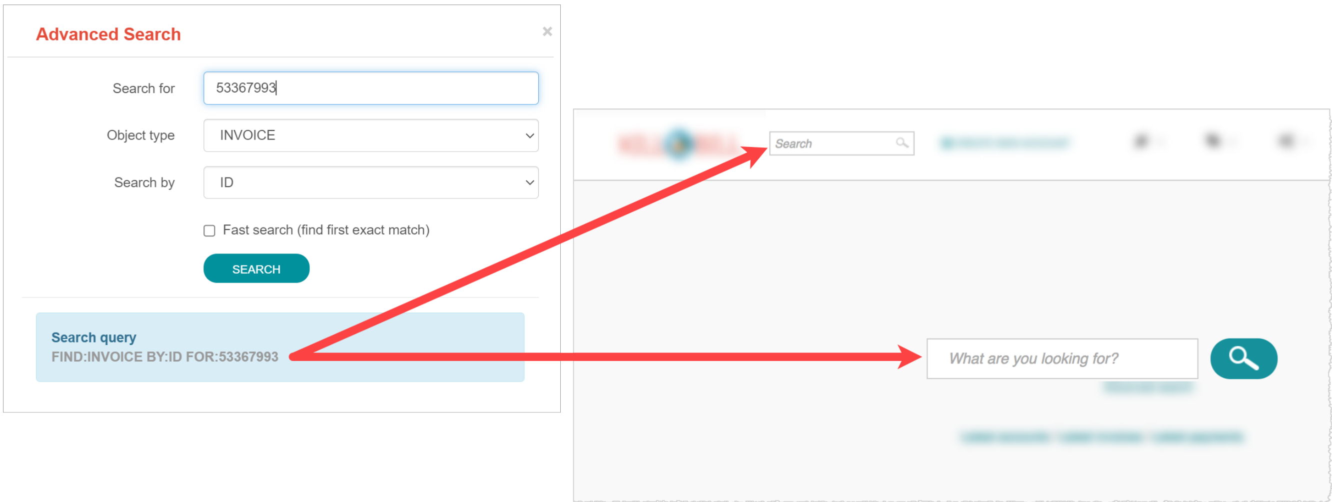
Note: For information on which fields are searched for each object type, see the table in the next section.

3. In the **Search for** field, enter the identifier (ID) of the object you're searching for. (*Example:* If you're searching for a specific invoice, type in the invoice number.)

4. If you want Kaui to search and display the first record in the search results, click the **Fast search** checkbox.

5. Click the **Search** button. Kaui displays the search results.

Tip: At the bottom of the Advanced Search pop-up, Kaui displays the search syntax. You can copy and paste this advanced search syntax into a basic search field. This is helpful if you frequently perform the same kinds of advanced searches. For example:



Searchable Fields by Object Type

Object Type	Searchable Fields
Account	account ID, name, email, company name, external key
Bundle	account ID, bundle ID, external key
Credit	invoice item ID
Custom field	custom field ID, field name, field value, object type
Invoice	invoice number, invoice ID, account ID, currency
Invoice payment	payment ID
Payment	payment ID, external key
Payment method	payment method ID, external key
Subscription	subscription ID, external key
Tag	tag ID
Tag definition	tag fefinition ID
Transaction	transaction ID, external key

Part 2 - Accounts

This section helps you become familiar with customer accounts and the layout of the Account page.

The Account page provides information about a specific customer, such as email address, physical address, and so forth. It is also the central location for the customer's billing information, subscriptions, invoices, and payment methods.

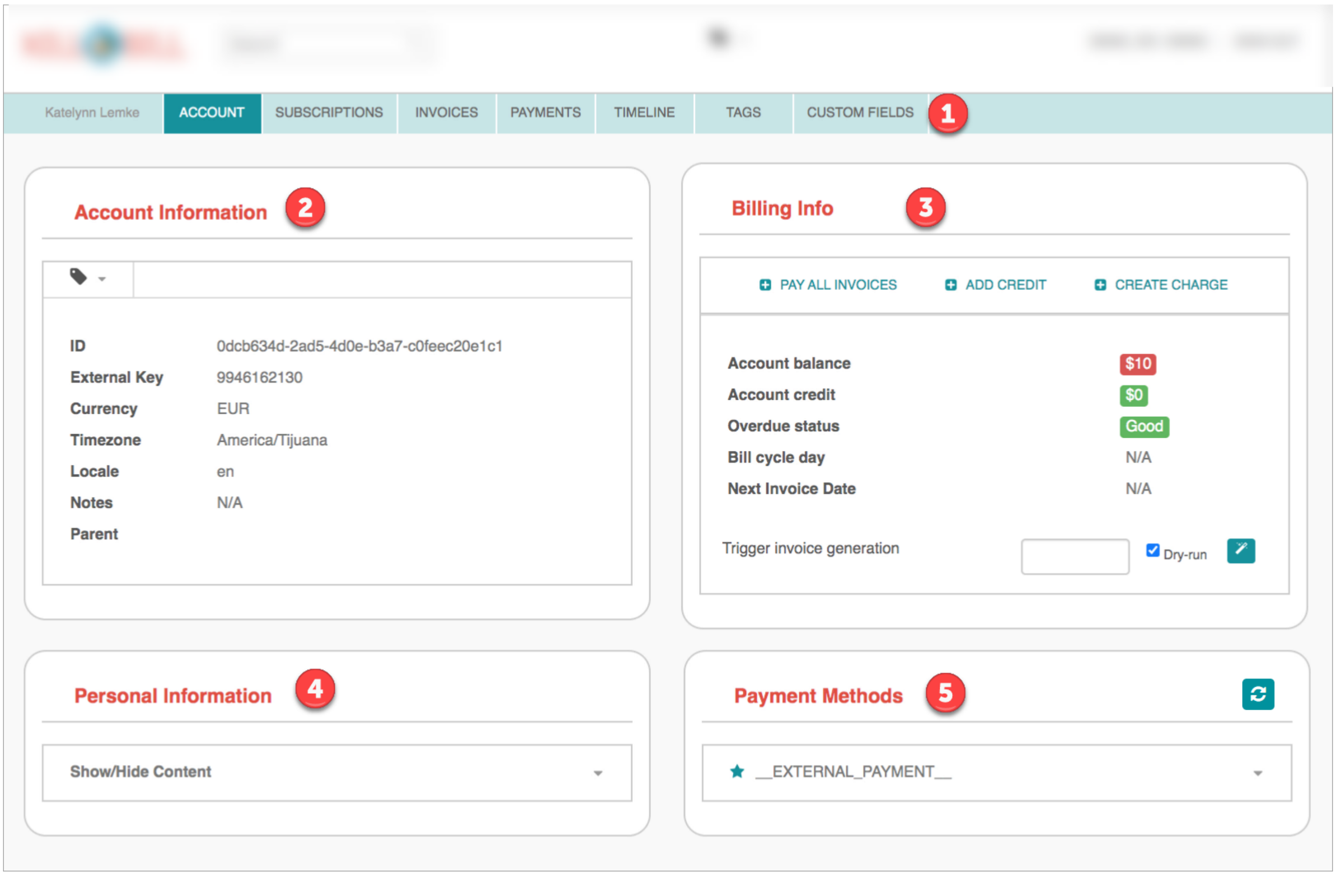
To find a customer in the system, use Basic Search or Advanced Search. To open the customer account, click the customer ID in the search results.

The next section explains how the Account page is laid out. To skip this and see the task-based steps, go to Create an Account.

Account Page Layout

The Account page has the following sections:

1. Sub-menu
2. Account information
3. Billing info
4. Personal info
5. Payment methods



1. Account Sub-Menu

The **Account** sub-menu organizes and provides access to different areas of the customer's account:

- Subscriptions
- Invoices
- Payments
- Timeline
- Tags
- Custom Fields

To see these areas, click the relevant item on the sub-menu. To return to the customer's Account page, click **Account** on the sub-menu.

2. Account Information

This section of the screen displays a summary of the customer's account information, such as their ID, currency, and time zone. To edit this information, click **Edit** next to Account Information.

Here you can perform the following tasks for the customer account:

- Edit an Account
- Link to Parent Account
- Add a Tag to an Account

3. Personal Information

This section of the screen displays the customer's personal contact information (read only).

By default, Personal Information details are hidden for GDPR Compliance and customer privacy. To see the information, click **Show/Hide Content**.

To edit this information, see the Edit an Account section.

4. Billing Info

Here you can perform the following tasks for the customer:

- Pay All Unpaid Invoices
- Add a credit
- Create a charge

You can also see a summary of billing information:

Field	Description
Account balance	Amount of money due on the account, including any account credits.
Account credit	Amount of any money owed to the customer.
Overdue status	The status of the customer's account that indicates if they are overdue or up-to-date on their invoice payments. **Note:** The account can have a negative account balance, but not be overdue. That's because overdue status depends on invoice due dates and how late payments are defined based on a company's business policy. For example, an invoice may not be overdue if a company allows a 15-day grace period (a.k.a. NET terms) to make a payment.
Bill cycle day (BCD)	The day of the month on which the system generates an invoice for this account. This field applies to accounts that are subscribed to monthly subscriptions (or a multiple of monthly, such as quarterly, annually, etc.). For more information, see the Account Field Descriptions table.
Next invoice date	The date on which the system generates the customer's next invoice.

The **Trigger invoice generation** feature lets you generate an invoice, either as a test or in a committed state.

5. Payment Methods

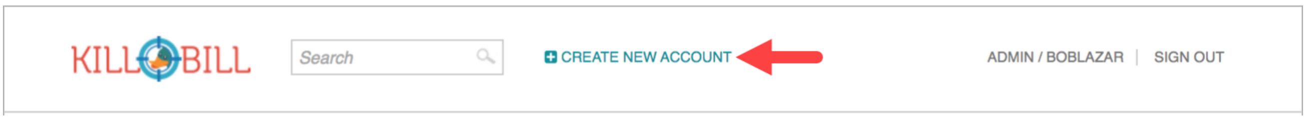
This section of the Account page lets you:

- Add a payment method
- Set a payment method as default
- Delete a payment method
- Apply a transaction to a payment method (authorize, charge, credit, etc.)

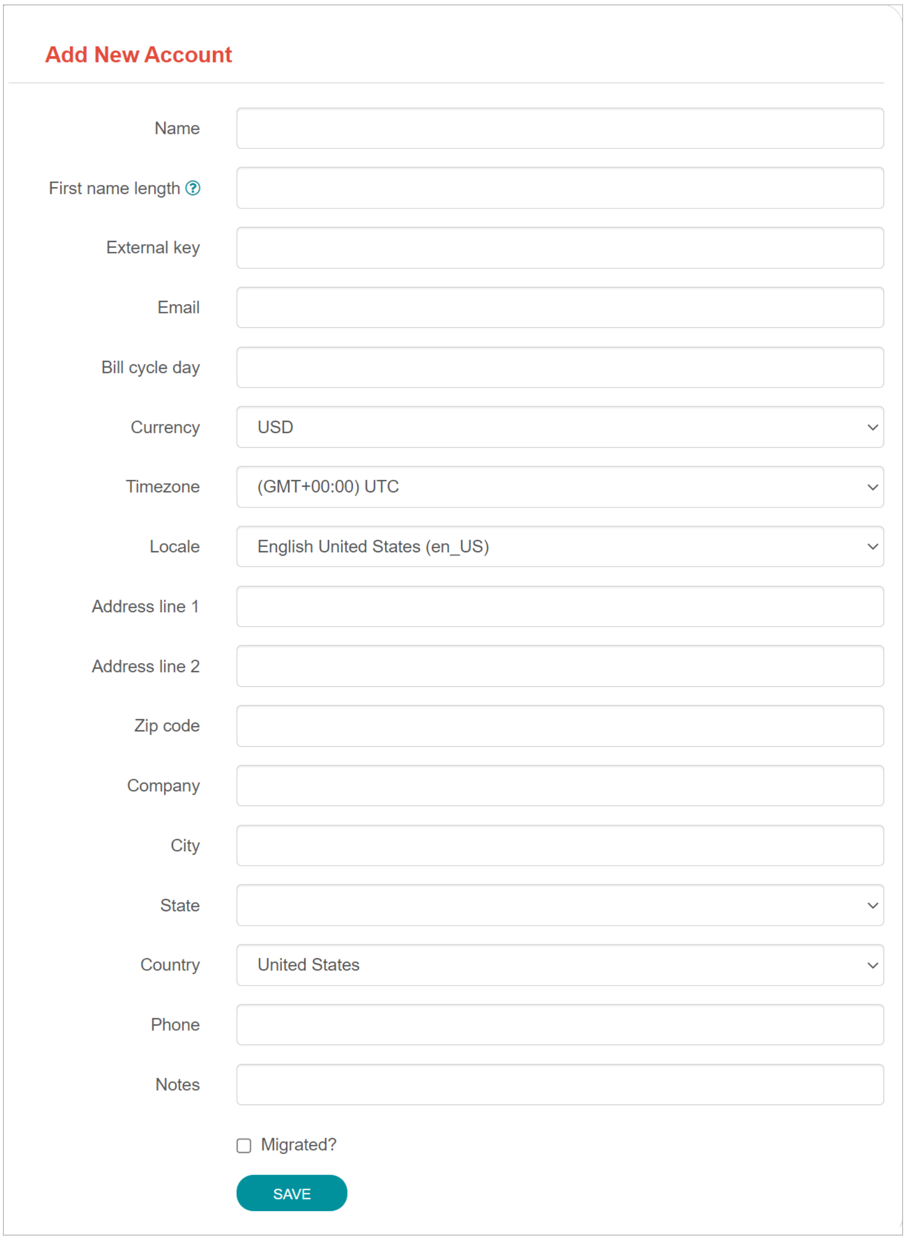
For more information on payment methods, see the Payment Methods section.

Create an Account

1. At the top right of the screen, click **Create New Account**:



2. Kaui opens the Add New Account screen:



3. Fill in the fields. For field descriptions, see Account Field Descriptions.
4. Click the **Save** button.

Account Field Descriptions

Field	Description
Name	The customer’s first and last name.
First name length	This field sets the length of the customer’s first name. Kill Bill automatically calculates this number based on the location of the space between the first and last name. You can overwrite it with a different number, if necessary. **Note:** This field is used if your organization needs to extract customers' first or last names for communication (invoices, emails, etc.). The field lets an organization accommodate variations of names used across the globe.
External key	An optional alternate ID for the account. Once this is saved for the customer, you cannot change it. **Tip:** The external key feature is helpful if you integrate Kill Bill with another system, such as a CRM, and want to use that system’s ID in Kill Bill (for identification, searching, and so forth). Once this is set and saved for the customer, you cannot change it.
Email	The main email address to use for communicating with the customer.
Bill cycle day (BCD)	For monthly or quarterly subscriptions, what day of the month the invoice is created. Once this is saved for the customer, you cannot change it. **Note:** The system has three types of billing (date) alignment that affect the BCD: `ACCOUNT`, `SUBSCRIPTION`, and `BUNDLE`. For more information about the three billing alignment types, see *Catalog Examples* and https://docs.killbill.io/latest/userguide_subscription.html#*billing_alignment_rules["Billing Alignment Rules"] in the _Subscription Guide*.
Currency	The currency that the customer uses to make purchases. Once this is saved for the customer, you cannot change it.
Timezone	The time zone in which the customer resides. Once this is saved for the customer, you cannot change it.
Locale	Indicates the language that Kaui uses to send communication to the customer (invoices, emails, etc.) If your organizaton communicates with customers in a language that’s different than the system’s default language, it’s important to select the appropriate locale for the customer. For more information, see the *Internationalization* manual.
Address line 1 and Address line 2	The street address where the customer resides.
Zip code	The zip code for the area in which the customer resides.

Field	Description
Company	If relevant, the company/organization the customer works for.
City	The city in which the customer resides.
State	The state in which the customer resides.
Country	The country in which the customer resides.
Phone	The customer's phone number.
Notes	Additional information about the account. These notes are not viewable by the customer.
Migrated?	This field is for informational purposes only. You can check this box if you have migrated this customer account into Kill Bill.
Contact email addresses	Additional addresses to which account-related emails will be sent. The email addresses listed here will receive the same emails as the main Email address. For more information, see Add Additional Contact Emails.

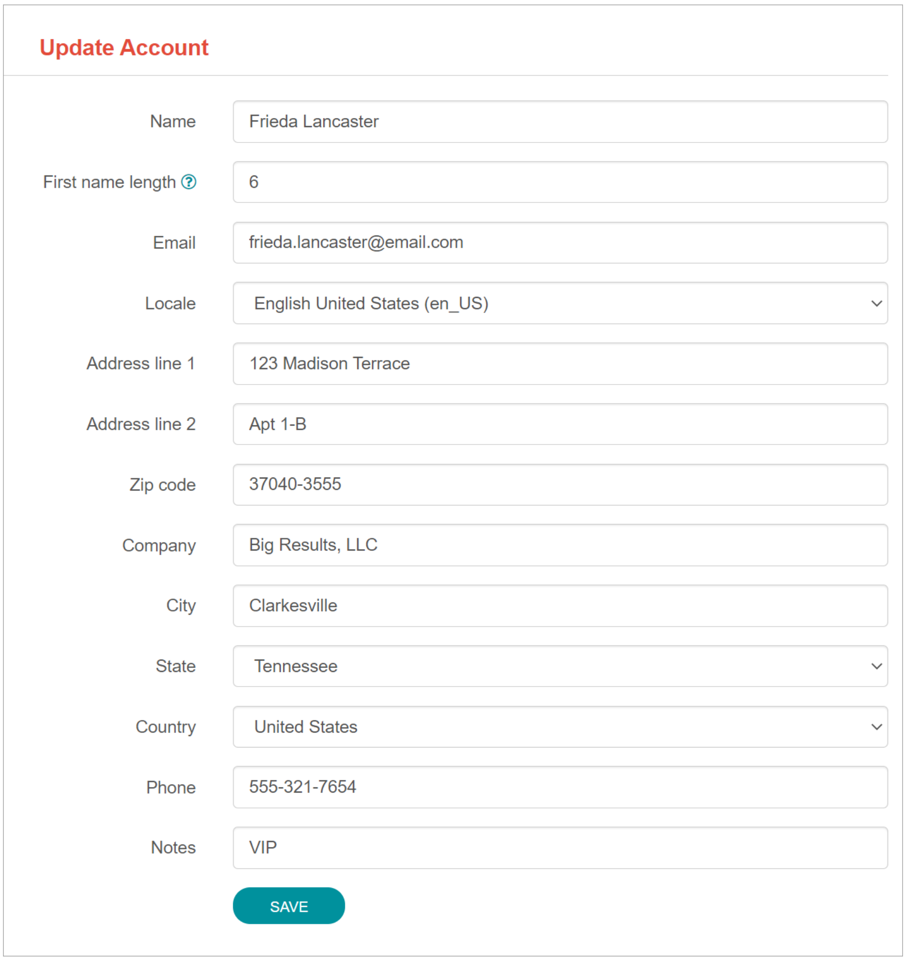
Edit an Account

You can make changes to most of the account fields after it has been created.

Note: You cannot change the following fields: Bill Cycle Day, Currency, External Key, and Time Zone.

1. Open the account on the Account page.
2. Next to Account Information, click **Edit**.

Kaui opens the Update Account screen:



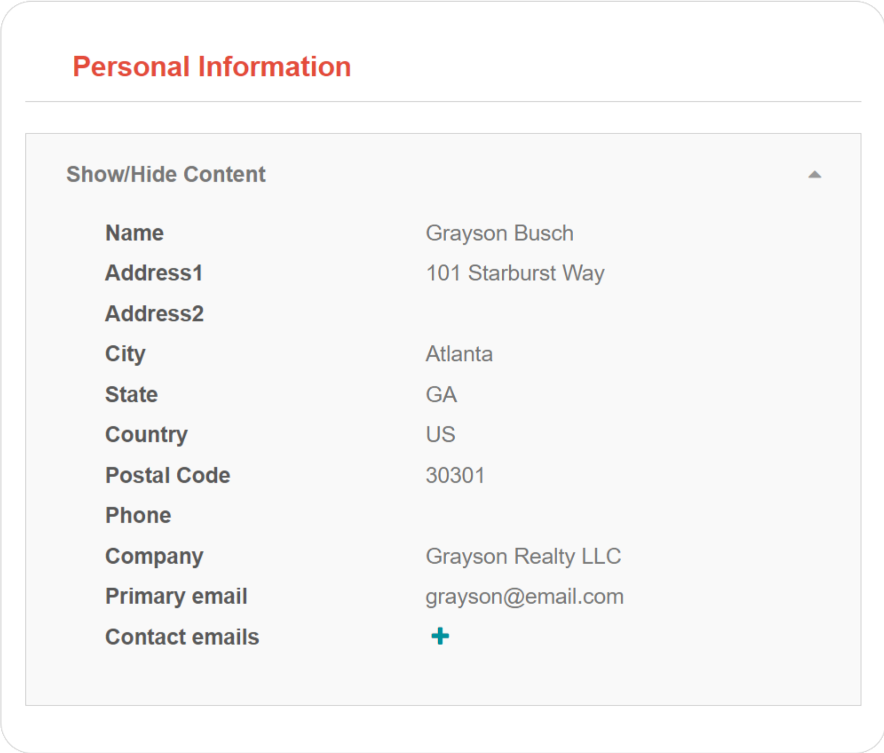
3. Make changes to the fields. For field descriptions, see Account Field Descriptions.

4. Click the **Save** button.

Add Additional Contact Emails

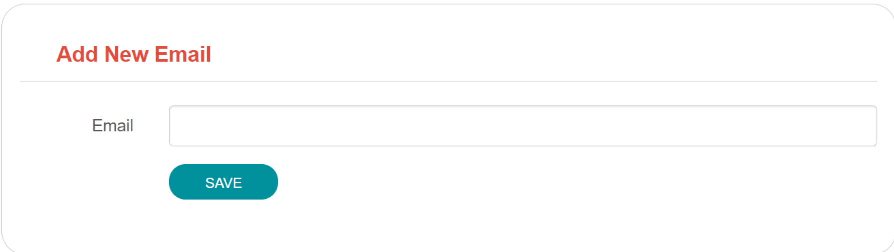
If a customer wants to receive email at more than one email address (which is the one defined in the **Email** field for the account), you can add more email addresses.

1. Open the account on the Account page.
2. In the Personal Information section, click the gray down arrow ( ) to expand the section.

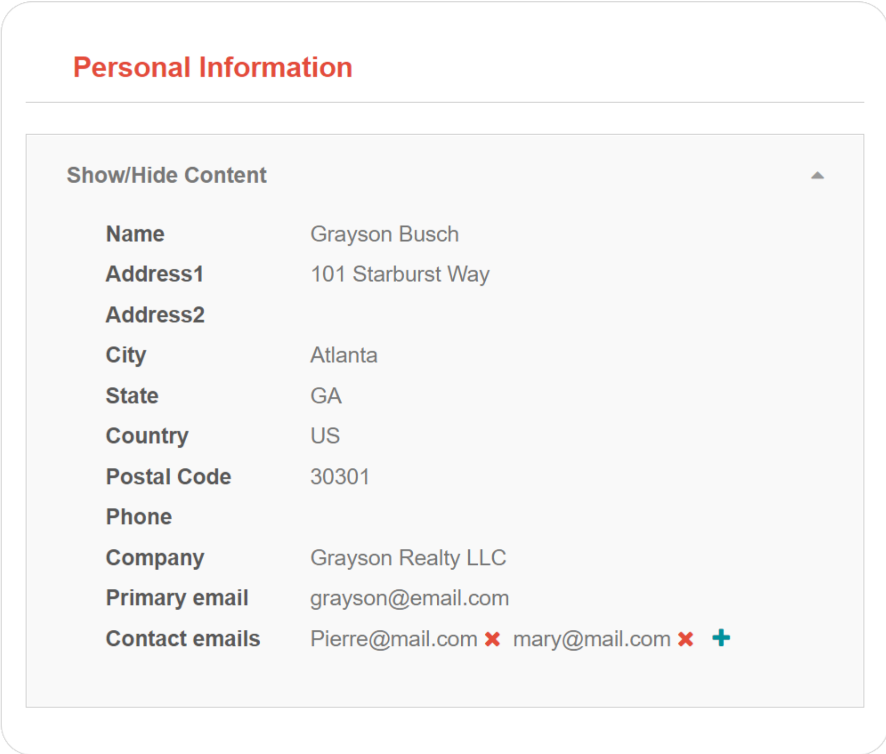


3. Click the plus sign () next to **Contact emails**.

Kaui opens the Add New Email screen:



4. Type in a single email address.
5. Select the **Save** button. Kaui returns to the Account page.
6. To see the email address you added, expand the Personal Information section:



7. To add another email address, repeat steps 2 - 5.

Delete Additional Contact Emails

Warning: Kaui does not ask you to confirm your deletion; use this feature with caution.

To remove additional contact emails:

1. Open the account on the Account page.
2. In the Personal Information section, click the gray down arrow ( ) to expand the section.
3. Next to the email you want to delete, click the red X ( ). Kaui immediately deletes the email address.

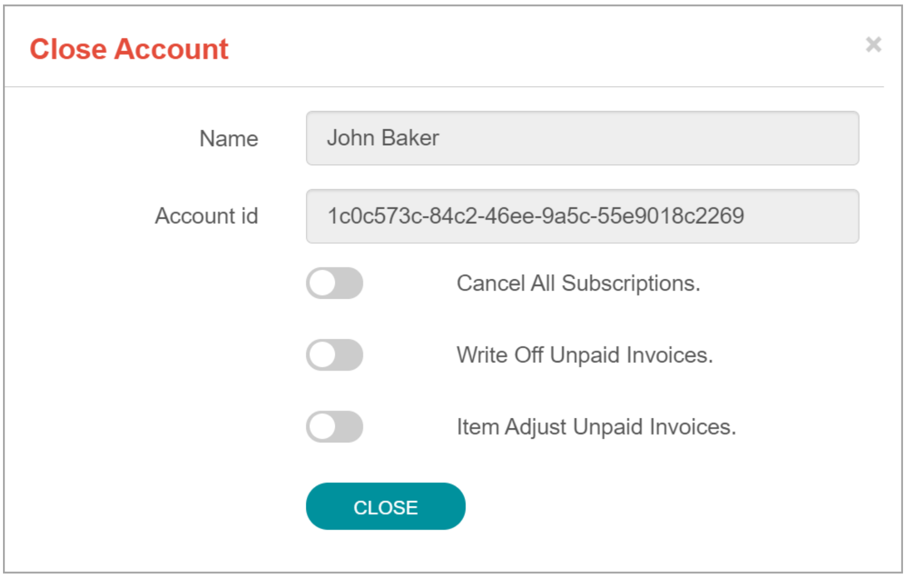
Close an Account

Use the steps in this section to indicate you will no longer be doing business with a customer. If the customer has unpaid invoices, using the steps below, you can choose to either write off or item-adjust them.

Note: Closing an account does not delete it. It only indicates the account is no longer a customer of yours. Once you close the account, its data becomes read-only, and you cannot make changes to it.

1. Open the account on the Account page.
2. Next to Account Information, click **Close**.

Kaui displays the Close Account pop-up:

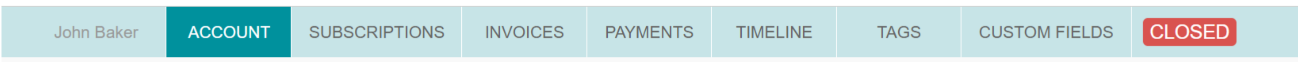


3. Check the **Name** and **Account ID** fields to ensure you are closing the correct account.
4. Toggle any of the following options:
   - **Cancel All Subscriptions**—Stops any subscriptions that are current for this account.
   - **Write Off Unpaid Invoices**—Brings the balance for all unpaid invoices to zero. When you choose to write off the invoice, it is removed from Account Receivables.
   - **Item Adjust Unpaid Invoices**—Adds an invoice line item with a negative amount to bring each unpaid invoice's balance to zero.

Note: The last two options are mutually exclusive (i.e., you can only select one of them).

5. Click the **Close** button.

Kaui displays a message that lets you know the account was closed. In addition, the **Account** sub-menu displays "Closed:"



Add a Tag to an Account

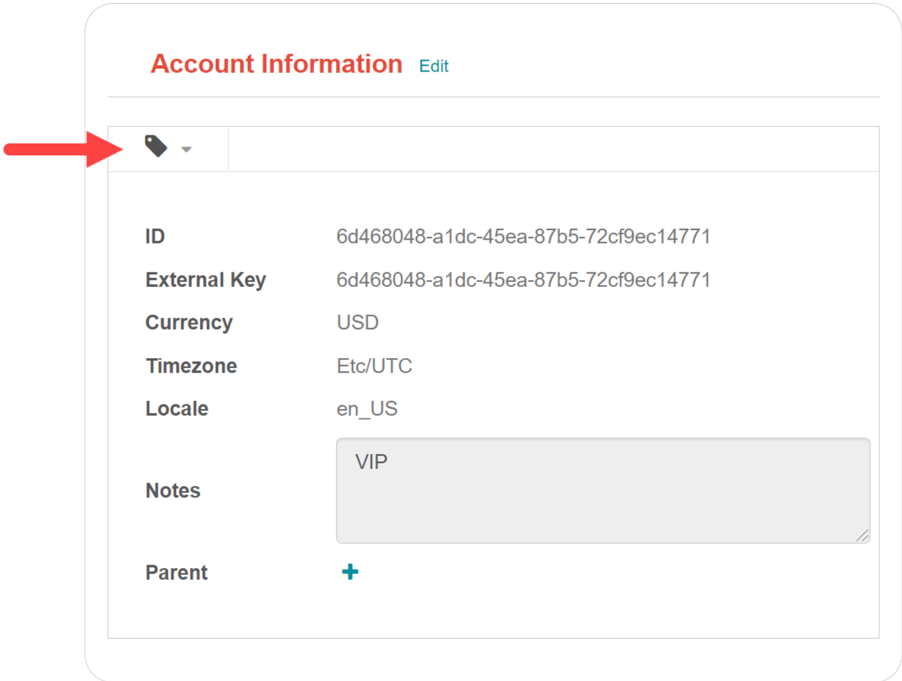
A "tag" is a way to attach specific information to an account (*Example:* `good_user`) or a specify a certain behavior (*Example:* `AUTO_INVOICING_OFF`). Kill Bill includes two types of tags:

- **System tags:** Written in ALL CAPS characters, system tags can affect the behavior of the system.
- **User tags:** Written in all lowercase characters, user tags do not affect the object they're attached to. User tabs are for informational purposes only.

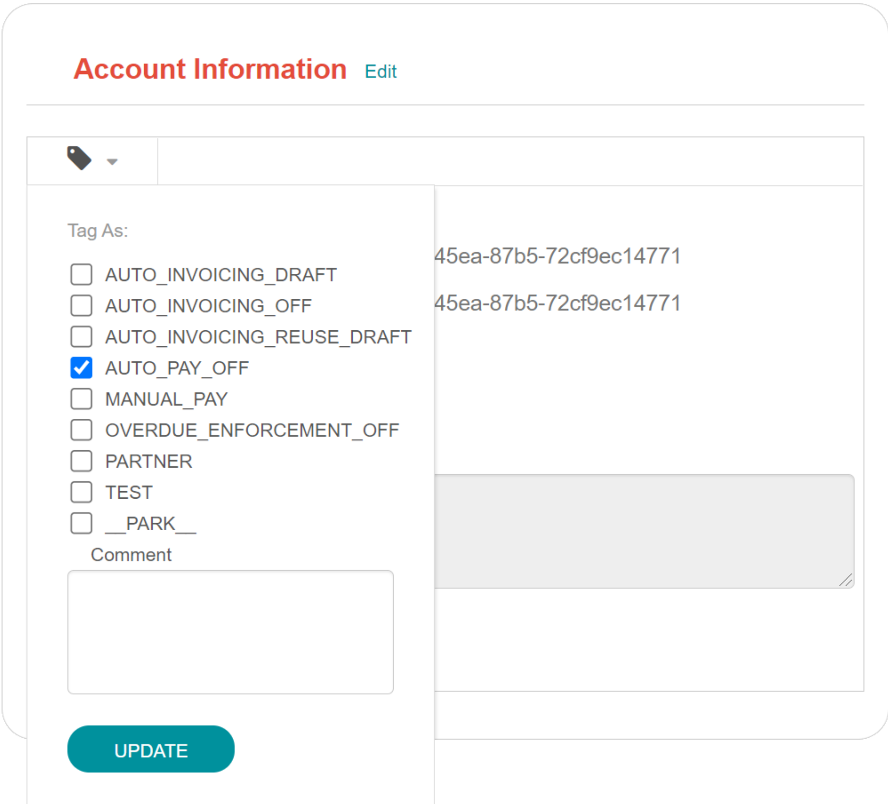
For more information on Tags, including a list of default tags, see the "Tag" section in the *REST API Reference Manual*.

To add a tag to a customer account:

1. Open the account on the Account page.
2. In the Account Information section, click the tag icon in the upper left corner:



3. Select the checkboxes of the tags you want to assign to the account.

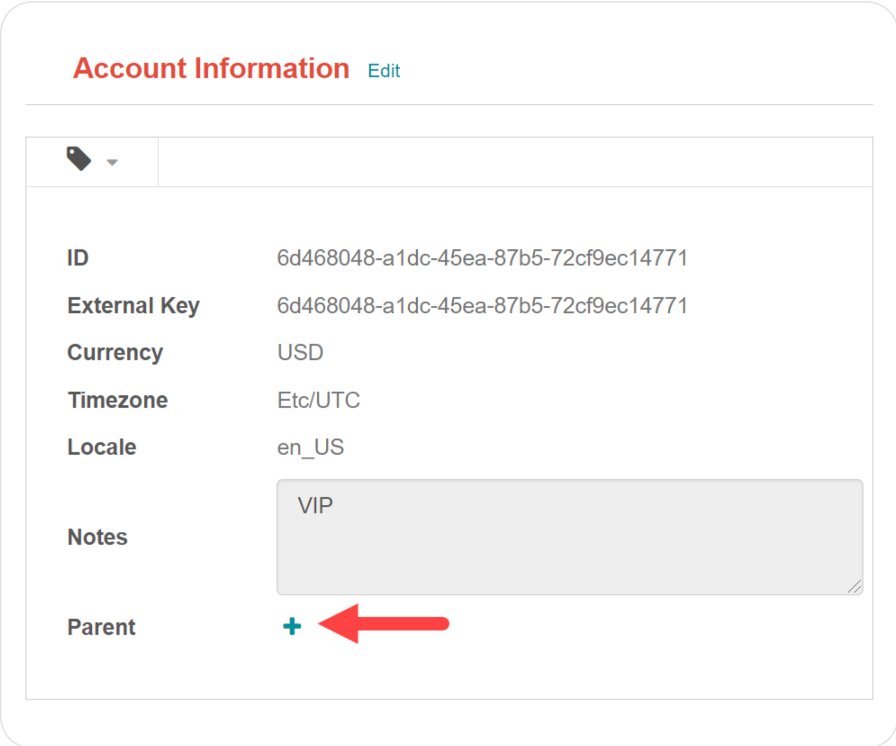


4. Click the **Update** button to save your changes.

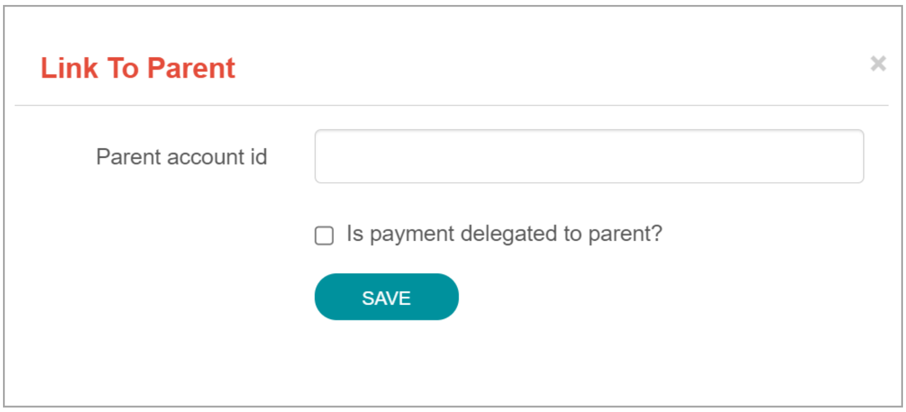
Link to Parent Account

When you link an account to a *parent* account, the account becomes a *child* account. Defining a parent-child association between accounts lets you define which entity is responsible for paying the invoice. For more information on this feature, see the *Hierarchical Accounts Tutorial*.

1. As a preparation step, open the parent account and copy the account ID in the Account Information section.
2. Open the account that will become the child account.
3. In the Account Information section of the child account, click the plus sign icon ( ) next to the **Parent** field:

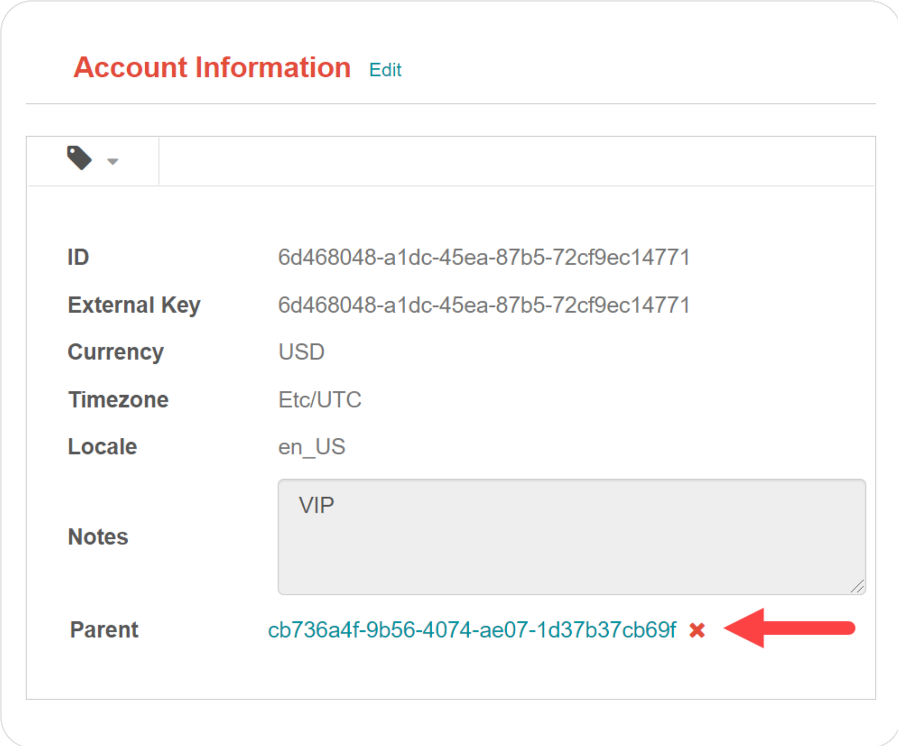


Kaui opens a pop-up:



4. Click in the **Parent account id** field and paste in the account ID that you copied in step 1.
5. To set the parent as responsible for all payments associated with this account, check the **Is payment delegated to a parent?** box. If you do not check this box, the child account is responsible for its own payments.

6. Click the **Save** button. Kaui displays the parent account ID as a link in the Account Information section.

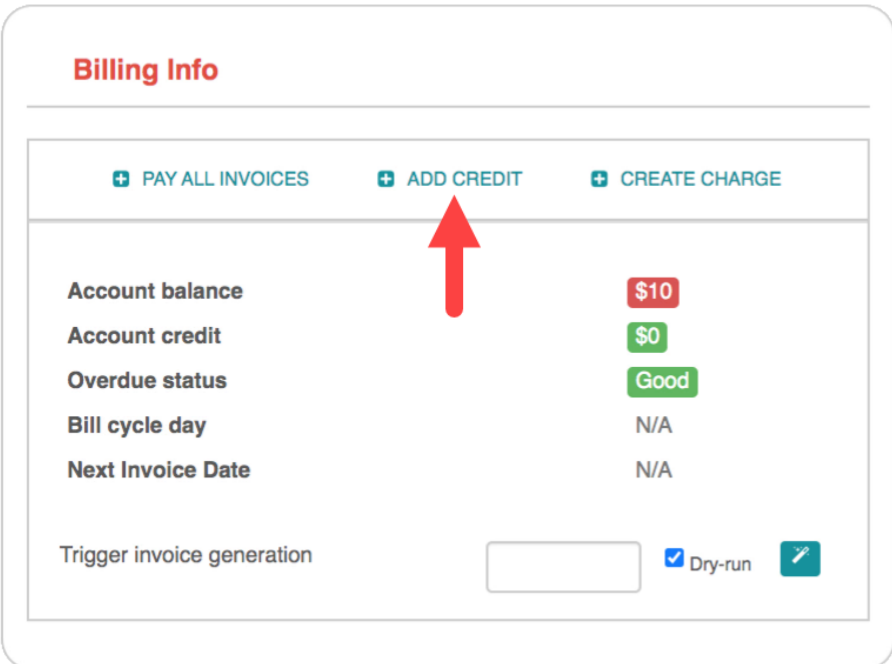


You can open the parent account by clicking the account ID link.

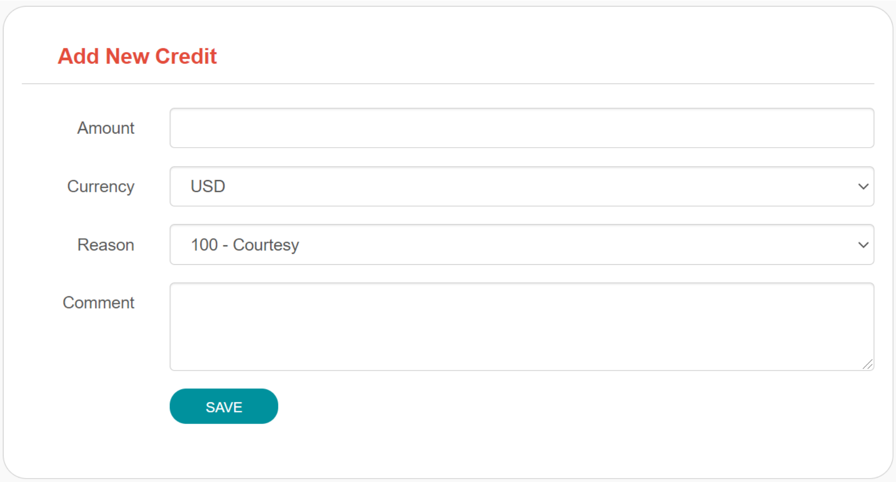
Add Credit to an Account

Issuing a credit in Kaui creates a credit memo. For accounting purposes, the memo is saved with the customer account's invoices.

1. On the Account page, click **Add Credit** at the top of the Billing Info section.



Kaui opens the **Add New Credit** screen:



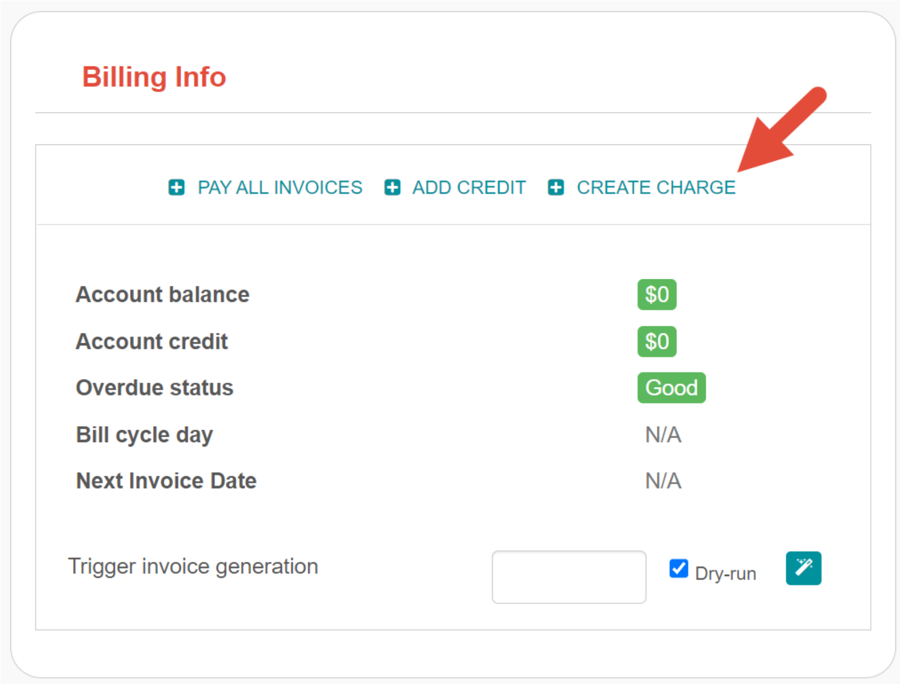
2. Fill in the fields:
   - **Amount**—The amount of the credit.
   - **Currency**—The currency defaults from the customer account and should not need to be changed.
   - **Reason**—The reason is automatically selected based on Kaui configuration settings. However, you can make a different selection.
   - **Comment**—The text you enter here displays on the Timeline page after saving the credit. Adding comments is optional.
3. Click the **Save** button. To view the credit, select **Invoices** on the sub-menu.

On the Account page (in the Billing Info section), Kaui adjusts the account balance and account credit accordingly.

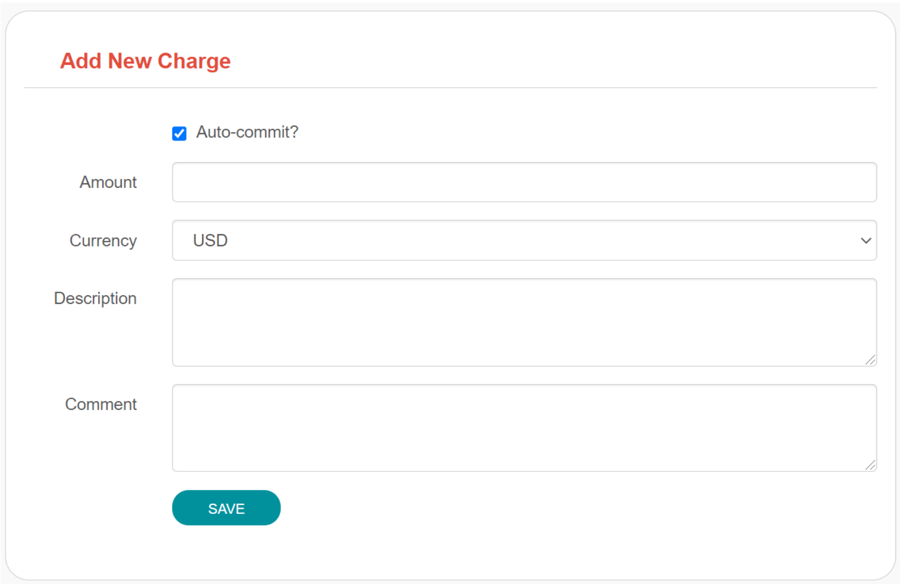
Create a Charge on an Account

Creating a charge in Kaui creates a new invoice. To create a charge:

1. On the Account page, click **Create Charge** at the top of the Billing Info section.



Kaui opens the **Add New Charge** screen:



2. To set the invoice as a draft instead of immediately committing it, uncheck the **Auto-commit** box.
3. Fill in the fields:
   - **Amount**—The amount of the charge.
   - **Currency**—The currency defaults from the customer account and should not need to be changed.
   - **Description** and **Comment**—What you type here displays on the customer's invoice. Both fields are optional.
4. Click **Save** and Kaui generates an invoice.
5. If you unchecked the **Auto-commit** box and have changed your mind, you can click the text **Commit** at the top of the page.

If you do not commit the invoice, it will stay in Draft mode. You can commit it by opening it from the Invoices page and clicking **Commit**.

On the Account page (in the Billing Info section), Kaui adjusts the account balance to reflect the amount of the charge.

Payment Methods

A customer account can have several payment methods to allow for making payments in different ways, such as credit cards, debit cards, PayPal, and so forth. The payment method includes the details needed for Kill Bill to process a payment against an invoice.

Saving this information in Kaui makes it easier to accept payments from the customer because the customer or service staff don't need to repeatedly provide their payment method details.

In production systems, payment method information is typically added via gateway-specific data flows. However, developers can use the Payment Method section for testing purposes.

*Note:*Although you can't edit a payment method, you can delete it.

Warning! For PCI compliance, *do not* enter any genuine payment information in these fields.

About Payment Plugin Names

Each payment method is associated with a payment plugin, a type of software that performs the backend processing for that specific payment method. The **Plugin name** field specifies the name of this payment plugin. (*Example:* `killbill-stripe`).

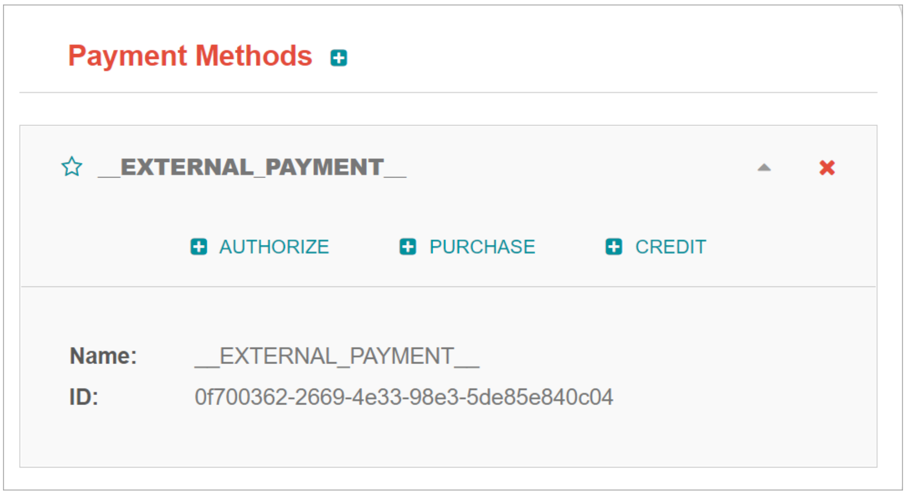
The plugin name is typically mentioned in the plugin's `readme` file. For example, in the Stripe plugin `readme` file, the plugin name is specified in the command line.

View Payment Method Details

To view a payment method after it's created:

1. Open the account on the Account page.
2. In the **Payment Methods** area, click the gray down arrow ( ) next to the payment method.

Kaui expands the details for the payment method:

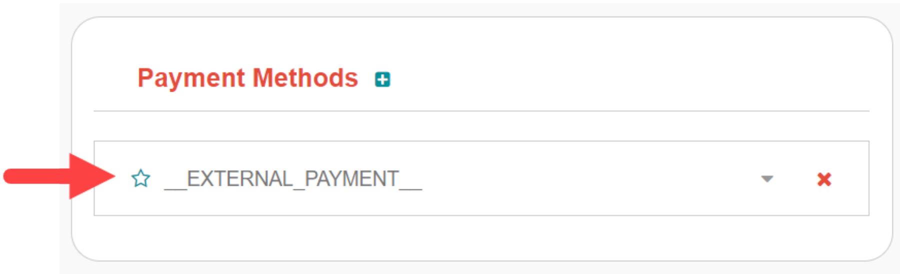


Set a Payment Method as the Default

Kill Bill uses the default payment method to automatically pay invoices (whether that invoice is generated by the system or manually by a user).

To set a payment method as the default:

1. Open the account on the Account page.
2. In the Payment Methods section, click the star icon ( ) next to the relevant payment method:

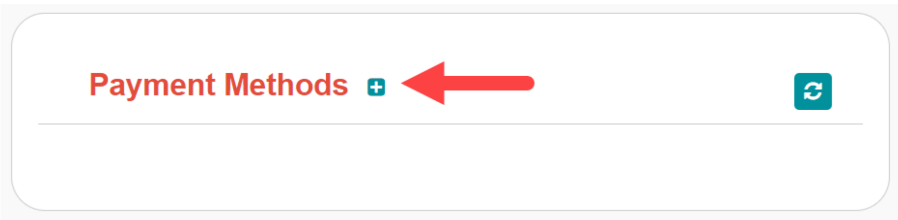


The filled star ( ) indicates it's now the default payment method.

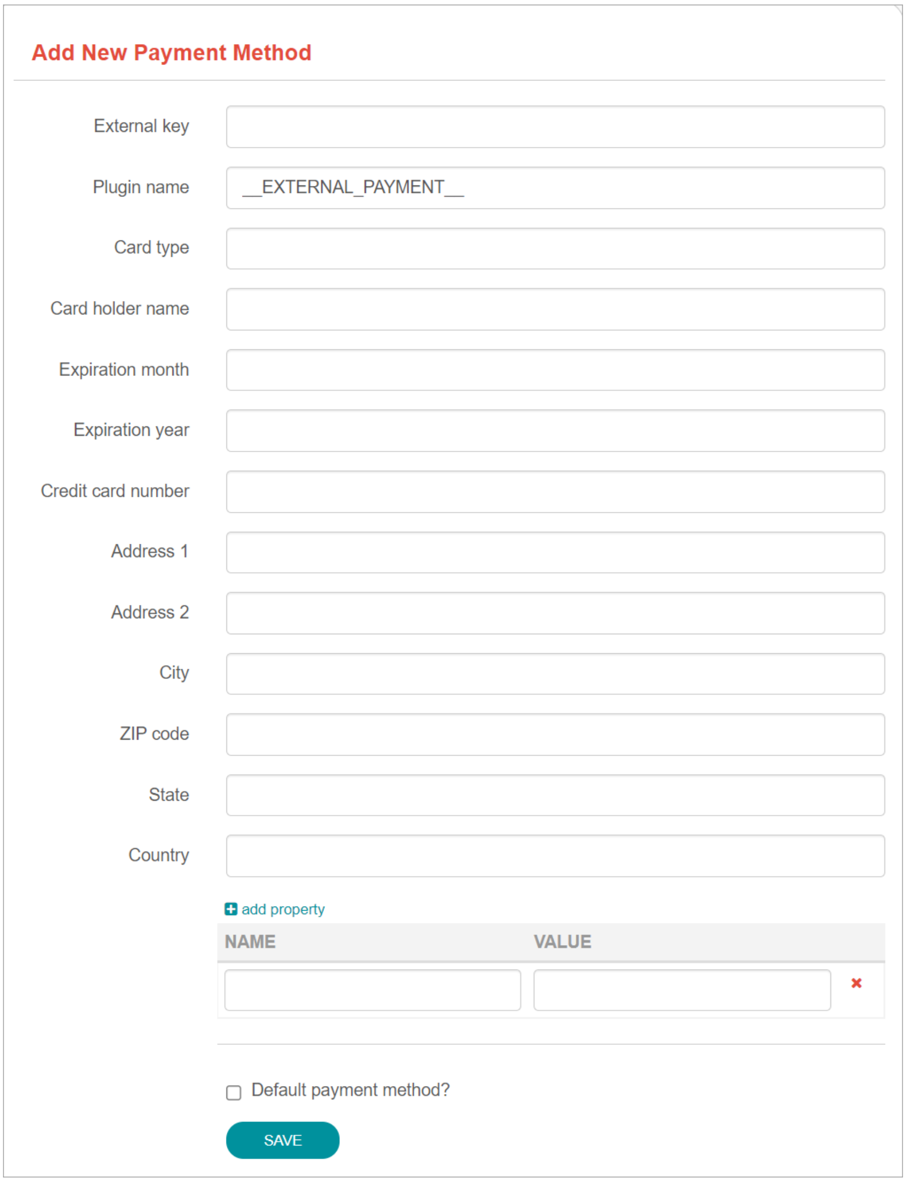
Add Payment Method

To add a payment method:

1. Open the account on the Account page.
2. Next to **Payment Methods**, click the plus sign:



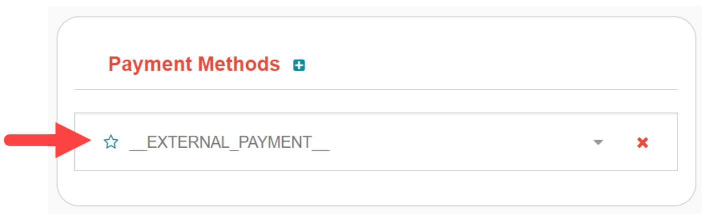
Kaui displays the Add New Payment Method screen:



3. Fill in the fields. For field descriptions, see Payment Method Field Descriptions.
4. Click the **Save** button.

Payment Method Field Descriptions

Field	Description
External key	An optional alternate ID for the payment method. Once this is saved for the customer, you cannot change it.

Field	Description
Plugin name	Type in the name of the plugin that is associated with this type of payment method. Each payment method is associated with a payment plugin that does the backend processing related to the payment method. The **Plugin name** field specifies the name of the payment plugin associated with the payment method (*Example:* `killbill-stripe`). The Plugin name is typically mentioned in the plugin's `readme` file. For example, in the Stripe plugin `readme` file, the plugin name is specified in the command line.
Card type	The name of the credit or debit card.
Card holder name	The name that appears on the card.
Expiration month Expiration year	The month and year the card expires. Enter month as *mm* and year as *yy*. (*Examples:* `07` for the month of July and `23` for the year 2023.)
Credit card number	The credit card number, typed without dashes.
Address 1, Address 2, City, ZIP code, State, Country	The billing address associated with this card.
Add property (Name/Value)	Use the **Name/Value** fields to assign custom fields and values to the payment method. **Note:** Custom fields are an advanced feature. For more information, see Part 4 - Tags and Custom Fields.
Default payment method?	Check the box to set this payment method as the default. Kill Bill uses the default payment method to automatically pay invoices (whether the invoice is generated by the system or manually by a user). **Note:** If you forget to select this box, you can set the payment method as the default by clicking the star icon next to the payment method on the Account page: 

Applying Transactions to a Payment Method

This section explains how to apply a transaction to a payment method. These transactions are directly applied on the payment instrument (as opposed to being applied to the unpaid invoice).

Use this functionality only for transactions *unrelated to invoices and/or payments*.

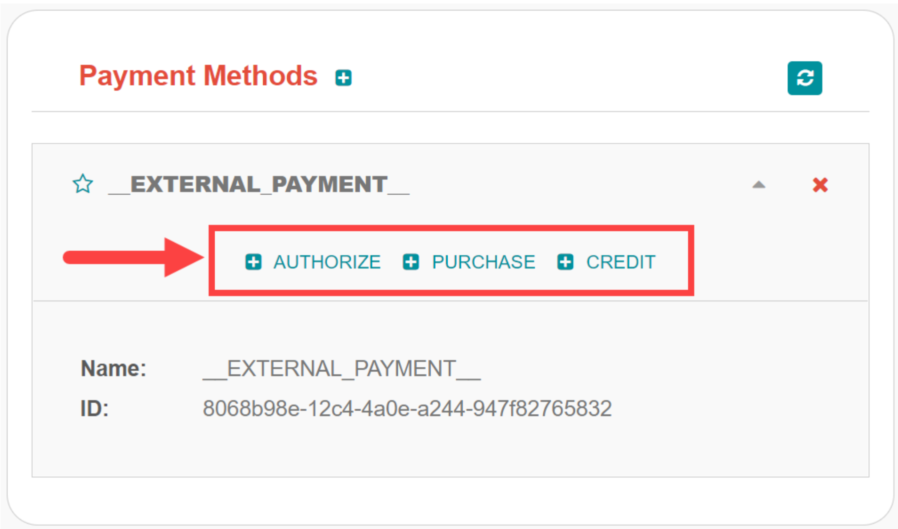
Example: After paying her final invoice, a customer cancels her subscription and demands a full refund because she is dissatisfied. In this case, you would process this transaction (the refund) against the payment method as explained in this section.

You can perform the following transactions from the Payment Methods section:

- Authorize
- Capture
- Credit (see note)
- Purchase (i.e., charge)
- Refund
- Void

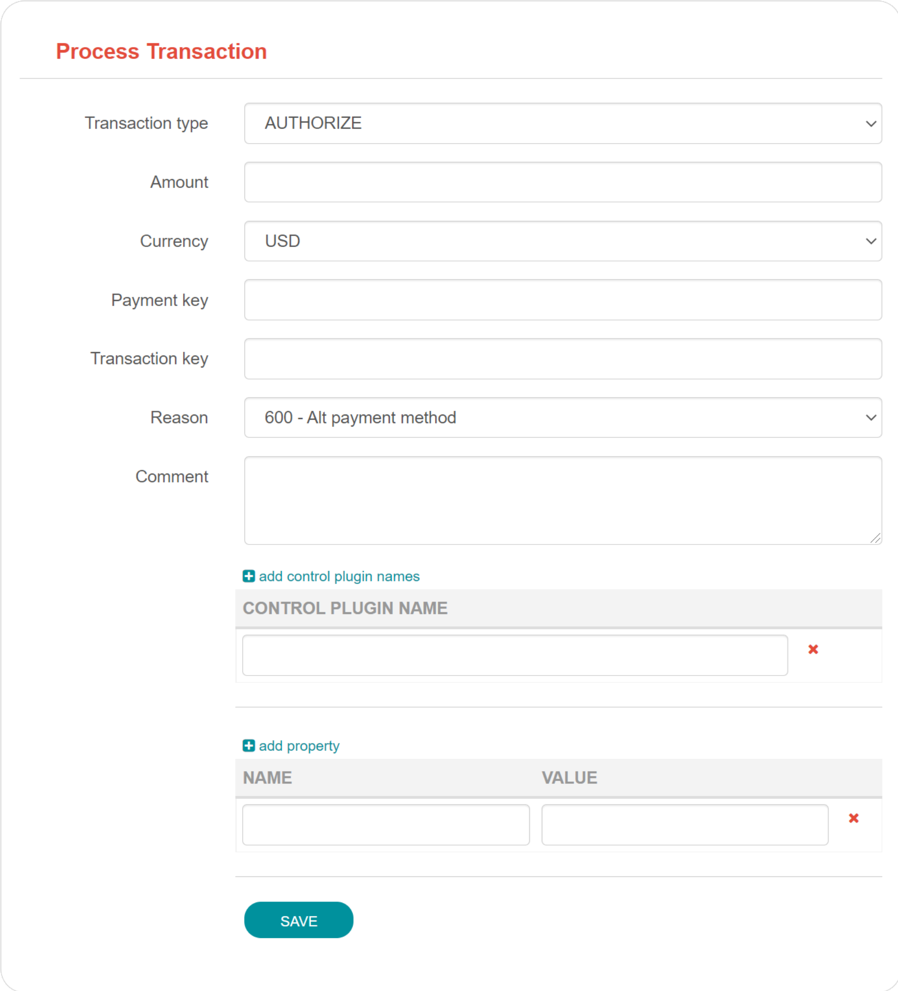
Note: "Credit" here refers to depositing funds directly to the customer card and is unrelated to account credits.

1. Open the account on the Account page.
2. In the **Payment Methods** area, click the gray down arrow ( ) next to the payment method.
3. Select the type of transaction you want to perform:



Note: This area lists Authorize, Purchase, and Credit. For other transaction types, click any of these options. You will be able to change the transaction type on the next screen.

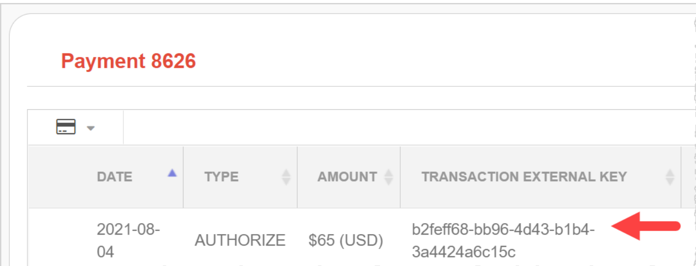
Kaui displays the Process Transaction screen:



4. Fill in the fields. For field descriptions, see Process Transaction Field Descriptions.
5. Click the **Save** button. Kaui saves the transaction and displays it on the Payments page.

Process Transaction Field Descriptions

Field	Description
Transaction type	From the dropdown list, select the type of transaction you want to perform.
Amount	The amount of the transaction.
Currency	The currency to use for the transaction. This field defaults from the customer account.

Field	Description
Payment key	The unique payment key (ID) to which you want to apply the transaction. This field is required for transaction types that are applied to a specific payment (Capture, Chargeback, Refund, Void). **Note:** You can copy the payment key for a specific transaction from the **External Key** column of the Payments page. Or you can copy it from the URL displayed on your browser's address line: *Example:* URL: `https://demo.killbill.io/accounts/cb736a4f-9b56-4074-ae07-1d37b37cb69f/payments/0d1e11e5-2df6-4b6b-992f-e9ff2de38cef` Payment key: `0d1e11e5-2df6-4b6b-992f-e9ff2de38cef`
Transaction key	Kill Bill automatically generates an external transaction key for Authorize, Purchase, and Credit transactions. To process a transaction that requires the transaction key, open the payment detail from the Payments screen and copy the key from the **Transaction External Key** column. 
Reason	The reason is automatically selected based on Kaui configuration settings. However, you can make a different selection.
Comment	The text you enter here displays on the Timeline page after the transaction is complete. Adding comments is optional.
Add control plugin	For information on control plugins, see Part 4 - Tags and Custom Fields.
Add property (Name/Value)	Use this area to assign custom fields and values to the transaction. For information on custom fields, see Part 4 - Tags and Custom Fields.

Delete Payment Method

Warning: Kaui does not ask you to confirm your deletion; use this feature with caution.

To delete a payment method:

1. Open the account on the Account page.
2. In the **Payment Methods** area, click the red X ( ) next to the payment method. Kaui

immediately removes the payment method.

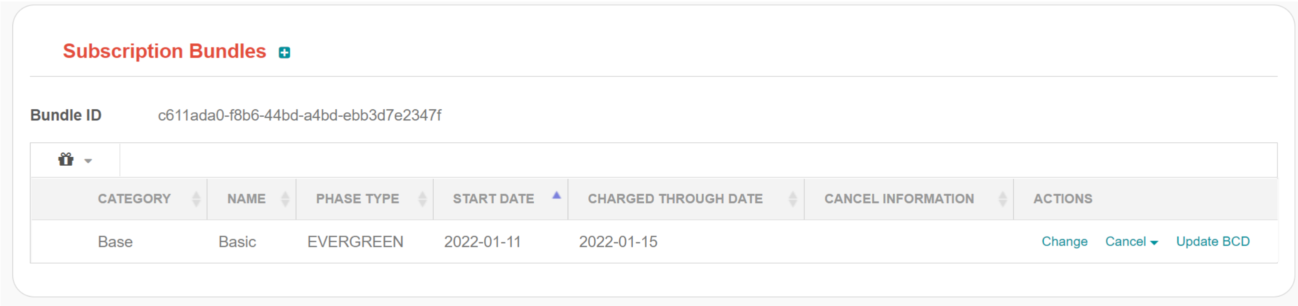
Subscriptions

This section helps you get familiar with the Subscriptions area of Kill Bill.

For more information on subscriptions, see the *Subscription Guide*.

Open Subscriptions Page

To view the subscriptions for an account, open the account and click **Subscriptions** on the sub-menu. This area of Kaui lists the subscriptions associated with an account.



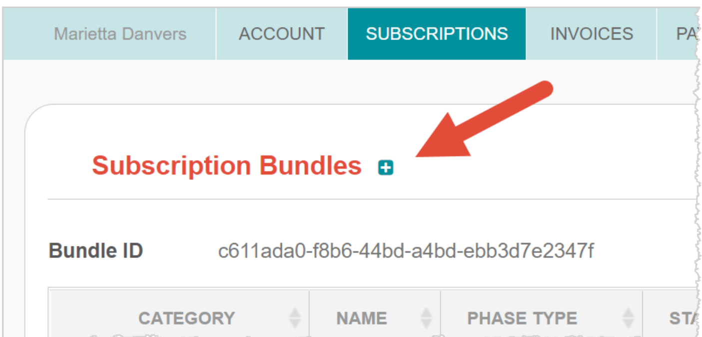
On the Subscriptions page, you can:

- Add a subscription
- Add an add-on product to a subscription
- Change a subscription's plan and amount
- Cancel a subscription
- Update the billing cycle day (BCD) for the subscription

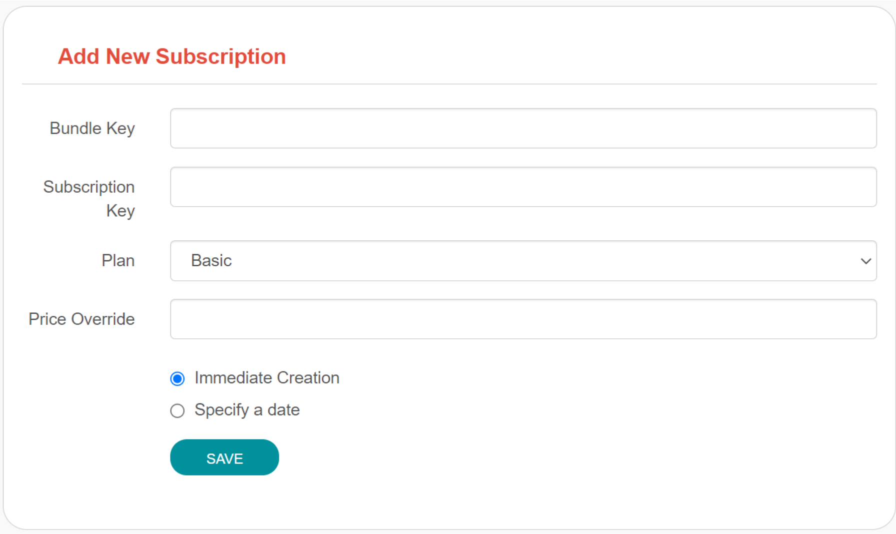
Add a Subscription

Note: To create a subscription, you must have at least one product and one plan defined in the catalog. For information on adding plans to the catalog, see Part 6 - Tenants and Admin.

1. On the Subscriptions page, click the plus sign to the right of **Subscription Bundles:**



Kaui displays the Add New Subscription screen:



2. Fill in the fields. For field information, see Add Subscription Field Descriptions.
3. Click the **Save** button.

Add Subscription Field Descriptions

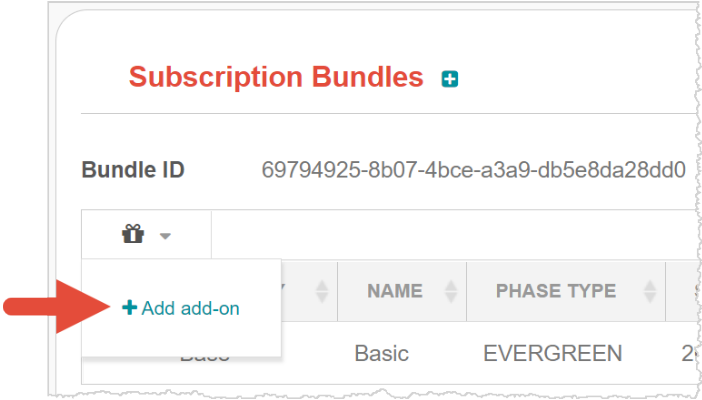
Field	Description
Bundle Key	If you leave this field blank, Kill Bill generates a unique bundle key. If necessary, you can enter a different bundle key.
Subscription Key	If you leave this field blank, Kill Bill generates a unique subscription key. If necessary, you can enter a different subscription key.
Plan	Select the plan from the dropdown list. These options come from the plans defined in the catalog.
Price Override	If you need to override the price for the plan you've selected, enter an amount in this field.
Immediate Creation	Select this option to start the subscription immediately.
Specify a date	To define a specific date on which the subscription begins, select this option, and choose a date from the **Date** field that appears.

Add an Add-On Product to a Subscription

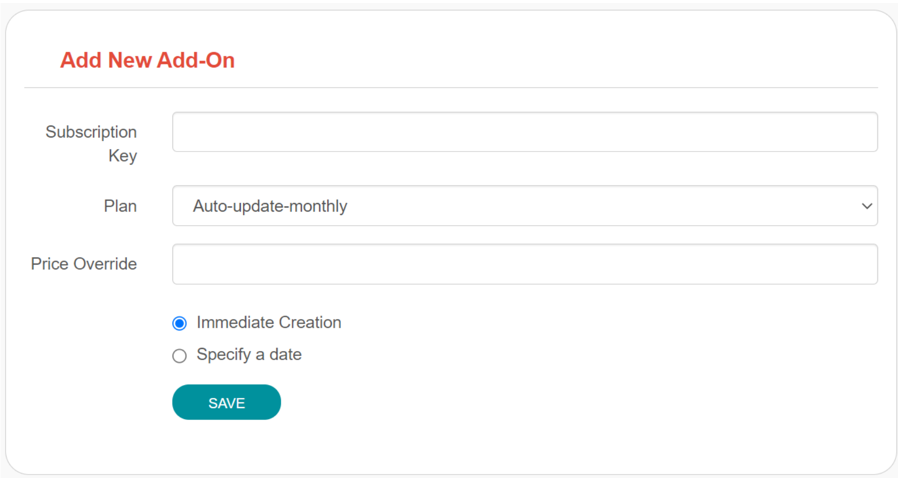
This section explains how to add an add-on product to a customer's subscription.

Note: To add an add-on to a subscription, the add-on must exist in the catalog. For information on adding an add-on to the catalog, see Part 6 - Tenants and Admin.

1. Open the account and click **Subscriptions** on the sub-menu.
2. Hover over the gift icon and click **Add add-on**:



Kaui opens the Add New Add-On screen:



3. Fill in the fields. For field information, see Add New Add-On Field Descriptions.

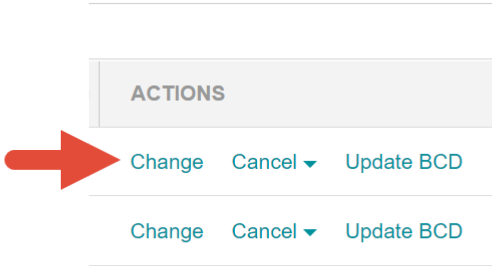
Add New Add-On Field Descriptions

Field	Description
Subscription Key	Note that this subscription key applies to the add-on, not the original subscription. If you leave this field blank, Kill Bill generates a unique subscription key. If necessary, you can enter a different subscription key.
Plan	Select the add-on to add to the subscription.
Price Override	If you need to override the price for the add-on you've selected, enter an amount in this field.
Immediate Creation	Select this option to start the subscription immediately.
Specify a date	To define a specific date on which the subscription begins, select this option, and choose a date from the **Date** field that appears.

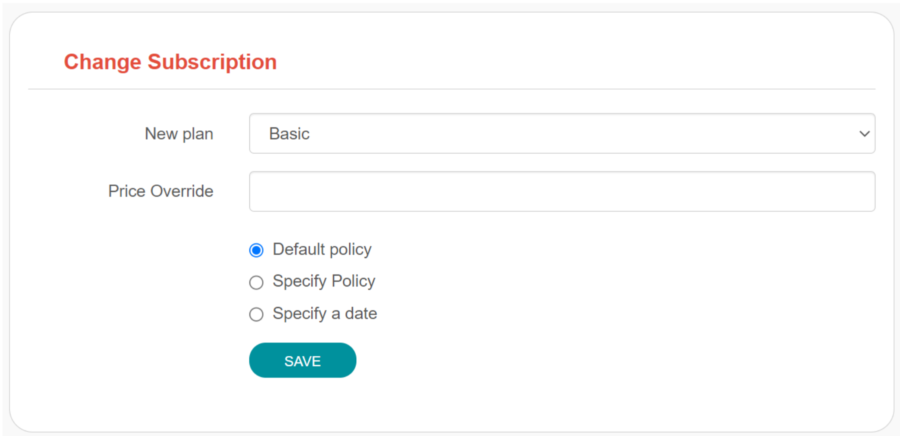
Change a Subscription

To change an account's subscription:

1. Open the account and click **Subscriptions** on the sub-menu.
2. In the **Actions** column (far right), click **Change**.



Kaui opens the Change Subscription screen:

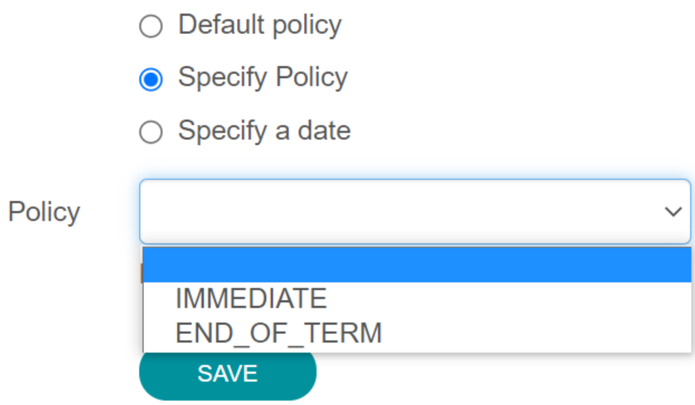


3. In the **New plan** field, select a different plan.
4. If you need to override the price for the plan you've selected, enter the amount in the **Price Override** field.
5. To accept the default policy for when this change takes effect, leave **Default policy** selected and click **Save.**

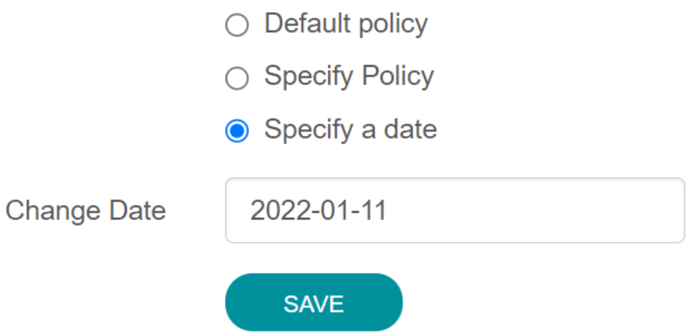
OR

Use one of the other two options – **Specify Policy** or **Specify a date** – to alter when this change takes effect:

- **Specify Policy**: You can select either `IMMEDIATE` or `END_OF_TERM`. For information on these two policies, see the "Subscription Alignment Rules" section of the _Subscription Guide_.



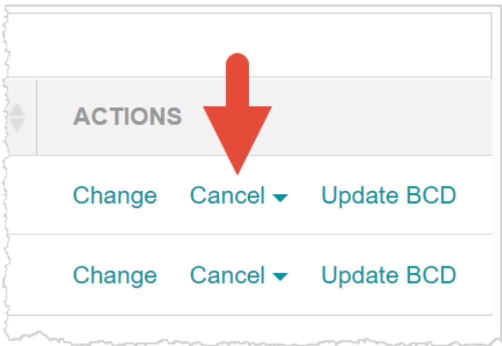
- **Specify a date**: Click on this and choose a date from the **Change Date** calendar that appears. Make sure to choose an effective date that is in the future.



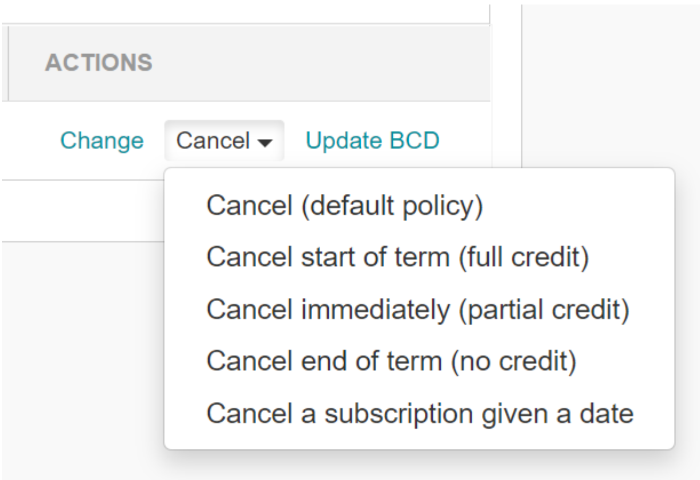
Cancel a Subscription

To cancel an account's subscription:

1. Open the account and click **Subscriptions** on the sub-menu.
2. In the **Actions** column (far right), click **Cancel**.



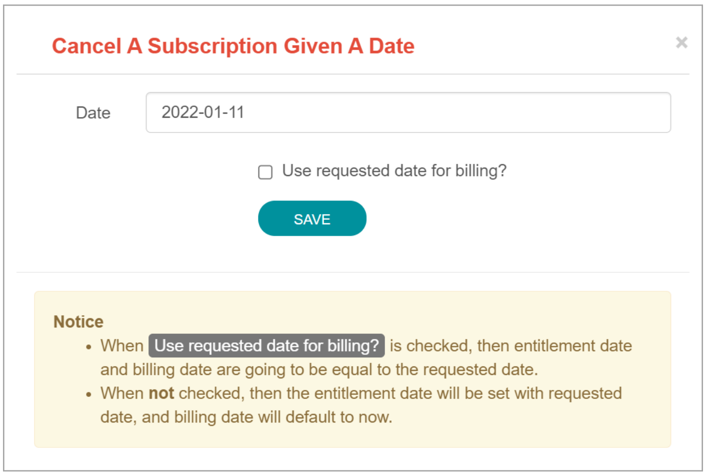
Kaui displays several options. The option you select defines how Kill Bill handles billing for the canceled subscription:



Cancellation Options

Option	Description
Cancel (default policy)	Uses the default policy specified for the plan in the catalog.
Cancel start of term (full credit)	Cancels the subscription immediately and refunds whatever amounts have been paid toward the subscription.

<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Cancel immediately (partial credit)</td><td>Cancels the subscription immediately and applies a partial credit to the account based on how much of the service has been consumed.</td></tr>
<tr><td>Cancel end of term (no credit)</td><td>Cancels the subscription immediately with no refund to the customer. Note that after using this option to cancel, you can still reinstate the customer (i.e., reverse the cancellation).</td></tr>
<tr><td>Cancel a subscription given a date</td><td>If you select this option, Kaui displays a pop-up from which to choose a date:



Use requested date for billing: To set the entitlement date and billing date the same as the date you just selected, check this box.

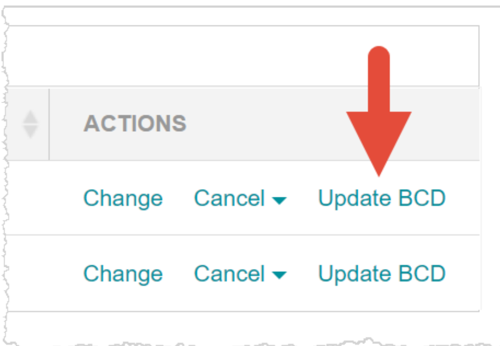
Otherwise, if you leave the checkbox empty, the entitlement date is the same as you just selected BUT the billing date defaults to *immediate*.</td></tr>
</table>

Update the Billing Cycle Day

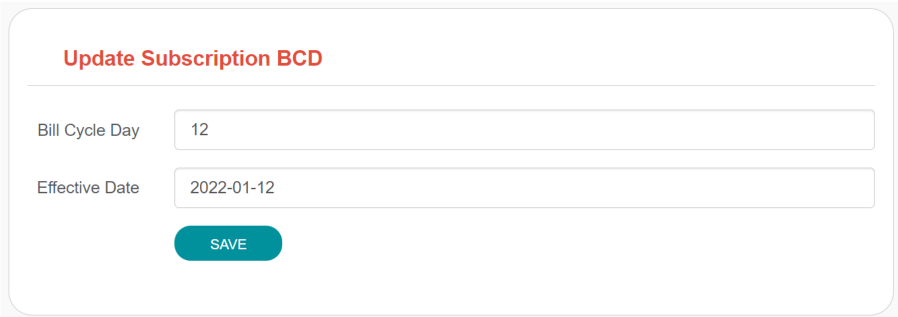
Follow the steps below to update the billing cycle day (BCD) defined for a subscription. These steps assume the subscription is billed on a monthly basis.

For information on how changing the BCD affects the subscription, see the "Billing Alignment Rules" section of the _Subscription Guide_.

1. Open the account and click **Subscriptions** on the sub-menu.
2. In the **Actions** column (far right), click **Update BCD**.



Kaui opens the Update Subscription BCD screen:



3. In the **Billing Cycle Day** field, Kaui displays the currently defined BCD. Enter the number for the day of the month on which to bill.
4. For this change to be effective immediately, leave the **Effective Date** field at its current setting. Otherwise, you can define a later date for this change to occur.
5. Click the **Save** button.

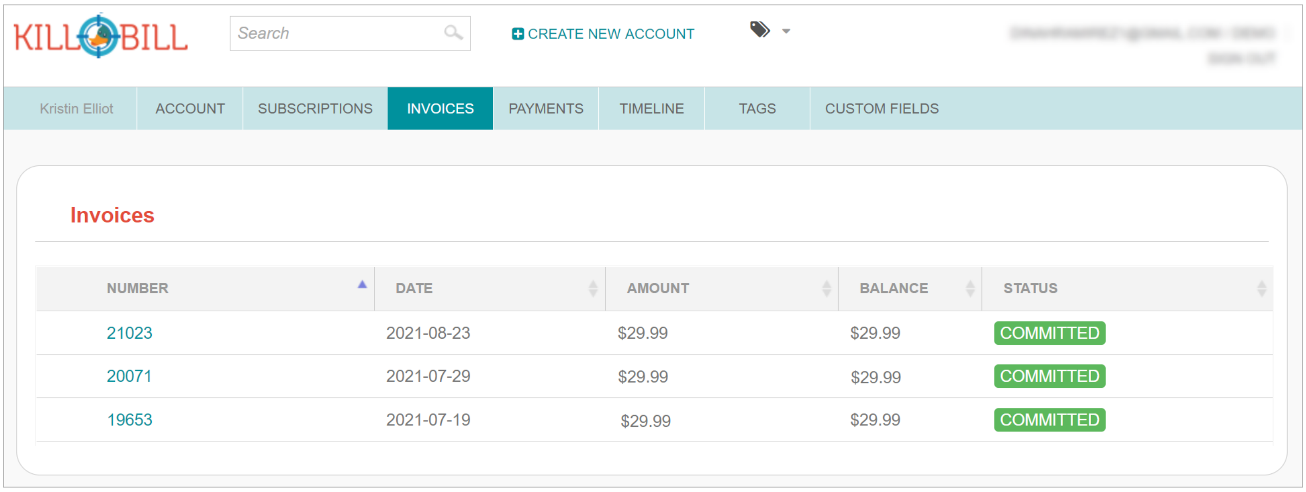
Invoices

This section helps you become familiar with the Invoices and Invoice Details pages.

For more information on invoices, see the "Invoicing" section of the *Subscription Guide*.

Invoices Page

The Invoices page lists the invoices for the currently selected account. To open the Invoices page, open the account and select **Invoices** on the sub-menu.

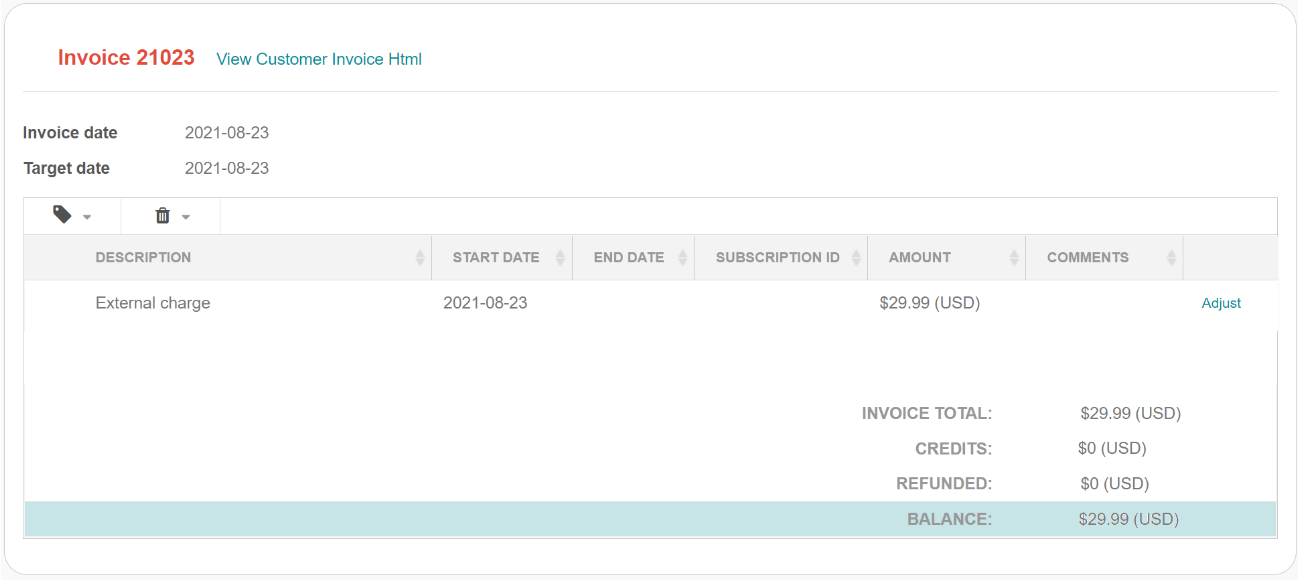


Kill Bill generates invoices automatically based on the customer’s subscriptions. However, you can manually create an invoice by creating a charge on the customer’s account.

Click the invoice number to open the Invoice Details page.

Invoice Details Page

The Invoice Details page displays information about the invoice, such as the date it was generated, amount, and so forth.



On the Invoice Details page, you can:

- Make a payment against an invoice
- Write off or void an invoice
- See the payment details (if the invoice was paid)

Note: You can perform two other invoice-related tasks on the Accounts page: Generate a Dry-Run Invoice and Pay All Unpaid Invoices.

Open Invoice Details

To get to the Invoice Details page:

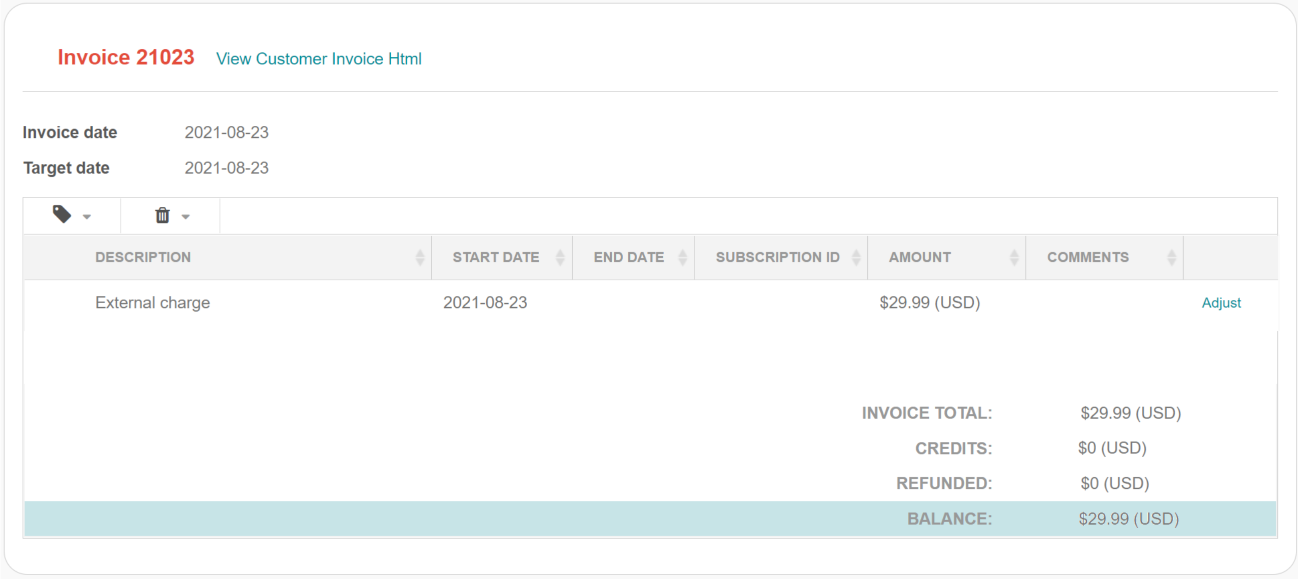
1. Open an account.
2. Click **Invoices** on the sub-menu.
3. Select an invoice number.

Note: To see any associated payment details, you may need to scroll down the page.

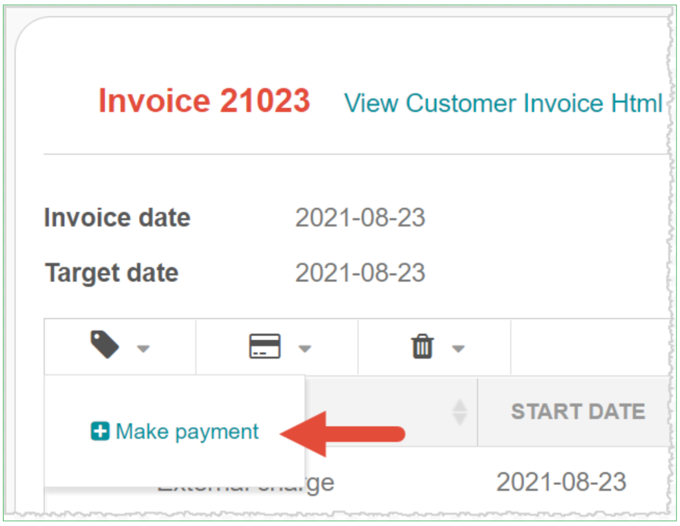
Make a Payment on an Invoice

To make a manual payment against an invoice:

1. Open the Invoices Details page for the invoice.

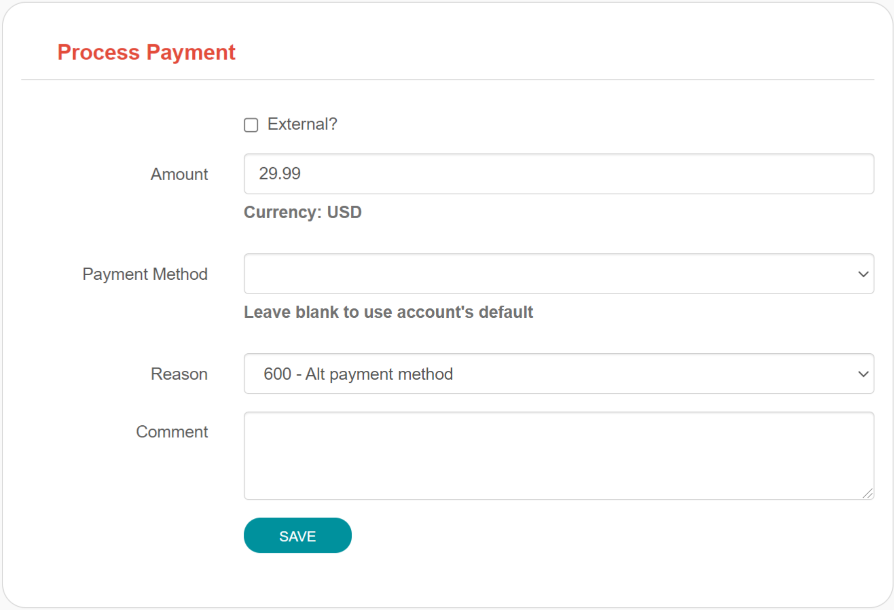


2. Hover over the credit card icon and select **Make Payment**.



Note: If the invoice has already been fully paid, the credit card icon doesn't show, and the payment details are displayed below the invoice.

2. Kaui displays the Process Payment screen:



3. Fill in the fields. For field descriptions, see Process Payment Field Descriptions.
4. Click **Save**. The invoice detail shows the balance due on the invoice. Below the invoice, Kaui displays the payment details, including the status of the payment.

Process Payment Field Descriptions

Field	Description
External?	Select this checkbox if the customer is making a payment outside of the Kill Bill system (such as with a check). Note that if this checkbox is selected, it overrides anything selected in the **Payment Method** field.
Amount	The amount defaults from the invoice balance. If the customer is making a partial payment, you can change this amount.
Payment Method	To use the account's default payment method, leave the field blank. Otherwise, select the payment method from the drop-down.
Reason	The reason is automatically selected based on Kaui configuration settings. However, you can make a different selection.
Comment	The text you enter here displays on the Timeline page after the payment is complete. Adding comments is optional.

Write Off or Void an Invoice

This section explains how to write off an invoice and void an invoice. "Write-off" and "void" have different meanings in Kill Bill:

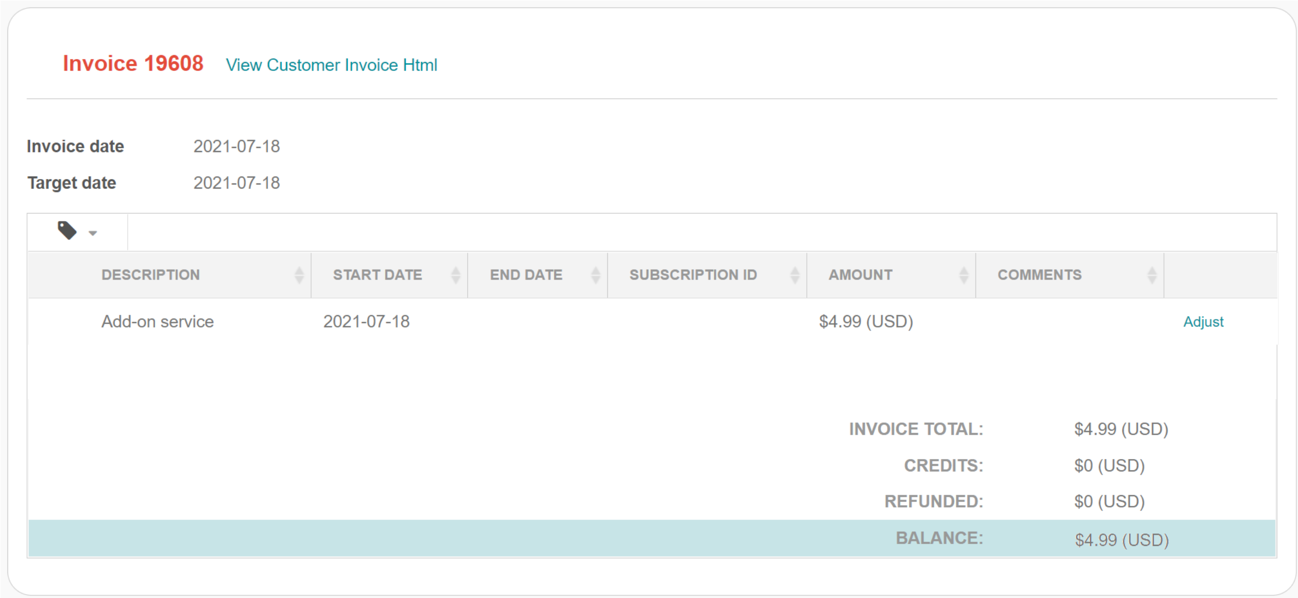
- **Write off:** Brings the balance of an unpaid invoice to $0. This method is typically used when closing an account with unpaid invoices (or when you are sure the invoice is uncollectible). When you write off an invoice, Kaui applies the `WRITTEN_OFF` tag to the invoice. For more information on system tags, see the "Tags" section in the *Subscription Guide*.
- **Void:** Changes the invoice's status to VOID, in which case it is ignored by the system. An invoice *cannot* be voided if:

- It was partially or fully paid.
- It contains positive credit items.
- Any invoice item was internally adjusted by the system. (In this situation, you could refund the payment before voiding the invoice.)

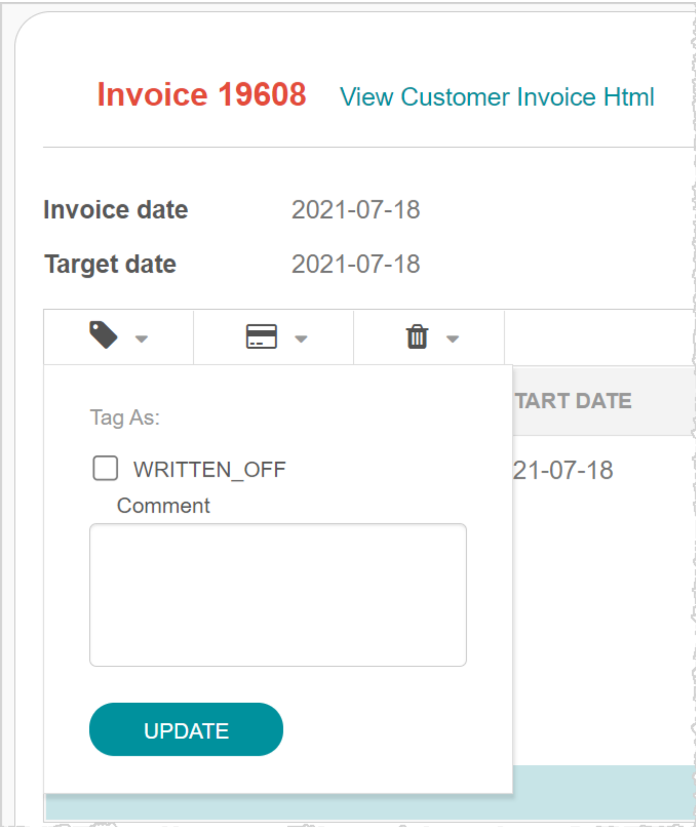
Write Off an Invoice

To write off an invoice:

1. Open the Invoices Details page for the invoice.



2. Hover over the tag icon ( ). Kaui displays a drop-down:



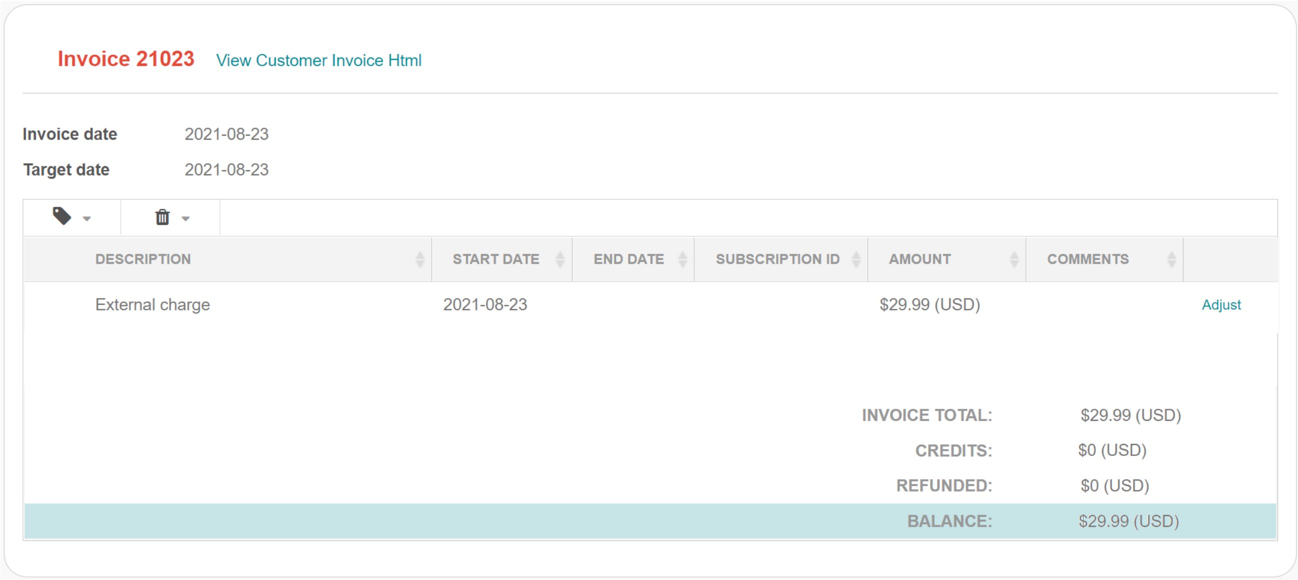
3. Select the **WRITTEN_OFF** checkbox and (optionally) type text in the **Comment** field.
4. Click the **Update** button.

If the write-off is successful, Kaui displays "This invoice has been written off" at the top of the Invoice Detail.

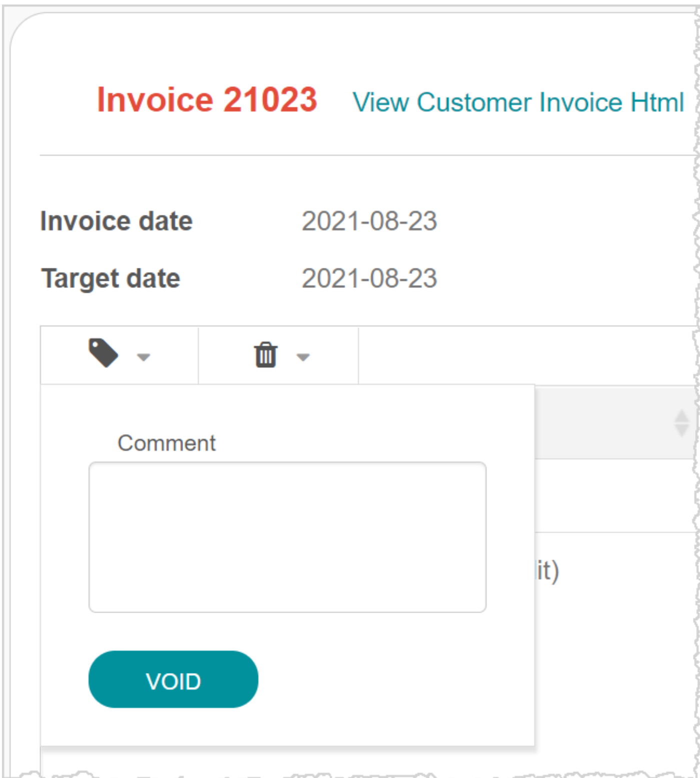
Void an Invoice

To void an invoice:

1. Open the Invoices Details page for the invoice.



2. Hover over the trashcan icon ( ). Kaui displays a drop-down:



3. If desired, type text in the **Comment** field.

4. Click the **Void** button.

If the void is successful, Kaui displays "This invoice has been voided" at the top of the Invoice Detail.

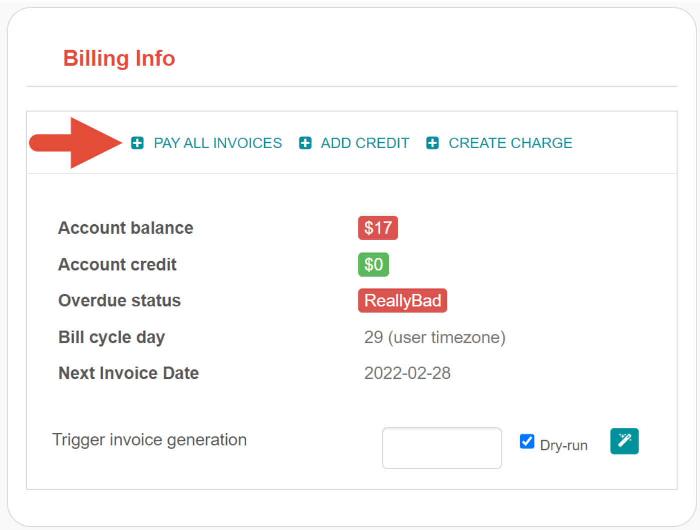
Pay All Unpaid Invoices

You can pay all unpaid invoices if a customer account has at least one outstanding invoice. Before you begin, make sure the customer has a valid payment method (see Note).

> **Note:** If the invoices have gone unpaid because of issues with the customer's payment method (for example, an expired credit card), make sure you delete the old payment method and add a new one.

To pay all invoices:

1. Open the account on the Account page.
2. In the **Billing Info** section, click **Pay all invoices**.



If the payments are completed, Kaui displays a success message at the top of the screen. To see the payment details, click **Payments** on the sub-menu.

Generate a Dry-Run Invoice

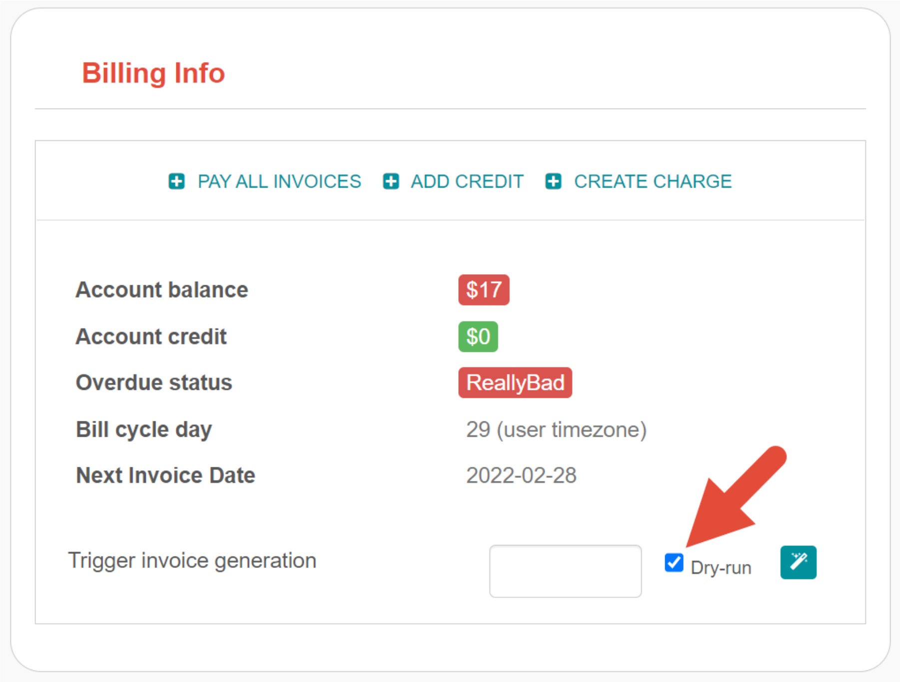
A dry-run invoice lets you see how a customer's invoice will look without actually committing it. This feature creates a draft invoice as if it's being generated on the customer's bill cycle day. It's a helpful feature for testing. (You cannot generate a dry-run invoice for an invoice generated from a charge.) ←-NOT SURE WE NEED TO SAY THIS

After you generate the invoice, which is in `DRAFT` mode, you have the choice to commit it. If you do not commit the `DRAFT` invoice, it remains in the system as a draft.

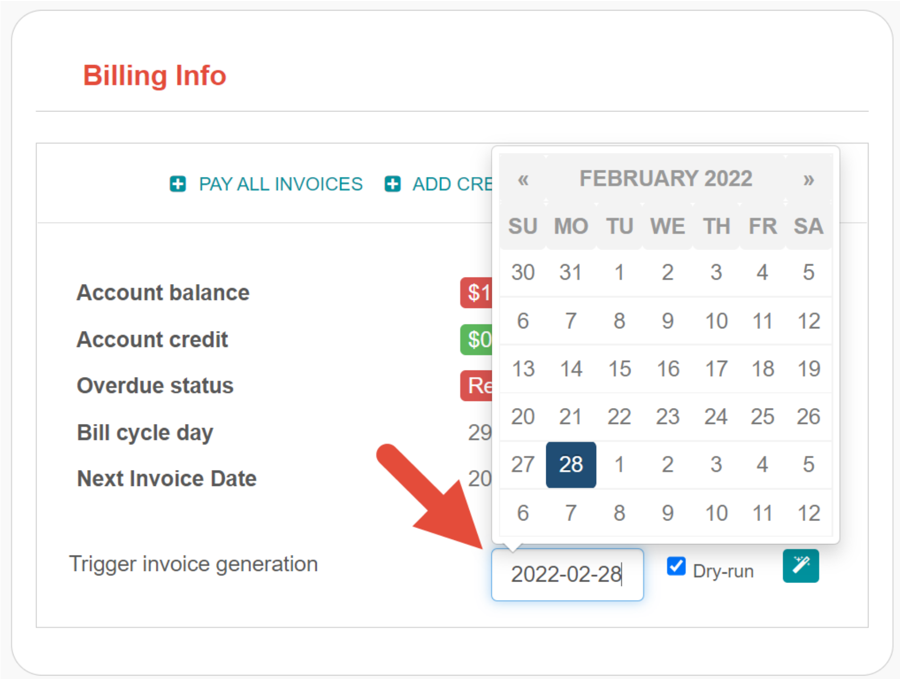
In order to generate a dry-run invoice, the customer account must be associated with a subscription that has a billing date in the future.

1. Open the account on the Account page.

2. In the **Billing Info** section, make sure the **Dry-run** checkbox is selected.



3. In the field next to **Dry-run**, enter the date that matches the invoice's upcoming invoice date.



4. Click the magic wand button:

Kaui generates and displays the draft invoice. A message at the top indicates it is a draft invoice.

Note: To change the invoice from `DRAFT` to `COMMITTED`, click "trigger an invoice run" in the message at the top of the invoice.

Payments

This section helps you become familiar with the Payments and Payment Details pages.

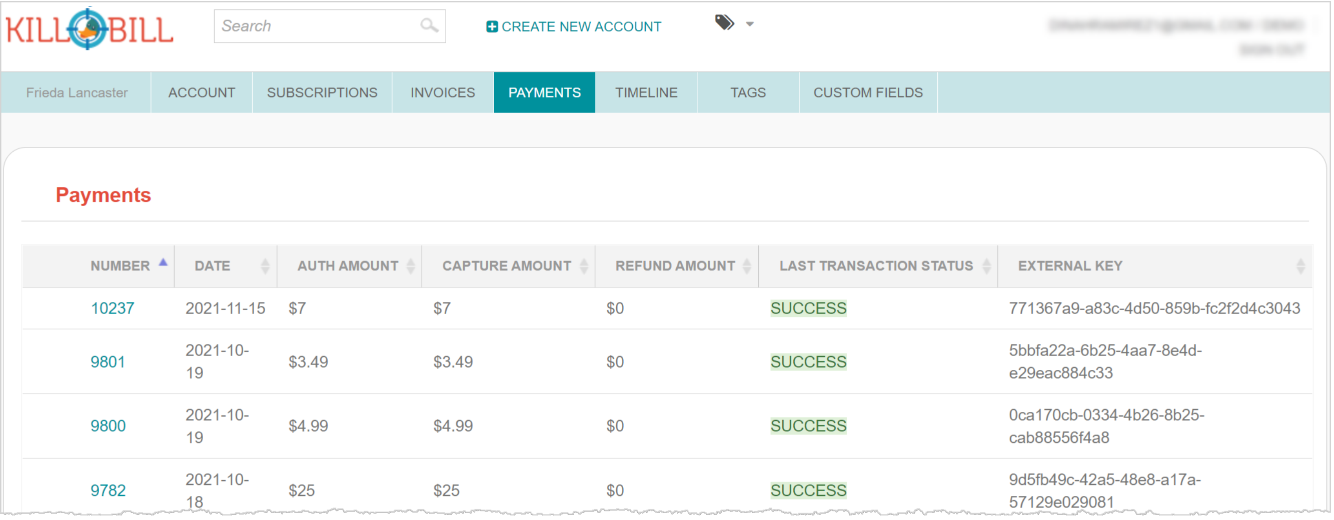
For more information on payments, see:

- "Payment" section of the *Subscription Guide*
- *Payment Guide*

Payments Page

The Payments page lists any payments applied to invoices for the customer account. To open the Payments page, open the account and select **Payments** on the sub-menu.

Note: If a customer account has a default payment method, Kaui automatically makes a payment when an invoice is generated in the system. See About Automatic Invoice Payments for more information.



About Automatic Invoice Payments

Kill Bill automatically generates a payment for an invoice if an account:

- Has an outstanding, unpaid invoice AND
- Has a default and valid payment method

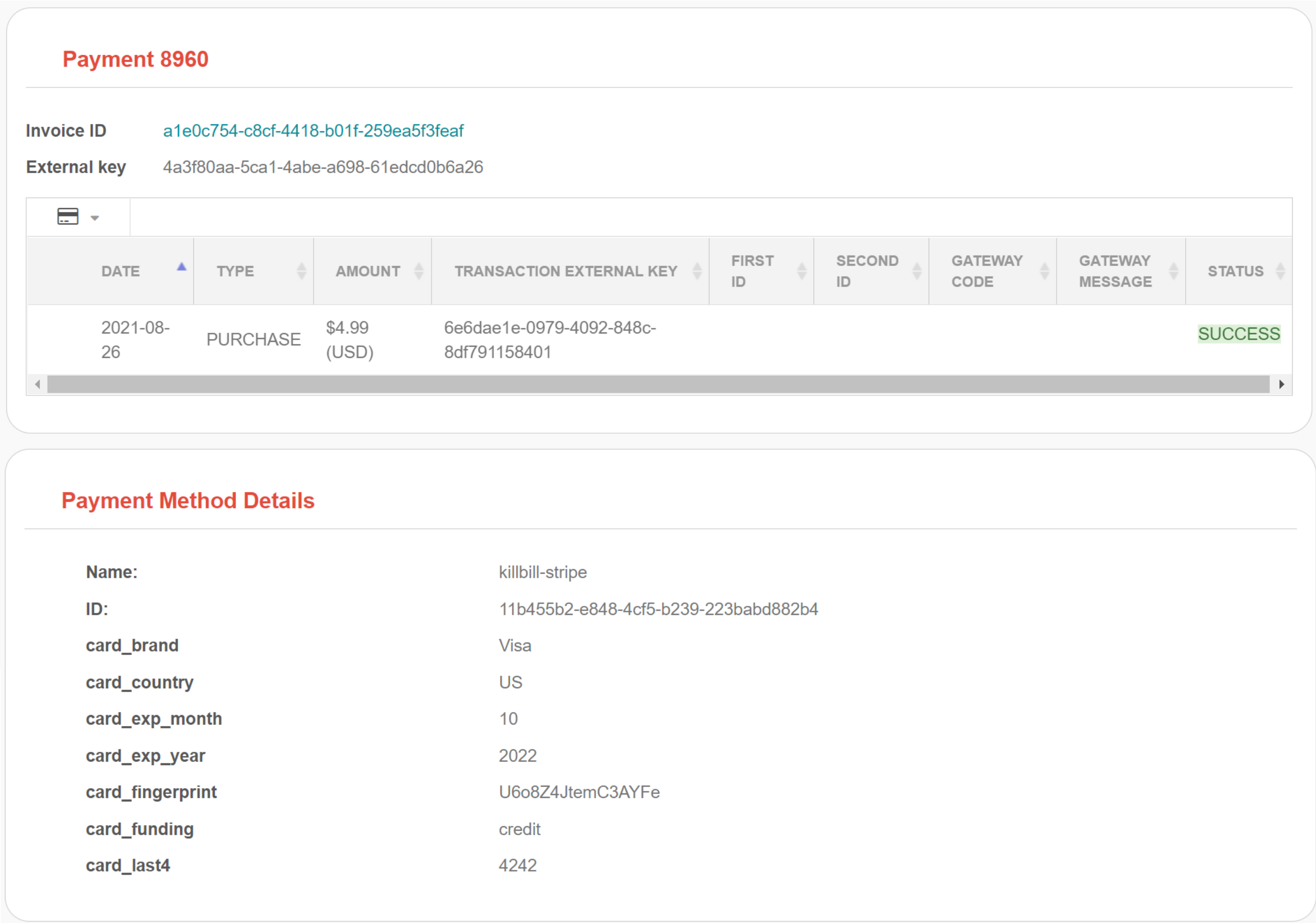
Kill Bill *does not* automatically generate an invoice payment if:

- No default payment method exists for the account
- The default payment method is invalid (e.g., expired credit card)
- The `AUTO_PAY_OFF` or `MANUAL_PAY` system tags are defined for the account

Note: For invoices that Kill Bill does not automatically pay, you can use the "Pay all Invoices" feature. For more information, see Pay All Unpaid Invoices.

Payment Details Page

The Payment Details page displays information about a specific payment, such as the date it was generated, amount, and so forth. Below the payment information is information about the payment method used.



On the Payment Details page, you can: refund a payment or perform a chargeback.

Open Payment Details

To get to the Payment Details page:

1. Open an account.
2. Click **Payments** on the sub-menu.
3. Select a payment number.

Note: To see the associated payment method information, you may need to scroll down the page.

Refund a Payment

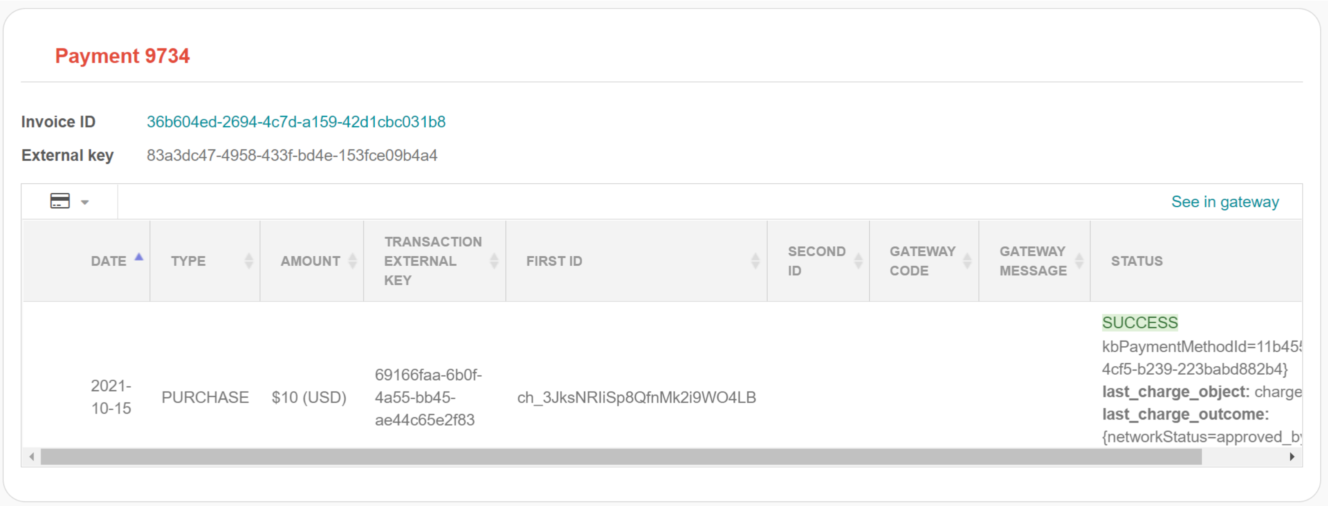
When you refund a payment from the Payment Details page, it brings the invoice amount to zero (i.e., the invoice will have no balance). You can also perform a partial refund in which the partial refund amount is added as an invoice line item. ←-NOT SURE THIS IS RIGHT

The refund is applied to the same payment method used in the original payment.

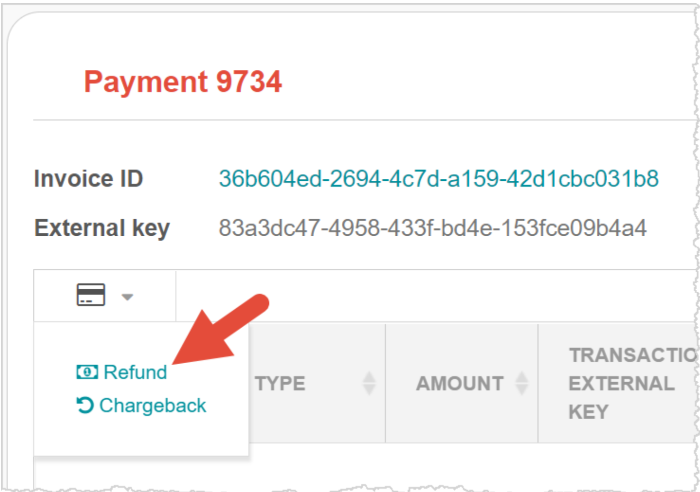
> **Note:** You can also perform a refund directly on the payment method that was originally used. For more information, see Applying Transactions to a Payment Method.

To refund a payment:

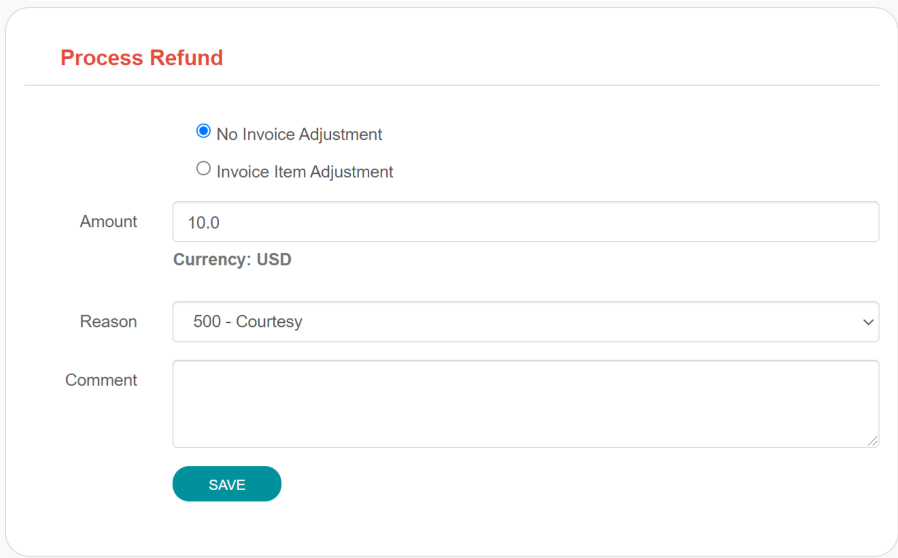
1. Open the Payment Detail page for the payment.



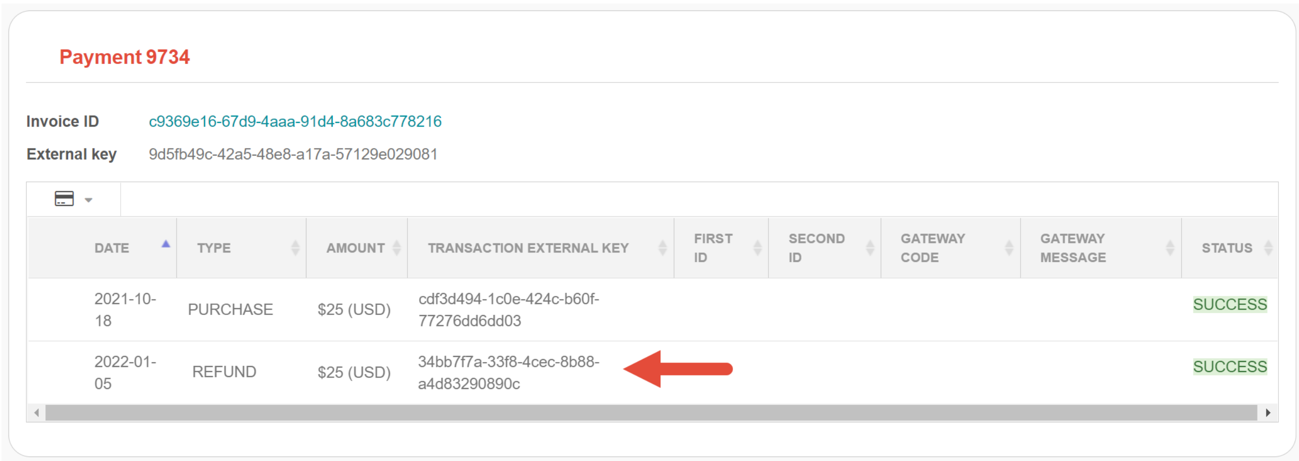
2. Hover over the credit card icon and select **Refund**.



Kaui opens the Process Refund screen.



3. Fill in the fields. For field descriptions, see Process Refund Field Descriptions.
4. Click the **Save** button. Kaui saves the refund and displays it as a separate row on the Payments Details page:



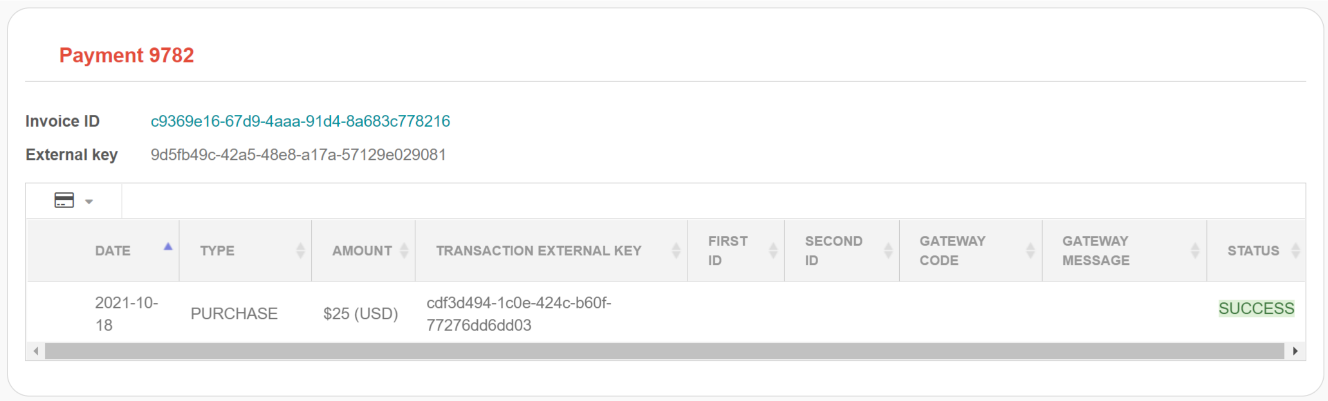
Process Refund Field Descriptions

Field	Description
No Invoice Adjustment Invoice Item Adjustment	If you are refunding the entire balance of the invoice, select **No Invoice Adjustment**. However, if you are providing a partial refund, select **Invoice Item Adjustment**. ←-NOT SURE THIS IS RIGHT
Amount	The amount of the refund. Kaui automatically fills this in based on the invoice balance.
Reason	The refund reason is automatically selected based on Kaui configuration settings. However, you can make a different selection.
Comment	The text you enter here displays on the Timeline page after the payment is complete. Adding comments is optional.

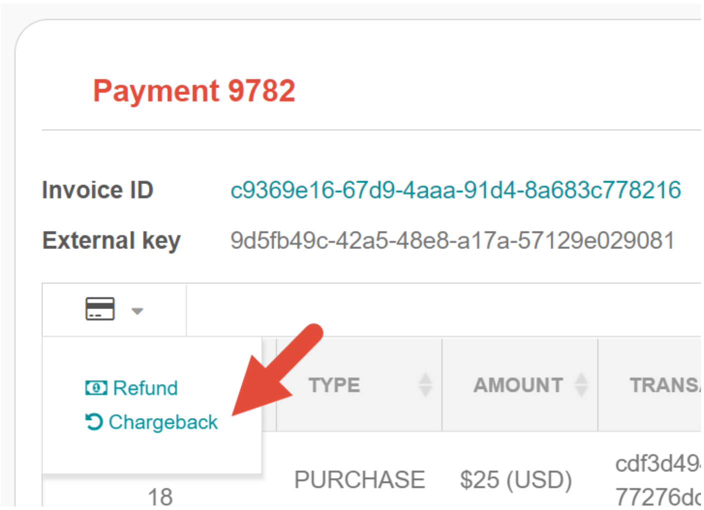
Perform a Chargeback

If your business receives a chargeback notice for a payment, you can record that chargeback in Kill Bill.

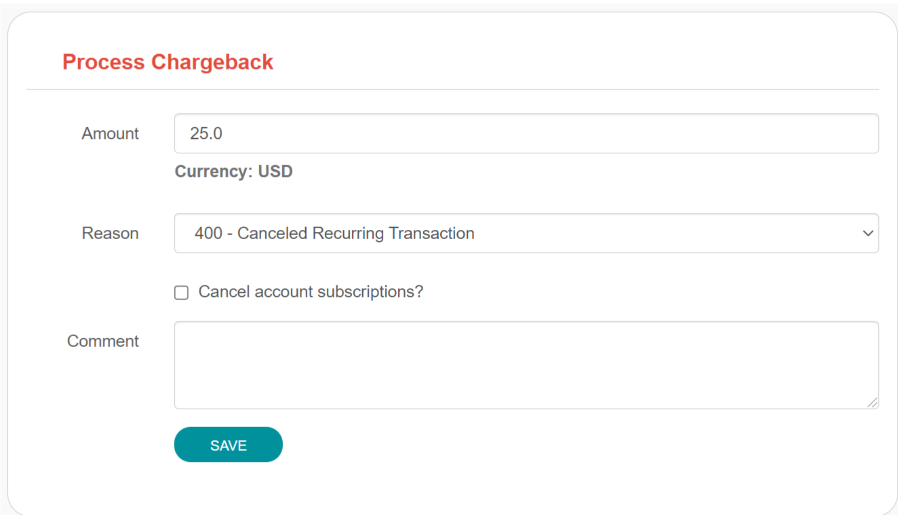
1. Open the Payment Detail page for the payment.



2. Hover over the credit card icon and select **Chargeback**.

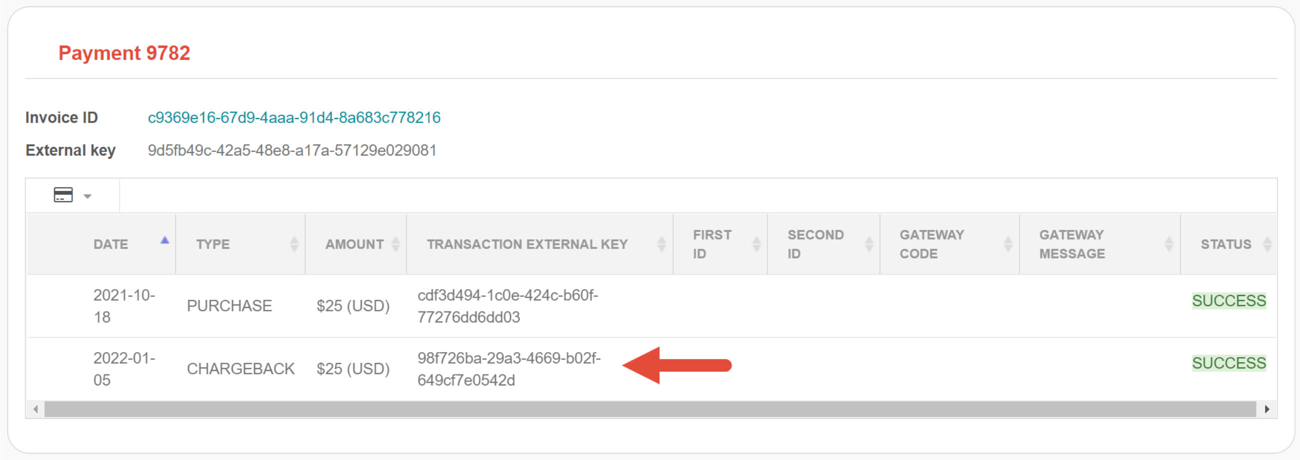


Kaui opens the Process Chargeback screen with the **Amount** and **Reason** fields already filled in.



3. If necessary, select a different **Reason**. (The chargeback reason is automatically selected based on Kaui configuration settings. However, you can make a different selection.)

4. If the subscription associated with the payment needs to be canceled, check the **Cancel account subscriptions** box.
5. Fill in the **Comment** field (optional). The text you enter here displays on the Timeline page.
6. Click the **Save** button. Kaui saves the chargeback and displays it as a separate row on the Payments Details page:



Timeline

IN PROCESS

Part 3 - Users, Roles, and Permissions

IN PROCESS

Part 4 - Tags and Custom Fields

IN PROCESS

Part 5 - Plugin Manager and Analytics

IN PROCESS

Part 6 - Tenants and Admin

IN PROCESS

Add a Catalog Item

This section explains how to add a base, add-on, or standalone product to the Kill Bill catalog.

1. Click the tenant name in the upper right corner. Kaui displays the Tenant screen.

screenshot

1. Scroll down to the Existing Plans section.
2. Click the plug icon to the right of "Existing Plans." Kaui displays the Catalog Configuration screen.
3. Fill in the fields. For field descriptions, see [Catalog Field Descriptions].
4. Click the Save button.

FAQs

IN PROCESS