



Billing System

User Manual

1. Create subscriber

The entire billing process starts with subscriber creation. Creation of the subscriber can be separated into defined steps. These steps are:

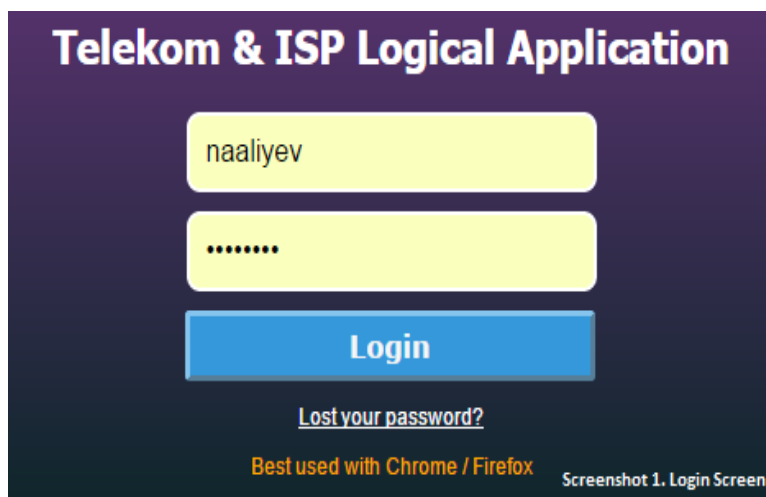
1. Logging into TEKILA system
2. Switching to the subscriber creation mode
3. Filling out subscriber's parameters
4. *Subscriber created.*
5. *Creating a subscription for a subscriber – this last step initiates the billing process for a subscriber. It will be described in a separate guide, which could be found after the “Create subscriber” one.*

Below are the detailed instructions on performing each step. Follow them carefully in order to create a subscriber.

1. Logging into TEKILA system.

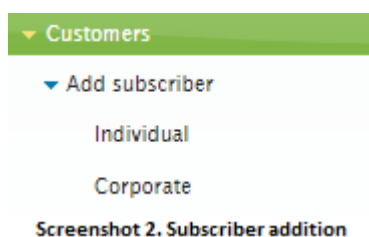
In order to log-in to the system, you need to open your browser and follow the provided link .

<http://tekila.azerfon.az/tekila>



After following the link, you will be presented a login screen, indicated on the screenshot 1 on the left. The top field is for user name, the second one for the password. After you have typed in your login credentials, press the login button.

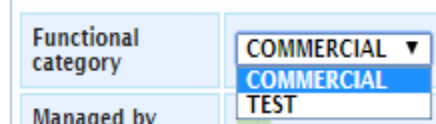
2. Switching to the subscriber creation mode. In order to switch to the subscriber creation mode, first, you have to open the “Add Subscriber” menu.



Depending on the sub-menu you clicked, you will create either Individual subscribers or Corporate subscribers. Notice the “Add Subscriber”-> *Individual* / “Add Subscriber”-> *Corporate* sections on screenshot 2: Clicking either one of them will take you to the subscriber creation form.

3. Filling out the subscriber's parameters.

One of the most important parameter of the subscriber is its belonging to Test, or Commercial Subscribers. It is the first section before the subscriber's details:



Choosing TEST will distinct this subscriber from commercial subscribers, which will affect the reporting. However, all the rest engines of Billing, Provisioning and so on will operate the same as COMMERCIAL.

Apart from its commercial belonging, there are four sections in the subscriber creation form, which are Billing Settings, General information, Passport & Contact Information, Address (invoicing / billing). Each one of the sections is described below:

Billing settings – these settings directly affect the billing procedures.

Billing settings	
Managed by Lifecycle?	<input checked="" type="checkbox"/>
Lifecycle Type	<div>PREPAID</div> <div>POSTPAID</div>
Taxation Category	VAT 18% ▼
Language	AZERI ▼

Screenshot 3. Billing settings.

Managed by Lifecycle – specifies, whether the subscriber is to be suspended on lifecycle (absence of payment).

Lifecycle Type – here you choose whether the newly created subscriber will be a Corporate Subscriber (POSTPAID) or Individual Subscriber (PREPAID).

Taxation Category – specifies, whether subscriber's activity will be taken into account with/without tax. There could be different taxation percentages, the default one, however, is 18 % Value Added Tax.

Language – this parameter affects the notifications that the end user will receive, and the language of the self-care interface he/she will login.

General Information – this tab specifies the general information concerning subscriber's BIO. Labels are self-explanatory.

General information	
Gender*	<input checked="" type="radio"/> Male <input type="radio"/> Female
Name*	<input type="text"/>
Middle / Father's Name*	<input type="text"/>
Surname*	<input type="text"/>
Date of Birth*	<input type="text"/>
Place of Birth	<input type="text"/>
Citizenship	Azerbaijan

Screenshot 4. General Information.

Passport & Contact Information – this tab specifies the Passport/Documentation information of the subscriber being created. Each field is described by the self-explanatory label on the left.

Passport & Contact Information	
Country of issue	<input type="text" value="Azerbaijan"/>
Series	<input type="text"/>
Number*	<input type="text"/>
Pincode*	<input type="text"/>
Issued authority	<input type="text"/>
Date of Issue	<input type="text"/>
Valid till (month/year)	<input type="text"/>
Email	<input type="text"/>
Contact # (mobile)*	+ <input type="text" value="994"/> <input type="text"/>
Contact # (mobile 2)	<input type="text"/>
Contact # (landline)	<input type="text"/>

Screenshot 5. *Passport & Contact Information.*

Address (invoicing / billing) – this section specifies, which address will be used for invoice delivery if any.

Address (invoicing / billing)	
City	<input type="text"/>
ATS #	<input type="text"/>
Street	<input type="text"/>
Building	<input type="text"/>
Apartment	<input type="text"/>

Screenshot 6. *Address (invoicing / billing)*

Notice the Reset & Save buttons. These buttons are used to control the record being edited. Reset – erases all data on all fields that were filled and starts the subscriber data filling process over.

On the counterpart, the Save button performs subscriber creation.

Please note, that Saving a subscriber does not mean, that you won't be able to change any of these parameters in the future. You could always edit subscriber properties in the Corporate/Individual subscribers over-view from which we started the process of subscriber creation.

4. Subscriber created.

Subscriber		Subscriptions & Tickets	
Billing settings			
Functional category	TEST		
Managed by Lifecycle?	<input checked="" type="checkbox"/>		
Lifecycle type	PREPAID		
Taxation category	VAT 18%		
Language	AZERI		
General information			
Created on	02.09.2015 14:15:21		
Last paid on			
Gender*	MALE		
Name*	Ali		
Middle Name*	Natiq		
Surname*	Mammadov		
Date of Birth*	15/01/1980		
Place of Birth	Baki		
Citizenship	Azerbaijan		
Passport & Contact information			
Address (invoicing / billing)			
<input type="button" value="Cancel"/> <input type="button" value="Save"/>			

Screenshot 7. Subscriber overview.

After you have created the subscriber and chosen him in the list shown after the creation, you appear in the subscriber overview menu.

As you can see, the subscriptions tab is disabled due to the absence of the subscriptions for this subscriber.

The next step of subscriber creation, as it was stated above, is the subscription creation. You could find a detailed manual on how to create a subscription for a subscriber that has already been created below.

2. Creating a subscription for a subscriber

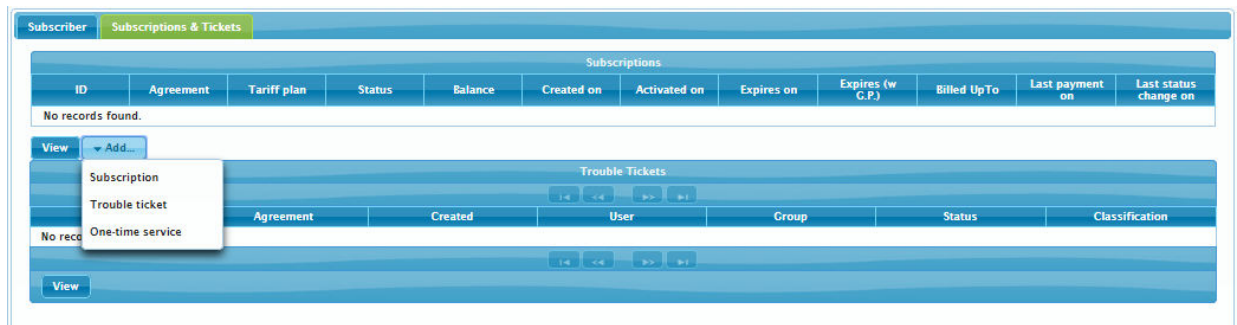
After we have created a subscriber, we may proceed creating a subscription for him. Subscription is basically a service, for which subscriber will be paying, which could be activated, upon payment, deactivated, in case of not paying for some certain period of time, and so on, and so fourth.

In the subscriber overview section, you choose the “Subscriptions & Tickets” tab.

Subscriber	Subscriptions & Tickets
Billing settings	

Screenshot 8. Subscriptions & Tickets tab.

Clicking the Add -> Subscription menu item, you get to the subscription creation dialog.



Screenshot 9. Add subscription menu.

Screenshot 10. Subscription creation dialog.

In this dialog, you choose the subscription type (STATIC/DYNAMIC) – it determines whether the payment depends on the amount of time, for which the service has been used, or, whether it has a static payment. Default is STATIC.

The “*Language*” field by default is that chosen in the section of Billing settings.

“*Service Provider*” – In this field you need to choose one of the following provider.

Screenshot 10.1. Service provider

“*Service*” – In this field you need to choose one of the following service.

Service*	Select service
Agreement Nr.*	
Use equipment from stock	
Use subscriber's address	
Name	
Surname	
Description	

Premium + Bonus
Ultra + Bonus
Lite + Bonus
Management Premium
Management Lite
Fttx Prestige
Fttx Premium
Fttx Ultra
Fttx Lite
Test Fttx Service inst Fee 2

Screenshot 10.2. Service

The field – “Agreement Nr.”, are to do with invoicing and it added by system automatically after selecting the service.

In “Subscription details” form you can fill in information related with city, street, building etc. and its optional.

Further in the “Installation fee” section you need to choose one of the installation fee profile.

Installation fee		
Installation fee profiles		
Name	Price	Description
Installation fee 0	0	
Installation fee 5	5	

Screenshot 10.3. Installation fee

Next, in “Stock” section the Minipop is chosen which contains device status, address, switch mac address, port number and so on.

Stock							
Search for minipops							
Mac address		Switch		Address			
Minipops							
Id	Device status	Address	Switch	Mac Address	Ports number	Ports available	Next port
584	ACTIVE	Velikoslavskaya street	test switch	test:17:22:c5	24	4	4
583	ACTIVE	Lab-minipop Azertelecom office	Switch for testing	4846-fbe9-b9f0	24	2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24	2
563	ACTIVE	test address	test switch	test:16:21:b5	100	49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100	49

Screenshot 10.4. Stock

“Default Value Added Services”(Cable installation) – in this section you should choose type of cable and then enter price and length of chosen cable. After that click in “Add” button. Then below in settings you can see total price of cable installation.

Default Value Added Services

Cable installation

Type*
Cable

Price*
0.60

Length/Count*
3

Add
Delete
Reset

Settings			
Type	Price	Length/Count	Subtotal
Cable	0.60	3	1.80
Total: 1.80 AZN			

Screenshot 10.5. Cable installation

At the end in *Notifications* section you can either select or cancel receiving notification via email or phone in case of any action made on subscription.

After you have set all the required parameters of the subscription, you hit the Save button and the subscription created.

After you have created the subscription, you appear in the subscriber overview menu.

Details & Balance

Subscription 91000180

Subscriber name	Ali Natiq Mammadov
Address	, apt.
Agreement	91000180
Status	INITIAL
Tariff plan	Ftx Premium
Service type	BROADBAND
Billing model	CONTINUOUS
Service provider	Azertelecom
ID	3868508
Type	STATIC
Installation fee	5
Language	AZERI
Rate	0
Created on	02.09.2015 16:36:00
Activated on	
Last payment on	
Expires on	
Expires on (with Grace Period)	
Last status changed on	
Billed UpTo	02.10.2015 23:59:59
Created by	naaliyev

Screenshot 11. Subscription overview

Here you can view the essential and non-essential parameters of the subscription applied to the subscriber. In fact, there might be several. Clicking to one will result in subscription selection, further clicking the View button will result in a more detailed overview of the subscription:

Information about each field.

Subscription XXXXXXXX – Number of agreement;

ID – System ID of subscriber (for internal use);

Type – Service Type;

Expires on – Service expire date;

Expires on with grace period – Service expire date, including grace period (default, same as expire date);

Billed up to – Billed / paid up to date;

Last payment on – Last paid date;

Created on – Subscriber create date;

Activated on – Activation date;

Last status changed on – Date of service status changed date;

Service – Name of used service;

Real – value in real-time;

Promo balance - value of promo balance;

Name – Subscriber name, surname and middle name;

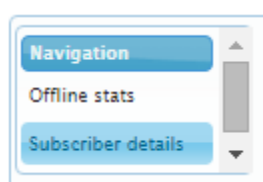
Address – Subscriber address;

In the detailed re-view, you may find the technical parameters of the subscription, which might be of little significance to you, or the subscriber himself, because they are used in provisioning and the activation procedures. But still, they are worth of taking a look.

3. Cash-in payment

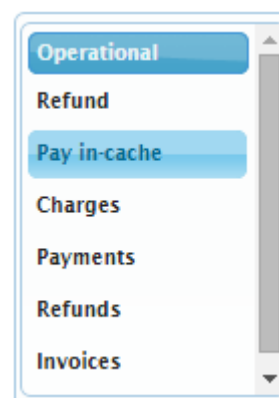
Steps to perform the cash-in payment are indicated below:

1. Select subscriber
 2. Enter the “Subscriber details” menu (in the right pane)
 3. Select the “Pay in-cache” menu
 4. Fill-in the form
 5. Click the save button
 6. Payment performed
-
1. In order to select a subscriber, we are choosing either Corporate or Individual subscriber, then we are clicking the View button.
 2. Then you need to enter “Subscriber details” menu in the right pane.



Screenshot 12. Subs. Details menu

3. In order to enter the Pay-in cache mode, you choose the relevant item on the menu on the right:



Screenshot 12.1. Pay-in cache mode

4. Fill-in the form

Cash payment				
Cheque / Document No.*	<input type="text"/>			
Amount*	<input type="text"/>			
Description	<input type="text"/>			

Subscriptions for test test test				
Service	Agreement No.	Master account	Balance	Status
AzTelekom Dummy Internet Provider for testing	1000015	1234567	-40.00000	INITIAL
AzTelekom Dummy Internet Provider for testing	1000016	1234567	-40.00000	INITIAL
AzTelekom Dummy Internet Provider for testing	1000096	1234567	-40.00000	INITIAL
AzTelekom Dummy Internet Provider for testing	1000097	1234567	-40.00000	INITIAL
AzTelekom Dummy Internet Provider for testing	1000102	1234567	-40.00000	INITIAL

Screenshot 12.2. Filling the payment form

After filling out the payment form, we choose the subscription of the chosen subscriber, for which we are performing a payment.

5. After doing so, we can safely proceed with Saving the Payment.
6. Payment performed

After you perform a cash-in payment, in case it is sufficient for the subscription to be activated, you switch the subscription from INITIAL status to ACTIVE, which means the service is being provisioned (activated) on the main switch. In layman's terms, by making a payment, you activate the subscription and the service, which was selected by you in the previous step.

You may observe the subscription overview after the payment below:

Subscriptions											
ID	Agreement	Tariff plan	Status	Balance	Created on	Activated on	Expires on	Expires (w G.P.)	Billed UpTo	Last payment on	Last status change on
3868508	91000180	Fttx Premium	ACTIVE	0.70	02.09.2015 16:36:00	03.09.2015 11:03:46	03.10.2015 23:59:59	03.10.2015 23:59:59	03.10.2015 23:59:59	03.09.2015 11:03:45	03.09.2015 11:03:46

Screenshot 12.3. Active subscription.

As you can see, the subscription switched to the Active state, which means that the service has been activated and being presented to the subscriber right now.

4. VOID the payment

In case you have incorrectly input the payment, you have the option of voiding it. All you need to do is to select the appropriate payment in the Payments section:

Payments for Test Persons Test Father NAmE Test Surname												
Id	Date	Cheque No.	RRN	Agreement	Amount	Status	Service	Method	Purpose	Source	User	Desc
1027	10.02.2015 10:48:30	test1502101		1000003	5.0	✓	FTTx 20Mb	CASH			admin	test payment
1026	10.02.2015 10:46:18	test1502101		1000003	20.0	✓	FTTx 20Mb	CASH			admin	test init payment

[View](#) [Transfer](#)

Screenshot 13. Payment section

And then choose VOID:

RRN	
RID	
Void	

You will have the selected payment VOIDED and reflected as VOIDED in the payment status:

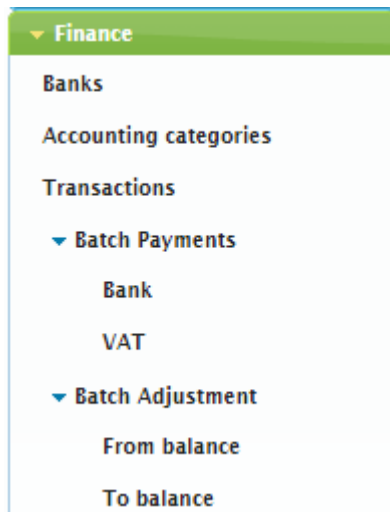
Payments for Test Persons Test Father NAmE Test Surname												
Id	Date	Cheque No.	RRN	Agreement	Amount	Status	Service	Method	Purpose	Source	User	Desc
1027	10.02.2015 10:48:30	test1502101		1000003	5.0	✗	FTTx 20Mb	CASH			admin	test payment

Screenshot 13.1. Voided payment

Please note that VOIDED payment will trigger a reverse in all the Invoices, Subscriptions (INITIAL, ACTIVE, BLOCKED statuses) and any other documents concerning this subscriber.

TEKILA. FI.

Financial Module Overview.



Screenshot 14. Financial section.

1. Banks – contains a list of banks with their identifiers that are used in batch transaction.
2. Accounting categories – contains a list of accounting categories, which identify the transaction by its type
3. Transactions – shows a historical list of operations, that were performed via financial module
4. Batch Payments – this section allows you to perform a batch payments of one of the categories presented. On this particular case, they are the Bank / VAT payments.
5. Batch Adjustment – this section allows you to perform a batch adjustments of one of the categories presented. On this particular case, they are the From / To balance.

Primarily, the FI section consists of the tabs, that support batch operations, and of the tabs that perform the batch operations.

Banks section.

A screenshot of a 'View Banks' table in a software application. The table has columns for Id, Name, Account, Currency, BIC, Head, and Desc. There are two rows of data. The first row has Id 26, Name IBAR, Account 234567, Currency AZN, BIC 745746, Head ASC Xalq Bank, and Desc. The second row has Id 1, Name ASC Xalq Bank, Account HCHR 000207, Currency AZN, BIC 505055, Head, and Desc. The table is surrounded by navigation buttons (back, forward, etc.) and a status bar at the bottom with 'View' and 'Add' buttons.

Id	Name	Account	Currency	BIC	Head	Desc
26	IBAR	234567	AZN	745746	ASC Xalq Bank	
1	ASC Xalq Bank	HCHR 000207	AZN	505055		

Screenshot 14.1. Banks.

In this section, you can review a list of banks, for which the batch operations will be performed. Also, you may perform an addition of the bank, which you will perform the batch operations for.

Create a bank

Bank name	<input type="text"/>
Bank account	<input type="text"/>
BIC	<input type="text"/>
Currency List	<input type="text" value="AZN"/>
Head office (if branch)	<input type="text" value="Select head office"/>
Description	<input type="text"/>

Cancel Reset Save

Screenshot 14.2. Create a bank.

Bank name – name of the bank, for which the record is created

Bank account – bank account, for which the batch operations are performed

BIC – SWIFT code of the bank account.

Currency List – currency of the bank account.

Head office (if branch) – in case this is a branch of some bank, you may select the head office of the bank.

Description – description of the entry.

After you have filled all the relevant fields, you hit the Save button, after which, you desired entry is created.

Accounting categories

Id	Name	Type	Category	Desc
27	Balance Refund	BALANCE_REFUND	VAT 18%	
26	Discount	DISCOUNT	VAT 18%	
25	Balance Writeoff	BALANCE_WRITEOFF	VAT 18%	
24	Payment Adjustment	PAYMENT_ADJUSTMENT	VAT 18%	
23	Special	SPECIAL	VAT 18%	
22	Debt writeoff	DEBT_WRITEOFF	VAT 18%	
21	Late Fee	LATE_FEE	VAT 0%	
1	Realization	REALIZATION	VAT 18%	

View Add

Screenshot 14.3. Accounting categories tab.

This tab allows you to define the categories of adjustments / payments performed. You may add an accounting category using the Add button in the bottom-left corner.

Create accounting category

Name	<input type="text"/>
Type	<input type="text" value="Select type"/>
Taxation category	<input type="text" value="Select category type"/>
Description	<input type="text"/>

Reset Save

Screenshot 14.4. Creating an accounting category.

Name – name of the accounting category.

Type – type of the accounting category. You can select one of the operations required: REALIZATION, LATE_FEE, DEBT_WRITEOFF, SPECIAL, PAYMENT_ADJUSTMENT, BALANCE_WRITEOFF, DISCOUNT, BALANCE_REFUND. Each type represents a separate accounting operation, which is to be performed on a subscriber. Types are self-explanatory, so they don't require any explanation.

Taxation category – defines whether tax is to be applied to the transaction being performed.

Description – describes the accounting category. Optional comment.

Transactions

Accounting Transactions					
1 2 3 4 5 6 7 8					
Id	Date	User	Type	Category	Desc
1127	30.12.2014 14:50:03	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1126	30.12.2014 13:24:57	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1108	30.12.2014 11:35:50	finance	BATCH_ADJUSTMENT	Realization	
1107	30.12.2014 11:32:14	finance	BATCH_ADJUSTMENT	Balance Refund	
1106	30.12.2014 10:50:55	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1091	25.12.2014 14:48:26	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1090	25.12.2014 14:40:08	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1089	25.12.2014 14:40:01	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1088	25.12.2014 14:39:41	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1087	25.12.2014 14:39:33	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1086	25.12.2014 14:34:27	finance	BATCH_ADJUSTMENT	Payment Adjustment	
1066	23.12.2014 20:39:43	admin	BATCH_ADJUSTMENT		
1046	23.12.2014 02:57:50	admin	BATCH_ADJUSTMENT		
1026	19.12.2014 10:49:26	bo	BATCH_ADJUSTMENT		
1006	19.12.2014 10:44:37	bo	BATCH_ADJUSTMENT		

Screenshot 14.5. Accounting transactions

This dialog allows you to review the transactions (batch/single) that were previously performed.

No operations on these transactions can be performed on this tab.

Batch payments

This section contains two options: Bank and VAT batch payments.

Bank payment – the real payments performed to subscribers, extracted from the excel files provided.

VAT payment – dummy payments, that are not seated to the subscribers “in real”. They do not affect the subscriber's balance. Will be used to form a reporting part of FI.

Batch payment

Choose File

No file chosen

Description

Upload

Screenshot 15. Batch payment form.

Batch payment form file upload dialog is same for all the batch operations, and it is down to the excel file upload.

Clicking the “Choose” button, indicated on the screenshot 7, you could choose the file to upload.

The excel file should be in the format, presented on the screenshot 8.

Bank	Contract	Amount
26	tfddsf88	31,08
26	tfddsf88	41,09

Screenshot 15.1. The excel file format.

The format, indicated on the screenshot 8, is a standard for all the batch operations in the FI module of the system.

Batch Adjustments

Batch adjustments tab gives you two options of adjustment: from & to balance.

Adjust from balance – adjustment is performed to balance of the subscribers indicated in the excel file.

Adjust to balance – adjustment is performed from balance (- sign) of the subscribers.

Upload form of the excel file is the same as of batch payments.

Batch operations processing

Processing of the batch operations does not depend on the type of operation performed.

All the processing steps are the same.

After you have chosen the file, click the “Upload” button, indicated on the screenshot 9.

Batch payment

Choose File No file chosen

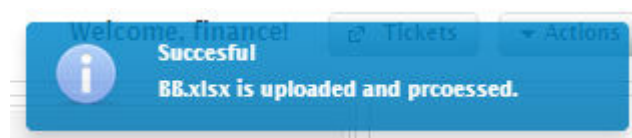
Description testing sequence

Upload

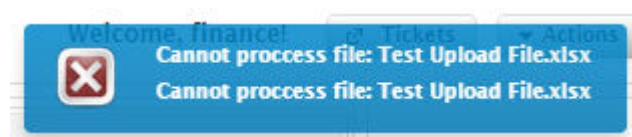
Screenshot 15.2. Upload button.

After the process has been completed, you will see that a notification, in top-right corner, that the upload has been successful.

In case of failure, system will notify you about it. You can observe screenshots of both cases below.



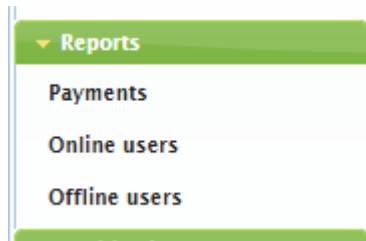
Screenshot 15.3. Upload has been successful.



Screenshot 15.4. Upload procedure was a failure.

Reporting.

In TEKILA, reporting has a separate menu section on the right, once you login into the system. If you have access, you could find it on the left:



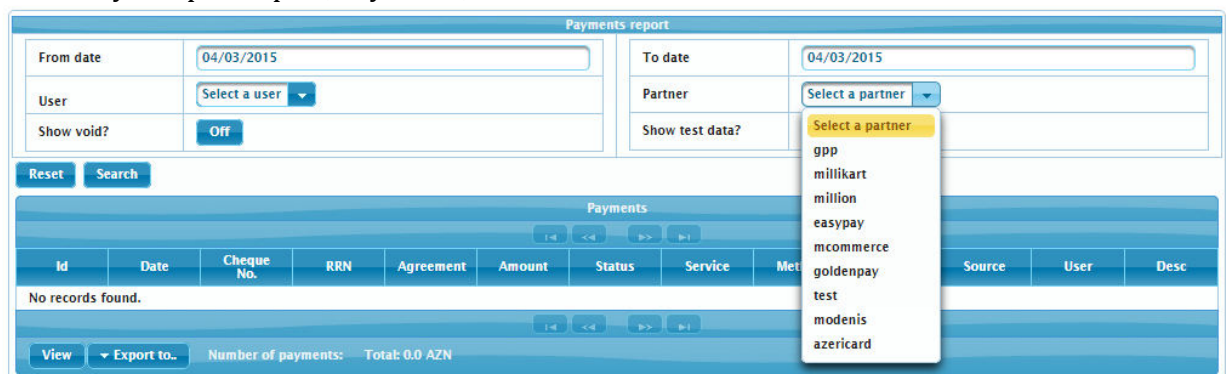
Screenshot 16. Report menu

Each item on this menu is a separate report. On this particular case, we have three reports available:

1. Payments – this report reflects the payments that were made and processed, including payments via external system
2. Online users – this report reflects the users that are registered to be online at the moment. This information is supplied via external node (that is of an internet provider), which allows or disallows connection.
3. Offline users – this report reflects the users that are registered to be offline at the moment.

Online/Offline users are pretty simple. These reports reflect only users being online/offline.

Relatively complex report, Payments, is described below:



Screenshot 16.1. Report

FROM/TO dates – determine a timespan, for which the report is to be issued.

User – in case you are authorized to view the payments of other users, you will be presented a choice, payments of which user to review. Please note, that payments from the external systems go under the SYSTEM username, which means that you should not select any, in case you want to view those.

Show VOID – show the VOIDED payments in the reports.

Show test data – show the payments that were made onto test accounts.