Billing System

User Manual

V1.3

General Operations

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 .

Telekom & ISP Logical Application

Screenshot 1. Login Screen.

Login

Lost your password?
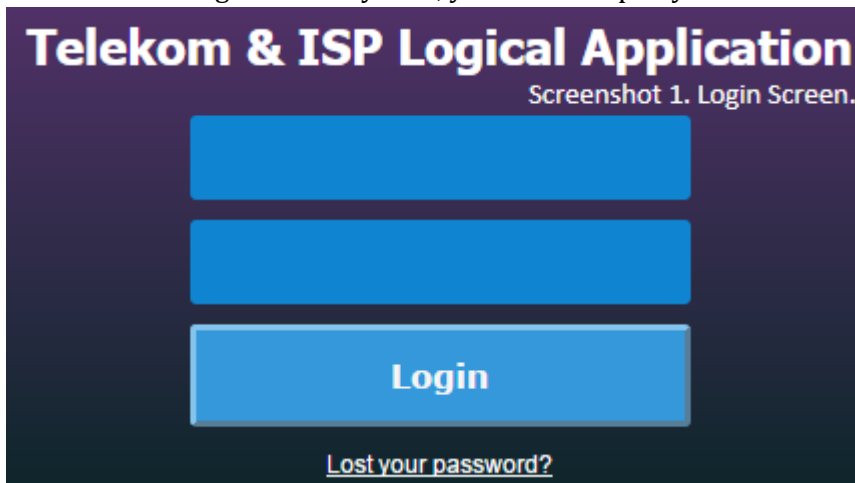
http://tekila.azerfon.az/tekila
After following the link, you will be presented a login screen, indicated on the screenshot 1 on the left.
The top blue field is for user name, the second one for the password. After you have typed in your login credentials, press the login button.

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"-> Corporate / "Add Subscriber" -> Individual* sections on screenshot 2:

▼ Customers

▼ Add subscriber

Corporate

Individual

Screenshot 2. Subs Addition.
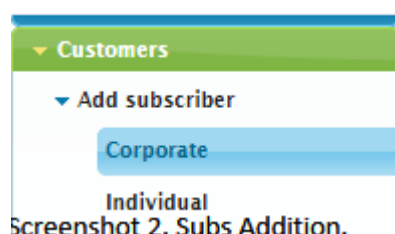
Clicking either one of them will take you to the subscriber creation form.

3. Filling out the subscriber's parameters. There are four sections in the subscriber creation form, which are Billing Settings, General information, ID/Passport information, Address (invoicing / billing). Each one of the sections is described below:

Billing settings – these settings directly affect the billing procedures.

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.

Screenshot 4. General Information.

ID/Passport 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.

Screenshot 5. ID/Passport Information.

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

Screenshot 6. Address (invoicing / billing)

Notice the Reset & Save buttons. These buttons are used the 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.

Screenshot 11. 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.

1. 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.

There are several steps in subscription creation:
1. Selecting a subscriber for subscription
2. Filling-in the subscription form
3. Subscription created

1. Selecting a subscriber for subscription. In order to create a subscription, you need to choose a subscriber, for whom you are creating a subscription. In order to do that, you could search for the subscriber in the main menu:
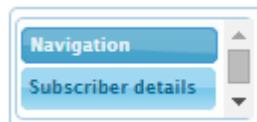

Screenshot 8. Performing a search on a relevant subscriber.

After you have found the relevant subscriber, you click the View button below the subscriber's list.
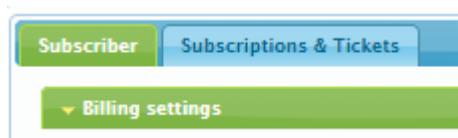
6
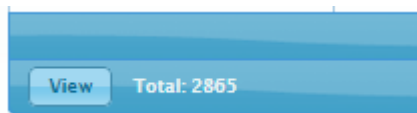
Screenshot 9. The View button.

Clicking the View button, you get to the navigation section. From there, click the subscriber details sub-menu.
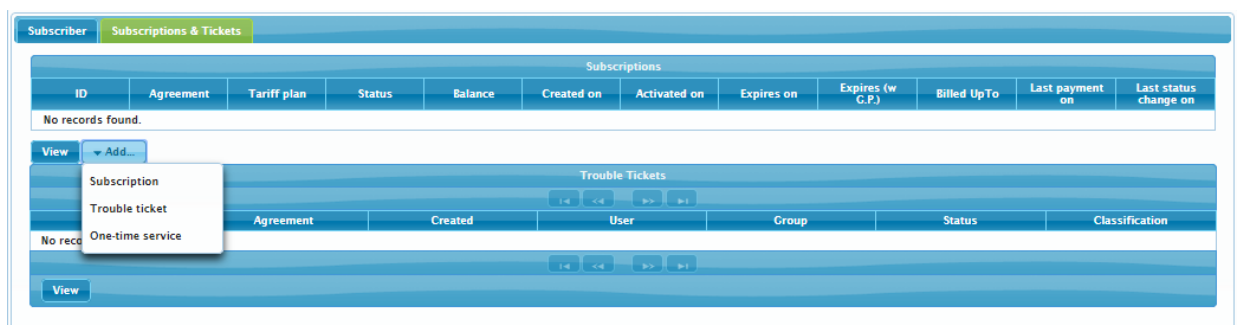

Subscriber details sub-menu.

After you have entered the subscriber overview section, you choose the "Subscriptions & Tickets" tab.

Screenshot 10. Subscriptions & Tickets tab.

Screenshot 11. Add subscription menu.

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

Screenshot 11.5. 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 fields – agreement No., subscriber's address, are to do with invoicing.

Further, the selection of the equipment that corresponds the supplied one to subscriber. This table presents you a list of equipment, that is available for supplement along with the subscription, the subscriber has purchased.

Search for equipment				
Part Number			Brand	
Model	%		Mac Address	
Type				

Screenshot 11.6. The equipment search boxes

In these fields, you may perform a computer-assisted search of the available equipment, to find exactly the one, that was presented to the subscriber service.

Please note, that in this search form you do not hit the Enter button, you hit the Tab button in order to perform a search.

After you have set all the required parameters of the subscription, you choose the subscriber, for which the subscription is to be assigned.
1. After you have made all the preparations, you hit the Save button.
2. Subscription created.
After you have created a subscription, you may go to the same subscriber overview screen, and review the Subscriptions:

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
2395869	1000015	AzTelekom Dummy Internet Provider for testing	INITIAL	-40.00000	08.01.2015 17:57:05				08.02.2015 23:59:59		

Screenshot 12. 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:

Details & Balance	
Subscription 1000015	
Subscriber name	test test test
Address	, apt.
Agreement	1000015
Status	INITIAL
Tariff plan	AzTelekom Dummy Internet Provider for testing
Service type	BROADBAND
Service provider	Azertelecom
ID	2395869
Type	STATIC

Screenshot 13. Detailed subscription overview.

Information about each field.

Subscription XXXXXXX – 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 cash-in payment menu
3. Fill-in the form
4. Click the save button
5. 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. In order to enter the Pay-in cache mode, you choose the relevant item on the menu on the right:
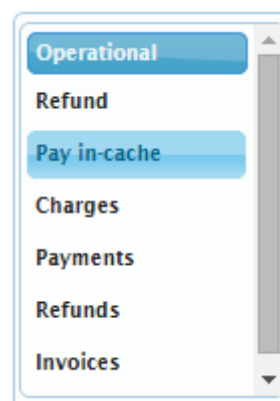
Screenshot 9. Pay in-cache.

3. Fill-in the form

Cash payment	
Cheque / Document No.*	
Amount*	
Description	

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 10. 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.

4. After doing so, we can safely proceed with Saving the Payment.
5. 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:*

Subscriber	Subscriptions & Tickets

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**
2395869	1000015	AzTelekom Dummy Internet Provider for testing	INITIAL	-40.00000	08.01.2015 17:57:05				08.02.2015 23:59:59		
2396852	1000016	AzTelekom Dummy Internet Provider for testing	INITIAL	-40.00000	08.01.2015 18:01:37				08.02.2015 23:59:59		

Screenshot 14. 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.

Finance Operations

Financial Module Overview.
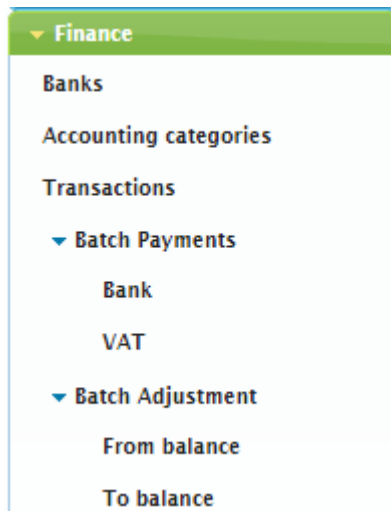
Screenshot 1. Financial section.

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.

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

Screenshot 2. 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.

Screenshot 3. 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
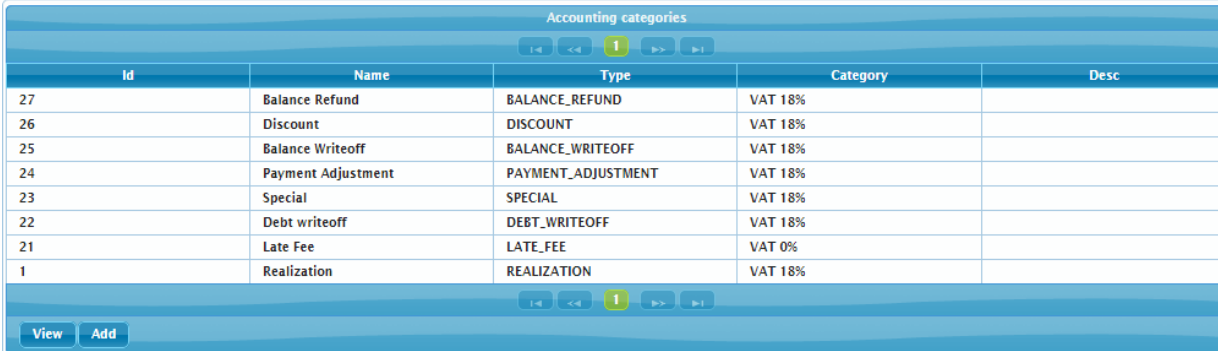**BIC** – SWIFT code of the bank account.
Currency List – currency of the bank account.
Head office (if branch) – in case this is a branch of some bank, you may select the head office of the bank.
Description – description of the entry.

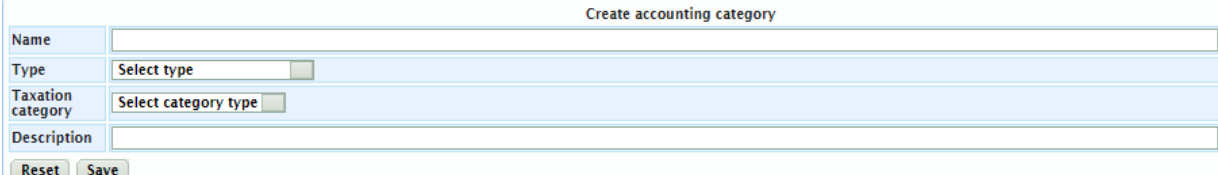After you have filled all the relevant fields, you hit the Save button, after which, you desired entry is created.

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%	

Screenshot 4. 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.

Screenshot 5. Creating an accounting category.

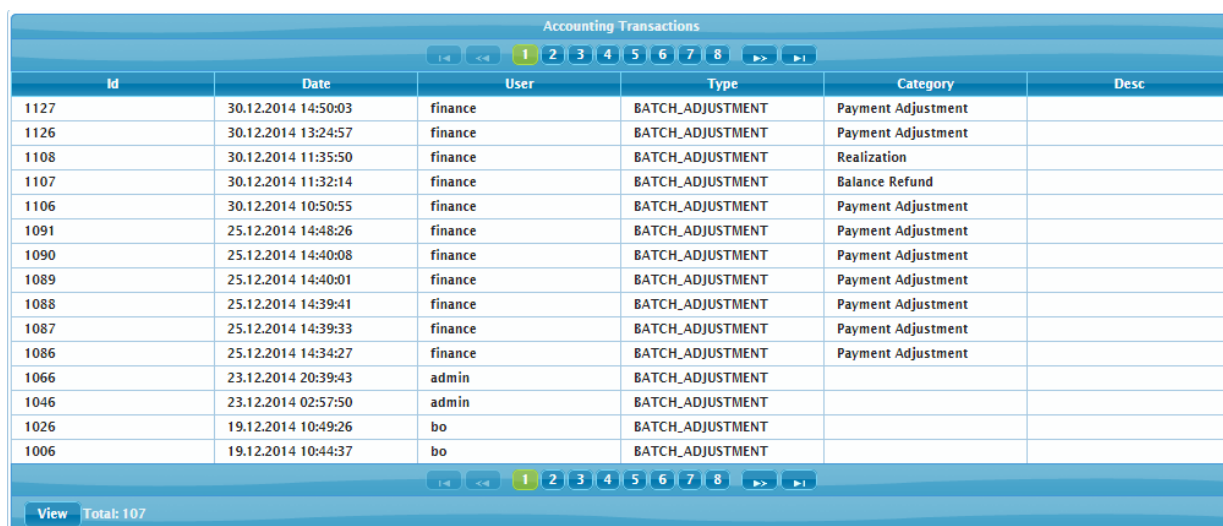**Name** – name of the accounting category.
Type – type of the accounting category. You can select one of the operations required: REALIZATION, LATE_FEE, DEBT_WRITEOFF, SPECIAL, PAYMENT_ADJUSTMENT, BALANCE_WRITEOFF, DISCOUNT, BALANCE_REFUND. Each type represents a separate accounting operation, which 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

Screenshot 6. Accounting transactions

This dialog allows you to review the transactions (batch/single) that were previously performed.
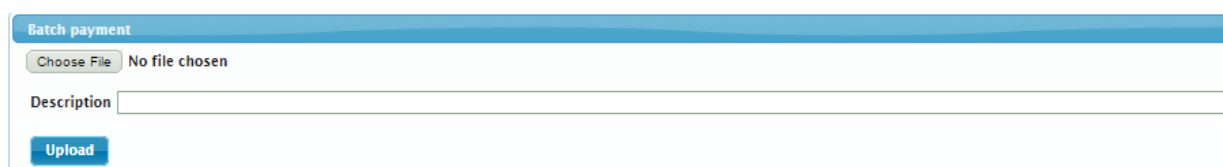
No operations on these transactions can be performed on this tab.

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.

Screenshot 7. 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.

Screenshot 8. 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.

Detailed description of the fields of the excel file below:
Bank – indicates a bank, or its branch via which the adjustment/payment operation is performed.
Contract – indicates an agreement, for which the operation is performed (see the subscriber/subscription creation manual above)
Amount – the cost of the operation.

Please note, that the amount field contains sensible financial information. The format, according to which this value is to be specified, depends on your regional settings in the system.

For instance, the workstation that has American regional settings applied, will be required to specify the fractional part using the ",” (comma) divisor. The workstations, that have Russian regional settings applied, however, will have to specify the aforementioned part using "." (point) divisor.

*The regional settings of the workstation **DO NOT AFFECT** the server, executing the operation. They affect the particular Excel installation, using which the file is maintained.*

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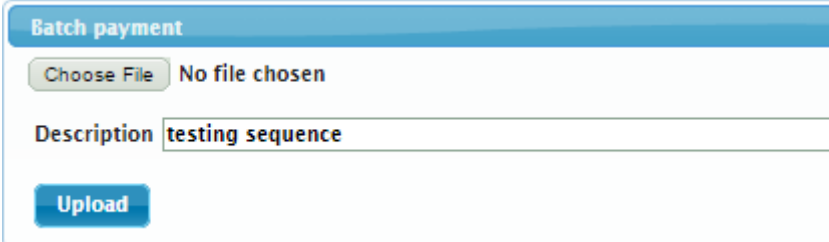**Adjust to balance** – adjustment is performed from balance (- sign) of the subscribers.

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.

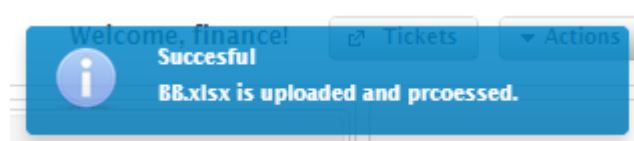*After you have chosen the file, click the "Upload" button, indicated on the screenshot 9.*

Screenshot 9. 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 11. Upload has been successful.
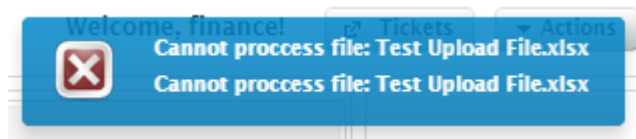
Screenshot 12. Upload procedure was a failure.