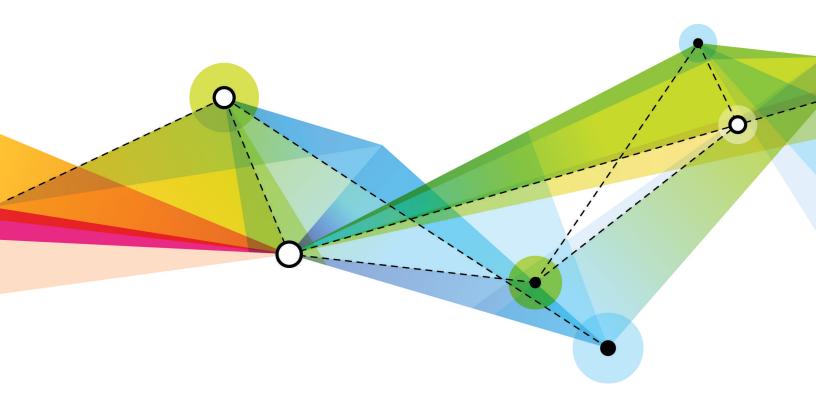
Smile User Guide





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What's changed

This document was last released as the Smile User Guide - Edition 2.0 in February 2017.

The information included in the Smile User Guide - Edition 2.1 is compatible with **Smile Version 6.0**.

New information

Smile User Guide - Edition 2.1 adds the following new information:

Chapter	Topic
Managing overdue accounts	Managing an account dispute

Updated information

Smile User Guide - Edition 2.1 updates the following information:

Chapter	Topic
Managing accounts	Create a statement
Managing overdue accounts	Credit control overview
Generating reports	Analytics menu entries



Chapter

1

Understanding Smile

Who this guide is for

This User Guide is for operators who use Smile to manage customers, services and billing. This guide helps you complete tasks such as:

- creating and managing accounts and subscriptions
- creating and dispatching invoices
- processing automatic and manual payments
- managing overdue accounts
- using the helpdesk and other workflows
- generating reports

For information about configuring Smile, see the *Configuration Guide*. For information about the Smile API and message bus, see the *Developer Guide*.

Introduction to Smile

Smile is a business support system (BSS) for ISPs, telcos and utility providers. You can use Smile with many consumer data services, including xDSL and wireless internet, mobile and fixed-line telephony, web hosting, web application management, fax gateways and IPTV.

As a business support and order-to-cash system, Smile:

- creates and tracks invoices on a cycle that suits your company
- · sends the invoices to customers
- accepts payments, including credit card and direct debit payments
- · automates debtor control
- supports a variety of plans and packages so you can bundle services to customers

Smile integrates with operational support systems (OSS) via well-defined interfaces. Smile can:

- provision and deprovision customers
- automatically control a customer's access to a service based on the status of their account
- enforce spend limits and other policy actions



Smile overview

To help you use Smile more efficiently, the topics in this section explain what Smile does and the meaning of some common Smile terms.

You can find information about how to use Smile in later chapters.

Terminology

The following list defines some important terms that are often used in Smile:

service A generic kind of product that can be provided to customers, for

example, ADSL or mobile telephony.

plan The set of rules that determine how much is charged for a

subscription. A plan can include recurring charges, usage charges, minimum charges, included usage and access rules such as modem

speed.

package A bundle of services added as a group to an account. Packages

specify default values for bill layout and billing frequencies, and are

used to order subscriptions and accounts.

account A customer, company or debtor in the accounts receivable system

to whom one or more subscriptions are provided. For example, you can provide mobile subscription 0401234567 to the account of Joe Smith. The account defines who bills are sent to, how much the

customer owes and their payment terms.

subscription A single instance of a service that is provided to a customer, for

example, a single mobile number. Subscriptions belong to an account and are often the source of usage and recurring charges.

If you have a customer-facing role, you often manage accounts and subscriptions. If you deal with provisioning, networks and pricing, you often manage services, plans, packages and other configuration tasks. You can find more information about these terms in the following topics.

Note: For a full list of Smile terms, see the Glossary. For more information about configuring Smile, see the *Configuration Guide*.



Services

A service is a generic type of product that you provide to customers. For example, if your company is a cable TV provider, you may offer telephone, TV, cable internet and wireless internet services.

Each service contains the following information:

- plan and contract configurations
- rating and tariff configurations
- provisioning data
- any other details about how the service should be provided

You can associate multiple plans with each service. For example, you may offer plans with 50GB, 100GB or 200GB monthly download limits for the same cable internet service.

A service is static. Once you set up a service, its service definition does not change until you change the configuration. You can create new services or rename the existing services for you specific requirements.

Plans

A plan is a standardised set of rules that determines how much to charge for a subscription. Plans include the following components:

- usage charges—specify how much to charge for different blocks of continuous use, for example, telephone flagfall and timed charges or mobile internet downloads. Usage charges also include planspecific tariffs and policy configuration rules, for example, a rule that shapes a customer's usage if they exceed a download limit.
- **recurring charges**—specify a regular charge that is not based on usage, for example, an insurance surcharge.
- **setup charges**—specify an initial charge to apply a plan to a customer's service, for example, an ADSL connection fee. Some plans do not have a setup charge.
- **settings**—specify conditions that apply to the plan as a whole, for example, minimum usage charges and the value of included usage.

Plans can also contain special offers, for example, the first month of usage is free.

Plans are static. Once you set up a plan, its plan definition does not change until you change the configuration.

Plan schedules

A plan schedule lists the plan that a subscription uses at a particular point in time.

Each subscription has a plan schedule associated with it. The active plan in the plan schedule tells you how much to charge for the subscription, even if the subscription is free. The plan schedule lets you change the plan that a subscription uses now or in the future. Plans can be retroactively changed which may result in additional charges or credits.



Packages

A package contains all the configuration information that Smile needs to create an account or subscription. Packages also bundle together multiple services so you can add them as a group of subscriptions to an account.

A package contains:

- **services**—specify the services in the package, for example, an account or subscription.
- **plans**—specify how much to charge for each account or subscription.
- **configuration information**—specify any other information Smile needs to create the account or subscription, for example, default bill layouts, dispatch settings and billing frequencies.

You use packages to order accounts and subscriptions. An order is a request to create a new account or subscription.

A package can contain multiple services, and each service can be associated with multiple plans. When using Smile service order forms the customer chooses a plan for each service in the package when they buy the package. A custom order form can simplify the plan order process.

The following diagram illustrates the components of a simple package. In this example, the package contains mobile, ADSL and telephone services that each have one plan associated with them.

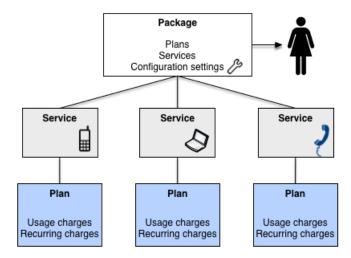


Figure 1: Package components



Accounts

An account is a customer or company to whom you provide one or more subscriptions. An account holds all the business-related information about a customer, such as their billing address, credit card details and transaction history.

Accounts let you:

- · manage a customer's contact details
- raise an invoice or generate a receipt
- · apply discounts and recurring charges, for example, a fee for a paper bill
- · track your company's communication with a customer
- view a customer's payment history
- · associate a ticket with a customer

Accounts also contain a record of each financial transaction made against the account, for example, a record of each invoice, refund, payment, bond, credit note and debit note.

Subscriptions

A subscription is a single instance of a service that you provide to a customer, for example, a mobile number or ADSL connection.

A subscription contains the following information:

- user-identifying data, for example, a username or USN (unique subscription number)
- a plan schedule, which lists the plan the subscription uses
- customer-specific rates
- any other details about the service as it is provided to an individual customer

An account can have multiple subscriptions. For example, the following diagram shows an account with three associated subscriptions (mobile, voice and ADSL).

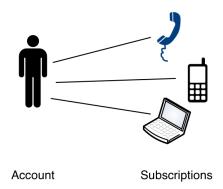


Figure 2: An account with multiple subscriptions

Although an account can have multiple subscriptions, each subscription is associated with only one account. You cannot associate a subscription with two accounts, and you cannot split the charges for a subscription between multiple accounts.



Accounts receivable overview

Smile includes a full suite of accounts receivable functionality. For example, you can use Smile to:

- generate invoices, including manual invoices
- · send the invoices to customers
- accept payments
- track overdue payments
- · control debt

The following topics explain how Smile's accounts receivable features work.

Open item accounts

Smile is an open item accounts receivable system. A basic understanding of how open item accounting works will help you understand how transactions and accounts receivable work in Smile.

Open item accounting is different to balance-forward accounting. Balance-forward accounting treats the balance of each account as a pool of money. When a customer makes a payment, the account balance decreases; when you issue an invoice to a customer, the account balance increases. However, in a balance-forward accounts system you cannot assign a payment to a specific invoice.

In contrast, an open item accounts system allocates every payment to an open item (a transaction with an outstanding balance). Transactions are allocated to open items until the item has a balance of zero and is closed.

In an open item accounts system, you can specify the invoices that a payment is allocated to. For example, a customer may not want to pay an invoice in dispute, but is happy to pay subsequent invoices. Using an open item accounts system, you can allocate the customer's payments to the later invoices and leave the disputed invoice unpaid.

Transaction overview

A transaction is a financial event that affects an account. Transactions are the basis of Smile's accounts receivable system. Smile accounts have an account history that lists every transaction raised against each account throughout the account's lifecycle.

Allocated transactions

Because Smile is an open item accounts system, each transaction can be allocated to another transaction. For example, you can allocate a surcharge reversal to a surcharge, and allocate an invoice to a receipt. A receipt is an acknowledgement of a completed payment.

An allocated transaction does not have to pay an open item in full, and a transaction can have more than one transaction allocated to it. For example, a receipt can be allocated to both an invoice and a surcharge, as shown in the following diagram.



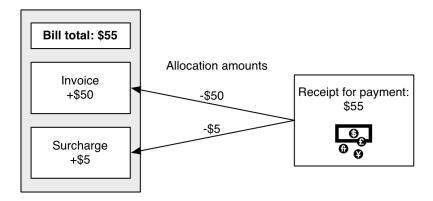


Figure 3: Receipt allocated to multiple transactions

Smile automatically allocates transactions to each other, with some exceptions. For example, Smile automatically allocates a credit card payment to an invoice, but an operator manually allocates a cash payment to an invoice.

Debit and credit transactions

In Smile, credit transactions have negative values because they decrease the account balance, that is, decrease the amount the customer owes. Debit transactions have positive values because they increase the account balance, that is, increase the amount the customer owes.

The following diagram shows you how the credit and debit transactions in the previous example appear on an account balance. In this example, the debit transactions are shaded red and the credit transaction is shaded green.

Item	Amount	Account bal	_
Invoice	+\$50	+\$50	Bill
Surcharge	+\$5	+\$55	
Receipt	-\$55	\$0	-

Figure 4: Debit and credit transactions

Itemised transactions

An itemised transaction lists the charges within the transaction. For example, an invoice contains a list of the invoice items that make up the invoice balance. An itemised credit lists the credit items within a credit note, for example, a \$100 itemised credit may list an \$80 refund and a \$20 goodwill credit.



How the billing run works

During the billing run, Smile creates and sends invoices then schedules automatic payments. Understanding how the billing run works helps you answer customer enquiries and gain a better understanding of Smile.

Billing runs can occur daily, monthly or at other intervals, and are scheduled on a cycle that suits your company.

Before the billing run begins, you import usage data into Smile. The billing run has six stages:

- 1. Rating and invoice generation—Smile applies the relevant plan charges to each subscription's usage records, creates an invoice for each account that has charges and applies discounts, tax and rounding to the invoice.
- **2. Error correction**—A staff member fixes any errors in the invoices.
- **3. Approval**—If required, an approver reviews and approves the invoices.
- **4. Reprocessing**—Smile reprocesses and corrects any invoices that had errors or were not approved.
- **5. Dispatch**—Smile sends the invoices to customers.
- **6. Payment processing**—Smile processes automatic payments, for example, automatic credit card payments or direct debits.

After the automatic payments are processed, Smile allocates each payment receipt to the appropriate invoice.

The following diagram provides an overview of the billing process.

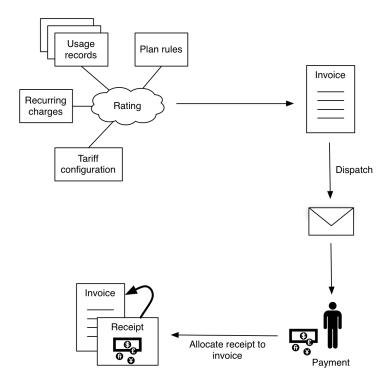


Figure 5: The billing process



Invoices

An invoice is a list of charges raised against a subscription or account over a given period of time, and includes usage charges, recurring charges, GST or other taxes, discounts and rounding amounts. Each invoice is associated with an account, although the invoice may contain charges for the subscriptions associated with the account.

The invoices created during a billing run are bulk invoices, because many invoices are created at once.

Manual invoices

A manual invoice is a single invoice that is created by an operator, for example, to charge for consulting fees or an equipment sale. As an accounts receivable system, Smile lets you create manual invoices on demand to suit your business processes.

Rating and invoicing cycles

Rating and invoicing cycles have similar functions:

- rating cycle—specifies the length of time for which usage charges are calculated.
- **invoicing cycle**—specifies when a customer is sent an invoice.

Each instance of a rating or invoicing cycle is named a period. For example, a subscription may have a rating cycle that ends on the 14th of each month and a rating period of 15 May 2012-14 June 2012.

Each subscription has both a rating and invoicing cycle. The rating and invoicing cycles may end on the same date or have different end dates. Rating and invoicing cycles can end at the end of the month or on the subscription's anniversary. The anniversary is the day of the month on which the subscription was created.

If an account has multiple subscriptions, by default Smile sets all subscriptions to use the same invoicing cycle as the account. This lets you issue a single bill for the account each month.

When a billing run starts, Smile creates an invoice for each account that has a subscription with an invoicing period that ends on the date of the billing run. If an account contains two or more subscriptions with the same invoicing period end date, Smile adds the charges for both subscriptions to the same invoice.

Example: Rating and invoicing cycles

The following diagram represents a subscription with different end dates for the rating and invoicing cycles:

- The rating cycle begins on the 10th of each month and ends on the 9th of the following month.
- The invoicing cycle begins on the 15th of each month and ends on the 14th of the following month.

For example, on the invoicing period end date of 14 July, Smile will generate an invoice for the rating period of 10 June-9 July.



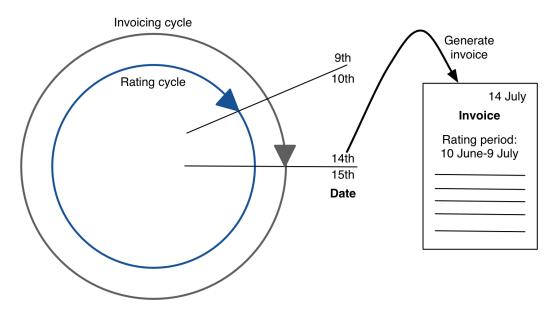


Figure 6: Rating and invoicing cycles



Chapter

2

Getting started

Log in

You access Smile through your web browser. Each company uses a different URL to access Smile. In this guide, the Smile URL is written as http://smile.example.com.

Before you log in to Smile for the first time, ask your system administrator for your username and password and your company's Smile URL.

This task explains how to log in to Smile.

1. Open a browser window and navigate to your company's Smile URL:

```
http://smile.example.com
```

The Administration Login page is displayed.

2. Enter your username and password, and click Log In.

The Smile Dashboard is displayed or, if you are logging in to Smile for the first time, the Operator Welcome page appears.

Complete the Operator Welcome page

The Operator Welcome page appears the first time an operator logs in to Smile. An operator is the name for an account with Smile access. For example, customer service, accounts and helpdesk staff who use Smile are all operators.

Your operator account, including your initial password, was created by a Smile administrator. To increase security, the Operator Welcome page lets you change your password to a value known only to you and also ensures that your personal details are correct.

Note: For more information about changing your password after you have completed the Operator Welcome page, see Change passwords.

This task explains how to complete the Operator Welcome page.



Ensure that the information in the Personal Details and Contact Details sections is correct.

The following fields in the **Contact Details** section require additional explanation:

Address Title

(Optional) Specifies the name of your house or property.

Jabber Address

(Optional) Specifies your username for the Jabber instant messenger application.

2. Type your existing password in the **Current Password** field, and your new password in the **New Password** and **Verify Password** fields.

Although you are not required to change your password, we strongly recommend that you do so.

3. Click Done.

Your information is saved and the Smile Dashboard is displayed.

Log out

To prevent security breaches and unauthorised access to customer information, ensure you log out of Smile each time you leave your workstation.

If you close the browser window, Smile automatically logs you out after a period of time has passed.

To log out, click your screen name on the **Smile Menu Bar**, then click **Logout**.

The Signed Out page is displayed. You are now logged out of Smile.

Permissions

To increase security, Smile displays only the tasks that you need to complete your job role. For example, if you are not a manager, you may not see the task to approve invoices. If you work in the customer service department, you may not see the configuration tasks that control how Smile operates.

The tasks that you can see and perform are called permissions. Your Smile administrator decides the permissions to assign to each operator.



The Smile Dashboard

The Smile Dashboard is the first page you see when you log in to Smile. The dashboard has two sections:

- **Smile Menu Bar**—contains drop-down menus to common tasks and areas of functionality. The Smile Menu Bar is visible at the top of every Smile page.
- **Dashboard**—contains clickable graphical items that display informative charts, item counts or issues that may require attention.

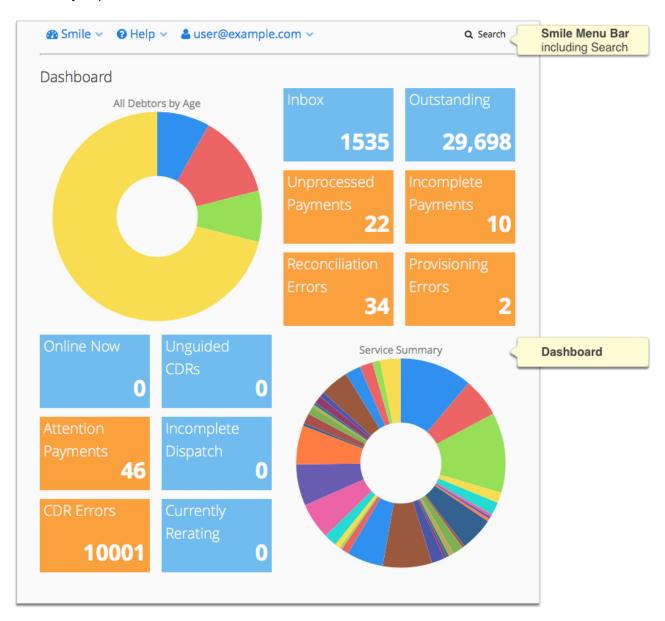


Figure 7: The Smile Dashboard



Smile Menu Bar

The Smile Menu Bar contains drop-down menus to common tasks and areas of functionality. The Smile Menu Bar is visible at the top of every Smile page. The Menu Bar always contains a **Smile** menu, a **Help** menu, the name of the currently logged in user and **Search**. Additional menus will only be visible depending on the context of the Smile function you are currently using.

Smile menu

Smile is divided into a number of independent modules. Each module is available from the **Smile** menu, which is displayed on every page.

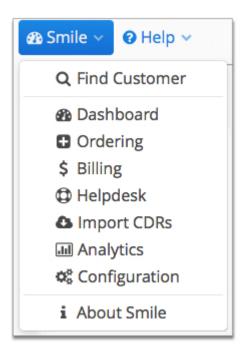


Figure 8: The Smile menu



Dashboard

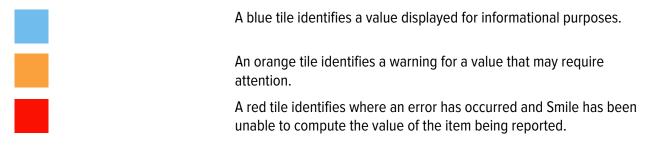
The Dashboard contains clickable graphical items that display informative charts, item counts or issues that may require attention, for example, provisioning errors or unprocessed payments.

Note: Your permissions determine the items you see on the Dashboard.

Dashboard tiles

Each tile item displays a count of items it is reporting. Click on a tile to display further information.

Colour-coding is used to highlight the status of each tile:



The following screenshot shows an example of the Reconciliation Errors and Provisioning Errors tiles. Click on a tile to see a list of errors.



Figure 9: Dashboard tiles

Dashboard charts

Charts provide a graphical view of a report. Hover over a segment of the chart to view the report detail.

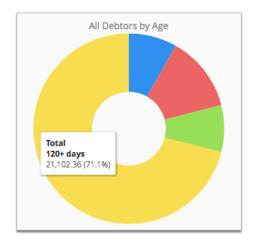


Figure 10: A chart on the Dashboard



Search

The global **Search** field lets you search for accounts, subscriptions, invoices and receipts, and lets you locate customer information in Smile.

The following table lists the terms you can use in the **Search** field.

Table 1: Search terms for each search type

Search type	Search term
Account	 Contact name Phone numbers Address details USN (unique subscription number)
Subscription	 Username Past usernames USN
Invoice	Invoice number
Receipt	Receipt number

A USN, or unique subscription number, uniquely identifies each account and subscription in your company.

This task explains how to search for an account, subscription, invoice or receipt.

- **1.** Do one of the following:
 - Click in the **Search** field on the Smile Menu Bar.
 - Press ALT+S or CMD+S.¹
 - On the Smile menu, click Find Customer.

The **Search** window is displayed. The most recent previous search results are displayed by default. Double-click a previous result entry to select it.

2. Type your search term in the **Search** field and press **Enter**.

A list of results that match your search term appears.

- **3.** Do one of the following:
 - Double-click the required entry in the search results.
 - Select the required entry, then click the icon.
 - Right-mouse click on the required entry and click View.

Detail of the search result is displayed.

¹ Your operating system or browser may override these key-combinations.



Account results

An account result means that your search term matched an account's contact name, phone number, address or USN.

The following screenshot shows you an example of an account result for Example Internet.



Figure 11: Account result

Subscription results

A subscription result means that your search term matched the subscription's username, past username or USN.

The following screenshot shows you an example of a subscription result for username 2352353@example.com. Note that the account associated with the subscription is also displayed in the search results.

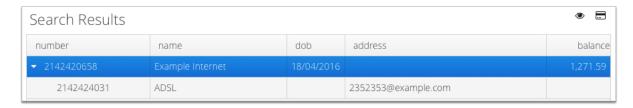


Figure 12: Subscription result

Invoice and receipt results

An invoice or receipt result means that your search term matched an invoice or receipt number.

The following screenshot shows you an example of an invoice result. Note that the account that the invoice is raised against is also displayed in the search results.

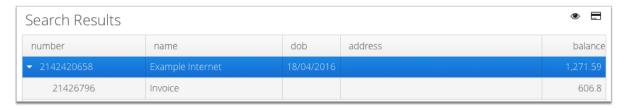


Figure 13: Invoice result



Make a payment from search

You can pay an account or an invoice quickly from search.

This task explains how to make a payment from search.

- **1.** Search for an account name or the number of the invoice to pay.
 - A list of results that match your search term appears.
- **2.** Do one of the following:
 - Select the account or invoice entry and then click the **=** icon.
 - Right-mouse click on the required account or invoice entry and click **Payment**.

A draft transaction New Payment page is displayed.

3. Complete any required payment details, then click **Pay**.

The payment is applied and a receipt entry added to the Transactions page list.



Chapter

3

Placing orders

Orders and packages

To create an account or subscription, you order a package. A package contains the configuration information that Smile needs to create the account or subscription.

Packages may contain a single service or a bundle of multiple services. Packages help streamline the order process and let you order services that cannot be purchased individually.

Each service in a package can be associated with multiple plans. The customer chooses a plan for each service when they buy the package.

Your Smile administrators specify if a package can be ordered by a new customer or an existing customer. For example, a package with an introductory discount may only be available to new customers. Alternatively, a package that contains a single service may only be available to existing customers.

When you place an order, Smile displays only the packages that are available to a new customer or to an existing account, as appropriate. For example, if you order an account, Smile displays only the packages available to new customers. If you add a subscription to an account, Smile displays only the packages available to existing customers.



Orders and order forms

When your Smile administrators create a package, they may choose to add an order form to the package. An order form contains a set of fields that may be mapped to many package components, for example, the username for each new subscription in the package. Order forms simplify the order process, because you enter only the minimum information required to set up the new account or subscription.

However, if a package contains a choice of many plans and contracts, the package may not have an order form. When you order a package without a custom order form, you enter the required information for each account and subscription individually on the default Smile service order forms.

The following screenshot shows you an example of an order form for the Triple Play package, which orders an account and four subscriptions (fixed voice, mobile, ADSL and CAT Access). The red boxes show you the account and subscription fields that correspond to the order form fields.

For example, the number in the Fixed Voice FNN field becomes the username and FNN for the new fixed voice subscription. The value in the DSL Username field becomes the username for both the ADSL and CAT Access subscriptions.

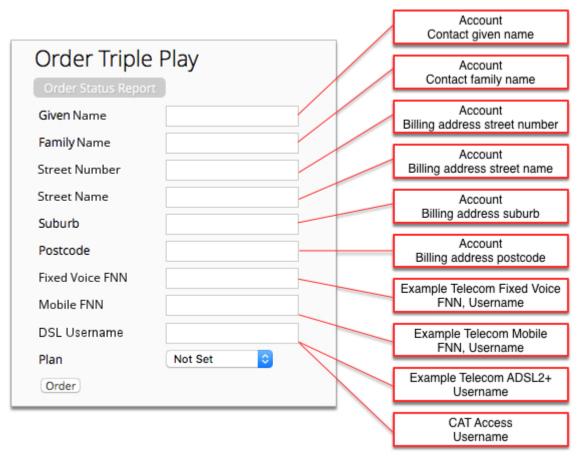


Figure 14: The Triple Play order form



Order an account

This task explains how to order an account package and create an account. The account package contains configuration information such as the account terms, dispatch settings and stationery settings, and may also create new subscriptions, such as CAT access or a mobile subscription.

Your company's business requirements determine the data you enter when you order an account. For more information about this data, contact your Smile administrators.

This task explains how to place an order for a new account. Use this task to add a customer to Smile.

Note: To add a subscription to an existing account, see Add a subscription.

1. On the Smile menu, click Ordering.

The Order Status Report page is displayed.

- 2. Click Start new order...
 - a. If the Incomplete orders page is displayed, click **Start new order** to place a new order.

The Select a Package page is displayed.

3. Click the package you want to order.

The Order *package name* or New Account page is displayed.

- **4.** Enter all required information. The following fields may be displayed and require additional explanation:
 - **Password**—Specifies a randomly-generated account password. To generate a new random password, click **Regenerate**. To enter a new password, click **Edit**.
 - **Alternate Account Number**—(Optional) Specifies another way to identify the account, for example, an account number from another application.
 - Automatic debit behaviour—Specifies how Smile schedules automatic payments for the account.
 - **Use account password**—Specifies if the account password is also the subscription password. To increase security, we strongly recommend that you untick this checkbox and set a different password for each subscription on an account.

Note: If the package contains multiple services and does not use an order form, you may have to enter information on several pages.

After you have entered all required information, Smile creates the account and subscriptions and, if there are charges to raise, generates the first invoice for the new account. In some Smile configurations, the new subscriptions are not activated until additional steps are completed.

- **5.** (Optional) Click **Add item** to add another item to the invoice, for example, a modem or handset.
- 6. Click Save.

The Close Invoice page is displayed.



- **7.** Do one of the following:
 - Click **Issue the Invoice** to close and issue the invoice. If automatic payments are configured for the account, Smile also schedules an automatic payment.
 - Click **Leave Open** to save the open invoice. Open invoices do not affect the account balance.
 - Click Raise Later to defer the invoice items. Smile adds these items to the next bulk invoice for the
 account.
 - Click **Pay Immediately** to close the invoice and enter a manual payment against the invoice. Smile takes the appropriate action.

Note: For more information about paying an invoice, see Enter a manual payment.

Add a subscription

This task explains how to add a subscription package to an existing account.

1. Search for the account to which you want to add a subscription, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Add Subscription....

The **Select a Package** window is displayed.

3. Click the package you want to order.

The Order package name or Add Services page is displayed.

4. Enter all required information.

Note: If the package contains multiple services and does not use an order form, you may have to enter information on several pages.

After you have entered all required information, Smile creates the account and subscriptions and generates the first invoice for the new account.

- **5.** (Optional) Click **Add item** to add another item to the invoice, for example, a modem or handset.
- 6. Click Save.

The Close Invoice page is displayed.

- **7.** Do one of the following:
 - Click **Issue the Invoice** to close and issue the invoice. If automatic payments are configured for the account, Smile also schedules an automatic payment.
 - Click Leave Open to save the open invoice. Open invoices do not affect the account balance.
 - Click **Raise Later** to defer the invoice items. Smile adds these items to the next bulk invoice for the subscription.
 - Click **Pay Immediately** to close the invoice and enter a manual payment against the invoice.
 - Click **Assign** next to an open invoice to add the invoice items to the open invoice.

Smile takes the appropriate action.

Note: For more information about paying an invoice, see Enter a manual payment.



Make a one-off sale

When you sell a customer a new account or subscription, you create an account for the customer in Smile. However, if you also use Smile to sell products in a retail shop, you may not wish to create an account for each customer who buys a product. To make a one-off sale to a customer without creating an account, use the predefined Cash Sales account.

This task explains how to make a one-off sale.

- 1. Search for the Cash Sales account, then double-click the account entry in the search results. The Account summary page is displayed.
- **2.** Create a manual invoice for the product or service.
- **3.** Enter a manual payment for the invoice.

Create a quote

A quote is a formal statement of the cost to provide an account, subscription or other service to a customer. Smile treats quotes as open invoices. A quote does not affect the account balance until it is closed. When you close a quote, Smile turns the quote into an invoice and adds the invoice value to the account balance.

Quotes and other open invoices are displayed in the Open Invoices section of the **Account** tab. Smile attempts to delete empty quotes (quotes that do not contain an invoice item) after 24 hours.

This task explains how to create a quote.

1. Search for the account for which you want to create the quote, then double-click the account entry in the search results.

If a new customer does not yet have an account, create the quote against the Cash Sales account. The Account summary page is displayed.

2. Create a manual invoice for the services in the package.

You may need to add invoice items for setup charges, recurring charges and equipment.

3. Click Save.

The **Close Invoice** window is displayed.

4. Click Leave Open.

Smile saves the quote and returns to the Draft Transactions page for the new invoice.



Chapter



Managing accounts

View an account

An account holds all the business-related information about a customer, such as their billing address, payment details and transaction history. To find or change customer information, you must first view their account.

This task explains how to view an account.

- **1.** Search for the account.
- **2.** Double-click the account entry in the search results.

The Account summary page is displayed. This page contains information about the account balance and provides a summary of other useful account information and settings.

The Account page

The Account page gives you an overview of an account's status and provides a summary of basic account settings.

The **Account** page has five sections:

- **Account Balance**—displays the current and aged account balance, along with the account's current treatment level. This section is always visible when working with accounts.
- **Unallocated Transactions**—displays summary information about the account history including pending payments, deferred invoice items, payment plans and open invoices.
- Account Settings—displays account billing settings.
- Account Menu Tree—provides links to account configuration. These menus can expand depending on the account activity or subscription you are viewing. The menu tree is always visible when working with accounts.
- Account menu—provides links to Account actions, for example, changing address details or printing unpaid invoices.

The following screenshot shows you the sections of the Account page.



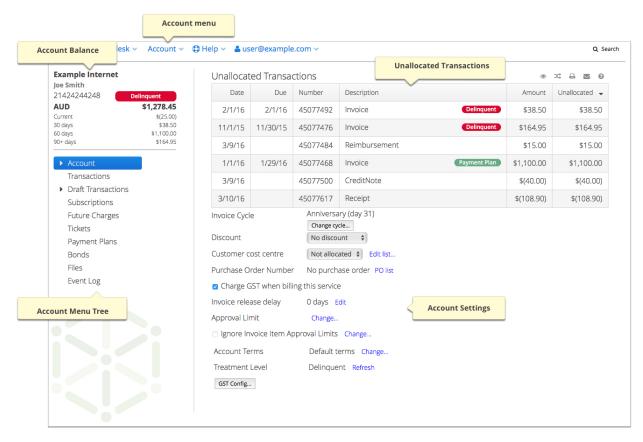


Figure 15: The Account page

Note: For more information about the Account page, see The Account page.



The Transactions page

The Transactions page lists each transaction raised against the account throughout its lifecycle. This section does not include open quotes or unsuccessful payments, because these transactions do not affect the account balance.

Use the Transactions page to review invoices, receipts, surcharges and other transactions raised against the account.

The following screenshot shows you an example of the Transaction page.

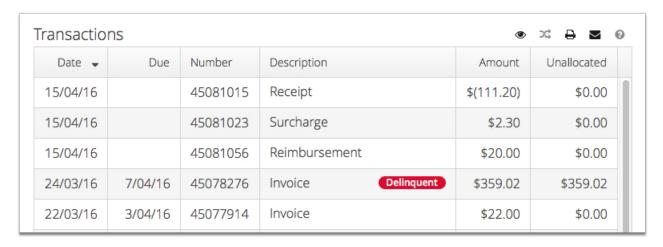


Figure 16: The Transactions page

The following icons and column names require additional explanation:

Description Specifies the transaction type.

Amount Specifies the total transaction value. Credit transactions are

enclosed in brackets.

Unallocated Specifies the unallocated value of the transaction. For example,

if the transaction is a receipt, this column shows the receipt's

outstanding balance.

Opens the transaction detail page.

Allocates a credit to an outstanding debit.

Prints the transaction.

Emails the transaction.

Opens Smile help.



Transaction types

The following transaction types may appear on the Transactions page:

- invoice—a list of itemised charges raised against an account or subscription over a given period of time.
- **surcharge**—an extra fee added to another fee or charge.
- **receipt**—an acknowledgement of a completed payment.
- **bond**—a sum held as security and will generally be reimbursed at a future date. A bond is a debit transaction that does not put a customer account in credit. An active bond is a liability.
- credit note—an adjustment that adds a credit to an account.
- debit note—an adjustment that adds a debit to an account.
- itemised credit—a credit note that contains an itemised list of charges that make up the credit.
- transferred credit—the account received a credit from another account, or transferred a debit to another account.
- **transferred debit**—the account transferred a credit to another account, or received a debit from another account.
- credit transferred credit—a receipt from a different account was allocated to an invoice on this
 account.
- **credit transferred debit**—a receipt from this account was allocated to an invoice on another account.
- reimbursement—an amount refunded to an account or subscription that has already been paid.
- **recipient created tax invoice (RCTI)**—an invoice from a creditor requesting payment, generated by your company on behalf of the creditor. Smile uses RCTIs to track commission payments.
- reversal—a transaction that negates another transaction.

The following transaction types may appear on the Draft Transactions page:

quote—a formal statement of the cost to provide services and accounts to a customer, also known as
a draft transaction or open invoice. A quote is a precursor to an Invoice. An open quote does not affect
the account balance.

Note: For more information about transferred credits and transferred debits, see Transfer funds between accounts. For more information about credit transferred credits and credit transferred debits, see Allocate a receipt to an invoice.

Related concepts

Surcharges on page 111

Reversals on page 128

Recipient created tax invoices on page 142

Related tasks

Raise a reimbursement on page 130



Manage customer details

Managing customer details lets you update a customer's contact information, reprint documents, change account and subscription passwords, and add files and notes to an account.

Change contact details

Updating a customer's contact details ensures that your company's records are correct, and that the customer receives invoices, statements, notifications and other documents.

This task explains how to change contact details.

- 1. Search for the account that you want to update, then double-click the account in the search results.

 The Account summary page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Contact Details**. The Contact Details page appears and displays the customer's contact information.
- **3.** Update the information as required. To update an address or phone number, do the following:
 - a. Click More... next to the Phone Number or Address fields.
 - The **Contact Details** window is displayed.
 - b. Update the required information and click Save.
 The Contact Details page is displayed.
- **4.** Click **Save** when you have updated all required information on the Contact Details page.

Change passwords

The Account Password Manager lets you change the password for all subscriptions associated with an account, including the default account password. The default account password is the default password for each new subscription added to the account. An existing subscription may have the default account password or a separate password.

If the account is not protected, the Account Password Manager also displays each password.

This task explains how to change a password.

1. Search for the account whose passwords you want to change, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Change Passwords....

The **Account Password Manager** window is displayed. If the account is not protected, Smile displays the passwords for each subscription.

3. (Optional) Enter the name of the subscription whose password you want to change in the **Subscription Search** field.

Smile searches for the subscription and displays the search results.

4. Select the subscriptions whose passwords you want to change.

To change the account password, select the **Make this the default password** checkbox.



- **5.** Do one of the following:
 - Type the new password in the **Password** and **Verify** fields.
 - Click **Generate** to randomly generate a new password.
- **6.** Click **Set passwords**, then click **Continue**.

Smile changes the password for the selected subscriptions.

Protected accounts

A protected account is an account that lets you log in to Smile (an account with a Smile access subscription). Each operator has a Smile access subscription and a protected account. You cannot view any password on a protected account.

Protected accounts enhance the security of your Smile login. Because many people use the same password for multiple subscriptions, hiding only the password of your Smile subscription is not enough to protect your login credentials. If another operator viewed the password of your other subscriptions, they may be able to guess the password of your Smile subscription. To solve this problem, Smile hides the password for each subscription on a protected account.

You cannot recover the password for a subscription on a protected account. You must request a new password instead. If you remove the Smile access subscription from a protected account, the account remains protected. If you migrate a Smile subscription to a different account, both the target and source accounts are protected.

You can also create a service to protect the passwords on sensitive customer accounts. When you add a subscription of this service type to an account, Smile hides the passwords for all subscriptions on the account. To create a service that protects passwords for selected customers, tick the **Password protection** checkbox when you create a service.

Note: For more information about creating services, see the *Configuration Guide*.



Add account notes

Account notes let you add information to an account. For example, you can use notes to record a summary of a conversation with a customer to help other operators manage the account.

Notes appear on the Notes page of an account and under the **Account Balance** panel. You can classify highlighted notes as notes or warnings.

The following icons identify a highlighted note or warning:



Note icon



Warning icon

In addition to notes, you can also add collection notes to an account. Collection notes let you add notes about your progress in recovering the balance of the account's overdue invoices. Smile displays the latest collection note under the **Account Balance** panel. The **Account Balance** panel displays up to 3 notes or warnings and 1 collection note. All other collection notes are displayed on the Notes page. You can classify collection notes as a note or warning.

This task explains how to add a note, warning or collection note to an account.

1. Search for the account to which you want to add a note, warning or collection note, then double-click the account entry in the search results.

The Account summary page is displayed.

 On the Account Menu Tree, click the ▶ to the left of Account, then click Notes, then click New note or New collection.

The **Create Notes** or **Create Collection** window is displayed.

- **3.** Select one of the following display options:
 - **Hide this note**—Displays the note only on the Notes page.
 - **Display note on account page**—Adds the note icon and displays the note under the **Account Balance** panel.
 - **Display warning on account page**—Adds the warning icon and displays the warning in red under the **Account Balance** panel.

Note: Notes, warnings and collection notes displayed under the **Account Balance** panel are also displayed on the Notes page.

4. Type the note text in the **Note Text** field and click **Save**.

Smile creates the note, warning or collection note and displays it in the specified location.



Attach a file

Attaching a file to an account lets you store additional material in Smile. For example, you can attach a PDF version of a customer's contract to their account.

This task explains how to attach a file.

1. Search for the account to which you want to attach files, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account Menu Tree, click Files.

The Files page appears and lists any files already attached to the account.

3. Click Add attachment...

The **Add Attachment** window is displayed.

- **4.** Enter a name and description for the file.
- **5.** Do one of the following:
 - Select the **File** attachment type, click **Choose File** and select the file to attach.
 - Select the URL attachment type and enter the URL of the file to attach in the URL field.
- 6. Click Add attachment.

Smile attaches the file to the account.

View events

Smile keeps a record of each change made to an account or subscription. These changes are named events. Viewing events lets you review the actions that have occurred on an account or subscription, and helps you answer customer enquiries and troubleshoot problems.

This task explains how to view events.

1. Search for the account for which you want to view events, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the account sidebar, click **Event Log**.

The Event Log page appears and displays each change made to the account and its associated subscriptions. This page is the account and subscription log.

- **3.** To filter the events that are displayed, do one of the following:
 - Enter a keyword in the **Search** field to display events that contain the keyword.
 - Enter a date in the **From Date** field to display events that occurred on and after that date.
 - Clear the **Show events for subscriptions** checkbox to hide subscription events.
- **4.** Click **View** next to an event for detailed information about the event.



Merge accounts

Merging accounts lets you remove duplicate accounts for the same customer. When you merge accounts, Smile moves all subscriptions and transaction history from one account to another account. Smile does not move any configuration data or any other information, such as contact details, to the target account.

This task explains how to merge accounts.

1. Search for the account that you want to merge, then double-click the account entry in the search results.

Smile will move this account's subscriptions and transaction history to the target account. The Account summary page is displayed.

2. On the Account menu, click Merge Accounts.

The Merge Accounts page is displayed.

- **3.** Click **Search for target account**, search for the account to move the subscriptions and transaction history to and click **Select**.
- 4. Click Merge then click Continue.

Smile moves the subscriptions and transaction history to the target account. You can now delete this account if you wish to do so, but Smile will also delete any logs associated with the account such as the Event Log page and the dispatch log.



Change account type

Account types help you report on different groups of accounts in your company. For example, an organisation that owns several companies may have a different account type for each company, or your company may have different account types for GST exempt and non-GST exempt accounts.

Account types apply to some financial and credit control reports, including the sales report, trial balance report and aged debtors report. You choose the account type to report on when you generate the report, or you can generate a report for all account types.

An account's account type is defined in the package you use to order the account. You can change this default account type after the account is created.

Note: For more information about the sales report, trial balance report and aged debtors report, see Revenue reports.

This task explains how to change an account type.

- **1.** Search for the account for which you want to change the account type, then double-click the account entry in the search results.
 - The Account summary page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Contact Details**. The Contact Details page is displayed.
- **3.** Select the new account type from the **Account type** drop-down and click **Save** at the bottom of the page.
 - Smile changes the account type.



Print, email and manage documents

The following topics explain how to print, email and manage documents such as invoices and receipts.

Stationery

Stationery defines the format and content of printed documents in Smile. When you select the stationery to use for a document, Smile enters the required information into the document and displays it in the correct format.

Stationery can have different formats and content to suit different situations. For example, an organisation that owns several companies may have a different layout for each company's receipts. Alternatively, a company may have different content on an initial invoice and a reminder invoice.

The account package defines the default stationery available to an account. To view or change the stationery available to an account, see the account's **Branding** page.

Your Smile administrators may define stationery for the following document types:

- account
- bond
- invoice
- · itemised credit
- journal
- payment
- receipt
- · recipient created tax invoice
- renewal
- statement
- subscription
- surcharge
- ticket
- usage alert

By default, Smile generates documents in PDF format. You can also configure Smile to produce documents in Excel format (.xls).

Note: For more information about configuring stationery, see the *Configuration Guide*.



Add an invoice group to an account

An invoice group presents multiple charge items as one totalled invoice line item. The configuration of an invoice grouping can:

- override the roll-up invoice item description
- specify multiple charge types
- · specify the charge date range to roll-up
- · specify multiple subscriptions to roll-up

A global invoice grouping must first be created before it can be set on an account. For information about how to create a global invoice grouping, see the *Configuration Guide*.

This task explains how to set an invoice group on an account.

1. Search for the account for which you want to set an invoice grouping, then double-click the account entry in the search results.

The Account summary page is displayed.

- On the Account Menu Tree, click the ▶ to the left of Account, then click Invoice Grouping.
 The Invoice Grouping page is displayed.
- 3. Click New Grouping...

The **Create invoice group** window is displayed.

4. Select an invoice grouping from the **Based upon invoice grouping configuration** drop-down.

This is a global invoice grouping configured by your Smile administrator.

5. Select a subscription from the **Roll up to subscription** drop-down.

This list contains active subscriptions of the account. Additional subscriptions can be added to a group on the Invoice Grouping configuration page once the group has been added.

6. Click Add...

The **Invoice Grouping** configuration window is displayed.

- 7. Complete the required fields. The following fields require additional explanation:
 - **Default invoice item text**—Specifies the invoice item text set in the global invoice grouping configuration.
 - Override invoice item text—Specifies invoice item text that overrides the text set in Default invoice item text.
 - **Active from**—Specifies the date from which transactions are included in the invoice group.
 - Active to—Specifies the date up to which transactions are included in the invoice group.
 - Subscriptions to roll up—Specifies a list of subscriptions for which invoice items will be rolled up.
 - Add subscription—Multiple account subscriptions can be included in an invoice group, provided
 that are not already a member of another invoice group on the account. Only subscriptions relevant
 to the account are displayed. Select a subscription from the drop-down, click Add.
- 8. Click Save.

The Invoice Grouping page is displayed.



Add a purchase order

Purchase orders can be used to invoice an end-customer for related charges independently of other charges. For example, Smile can be instructed to generate an invoice for charges on purchase orders separate to other charges that would be raised on the end-customer's account.

Purchase order numbers can be assigned to an account and displayed on invoices and invoice line items so that customers' accounts payable departments can easily map invoices to purchase orders.

A purchase order can specify validity dates and the subscription(s) it is applicable to. A purchase order may be selected manually when raising a manual charge.

This task explains how to add a purchase order.

1. Search for the account for which you want to add a purchase order, then double-click the account entry in the search results.

The Account summary page is displayed.

- On the Account Menu Tree, click the ▶ to the left of Account, then click Purchase Orders.
 The Purchase Orders page is displayed.
- 3. Click New purchase order...

The **Add purchase order** window is displayed.

- **4.** Type the purchase order number in the **Number** field.
- **5.** (Optional) Complete additional purchase order fields as required.
 - **Start date**—Specifies the date from which the purchase order is valid.
 - **Expiry date**—Specifies the date after which the purchase order is no longer valid.
 - **Subscription**—Specifies subscription(s) to which the purchase order applies. Select a subscription from the drop-down, click **Add**. Repeat to add multiple subscriptions.
 - **Invoice charges for this purchase order separately from other charge**—Specifies that charges covered by this purchase order are not combined with other charges.
- 6. Click Save.

The purchase order is added to the table on the Purchase Order page.



Print unpaid invoices

There are several ways to reprint an invoice in Smile. To print a single invoice, double-click the transaction on the Transactions page, then click **Print**.

This task explains how to print all unpaid invoices for an account.

1. Search for the account for which you want to reprint invoices, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the **Account** menu, click **Print unpaid invoices**. This link is not displayed if there are no unpaid invoices on the account.

Smile prints the unpaid invoices to screen. You can now print, save or email the invoices.

Related tasks

Reprint an invoice on page 125

Create a statement

Creating a statement generates a record of the transactions on an account in a specified date range. After you create a statement, you can print it or email it to a customer.

This task explains how to create a statement.

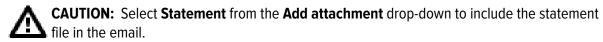
1. Search for the account for which you want to create a statement, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Print Statement...

The **Statement** window appears and lists any previous statements for the account. Click **Print** next to a previous statement to print the statement without regenerating it.

- **3.** Enter the first date of the statement in the **Statement start date** field, and enter the last date in the **Statement end date** field.
- **4.** Do one of the following:
 - Click **Email statement** and complete the fields in the Email Account window to email the statement to a customer.



• Click **Print statement** to print the statement to screen.

After you create a statement, Smile adds the statement to the list on the **Statement** window.



Send an email

You can send two types of email from within Smile:

- a blank or stock email—free-form text or a pre-existing email message, for example, a usage alert.
- an email with attached documents—for example, invoices, receipts and credit control notices.



Tip: To create a blank or stock email, on the **Account** menu, click **Send Email...** The pre-existing email messages are configured by your Smile administrators.

This task explains how to send an email with an attached document to a customer.

1. Search for the account of the customer you want to email, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account Menu Tree, click **Transactions**.

The Transactions page is displayed.

3. Double-click the relevant transaction.

The transaction detail page is displayed.

- **4.** If required to do so, select the appropriate stationery from the **Stationery** drop-down.
- 5. Click Email.

The email window is displayed.

6. Complete the fields in the window and click **Send**.

The email is sent and the transaction detail page is displayed.



Manage financial details

Managing financial details lets you manage a customer's discounts, view their payment history and change how Smile processes payments for an account.

View payment history

The Payment Settings page lists the history and status of all attempted payments for an account, and the account's default payment method.

This task explains how to view payment history on the Payment Settings page.

- **1.** Search for the account for which you want to view the payment history, then double-click the account entry in the search results.
 - The Account summary page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Payment Settings**. The Payment Settings page is displayed. This page lists the status of all attempted and pending payments for the account.
- **3.** Click **View** next to a payment for more information about the payment.

Note: For more information about the meaning of each payment status, see Payment status.

Change the default payment method

Smile uses the default payment method to process scheduled payments. You can change the default payment method entirely or update the existing method, for example, update the expiry date of a credit card.

Note: For information about how to set up automatic notifications for expiring credit cards, see the *Configuration Guide*.

This task explains how to change the default payment method.

- **1.** Search for the account for which you want to change the payment method, then double-click the account entry in the search results.
 - The Account summary page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Payment Settings**.

 The Payment Settings page is displayed. This page lists the current payment method and the status of all attempted and pending payments for the account.
- 3. Click Change.
 - The **Banking details** window is displayed.
- **4.** Select the new payment type from the **Payment type** drop-down and update the required payment information.
 - Smile displays different fields for each payment type, for example, account name, account number and BSB fields for direct debit payments.



- **5.** Choose one of the following automatic payment behaviours:
 - No Auto Payment—Smile never schedules automatic payments for this account.
 - **Schedule Payment of Invoice Amount**—Smile schedules an automatic payment for the invoice value after a bulk invoice is generated.
 - **Schedule Payment of Account Balance**—Smile schedules an automatic payment for the value of the account balance after a bulk invoice is generated.
 - **Use Account Terms**—Smile uses the payment behaviour defined in the account terms.
- 6. Click Save.

If the account has pending payments that are affected by the changed payment details, the **Banking details have changed** page appears.

Select the action to apply to pending payments and click **Done**.Smile changes the default payment method and returns to the Payment Settings page.

Allocate transactions

Allocating a transaction to an unallocated transaction reduces the outstanding balance of the unallocated transaction. For example, allocating a \$75 receipt to a \$100 invoice reduces the outstanding balance of the invoice to \$25.

You can use several methods to allocate transactions:

- auto-allocation—allocates credits to the oldest outstanding debits.
- manual allocation—allocate a specific credit to an outstanding debit.



Tip: To auto-allocate transactions, click **Allocate** on the **Accounts** tab. To avoid settling invoices in dispute, do not auto-allocate credits if the oldest unpaid invoice on an account is disputed.

This task explains how to manually allocate a credit to an outstanding debit.

1. Search for the account with the unallocated credit, then double-click the account entry in the search results.

The Account summary page is displayed.

2. In the **Unallocated Transactions** list highlight the credit to allocate, then click **\(\infty\)**.

The **Allocate to user** window is displayed.

- 3. Click **Allocate** next to the debit to which you want to allocate the credit.
- **4.** Type the amount to allocate in the **Amount to allocate** field and click **Allocate**.

Smile allocates the credit to the debit.



Add an automatic discount

After you add an automatic discount to an account or subscription, Smile applies the discount to each invoice raised against the account or subscription. If you apply a discount to an account, the discount also applies to each of the account's subscriptions.

Smile applies automatic discounts to both bulk and manual invoices, but an operator can override an automatic discount on a manual invoice.

Your Smile administrators define the automatic discounts that you can apply. For example, an administrator may define a 10% discount on recurring charges or a 5% discount on international calls.

Note: For information about defining discounts, see the *Configuration Guide*. For information about applying a one-off discount to a manual invoice, see Create a manual invoice.

This task explains how to add an automatic discount to an account or subscription.

1. Search for the account to which you want to add a discount, then double-click the account entry in the search results.

The Account summary page is displayed.

- **2.** (Optional) To apply a discount to a subscription, click **Subscriptions** on the Account Menu Tree, then double-click the subscription entry to which to apply a discount.
 - The subscription summary page is displayed.
- **3.** Select the discount to apply from the **Discount** drop-down, and if you are applying a discount to a subscription, click **Save**.

If you are applying a discount to an account, Smile automatically saves your changes.

Zero an account

Zeroing an account returns the account balance to \$0 and lets you write off outstanding debts.

This task explains how to zero an account.

- **1.** Search for the account that you want to zero, then double-click the account entry in the search results. The Account summary page is displayed.
- 2. On the Account menu, click Adjust Balance to Zero...

The **Zero Account** window appears.

3. Enter the date to zero the account in the **Effective Date** field and click **Zero Account**. Smile raises an adjustment for the outstanding amount and returns the account balance to \$0.



Delete an account

Deleting an account permanently removes the account from the Smile database. To avoid data loss, we recommend that you delete only new accounts that were created in error.

You cannot delete an account that has activity in a reporting period after the reporting period is closed.

If you delete an operator account, Smile moves the operator's Smile subscription to the Graveyard account. This account stores deleted Smile subscriptions, and ensures that you can always view a record of a previous operator's actions in Smile.

This task explains how to delete an account.

1. Search for the account that you want to delete, then double-click the account entry in the search results.

The **Account** summary page is displayed.

2. On the Account menu, click Delete Account..., then click Continue.

Smile deletes the account.



Chapter

5

Managing subscriptions

View subscriptions

A subscription is a single instance of a service that you provide to a customer, for example, a mobile number or ADSL connection. Each subscription is assigned to an account, and an account can have multiple subscriptions. To find or change subscription information, you must first view the subscription.

This task explains how to view the subscriptions on an account.



Tip: To quickly view a specific subscription, search for the subscription then double-click the subscription entry in the search results.

1. Search for the account for which you want to view subscriptions, then double-click the account entry in the search results.

The Account summary page is displayed.

- **2.** On the Account Menu Tree, click **Subscriptions**.
 - The Subscriptions summary page appears and displays the subscriptions on the account. If you assign subscriptions to cost centres, Smile groups the subscriptions by cost centre.
- 3. (Optional) Use the Service, and Cost centre drop-down lists to filter the displayed subscriptions.
- **4.** Double-click a subscription entry to view further information.

The subscription's summary page is displayed. This page contains information about the subscription's plan and contract. Additional information and functionality is accessed by expanding the subscription entry on the Account Menu Tree.



Subscription sub-menus

The Subscriptions page displays a summary of all subscriptions on an account. When you view a subscription, the subscription's summary page is displayed. When viewing individual subscriptions click the to the left of the subscription entry in the Account Menu Tree to access additional subscription menu entries that display usage and configuration data for the subscription.

An individual subscription entry in the Account Menu Tree is displayed in the format of *service ID service name*. The following screenshot shows an example of the Account Menu Tree displaying 3 subscription entries.

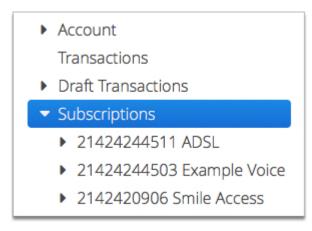


Figure 17: Subscriptions sub-menu entries

The sub-menu entries displayed for each subscription will vary for each type of service. For example, the usage and configuration data that Smile displays for an ADSL subscription is different to the data displayed for a mobile subscription.

The following table briefly summarises the main sub-menus that may be displayed under a subscription entry. Depending on your Smile configuration, Smile may also display pages that are not listed here.

Table 2: Sub-menus of a subscription on the Account Menu Tree

Menu	Service	Purpose
Access	Customer Portal/CAT Access	Displays the subscriptions that can access CAT.
Activity	Data	Displays subscription usage data.
Calls	Telephony	Displays subscription usage data.
CAT Ordering Options	Customer Portal/CAT Access	Displays the packages a customer can order through CAT.
Destinations	Telephony	Displays custom destinations for the subscription.
Events	All	Displays each change or other action that occurs on the subscription.



Menu	Service	Purpose
Features	All	Displays additional features added to a subscription.
Personal Groups	Smile Access	Displays the groups of which the operator is a member.
Prepaid	Prepaid	Displays the prepaid purchase history, and lets you add prepaid blocks to the subscription.
Radius	Data	Displays the subscription's configuration information, static IP addresses and features.
subscription ID service name	All	Displays plan, contract and accounting information, and contains shortcuts to other functionality.
Timesheet	Smile Access	Displays timesheet entries for the operator.

The following screenshot shows you the sub-menus of a Subscription for a prepaid data subscription. Smile displays the subscription summary page, **Features**, **Prepaid**, **Radius**, **Activity** and **Events** menus for this subscription.

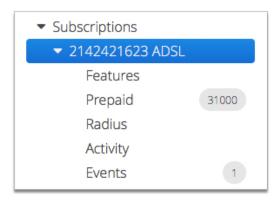


Figure 18: Data subscription sub-menus



Change subscription description

If configured to do so, Smile displays an additional description field at the top of the subscription's summary page. This description field is an unvalidated, free-form text field that lets you provide additional information to identify the subscription.

For example, if the subscription username is an email address, the subscription description may contain the customer's name. The following screenshot demonstrates this example:

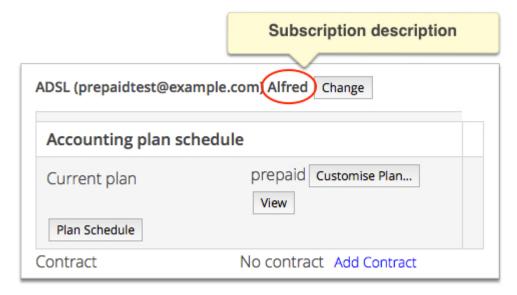


Figure 19: A subscription description

This task explains how to change the subscription description.

1. Search for the subscription for which you want to change the description, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Change.

The **Change Subscription Description** window is displayed.

3. Type the new subscription description in the displayed field and click **Save**.

Note: The field name may vary between services.

Smile changes the subscription description.



View subscription activity

Viewing subscription activity helps you resolve disputed invoices and charges, answer customer queries and troubleshoot problems. You can view a subscription's usage data or events.

For example, view usage data when you need to:

- · review the charge for a call or data session
- make usage unchargeable
- · check that usage data was correctly imported

View events when you need to check actions such as:

- shaping or unshaping
- authentication errors due to an incorrect password
- prepaid usage

This task explains how to view subscription activity, including usage data and events.

1. Search for the subscription for which you want to view usage, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

- **2.** On the Account Menu Tree, click the ▶ to the left of the subscription entry to view sub-menu entries. Do one of the following:
 - To view usage data for telephony subscriptions, click Calls.
 - To view usage data for data subscriptions, click Activity.
 - To view events, click **Events**.



The Calls page

The Calls page provides a summary of the number of calls a subscription makes in a rating period. The following screenshot shows you an example of the Calls page.



Figure 20: The Calls page

Click **View** next to a rating period to view the **Detailed call information** window.

The Detailed call information window

The Detailed call information window lists each call and charge raised against a telephony subscription in a rating period. Use this page to review disputed calls and invoices and to make usage unchargeable.

The following screenshot shows you an example of the **Detailed call information** window.

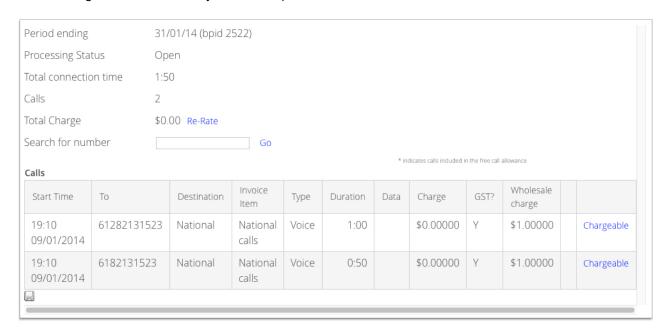


Figure 21: The Detailed call information window

The section at the top of the page provides a usage summary for the period to date.





Tip: If you change a customer's plan or tariffs, click **Re-Rate** to re-rate any existing usage with the new charging rates. Re-rating the usage helps you review the effect of plan changes and check that any corrections you make to a plan give the expected results. Re-rating is only available for open billing periods.

Note: If a billing period is open and Smile is not configured for pre-rating or Real Time Rating, some columns such as **Charge** will be empty. They will be filled in by Smile when the invoice for the period is approved. When you click **Re-Rate** Smile will temporarily calculate and display data for these columns. Smile will recalculate the data when the billing period is approved.

The following column names and links require additional explanation:

Destination Specifies the call destination, for example, local or national. Smile

uses the destination to calculate the usage charge for the call.

Note: To display information in this column, click **Re-Rate**.

Invoice item Specifies the invoice item to which the call is allocated.

Note: To display information in this column, click **Re-Rate**.

Duration Specifies the call duration.

Data Specifies the amount of data downloaded during the mobile

session.

Charge Specifies the usage charge for the call.

Note: To display information in this column, click **Re-Rate**.

GST? Specifies if the usage charge includes GST.

Values: Y (yes), N (no)

Note: To display information in this column, click **Re-Rate**.

Wholesale charge Specifies the wholesale charge for the call, excluding tax, if the

provider has included this information in the CDR feed to Smile.

Chargeable to change the call from chargeable to

unchargeable. Click **Unchargeble** to reverse this and make the call

chargeable again.



The Activity page

The Activity page provides a summary of the data a subscription uses in a rating period. If the subscription is currently logged in, the Activity page also provides a summary of the current session.

The following screenshot shows you an example of the Activity page.



Figure 22: The Activity page

Green text at the top of the page highlights that a customer is currently using the subscription. Click **Details** in the Current Connections section to view more information about the current session.



Tip: To view information about all current sessions, click **Online Now** on the Dashboard.

Double-click a rating period entry in the **Activity** table to view the period usage information chart.



Period usage information chart

The period usage information chart displays a graph of the subscription's usage throughout the rating period. The chart can display usage by **Uploads**, **Downloads** or **Combined** data.

By default data for **All dates** for the period is displayed in the graph. If you select a specific date from the **Date** drop-down, Smile displays an hourly usage graph for that day.

On the Account Menu Tree two sub-menu entries are displayed under the period entry, **Usage Alert Group Activity** and the **Billable Items**.

Usage Alert Group Activity

The Usage Alert Group Activity page displays usage alert group totals for the period being viewed. Click **View** beside a usage alert group entry to display usage details.

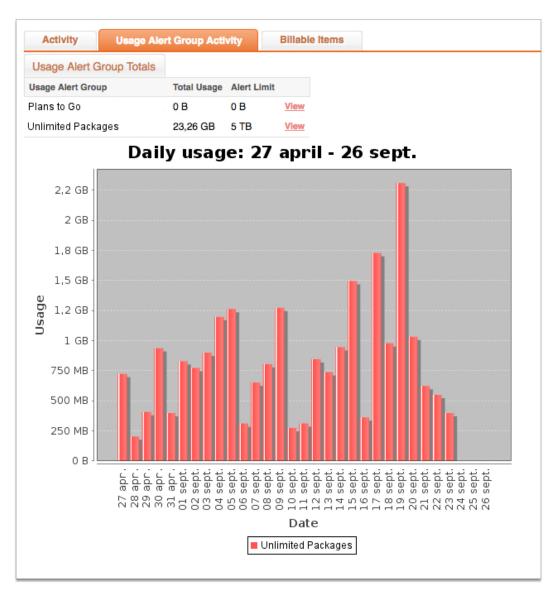


Figure 23: Usage Alert Group Activity page



Billable Items

The Billable Items page provides summaries of the overall usage for the period and the usage on each day. The following screenshot show you an example of the Billable Items page.

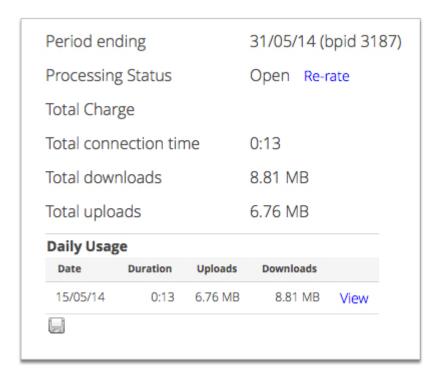


Figure 24: The Billable Items page

The section at the top of the page provides a usage summary for the period to date.



Tip: If you change a customer's plan or tariffs, click **Re-Rate** to re-rate any existing usage with the new charging rates. Re-rating the usage helps you review the effect of plan changes and check that any corrections you make to a plan give the expected results. Re-rating is only available for open billing periods.

Note: If a billing period is open and Smile is not configured for pre-rating or Real Time Rating, some columns such as **Charge** will be empty. They will be filled in by Smile when the invoice for the period is approved. When you click **Re-Rate** Smile will temporarily calculate and display data for these columns. Smile will recalculate the data when the billing period is approved.

Click **View** next to a date in the Daily Usage section to view information about each data session on that day.



The Events page

An event is an action or other change that occurs on a subscription. Viewing events lets you check when an action occurred on a subscription and helps you answer customer enquiries and troubleshoot problems.

The Events page (or subscription log) displays information about subscription events, for example:

- · barring and locking
- shaping
- plan changes
- provisioning
- · authentication errors due to an incorrect password
- prepaid usage
- · any other changes made by an operator

The Events page does not display authentication errors due to incorrect usernames, because Smile cannot match an incorrect username to a subscription.

The following screenshot shows you an example of the Events page.

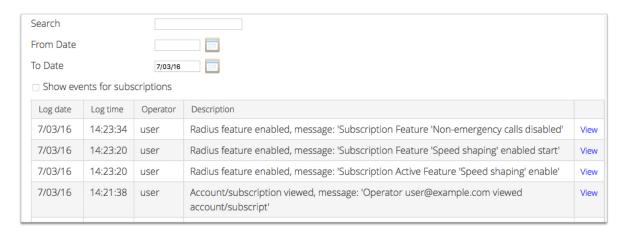


Figure 25: The Events page

To filter the events that are displayed, do one of the following:

- Enter a keyword in the **Search** field to display events that contain the keyword.
- Enter a date in the From Date field to display events that occurred on and after that date.

Click View next to an event to view detailed information about the event.



View unbilled charges

Viewing unbilled charges lets you check the value of:

- · usage charges in the current rating period
- recurring charges and deferred charges for future rating periods

When you view unbilled charges, Smile generates a future invoice for a specified rating period. A future invoice assumes that all previous future invoice periods have been invoiced. Only the recurring and deferred charges for a specific invoice period are included in the future invoice for that period. Smile does not add future invoices to the account balance.

This task explains how to view unbilled charges for a subscription.

1. Search for the subscription for which you want to view unbilled charges, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Future Billing.

The **Future invoices** window is displayed and lists the value of each future invoice.

3. Click **View** next to an invoice to view the charges on that invoice.

Note: To view usage charges for the current period, click **View** next to the first invoice in the list.

View recent dispatches

Viewing recent dispatches lets you view account and subscription-specific documents that Smile has recently sent to a customer. For example, usage alerts, invoices, receipts and credit control documents.

This task explains how to view recent dispatches.

1. Search for the account or subscription for which you want to view recent dispatches, then double-click the entry in the search results.

The account or subscription's summary page is displayed.

2. On the Account Menu Tree, click the ▶ to the left of Account, then click Document Dispatch. The Document Dispatch page is displayed. Smile displays any recent dispatches in the Recent Dispatch table.



View provisioning history

Viewing provisioning history lets you review each provisioning request raised against the subscription. For example, Smile raises a provisioning request when you:

- · create or close a subscription
- · change a subscription's plan
- · bar, unbar, lock or unlock a subscription

This task explains how to view provisioning history.

1. Search for the subscription for which you want to view provisioning history, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Provisioning.

The **Provisioning history** window appears and displays all provisioning requests raised against the subscription.

3. (Optional) Untick Show completed requests.

Smile displays only the outstanding provisioning requests.

4. (Optional) Click **View** next to a provisioning request.

Smile displays more information about the provisioning request.



Manage subscription details

Managing subscription details lets you change subscription passwords, change cost centres, migrate a subscription and add custom recurring charges.

Change passwords

The Account Password Manager lets you change the password for all subscriptions associated with an account, including the default account password. The default account password is the default password for each new subscription added to the account. An existing subscription may have the default account password or a separate password.

If the account is not protected, the Account Password Manager also displays each password.

This task explains how to change a password.

1. Search for the account whose passwords you want to change, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Change Passwords....

The **Account Password Manager** window is displayed. If the account is not protected, Smile displays the passwords for each subscription.

3. (Optional) Enter the name of the subscription whose password you want to change in the **Subscription Search** field.

Smile searches for the subscription and displays the search results.

4. Select the subscriptions whose passwords you want to change.

To change the account password, select the **Make this the default password** checkbox.

- **5.** Do one of the following:
 - Type the new password in the Password and Verify fields.
 - Click **Generate** to randomly generate a new password.
- **6.** Click **Set passwords**, then click **Continue**.

Smile changes the password for the selected subscriptions.



Protected accounts

A protected account is an account that lets you log in to Smile (an account with a Smile access subscription). Each operator has a Smile access subscription and a protected account. You cannot view any password on a protected account.

Protected accounts enhance the security of your Smile login. Because many people use the same password for multiple subscriptions, hiding only the password of your Smile subscription is not enough to protect your login credentials. If another operator viewed the password of your other subscriptions, they may be able to guess the password of your Smile subscription. To solve this problem, Smile hides the password for each subscription on a protected account.

You cannot recover the password for a subscription on a protected account. You must request a new password instead. If you remove the Smile access subscription from a protected account, the account remains protected. If you migrate a Smile subscription to a different account, both the target and source accounts are protected.

You can also create a service to protect the passwords on sensitive customer accounts. When you add a subscription of this service type to an account, Smile hides the passwords for all subscriptions on the account. To create a service that protects passwords for selected customers, tick the **Password protection** checkbox when you create a service.

Note: For more information about creating services, see the *Configuration Guide*.

Migrate a subscription

Migrating a subscription lets you move a subscription to a different account. For example, two flatmates may have two mobile subscriptions on the same account, but need to move each subscription to separate accounts when their tenancy ends.

When you migrate a subscription, Smile moves the subscription's configuration, usage records, custom tariffs and plans, and any other custom information to the new account. However, Smile does not move existing invoices raised against the subscription to the new account.

This task explains how to migrate a subscription.

1. Search for the subscription that you want to migrate, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Migrate Service.

The Move subscription to a new account page appears.

3. Type the name of the account to which you want to move the subscription in the **Search** field, press **Enter** then click **Migrate** next to that account.

Smile moves the subscription to the new account.



Manage cost centres

Cost centres let you assign costs to a specific division within your company. After you define cost centres on an account, you can assign the cost centres to the account's subscriptions.

If configured to do so, Smile groups charges by cost centre when it generates an invoice.

Create a cost centre

You create cost centres on an account. After you create a cost centre, you can assign it to the subscriptions on the account.

This task explains how to create a cost centre.

1. Search for the account for which you want to create a cost centre, then double-click the account entry in the search results.

The Account summary page is displayed.

- 2. Click Edit list... next to the Customer cost centre drop-down, then click Add...
- **3.** Type the name of the new cost centre in the **Cost centre name** field and click **Save**. Smile adds the cost centre to the account.

Assign a cost centre

Assigning a cost centre to a subscription lets you assign the charges for that subscription to a specific division of your business.

This task explains how to assign a cost centre to a subscription.

1. Search for the subscription to which you want to assign a cost centre, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Select the cost centre from the Customer cost centre drop-down and click Save.

Smile assigns the cost centre to the subscription.



Manage plans

A plan is a set of rules that determines how much to charge for a subscription. Plans include usage, recurring and setup charges, charge rules, and other plan settings such as minimum usage charges and included value. A charge rule specifies the cost for a particular type of usage, for example, the flagfall for a national call or the amount of data included in a ADSL plan. You choose the plan a subscription uses when you create the subscription.

Each plan has a plan schedule associated with it, which specifies the plan the subscription uses at a particular point in time. The plan schedule lets you change the plan that a subscription uses now, in the past or in the future.

Managing a subscription's plan lets you:

- view the subscription's current plan and the charges within the plan
- view the plan schedule, so you can check future plan changes
- change the plan

You cannot change a subscription's plan if a subscription is under contract. However, if a customer needs to break a contract and change their plan, you can cancel the existing contract, change the plan then add a new contract to the subscription.

View current plan

Viewing a subscription's current plan gives you information about the plan's recurring charges and charge rules. View a subscription's current plan when you need to:

- · answer customer queries
- check the included value in a plan
- verify the charging rates after you change a plan
- view the custom tariffs for a plan

This task explains how to view a subscription's current plan.

1. Search for the subscription for which you want to view the current plan, then double-click the subscription entry in the search results.

The subscription's summary page is displayed. Smile displays the name of the current plan in the **Accounting plan schedule** section.

2. Click **View** next to the name of the current plan.

The **Charging Summary** window appears and displays the plan's recurring charges and charge rules. Smile displays any included value in the **Charging Rules** section.



View plan schedule

A plan schedule specifies the plan a subscription uses at a particular point in time. Each plan in the plan schedule is named a plan schedule item.

Viewing the plan schedule lets you review and edit upcoming plan changes, and review the subscription's plan change history.



Tip: If you edit the current plan schedule item, Smile recalculates usage and recurring charges and may issue refunds or additional charges in the next billing run. If you need to change the current plan, we recommend that you do not edit the current plan schedule item, but instead click **Change Plan**.

This task explains how to view the plan schedule.

1. Search for the subscription for which you want to view the plan schedule, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Plan Schedule.

The **Plan Schedule** window appears and displays each plan in the plan schedule.

- **3.** (Optional) Do one of the following:
 - Click **View** next to a plan to view the recurring charges and charge rules in the plan.
 - Click **Edit** next to a plan to change the plan, for example, change the plan's start date.

Change a plan

Changing a plan adds a new plan schedule item to the subscription's plan schedule. The item specifies the name of the new plan and when the plan change occurs. You can change the plan a subscription uses now, in the future or in the past.

If the plan start date is in the past, Smile uses the new plan tariffs to re-rate any usage in open periods that occurred after the plan start date.



Tip: You cannot change a subscription's plan if a subscription is under contract. However, you can cancel the existing contract, change the plan then add a new contract to the subscription.

This task explains how to change a plan.

1. Search for the subscription for which you want to change the plan, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Customise Plan...

The **Change Plan** window is displayed.

- **3.** Select the new plan from the **Plan** drop-down.
- **4.** Enter the plan start date and time in the **Start date** and **Start time** fields.



- **5.** (Optional) Select one or more of the following options, as needed:
 - Cancel all future plans—Deletes any future plans in the plan schedule.
 - Cancel all future plans during the billing period—Deletes any future plans in the plan schedule that start in the current rating period.
 - Add rating zone override—Overrides the rating zone to which an SZU (Standard Zone Unit) is mapped, if the rating configuration uses rating zones.
 - **Show tariff entry table**—Adds or uploads, in CSV format, custom tariffs for this subscription.
 - **Show prefix entry**—Uploads custom prefixes and tariffs for this subscription.
 - **Do not fall through to default prefixes and tariffs**—Specifies that the subscription never uses the default service charging rates, and only uses the custom rates defined on the subscription.

6. Click Save.

The Plan change request page appears.

- **7.** Confirm that the plan, start date and start time are correct.
- **8.** (Optional) Select one or more of the following options, as needed:
 - **Cancel future plans**—Deletes any future plans in the plan schedule.
 - Cancel future plans for this period—Deletes any future plans in the plan schedule that start in the current rating period.
 - **Change from next period**—Postpones the new usage and recurring charges until the start of the next rating period.
- 9. Click Confirm plan change.

Smile adds the plan change to the plan schedule and changes the plan at the appropriate date and time.

Add a recurring charge

A recurring charge is a regular charge that is not based on usage, for example, an insurance surcharge or an additional charge for an increased level of support.

The recurring charges that apply to a subscription are typically defined in its plan. However, if you need to add a recurring charge that is not defined in a plan, you can add the charge directly to the subscription.

A recurring **standard charge** is a charge defined elsewhere that can be added to other subscriptions, for example, a charge for a fixed IP address

This task explains how to add a recurring charge.

1. Search for the subscription to which you want to add a recurring charge, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Add standard charge... in the Recurring charges section.

The **Recurring Charge** window is displayed.



- **3.** Complete the required fields. The following fields require additional explanation:
 - **Raise charges every**—Specifies how often Smile raises the recurring charge.
 - Last charge date—Specifies the date until which Smile applies the charge. If you leave this field blank, Smile applies the charge indefinitely.
 - **Rate**—Specifies the ex-GST value of the charge.
 - **Display rate**—Specifies the value to display on the invoice, which may include GST.
 - **Raise charges**—Specifies whether Smile raises the charge in arrears or in advance.
 - **Pro-rata calculation**—Specifies how Smile applies the charge to an incomplete period.
- **4.** Click **Save**, then click **Continue**.

Smile adds the recurring charge to the subscription.

Stop a recurring charge

To stop a standard recurring charge, you change the end date for the charge. After you change the end date, Smile reviews the existing recurring charges and issues any necessary adjustments.



Warning: If you stop a recurring charge, Smile permanently removes the charge from consideration when it processes the billing run. No new charges or refunds are raised after you cancel the charge. Smile does not delete or refund any charges that were already raised against the subscription.



CAUTION: If you alter a recurring charge, you need to set an end date on the existing charge before you add a new charge at the different rate, otherwise all periods in the past will re-rate at the new rate.

This task explains how to stop a recurring charge.

1. Search for the subscription for which you want to end a recurring charge, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click **Edit** next to the recurring charge.

The **Recurring Charge** window is displayed.

- **3.** Do one of the following:
 - Enter an end date in the **Last charge date** field.
 - Click Cancel charging to cancel charging immediately.
- 4. Click Save, then click Continue.

Smile ends the recurring charge on the specified date.



Manage contracts

A contract specifies the length of time that a customer must remain on a plan, for example, 12 or 24 months.

A contract may include setup charges, termination charges and payment method restrictions. For example, your company may offer some contracts only to customers who pay with a credit card. Your Smile administrators can configure the termination charge as a flat fee or as a pro-rated proportion of the remaining contract value.

Unless otherwise defined, the total contract value is the sum of all the recurring charges for the duration of the contract, plus any setup charges. It does not include usage charges.

Each contract belongs to a specific subscription. You choose which contract to apply when you order the subscription.

Managing a subscription's contracts lets you:

- add a contract
- view past, current and future contracts for the subscription
- terminate a contract

Add a contract

Generally, you choose a subscription's contract when you create a subscription or change a subscription's plan. However, if you need to correct a mistake, you can add a contract to a subscription without completing these extra steps.

You cannot add a contract to a subscription that is already under contract.

This task explains how to add a contract to a subscription.

1. Search for the subscription to which you want to add a contract, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Add Contract.

Note: Smile displays this link only if the subscription has no existing contracts.

The **Add a Contract** window is displayed.

3. Click **Select** next to the contract you want to add, then click **Continue**.

Smile adds the contract to the subscription.



View contracts

Viewing contracts lets you review a customer's contract history and helps you answer customer gueries.

This task explains how to view a contract.

1. Search for the subscription for which you want to view contracts, then double-click the subscription entry in the search results.

The subscription's summary page appears and displays the name of the current contract, the contract start and end date and the contract's early termination charge.

- 2. Do one of the following:
 - Click View Contract to view information about the current contract.
 - Click Contract List to view information about the subscription's contract history, then click View next to a contract.

The **Subscription Contract** window appears and displays detailed contract information.

Terminate a contract

Terminating a contract ends the contract before its scheduled end date. If you terminate a contract, Smile may raise an early termination charge against the subscription. The early termination charge is displayed on the subscription's **Subscription Contract** page.



Warning: Ensure you terminate, rather than delete, an unwanted contract. Deleting a contract permanently removes the contract from the Smile database. To avoid data loss, we recommend that you delete only new contracts that were created in error.

This task explains how to terminate a contract, including how to terminate a contract without raising early termination charges.

1. Search for the subscription for which you want to terminate the contract, then double-click the subscription entry in the search results.

The subscription's summary page appears and displays the name of the current contract.

2. Click View Contract.

The **Subscription Contract** window is displayed.

3. Review the information on the page and update it as necessary.

For example, you may need to change the value of the **Minimum termination charge** field to \$0.

4. Click Terminate...

The **Terminate Contract** window is displayed.

- **5.** Review the early termination charge and termination date, and click **Terminate**. Smile terminates the contract and, if necessary, opens an invoice for the value of the early termination charge.
- **6.** (Optional) Click **Delete** next to the early termination charge, then click **Delete**. Smile removes the early termination charge and deletes the invoice.



Revoke access

Barring or locking a subscription lets you revoke a customer's access to a subscription and affects a subscription's recurring charges, as follows:

- **barring a subscription**—blocks access to a subscription, but continues charging recurring charges.
- locking a subscription—blocks access to a subscription and no longer charges recurring charges.

You can revoke subscription access only if the subscription actively authenticates through Smile. You cannot bar or lock a subscription if the subscription does not authenticate through Smile, for example, if your company imports usage data records from an upstream provider.

Smile may automatically bar and unbar a subscription when it takes credit control actions against an overdue account.

Bar a subscription

Barring a subscription blocks a customer's access to a subscription. Smile continues to charge recurring charges while the subscription is barred.

For example, if a customer does not pay an invoice, you can bar their access to a subscription until the invoice is paid. Barring ensures the customer cannot use the subscription, but also ensures that you continue to charge any monthly access fees for the subscription.

If configured to do so, Smile may bar a subscription when it takes credit control actions against an overdue account.

This task explains how to bar a subscription.

1. Search for the subscription that you want to bar, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Bar service.

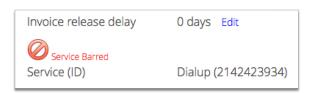
The **Bar service** window is displayed.

- **3.** Select the start time in the **Bar subscription from** drop-down, and if necessary enter the start date in the **Bar start date** field.
- **4.** (Optional) Select the end time in the **Automatically unbar subscription from** drop-down, and if necessary enter the end date in the **Bar end date** field.
- **5.** (Optional) Type the reason why you barred the subscription in the **Comments** field.
- 6. Click Bar subscription.

Smile bars the subscription.

After you bar a subscription, Smile adds the following graphic to the subscription's subscription's summary page.





Unbar a subscription

Unbarring a subscription restores a customer's access to a barred subscription. If configured to do so, Smile may unbar a subscription when an overdue account is settled.



Tip: You can also specify the unbar date when you bar the subscription.

This task explains how to unbar a subscription.

1. Search for the subscription that you want to unbar, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Unbar service.

The **Unbar service** window is displayed.

- 3. Select the bar end time in the **Unbar user** drop-down, and if necessary enter the end date in the **Bar** end date field.
- **4.** (Optional) Type the reason why you unbarred the subscription in the **Comments** field.
- 5. Click Unbar Service.

Smile unbars the subscription.

Lock a subscription

Locking a subscription stops a customer's access to the subscription. Smile does not raise recurring charges while the subscription is locked. For example, you can lock a subscription if a customer is going on holiday and wants to pause their subscription while they are away.

Note: You cannot lock a subscription that is under contract.

This task explains how to lock a subscription.

1. Search for the subscription that you want to lock, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Lock Service.

The **Lock service** window is displayed.

- **3.** Select the start time from the **Lock user from** drop-down, and if necessary enter the lock date and time in the **Lock start date** and **Lock start time** fields.
- **4.** (Optional) Type the reason why you locked the subscription in the **Comments** field.
- **5.** Click **Lock Service**.

Smile locks the subscription.



After you lock a subscription, Smile adds the following graphic to the subscription's subscription's summary page.



Unlock a subscription

Unlocking a subscription restores a customer's access to a locked subscription. Smile resumes charging recurring charges after you unlock the subscription, and credits the account with the value of any recurring charges raised when the subscription was locked.



Tip: You can also specify the unlock date when you lock the subscription.

This task explains how to unlock a subscription.

1. Search for the subscription that you want to unlock, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Unlock Service.

The **Unlock service** window is displayed.

- **3.** Select the end date in the **Unlock account from** drop-down, and if necessary enter the end date and time in the **Unlock date** and **Unlock time** fields.
- **4.** (Optional) Type the reason why you unlocked the subscription in the **Comments** field.
- 5. Click Unlock.

Smile unlocks the subscription.



Monitor usage and spend

Smile has several ways to help customers manage usage and spend. Your Smile administrators may configure one or more of the following methods:

- spend limits—a limit on the amount a subscription can spend on a particular usage type in a rating period.
- value pools—the monetary amount of included usage in a plan.
- usage alert groups—the physical amount of included usage in a plan.

Alert thresholds

An alert threshold is a percentage of value that, when consumed, triggers a notification. Alert thresholds apply to spend limits, value pools and usage alert groups.

Alert thresholds help you manage customer spend and prevent bill shock. If configured to do so, Smile notifies customers when they exceed an alert threshold and consume a certain percentage of their included value. Default alert thresholds are defined on a service or plan, but you can customise the alert thresholds for a subscription's spend limits or usage alert groups.

Spend limits

A spend limit restricts the amount a subscription can spend on a particular type of usage in a rating period. For example, you can apply a \$100 spend limit for international calls to a mobile subscription.

Smile resets the value of each spend limit to \$0 at the start of each rating period and when a subscription changes plan.

If a customer exceeds a spend limit, Smile applies a feature to the subscription. A feature is an item that modifies a subscription and that can be switched on and off, for example, shaping or call barring. The features applied to a subscription are displayed on the subscription's Features page.

Information about the spend limits that apply to an account's subscriptions is displayed on the account's Spend Limits page.

Note: A subscription's default spend limits are defined on the corresponding service. For more information about defining service spend limits, see the *Configuration Guide*.



Change a spend limit

Changing a spend limit lets you change the amount a subscription can spend on a usage type in a rating period. You can make the following changes to a spend limit:

- temporarily override the spend limit
- · permanently override the spend limit
- change the default alert thresholds

When you temporarily override a spend limit, you change the spend limit for the duration of the current rating period. At least one subscription billing item must exist in the current period before you can temporarily override a spend limit.



Warning: When you change the default alert thresholds, Smile deletes the existing alert thresholds and uses only the new thresholds that you specify. To retain the default thresholds, re-enter both the default threshold values and the new threshold values.

This task explains how to change a spend limit.

1. Search for the account for which you want to change the spend limit, then double-click the account entry in the search results.

The Account summary page is displayed.

- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Spend Limits**. The Spend Limits page is displayed.
- **3.** Do one of the following:

Option	Action
Temporarily override the spend limit	 Click Override limit temporarily next to the spend limit to change. Enter the temporary spend limit in the Spend limit override field and click Save.
Permanently override the spend limit	 Click Edit next to the spend limit to change. Enter the new spend limit in the Spend limit override field and click Save.
Change the default alert thresholds	 Click Edit next to the spend limit to change. Enter the first threshold in the Add threshold field and click Add. Repeat Step 2 until you have added all necessary alert thresholds to the spend limit. Click Save.

Smile updates the spend limit or alert thresholds as required.



Value pools

A value pool tracks the monetary amount of included usage that a subscription spends in a rating period. A subscription can have multiple value pools, for example, a mobile subscription may have a \$100 value pool for local calls and a \$50 value pool for mobile data downloads.

Smile resets each value pool to \$0 at the start of each rating period and when a subscription changes plan. The value pool limit is pro-rated for incomplete rating periods, for example, if a subscription changes plan halfway through a month.

Default values for subscription value pools are defined on:

- value pool limit—defined on the plan
- value pool alert thresholds—defined on the service

You cannot change the default value pool limit or alert thresholds for a subscription.

Note: For more information about configuring value pools, see the *Configuration Guide*.

Usage alert groups

A usage alert group tracks the physical amount of included usage that a subscription consumes in a rating period. A subscription can have multiple usage alert groups for different types of usage.

Smile resets the value of each usage alert group to 0 at the start of each rating period and when a subscription changes plan. The usage alert group limit may be pro-rated for incomplete rating periods, depending on your Smile configuration. Your Smile administrators use plan rules to define pro-rating for usage alert groups.

Your Smile administrators can configure a plan rule to perform an action when a subscription exceeds the value of a usage alert group, for example, suspend or shape the subscription.

Default values for subscription usage alert groups are defined on:

- usage alert group limit—defined on the plan
- usage alert group alert thresholds—defined on the service

You cannot override a subscription's usage alert group limit, but you can change the alert thresholds.



Change usage alert group alert thresholds

An alert threshold is a percentage of value that, when consumed, triggers a notification. A subscription's default alert thresholds for usage alert groups are defined on the service, but you can add or remove alert thresholds from the default list.

This task explains how to change the alert thresholds for a usage alert group.

- **1.** Search for the account for which you want to change the usage alert group threshold, then double-click the account entry in the search results.
 - The Account summary page is displayed.
- **2.** On the Account Menu Tree, click **Subscriptions**, then double-click the subscription entry for which you want to change the usage alert group threshold.
 - The subscription's summary page is displayed.
- 3. Click Configure under the Usage alerts section.
 - The **Usage alerts** window appears and displays the available alert thresholds for the usage alert group.
- **4.** Select the alert thresholds to apply to the usage alert group, and click **Save**.
 - Smile updates the alert thresholds for the usage alert group.



Close a subscription

Closing a subscription adds a plan schedule item with the close date to the plan schedule. You can specify a close date now or in the future.

When the close date occurs, Smile permanently de-provisions the subscription and resets the subscription username to the subscription USN. A customer cannot use a subscription after the close date has passed.

If the subscription is under contract, closing the subscription before the contract end date may raise an early termination fee. The early termination fee is displayed on the subscription's **Subscription Contract** page.



Warning: Closing a subscription is permanent. You cannot re-open a closed subscription.

This task explains how to close a subscription.

1. Search for the subscription that you want to close, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click Close Service.

The **Close service** window is displayed.

- **3.** Select the time to close the subscription in the **Close user from** drop-down and, if necessary, change the default values in the **Close date** and **Close time** fields.
- **4.** (Optional) Type the reason for the closure in the **Comments** field.
- **5.** (Optional) Tick the **Discard usage after the close date** checkbox.

It may take several days for your upstream provider to close the subscription. If you tick this checkbox, Smile does not charge for any usage that occurs between the Smile close date and the date your upstream provider closes the subscription.

6. Click Close Service then click Continue.

Smile closes the subscription.



Delete a subscription

Deleting a subscription permanently removes the subscription from the Smile database. You cannot delete a subscription that has charges raised against it, even if those charges have been paid.

To avoid data loss, we recommend that you delete only new subscriptions that were created in error. To remove existing subscriptions that are no longer needed, close the subscription.

This task explains how to delete a subscription.

1. Search for the subscription that you want to delete, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. Click **Delete Service**.

The **Confirm Delete** window appears and lists any charges raised against the subscription.

- **3. View** and **Reverse** any charges raised against the subscription.
- 4. Click **Delete** then click **Continue**.

Smile deletes the subscription.



Chapter



Managing prepaid

Managing prepaid

Prepaid lets customers pay in advance to use a service, for example, voice or data. Each customer who uses prepaid must have an account in Smile.

You can restrict your prepaid offerings to customers on specific plans, or by time of day or week. For example, you may offer a prepaid deal that can only be used between midnight and 6am, or on a weekend or public holiday.

A subscription can be both prepaid and postpaid. You can configure prepaid so that it is consumed only after a customer uses their included monthly value.

You can use the following methods to add prepaid to a subscription:

- **vouchers**—customers buy a prepaid voucher and redeem it at a later time.
- operator entry—customers buy prepaid from a Smile operator.
- **CAT**—customers buy prepaid through the Customer Access Toolkit.
- API—customers buy prepaid through a custom application.

Note: You can use the prepaid API to write applications that let customers buy self-serve prepaid. For more information about the Smile API, see the *Developer Guide*.

Your Smile administrators can create two different types of prepaid:

- **prepaid units**—for example, 5 GB or 100 minutes. This prepaid type expires when all the units are consumed or the expiry date of the prepaid block is reached.
- **prepaid length of time**—for example, unlimited access for three months. This prepaid type expires when the prepaid expiry date is reached.

You can create prepaid for any type of unit except cost, for example, data, minutes or faxes. Smile does not support prepaid currency.



Prepaid vouchers

A prepaid voucher lets customers buy prepaid at a time that suits them and redeem it at a later date.

Vouchers are generated by Smile's voucher management system and contain a:

- **voucher number**—uniquely identifies the voucher across the company.
- secret code—authenticates the voucher number.
- expiry date—defines the length of time the voucher is valid.

You sell prepaid vouchers through your normal point of sale system. You use the prepaid API to validate and redeem prepaid vouchers.

Note: For information about configuring prepaid and the voucher management system, see the *Configuration Guide*. For information about the prepaid API, see the *Developer Guide*.



Add prepaid

Adding prepaid lets customers buy and redeem prepaid from a Smile operator. A customer can use the prepaid as soon as the operator adds the prepaid to their subscription, if permitted by the prepaid configuration.

This task explains how to add prepaid to a subscription.

1. Search for the subscription to which you want to add prepaid, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. On the Account Menu Tree, click the ▶ to the left of the subscription entry to expand the subscription options, then click **Prepaid**.

The Prepaid page is displayed.

3. Click Add...

The **Select a prepaid usage block** window is displayed.

4. Click **Select** next to the prepaid block to add.

The **Add prepaid usage** window is displayed.

- **5.** Ensure that the usage block, start date and end date are correct, then click **Add**. Smile generates an invoice for the prepaid block.
- **6.** (Optional) Click **Add item** to add another item to the invoice, for example, a modem or handset.
- 7. Click Save.

The **Close Invoice** window is displayed.

- **8.** Do one of the following:
 - Click **Issue the Invoice** to close and issue the invoice. If automatic payments are configured for the account, Smile also schedules an automatic payment.
 - Click Leave Open to save the open invoice. Open invoices do not affect the account balance.
 - Click **Raise Later** to defer the invoice items. Smile adds these items to the next bulk invoice for the subscription.
 - Click Pay Immediately to close the invoice and enter a manual payment against the invoice.
 - Click Assign next to an open invoice to add the invoice items to the open invoice.

Smile takes the appropriate action.

Note: For more information about paying an invoice, see Enter a manual payment.



View prepaid balance

Viewing a prepaid balance lets you view a customers remaining prepaid and helps you answer customer queries.

Smile always displays a customer's real-time prepaid balance. However, you cannot view session information or the amount of prepaid consumed in a month until after the subscription's billing run.



Tip: Smile displays the prepaid balance beside the **Prepaid** Menu Tree label, so you can see a customer's remaining prepaid at a glance. For example, the following screenshot shows a prepaid balance of 31Gb.

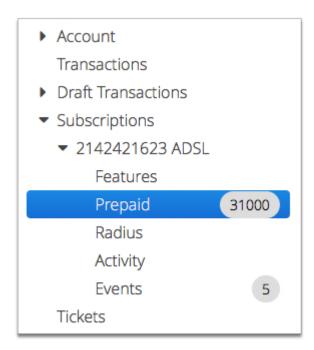


Figure 26: Remaining balance on the Prepaid Menu Tree label

This task explains how to view detailed information about a customer's prepaid balance.

- **1.** Search for the subscription for which you want to check the prepaid balance, then double-click the subscription entry in the search results.
 - The subscription's summary page is displayed.
- **2.** On the Account Menu Tree, click the ▶ to the left of the subscription entry to expand the subscription options, then click **Prepaid**.
 - The **Prepaid** page lists the subscription's prepaid history, including the balance of any active prepaid blocks.



Adjust prepaid

Adjusting prepaid lets you change the balance or expiry date of a prepaid block after purchase. For example, if a customer has problems with their prepaid DSL subscription, you can adjust the prepaid block to 'refund' the prepaid value they used during the problematic period.

This task explains how to adjust prepaid.

1. Search for the subscription for which you want to check the prepaid balance, then double-click the subscription entry in the search results.

The subscription's summary page is displayed.

2. On the Account Menu Tree, click the ▶ to the left of the subscription entry to expand the subscription options, then click **Prepaid**.

The **Prepaid** page appears and displays the balance of all active prepaid blocks.

3. Click View next to the prepaid block to adjust.

The **Prepaid Block Usage** window appears and displays the prepaid block's adjustment history.

- **4.** Complete the following fields, as required:
 - **Block Expiry Date**—Changes the prepaid expiry date.
 - **Purchased**—Changes the original amount of prepaid in the prepaid block.
 - **Remaining**—Changes the amount of prepaid consumed from the prepaid block.
- 5. Click Save adjustment.

Smile adjusts the prepaid and returns to the **Prepaid** page.

Prepaid liability report

Prepaid liability describes the amount of prepaid that has been purchased, but not yet used. The Liability report contains information about prepaid liability.

Note: For more information about generating reports, see Generating reports.



Chapter

7

Generating invoices

Invoice content

An invoice is a list of charges that apply to a subscription or account, and contains the following:

- · usage and recurring charges
- discounts
- GST and other tax
- rounding

Although invoices may contain charges for subscriptions, Smile only raises invoices against accounts.

Invoice items

An invoice item contains information about how Smile:

- · calculates usage or recurring charges
- displays the charge on an invoice

Each charge on an invoice is an instance of an invoice item.

Invoice items contain the following information:

- · item code and description
- sales report category
- rate, unit size and display rate
- discounts
- approval limits
- GST status

Invoice items let you specify how a charge is displayed on an invoice. For example, you can specify that multiple charges for an invoice item are grouped into a single line, or that an invoice item of zero value is not printed on an invoice.

Smile creates invoice items for usage and recurring charges when you create a plan. You can also create invoice items for manual invoices. To help you track costs, you must assign each invoice item to a sales report category.

Note: How invoice items are displayed may be affected by invoice grouping. For more information, see Add an invoice group to an account.



Note: For more information about creating invoice items, see the *Configuration Guide*.

Discounts

You can apply discounts to accounts, subscriptions or invoice items. An account's discount also applies to its subscriptions.

Smile supports two types of discounts:

- automatic discounts—Smile automatically applies a discount when generating a bulk invoice.
- one-off discounts—an operator adds a discount to a manual invoice.

Your Smile administrators define the discounts you can apply to an account, subscription or invoice item.

Note: For more information about automatic discounts, see Add an automatic discount. For more information about manual invoices, see Create a manual invoice.

GST and other tax

Smile automatically calculates GST (Goods and Services Tax), or other required tax, for each invoice.

You cannot change the amount of tax on an invoice. However, you can change the tax status of invoice items so that Smile performs the tax calculation differently. You can also specify if an account is GST-exempt in the Account summary page, or if a subscription is GST-exempt in the subscription's summary page.

Note: For more information about configuring GST and other taxes, see the *Configuration Guide*.

Rounding

Smile generates invoices to the nearest cent. If you cannot pay exact amounts in your local currency, rounding lets you change the value of an invoice to an amount that can be paid using notes and coins.

By default, Smile rounds invoices down to the nearest five cents. You cannot change the rounding on individual invoices, but you can disable rounding for all invoices in your company preferences.

Note: For more information about rounding and company preferences, see the *Configuration Guide*.



Create a manual invoice

A manual invoice is a one-off invoice that is created by an operator to charge for products and services that are not included in the billing run. For example, you can create a manual invoice to charge a customer for consulting fees or an equipment sale.

This task explains how to create a manual invoice.

1. Search for the account against which you want to raise the invoice, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click New Invoice...

A new invoice is added under **Draft Transactions** in the Account Menu Tree and the invoice page is displayed.

3. Click Add item.

A new item window is displayed.

4. Select the subscription to raise the invoice against in the **Service ID** drop-down, and select the first invoice item in the **Line item** drop-down.

To add an invoice item that is not listed in the **Line item** drop-down, click **Search** and select the invoice item in the **Find Invoice Item** window.

- **5.** Edit the information in the following fields as necessary:
 - **Item text**—Specifies the invoice item text that appears on the invoice.
 - **Quantity**—Specifies the number of instances of the invoice item.
 - **Display rate**—Specifies the rate displayed on the invoice.
 - Amount—Specifies the pre-GST rate for the invoice item.
 - **Discount**—Specifies the discount to apply to the invoice item.

Note: You can only apply pre-configured discounts to an invoice item. Your Smile administrators configure the discounts you can apply.

6. Click Save.

The Draft Transaction page for the new invoice is displayed.

- **7.** (Optional) Make further changes to the invoice, as follows:
 - Change the dates in the Effective and Due fields to change the invoice's effective date and due
 date.
 - Click **Add item** to add another invoice item to the invoice.
- **8.** Click **Save** when the invoice is complete.

The Close Invoice page is displayed.



9. Do one of the following:

- Click **Issue the Invoice** to close and issue the invoice. If automatic payments are configured for the account, Smile also schedules an automatic payment.
- Click **Leave Open** to save the open invoice.
- Click **Raise Later** to defer the invoice items. Smile adds these items to the next bulk invoice for the account.
- Click **Pay Immediately** to close the invoice and enter a manual payment against the invoice.
- Click **Assign** next to an open invoice to add the invoice items to the open invoice.

Smile takes the required action. For more information about paying an invoice, see Enter a manual payment.



How bulk invoices are processed

The billing run generates and sends bulk invoices then schedules automatic payments. Each billing run generates a bulk invoice for accounts and subscriptions with an invoicing period that ends on a specific date.

Understanding how Smile processes bulk invoices helps you troubleshoot problems with the billing run. When the billing run starts, the following occurs:

- **1.** Smile calculates the following charges for an invoicing period:
 - · usage and recurring charges for subscriptions
 - · recurring charges for accounts
- 2. Smile creates an invoice and checks for any other charges associated with the account. For example, if an account and three subscriptions have the same invoicing period, Smile collates the charges for the four invoicing periods into the same invoice.
- **3.** Smile calculates any discounts for the account, subscription or invoice items, then calculates GST and applies rounding to the invoice total if configured to do so.
- **4.** Smile changes the status of each processed invoicing period to Approval. If Smile cannot process an account or subscription, it changes the status of the invoicing period to Error and continues with the billing run.

You can approve invoices manually or automatically. After the invoice is approved, Smile does the following:

- changes the status of each invoicing period to Closed
- adds the value of the invoice to the account balance
- adds the invoice to the dispatch queue
- schedules an automatic payment, if configured to do so
- makes the invoice available to customers in CAT

Invoices and invoicing cycles

Smile only raises invoices against accounts; any charges for a subscription are added to the invoice for its associated account. If an account has two subscriptions with different invoicing cycles, Smile raises an invoice for each cycle against the account. However, if an account has multiple subscriptions, by default Smile sets all subscriptions to use the same invoicing cycle as the account.

If you add a recurring charge to an account, Smile raises the charge on the account's invoicing period end date.

Smile does not raise an invoice for an invoicing period if no activity occurs during the period. However, after you process the billing run, invoicing periods with no activity have a status of Approval. You can approve or cancel these periods if you wish to do so. For example, you can cancel and reprocess an invoice period if you need to raise a charge against it.



Invoicing period status

Each invoicing period has one of the following statuses:

- **Open**—the invoicing period is unprocessed.
- **Error**—the invoicing period was processed and contains an error.
- Approval—the invoicing period was processed, and an invoice for the period is awaiting approval.
- **Closed**—the invoicing period was processed, the invoice was approved and the invoice balance was added to the account balance. The invoice is now ready for dispatch.

Smile processes invoicing periods with a status of Open or Error in the billing run. Smile never reprocesses invoicing periods with a status of Approval or Closed, so an invoice is never generated twice for the same period.

Monthly and anniversary billing

Smile supports three types of invoicing cycles:

- monthly—all invoicing cycles start on the same day of each month.
- **custom**—all invoicing cycles use the same pre-determined table of start and end dates.
- anniversary—each invoicing cycle starts on the day of the month that the associated account or subscription was created.

By default, each invoicing cycle is a month long. You can use different types of invoicing cycles throughout your company.

Custom invoicing cycles may not follow a monthly pattern. For example, you can configure a custom invoicing cycle that is three months long.

If your company uses monthly or custom billing, you process the billing run once a month because every invoicing period finishes on the same date. If your company uses anniversary billing, you should process the billing run several times a month because the invoicing periods end at different times throughout the month.

Consolidated billing

If an account has multiple subscriptions, by default Smile sets all subscriptions to use the same invoicing cycle as the account. This is known as consolidated billing, and lets you issue a single invoice for the account each month.

If you use consolidated billing and add a subscription to an account in the middle of an invoicing period, Smile pro-rates the recurring charges and any period limits (such as download limits) if it is configured to do so.



Approval limits

You can specify approval limits for:

- accounts
- invoices
- invoice items

You can also set system-wide debit and credit approval limits for all invoices. A debit approval limit applies to invoices that debit the customer's account, that is, invoices that the customer must pay. A credit approval limit applies to invoices that credit the customer's account. The default system-wide approval limits are both \$0, which means each invoice must be manually approved.

If you increase an approval limit, ensure you spot-check a variety of automatically approved invoices in each billing run. Spot-checks help ensure that your Smile configuration is working as expected and that your approval limits are suitable for your business.

Note: For more information about changing the approval limit for invoices or invoice items, or the system-wide approval limit, see the *Configuration Guide*.



How to process the billing run

The billing run generates and dispatches bulk invoices and RCTIs (recipient created tax invoices) then schedules automatic payments. Smile generates RCTIs on behalf of creditors to manage commission payments.



CAUTION: If you identify an issue with an invoice after you begin a billing run it is recommended that you make any corrections in Smile configuration and regenerate the invoice. This way the invoice will stay a bulk invoice and remain managed by the billing run process. If you add or delete an item from an invoice directly it changes the invoice from a bulk invoice to a manual invoice and will no longer be managed by the billing run.

This task explains how to process the billing run.

1. Check for usage data errors.

This check ensures that all usage data is correctly imported into Smile.

- 2. Generate bulk invoices.
- **3.** Resolve billing run errors.

Billing run errors occur when Smile cannot raise a charge for usage data.

4. Approve the invoices.

Depending on your Smile configuration, you may need to approve all invoices or only the invoices that exceed approval limits. Smile does not close an invoice until after the invoice is approved.

- 5. Allocate unallocated credits.
- **6.** Reprocess invoices with errors and any invoices that were not approved.

After you reprocess the invoices, ensure you investigate any errors and approve the new invoices.

- **7.** Dispatch the invoices.
- **8.** Schedule automatic payments for the invoices.

Automatic payments include direct debit and credit card payments. Depending on your Smile configuration, these payments may be scheduled immediately or delayed until after customers receive the invoices.

Note: For information about processing payments, see the Processing payments chapter.

- **9.** Complete reporting requirements, as follows:
 - Check the sales report.
 - Close the reporting period.
 - Export financial data.

The reporting requirements help ensure that your company's accounts are accurate.



Check for usage data errors



Usage data is generated each time a customer uses a subscription. Usage data contains the information Smile needs to rate each subscription's usage, for example, when the usage occurred, the duration and the call destination.

Smile imports usage data from several sources, for example, from RADIUS or NetFlow servers and activity statements (CDRs) from upstream providers.

To ensure usage data is allocated to the correct invoicing period, check for usage data errors before you process the billing run. If you discover missing usage data after an invoicing period is closed, Smile allocates the usage data to the closest available rating period. Usage data that is incorrectly allocated may cause problems with the value of usage allowances and invoice totals in the next rating period.



Warning: Ensure you check for usage data errors before you begin the billing run. Smile cannot allocate usage data to an invoicing period when an invoice is in Approval or Closed status. Usage data that is allocated to the wrong invoicing period cannot be re-allocated to the correct invoicing period.

This task explains how to check for usage data errors and perform other important pre-billing tasks.

- 1. Check for import errors, as follows:
 - Check the daily connection report to ensure the expected amount of usage data was imported.
 - Check for failed import items to ensure that unknown users, data errors or corrupt files are resolved.
- **2.** Check the Open Invoices report.

This report displays open quotes, renewal invoices and manual invoices that you may need to close. Smile does not include manually-created open invoices in the billing run.

Note: For more information about the Open Invoices report, see Revenue reports.

- **3.** Check the dispatch queues, as follows:
 - a. On the **Smile** menu, click **Billing**, then click **Dispatch**.
 Unsent dispatch items are displayed.
 - b. Click **View** next to a dispatch batch and review the unsent items in the dispatch queues.

Take note of the items currently in the dispatch queue so you can identify new invoices after the billing run finishes. Smile does not create a separate dispatch queue for each billing run.



- **4.** If your Smile configuration supports pre-rating, resolve pre-rating errors, as follows:
 - a. On the Smile menu, click Billing, then click Pre-Rating Errors.
 A list of pre-rating errors appears.
 - b. Use the options next to each error to resolve each problem.

This page displays items that cannot be processed by the pre-rating or billing run processes. Pre-rating runs at intervals during the invoicing period and provides an indication of subscription usage before the period is closed. You can resolve pre-rating errors at any stage in the invoicing period.

Check the daily connection report

The daily connection report displays the number of connections to, and the usage for, each service per day. If this report displays a low number of connections or other unexpected trends, Smile may be unable to import usage data or another issue may exist.

This task explains how to check the daily connection report.

1. On the Smile menu, click Analytics.

The Analytics interface is displayed.

2. On the Analytics Menu Tree, click the beto to the left of Operations to expand the report list, then click Daily Connection Report.

The Daily Connection Report page is displayed.

3. Enter the first date of the rating period in the **Start Date** field, enter the last date of the rating period in the **End Date** field and click **Show report**.

Smile displays the daily usage data and the number of connections for each service.

4. Review the usage data. If the report displays an unexpected trend or data is missing, check for failed import items.

Check for failed import items

Failed import items occur when Smile cannot correctly import usage data. For example, failed import items occur when the:

- · data contains errors
- · data contains unknown users
- import file is corrupt

Failed import items are displayed on the Import Errors and Generate Invoices pages. To ensure you address all failures, check for failed import items in both locations.

This task explains how to check for failed import items.

- **1.** Do one of the following:
 - On the Smile Dashboard, click CDR Errors.
 - On the **Smile** menu, click **Import CDRs**, then click **View Errors** at the bottom of the page.

The Import Errors page is displayed.



- 2. Use the information displayed in the error messages to resolve the failed import items.

 For example, to resolve a missing subscription, you may need to add a new subscription to an existing account.
- **3.** Click **Re-attempt All failures** after you have fixed the import errors. Smile reprocesses the failed importers and imports the items.
- **4.** On the **Smile** menu, click **Billing**, then click **Generate Invoices**. The Generate Invoices page is displayed.
- **5.** Use the information displayed in the error messages to resolve the failed import items.

Example: Resolve failed import items

This example demonstrates how to resolve an import error that occurs when Smile cannot allocate usage data to a subscription.

The following screenshot shows you where this error is displayed on the Import Errors page:

- the Failures By Type section summarises the number of failures caused by each type of import error
- the Missing Subscription section displays information about records that cannot be allocated to a subscription

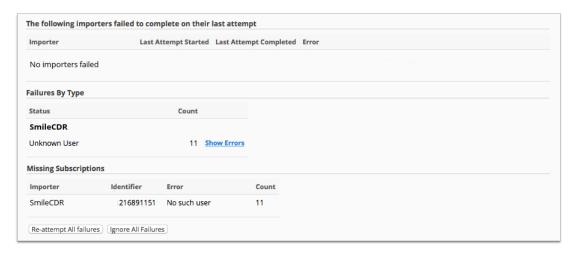


Figure 27: The Import Errors page

Complete the following steps to resolve the import error.

1. Click **Show Errors** in the **Failures By Type** section.

Failed import items are displayed. In this example, all the failed import items are caused by the same phone number.



Click View next to an error.

Information about the import error is displayed.



- **3.** Determine the account that the usage data should be allocated to.
- **4.** Search for the account and click **Subscriptions** on the Account Menu Tree.

The Subscriptions page is displayed.

5. Click **Add Subscription** and select the service the missing data belongs to.

In this example, the usage data is from the Example Telecom Fixed Voice service.

6. Type the phone number of the failed import item in the **Full National Number** field and select the appropriate plan or contract.

In this example, the phone number of the failed import item is 216891151.

7. Ensure the date in the **Service** start date field is earlier than the date of the usage data, and click **Continue**.

An open invoice for the new subscription is displayed.

- **8.** Do one of the following:
 - On the Smile Dashboard, click **CDR Errors**.
 - On the **Smile** menu, click **Import CDRs**, then click **View Errors** at the bottom of the page.

Do not close the open invoice.

The Import Errors page is displayed.

9. Click Re-attempt All failures.

Smile can now import the failed import items.



Generate bulk invoices



Generating bulk invoices lets you produce invoices and RCTIs for accounts and subscriptions with an invoicing period that ends on a specific date.

There may be a discrepancy between the number of invoices Smile generates and the number of processed invoicing periods. This discrepancy occurs because Smile does not raise an invoice if there were no charges for an account or subscription during an invoicing period.

If configured to do so, Smile generates a \$0 invoice for informational purposes if the activity on an account or subscription does not raise a charge. For example, a \$0 invoice can show the remaining usage on a prepaid subscription.

This task explains how to generate bulk invoices.

- **1.** On the **Smile** menu, click **Billing**, then click **Generate Invoices**. The Generate Invoices page is displayed.
- **2.** Verify that no import errors have occurred.

 Import errors are highlighted in a red banner at the top of the Generate Invoices page.
- **3.** If your company has multiple account types, select one or all account types in the **account types** drop-down.
- **4.** Click **Process** next to the invoicing period that you want to generate invoices for.

 If more than one invoicing period is ready for processing, process the oldest invoicing period first.

 Smile generates the invoices and changes the status of each invoicing period to Approval. If Smile cannot process an invoicing period, it changes the status of the invoicing period to Error and continues the billing run. Smile may take some time to generate bulk invoices if there is a lot of data to process.

After all invoices are generated, investigate and resolve any errors in the billing run.



The Generate Invoices page

The Generate Invoices page provides information about billing runs that:

- are ready for billing
- contain invoices with unresolved errors
- contain unapproved invoices

Smile does not display completed billing runs on this page.

The following screenshot shows you an example of the Generate Invoices page.

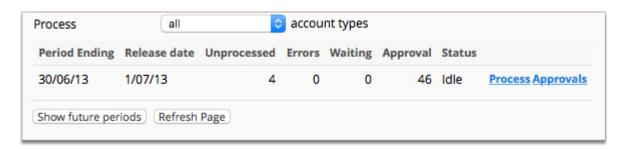


Figure 28: The Generate Invoices page



Warning: Do not click **Show future periods** unless you have been told to do so. This button closes an open invoicing period before the period end date.

The following column names require additional explanation:

Release Date Specifies the date that the invoicing period is available for billing.

UnprocessedSpecifies the number of unprocessed invoicing periods in the billing

run.

Errors Specifies the number of invoicing periods that Smile could not

process.

Waiting Specifies the number of invoicing periods in the process queue. This

column only has a value during billing run processing.

Approval Specifies the number of invoices awaiting manual approval.

Status Specifies the status of the billing run process.

The following links next to each billing run require additional explanation:

Errors Opens the Billing Run Errors page, which lists the cause of each

error in the billing run.

Stats Provides information about when the billing run was processed.

Process Starts the billing run.

Approvals Opens the Pending Approvals page, which displays the invoices

awaiting approval for each billing run.



Resolve billing run errors



Billing run errors occur when Smile cannot raise a charge for usage data. Common billing run errors include:

- a call destination does not have an associated prefix or tariff type, so Smile cannot rate the call
- a plan start date is incorrect, and usage has occurred before the plan starts
- no plan rule applies to usage, for example, no plan rule is defined for usage after included value is consumed

This task explains how to investigate billing run errors.

- **1.** On the Generate Invoices page, click **Errors** next to the billing run you want to investigate. The Billing Run Errors page appears and displays the list of errors.
- **2.** Use the information in the **Error** column to resolve each error. For more information about each error, do the following:
 - a. Click View User next to the error message.
 The subscription's summary page is displayed.
 - b. On the Account Menu Tree, click the ▶ to the left of the subscription entry to expand the subscription options, then click **Calls** or **Activity**, then click **View** next to the invoicing period with the error.
 - c. Click Re-rate.

Smile re-rates the invoicing period and provides information about the billing run error.

3. After you have resolved all errors, return to the Generate Invoices page and click **Process**. Smile processes the corrected invoicing periods. Note that the number of errors in the **Errors** column does not change until after a billing run is reprocessed.

Smile detects only the first error in an account's invoicing period each time it processes the billing run. If an invoicing period contains multiple errors, you must process the billing run several times before all errors are detected and resolved.



Approve invoices



Approving an invoice certifies that the invoice is correct and ready to send to a customer. After you approve an invoice, Smile:

- changes the status of each invoicing period to Closed
- adds the invoice value to the account balance
- adds the invoice to the dispatch gueue
- schedules an automatic payment, if configured to do so
- makes the invoice available to customers in CAT

If an invoice is incorrect, for example if it contains an excessive usage charge, you can cancel the invoice and fix the error. After you cancel an invoice, Smile changes the status of each invoicing period in the invoice to Open.



Warning: You cannot change an invoice after it is approved.

This task explains how to approve invoices. Because the Generate Invoices page displays unapproved invoices by billing run, we recommend that you use this page to approve invoices rather than the Invoice Approval and QA page. Generally, the Invoice Approval and QA page does not group unapproved invoices by billing run.

1. On the Smile menu, click Billing, then click Generate Invoices.

The Generate Invoices page appears, and displays each billing run that contains unprocessed or unapproved invoices.

2. Click **Approvals** next to the earliest billing run in the list.

The Pending Approvals page is displayed. We recommend that you approve all invoices in an earlier billing run before you move to a later billing run.

3. Click **View** next to the invoice you want to review.

The **Invoice** tab of the Approvals page is displayed.

- **4.** Review the information on the Invoice page and check the:
 - Invoice tab to ensure all invoice items are correct
 - Transaction tab to review when the invoice was generated
 - History tab to ensure the value of this invoice is consistent with previous invoices



- **5.** Do one of the following:
 - Click **Approve** to approve the invoice.
 - Click **Approve and defer** to approve the invoice and defer it until the next invoicing cycle.
 - Click **Regenerate** to reprocess this invoice after you have corrected an error in the associated account.
 - Click Cancel Approval to cancel the invoice.
 - Click View Account to view the account associated with the invoice.

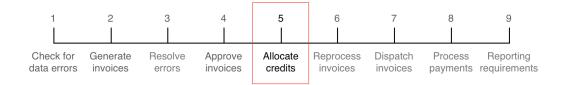
Smile removes the approved or cancelled invoice from the Pending Approvals page.

6. If there are multiple approvers working on the same billing run, click **Refresh Approval List** regularly. After you click **Refresh Approval List**, Smile removes invoices approved by other people from the page.

To approve or cancel invoices in bulk, tick the checkbox next to the appropriate invoices and click **Approve Selected** or **Cancel Selected**.



Allocate unallocated credits



An unallocated credit is a credit transaction that is not allocated to a debit transaction, for example, a credit note that is not allocated to an invoice. Allocating unallocated credits before invoices are dispatched helps ensure that the aging and disposition for each account are correct.

This task explains how to allocate unallocated credits.

1. On the Smile menu, click Billing, then click Unallocated Credits.

The Unallocated Credits page is displayed. Smile displays only the unallocated credits for accounts that also have an unallocated debit.

2. (Optional) Untick Only show accounts with unallocated debits to see all accounts with unallocated credits

Smile displays all unallocated credits. Note that you cannot allocate a credit if an account has no unallocated debits.

3. Click Allocate... next to the credit to allocate.

The Allocate page appears.

- **4.** (Optional) To change the account that the credit is allocated to, do the following:
 - a. Click Change.
 - b. Search for the account.
 - c. Click **Select** next to the account that you want to allocate the credit to.
- **5.** Review the available debit transactions, and click **Allocate** next to the transaction to which you want to allocate the credit.

The Allocate to transaction page appears.

6. Type the value of the credit to allocate in the **Amount to allocate** field, and click **Allocate**.

Smile allocates the credit to the debit transaction and returns to the Allocate page.

To allocate unallocated credits in bulk, click **Auto allocate in bulk** on the Unallocated Credits page. Smile allocates the unallocated credits to the oldest debit on each account. To avoid settling an invoice in dispute, do not auto-allocate credits if the oldest unpaid invoice on an account is disputed.



Reprocess invoices



After you resolve billing run errors, reprocess the invoices in Error status. Because Smile detects only the first error in an account or subscription's invoicing period each time it processes the billing run, you may need to reprocess the billing run several times before all errors are detected and resolved.

To reprocess invoices, on the Generate Invoices page, click **Process** next to the billing run you want to reprocess.

Smile generates invoices for any invoicing periods in the billing run with a status of Open or Error. You can now approve the new invoices.



Dispatch invoices



Smile's dispatch functionality lets you automate the sending of invoices, reminder notices and statements to customers. Dispatch rules control the following:

- **notice type**—for example, reminders, invoices, disconnection warnings.
- dispatch time—for example, 30 days after the due date.
- format—for example, email or print.
- **stationery**—for example, different layouts for invoices or statements, or different logos for subsidiary companies.

Dispatch rules apply to accounts and are inherited from the package used to create the account. If you wish, you can customise the dispatch rules for an account after you create it.

Note: For more information about dispatch rules, see the *Configuration Guide*.

This task explains how to dispatch invoices to customers. You must approve an invoice before you can dispatch it.

1. On the **Smile** menu, click **Billing**, then click **Dispatch**.

The Dispatch page is displayed and lists each group of invoices ready for dispatch. Smile groups invoices by format and notice type, but does not create a separate dispatch queue for each billing run.

2. Click **View** next to the invoices you want to dispatch.

then add the customer's email address to their account details.

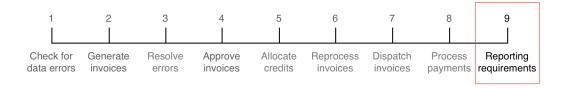
The Pending Dispatch page appears.

- 3. Ensure that each invoice has a valid destination, for example, a valid email address.
 If an account does not have a valid destination, click **Account** next to the invoice to display the account,
- 4. Click Dispatch, then click Continue.

Smile creates a batch for the invoices, then emails or prints the invoices so they can be sent to customers. Smile ignores any invoices in the dispatch queue that do not conform to a dispatch rule.



Complete reporting requirements



Completing reporting requirements helps ensure that your company's records are accurate, complete and stable.

To complete reporting requirements, do the following:

- check the sales reports
- · close the reporting period
- export financial data

Check the sales reports

Checking the sales reports after you process the billing run helps ensure that your company's reports and financial statements are accurate and up-to-date.

The sales report provides a summary of your incoming and outgoing expenses for a specified period. The customisable sales report lets you drill down into the transactions that make up a period total, and may provide more information about unexpected figures.

To check the sales reports, review the figures in the sales report or the customisable sales report. If you notice a shortfall in income or other unexpected figures, verify that all invoices for that period were approved and dispatched and that invoice items are assigned to the correct sales report category.

Note: For more information about the all sales report, see Revenue reports.



Close the reporting period

A reporting period is the period covered by a set of financial statements, usually a calendar month. Closing a reporting period locks all transactions in that period and ensures long-term report stability.

The last day in the last closed reporting period is called the debtor close date. You cannot change a transaction dated earlier than the debtor close date. For example, you cannot change the balance of an invoice that is dated earlier than the debtor close date.

You should close a reporting period a week or two after the period end date. The delay gives you a window of time to correct mistakes before transactions are locked.



Warning: To ensure report stability, ensure you close the reporting period before you export financial data to an external system.

This task explains how to close a reporting period.

1. Ensure there are no unprocessed billing runs in the reporting period.

You cannot close a reporting period that contains:

- invoicing periods in Open, Error or Approval status
- unprocessed payments
- incomplete payment batches
- payments that require attention
- pending payments dated earlier than the debtor close date

Note: For more information about processing payments, see How to process automatic payments.

2. Check the Open Invoices report.

The Open Invoices report displays open quotes, renewal invoices and manual invoices that you may need to close before you close the reporting period.

Note: For more information about the Open Invoices report, see Revenue reports.

3. On the Smile menu, click Billing, then click Close Reporting Period.

The Close Accounting Period page appears.

4. Enter the date you want to lock transactions before in the **Close accounts before** field, click **Close** and click **Continue**.

Smile closes the reporting period.

Export financial data

Exporting financial data helps you integrate Smile with your existing accounting software.

To export financial data, generate the sales report and transfer the totals for each sales report category into your accounting software.

Note: For more information about the sales report, see Revenue reports.

Smile can export detailed financial information, such as invoice items, to selected accounting packages. Contact Inomial for more information about how to export invoice items.



Chapter

8

Processing payments

Payment methods

Smile supports many different payment methods, for example:

- cash
- cheque
- EFTPOS
- · credit cards
- · direct debit
- BPay
- gift certificates

Payment scheduling

Smile can automatically schedule payments that let you periodically deduct an agreed amount from a customer's bank account or credit card. These scheduled payments are known as automatic payments.

If no automatic payments are scheduled for an account, you manually enter account payments into Smile when they are made by a customer.



Processing methods

Smile supports three methods to process payments.

Manual payments

Manually processed payments do not require additional processing by Smile. These payments include cash, cheques, gift certificates and payments cleared through an EFTPOS terminal.

Online payments

Online payments are processed in real time, for example, a credit card payment. Smile sends a payment request to a payment provider and immediately receives a payment response.

Smile can process online payments at the time they are entered, or schedule an online payment for processing at a future date.

Batch payments

Batch payments are processed asynchronously as part of a batch. When you process batch payments, Smile creates a batch file with the details of each payment and submits the file to a provider for processing, such as a bank. After a delay of up to several days, the provider returns information about the status of each payment (accepted or declined).

Surcharges

A surcharge is an extra fee added to another fee or charge, for example, a fee for a paper bill or a processing fee for credit card payments. Smile can apply different surcharges to different payment methods.

Smile does not include surcharges in an invoice total, but adds a surcharge to the invoice value when processing a payment.

Smile displays invoices and surcharges as separate transactions. After you pay a surcharge, Smile allocates the surcharge to the receipt that includes the surcharge payment.

The surcharges that an account has paid are displayed on an account's Transactions page.

Note: For more information about the Transactions page, see The Transactions page. For more information about configuring surcharges, see the *Configuration Guide*.



Enter a manual payment

A manual payment is a payment than an operator enters into Smile. For example, an operator enters a manual payment when a customer wants to pay an invoice over the phone with a credit card, or when a customer makes a cash payment at a retail shop.

Note: For information about how to enter a payment for a payment plan, see Enter a payment plan payment.

This task explains how to enter a manual payment.

1. Search for the account to enter the payment against, then double-click account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click New Payment...

A New Payment page is displayed.

- **3.** Select the payment type in the **Payment type** drop-down.
- **4.** Enter the required payment information. Smile displays different fields for each payment type, for example, credit card number and expiry date fields for credit card payments.

The value in the **Amount** field defaults to the account balance. If a surcharge applies to the payment type, the **Show surcharge** link is displayed next to the **Amount** field.

5. Click Pay.

The Allocate Receipt page appears and displays a list of outstanding debits. If the payment is declined by the payment provider, Smile displays an error.

- **6.** Do one of the following:
 - Click Allocate next to a debit entry to allocate the payment to that debit.
 - Click Auto Allocate to allocate the payment to the oldest unpaid debit.
 - Click Don't Allocate to skip this step.

Smile performs the action and returns to the search results.



How automatic payments are processed

An automatic payment is a periodic deduction from a customer's bank account or credit card. After you set up automatic payments for an account, Smile schedules a payment each time an invoice is raised against the account.

When an automatic payment is scheduled for an invoice, Smile suspends credit control actions against the invoice.

Automatic payments are scheduled during the billing run. Understanding how Smile processes automatic payments helps you troubleshoot problems with the billing run.

The following process explains how Smile processes automatic payments.

- **1.** When you close an invoice for an account with automatic payments, Smile schedules the payment and adds any surcharges to the invoice value.
- **2.** When you initiate payment processing, Smile:
 - a. groups all batch and online payments that are ready for processing into a processing batch.
 - b. sends the batch payments to a provider for processing.
 - c. submits online payments to a payment gateway.

Note: Smile groups all batch and online payments that are ready for processing into a single processing batch, then submits the payments to the appropriate provider.

- **3.** Smile receives a response from the payment gateway or payment provider about the status of each payment.
- **4.** If a payment is accepted, Smile:
 - a. creates a receipt for the payment.
 - b. creates transactions for any surcharges in the payment.
 - c. adds the payment value to the account balance.
 - d. allocates the receipt to the invoice and surcharges.
 - e. emails the customer a receipt, if configured to do so.
- **5.** If a payment is declined, Smile:
 - a. resumes any credit control actions against the invoice.
 - b. raises a decline fee, if configured to do so.
 - c. emails the customer a decline notification, if configured to do so.
 - d. reschedules the payment, if configured to do so. If a payment is rescheduled, Smile suspends credit control actions against the invoice.

Smile keeps a record of each attempted payment. You can view attempted payments on an account's Payment Settings page.

Note: For more information about the Payment Settings page, see View payment history. For more information about setting up automatic payments, see Change the default payment method.



How to process automatic payments

Processing automatic payments is an important step in the billing run.

Smile schedules automatic payments during the billing run. Depending on your Smile configuration, these payments may be processed immediately or delayed for a specified number of days.

This task explains how to process automatic payments.

1. View pending payments.

This step lets you check the automatic payments that will be processed.

2. Process payments.

This step manually initiates payment processing. Depending on your Smile configuration, Smile may automatically perform this step at a scheduled time.

3. Fix attention payments.

Attention payments are automatic payments that Smile cannot process.

4. Import payments.

This step lets you import BPay, POSTbillpay and PayWay payments into Smile.

5. Reconcile bank records.

This step lets you verify that Smile's financial records match your bank statements.

Note: For more information about setting up automatic payments, see the *Configuration Guide*.

View pending payments



A pending payment is a scheduled payment that is not yet processed. Viewing pending payments helps you respond to customer enquiries and lets you check for unprocessed payments.

This task explains how to view pending payments.

1. On the Smile menu, click Billing, then click Payments.

The Payments page is displayed.

- **2.** Do one of the following:
 - Click **View pending payments** to view all pending payments, displayed on the Incomplete payments page.
 - Click View payments ready for processing to view the payments that are ready for processing, displayed on the Payments ready for batching page.



The Payments ready for batching and Incomplete payments pages

The Payments ready for batching and the Incomplete payments pages have the same format, although the information on each page is different:

- Payments ready for batching page—displays information about pending payments that are ready for processing.
- **Incomplete payments page**—displays information about all pending payments, including payments not yet ready for processing.

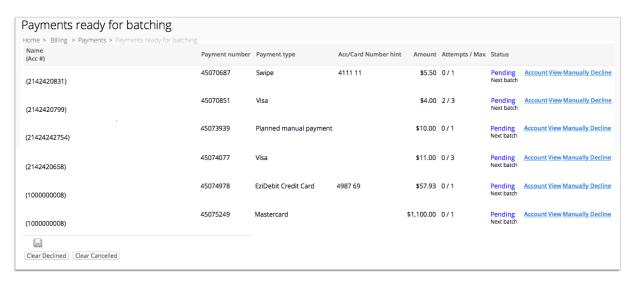


Figure 29: The Payments ready for batching page

The following column names require additional explanation:

Payment number	Specifie	s the	uni	que numb	er of ea	ch atte	mpted	l payment.	The	е
				_				_		

payment number becomes the receipt number of an accepted

payment.

Attempts/Max Specifies the number of attempts Smile has made to process the

payment, and the maximum number of processing attempts that will

be made.

The following links next to each pending payment require additional explanation:

Account Opens the **Account** tab for the account associated with the

payment.

View Opens the Payment window, which contains detailed payment

information and options to edit the payment.

Manually Decline Declines the payment, raises a decline fee against the account

and moves the payment to the Payments requiring attention page. Smile also sends the customer a notification email if a payment is

declined, if it is configured to do so.



Do not use this link to cancel a pending payment. To cancel a payment without raising a decline fee, click **View** and use the Payment window.

Edit pending payments

Editing a pending payment lets you change the details of an automatic payment before it is processed. For example, you can edit a pending payment to change its scheduled processing date.

This task explains how to edit a pending payment.

1. On the Payments ready for batching or Incomplete payments page, click **View** next to the payment to edit.

The **Payment** window appears and displays detailed information about the payment.

- **2.** Do one of the following:
 - Click **Change** next to the **Scheduled for** field to change the date the payment is processed.
 - Click **Transfer log** to display previous attempts to process the payment.
 - Click **Print** to print the payment to screen.
 - Click **Email** to create an email with a PDF attachment of the payment details.
 - Click Manually Accept to accept the payment without processing it.
 - Click Manually decline to decline the payment and raise a decline fee against the account.
 - Click Cancel payment to cancel the payment without raising a decline fee against the account.
 - Click **Manually transfer now** to immediately process the payment.
 - Click Close to close the Payment window.

Note: Before you manually accept or decline a payment, ensure that you reconcile the payment against your bank records.



Process automatic payments



Processing automatic payments lets you manually initiate payment processing. Depending on your Smile configuration, Smile may automatically perform this task at a scheduled time.



Tip: To quickly access the Pending payment batching page, click **Unprocessed Payments** in the Smile Home Dashboard. The number on the **Unprocessed Payments** dashboard tile highlights the number of unprocessed payments that require attention.

This task explains how to process automatic payments.

1. On the Smile menu click **Billing**, then click **Payments**.

The Payments page is displayed.

2. Click Process payments.

The Pending payment batching page is displayed.

- Click Process next to the payment batch to process.
 Smile processes the payments in the batch and updates each payment's status when it receives information from the payment gateway.
- **4.** After you process a payment batch, you may need to:
 - Process an incomplete batch.
 - View the payment batch history.

Payment status

A processed payment has a status of Accepted, Declined or Attention. Smile displays payment status information in the following locations:

- **Payment Batch History page**—lists the status of all payments in a payment batch.
- Payment Details page—lists the status of all payments for an account.
- Payments requiring attention page—lists all payments in Decline or Attention status.

Note: For more information about the Payment Details page, see View payment history.

Payments in Accepted status

Payments in Accepted status were successfully completed, and the payment value was transferred from the customer's account to your company's account. Smile has created a receipt and deducted the value of the payment from the account balance.

Payments in Declined status

Payments in Declined status were rejected by a payment gateway. Common reasons for declined payments include incorrect payment details, insufficient funds and expired credit cards. After a payment



is declined, Smile raises a decline fee against the account and emails the customer if it is configured to do so.

Smile can perform credit control actions after a payment is declined and an overdue invoice no longer has a payment scheduled against it.

Payments in Attention status

Payments in Attention status occur when Smile cannot determine the status of a payment, for example, if payment processing is interrupted by a communication error or equipment failure. Payments in Attention status must be resolved by an operator.

Related tasks

Fix attention payments on page 120

Process incomplete batches

An incomplete payment batch has not yet been fully processed by a bank or payment provider, for example, because a bank cannot process a problematic payment. Processing an incomplete payment batch lets you troubleshoot problematic payments.



Tip: To quickly access the Incomplete Batches page, click **Incomplete Payments** in the Smile Home Dashboard. The number on the **Incomplete Payments** dashboard tile highlights the number of incomplete payments that require attention.

This task explains how to view incomplete batches.

- On the Smile menu click **Billing**, then click **Payments**.
 The Payments page is displayed.
- 2. Click View incomplete batches.

The Incomplete Batches page is displayed.

3. Click **View** next to the incomplete payment batch you want to view.

The Payment Batch page is displayed.

- **4.** Resolve the reason each payment is unprocessed. To view more information about a payment, do one of the following:
 - Click Log to view information about the payment status, for example, the reason why a payment is unprocessed.
 - Click **Payment** to view detailed information about the payment, for example, the number of attempted transfers.
- **5.** Click **Process** after you resolve each unprocessed payment.

Smile attempts to reprocess the incomplete payments.



View payment batch history

Viewing payment batch history lets you check the status of each processed payment in a batch.

This task explains how to view payment batch history.

1. On the Smile menu click **Billing**, then click **Payments**.

The Payments page is displayed.

2. Click View payment batch history.

The Payment Batch History page is displayed.

3. Click **View** next to the payment batch you want to view.

The Payment Batch page appears and displays information about when the batch was processed and the status of each payment in the batch.

- **4.** To view more information about a payment, do one of the following:
 - Click **Log** to view information about the payment status, for example, the reason why a payment was declined.
 - Click **Payment** to view detailed information about the payment, for example, who scheduled the payment.



Fix attention payments



The Payments requiring attention page lists the following payments:

- payments in Attention status—Smile cannot determine a status for the payment. You must manually fix these payments.
- payments in Declined status—a payment gateway has rejected the payment. Smile automatically performs credit control actions on these payments, if configured to do so.
- payments in Cancelled status—an operator has cancelled the payment. You do not need to perform any action on these payments.



Tip: To quickly access the Payments requiring attention page, click **Attention Payments** in the Smile Home Dashboard. The number on the **Attention Payments** dashboard tile highlights the number of payments that require attention.

This task explains how to fix payments requiring attention.

- **1.** On the Smile menu click **Billing**, then click **Payments**. The Payments page is displayed.
- 2. Click View attention payments.

The Payments requiring attention page appears and displays any payments in Attention, Declined or Cancelled status.

- **3.** (Optional) Click **Clear Declined** and **Clear Cancelled** to clear declined and cancelled payments from the payment list.
- **4.** Reconcile any payments in Attention status against a statement from your payment provider. Ensure that you take care when you reconcile the payments. If you do not correctly reconcile the payments, you may overcharge or undercharge a customer.
- **5.** After you determine if a payment was successfully processed, click **View** next to the payment. The **Payment** window is displayed.
- **6.** Do one of the following:
 - Click **Transfer log** to display previous attempts to process the payment.
 - Click **Print** to print the payment to screen.
 - Click **Email** to create an email with a PDF attachment of the payment details.
 - Click Manually Accept to accept the payment without processing it.
 - Click Manually decline to decline the payment and raise a decline fee against the account.
 - Click Cancel payment to cancel the payment without raising a decline fee against the account.
 - Click **Close** to close the Payment window.
- 7. Complete Steps 5-6 for all payments in Attention status.



Related concepts

Payment status on page 117

Import payments



Importing payments lets you upload information about BPay, POSTbillpay and PayWay payments into Smile. If your company has stringent credit control requirements, you should perform this task daily to ensure that account balances remain up-to-date.

This task explains how to import payments into Smile.

- On the Smile menu, click Billing, then click BPay & Payment Imports.
 The BPay & Payment Imports page is displayed.
- Click the type of file to import.For example, to import National Australia Bank BPay files, click National Australia Bank Imports.
- 3. Click Choose File, select the file provided to you by your bank, then click Process.
 You may need to provide additional information, such as an account number, before you import the file.
 Smile imports the file, raises a receipt for each payment in the file and allocates each receipt to the appropriate account.
- 4. After Smile has imported the payments, click View Payment Import Log.
 The Payment Import Log List page appears and displays information about each payment in the file.
- 5. Review any payments in Error status in the import log. You may need to investigate the erroneous payments and allocate receipts to the appropriate invoices.
 Payments with errors occur when Smile cannot allocate an imported payment to an account, for example, if the account number in the file is incorrect.

Related tasks

Allocate a receipt to an invoice on page 123



Reconcile bank records



Reconciling bank records lets you verify that Smile's financial records match your bank statements. We recommend that you perform this task monthly to ensure you quickly identify any discrepancies in your financial records.

This task explains how to reconcile bank records.

- 1. On the Smile menu click **Billing**, then click **Payments**.
 - The Payments page is displayed.
- 2. Click Reconcile bank records.
 - The Banking report page is displayed.
- **3.** Enter the period start and end dates in the **From** and **To** fields, select the payment types to include in the report and click **View report by payment type**.
 - The Banking Report page is displayed.
- **4.** Compare the total for each payment type against the total on your bank statements.
 - If there is a discrepancy between the totals, payment information may be missing from Smile. To identify the cause of the problem, reconcile each payment for the problematic payment type against your bank statements.



Unallocated funds account

Smile cannot allocate a receipt for an imported payment to an account if the details in the import file are incorrect. However, you can configure Smile to store the receipts for these unallocated payments in an unallocated funds account.

For example, if Smile imports a BPay payment of \$100 but cannot allocate the payment to an account, Smile creates a receipt for the payment in the unallocated funds account. Smile then changes the status of the payment to error. When you investigate the error, you discover the payment was intended for the account of Joe Smith and allocate the receipt to Joe's account. This ensures Joe's account balance is accurate and includes each payment he has made.

You can also use an unallocated funds account to hold security deposits. When a customer pays a deposit for a service, you transfer the funds from the customer account to the unallocated funds account to ensure the customer's account balance is correct. When it is time to return the deposit to the customer, you transfer the funds from the unallocated funds account back to the customer's account.

Allocate a receipt to an invoice

Allocating a receipt to an invoice helps you ensure that unallocated payments are correctly allocated and that account balances are accurate.

If you wish, you can allocate a receipt to an invoice raised against a different account. If you allocate a receipt from account A to an invoice from account B, the transaction appears on each account's Account History as follows:

- account A—credit transferred debit
- account B—credit transferred credit

This task explains how to allocate a receipt to an invoice.

- **1.** Search for the receipt, then click double-click the receipt entry in the search results. The Receipt page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of the **Receipt** entry, then click **Allocations**. The Allocations page is displayed.
- 3. Click Allocate...

The **Allocate Receipt** window is displayed.

4. Click **Change** next to the **Allocate to user** field.

The **Find User** window is displayed.

5. Type the name of the account in the **Search for** field, click **Search** then click **Select** next to the account you want to allocate the receipt to.

The **Allocate Receipt** window displays any unpaid invoices for the account.

6. Click **Allocate** next to the appropriate invoice.

The **Allocate to Invoice** window is displayed.

7. Type the amount to allocate in the **Amount to allocate** field and click **Allocate**. Smile allocates the receipt to the invoice.



Transfer funds between accounts

You can transfer a credit or a debit from one account to another. For example, you may need to transfer a security deposit from a customer's account to an unallocated fund account to ensure the customer's account balance remains correct.

The following table outlines how transferred credits and debits appear in the Account History.

Transfer from account A to B	Transaction type in A's Account History	Transaction type in B's Account History	
credit (A sends money to B)	Transferred debit	Transferred credit	
debit (A sends a debit to B)	Transferred credit	Transferred debit	

This task explains how to transfer funds between accounts.

1. Search for the account from which you want to transfer funds, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Transfer Between Accounts...

The Transfer page is displayed.

3. Click **Select** next to the **To Account** field.

The **Find account** window is displayed.

4. Type the name of the account to which you want to transfer funds in the **Search** field, click **Search** and click **Select** next to the account to which you want to transfer funds.

The new account name appears in the **To Account** field.

5. Type the amount to transfer in the **Amount** field and click **Transfer**.

To transfer a credit, enter a positive number. To transfer a debit, enter a negative number.

Smile transfers the credit or debit into the specified account.

Related concepts

Transaction types on page 36



Chapter



Amending invoices and payments

Change the invoice due date

Changing the invoice due date lets you correct invoice errors, or extend the due date for customers who are having trouble paying their invoice balance.

Smile recalculates the invoice and account disposition after you change an invoice due date. If the account or invoice disposition changes, Smile takes the appropriate credit control actions.

This task explains how to change the invoice due date.

- **1.** Search for the invoice, then double-click the invoice entry in the search results. The Invoice page is displayed.
- **2.** Click **change** to the right of the **Due** field.



The Change due date window is displayed.

Enter the new due date in the New due date field and click Set.Smile changes the due date of the invoice.

Reprint an invoice

There are several ways to reprint an invoice in Smile. Smile generates invoices in PDF format.

This task explains how to search for and reprint an invoice. For more information about reprinting an invoice from the Account page, or reprinting all unpaid invoices, see Print unpaid invoices.

- **1.** Search for the invoice, then double-click the invoice entry in the search results. The Invoice summary page is displayed.
- 2. If required, select the invoice stationery in the **Stationery** drop-down. Click **Print**. Smile prints the invoice to screen. You can now print, save or email the invoice.



Raise an adjustment

Raising an adjustment creates a transaction that changes the balance of an account. Use adjustments to correct an error in a closed invoice or to add a goodwill credit to a customer's account.

Adjustments appear in the Account History section and on customer statements.

Your Smile administrators can set limits on the adjustments you can raise. For example, an administrator may place a \$100 limit on adjustments, or specify that you cannot change the automatically-calculated GST value of an adjustment.

The following table summarises when to raise each type of adjustment.

Table 3: Types of adjustments

Туре	Definition	Assigned to	Example use case
credit note	An adjustment that adds a credit to an account.	Single sales report category.	Compensate a customer for an inconvenience.
debit note	An adjustment that adds a debit to an account.	Single sales report category.	Correct an invoice that undercharged a customer.
itemised credit	A credit note that contains an itemised list of charges within the credit.	Each item can be assigned to a different sales report category.	Track the items in a credit in separate sales report categories, for example, a refund and a goodwill credit.

Raise a credit or debit note

Credit and debit notes let you compensate customers for an inconvenience or correct invoice errors.

Raise a credit note when you want to compensate a customer and decrease their account balance, that is, decrease the amount the customer owes. Raise a debit note if you have undercharged a customer and need to increase their account balance, that is, increase the amount the customer owes.

To ensure that you assign a credit or debit note to the correct sales report category, check your company's business processes before you raise an adjustment.



Tip: To ensure that your reports are accurate, never use a debit note to bill a customer for goods or services. Use a debit note only to correct errors.

This task explains how to raise a credit or debit note.

1. Search for the account against which you want to raise the adjustment, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click New Adjustment....

A **New Adjustment** entry is added under **Draft Transactions** on the account sidebar. The adjustment page is displayed.



- **3.** Select the adjustment type from the **Adjustments** drop-down.
- **4.** Complete the following fields:
 - **From date**—Specifies the date that Smile applies the adjustment to the account.
 - Amount—Specifies the adjustment amount, including GST.
 - GST—Specifies the GST included in the adjustment amount. Click Calculate to automatically complete this field.
 - Sales report category—Specifies the sales report category in which the adjustment is included.
 - **Comment**—(Optional) Specifies the reason you raised the adjustment. The comment appears in the Account History but does not appear on any customer statements.

5. Click Create.

Smile raises the adjustment against the account and, if the account has open transactions, opens the **Allocation** window.

- **6.** Do one of the following:
 - Click **Allocate** next to an open transaction to allocate the adjustment to that transaction, then specify the amount to allocate.
 - Click **Auto Allocate** to allocate the adjustment to the oldest open transaction.
 - Click **Don't Allocate** to skip this step.

Smile performs the action and returns to the **Draft Transactions** page.

Raise an itemised credit

An itemised credit lets you issue a credit note that contains an itemised list of charges within the credit. Each item in an itemised credit appears in the sales reports.

To raise an itemised credit, create a manual invoice and specify a negative number for the value of each item.



Reversals

A reversal is a transaction that negates another transaction. Reversals are used to correct mistakes, for example, if a cheque bounces after you enter a payment into Smile, you can reverse the receipt and remove the credit from the account balance.

Reversals are listed in the account history and sometimes appear in statements and sales reports, as follows:

- If the original transaction and the reversal both occur within the dates of the statement range, they do not appear on the statement and sales report.
- If one transaction occurs within the dates of the statement range, but the corresponding transaction occurs outside the statement range, the transaction in range appears on the statement and sales report.

Example: Reversals and statement ranges

The following diagram shows you an example of when a reversal appears on a statement. This example has two transactions, a surcharge that occurs on 30 April and a surcharge reversal that occurs on 2 May.

- If the statement range is 15 April-14 May, the surcharge and reversal do not appear on the statement.
- If the statement range is 1 May-31 May, the surcharge does not appear, but the reversal does appear on the statement.

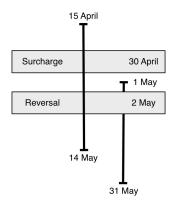


Figure 30: Statement ranges and reversals



Reverse a receipt

Reversing a receipt removes a payment from an account. You should reverse a receipt only if you discover a problem with a payment after you enter it into Smile, for example, if a cheque bounces.

Smile does not refund a payment after you reverse a receipt. For example, if you reverse a credit card receipt, Smile does not attempt to refund the payment through the credit card gateway. To process a refund, add a credit note to the customer's account or manually refund the payment value, for example, write a cheque.

This task explains how to reverse a receipt.

1. Search for the receipt, then double-click the receipt entry in the search results. The Receipt summary page is displayed.

2. Click Reverse.

The **Reversal** window is displayed.

- **3.** Complete the following fields:
 - Reversal date—Specifies the effective date of the reversal.
 - **Sales report category**—Specifies the sales report category to which you want to assign the reversal.
 - **Comment**—(Optional) Specifies the reason you raised the reversal. The comment appears in the Account History but does not appear on customer statements.
- 4. Click Reverse.

Smile reverses the receipt.

Reverse an invoice

We strongly recommend that you do not reverse an invoice. Instead, use a credit or debit note to correct invoice errors.



CAUTION: Closed invoices are visible in the CAT and may be viewed by customers. After you reverse an invoice, it is no longer visible in the CAT or in customer statements, and the missing invoice may cause customer confusion.



Raise a reimbursement

A reimbursement is an amount refunded to an account or subscription that has already been paid. For example, a security bond.

This task explains how to reimburse a transaction.

1. Search for the account to which you want to add a reimbursement, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click New Reimbursement...

A New Reimbursement page is displayed.

3. Click **Select** next to the transaction to reimburse.

The transaction is selected.

4. (Optional) Select an **Effective date** if the reimbursement is to be back or future dated.

The current date is entered by default.

- **5.** (Optional) Type information about the reimbursement in the **Comment** field.
- 6. Click Enter.

The reimbursement is processed and can be viewed on the Transactions page.



Chapter

10

Managing overdue accounts

Managing overdue accounts

Smile provides several tools to help you manage overdue accounts:

- **credit control**—lets you automate the management of overdue accounts.
- credit control reports—help you manually manage overdue accounts.
- payment plans—let customers pay outstanding balances in agreed installments.
- dispute management—lets you manually manage an account in dispute. An account in dispute may
 not necessarily be overdue, but regular automatic dispatches are deferred whilst in dispute and, if an
 account becomes overdue in the dispute period, credit control reminders will be deferred until the
 dispute has been resolved.

Credit control overview

Smile's credit control functionality lets you automate the management of overdue accounts.

After you set up credit control, Smile can automatically apply a set of actions when an unpaid account reaches a treatment level. The longer an account remains unpaid, the stricter the actions become. For example, actions can include issuing an email with an attached invoice or statement, setting a feature such as shaping or barring on an account or raising a helpdesk ticket. Smile can be configured to automatically restore access to services when an account's treatment level improves, for example, when it is settled.

In addition to treatment levels Smile can be configured with responsive credit control terms. Customers can be automatically moved between account terms based on an accounts' past payer behaviour. Before computing an account's treatment level an account on responsive terms first evaluates a set of rules to determine which account terms apply to the account. These rules count the number of overdue invoices over the account's recent past to determine the account's payment behaviour which may result in Smile moving the account to different credit control terms. For example, if an account has sufficient overdue invoices in the past the account may move to more vigilant terms. An account will move to less strict terms or return to default terms in time if the payment behaviour improves.

You can apply credit control actions to both accounts and invoices. You can also set a minimum value for credit control. Smile does not take action against accounts or invoices with an outstanding balance that is less than the minimum value.



Smile suspends credit control actions against invoices for which an automatic payment is scheduled or if an account is in dispute. For more information, see Managing an account dispute.

Terminology

The following list defines some important credit control terms:

account termsThe credit control settings for an account. Account terms specify the

duration of treatment levels and the action taken at each treatment

level, among other settings.

treatment level The debtor status of an account. Smile has three default treatment

levels: settled (account is paid before the due date), overdue (the account is overdue by 14 days or less) and delinquent (the account is overdue by 15 days or more), although you can configure additional treatment levels. An account's treatment level is also

known as its disposition.

Configuration

Your Smile administrators define credit control settings when they install Smile, and may occasionally update the credit control configuration to respond to business needs.

Note: For more information about configuring credit control, see the *Configuration Guide*.

Change account terms

Account terms specify the credit control settings for an account. The default account terms for each account are specified in the package you used to order the account.

You can change the default account terms to other, predefined account terms or to custom account terms. Changing the account terms changes how Smile calculates the due date for an invoice. If you change the account terms to a shorter time, the customer has less time to pay an invoice after it is generated.



Warning: Changing account terms may cause a change in the account's treatment level. Smile may take treatment level actions as a result of the change.

This task explains how to change the account terms.

- **1.** Search for the account, then double-click the account entry in the search results.
- The Account summary page is displayed.
- 2. Click Change... next to the Account Terms field.
 - A Change account terms window is displayed.
- **3.** Do one of the following, then click **Save**:
 - Select existing account terms in the **New terms** drop-down.
 - Enter custom account terms in the **Custom payment terms** field.

Smile changes the account terms and returns to the Account summary page.



Treatment levels

An account's treatment level corresponds to the most overdue invoice treatment level. For example, if an account has a delinquent invoice and a settled invoice, the account treatment level is delinquent.

Information about an account's treatment level is located at the Account Balance panel at the top of the Account Menu Tree.

If an account is overdue or delinquent, Smile also highlights the treatment level in the Account Balance panel. The following screenshot shows an example of the Account Balance panel for an account with the Delinquent treatment level. If your company has different treatment levels, different text appears in the Account Balance panel.

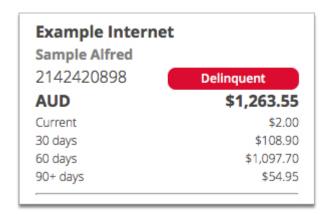


Figure 31: Example of the Account Balance panel for a delinquent account



Attention: When an account is in dispute, credit control treatment levels and their actions are suspended until the dispute is resolved. For more information, see Managing an account dispute.

Treatment level actions

Smile takes treatment level actions when an account or invoice reaches a treatment level. Smile's default treatment level actions include:

- · sending a document
- raising a late fee against an invoice
- raising a help desk ticket
- enabling a feature, for example, shaping
- suspending the account, which blocks access to the account and suspends billing for recurring charges
- disabling the account login, which blocks access to the account but continues to bill for recurring charges until the end of the period

You can configure additional treatment level actions to suit your company's business needs.

If it is configured to do so, Smile checks an account's treatment level before sending a document from the dispatch queue, and does not send documents that are no longer needed. For example, Smile ignores an overdue reminder for an account that was settled after the reminder was generated.



Smile takes treatment level actions when an outstanding balance is greater than the minimum credit control value for both accounts and invoices.

Refresh a treatment level

Smile refreshes the treatment level of each account once a day, usually at midnight. Smile also immediately refreshes a delinquent account's treatment level after a receipt is allocated to it.

If you need to immediately change an account's treatment level, or check that a treatment level is up-todate, you can manually refresh the treatment level.

This task explains how to manually refresh a treatment level.

- **1.** Search for the account, then double-click the account entry in the search results. The Account summary page is displayed.
- Click Refresh next to the Treatment Level field.
 Smile refreshes the treatment level and, if the treatment level changes, takes the appropriate treatment level actions.

Credit control reports

The following reports help you track and manage aged debtors:

- Aged debtors report—displays information about the outstanding invoices for each aged debtor.
- Overdue accounts report—groups outstanding accounts by treatment level.
- Overdue invoice list—lists all unpaid invoices.
- **Trial balance report**—displays information about all accounts with a non-zero balance.

Note: For information about generating reports, see Generating reports.



Payment plan overview

Payment plans let customers pay outstanding balances in agreed installments. For example, if a customer cannot pay a \$90 invoice, you can create a payment plan so they pay the invoice in nine installments of \$10 instead.

After you create a payment plan, Smile suspends credit control actions against all invoices in the plan. Smile lets you configure specific credit control actions for missed payment plan payments. If you do not configure credit control for payment plans and a customer misses a payment, Smile takes the default credit control actions for the account.

Smile does not automatically include new invoices in payment plans. If you issue a new invoice after you create a payment plan for a customer, the customer must pay the new invoice and the payment plan payments.

Information about an account's payment plans is displayed in **Payment Plans** on the Account Menu Tree.

Create a payment plan

A payment plan lets a customer pay an outstanding balance in agreed installments. After you create a payment plan, Smile suspends credit control actions against the invoices in the plan.

This task explains how to create a payment plan.

1. Search for the account to create a payment plan against, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account Menu Tree, click **Payment Plans**.

The Payment Plans page is displayed.

3. Click Create a new payment plan...

The **Payment plan** window is displayed.

- **4.** Click **Select** next to each invoice to include in the payment plan.
 - Smile adds the value of each invoice to the value in the **Total amount** field. You can add multiple invoices to the same payment plan.
- **5.** Enter the required payment information. Smile displays different fields for each payment type, for example, credit card number and expiry date fields for credit card payments.
- 6. Click Create payment plan.

Smile creates the payment plan and displays the pending payments in the plan.



Change a payment plan

You may need to change the payments in a payment plan to respond to a change in a customer's circumstances.

The following table outlines the payment plan changes you can make and the result of each change.

Table 4: Result of payment plan changes

Change	Result
Change the scheduled date of a payment	Moves the payment to the new scheduled date
Skip a payment	Moves the payment to after the final scheduled payment
Remove a payment from a payment plan	Removes the value of the payment from the plan total
Cancel a payment plan	Cancels the plan and resumes credit control actions against the invoice

This task explains how to change a payment plan.

1. Search for the account whose payment plan you want to change, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account Menu Tree, click Payment Plans.

The Payment Plans page is displayed.

3. Click **View** next to the payment plan you want to change.

The **Payment plan** summary window is displayed.

- **4.** Do one of the following:
 - Click **View** next to a payment to change its scheduled date, then click **Change** next to the **Scheduled for** field and enter the new payment date.
 - Click **Skip** next to a payment to skip the payment.
 - Click **Remove** next to a payment to remove the payment from the plan.
 - Click **Cancel payment plan** to cancel all remaining payments in the plan.

Smile performs the action and updates the Payment Plans page.



Enter a payment plan payment

If a customer has chosen not to make automatic payments for their payment plan, you must manually enter each payment the customer makes into Smile. Manually entering a payment also lets you process a payment before the scheduled date.



Warning: Before you enter payment details, ensure you select the scheduled payment to enter the payment against. You cannot allocate a payment to a payment plan after you enter the payment.

If the CAT is enabled, a customer can also enter payment plan payments via CAT.

This task explains how to enter a payment plan payment.

1. Search for the account to enter the payment against, then double-click the account entry in the search results.

The Account summary page is displayed.

2. On the Account Menu Tree, click Payment Plans.

The Payment Plans page is displayed.

3. Click **View** next to the plan to enter the payment against.

The **Payment plan** summary window is displayed.

4. Click **View** next to the payment you want to pay.

The **Payment** summary window is displayed.

5. Click Manually Accept, then click Continue.

The **Payment summary** window is displayed.

6. Click Close.

Missed payments

Smile provides several tools to help you track and manage missed payment plan payments:

- **Credit control**—lets you automate the management of missed payments. After you set up credit control for payment plans, Smile automatically applies a set of actions to an account or subscription when a customer misses a payment.
- **Overdue planned payments report**—lists overdue scheduled payments. This report helps you manually track and manage missed payment plan payments.

Note: For more information about reports, see Revenue reports.

Payment plan reports

The following reports help you track and manage payment plans:

- **Active payment plans**—displays information about the remaining balance and installments for each payment plan.
- Overdue planned payments—lists payment plans with overdue payments.
- Payments received for payment plans—lists the payments made for each account's payment plans.

Note: For information about generating reports, see Generating reports.



Managing an account dispute

When an account is being disputed Smile provides a mechanism to manage dispatches and credit control processes until the dispute has been resolved.

When an account is set as in dispute:

- · automatic dispatch of invoices and other notifications are deferred
- if applicable, credit control actions such as payment reminders are deferred
- the account is clearly marked as in dispute in the account's **Account Balance** panel
- an account's Document Dispatch page will display which dispatches are disabled

Dispatches can still be sent manually while an account is in dispute.

Flag an account as in dispute

Flagging an account as in dispute will defer regular dispatches and notifications, and credit control reminders until the dispute has been resolved. The account is identified as in dispute in the account's **Account Balance** panel.

This task explains how to flag an account as in dispute.

- **1.** Search for the account, then double-click the account entry in the search results. The Account summary page is displayed.
- On the Account menu, click Flag Account as Disputed... Click Continue.
 The account is flagged as in dispute and the dispute status is displayed in the Account Balance panel.



Figure 32: An account flagged as in dispute.



Remove dispute flag from an account

Removing a dispute flag from an account returns the account to its current disposition which will be displayed in the account's **Account Balance** panel. Regular dispatches and credit control reminders will resume.

This task explains how to remove a dispute flag from an account.

- Search for the account, then double-click the account entry in the search results.
 The Account summary page is displayed.
- 2. On the Account menu, click Remove Dispute Flag from Account... Click Continue.
 The dispute flag is removed from the account and the current account status is displayed in the Account Balance panel.

View dispatch status

Whilst an account is in dispute an account's Document Dispatch page will list the dispatches that have not been sent and credit control notifications that have been disabled.

This task explains how to view the dispatch status of an account.

- **1.** Search for the account, then double-click the entry in the search results. The account's summary page is displayed.
- 2. On the Account Menu Tree, click the ▶ to the left of **Account**, then click **Document Dispatch**. The Document Dispatch page is displayed.

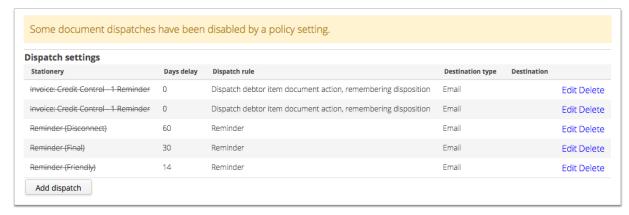


Figure 33: An account's Document Dispatch page showing disabled credit control reminders.



Chapter

Managing commissions

Commissions overview

A commission is a fee paid to a third party who sells products on your behalf. In Smile, you can pay commission on accounts, subscriptions and charge types. Smile supports leading commission and trailing commission types.

Smile uses three entities to manage commissions:

- **commission earners**—represent a person who is paid commission.
- **commission structures**—specify the commission rates that you pay to a commission earner.
- agents—associate a commission structure with a commission earner.

Each agent contains one or more commission earners, and each commission earner is associated with a commission structure. Agents let you easily assign multiple commission earners to the same account or subscription.

The following diagram shows the relationship between agents, commission earners, accounts and subscriptions.

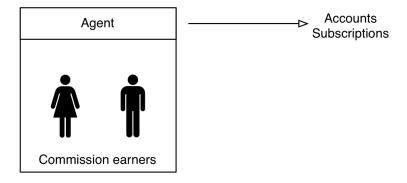


Figure 34: Agents and commission earners



Example: Agents, commission earners and commission structures

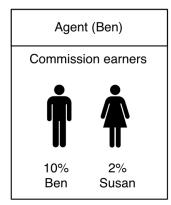
This example shows you how to use agents, commission earners and commission structures to set up a common commission scenario.

Ben and Susan work in the sales team at Example Telecom. Susan is Ben's manager, and Susan and Ben are both salespeople. When a salesperson signs up a new customer, they receive a 10% commission and their manager receives a 2% commission.

To set up this scenario in Smile, do the following:

- Create an agent for Ben, add Ben as a commission earner with a 10% commission structure and add Susan as a commission earner with a 2% commission structure. Add the Ben agent to any subscription that Ben sells. Both Ben and Susan now receive commission on each sale that Ben makes.
- Create an agent for Susan and add Susan as a commission earner with a 10% commission structure.
 Add the Susan agent to any subscription that Susan sells. Susan now earns commission on each sale that she makes.

The following diagram shows you the commission earners in each agent.



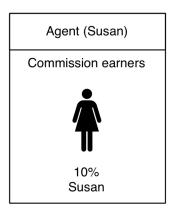


Figure 35: Agents for Susan and Ben



Commission types

Smile supports two types of commission:

- leading commissions—one-off commission payments that are raised when an account or subscription is created.
- trailing commissions—recurring commission payments calculated on the value of account or subscription usage.

Commission can be paid as either a percentage of value or as a flat fee. For example, you may pay a leading commission of \$50 when a salesperson sells a two-year mobile phone contract, then pay a 2% trailing commission on the value of each phone call made throughout the contract period.

You can assign a commission to an account or subscription. If you assign a commission to an account, the commission also applies to each of the account's subscriptions.

You can also assign a commission to a specific charge type on an account or subscription, or exclude a charge type from commission. For example, you can pay a 2% trailing commission only on international calls.

Recipient created tax invoices

Smile uses recipient created tax invoices (RCTIs) to track the commission due to each commission earner. An RCTI is an invoice to your company from a commission earner requesting payment. To simplify your accounting, Smile generates RCTIs on behalf of commission earners during the billing run.

Smile treats commission earners as a special type of subscription. Each commission earner must be assigned to a commission account. You can add multiple commission earners to the same commission account.

Smile creates RCTIs during the billing run. Because Smile only raises invoices against accounts, each RCTI includes the commission due to each commission earner on an account.

An RCTI may need to contain specific information to be valid for taxation purposes. When you create RCTI stationery, ensure the stationery includes all necessary information to comply with your country's taxation requirements.

Note: For more information about stationery, see the *Configuration Guide*.

How commissions are calculated

Smile calculates commission on the pre-tax value of a charge and raises commission only on the value of payments made against an invoice, not the total value of an invoice. For example, a \$100 invoice that contains 10% GST was settled with a \$70 cash payment and a \$30 credit note. Smile raises commission on the pre-tax value of the \$70 payment, that is, calculates the commission due on \$63.

If you de-allocate a receipt from an invoice on which commission was paid, Smile recalculates the commission in the next billing run and lists any overpayments on the RCTI. The recalculation is known as clawback.



When commissions are paid

Smile creates RCTIs during the billing run, based on the invoicing cycle of the commission earner. An RCTI includes the commission payments due to each commission earner on the account with an invoicing cycle that ends on the date of the billing run.

Smile does not raise a commission on a charge until all of the following have occurred:

- the charge is listed on an invoice
- the invoice is fully paid
- · the commission payment delay has elapsed

The commission payment delay is the period of time between when the invoice is fully paid and the commission is raised. This delay ensures that you do not pay commission on invalid payments, for example, bounced cheques. You can configure the length of the commission payment delay to suit your business needs.

The following example shows you when commission is paid for an invoice raised on 20 May. After the invoice is paid in full on 15 June, Smile begins the commission payment delay. In this example the commission payment delay is 28 days. The commission payment delay finishes on 13 July, and the commission is now eligible for payment. The commission earner's invoicing period ends on 31 July, and Smile includes the commission payment in the RCTI for this period.

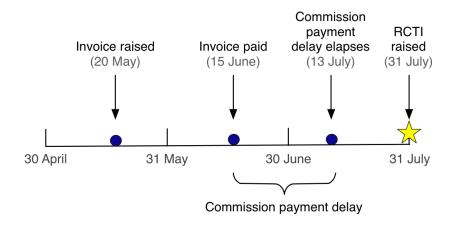


Figure 36: Example: When commissions are paid

After you generate an RCTI, the commission account has a positive balance because you owe commission to the commission earners on the commission account. To ensure the account balance remains up-to-date after you make a commission payment, raise a debit note for the value of the payment and allocate it to the RCTI. Raising a debit note ensures that the account balance always correctly reflects the amount due to the commission earners on the commission account.



Create a commission

Creating a commission lets you make commission payments to commission earners. This task explains how to create a commission with a single earner and structure.

1. Create a commission earner.

A commission earner is a person who is paid commission.

2. Create a commission structure.

A commission structure specifies the commission rates you pay.

3. Create an agent.

An agent associates a commission structure with a commission earner.

4. Assign an agent to an account or subscription.

The agent now earns commission on the account or subscription.

Create a commission earner

A commission earner represents a person who is paid commission. Smile treats commission earners as a special type of subscription, so each commission earner must be associated with a commission account.

Note: Before you create your first commission earner, contact Inomial for more information about configuring the commission earner service.

This task explains how to create a commission earner.

1. Search for the commission account to add the commission earner to, then double-click the commission account entry in the search results.

The Account summary page is displayed.

2. On the Account menu, click Add Subscription.

The Place Order page is displayed.

3. Click **Select** next to the commission earner package entry.

The Commission earner page is displayed.

- **4.** Complete the following fields:
 - Name—Specifies the name of the commission earner.
 - Service start date—(Optional) Specifies the date the commission earner starts earning commission.
 - **Service end date**—(Optional) Specifies the date the commission earner stops earning commission.
- 5. Click Continue.

Smile creates the commission earner and returns to the commission Account summary page.



Create a commission structure

A commission structure specifies the commission rates that you pay to commission earners. You can create a commission structure that assigns commission to accounts, subscriptions or a specific charge type, for example, a sign-up bonus or international calls.

When you create a commission structure, ensure that you create a default rule for the commission raised on any charge type on any service, even if that commission is \$0. Smile uses this default rule for processing purposes.

To create a commission structure for a leading commission, ensure that the initial invoice contains a line item that triggers the commission payment. For example, to pay a leading commission on a service that does not have a setup charge, create a \$0 setup fee for the service that is not printed on the invoice. After you create the setup fee, create a commission structure that pays commission on the setup charge.

This task explains how to create a commission structure.

1. On the Smile menu, click Configuration.

The Configuration and Tools page is displayed.

2. Under User Management, click Commissions.

The Commission Configuration page is displayed.

3. Click New Commission Structure.

The Commission Configuration page is displayed.

- **4.** Complete the following fields:
 - **Name**—Specifies the name of the commission structure.
 - **Commission payment delay**—Specifies the period of time between when the invoice is paid and the commission is raised.
 - **Commissions are paid for**—Specifies the length of time to pay commission after the account or subscription is created. If you leave this field blank, Smile pays commission indefinitely.
- $\textbf{5.} \ \, \text{(Optional) Tick the } \textbf{Only pay commissions to subscriptions on contracts} \ \text{checkbox}.$

If you select this option, Smile pays commissions only on accounts or subscriptions that are under contract. The commission ends when the contract ends.

6. Click New rate.

The Commission Service page is displayed. This page lets you define a commission rule.

7. Select the service to apply the commission to in the **Service** drop-down, and click **New charge type** commission rate.

For example, select **Any service** to create a default rule for every service.

The Commission Rate page is displayed.



- **8.** Complete the fields on this page. The following field names require additional explanation:
 - **Invoice display order**—Specifies the order in which the commission rate is displayed on the RCTI. The commission rate with the lowest invoice display order number is displayed at the top of the RCTI.
 - **Invoice description**—Specifies the commission rate text that appears on the RCTI.
 - Sales report category—Specifies the sales report category that the commission rate is assigned to.
 - **Discount/commission category**—Specifies the sales report category of the invoice item the commission is raised against.

Note: To raise a commission for a sign-up bonus, select **Setup charge** from the **Charge type** dropdown. To create a default rule for all charge types, select **All charge types** from the **Charge type** dropdown.

9. Click Save.

Smile returns to the Commission Service page.

10.Repeat Steps 7-9 for each charge type you want to add to the commission, then click **Save**. The Commission Configuration page is displayed.

11. Click Save.

The Commission Configuration page is displayed. You can now assign the commission structure to an agent.



Create an agent

An agent associates a commission earner with a commission structure.

This task explains how to create an agent.

1. On the Smile menu, click Configuration.

The Configuration and Tools page is displayed.

2. Under User Management, click Commissions.

The Commission Configuration page is displayed.

3. Click New Agent.

The Agent page is displayed.

- **4.** Type the name of the new agent in the **Name** field.
- **5.** (Optional) Enter the dates from which the agent can earn commission in the **Valid from** and **Valid to** fields.

The dates in these fields do not affect commission calculations, but instead let you filter inactive agents from a displayed list of agents.

- **6.** Add a commission earner to the agent, as follows:
 - a. Click New Commission Earner.

The Commission Earner page is displayed.

b. Click **Search** next to the **Commission earner** field, search for the name of the commission earner, then click **Select** next to the commission earner in the search results.

The **Name** column of the search results specifies the commission account name for each commission earner. If the account contains many commission earners, use the USN to identify each commission earner.

c. Select the commission structure to apply to the commission earner in the **Earns commission** drop-down, and click **Save**.

Smile adds the commission earner to the agent. The Agent page is displayed.

- **7.** Repeat Step 6 to add more commission earners to the agent.
- 8. Click Save.

Smile creates the agent. You can now assign the agent to accounts and subscriptions.



Attention: If an agent will have multiple commission earners, add the additional earners before assigning the agent to accounts of subscriptions. When you add an agent to an account or subscription only the current commission earners that are members of the agent will receive commission. If additional commission earners are added to an agent the new earners will only receive commission from accounts or subscriptions that the agent is added to after that point in time.



Assign an agent to an account or subscription

After you assign an agent to an account or subscription, the commission earners associated with the agent earn commission on the account or subscription.

If you assign an agent to an account, the commission earners associated with the agent also earn commission on each of the account's subscriptions. If an account is set as a bill-to account the account commission will not be applied to these additional invoices.



DANGER: When you add an agent to an account or subscription only the current commission earners that are members of the agent will receive commission. If additional commission earners are added to an agent the new earners will only receive commission from accounts or subscriptions that the agent is added to after that point in time.

This task explains how to assign an agent to an account or subscription.

1. Search for the account or subscription to assign the agent to, then double-click the account or subscription entry in the search results.

The Account summary page is displayed for an account result or the subscription summary page is displayed for a subscription result.

2. Do one of the following:

Option	Description
To assign an agent to an account	 On the Account Menu Tree, click the to the left of Account, then click Commissions. Click Add.
To assign an agent to a subscription	1. Click Add next to the Agents field.

The **Add Agent** window is displayed.

3. Select the agent in the **Agent** drop-down, optionally specify a date in the **Don't pay commission before** field, and click **Add**.

Note: If no date is set then the commission will apply from the start date of the account or subscription. Smile will generate past commission if applicable.

Smile assigns the agent to the account or subscription.



View commission information

The following table explains how to view different types of commission information.

Table 5: Viewing commission information

Commission information	Method
All commission payments made in a reporting period	View the All Sales report
Commission paid on a specific invoice	View the Commissions page of an invoice
All commissions earned by a commission earner	View commission earner history
All accounts and subscriptions on which a commission earner is paid commission	View commission earner subscriptions
All commissions raised against an account	View commissions for an account

View commission earner history

Viewing commission earner history lets you view information about past and pending commission payments to a commission earner. Commission earner payments are divided into three categories:

- commissions waiting for invoice payment—commissions associated with unpaid invoices.
- unpaid commissions—commissions that are scheduled for payment.
- commissions raised—commissions for which Smile has raised an RCTI.

Note that Smile does not pay commission on unpaid invoices.

This task explains how to view commission earner history.

- **1.** Search for the commission account with which the commission earner is associated, then double-click the commission account entry in the search results.
 - The Account summary page is displayed.
- **2.** On the Account Menu Tree, click **Subscriptions**, then double-click the commission earner subscription entry in the **Subscriptions** list.

The subscription's summary page appears and displays a summary of the commission history.

- **3.** To view more information about an invoice or RCTI, do one of the following:
 - Click Invoice next to a payment to view information about the invoice on which a commission was raised.
 - Click RCTI next to a payment to view information about the commission that was raised on an invoice.



View commission earner subscriptions

Viewing commission earner subscriptions lets you view information about the accounts and subscriptions on which a commission earner is paid commission.

This task explains how to view commission earner subscriptions.

- **1.** Search for the commission account with which the commission earner is associated, then double-click the commission account entry in the search results.
 - The Account summary page is displayed.
- **2.** On the Account Menu Tree, click **Subscriptions**, then double-click the relevant subscription entry. The subscription's summary page appears and displays a summary of each invoice that has raised a commission for the commission earner.
- **3.** On the Account Menu Tree, click the ▶ to the left of the commission earner subscription entry to expand the subscription options, then click **Subscriptions**.
 - The Subscriptions page appears and displays the accounts and subscriptions on which the commission earner is paid commission.

View commissions for an account

Viewing commission for an account lets you view information about the commission payments raised against each of the account's invoices. Commissions on the account may be paid to more than one commission earner.

This task explains how to view commission for an account.

- **1.** Search for the account, then double-click the account entry in the search results. The Account summary page is displayed.
- On the Account Menu Tree, click the ▶ to the left of Account to expand the account options, then click Commissions.

The Commissions page appears and lists the commission paid on each invoice raised against the account.

3. Click **Invoice** next to a commission entry to view more detailed information about the invoice.



End a commission

When you end a commission, you stop a commission earner from earning commission on invoices raised after a specified date. Smile pays commission on any invoices raised before this date, even if the payment date is later than the commission end date.



Warning: To ensure commission earners receive the correct commission, do not delete an agent or a commission earner. Smile does not calculate commission on unpaid invoices after an agent or commission earner is deleted.

This task explains how to end a commission.

- **1.** Search for the commission account with which the commission earner is associated, then double-click the commission account entry in the search results.
 - The Account summary page is displayed.
- **2.** On the Account Menu Tree, click **Subscriptions**, then double-click the relevant commission earner subscription entry.
 - The subscription's summary page is displayed.
- **3.** On the Account Menu Tree, click the ▶ to the left of commission earner subscription to expand the subscription options, then click **Subscriptions**.
 - The Subscriptions page appears and lists commissions the agent is associated with.
- **4.** Click **Edit** next to the commission you want to stop paying.
 - The **Commission** window is displayed.
- **5.** Enter the date to stop paying commission in the **Don't pay commissions on invoices after** field, then click **Save**.

Smile ends the commission on the specified date.

Note: To stop all commissions for a commission earner, repeat steps 4-5 for all entries in their Subscriptions list.



Chapter

12

Using the helpdesk

About the helpdesk

The helpdesk lets you raise, manage and close tickets that track the status of a business process or workflow, for example:

- · resolving a customer issue
- placing an order
- · tracking customer communication
- making appointments

You can use the helpdesk in two different ways:

- as a helpdesk—manage customer issues, track software bugs or manage other feedback.
- as a workflow manager—define, track and complete a series of tasks to achieve an outcome.



Tip: Because you can configure helpdesk to meet many different business requirements, the helpdesk appearance varies between Smile installations. The screenshots in this guide may not match the appearance of the helpdesk in your Smile installation.

View the helpdesk inbox

The helpdesk inbox displays any tickets assigned to you and your assignment group(s). From the helpdesk inbox you can view your tickets, search for tickets and save ticket searches for repeated use.

This task explains how to view the helpdesk inbox.

Do one of the following:

- On the **Dashboard**, click the **Inbox** tile.
- On the Smile menu, click Helpdesk.
- On the **Helpdesk** menu, click **Inbox**.

The Help Desk page appears and displays any tickets assigned to you and your assignment group(s).



The ticket lifecycle

A ticket tracks the progress of a single issue or workflow instance through the helpdesk, for example, a customer complaint. A ticket action is a course of action available to the ticket.

Although you can configure the helpdesk to perform many different actions, each ticket progresses through the same basic stages in the ticket lifecycle:

- **1.** The ticket is raised, for example, by an operator, in CAT or by a workflow.
- **2.** Ticket actions are performed, for example, an operator assigns the ticket to another operator or Smile sends a notification to a customer.
- **3.** If no further action is required for a period of time, the ticket is placed on hold. The ticket remains on hold until the hold elapses or a customer contacts you about the ticket.
- **4.** The ticket is closed after all ticket actions are complete or the workflow ends.

Note that an operator or customer can re-open a closed ticket if an issue recurs.

The following flowchart gives you an overview of the actions in the ticket lifecycle.

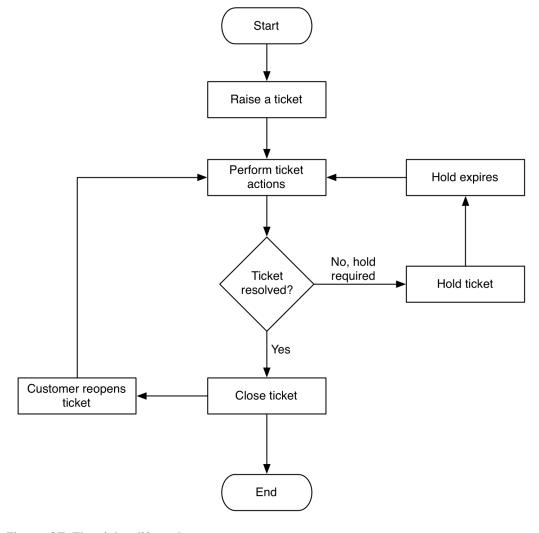


Figure 37: The ticket lifecycle



How tickets are raised

Smile supports many different methods to raise a ticket, for example:

- · an operator can raise a ticket in Smile
- · a customer can raise a ticket in CAT
- a person or process can raise a ticket using the CRM API

Note: For more information about the CRM API, see the *Developer Guide*.

In addition, you can configure Smile to raise a ticket when an event occurs, for example:

- · your support address receives an email
- · a customer calls your support hotline
- a system event occurs that must be resolved by an operator
- an invoice becomes overdue, or another credit control event occurs
- a ticket action raises a ticket

You can also configure Smile to take additional actions after a ticket is raised, for example, send a reply when your support address receives an email.

Tickets can be raised against a specific account or transaction. Each account and transaction has a Tickets page, which lists the tickets raised against the account or transaction.

Related tasks

Raise a ticket on page 158

View account or transaction tickets on page 162

Ticket notifications

If you integrate Smile with the Jabber instant messaging application, Smile can send you notifications when:

- · a new ticket is raised
- a ticket is assigned to you
- a ticket assigned to you is closed

In addition, you can subscribe to a ticket to receive information about new comments and status changes.



The Helpdesk menu

The Helpdesk menu appears when accessing the helpdesk and provides links to common tasks. Use this menu to access helpdesk functions and perform ticket tasks.

The following screenshot shows you an example of the Helpdesk menu.

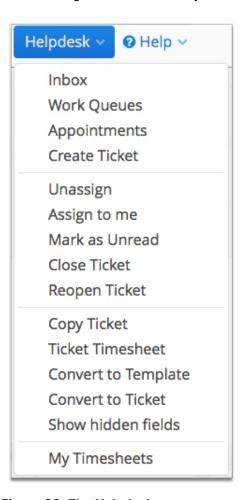


Figure 38: The Helpdesk menu



Ticket actions

Ticket action menu entries are only selectable when viewing a ticket. The following table provides more information about the purpose of each ticket action in the Helpdesk menu.

Table 6: Ticket actions

Link	Purpose
Unassign	Unassigns the ticket and changes the ticket status to Not Assigned
Assign to me	Assigns the ticket to the current operator
Mark as Unread	Marks the ticket as new and unread
Close Ticket	Closes the ticket
Reopen Ticket	Reopens the ticket
Copy Ticket	Creates a ticket with the same ticket properties
Ticket Timesheet	View all timesheet entries and create new timesheet entries for a specific ticket
Convert to Template	Creates a ticket template from the ticket
Convert to Ticket	Converts a template to a regular closed ticket
Show hidden fields	Displays any of the ticket's hidden workflow fields



Ticket properties

Ticket properties describe the information contained in each ticket.

The following list describes some common ticket properties. Because ticket properties are configurable, your Smile installation may contain other ticket properties that are not listed here.

Subject Specifies the ticket subject. Smile may automatically complete this

field if the ticket is automatically generated. For example, if Smile raises a ticket when your support address receives an email, the

subject of the email may be copied to the ticket subject.

Ticket status Specifies the ticket status, for example, New, In Progress or Closed.

Your Smile administrators may configure additional ticket statuses

for each ticket type.

Account Specifies the account against which the ticket was raised.

Subscription Specifies the subscription against which the ticket was raised.

Ticket department Specifies the business department to which the ticket relates, for

example, Support, Sales or system tickets.

Ticket type Specifies the class of problem, for example, ADSL2+, Mobile

Broadband, Account Enquiry or General Support. The ticket type also specifies the ticket behaviour, any ticket actions that occur when the ticket is raised, the fields that appear on the ticket and

any custom ticket statuses available to the ticket type.

Assignment group Specifies the group to which the ticket is assigned. For example,

you can assign a ticket from the Support ticket department to the Customer Support or Technical Support assignment groups.

Assign to Specifies the operator to whom the ticket is assigned.

Ticket priority Specifies the importance of the ticket, for example, Urgent, Normal

or Low.

Template tickets

Template tickets contain a default set of ticket properties. When you create a ticket from a template, Smile uses the template properties to create the new ticket.



Raise a ticket

Smile can automatically raise a ticket when many different events occur, for example, an invoice becomes overdue, a system event occurs, or a customer sends an email or calls your hotline. If required, an operator can also raise a ticket to track customer issues or start a workflow.

This task explains how an operator raises a ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

- **2.** Do one of the following:
 - On the Helpdesk menu, click Create Ticket.
 - On the Help Desk inbox page, click **New ticket...**

The Create a new ticket page is displayed.

3. Click the ticket type to create. If prompted to do so, type the subject for the new ticket and click **Continue**.

Smile creates the ticket and, if any actions are configured, performs the ticket actions.

You may need to perform additional steps after the ticket is created, for example, assign the ticket to an operator, link the ticket to an existing ticket or add a description that explains why you raised the ticket.

Related concepts

How tickets are raised on page 154



View a ticket

Viewing a ticket lets you view the ticket's properties and comments and perform ticket actions. You may need to search for a ticket before you can view it.



Tip: To view the results of a saved search, select the search name from the **Saved searches** drop-down.

This task explains how to search for and view a ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. (Optional) Enter the search criteria in the fields at the top of the page, and click **Search** to search all open tickets.

Note: If you select **Search All**, Smile also searches closed tickets.

Smile displays the tickets that match your search criteria.

3. Click View next to the ticket you want to view.

The Ticket page appears and displays ticket information.

Save a search

Saving a search lets you save the set of criteria that you use to search for tickets.

This task explains how to save a helpdesk search.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Enter the search criteria in the fields at the top of the page and click Save search....

The **Save Search** window is displayed.

- **3.** Type a name for the search in the **Search name** field.
- **4.** (Optional) Select the **Make this the default helpdesk search** checkbox if you want Smile to display the search results each time the helpdesk appears.
- 5. Click Save.

Smile saves the search and displays the search results.



The Ticket page

The Ticket page displays information about ticket properties and comments, and may let you perform ticket actions.

The following screenshot shows you an example of the Ticket page. Because your Smile administrators customise the fields and buttons that appear for each ticket type, the Ticket page in your Smile installation may look different to this example.

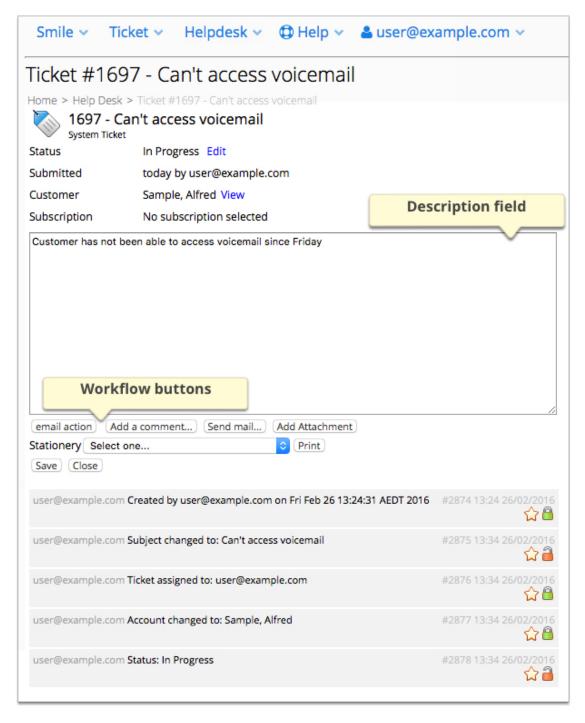


Figure 39: The Ticket page



The following fields, links and icons require additional explanation:

Status Specifies the ticket status. If the ticket is on hold, this field also

specifies when the hold expires.

Edit Opens the Ticket properties window and displays the ticket

properties.

Alarm time Specifies the time and date that the ticket was raised or the ticket

timer was reset. Smile uses these values to calculate the age of the

ticket.

Description field Describes the reason why the ticket was raised.

Note: Your Smile administrators may choose to hide this field.

Workflow buttons Let you perform ticket actions, for example, email a customer,

assign a ticket type or add a comment.

Note: The workflow buttons, and the actions you can perform on

each ticket, vary between ticket types.

Deletes a comment.

Edits a comment.

Makes a comment sticky, or removes the outline from a sticky

comment. Sticky comments let you highlight important notes and

are outlined in grey.

Specifies that a comment is hidden, that is, visible only to operators.

Click this icon to make a comment visible to customers.

Specifies that a comment is visible to customers.

Click this icon to make a comment visible only to operators.

Although they are not displayed in the previous screenshot, you may also see the following fields and icons on the Ticket page:

Related tickets Displays any tickets associated with the existing ticket.

Stationery Lets you select stationery and print the ticket. For example, you

can configure the helpdesk to print quotes for professional services

from tickets, or print pre-populated order forms.

Displays the full text of an email associated with the ticket.



View account or transaction tickets

Viewing account or transaction tickets gives you an overview of all the issues that affect the account or transaction. For example, you can view all tickets raised against a wholesale customer's account, or check the tickets raised by credit control against an invoice.

This task explains how to view tickets on an account or transaction.

1. Search for the account or transaction for which you want to view tickets, then double-click the entry in the search results.

The Account summary page of the account or the Transactions page of the transaction is displayed.

2. On the Account Menu Tree, click **Tickets**.

The Tickets page appears and displays any tickets raised against the account or transaction.

3. (Accounts only) If necessary, enter search criteria in the fields at the top of the page and click **Search**. Smile displays only the tickets that match your search criteria.

Mark ticket as unread

Smile highlights new, unread tickets in the helpdesk with the icon. The following screenshot shows you an example of this icon next to an unread ticket.

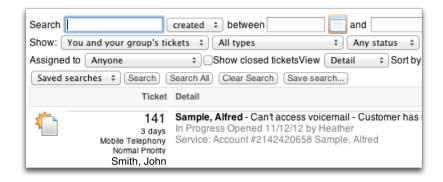


Figure 40: An unread ticket

Smile removes this icon after you open the ticket. To help you manage your work, you can mark a ticket as unread after you open it.

This task explains how to mark a ticket as unread.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click View next to the ticket you want to mark as unread.

The Ticket page is displayed.

3. On the Helpdesk menu, click Mark as Unread.

Note: You must assign a ticket to yourself before you can mark it as unread.

Smile marks the ticket as unread when you return to the Help Desk page.



Manage tickets

Managing tickets lets you assign tickets to yourself and other operators, add comments, change a ticket status and link tickets together.

Assign a ticket

Assigning a ticket to an operator transfers responsibility for the ticket to that operator. After you assign a ticket to an operator, the operator should take action to resolve the ticket.



Tip: To quickly assign a ticket to yourself, click **Assign to me** on the Ticket menu.

This task explains how to assign a ticket to yourself or to another operator.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click View next to the ticket you want to assign, then click Edit.

The **Ticket properties** window is displayed.

- **3.** Do one of the following:
 - Select the name of the operator to whom you want to assign the ticket in the **Assign to** drop-down.
 - Click Assign to me to assign the ticket to yourself.
- 4. Click Save.

Smile closes the **Ticket properties** window and assigns the ticket to the specified operator.

Add a comment

Ticket comments provide information that helps other operators manage the ticket. For example, you can add a comment that summarises a conversation with a customer or that describes the content of a software code change.

Smile also automatically adds comments to a ticket when the ticket properties change. If configured to do so, Smile scans incoming emails and, if the email relates to an existing ticket, adds a ticket comment that contains the email.

This task explains how an operator adds a comment to a ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket you want to assign.

The Ticket page appears and displays any existing comments.

3. Click Add a comment...

The **Ticket comment** window is displayed.



- **4.** Type the comment in the large field, and optionally do the following:
 - Untick **Keep this comment private** to make the comment visible to customers.
 - Tick **Make this comment sticky** to highlight the comment.
 - Enter timesheet details in the **Timesheet** fields to track the time spent working on the ticket.
- 5. Click Save.

Smile adds the comment to the ticket.

Note: For more information about the icons that appear on each comment, see The Ticket page.

Related concepts

Timesheets on page 168

Change ticket status

Changing the ticket status lets you notify other operators and customers that the ticket has progressed to a new stage. If it is configured to do so, Smile may take additional actions after you change the ticket status.

This task explains how to change the ticket status.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket for which you want to change the status.

The Ticket page is displayed.

3. Click Edit.

The **Ticket properties** window is displayed.

4. Select the new status in the **Ticket status** drop-down and click **Save**.

Smile changes the ticket status and closes the Ticket properties window.

Link tickets

Linking tickets lets you link tickets together that have a similar cause or subject. For example, if a customer has a recurring ADSL problem, you can link the tickets for each instance of the problem together. Linking tickets helps you easily refer to information in other tickets so you can determine common problems or trends.

This task explains how to link a ticket to another ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket that you want to link to another ticket.

The Ticket page is displayed.

3. Click **Add a comment...** and type ticket #number in the large field.

For example, to link to ticket 136, type ticket #136.

4. Click Save.

Smile displays information about the linked ticket on the Ticket page.



Hold a ticket

Holding a ticket temporarily removes it from the list of tickets you see when you view the helpdesk. For example, if you expect a reply from a customer within two days, you can hold the ticket for three days to remove it from your ticket list. After the hold expires, the ticket reappears in your ticket list.

Smile displays the icon next to a held ticket. If Smile associates an email or call with a held ticket, the ticket is immediately released.



Tip: To manually release a hold, follow the procedure below and select **Release from hold** in the **Hold for** drop-down.

This task explains how to hold a ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket that you want to hold.

The Ticket page is displayed.

3. Click **Edit**, then select the hold duration from the **Hold for** drop-down.

If you select the **Specify a date** option, specify the expiration date in the **Hold date** field.

4. Click Save.

Smile holds the ticket for the specified length of time, and displays the hold expiry time in the ticket's status.

Reset ticket timer

The ticket timer tracks the time that has passed since a ticket was raised, and affects the age of tickets in work queues. The ticket timer stops when the ticket is closed.

Resetting the ticket timer changes the ticket alarm date to today. For example, if a customer re-opens a ticket that was closed several months ago, Smile calculates the ticket age from the original date that the ticket was raised. Resetting the ticket timer ensures that you can accurately track the length of time it takes to resolve the ticket.

This task explains how to reset the ticket timer.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket that you want to hold.

The Ticket page is displayed.

3. Click Edit.

The **Ticket properties** window appears.

4. Tick the **Reset the ticket timer** checkbox, then click **Save**.

Smile closes the **Ticket properties** window and resets the ticket timer.



Close a ticket

Closing a ticket removes it from work queues and your ticket list.

Smile may automatically close a ticket when a workflow is complete. Alternatively, you can close a ticket when you have resolved a customer issue or finished all required work on the ticket.

This task explains how to close a ticket.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket that you want to close.

The Ticket page is displayed.

3. Click Close.

The **Close Ticket** window is displayed.

- **4.** Select the final ticket status in the **Closing status** section, and optionally complete the following:
 - Work duration—Specifies the number of minutes to add to the timesheet entry for the ticket.
 - **Reason for closing the ticket**—Specifies any additional information you want to provide about why you closed the ticket.

5. Click Close.

Smile closes the ticket and may also perform other tasks, for example, send a notification email to a customer that the ticket is closed.



View work queues

A work queue tracks the length of time since a ticket was raised. Smile creates a work queue for each ticket type and status.

Viewing work queues lets you view the following information about each work queue:

- the age of the oldest ticket
- the number of open, held and urgent tickets
- the total number of tickets

The following screenshot shows you an example of work queues for ticket types Account Signup, Appointments and Customer Support.

	Total	032 days	377	1	0	378
	New	652 days		0	0	1
	2 WIP	0 days	0	1	0	1
customer support	1 New	653 days	376	0	0	376
Customer Support						
	Total		2	0	0	2
	New	652 days	2	0	0	2
Appointment						
	Total		13	0	0	13
	New	300 days	13	0	0	13
Account Signup						
	Status	Oldest ticket	Open	Held	Urgent	Total
Work Queues	Status	Oldest ticket	Open	Held	Urgent	Total

Figure 41: The Work queues page

To view work queues, click **Work Queues** on the Helpdesk menu.

The Work queues page appears and displays the work queues.



Timesheets

Timesheets let you and your managers track the length of time that it takes to complete a ticket.

A timesheet entry specifies how long it took to complete a period of work. You can view timesheet entries by ticket, customer or operator.

Add a timesheet entry

Timesheet entries track the amount of time you spend working on a ticket. This task explains how to add a timesheet entry for a ticket that is currently open.



Tip: To add a timesheet entry for any ticket, click **My Timesheets** in the **Helpdesk** menu. You can also add a timesheet entry when you add a comment.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket for which you want to add a timesheet entry.

The Ticket page is displayed.

3. On the **Helpdesk** menu, click **Ticket Timesheet**.

The Timesheet page appears and displays any existing timesheet entries for the ticket.

- **4.** Complete the fields in the New timesheet entry section, as follows:
 - a. Complete the **Operator**, **Work duration** and **Work started** fields.

Note: Ensure you enter the time in the **Work duration** field in minutes. For example, if you completed four hours work on the ticket, enter 240 minutes.

b. Press **Tab**.

Smile calculates the time you began work on the ticket and displays the time in the empty field.

- c. (Optional) Select the **Billable** checkbox to charge the customer for the timesheet entry, and type any additional information in the **Comment** field.
- 5. Click Add.

Smile adds the timesheet entry to the ticket timesheet.



View timesheet entries

Viewing timesheet entries provides an overview of the length of time it takes to complete a ticket. You can view timesheet entries by ticket, customer or operator.

This task explains how to view timesheet entries for a ticket. To view timesheet entries by customer or operator, use the timesheet reports.

1. View the helpdesk inbox.

The Help Desk page appears and displays any tickets assigned to you and your assignment group.

2. Click **View** next to the ticket for which you want to add a timesheet entry.

The Ticket page is displayed.

3. On the **Helpdesk** menu, click **Ticket Timesheet**.

The Timesheet page appears and displays any existing timesheet entries for the ticket.

Timesheet reports

The following reports help you track timesheet information:

- **Timesheet entries by customer**—displays all timesheet entries by all operators in a specified time frame, grouped by customer.
- **Timesheet entries by operator**—displays all timesheet entries by all operators in a specified time frame, grouped by operator.

Note: For information about generating reports, see Generating reports.



Appointments

Appointments are based on standard helpdesk ticket types with additional functions to configure scheduling and assignment of appointments. Appointments handle the allocation of bookings taking into account appointment duration, travel time and operator availability.

In addition to setting appointments, appointment type tickets can also include other workflow functions and ticket actions in the same manner as helpdesk tickets.

Note: Once an appointment has been made you cannot change the appointment time or assignment. To change an appointment you must close the appointment ticket and create a new appointment.

Appointment tickets are viewed through their own filter. Click **Appointments** on the **Helpdesk** menu.

Smile displays the $\boxed{12}$ icon next to an appointment ticket.

Make an appointment

To make an appointment you first search for available operators and times.

This task explains how to make an appointment.

1. On the **Helpdesk** menu, click **Appointments**.

The Help Desk page is displayed with appointment filters selected.

- **2.** Do one of the following:
 - On the Helpdesk menu, click Create Ticket.
 - On the Help Desk inbox page, click New ticket...

The Create a new ticket page is displayed.

3. Click **Select** next to the appointment ticket type.

The Search for an appointment page is displayed.

4. Click the calendar icon to select the required appointment **Start Date**.

Available operators and appointment start times are listed below the search fields.

5. Click **Select** to the right of a suitable operator and appointment start time.

A Please enter a subject for the new ticket window is displayed.

6. Type a subject in the Please enter a subject for the new ticket field. Click Continue.

The appointment ticket is displayed.

7. Complete any required ticket information or actions. Click **Save**.



Appointment search properties

Appointment search properties are the criteria that can be used to select a suitable time, date and operator for an appointment.

The following list describes appointment search properties.

Duration Specifies the duration of the appointment. The default duration

displayed is specified in the appointment ticket type. This time can be edited if required. Duration options will be displayed in multiples

of the default duration time.

Travel Time Specifies the travel time allocated in addition to the appointment

duration time. The default travel displayed is specified in the appointment ticket type. This time can be edited if required. Travel time options will be displayed in multiples of the default duration

time.

Search Type Specifies if the appointment search is for all available times on a

specified date or for a specific start time.

Start Time Specifies the proposed start time of an appointment if **Specific**

Time has been selected as the **Search Type**.

Note: Start Time is entered in 24 hour time format. For example,

3pm = 15:00:00.

Start Date Specifies the proposed date for an appointment.

Assignment group Specifies the assignment group that contains all operators available

for appointments.

Assign to Specifies individual operators that are members of the group

specified at Assignment group.

Export appointment list

A summary list of appointments can be exported from Smile to be provided, for example, to an operator who will be on the road or away from Smile undertaking appointments. The exported list provides a summary of appointments listed in order of booking time.

This task explains how to export an appointment list.

1. On the Helpdesk menu, click Appointments.

The Help Desk page is displayed with appointment filters selected.

2. Specify the required appointment selection criteria in the search fields.

A list of results that match your search criteria is displayed.

3. Select **Summary** from the **View** drop-down.

A summary table of appointment is displayed.

4. Click the icon.

A ticketlist.csv file is downloaded.



Chapter

13

Generating reports

Analytics overview

Smile provides more than 70 predefined reports to help you track your accounting and operational data. Smile may generate reports on screen or create a document in PDF or CSV format.

You generate reports from **Analytics**. This page groups similar reports together so you can see at a glance the reports available for each area of functionality.

In the Smile interface for Analytics you can:

- · set frequently used reports as a favourite
- · view recently used reports
- search for reports
- export reports

Select **Analytics** from the **Smile** menu to view the Analytics interface and the current default report.

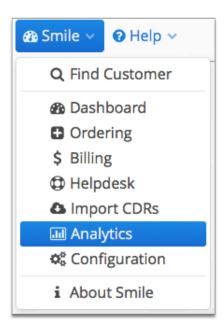


Figure 42: Accessing Analytics from the Smile menu



Navigating Analytics

Analytics is where you view reports and access report functions. It is accessed by selecting **Analytics** from the **Smile** menu.

The Analytics console has three sections:

- Analytics menu—contains menu items for report actions.
- Analytics Menu Tree—contains links to individual reports, grouped by type.
- **Report panel**—displays the selected report along with any relevant report selection criteria or filters and report icons.

The following screenshot shows the Analytics interface.

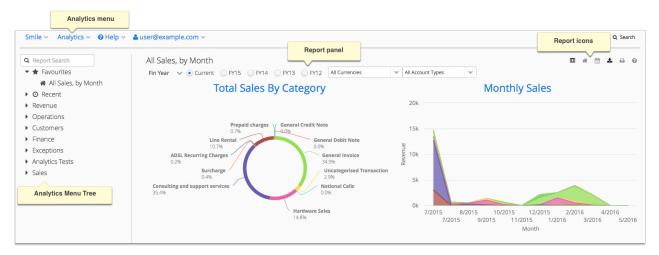


Figure 43: The Analytics console



Analytics menu

The Analytics menu contains entries for report actions. The first group of menu items display actions that are also accessible through the report icons that are displayed at the top right corner of a report in the report panel.

Note: Your permissions determine the entries you see in the Analytics menu.

The following screenshot shows the Analytics menu. Some menu entries are context sensitive.

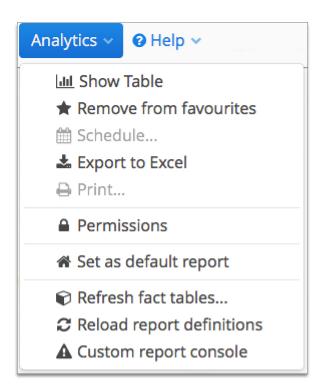


Figure 44: The Analytics menu

The Analytics menu has the following entries:

Show Charts	Select to switch the current report from table to chart format.
Show Table	Select to switch the current report from chart to table format.
Add to favourites	The current report is not set as a favourite. Select to make the report a favourite.
Remove from favourites	The current report is set as a favourite. Select to remove the report from favourites.
Schedule	Select to configure a report run schedule. (Coming soon.)
Export to Excel	Download a structured XLSX file of the current report. (only available for table format)
Print	Print the current report.



Set as default report	Sets the report currently displayed in the report panel as the default report.
Refresh fact tables	Clears and refreshes your Smile data in the fact tables for fast reporting from the live database.
Reload report definitions	Refreshes the sidebar report list. Use this, for example, so that Analytics can recognise newly added or changed custom reports.
Custom report console	Displays a list of custom reports and any current error messages.

Analytics menu tree

The Analytics Menu Tree presents links to individual reports, grouped by type. The menu tree also displays the current default report, reports marked as favourites and recently accessed reports. Click the ▶ to expand a report group.

The Analytics Menu Tree has the following report entries and standard report groups:

Menu	Purpose
Report Search	Text field for searching for report names.
Favourites	Displays reports selected as a favourite.
Recent	Displays the 10 most recently accessed reports.
Revenue	Lists revenue related reports. For example, sales, aged debtors, invoice and payment reports.
Operations	Lists reports related to operational activity. For example, helpdesk, timesheets, features and network activity.
Customers	Lists customer related reports. For example, new and past accounts, plans and service usage and provisioning reports.
Finance	Lists reports related to financial liability. For example, commissions, bonds, credit, debt and other transactions.
Exceptions	Lists reports related to potential exceptions or issues. For example, reports on incomplete, inactive or erroneous activity and accounts.
Sales	Lists reports related to sales activity and history.



Report icons

An icon set is displayed at the top right of the report panel. These icons identify settings or functions that apply to the current report. These functions can also be accessed through the Analytics menu.

<u>.lil</u>	Select to switch the current report from table to chart format
=	Select to switch the current report from chart to table format
	The current report is set as the default report
☆	The current report is not set as a favourite. Click to add the report to Favourites.
*	The current report is set as a favourite. Click to remove the report from Favourites.
	Select to configure a report run schedule
±	Export a structured XLSX file of the current report (only available for table format)
	Print the current report
•	Access Analytics help

Note: Except for the default report, if an icon is grey then the icon function or action is not available for the current report.



Report formats

The following screenshot shows reports in the Recent menu identified with a chart icon.



Figure 45: The Recent menu displaying reports that are available in chart format

You can switch between chart and table format of a report by clicking in the report icon set at the top right of the report.

Tables

Reports using the Analytics table format display a \blacktriangleright to the left of any data row that can be expanded. Click on the \blacktriangleright to display the entries that are part of the data group.

The following screenshot shows a report with data rows that can be expanded to display the items that constitute the report category result.

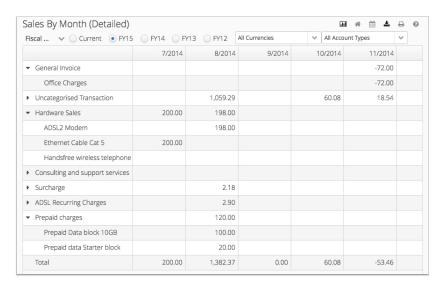


Figure 46: An example report with expandable data rows



Tip: This additional data is also exported when you download an XLSX file of the report.



Charts

When working with charts you can see additional information about the data points or chart areas by hovering over the relevant area. A label is displayed with the name of the data collection and the total it represents.

The following screenshots show examples of labels displayed on a pie chart and a line chart.

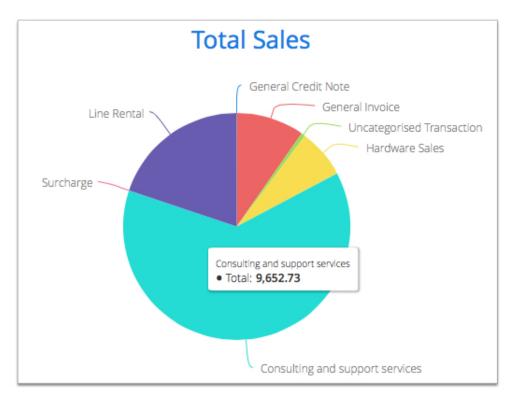




Figure 47: Examples of labels displayed on charts



Set the default report

When first entering the Analytics interface the report that has been set as default is displayed in the report panel. The current default report is the first entry under **Favourites** in the Analytics Menu Tree and identified with the Analytics Menu Tree and identified with the

This task explains how to set the default Analytics report.

- 1. Open the report you want to set as the default.
- 2. On the Analytics menu, click Set as default report.

When a report is already set as the default, this menu option will not be selectable.

The report will be set as the default and the icon will be displayed in the report icon set at the top right of the report. The report will be the first report listed in the **Favourites** menu.



Figure 48: An example of an icon set of a report set as the default

Set a favourite report

You can set reports you use regularly as favourites. All reports set as a favourite will be listed in the **Favourites** menu in the Analytics Menu Tree.

This task explains how to set a report as a favourite.

- **1.** Open the report you want to set as a favourite.
- **2.** Do one of the following:
 - Click ☆ in the icon set at the top right of the report.
 - On the **Analytics** menu, click **Add to favourites**.

The report icon will change to \uparrow and the report will be added to the **Favourites** group on the Analytics Menu Tree.



Figure 49: An example of an icon set of a report set as a favourite



Generate a report

You generate reports from **Analytics**. This page groups similar reports together, so you can see at a glance the reports available for each area of functionality.

This task explains how to generate a report.

1. On the Smile menu, click Analytics.

The Anaytics page appears and your default report is displayed.

- **2.** Do one of the following:
 - Click the name of the report you want to generate from your **Favourites** list in the Analytics Menu Tree.
 - On the Analytics Menu Tree, click the ▶ to the left of the required report grouping, click the report entry name.
 - Type the name of the report in the **Report Search** field, press enter.

You may need to enter report criteria before a report is genrated. For example, the start and end dates of a period.

Smile generates the report.

3. (Optional) Click 👤 to export the report if it is displayed on screen.

Account types

Account types help you report on different groups of accounts in your company. For example, an organisation that owns several companies may have a different account type for each company, or your company may have different account types for GST exempt and non-GST exempt accounts.

Account types apply to some financial and credit control reports, including the sales report, trial balance report and aged debtors report. You choose the account type to report on when you generate the report, or you can generate a report for all account types.

An account's account type is defined in the package you use to order the account.

Reporting periods

A reporting period is the period covered by a set of financial statements, usually a calendar month. Closing a reporting period locks all transactions in that period and ensures long-term report stability.

If you generate a report for a reporting period that is not closed, the data in the report may be inaccurate and unstable.

You close the reporting period when you complete reporting requirements after the billing run. For more information about closing reporting periods, see Close the reporting period.



Report groups

The Analytics Menu Tree groups similar reports together, so you can see at a glance the reports available for each area of functionality.

Revenue reports

Revenue reports provide information about your company's financial status, invoices and overdue accounts.

Revenue reports summarise information about:

- payment methods
- account, invoices and billing items that may require attention
- open invoices and deferred invoice items
- the charges that make up an invoice, for example, the total call ratings for a period
- overdue accounts and invoices, aged debt and payment plans.
- sales

Reports in the revenue category include:

- Active payment plans—displays accounts that currently have an active payment plan.
- **Aged debtors report**—displays the aged balances of outstanding accounts, and lists the unpaid invoices for each outstanding account.
- All sales report—displays debits and credits for each sales category in a specified period.
- **Call ratings**—displays the gross call profit for each service over a specified period, including wholesale charges, rated totals and charged totals.
- **Credit card expiry**—displays the accounts associated with credit cards used for automatic payments that expire before a specified date.
- **Credit limit report**—displays all subscriptions that have exceeded their credit limit, or the subscriptions that have exceeded the credit limit for a specified service.
- **Deferred invoice items**—lists all invoice items deferred to future invoices.
- **Expired recurring charges**—displays the recurring charges that expire during a specified period.
- **Invoice age at time of payment**—lists invoices that were paid in a specified period, and were over a specified age at the time of payment.
- Open invoices—lists the date, balance and account of all draft invoices.
- **Overdue accounts**—groups overdue accounts by responsive credit terms and disposition, which lets you easily follow up on the most overdue accounts.
- **Overdue invoice list**—lists each outstanding invoice, sorted by invoice age.
- Overdue planned payments—displays overdue payment plan payments.
- Overdue unallocated debits report—lists each unallocated debit, such as an invoice or debit note, within a specified period.
- Payment plan payments—displays all scheduled and overdue payment plan payments.
- **Payment type report**—lists all accounts that use a specific payment type, or displays all accounts grouped by payment type.



- Spend limit report—displays all subscriptions that have exceeded a spend limit for a specified service.
- **Trial balance**—displays the aged balances of outstanding accounts.

Operations reports

Operations reports provide audit information about events that may require attention and network status.

Reports in the operations category include:

- Active features—displays all active connections for which a specified feature is currently active.
- Active NAS port usage—displays the ports used for each NAS for a specified period.
- **Credit limit report**—displays all subscriptions that have exceeded their credit limit, or the subscriptions that have exceeded the credit limit for a specified service.
- **Daily connection report**—displays a daily summary of usage data for each service, including downloads, uploads, call durations and sessions.
- **Events**—displays the numbers of events that occurred in a given period, and lets you drill down to a detailed list of when each event occurred.
- **Inactive accounts**—displays accounts with an outstanding balance and no activity in a specified period. These accounts may be candidates for zeroing when an itemized credit or debit is raised to return the account balance to \$0.
- International rates—displays the international charging rates for a specified service.
- **Network Access Server callers**—displays the unique callers to a specified NAS for a specified period.
- Order Group Report—lists order groups that are not completed.
- **Server status report**—displays the status of the Smile server, including the VM status, transaction pool and thread tree.
- **Spend limit report**—displays all subscriptions that have exceeded a spend limit for a specified service.
- **Timesheet entries by customer**—lists the timesheet entries raised against each account, grouped by ticket and ticket type.
- Timesheet entries by operator—displays each operator's timesheet entries for a specified period.
- **Who's online**—lists information about all subscriptions that are currently online, including total time online and IP address.



Tip: To quickly view the Who's online report, click **Online Now** on the Dashboard.



Customers reports

Customers reports provide information about your customers' usage patterns and the status of account and subscription orders.

Reports in the customers category include:

- **Churn report**—displays the number of new, inactive and locked accounts for a period.
- **Contract expiry report**—lists each account with a contract that expires in a specified period.
- **Current period usage report**—displays usage data in the current period for a specified service, including downloads, uploads and online time.
- **First connections**—lists all subscriptions on a service that first connected in a specified period.
- **Pending activations**—displays subscriptions awaiting activation.
- **Plan users**—lists a count of subscriptions by plan for one or all services.
- **Powertel preselection failures**—displays preselection failures that can be scheduled for eBill churns.
- **Provisioning results report**—lists the status of provisioning requests for all services for a specified period.
- **Purchased prepaid blocks**—displays the prepaid blocks purchased in a period.
- **Service and account creation report**—lists all accounts and subscriptions created in a specified period, grouped by service type.
- **Service order approvals**—displays orders that require approval.
- **Service usage report**—displays usage data for the top users of a specified service, including downloads, uploads and duration.

Finance reports

Finance reports provide information about your company's financial status, including sales reports, liability reports and your company's top customers.

Reports in the finance category include:

- Accounts in credit report—lists all accounts with a positive balance on a specified date.
- **Banking report**—displays payments in a specified period by payment type or operator.
- **Customer revenue summary**—displays a graphical summary of the revenue range customers spent each month.
- **Debt drift**—displays outstanding debt in foreign and home currency for each date in a specified period.
- **Liability report**—displays a summary of your company's liabilities, including accounts in credit and services not delivered.
- Sales per account—displays the monthly spend for each account to help you identify and troubleshoot abnormal trends.
- **Top customer summary**—compares the monthly spend of top tier customers to all customers for a specified period.
- Top customers—displays the accounts with the highest spend for a specified period.
- **Transaction search**—lists all transactions for a specified period, or searches transactions by type, date and amount.
- Transactions by customer—lists all transactions raised against all accounts in a specified period.



Exceptions reports

Exceptions reports provide information about accounts, invoices and billing items, provisioning requests and services and subscriptions that may require attention.

Reports in the exceptions category include:

- **Custom feature report**—displays information about accounts with custom features, including plan, service and rating cycle.
- Inactive users—lists subscriptions that have not used a specified service for a specified period.
- **Incomplete service listing**—displays subscriptions on an account that are not fully configured and require further action.
- Non-dispatching accounts—lists the accounts without dispatch settings for a specified document type.
- Outstanding provisioning requests—lists all outstanding provisioning requests.
- **Provisioning errors report**—lists all current provisioning errors.
- **Unassociated billing items**—displays billing items that cannot be associated with a subscription, so cannot be included in the billing run.
- Undispatched invoices—displays all undispatched invoices, sorted by invoice age.
- **Usage alert level report**—lists each subscription that has a reached a usage alert level for a specified service.



Appendix



The Account page

The Account page

The Account page gives you an overview of an account's status and provides a summary of basic account settings.

The **Account** page has five sections:

- **Account Balance**—displays the current and aged account balance, along with the account's current treatment level. This section is always visible when working with accounts.
- Unallocated Transactions—displays summary information about the account history including pending payments, deferred invoice items, payment plans and open invoices.
- Account Settings—displays account billing settings.
- Account Menu Tree—provides links to account configuration. These menus can expand depending on the account activity or subscription you are viewing. The menu tree is always visible when working with accounts.
- Account menu—provides links to Account actions, for example, changing address details or printing unpaid invoices.

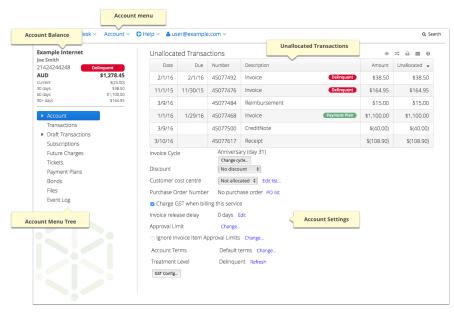


Figure 50: The Account page



Unallocated transactions

The **Unallocated Transactions** section on the Account page lists information about account transactions which are unallocated. For example, invoices that have not been paid or receipts not yet allocated against charges. Unallocated transactions include invoices, surcharges, receipts and adjustments. Scheduled payments, including payment plan payments and treatment levels, will be flagged on the associated unallocated invoices.

The following screenshot shows the **Unallocated Transactions** section displaying a list of unallocated transactions for an account. For quick review of an account, relevant transactions may be highlighted with a particular status, for example, **Delinquent**, **Scheduled**, **Payment Plan**.

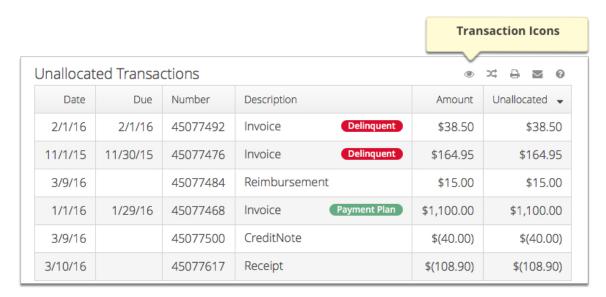


Figure 51: Unallocated Transactions section

Transaction icons

An icon set is displayed at the top right of a transaction list. Transaction lists are displayed on the Account and Transactions summary pages. These icons identify settings or functions that apply to the current list.

	Select to view more detail of the selected transaction
)C	Select to allocate the selected credit transaction to a debit transaction
	Select to print the selected transaction to screen
\smile	Select to email the selected transaction
•	Select to access transaction help

Note: If an icon is grey then the icon function or action is not available for the selected transaction.



Account Menu Tree

The Account Menu Tree is a dynamic, scrolling menu containing all of the many account settings along with objects you have recently worked on.

When you select an invoice or subscription to view, the selected object is dynamically added to the Account Menu Tree. To access sub-menus click the period next to an entry. Items will disappear from the menu tree when you reload the page or search for another object.

Account

When you first view an account you are presented with a summary of the account details. Click the next to the **Account** entry to view more configuration options for the account.

Transactions

Transactions lists all transactions for an account. Double-click a transaction entry to view details of the transaction. When you open a transaction it appears in the Account menu tree under **Transactions**. You can view multiple transactions at once, without having to navigate between web pages. Click the next to the transaction item entry to view more information.

For more information, see The Transaction page.

Draft Transactions

Draft Transactions lists all transactions for an account that are still open. Click **View** next to a listed transaction entry to view details of the transaction. When you open a transaction it appears in the Account Menu Tree under **Draft Transactions**. You can view multiple draft transactions at once, without having to navigate between web pages. Click the next to the draft transaction item entry to view more information.

Subscriptions

Subscriptions list all subscriptions for the account. Double-click a subscription entry to view details of the subscription. When you view a subscription in appears in the Account Menu Tree under **Subscriptions**. Click the next to the subscription entry to view more information. The sub-menus displayed depend on the type of subscription being viewed.



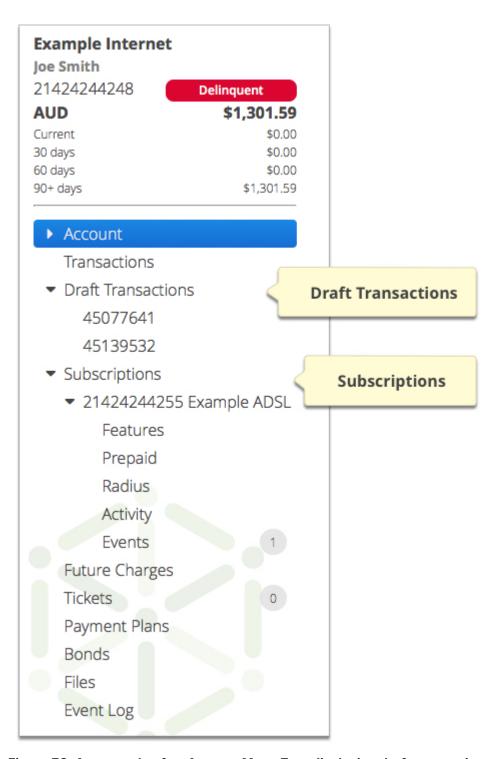


Figure 52: An example of an Account Menu Tree displaying draft transactions and a subscription and available sub-menus.



Account Menu

The **Account** menu is located at the top of the page on the Smile Menu Bar. The **Account** menu provides links to common tasks and is always visible when you view an account.

The following table provides more information about the purpose of each entry in the **Account** menu.

Table 7: Account menu entries

Name	Purpose	More information
New Payment	Enters a payment	Enter a manual payment
New Invoice	Creates a manual invoice	Create a manual invoice
New Adjustment	Raises an adjustment	Raise an adjustment
New Reimbursement	Raises a reimbursement	Raise a reimbursement
Transfer Between Accounts	Transfers a credit or debit to another account	Transfer funds between accounts
Print Unpaid Invoices	Creates a PDF version of all unpaid invoices for printing.	Print unpaid invoices
Print Statement	Creates a statement of transactions	Create a statement
Change Passwords	Changes the password for the account or subscriptions	Change passwords
Merge Accounts	Merges two accounts	Merge accounts
Adjust Balance to Zero	Raises an itemized credit or debit to return the account balance to \$0	Zero an account
Delete Account	Deletes the account and its associated subscriptions	Delete an account
Print Document	Prints the selected document	-
Send Email	Presents account type stationery for emailing	Send an email



Glossary

account

A customer, company or debtor in the accounts receivable system to whom one or more subscriptions are provided. For example, you can provide mobile subscription 0401234567 to the account of Joe Smith. The account defines who bills are sent to, how much the customer owes and their payment terms.

account terms

The credit control settings for an account. Account terms specify the duration of treatment levels and the action taken at each treatment level, among other settings.

account type

A reporting concept that helps you report on different groups of accounts in your company. For example, you may have different account types for different companies that you have acquired or for GST exempt and non-GST exempt accounts.

activity statement

An itemised list of subscription usage over a period of time.

ACMA

The Australian Communications and Media Authority. ACMA is an independent statutory authority tasked with ensuring most elements of Australia's media and communications legislation, related regulations, and numerous derived standards and codes of practice operate effectively and efficiently, and in the public interest.

adjustment

A transaction that increases or decreases the amount charged for another transaction.

agent

An entity that associates a commission structure with a commission earner.

alert threshold

A percentage of value that, when consumed, triggers a notification and raises a message. For example, you can configure alert thresholds at 60%, 80% and 100% of a value pool. Alert thresholds apply to spend limits, usage alert groups and value pools.

BSS

Business support system. A system that manages your customer-facing operations, for example, creating orders, tracking payments and managing plans.

CAT

Customer access toolkit. Smile's online customer portal that lets customers view their usage history, download invoices and pay online.

CDR

Call detail record. The usage data associated with a phone call, for example, destination, tariff type and duration.

commission earner

A person who is paid commission. Each commission earner is added to at least one agent and associated with a commission structure.

commission payment delay

The period of time between when an invoice is fully paid and the commission is raised. The commission payment delay ensures that you do not pay commission on invalid payments.

commission structure

The commission rates that you pay to a commission earner.

credit control

A series of actions that Smile automatically applies when an unpaid account reaches a treatment level.

credit limit

The account balance at which a customer's access to one or more subscriptions is suspended. When calculating a credit limit, Smile includes the value of outstanding account balances and any usage in the current billing cycle. The credit limit includes all subscriptions for an account. For example, if an account has a mobile subscription and a DSL subscription and the customer exceeds the credit limit on the account, Smile suspends both subscriptions.

debtor close date

A date that prevents changes to earlier transactions and ensures long-term report stability. You cannot change a transaction that was raised earlier than the debtor close date. The debtor close date lags behind real time to give you a window of time to correct mistakes before the transaction is locked.

deprecated

Items marked as deprecated are obsolete, no longer in use or being phased out.

disposition

The debtor status of an account. An account's disposition is also known as its treatment level.

feature

An item that modifies a subscription and that can be switched on and off, for example, voicemail, call forwarding or DSL shaping. Features have their own schedule, for example, the start and end dates for the period that call forwarding is active on a subscription.

invoice

A list of charges raised against a subscription or account over a given period of time. The invoice may contain usage charges, recurring charges, GST or other taxes, discounts and rounding amounts. Each invoice is associated with an account, although the invoice may contain charges for any subscriptions associated with the account.

invoicing cycle

Specifies when an invoice is generated. When you perform a billing run, Smile generates an invoice for all accounts that have subscriptions with an invoicing period that ends on the date of the billing run.

invoicing period

An instance of an invoicing cycle. For example, a subscription may have an invoicing period that ends on the 1st of each month and an invoicing period of 2 August-1 September.

IPDR

Internet protocol detail record. The usage data associated with an internet session, for example, duration, bytes uploaded and bytes downloaded.

operator

An account that can access Smile. For example, customer service representatives (CSRs), helpdesk staff and accounting staff may all be operators.

OSS

Operational support system. A system that manages the network services that support your business, for example, provisioning and customer access to the network.



package

A bundle of services added as a group to an account. Packages specify default values for bill layout and billing frequencies, and are used to order subscriptions and accounts.

payment plan

An agreed series of payments that lets customers pay outstanding invoices in installments. Smile suspends credit control actions against each invoice in a payment plan.

PCI DSS

The Payment Card Industry Data Security Standard (PCI DSS) is a proprietary information security standard for organizations that handle branded credit cards from the major card brands.

plan

The set of rules that determine how much is charged for a subscription. A plan can include recurring charges, usage charges, minimum charges, included usage and access rules such as modem speed.

plan schedule

Specifies the plans a subscription uses throughout its lifecycle. The plan schedule is made up of plan schedule items.

plan schedule item (PSI)

Specifies when a plan becomes active for a subscription.

pre-rating

A process that runs at intervals in open periods and provides an indication of subscription usage in the period to date.

rating cycle

Specifies the period for which usage charges are calculated. Rating periods can end at the end of each month or at a preset, recurring interval after the subscription was created.

rating period

An instance of a rating cycle. For example, a subscription may have a rating period that ends on the 1st of each month and a rating period of 2 August-1 September.

RCTI

Recipient created tax invoice. An invoice from a creditor requesting payment that is created by and addressed to a company. Smile generates RCTIs on behalf of creditors to manage commission payments. RCTIs include GST and other tax where applicable.

recurring charge

A regular charge that is not based on usage, for example, an insurance surcharge.

service

A generic kind of product that can be provided to customers, for example, ADSL or mobile telephony.

setup charge

An initial charge to add a customer to a plan, for example, an ADSL connection fee.

SID

Service ID. A number that uniquely identifies each Smile service.

spend limit

A limit that tracks the amount a subscription spends on a particular type of usage in each rating period, and lets you take action when a customer exceeds spend limit alert thresholds. For example, you can define a spend limit of \$100 on premium SMS for a mobile service. Default spend limits are defined on a service, but you can override and customise the default spend limits for a subscription.



stationery

The format of printed documents. Smile's stationery functionality lets you specify the logos, background images and layout for invoices, journal entries, receipts and statements.

subscription

A single instance of a service that is provided to a customer, for example, a single mobile number. Subscriptions belong to an account and are often the source of usage and recurring charges.

SZU

Standard zone unit. An SZU is a geographic area of a charging zone specified by ACMA. Australia is divided into almost 2100 SZUs.

treatment level

The debtor status of an account. Smile has three default treatment levels: settled (account is paid before the due date), overdue (the account is overdue by 14 days or less) and delinquent (the account is overdue by 15 days or more), although you can configure additional treatment levels. An account's treatment level is also known as its disposition.

UO

User object. Related to custom fields, attributes and forms.

usage alert group

The physical amount of included usage in a plan. For example, you can define a usage alert group for 50 GB of included data on a ADSL plan, or 100 included SMS on a mobile plan.

usage charge

A charge that specifies how much to charge for different blocks of continuous use, for example, telephone flagfall and timed charges, the number of pages in a fax transmission or mobile internet downloads.

USN

Unique subscription number. A number that uniquely identifies each account and subscription in your database. A USN is associated with the same account or subscription throughout its lifecycle and is not reused after the account or subscription is closed.

value pool

The monetary amount of included usage in a plan.

walled garden

An environment that limits the content and services a customer can access.

workflow

The steps through which a process moves as it progresses from initiation to completion.

xDR

A generic term for a usage record for a service. For example, CDRs and IPDRs are both types of xDRs.

