Billing Director
User's Guide
Advanced Internet Technologies, Inc.
AIT Center
8/28/2005

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Revision History:

This is version 1.1 of the Billing Director User's Guide. All updates to this document will be noted below.

Version 1.0	Initial release document on August of 2003.
Version 1.1	Modification to the User's Guide to adhere to the User's Guide standards set forth by AIT. Updated screen shots and base documentation.

Preface:

This document is the user manual for the Billing Director product offered by AIT.

Target Audience:

AIT Customers

Table of Contents

Introduction

About

The Billing Director System was developed to assist AIT's customers in managing their general billing for their business. It supports Customer, Payment, Invoice, Package/Products creation and Trouble Ticket entries. This system is simple to use, and does not require detailed knowledge of billing or accounting systems.

Billing Director sits behind SSL encryption, which makes the interactions that you and your customers have with this interface 100% secure. The browser lock, displayed by most browsers when they are transferring data via SSL connection, is established so that you and your customers can securely transfer sensitive credit card information. This solution also sits behind several complex firewalls for additional security.

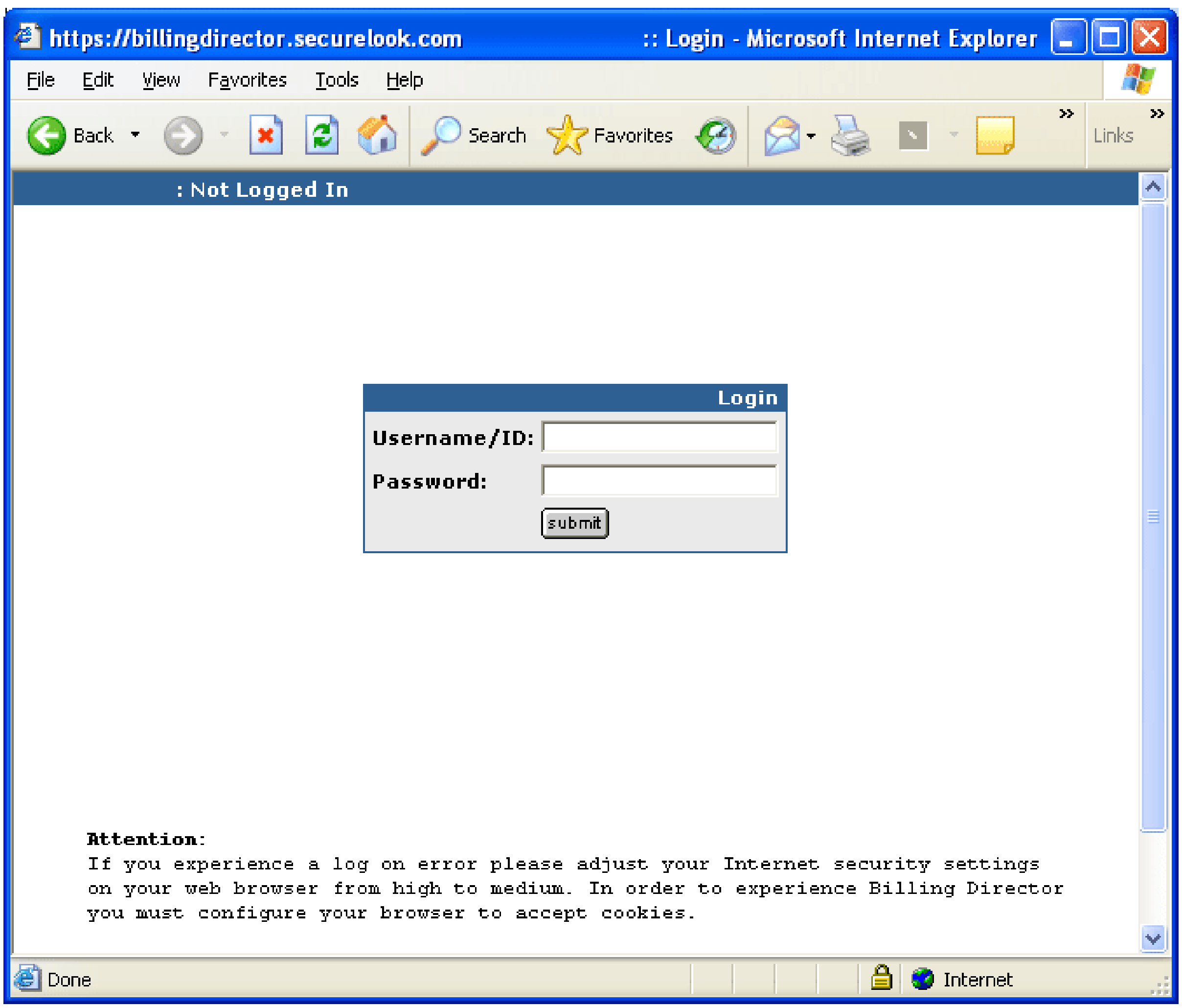


Figure 1-1

Users

Initially users will be created by the administrative user 'admin' who is already configured in the database. The admin user may create the new users with or without administrative privileges. The admin user or a general user may create customers and perform customer operations. A customer also has the ability to log into the system.

Customer Login

A customer may login using his system generated customer ID and password supplied during initial his setup. The customer may view his entire profile and announcements on the site but does not have the ability to change any information. He may create support tickets. The format of the customer screen will be as follows in Figure 1-2.

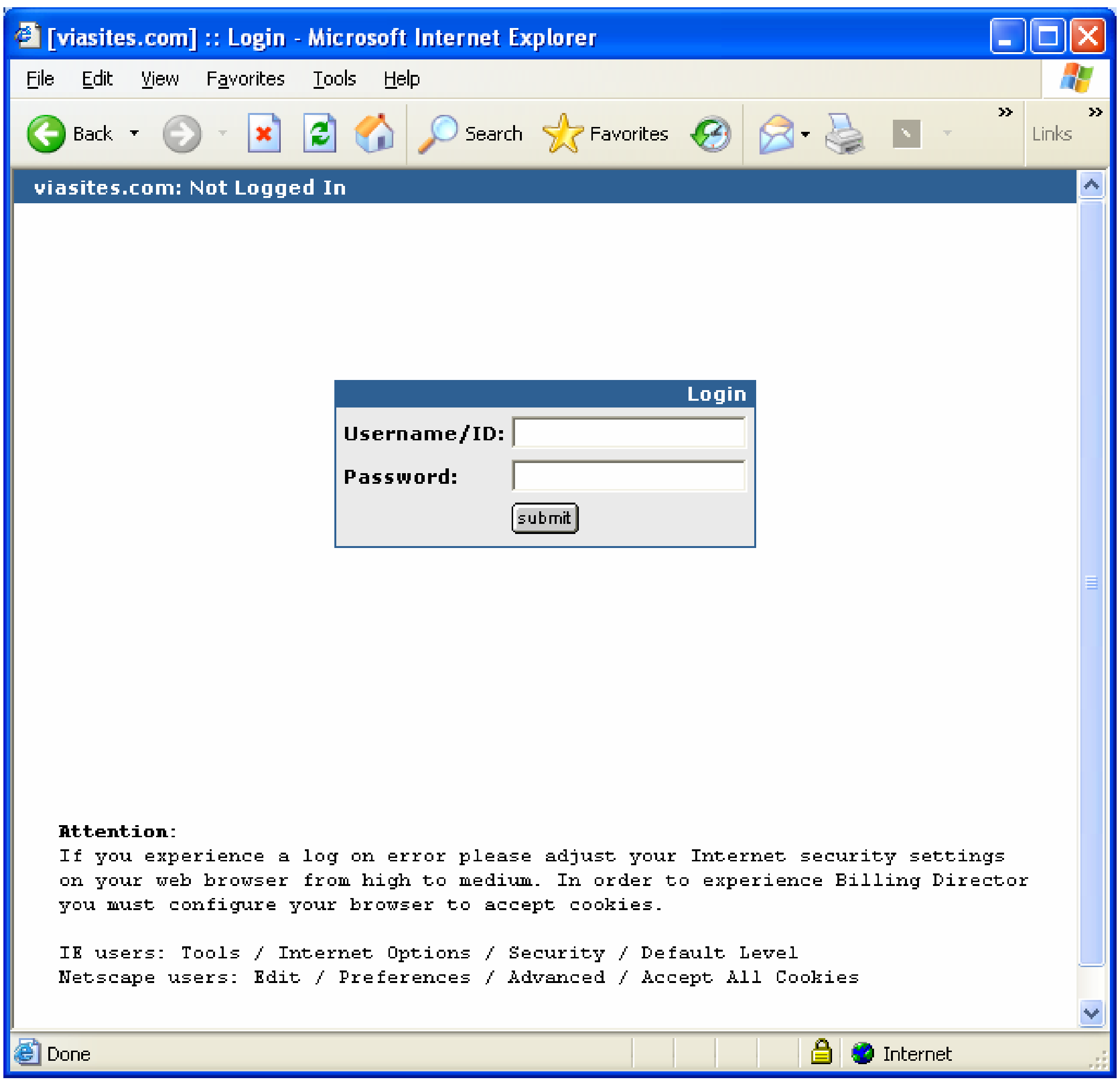


Figure 1-2

Home Page
Clicking the icon, seen below in Figure 1-3, will display the main menu area for Billing Director.

Figure 1-3

System Administration

Adding a User
Adding a user is quite straightforward. The figure below (Figure 2-1) shows the base form that is displayed.

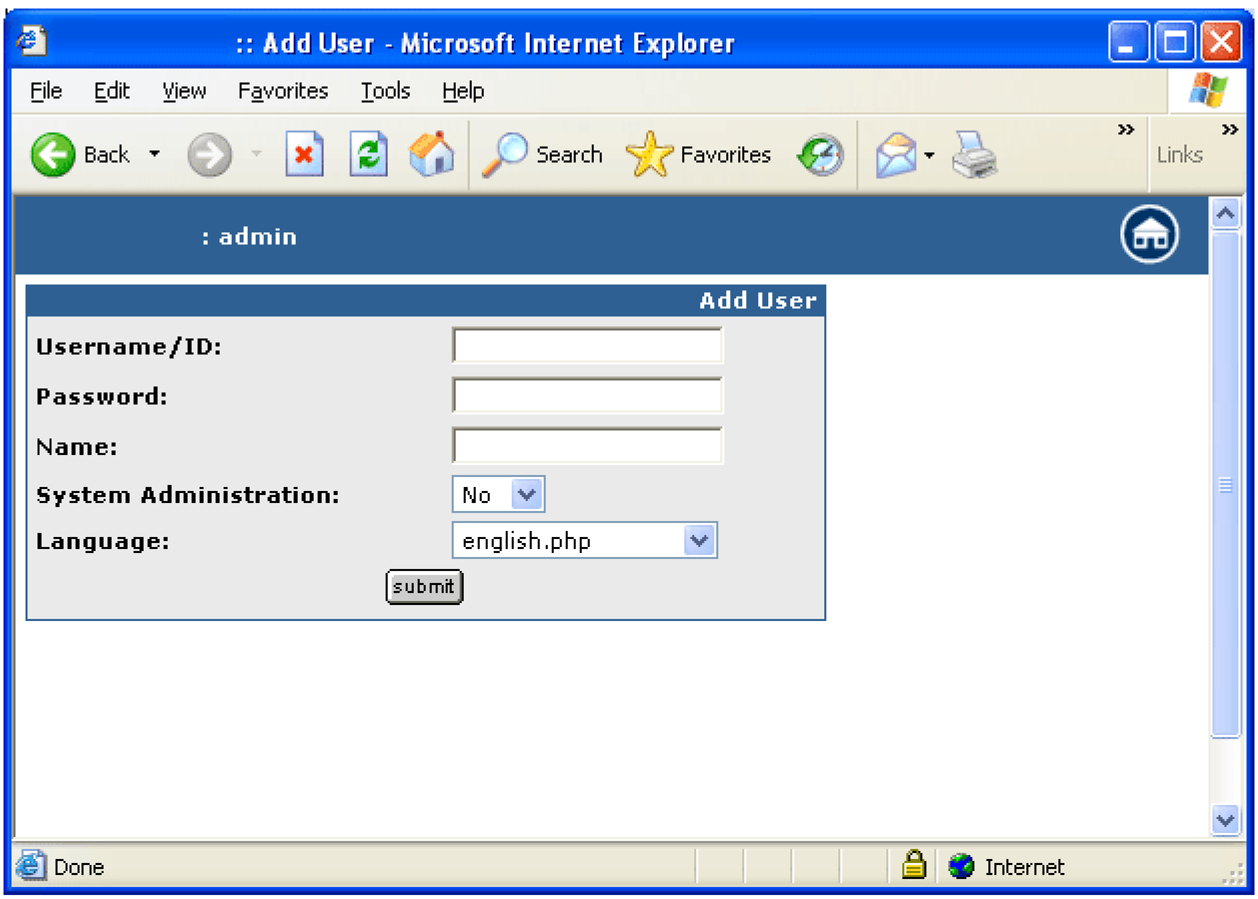


Figure 2-1

- **Username/ID** – Enter the username for the user you are creating. The username should be between 3 and 10 characters.

- **Password** – Enter a password that conforms to normal security measures. Be sure to make it at least 8 characters in length and ensure it has a mix of letters and numbers.
- **Name** – Enter the user's real name.
- **System Administration** – Mark if the user is a systems administrator for the Billing Director system.
- **Language** – Select the default language for the user. There are 8 different languages to select.

Manage Users
This option displays all the users in the system. Click on the 'Edit' button to view or change the user profile. The 'Delete' option will permanently remove the user from Billing Director. Before a user is deleted, the system will prompt you to confirm.

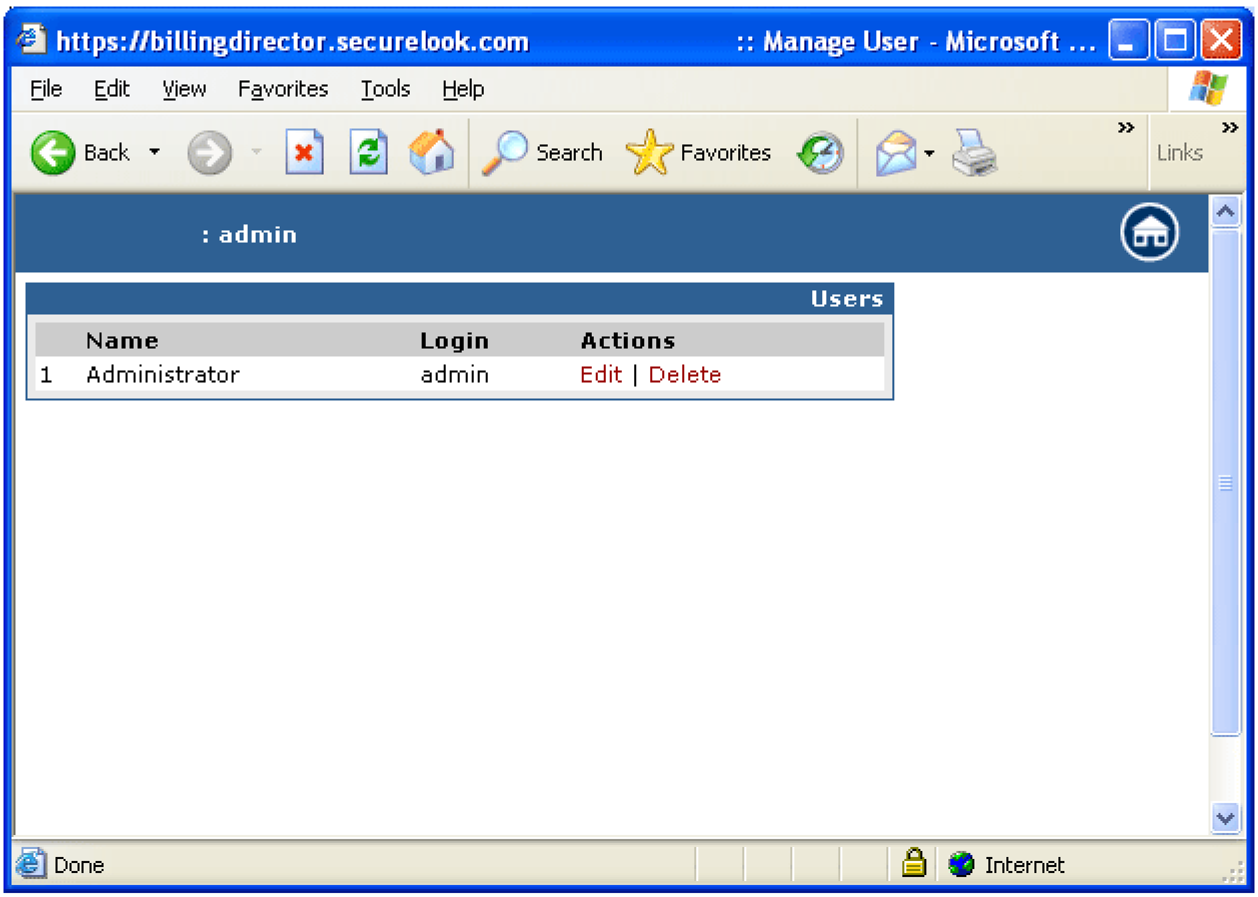


Figure 2-2

Export Customer Data
This option will export all customer data into a simple text file. The file can be used to upload into a payment gateway, or it can be used to save a backup of all critical data. You will see Figure 2-3 below when you click on this option.

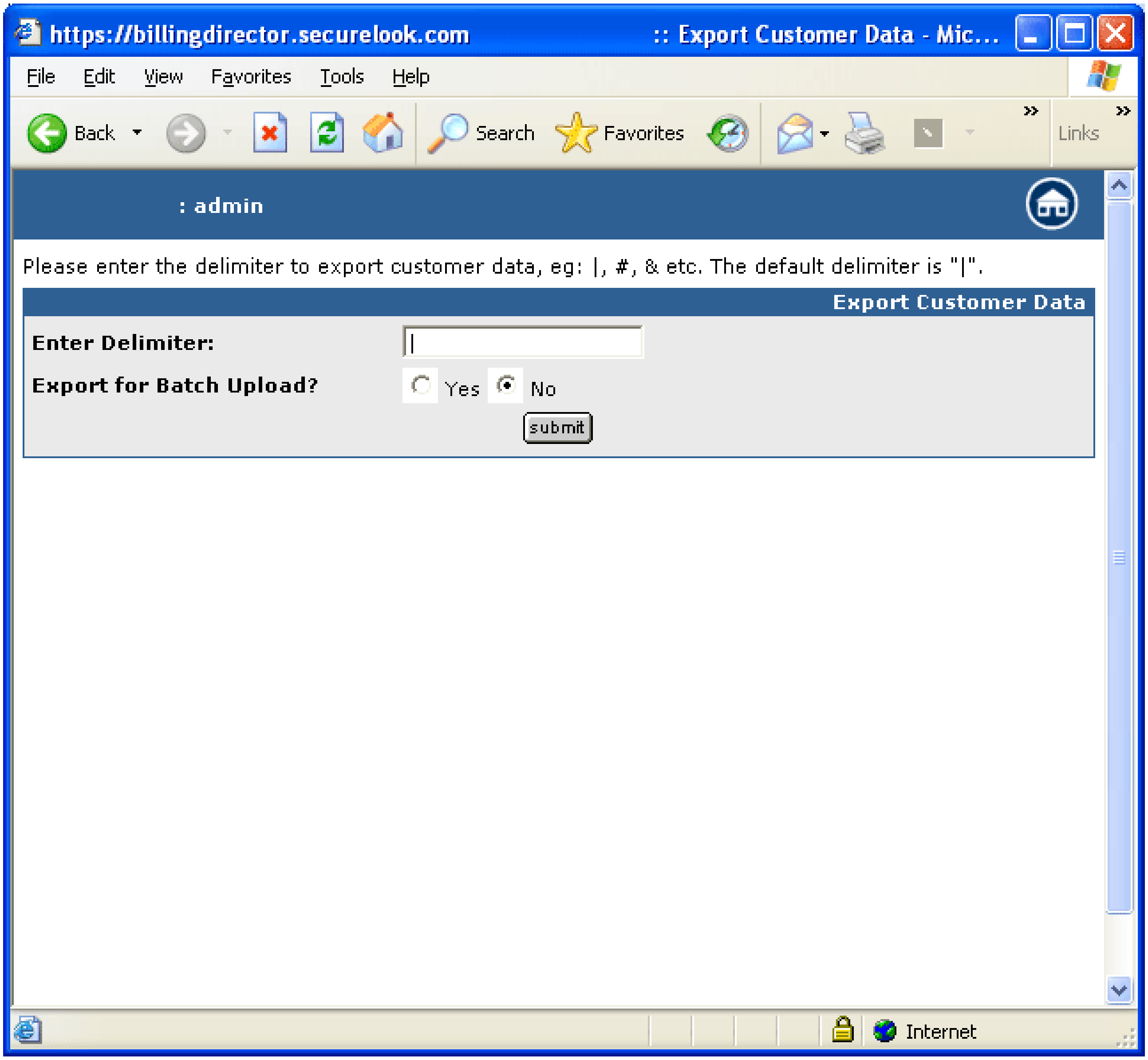


Figure 2-3

- **Enter Delimiter** – The option chooses the character that you want to use to separate the data. By default the pipe (|) is the character that will be used to separate each column on each row, however you can input any other character. Leaving the character as the pipe is recommended only because the more rare the character, the less likely that there will be a problem with the integrity of the data.
- **Export Batch Upload** – This option is to determine if you want to use this file to upload into a payment gateway (MCPS for example) to charge customers credit cards. If the file is not for batch upload (i.e. just for backup purposes, etc), then there will be key information not exported into the file. If the file is for batch upload,

the format that the file is exported in will be the default file format for the gateway upload.

Enter Announcement
Announcements entered here will be displayed on the home page of all Billing Director users upon login.

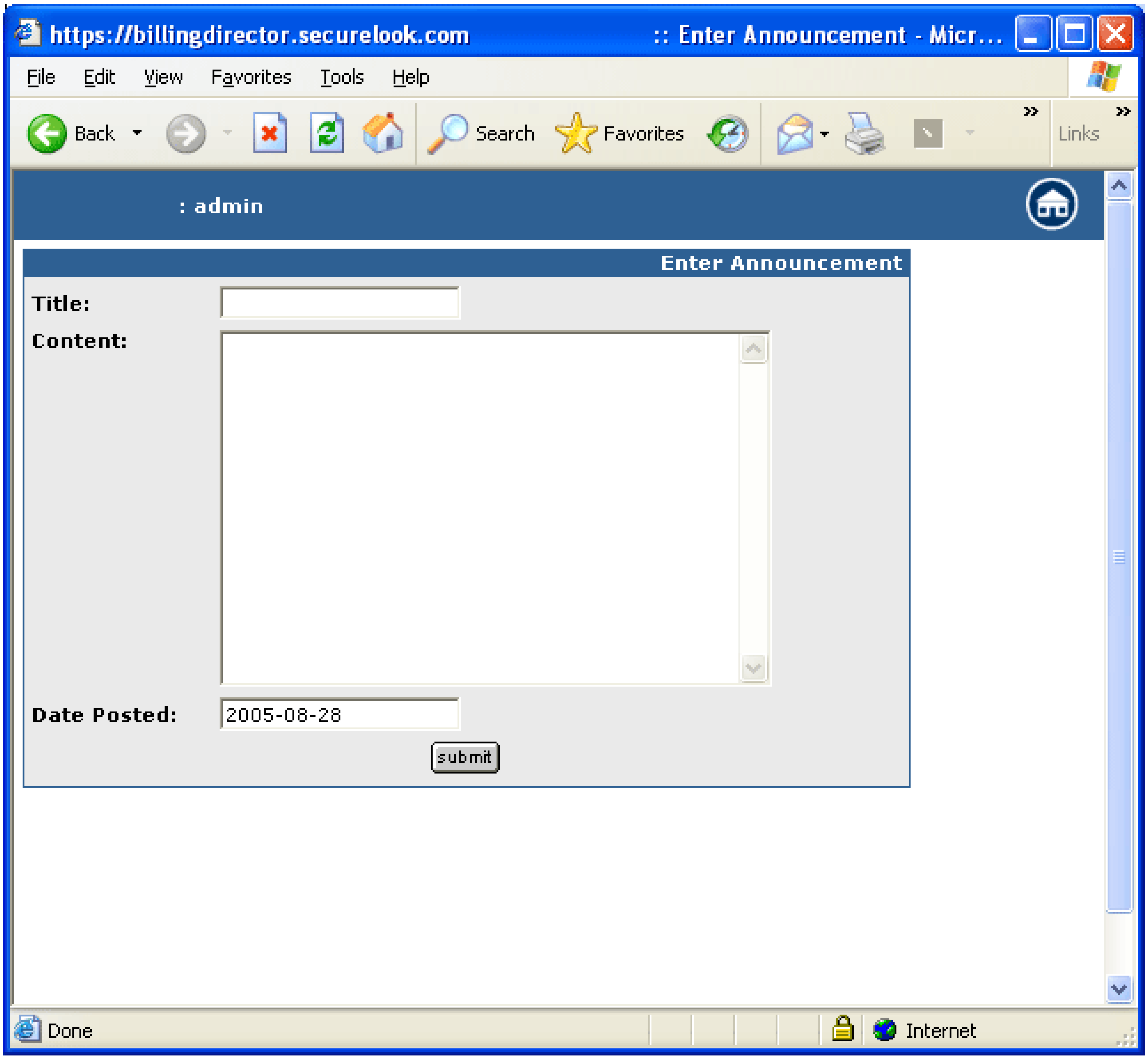


Figure 2-4

Manage Announcements
This option displays all announcements in the system. The 'edit' or 'delete' action may be performed on each announcement. Announcements are sorted by the oldest

to the newest. Figure 2-5 below shows an example of what the list of Announcements would look like.

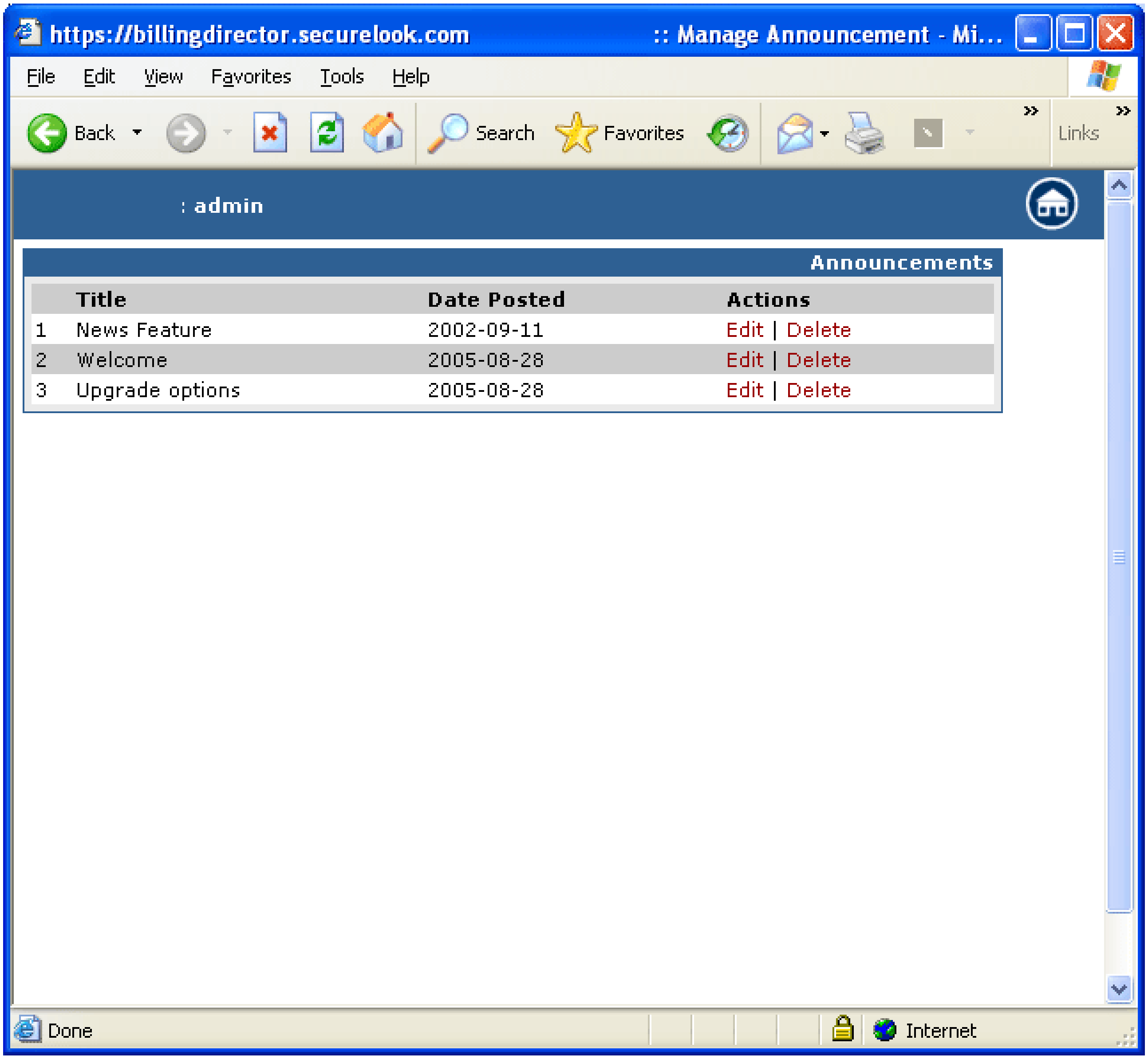


Figure 2-5

Add Ticket Topic
This option will add a trouble ticket topic to the Billing Director system. This option will be seen when your customers attempt to submit a trouble ticket to you through the Billing Director interface. This will be listed in a drop down menu that they will have the option to select. This benefits you by giving you the ability to categorize their questions/issues/problems so you can best service your customers.

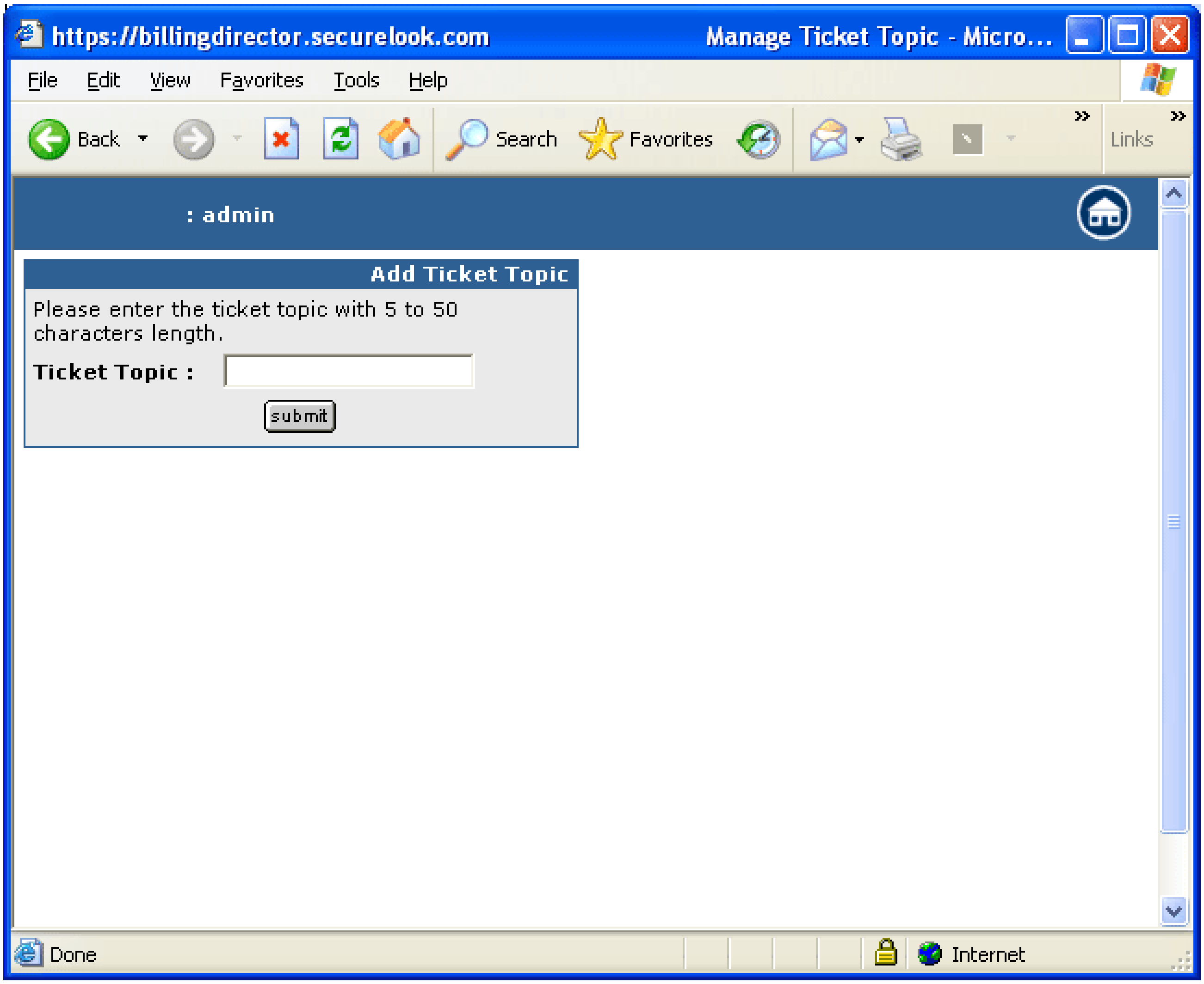


Figure 2-6

Add Product/Service
This function allows the set up of each product/service offered by the company. This could be a service, or a product. Figure 2-7 below shows an example of the screen and what form fields users will see.

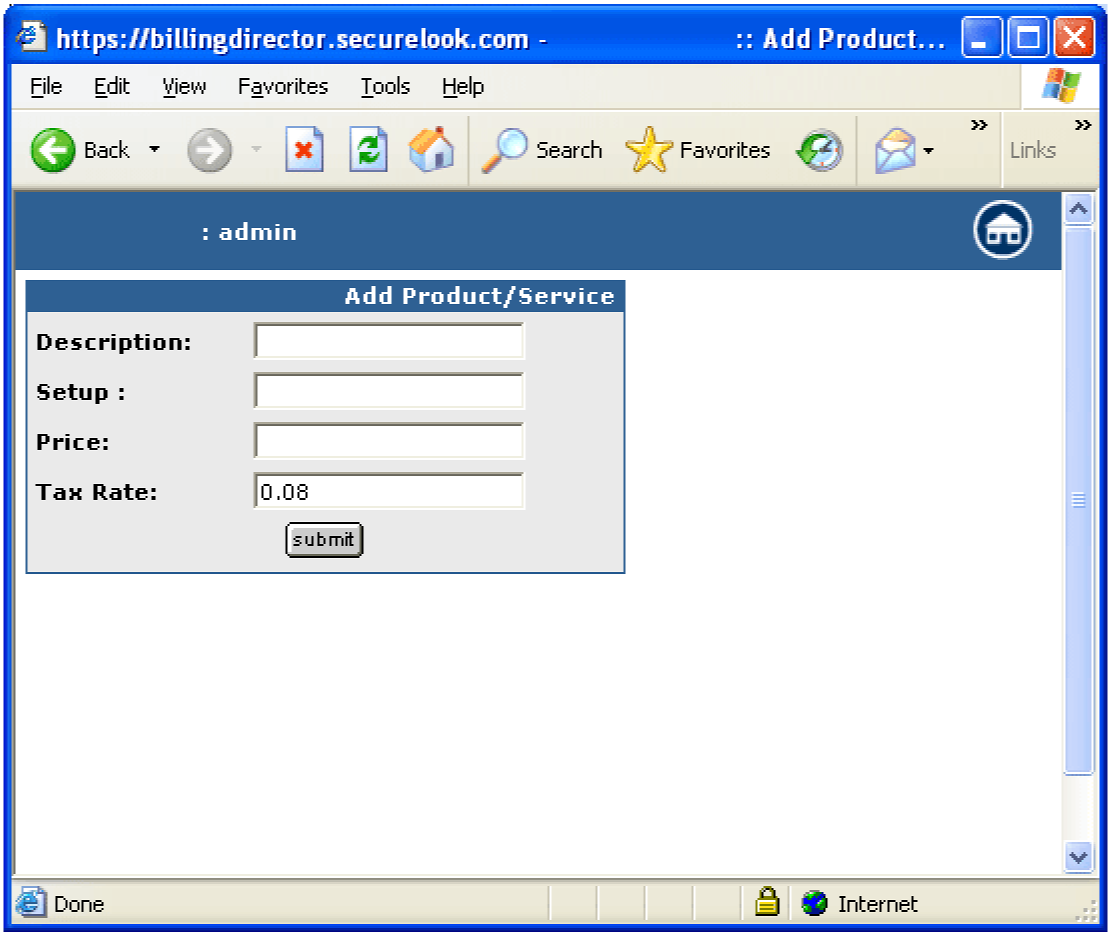
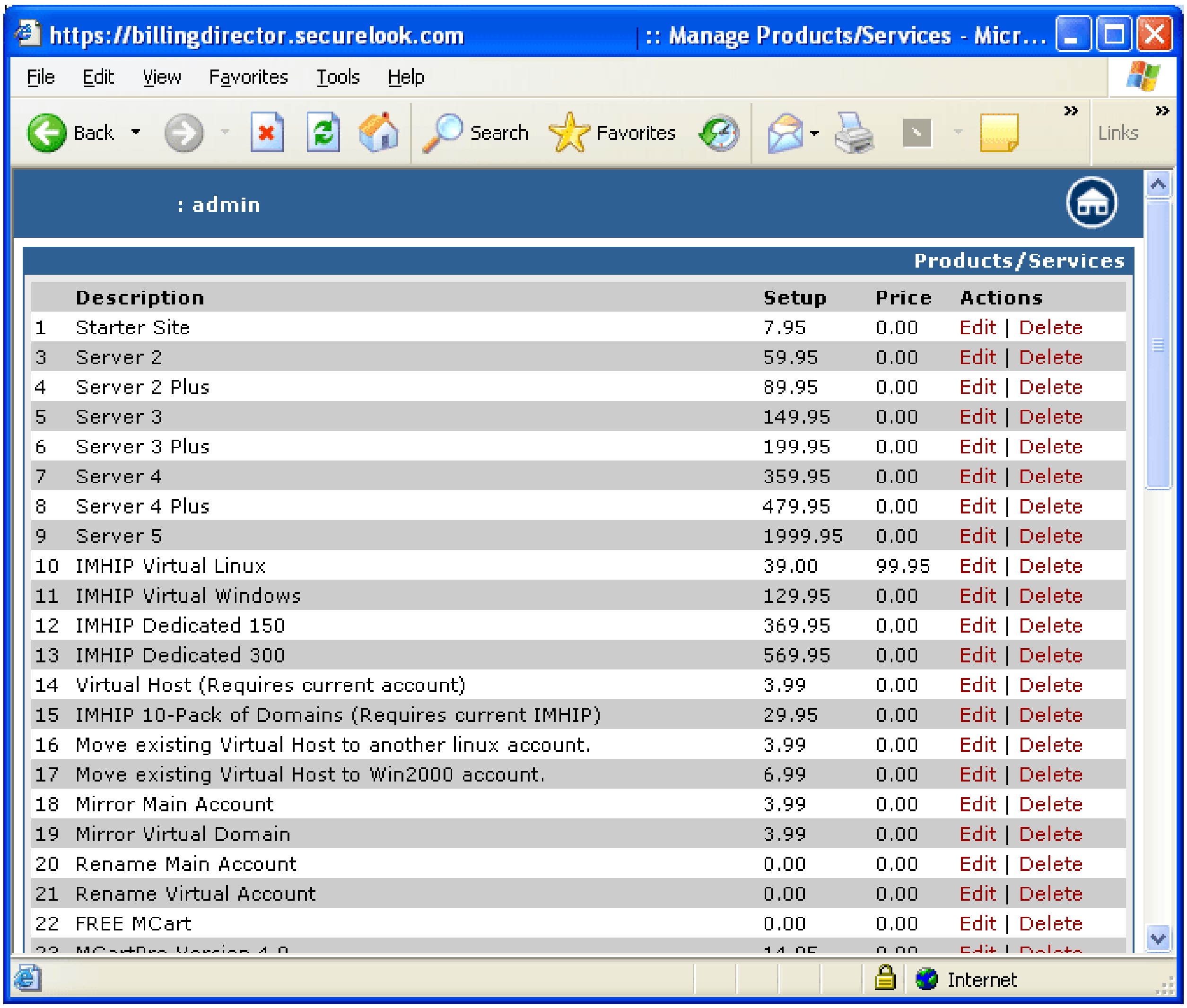


Figure 2-7

- **Description –** This is the name of the product or service being sold. The name should not exceed 100 characters.
- **Set up fee –** This is the fee that will be charged aside from a monthly recurring fee. If this is a product, the setup fee can be the one time fee for the product. If this is a service, then the setup fee would just be the one time setup fee that is charged.
- **Price –** This is the recurring price each month for the product or service.
- **Tax Rate –** This is the numeric value of the tax rate. This should not just be the percent as a number, but rather then written out tax rate. For example, if the tax rate of your state is 6%, then the Tax Rate should be "0.06".

Manage Products/Services

This option displays all the products/services that were entered in the Billing Director system. By default, AIT has provided many of the web hosting products that we sell. For AIT Value Added Resellers, these options can be used in your product/service arsenal. The 'edit' or 'delete' function may be performed on any product. If a product that is currently being offered to a customer is deleted then there will be no pricing information. This will lead to an erroneous invoice. So, please be careful not to delete a service that is being used by one of your customers. Figure 2-8 below shows an example of the default Product/Service listing.



	Description	Setup	Price	Actions
1	Starter Site	7.95	0.00	Edit | Delete
3	Server 2	59.95	0.00	Edit | Delete
4	Server 2 Plus	89.95	0.00	Edit | Delete
5	Server 3	149.95	0.00	Edit | Delete
6	Server 3 Plus	199.95	0.00	Edit | Delete
7	Server 4	359.95	0.00	Edit | Delete
8	Server 4 Plus	479.95	0.00	Edit | Delete
9	Server 5	1999.95	0.00	Edit | Delete
10	IMHIP Virtual Linux	39.00	99.95	Edit | Delete
11	IMHIP Virtual Windows	129.95	0.00	Edit | Delete
12	IMHIP Dedicated 150	369.95	0.00	Edit | Delete
13	IMHIP Dedicated 300	569.95	0.00	Edit | Delete
14	Virtual Host (Requires current account)	3.99	0.00	Edit | Delete
15	IMHIP 10-Pack of Domains (Requires current IMHIP)	29.95	0.00	Edit | Delete
16	Move existing Virtual Host to another linux account.	3.99	0.00	Edit | Delete
17	Move existing Virtual Host to Win2000 account.	6.99	0.00	Edit | Delete
18	Mirror Main Account	3.99	0.00	Edit | Delete
19	Mirror Virtual Domain	3.99	0.00	Edit | Delete
20	Rename Main Account	0.00	0.00	Edit | Delete
21	Rename Virtual Account	0.00	0.00	Edit | Delete
22	FREE MCart	0.00	0.00	Edit | Delete

Figure 2-8

Create a Package

To create a packet, you must first know what a package is. A package in Billing Director is the use of one or many plans into a pre-determined bundle. Customers can be sold a 'package' and receive several different services inside of that package. For marketing purposes, this could be used to differentiate those paying for hosting and those that purchased during a promotional time for hosting and another product/service.

Figures 2-9, 2-10 and 2-11 below show an example of how you can add 3 products/services to a package and how they can be tied together.

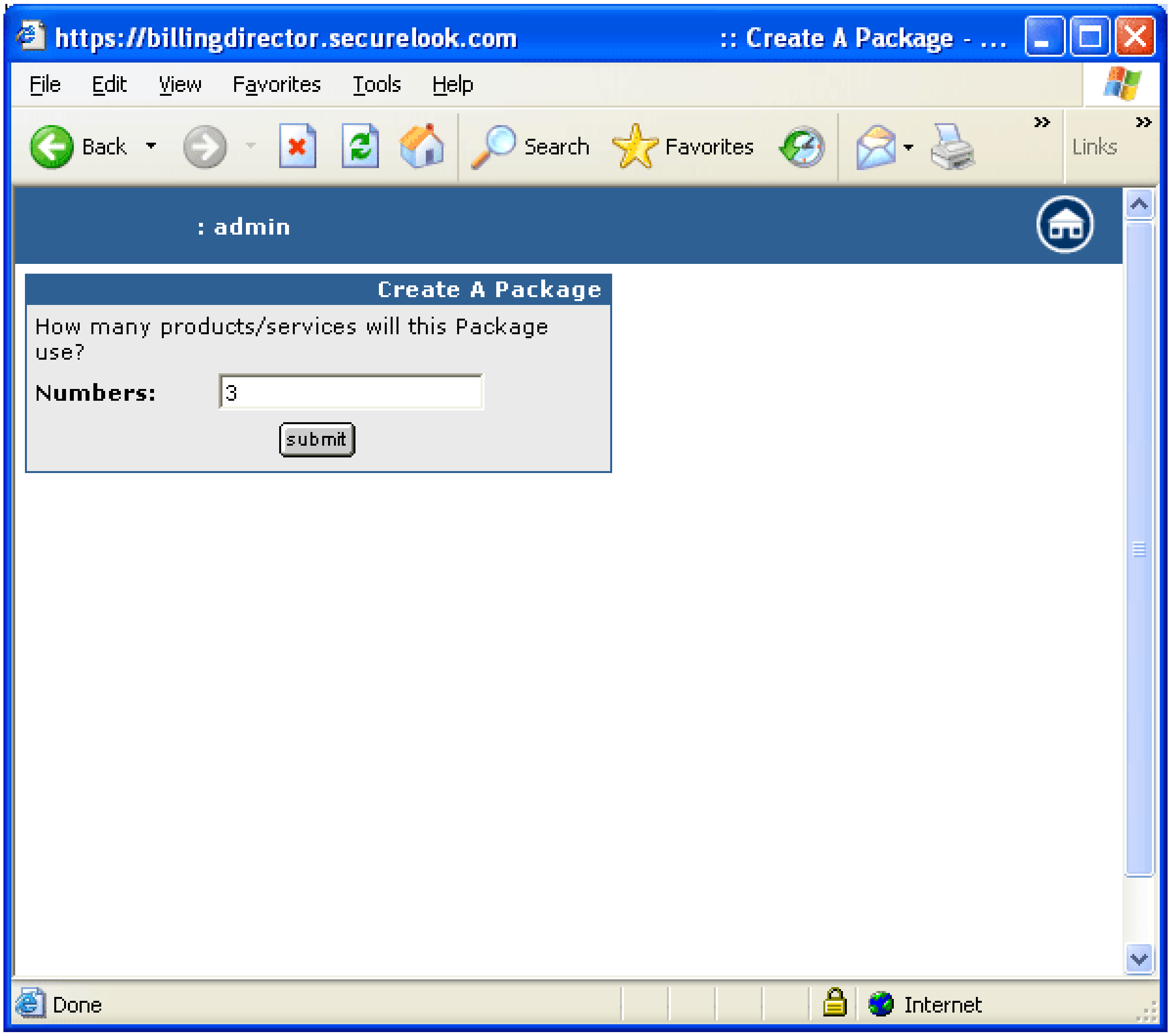


Figure 2-9

- **Numbers** – This should be the number of products or services to be included in this package.

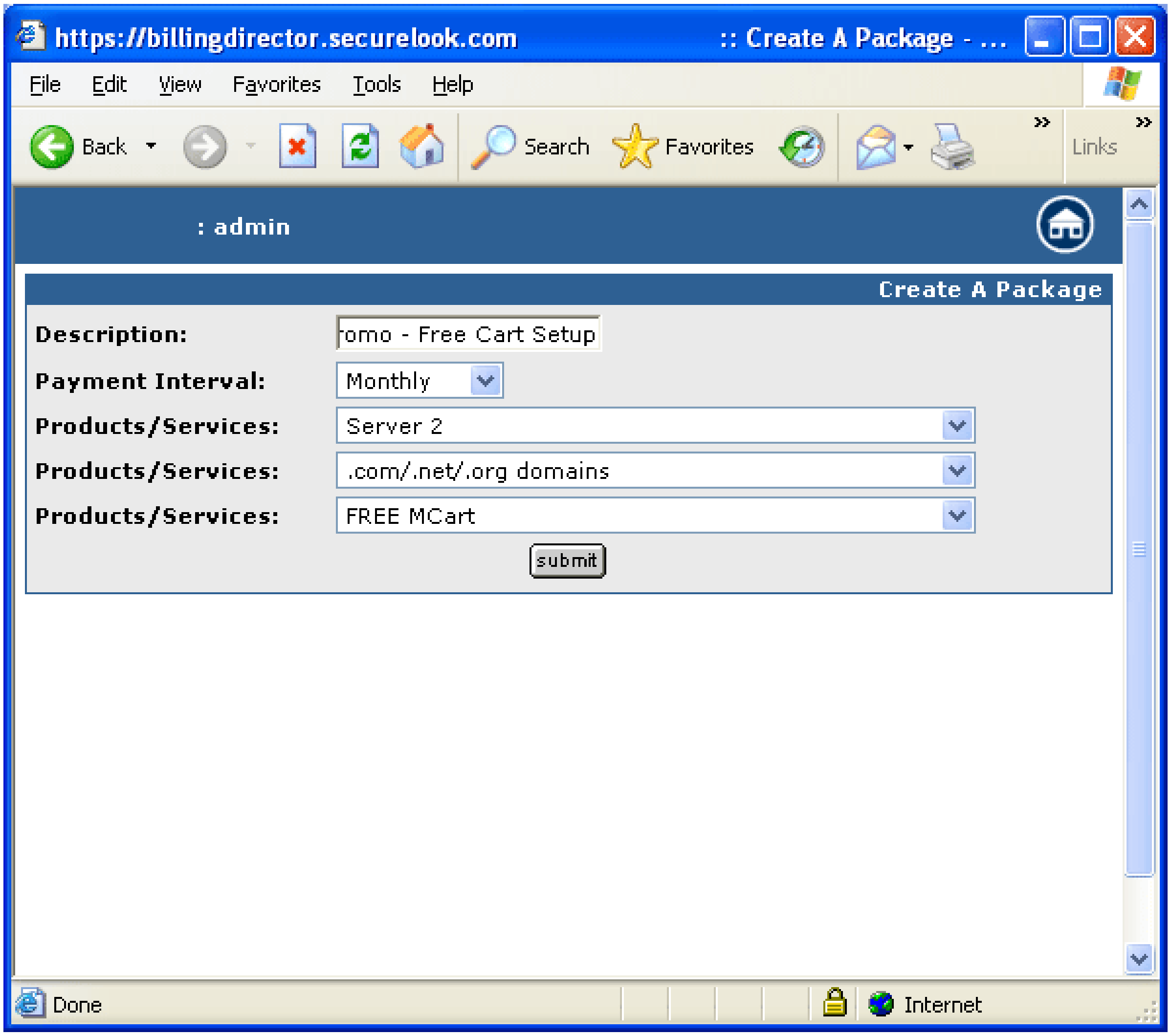


Figure 2-10

- **Description** – Name the package.
- **Payment Interval** – Choose from Monthly, Quarterly, Biannually, or Annually.
- **Products/Services** – Select the product/service that you wish to add to the bundle. In the example if Figure 2-10, there are 3 of these due to the option selected in Figure 2-9.

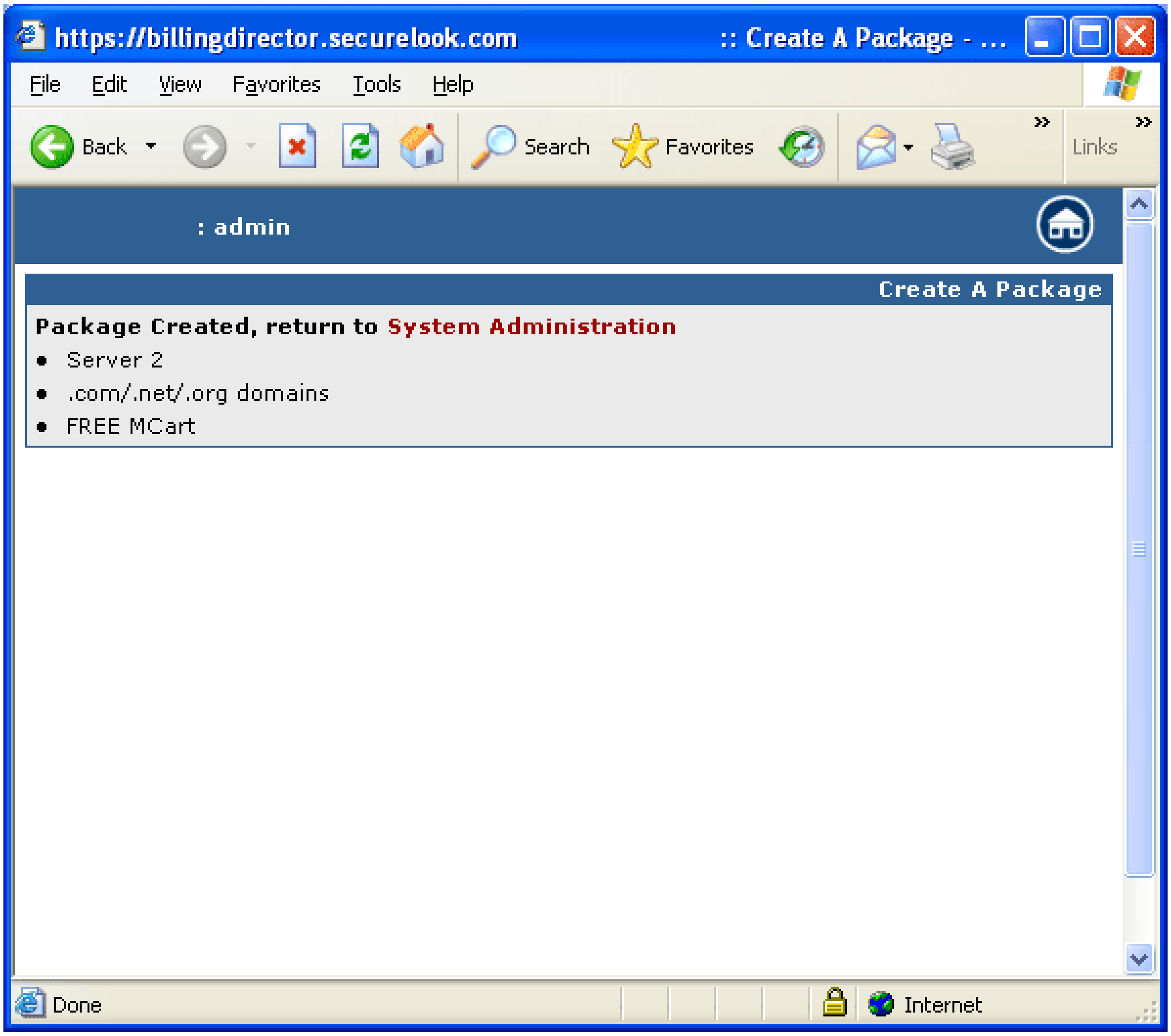


Figure 2-11

After creating a package, you will receive a confirmation screen and then a link to proceed back to the Systems Administration area. Also, the package confirmation page will show which plans were added to the package.

Manage Packages

This option displays all the packages created in Billing Director. The 'edit' or 'delete' functions may be performed at any time however deleting a package that is being offered to a customer will lead to an erroneous invoice.

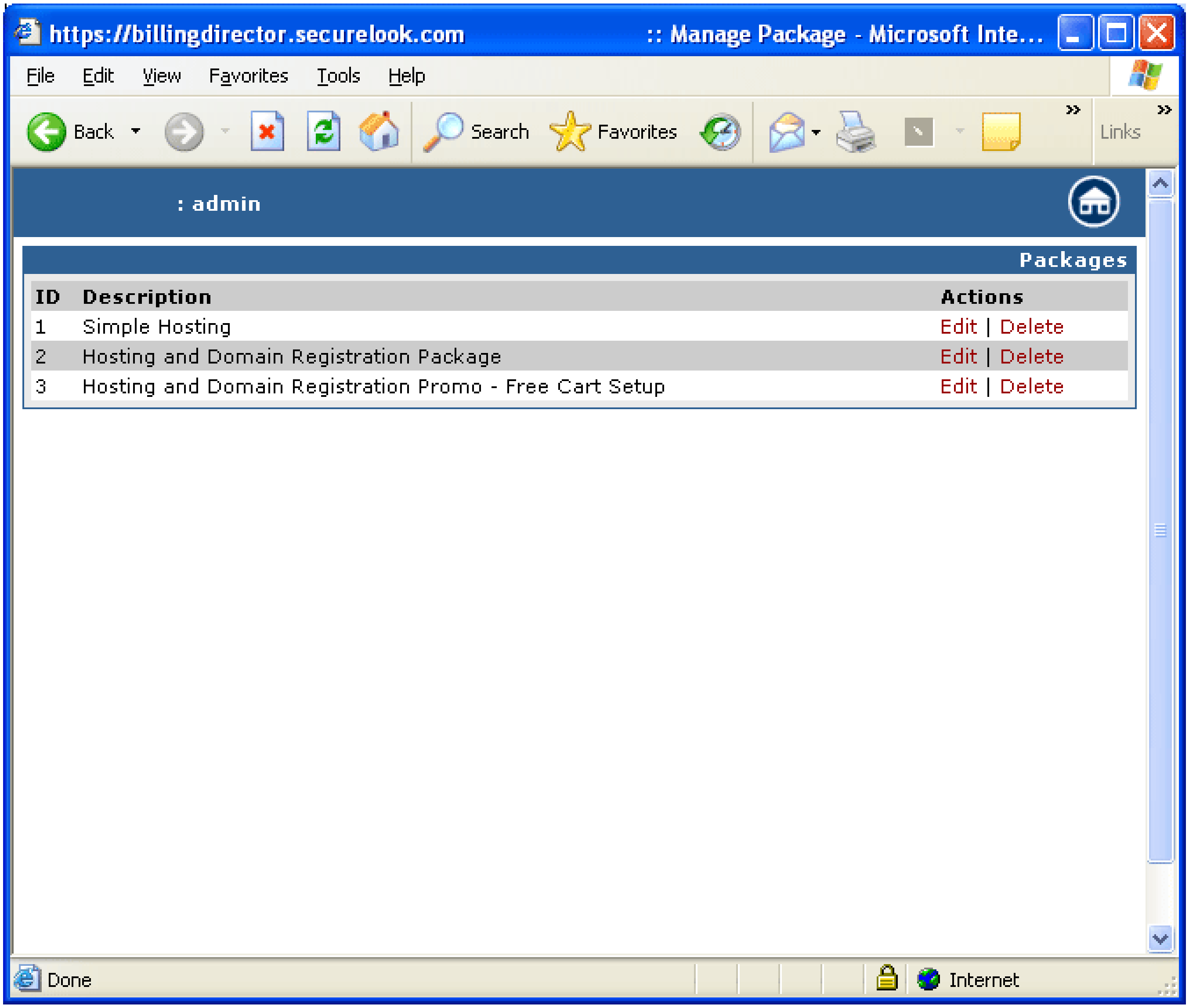


Figure 2-12

System Configuration
This option is used to configure the system parameters. Figure 2-13 below shows an example of what parameters that can be modified.

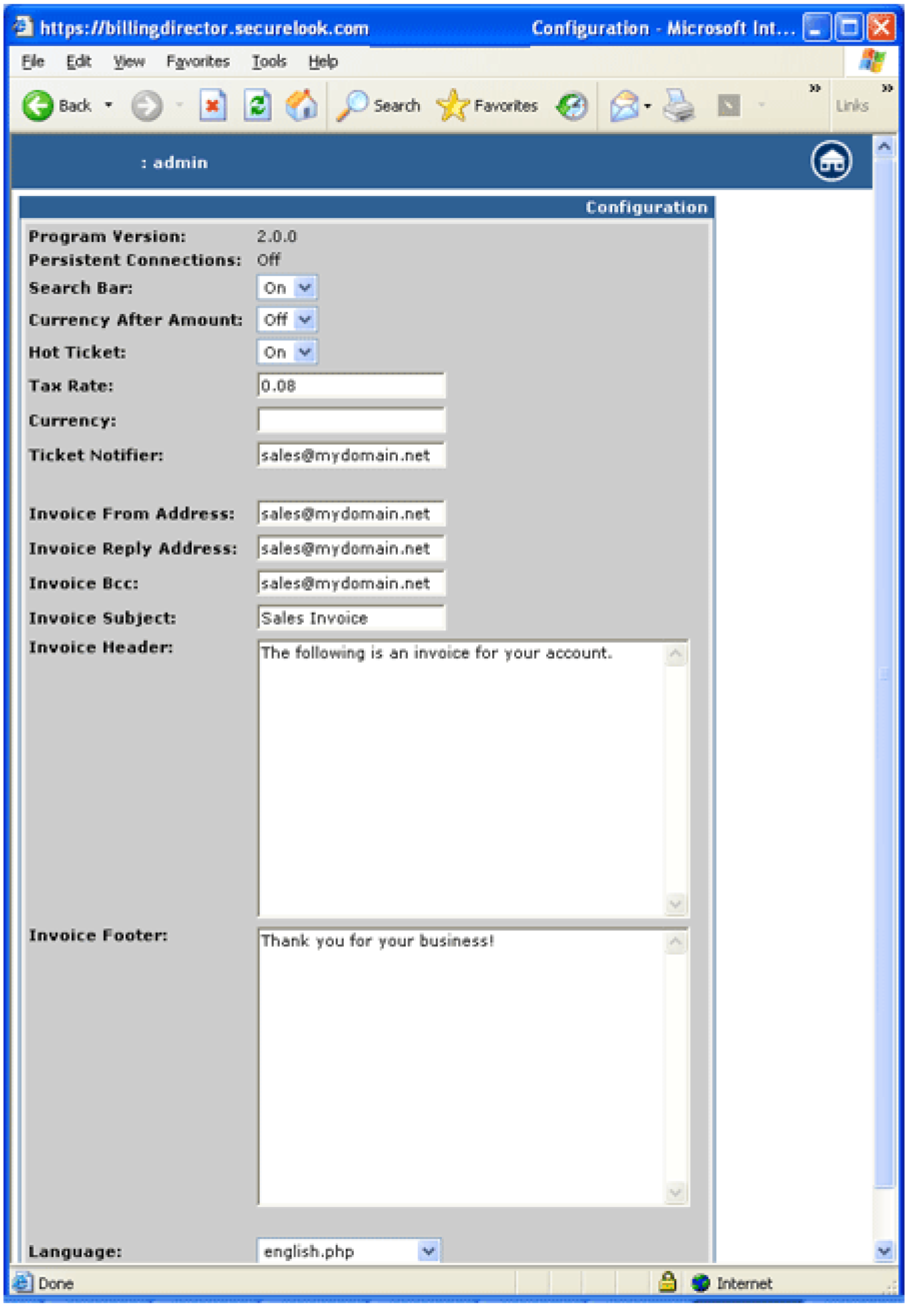


Figure 2-13

- **Program Version** – This will be the application version of Billing Director.
- **Persistent Connections** – This is a hard coded value by AIT's engineers, and can not be changed. This is in relationship to the database that is used by the Billing Director application.
- **Search Bar** – By default, this option is on. This option displays the search bar on the right had side of the main menu after login.

- **Currency After Amount** – This option displays, if on is selected, the currency type after the submission.
- **Hot Ticket** – By default, this option is on. This will display open tickets for all customers on the main menu after login.
- **Tax Rate** – The sales tax rate for the state in which the business lives. This should not just be the percent as a number, but rather then written out tax rate. For example, if the tax rate of your state is 6%, then the Tax Rate should be "0.06".
- **Currency** – The letter(s) used to differentiate the currency type.
- **Ticket Notifier** – Email address of an individual that will receive ticket notifications when a trouble ticket is submitted.
- **Invoice From Address** – Email address that the emailed invoices are from.
- **Invoice Reply Address** – Email address that the emailed invoices can be replied to.
- **Invoice BCC** – Email address that each invoice will be BCC'ed or blind carbon copied to.
- **Invoice Subject** – Subject line of each invoice.
- **Invoice Header** – This is the header portion of the emailed invoice. This can be customized to include your remit to address, or other information that you would like on each invoice.
- **Invoice Footer** – This is the footer portion of the emailed invoice. This can be customized to include your remit to address, or other information that you would like on each invoice.
- **Language** – Select the default language for Billing Director.

Customer Administration

In this section, Billing Director administrators can manage the existing customers on their account. The sections below will give details on what actions can be taken on a customer.

Add Customer

The required fields are indicated with an asterisk. On completion, click the submit button and a customer number will automatically be assigned. Figure 3-1 below shows the default form that is displayed when adding a customer.

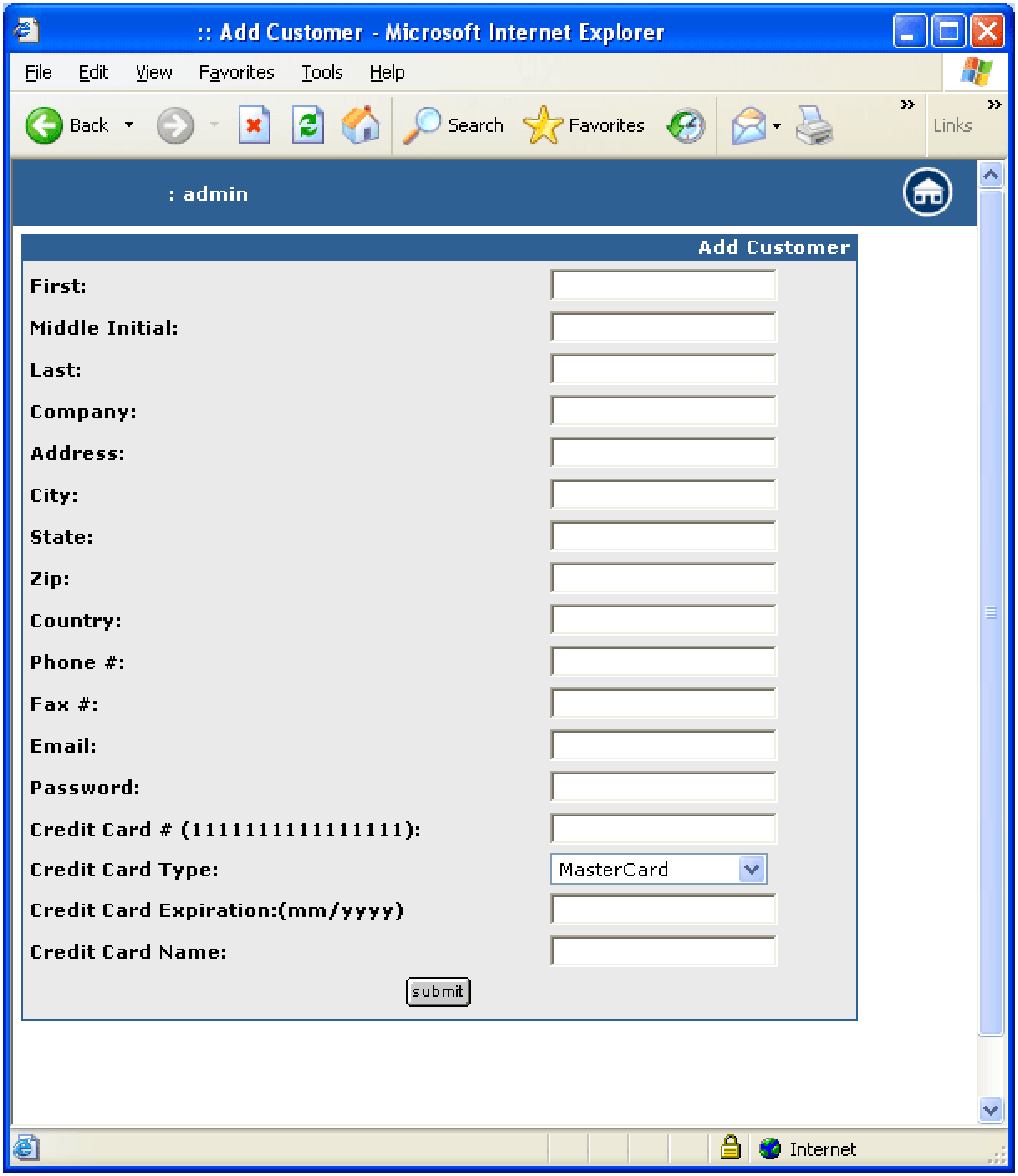


Figure 3-1

List Customer
The option lists all the customers in the Billing Director system. You may click the 'edit' button or the ID number to display the customer's profile or to change the customer information. The 'delete' button will delete all of the customer's

information upon confirmation of delete. Figure 3-2 shows an example of the List Customer option.

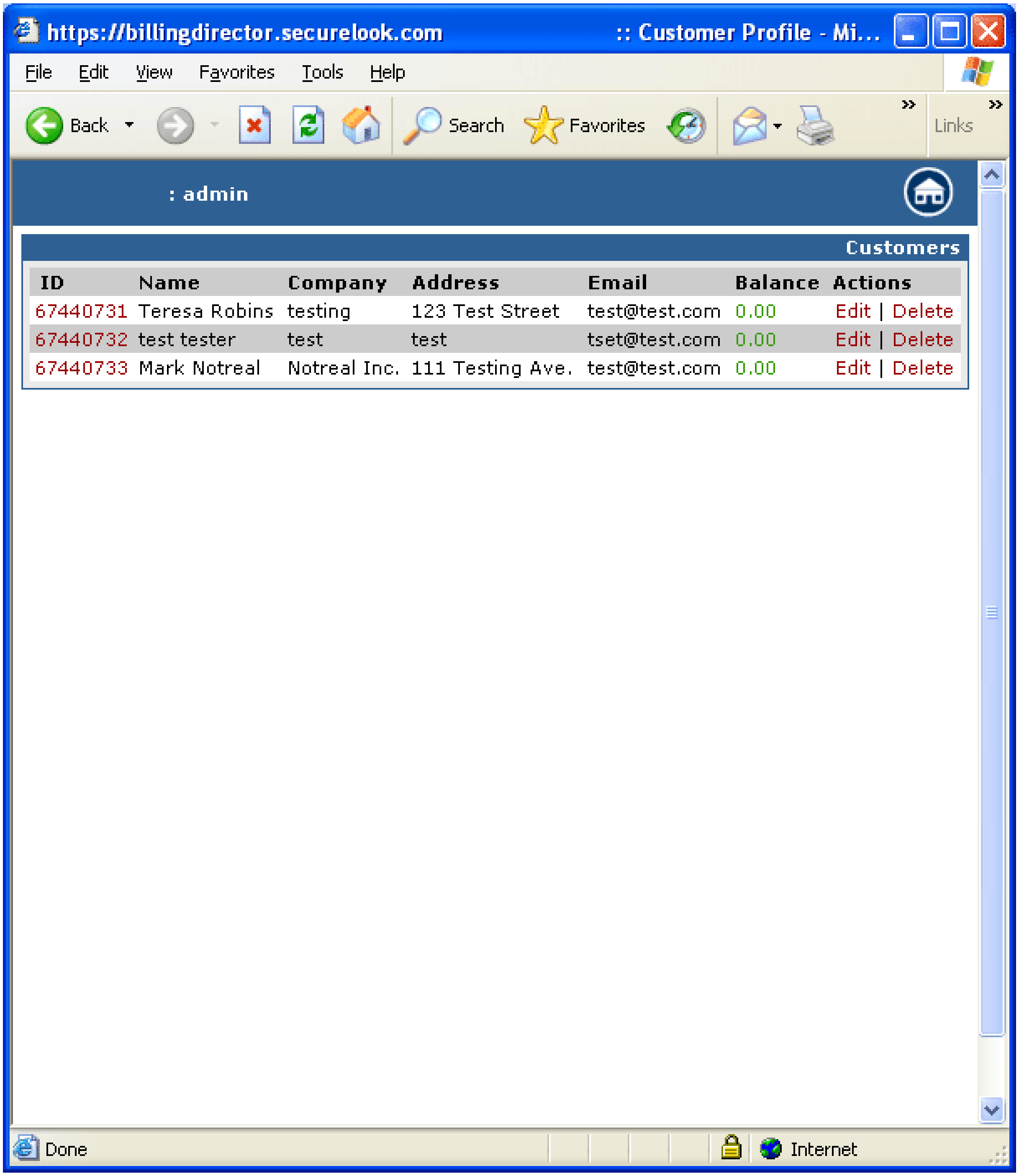


Figure 3-2

Edit Customer

When edit is selected for Customer #1 the following screen (Figure 3-3) appears listing all the options that may be performed on this customer. Only the last five (5) invoices and payments will be displayed. If more than 5 payments/invoices exist for this customer, a note will appear indicating that 'payments/invoices abridged for readability'. Clicking on that note will display all payments/invoices.

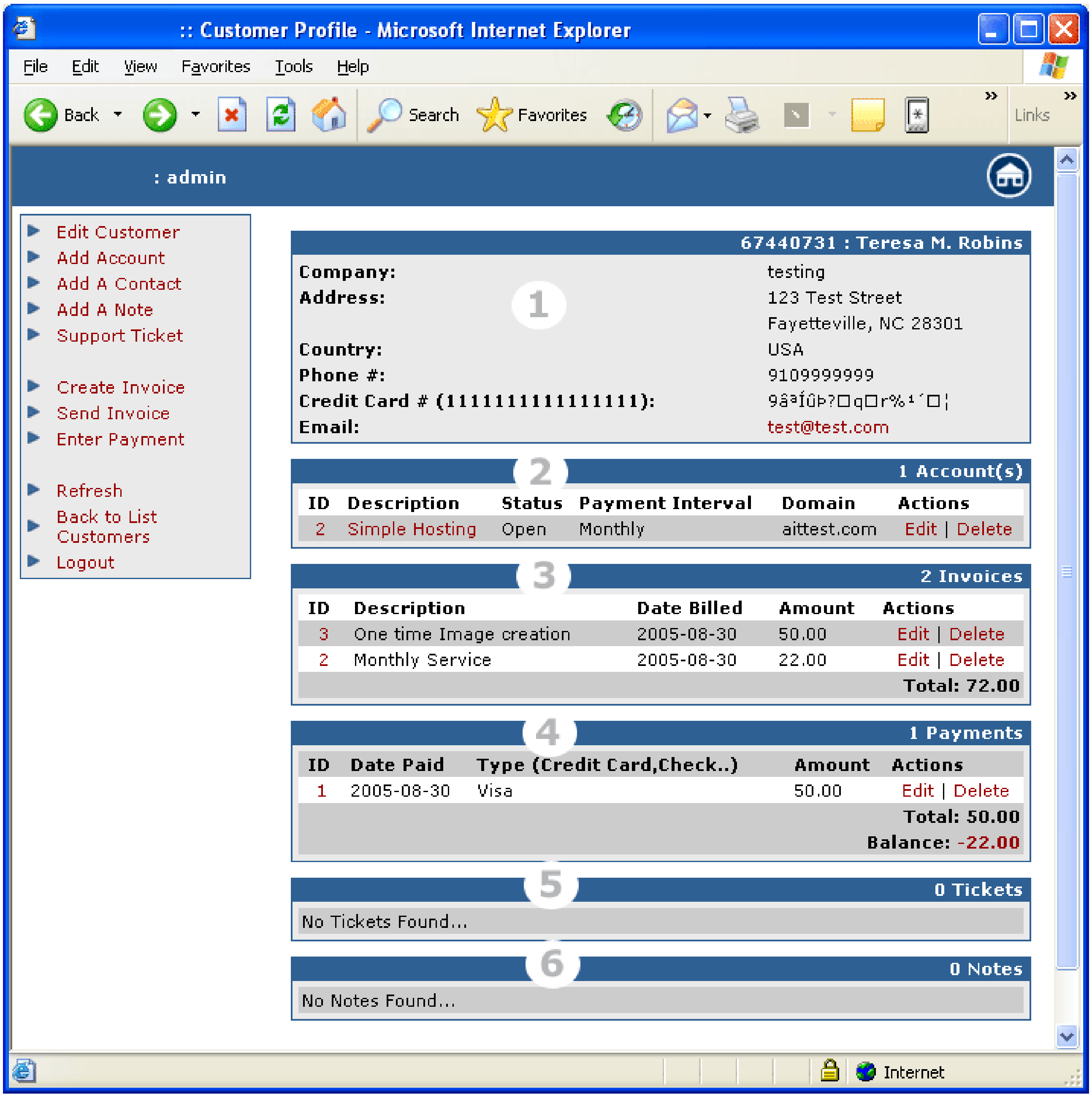


Figure 3-3

To edit the base customer information (the information displayed in section "1" in Figure 3-3), click the 'Edit Customer' link on the left hand side navigation menu.

Add Account

In Figure 3-3 above, section "2" shows the example of what the account would appear to be after it has been added. To add an account to a customer (i.e. the package that the customer has purchased), click the 'Add Account' on the left hand side navigation menu. The form in Figure 3-4 below will display and can be completed to add an account to a customer.

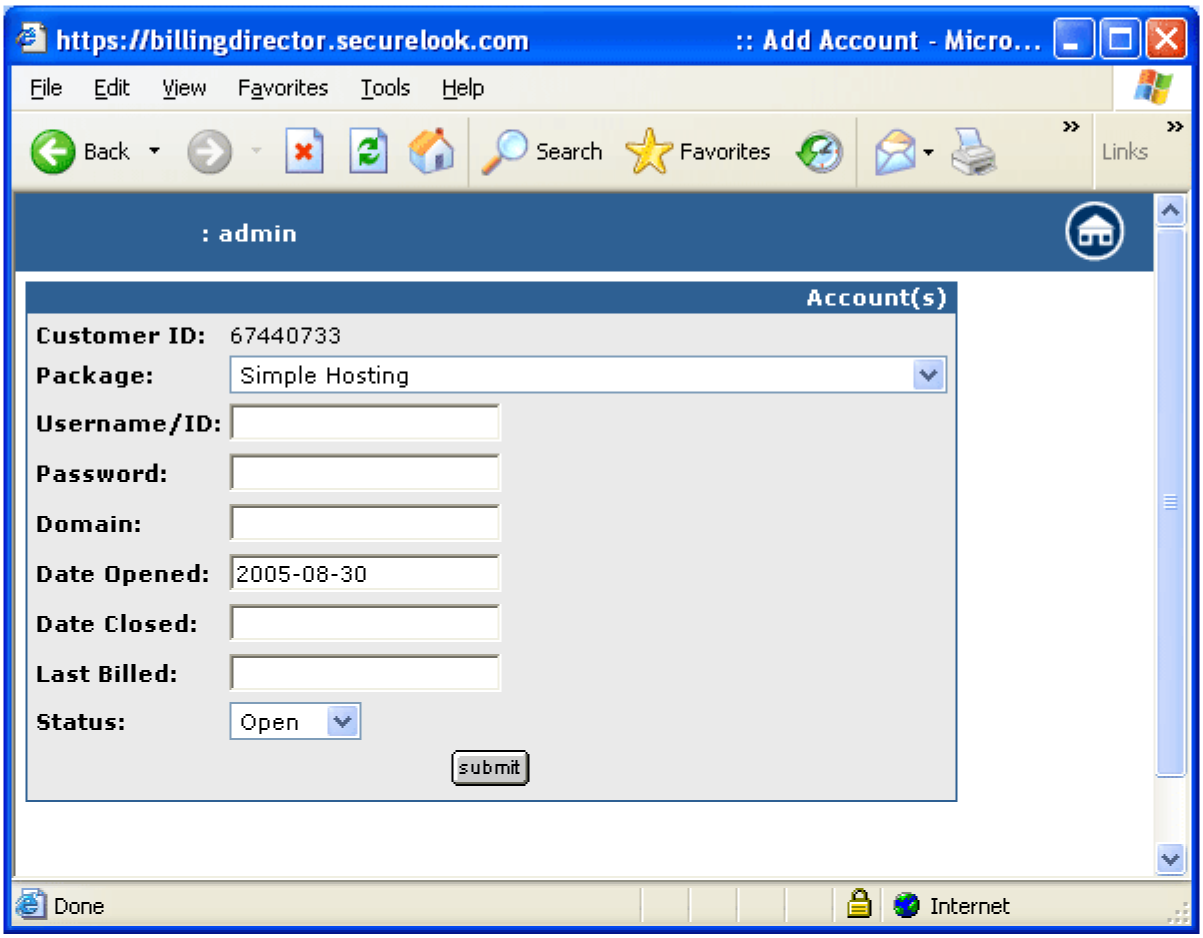


Figure 3-4

- **Customer ID –** This is a pre-configured customer number that can not be edited once the customer has been added to the system.
- **Package –** Select the package from the packages available that this customer's account will have. Only packages that have been added in the packages portion of Billing Director can be used.
- **Username/ID –** Username for the account.
- **Password –** Password for the account.
- **Domain –** Domain name attached to the account, if applicable.

- **Date Opened –** Date that the account was created.
- **Date Closed –** Date to close the account.
- **Last Billed –** Date that this customer was last billed. This does not need to be completed when creating an account.
- **Status –** Current status of the account. The options are open or closed.

Add a Contact
Adding an additional contact to an account can be done easily with the 'Add a Contact' link on the left hand navigation menu. Figure 3-5 below shows the form that is displayed when you want to add a contact to an account.

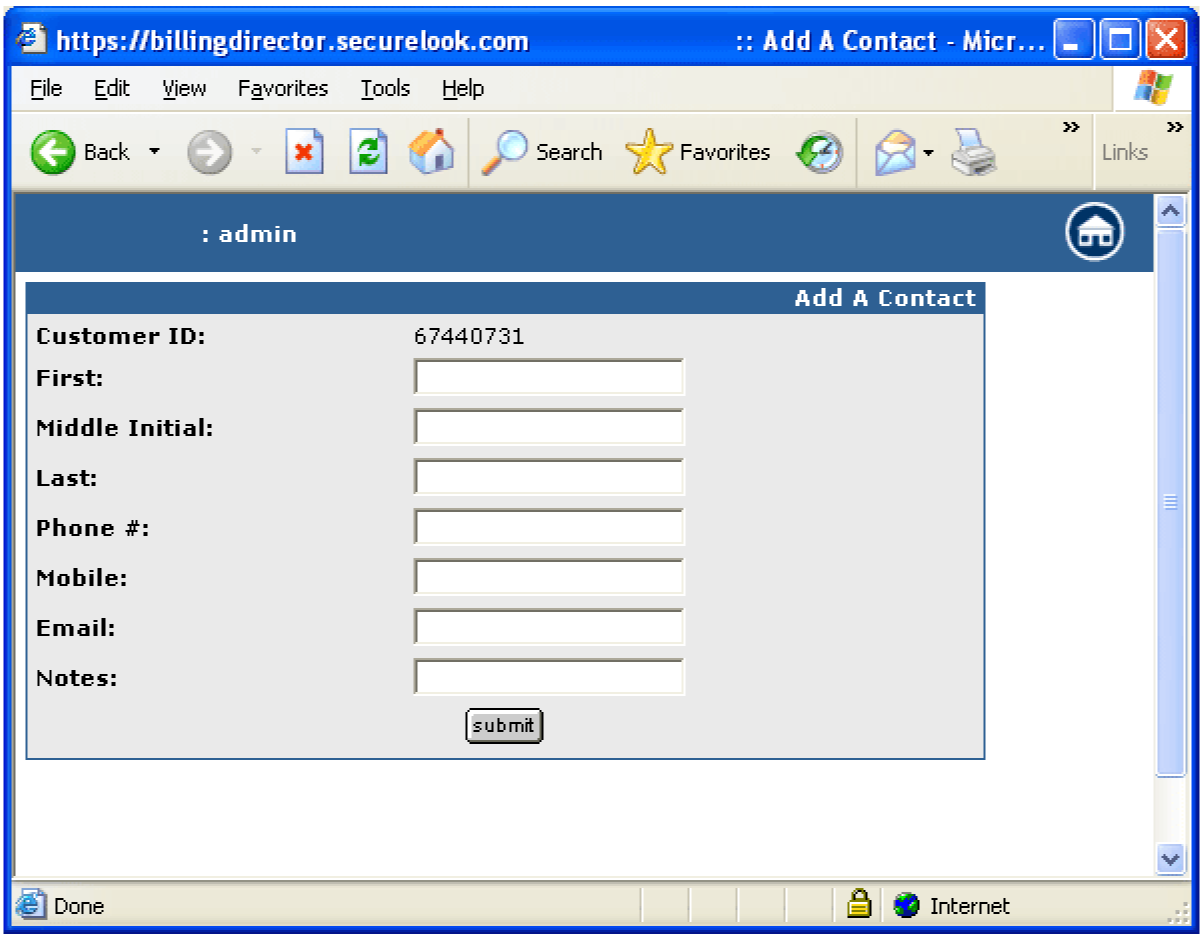
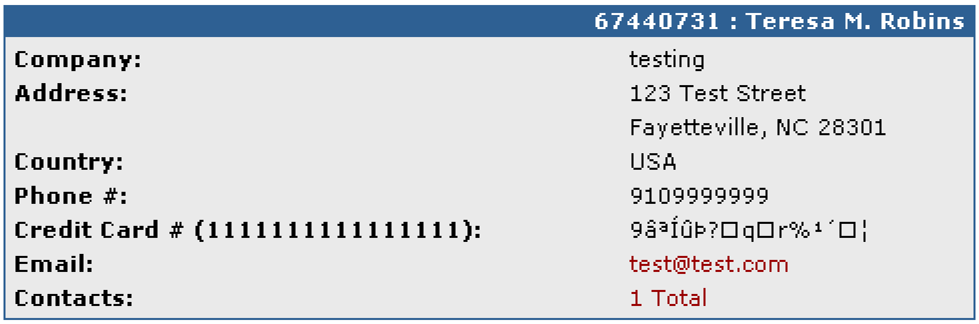


Figure 3-5

- **First –** Enter the first name of the contact.
- **Middle Initial –** Enter the initial of the middle name of the contact.
- **Last –** Enter the last name of the contact.
- **Phone # -** Enter the phone number for the contact.
- **Mobile –** Enter the mobile or cell phone number of the contact.
- **Email –** Enter the email address of the contact.
- **Notes –** Enter any additional notes on that contact.

If there are any additional contacts already added to the account, Figure 3-6 shows an example of what the top portion of the Edit Customer screen will look like. Notice the "Contacts:" line that lists 1 total contact, in addition to the existing contact. Click on the "1 Total" link to see the additional contacts on the account. These contacts can be edited or deleted from this screen.



	67440731 : Teresa M. Robins
Company:	testing
Address:	123 Test Street
	Fayetteville, NC 28301
Country:	USA
Phone #:	9109999999
Credit Card # (1111111111111111):	9â³ÎûÞ?□q□r%¹´□¦
Email:	test@test.com
Contacts:	1 Total

Figure 3-6

Add a Note

Add any important notes for this customer using the 'Add a Note' link. This will be displayed with the customer's profile. Figure 3-7 below shows the default form displayed when you want to add a note.

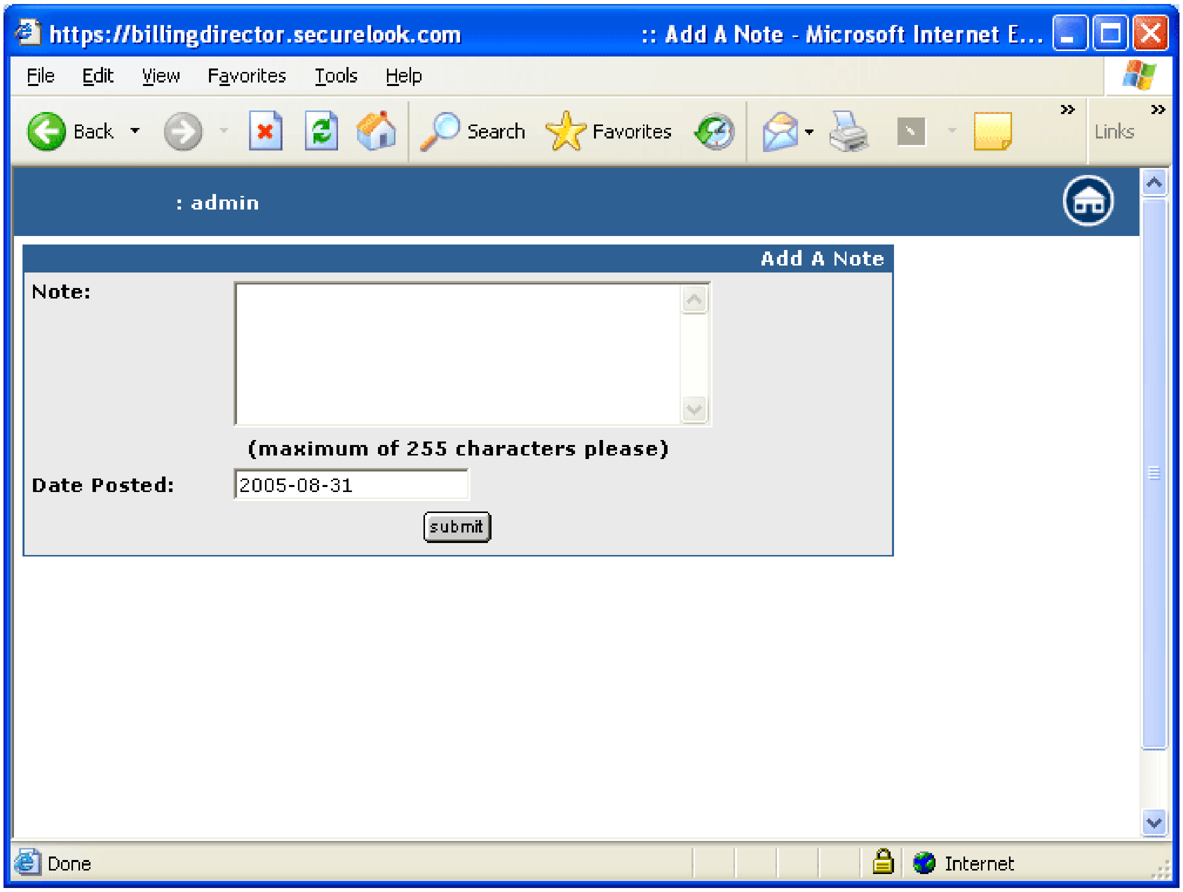


Figure 3-7

- **Note –** Enter the note that you wish to make on this customer's account.
- **Date Posted –** This will automatically be displayed as the current date, however it can be changed to be 'back-dated'.

Support Ticket
This feature will allow you to add any problems reported on this customer's account. The ticket will be automatically generated and the topics created in the 'Ticket Topic' section will be displayed for the Administrator to review when they login to Billing Director.

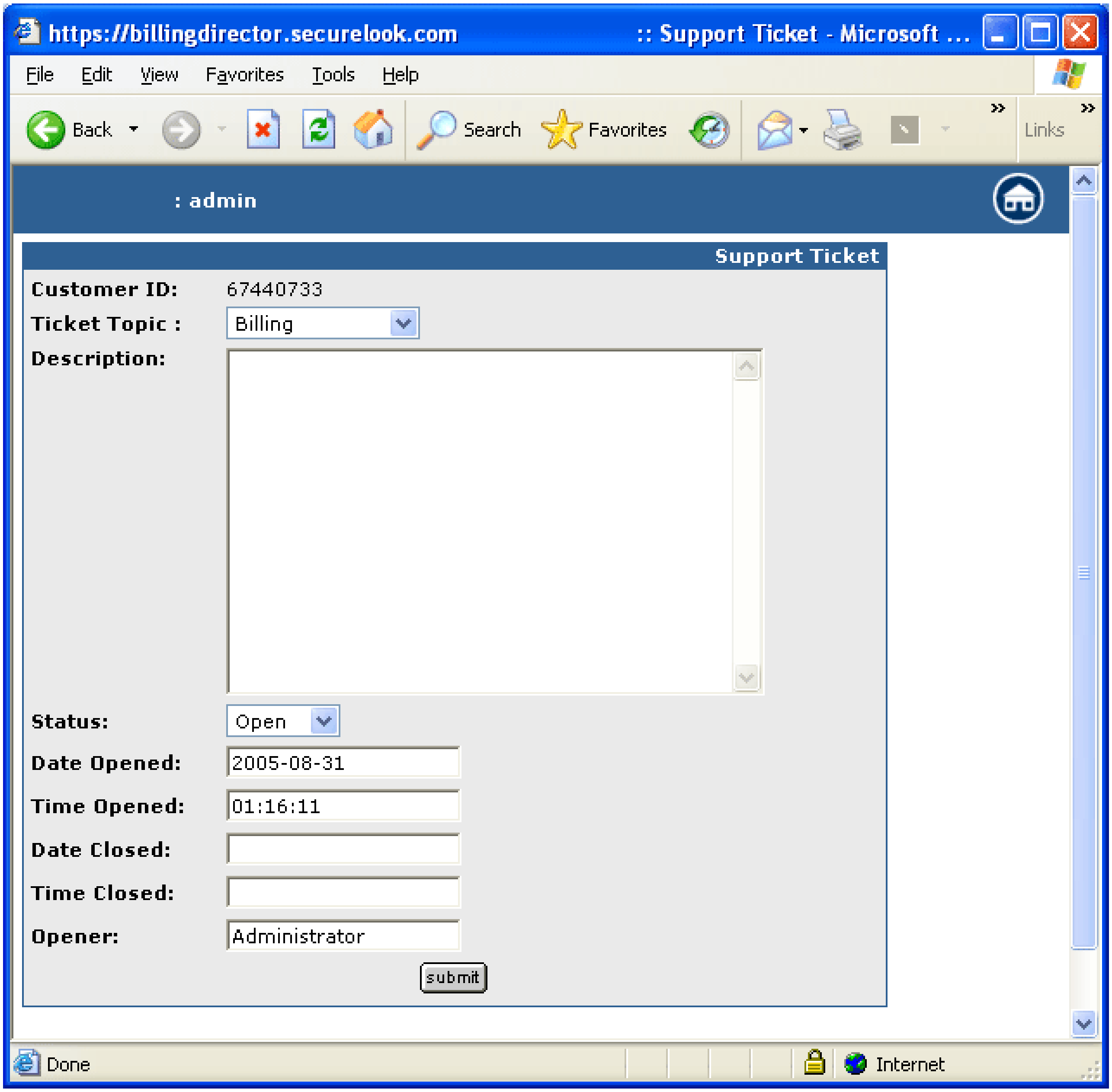


Figure 3-8

- **Ticket Topic –** Select the topic that best fits the problem. If one does not exist that fits the problem, you can add a topic through the Add Ticket Topic screen.
- **Description –** Enter a description of the problem with details.
- **Status –** The default status will be opened. This can be opened and closed in the same screen, however typically you will want to open the ticket, work the problem, resolve the problem, then close the ticket.
- **Date Opened –** By default, this is the current date.

- **Time Opened –** By default, this is the time that the link 'Support Ticket' was created.
- **Date Closed –** This will be blank by default, and can be completed now or ate a later time.
- **Time Closed –** This will be blank by default, and can be completed now or ate a later time.

When the administrator logs in after a ticket has been created (either by a customer or by the Administrator), the main page will show all open tickets. See Figure 3-9 below for an example of what it looks like. Note the bottom of the screen.

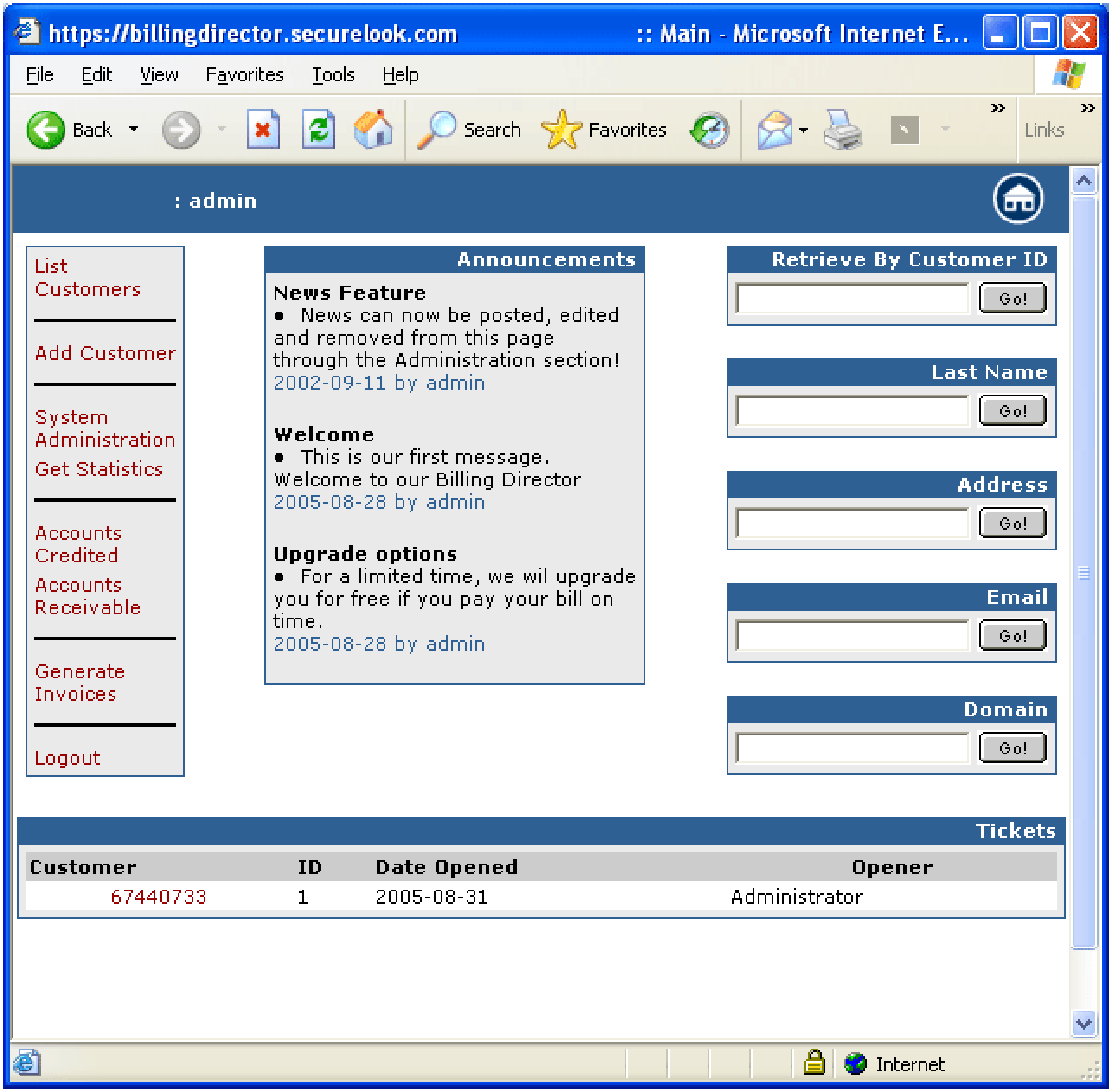


Figure 3-9

Create Invoice
This adds a charge to the customer's account. Complete the form, shown in Figure 3-10 below, and click submit. This will add the invoice to the customer's account.

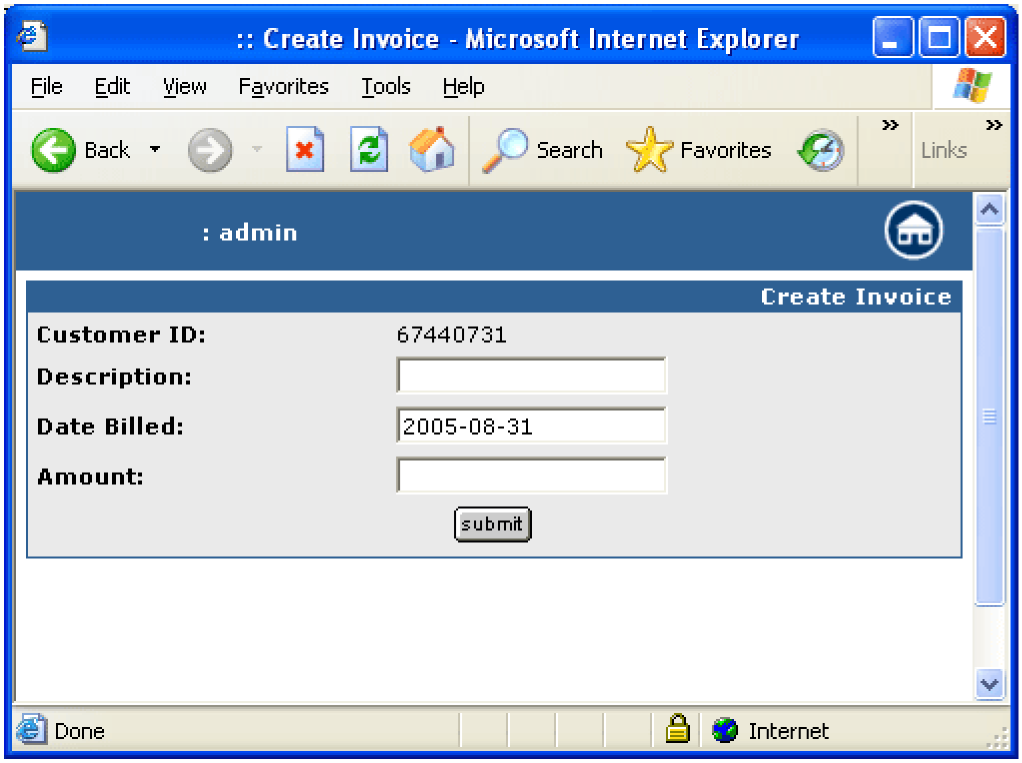


Figure 3-10

- **Customer ID –** This is hard coded as the customer number of the customer you are creating the invoice for.
- **Description –** This is a short description of the invoice. Something like "September 2004 Monthly Fee" would be applicable.
- **Date Billed –** By default, this is today's date.
- **Amount -** This is the dollar amount, minus the dollar sign, of the amount to be billed. For example, enter "24.00" if the amount to be billed is $24.

Send Invoice
This option sends the invoice to the customer by email. Before the email is sent, it will prompt the Administrator to click yes. The invoice sent will contain all the customer's accounts, payments, invoices and the current balance.

Enter Payment
This option is used if you receive payment from a customer and wish to post that payment towards their account. Payments are not necessarily counted towards a specific invoice, but it rather towards the total outstanding dollar amount. Figure 3-11 below shows an example of a payment that could be made.

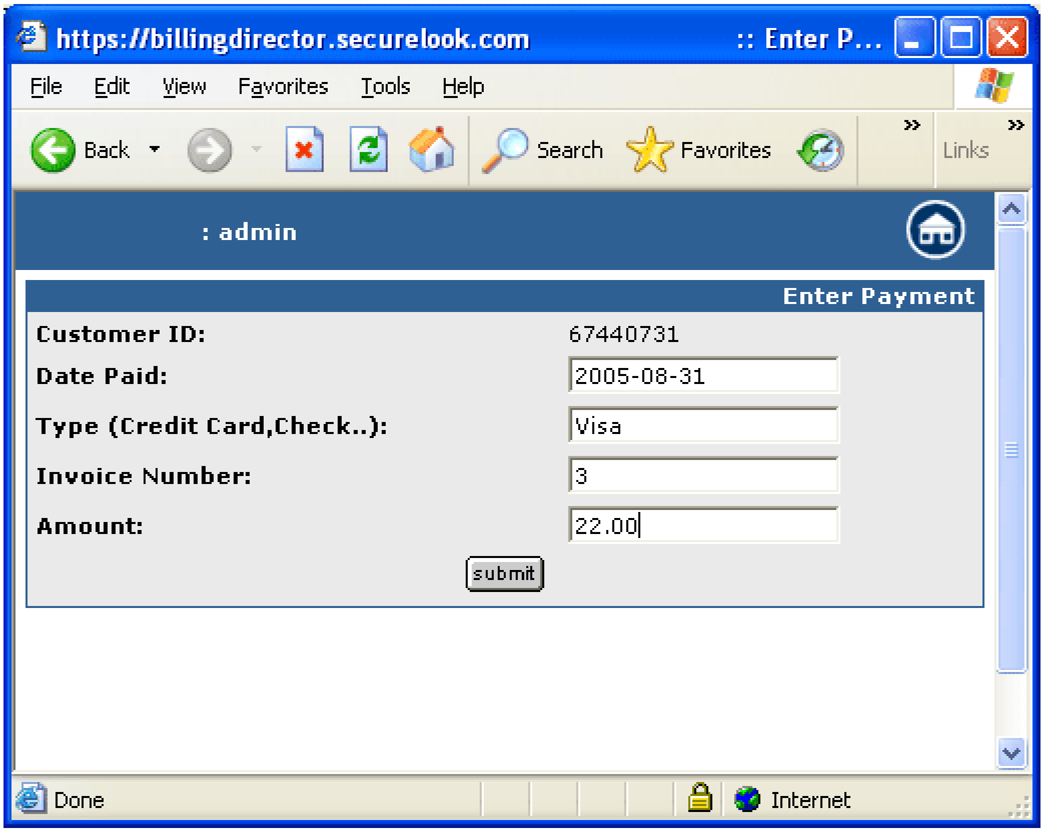


Figure 3-11

- **Customer ID –** This is the hard coded customer number of the customer that you are working with.
- **Date Paid –** This will automatically be today's date.
- **Type –** This should be the credit card type, or payment type (i.e. check with check number, money order with number, credit card type, etc).
- **Invoice Number –** This is the invoice number that someone is paying on.
- **Amount –** This is the amount without the "$" symbol.

Refresh
Refreshes the screen and displays any new information in the customer's profile.

Back to List Customers
This option displays the list of customers.

Logout
This option logs out the current user.

Get Statistics

This displays the following details from the billing system. Figure 4-1 below shows an example of what this screen may look like.

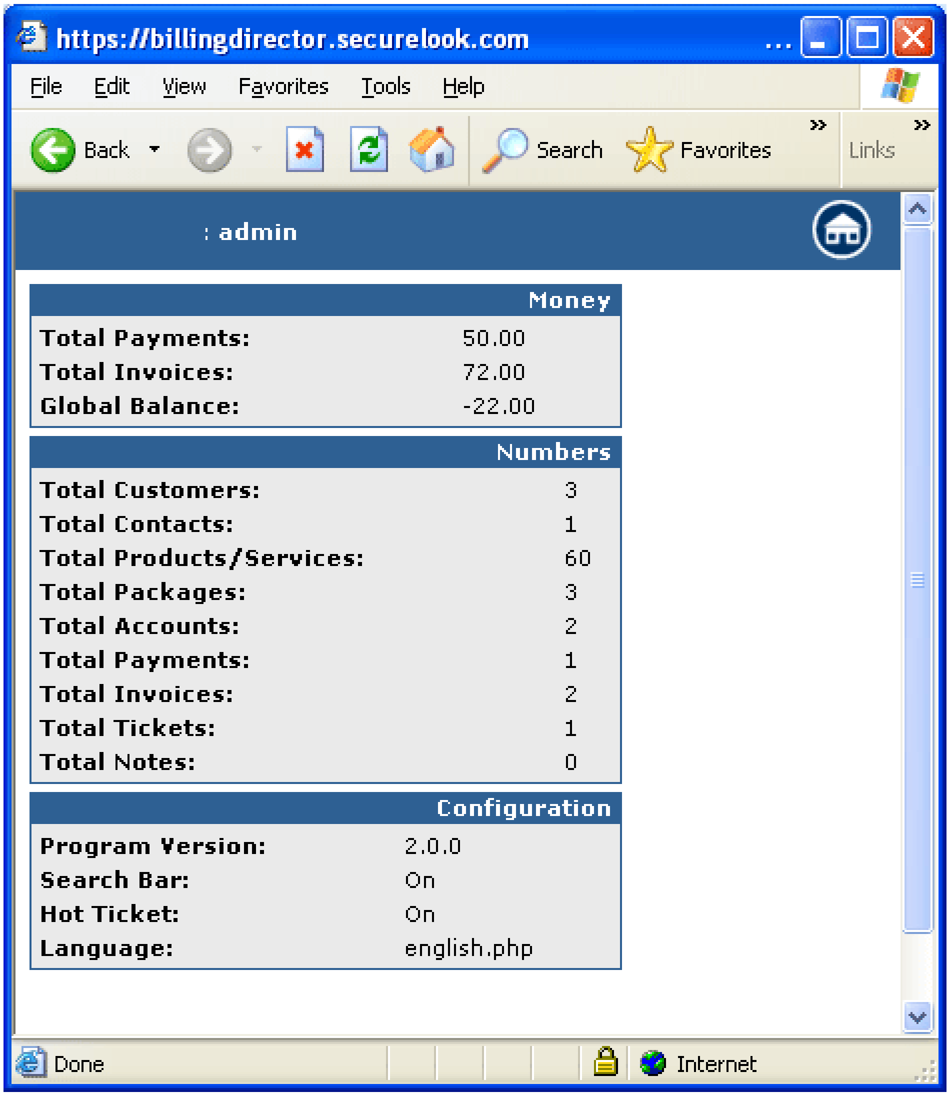


Figure 4-1

- **Total Payments –** This is the total amount of money ever collected in Billing Director from payments.
- **Total Invoices –** This is the total amount generated in Billing Director via invoices.
- **Global Balance –** This is the current outstanding balance for your Billing Director accounts.
- **Total Customers –** This is the total number of customers that you have in the system.
- **Total Contacts –** This is the number of additional contacts you have on the accounts in Billing Director.
- **Total Products/Services –** This is the total number of products or services you have listed in Billing Director. By default, these are populated with many different services that AIT offers.

- **Total Packages –** This is the total number of customized packages that you have created in Billing Director.
- **Total Accounts –** This is the total number of customers that have products/services.
- **Total Payments –** This is the Total number of payments ever made according to Billing Director.
- **Total invoices –** This is the Total number of invoices generated by Billing Director.
- **Total Tickets –** This is the Total number of tickets generated by Billing Director.
- **Total Notes –** This is the Total number of notes added to customer's accounts.
- **Program version –** This is the current Billing Director version.
- **Search Bar –** This indicates whether or not the search bar is on or off.
- **Hot Ticket –** This indicates whether or not the hot ticket option is on or off.
- **Language –** This indicates the default language.

Accounts Credited

This option lists the customers and amounts owed to them by the company. In short, this is a summary of the money that is going to be paid out. This can be used to determine the negative cash flow amount of your company.

Accounts Receivable

This option displays the customers and the amounts they owe to you. This will provide a list of each customer with the amount they owe and also a link directly to the customers (via Edit Customer) so you can see more details. This can be used to determine positive cash flow amount for your company.

Using the MCPS payment gateway for charging credit cards

1. Log in to Billing Director online interface and click on System Administration.
2. Click on Export Customer Data.
3. The page will read, "Please enter the delimiter to export customer data, eg: |, #, & etc. The default delimiter is "|"." Use the default. The pipe will separate the data that is being submitted to the gateway. Click the submit button.
4. This page will say, "To download Customer data file, right click and Save Target As OR to view just click DOWNLOAD". Click the Download button.
5. This page displays how the information is being submitted to the gateway:

   ID FirstName LastName Address Telephone Email CreditCard ExpirationDate Country OwedAmt 67440732|Jan|Thompson|789 E. Street|789-555-1212|email2@email.com|54604569852145620|2/2008|us|18.95|

6. Leave this window open and then log into the MCPS gateway demo. Once logged in, from the toolbar in the upper right hand corner click on <u>Upload Transactions</u>.
7. Click on <u>View Upload Transaction File Settings.</u> This page will show settings for upload transactions to the gateway.

a. Email Customer: Do they want the customer to receive an email receipt for the charge?
b. Apply AVS Filter: This is the Address Verification Security Feature. If you are using it for all of their transactions you will need to use it here also.
c. Apply Card Code Filter: This is the CVV2 Feature. If they are using it for all of their transactions they will need to use it here also.
d. Default Field Separator: This is where you will select the Pipe from the drop down menu.
e. Field Encapsulation Character: Have them select the blank option

8. The next fields are the Field Inclusion and Order. This is where you will select the order of the fields and how they are submitted to the gateway. You will use the format from the Billing Director that they left open from the Billing Director. An example is below from the Billing Director:

   ID FirstName LastName Address Telephone Email CreditCard ExpirationDate Country OwedAmt 67440732|Jan|Thompson|789 E. Street|789-555-1212|email2@email.com|54608595456985212365|02/2008|us|18.95

9. When they have completed the entries, all unused fields must be labeled Exclude. Once they are finished they will scroll down to the bottom of the page and click submit.
10. They will then click on Upload Transactions from the toolbar and then select Upload New Transaction. A box will pop up that asks, "Enter path and file name of the file to be uploaded:"
11. From here you can download his billing information from the Billing Director to his desktop and then when uploading the file to the gateway find the file on your desktop.

*** Before you can upload your batch you must remove the first line "ID FirstName LastName Address Telephone Email CreditCard ExpirationDate Country OwedAmt" and you must also remove the / between the month and year in the credit card expiration field. Make sure that you hit the save button once you have made the modifications after you have downloaded it to your desktop***