

Expense Management

Tenant Resale Module

User Guide

NEC NEC Corporation

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1

Tenant Resale Module Overview

The Tenant Resale module in the Expense Management system consists of an advanced set of tools that enable users to provide billing services for their customers. The module also supports account management history and activity reporting, including invoices and payments.

Designed for small to medium-size organizations, the module provides communications and other services to different subscribers in their organization from a central facility. It provides all the information necessary for billing and monitoring activities.

The package consists of the following operational entities:

- Account
- Services
- Transactions
- Profiles
- Invoices
- Payments
- Processes
- Reports

Together, these entities make the Tenant Resale module into an important tool offering a range of options, including:

- Fast, easy and reliable management of telecommunications services, billing and payments.
- Collection of important statistical data and patterns concerning subscribers.
- Ability to offer attractive packages to different groups of subscribers.
- Generation of a comprehensive range of reports, such as typical account usage of services and transactions, and typical account payment behavior, such as on-time payment and late payment reports.

An overview of each Tenant Resale entity is given in the sections below.

Account

The Accounts entity provides a list of the accounts in an organization, along with details about each account. The details include services provided to the subscriber, transactions made by the subscriber, invoices issued to the subscriber, payments received, and so on.

For example, an account could include the physicians in a surgical hospital, the shops in a mall, the airline companies at an airport, or the different faculties in a university. Each subscriber may be assigned a different package, such as an extension, two extensions, or an Internet line and fax line.

Services

Services refer to the services that can be provided to each account and assigned either directly to an account or to a device assigned to an account.

For example, services could be monthly recurring charges, such as the actual monthly charge for an extension, or special services provided for specific lines in the account, such as free or low-cost Internet access on one of the extensions.

Transactions

Transactions are non-recurring (one-time) charges assigned to an account or to a device assigned to an account. *For example*, transactions could be the sale of an actual device to an account, installation costs or repair of a device used by the subscriber.

Profiles

Profiles are general definitions that can be used for accounts. They are collections of definitions, which serve a group of users and assist in easier management of the facilities offered.

For example, in a university setting, all students have the same rates and taxes, which can be defined under a profile called Students. Faculty members, though, can have different rates and taxes, which can be defined under a profile called Faculty.

Each profile represents the package supplied to the subscriber and a representative billing rate for services.

Profiles are particularly important for monitoring and classifying different groups of accounts. Some profile settings can be overridden at the account level (Account Settings).

Invoices

Invoices are requests for payments that include a description of activities made by an account during a billing cycle. They can describe the various charges (one-time, recurring and usage) during the billing period, the effect of charges on the subscriber's balance, and the effects of payments received against invoices.

For example, invoices can contain details of all telephone calls made from each device in an account, together with the duration of the connection and the cost for each connection.

Payments

Payments contain details of the payments made by an account for a specific invoice, and are closely associated with the information contained in Invoices.

For example, payments include details of the date and method of payment, the amount paid, and information about payments made by the account, such as deposits or credit lines. This information is important, particularly when classifying subscribers according to reliability and payment ethics.

Processes

Processes provide information about processes running in the background.

For example, processes may consist of the preparation of various reports based on statistical data, such as details of accounts that spend more than a given amount per month.

Reports

The Reports entity provides access to a list of reports that can be generated by the Tenant Resale package.

For example, reports detailing account usage or payment behavior can be generated.

2

Getting Started

This chapter provides step-by-step instructions to get started using the Tenant Resale package. It covers the following subjects:

- Accessing the Tenant Resale package in the Expense Management.
- Description of functions in the Tenant Resale package screen.
- Workflow for operations with the Tenant Resale package.

Accessing the Tenant Resale Package

The Tenant Resale package is accessed in Expense Management by selecting the Tenant Resale module tab. The following screen is then displayed:

Figure 2-1 Tenant Resale

The screenshot displays the 'Tenant Resale' module interface. At the top, there is a navigation bar with tabs: Reports, Org Utilities, Activity, Billing, Maintenance, My Portal, and Tenant Resale (which is highlighted). Below this is a sub-navigation bar with buttons: Accounts, Services, Transactions, Profiles, Invoices, Payments, Processes, and Reports. The main content area is divided into two panes. The left pane, titled 'Accounts', contains a table with columns: Account Name, Profile, Credit Limit, Deposit, and Balance. It lists one account: 'Room 1' with profile 'Summer Semester', a credit limit of \$0.00, a deposit of \$50.00, and a balance of \$0.00. The right pane, titled 'Account: Room 1', shows detailed information for this account. It includes tabs for Details, Services, Transactions, and Invoices & Payments. The 'Details' tab is active, showing fields for Account (Room 1), Profile (Summer Semester), Contact (Student 1122), Activate date (12/9/2008), Terminate date (5/14/2009), and Notes (Student has no roommate). It also displays Billing and Alternate addresses, both for a 'Student' with a 'NY' state and 'AK' state respectively.

Account Name	Profile	Credit Limit	Deposit	Balance
Room 1	Summer Semester	\$0.00	\$50.00	\$0.00

Account: Room 1

Info

Account: Room 1 Phone: -
 Profile: Summer Semester Email: student@hotmail.com
 Contact: Student 1122 Credit Limit: \$0.00
 Activate: 12/9/2008 Deposit: \$50.00 Post Date: 2/8/2009
 Terminate: 5/14/2009 Balance: \$0.00
 Notes: Student has no roommate

Addresses - Billing



Name: Student
 Street: -
 City: -
 State/Province: NY
 Zip Code: -

Addresses - Alternate

Name: -
 Street: -
 City: -
 State/Province: AK
 Zip Code: -

Entity Bar

The Entity Bar contains buttons for accessing the entities available for use with the Tenant Resale package.





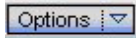
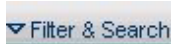
Button	Description
Accounts	A list of the accounts (chargeable subscribers) in the organization.
Services	Services provided to each account, including services assigned directly to an account or to a device assigned to an account.
Transactions	Non-recurring (one-time) charges which can be assigned directly to an account or to a device assigned to an account.
Profiles	Collections of definitions which serve a group of users and assist in easier management of the facilities offered i.e., different groups of subscribers in the organization which represent the package to which they are registered, and including details such as markups and taxes for the defined group.
Invoices	Description of activities made by an account during a billing cycle period.
Payments	Details of all the payments made by an account, closely associated with the information contained in Invoices.
Processes	Information about processes running in the background.
Reports	A listing of reports that can be generated in the Tenant Resale program.
	Minimize Tenant Resale Module button for returning the screen display to the Expense Management level.
	Maximize Tenant Resale Module button for returning the screen display to the Tenant Resale module level.

Tool Bar

The Tool Bar contains buttons used to perform functions on each Tenant Resale entity.



The Tool Bar button are described in the following table.

Button	Description
	Refresh: Click to retrieve data from the database and refresh the screen.
	New: Click to create a new entity, such as a new account, transaction, service or profile, in the entity window.
	Edit: Click to edit the currently selected entity, such as the currently selected account, transaction, service or profile displayed in the entity window. The equivalent keyboard operation is the Enter key.
	Remove: Click to remove the currently selected entity, such as the currently selected account, transaction, service or profile, displayed in the entity window. The equivalent keyboard operation is the Del key.
	Click the arrow to display a drop-down menu of options available in the currently selected entity. These options vary according to entity. Equivalent to the Right-Click mouse operation.
	Click this button to display or minimize the filter settings line, which appears above each field name in the screen. Then type the filter and search criteria in the appropriate field(s). Searches are performed on an instance of a certain string. For example, if a filter is performed on "an" in the Account Name field, the following names will be returned: <u>D</u> anny, <u>A</u> ndrew and <u>J</u> ean. Both advanced alphanumeric and numeric filtering are available. Advanced alphanumeric filtering is performed by adding several values in the filter text boxes, separated by commas.

Button

(Continued)

Description

Advanced numeric filtering is performed by adding several values in the text box, separated by commas. The following expressions can be used in filter criteria:

- > Greater than
- < Smaller than
- <> Does not equal
- !<= Equal or smaller than
- >= Equal or greater than

In a search, it is important to note which fields are string (alphanumeric) and which fields are numeric.

To execute a filter, click the Filter Data button (🔍). This executes the filter and returns selected data based on the search criteria entered.

To clear a filter, click the Clear Filters button (🗑️).

Accounts				
Filter & Search				
Account Name	Profile	Credit Limit	Deposit	Balance
Room 1	Summer Semester	\$0.00	\$50.00	\$0.00
Room 2	Summer Semester	\$0.00	\$100.00	\$0.00
Room 3	Summer Semester	\$0.00	\$0.00	\$0.00
Room 4	Summer Semester	\$0.00	\$70.00	\$20.00

Page 1 of 1 1 2 3 4 5 6 7 8 9 10 Record(s) 1

Entity Window and Entity Window Details

The Entity window displays lists according to the entity selected in the entity bar. The Entity Window Details displays the details about a line selected in the Entity window, as follows:

Selected Entity	Entity Window Contents	Entity Window Details Contents
Accounts	List of accounts defined in the Tenant Resale system.	Four tabs providing data about the selected account: Details, Services assigned, Transactions assigned, and Invoices and Payments.
Services	List of services that can be assigned to any account or any device in an account.	Details about the selected service.
Transactions	List of transactions that can be assigned to any account or any device in an account.	Details about the selected transaction.
Profiles	List of profiles defined in the Tenant Resale system.	Two tabs about the selected profile: Details and Markup & Taxes for the profile.
Invoices	List of invoices issued to accounts in the Tenant Resale system.	Two tabs about the selected invoice: Details and Payments made.
Payments	List of payments made by accounts in the Tenant Resale system.	Two tabs about the selected payment: Details and All Invoice Payments made by the selected account.
Reports	List of reports that can be generated.	Display of layout of currently selected report.

Keyboard Functionality in Tenant Resale Screens

In addition to use of the mouse for navigation through the Tenant Resale package screens, these keys can be used:

Key	Function
F2	Quick save the current operation.
Esc	Cancel the current operation.
Enter	Open the selected entity in the edit mode.
Del	Delete a selected entity or activate the delete option.
Arrows	For navigation in Entity window.
Home	Move to first page in Entity window.
End	Move to last page in Entity window.
Page Down	Move to next page in Entity window.
Page Up	Move to previous page in Entity window.
F8	Open search screen in auto-complete controls

Operations Workflow

The workflow for the Tenant Resale package entails:

- Step 1** Set up of the possible profiles, services and transactions to be made available to accounts.
- Step 2** Creation of accounts defined according to the possible profiles, services and transactions existing in the system.
- Step 3** Once the accounts have been created, users can manage the accounts, issue invoices and track payments.

Consequently, when starting to work with the Tenant Resale system, you must set up the system first. This means you must create the profiles that define the various types of groups who will be using the organization facilities and define the services and transactions that can be supplied to account holders.

Once the set-up operations have been performed, it is possible to use the data for an extensive range of activities, making your task of billing accounts in your organization much easier and more efficient.



NOTE

After starting operations with the Tenant Resale package, it is always possible to create, update and delete the profiles, services, transactions and accounts.

Tenant Resale Settings Configuration

These parameters in the "Tenant Resale Parameters" table, located in the Tenant Resale Database, can change the Tenant Resale logic:

Bill Cycle Day—Indicates the first day for invoice calculation. For example, a **Bill Cycle Day** with a value 10 will calculate the invoices between MM/10/YYYY to (MM+1)/10/YYYY. The default value is 1.

Show Account Balance—Indicates that if the system changes the account balance based upon a transaction in the Tenant Resale module, to also change the Invoice layout. The default value is 1 (True).



NOTE

The Bill Cycle Day parameter should be change on the Tenant Resale initialization and not after invoice creation.

3

Setting up the System

This chapter covers a step-by-step description of setting up and working with the Tenant Resale system. It covers the following subjects:

- Creating and working with profiles
- Creating and working with services
- Creating and working with transactions
- Creating and working with accounts

Creating and Working with Profiles

Profiles are definitions of services and other items that can be assigned to accounts. For example, in a university setting, suppose all students have the same rates, services, taxes and transactions available to them. These can be defined under a profile called "Students." Faculty members, though, may have different rates, services, taxes and transactions available to them, so these are defined under a profile called "Faculty." The "Students" profile can then be assigned to any student while the "Faculty" profile is assigned to faculty members.

In this way, profiles are used to provide a set of services and features for various groups. The set of services and features can include billing address information. It can define services, transactions and usage markups and discounts. It may include taxes for the group of services and features, as well.

Each profile represents a package supplied to the subscriber. The packages can have an established billing rate for services.

Profiles are important for monitoring and classifying different groups of accounts. Some profile settings can be overridden at the account level (Account Settings), permitting the provisioning of a special package, such as a package including credit limit overrides.

To create a profile, click the **Profiles** button in the entity bar of the Tenant Resale screen. The screen appears as follows:

Figure 3-1 *Profile Entity Screen*

The screenshot shows the 'Profile Entity Screen' with a top navigation bar containing tabs: Accounts, Services, Transactions, Profiles, Invoices, Payments, Processes, and Reports. The 'Profiles' tab is active. Below the navigation bar is a 'Filter & Search' section with icons for refresh, add, edit, delete, and options. The main area displays a table of profiles:

Profile	Description	Credit Limit	Warning
Summer Semester	Profile for the summer	\$0.00	0.00%
Winter Semester	Profile for winter	\$0.00	0.00%

At the bottom of the table, it says 'Page 1 of 1' and 'Record(s) 2'. To the right of the table is a 'Details' panel for the 'Summer Semester' profile. It has two sub-tabs: 'Details' and 'Markup & Taxes'. The 'Details' sub-tab is active, showing the following information:

- Profile Name : Summer Semester
- Description: Profile for the summer
- Credit Limit: \$0.00
- Warning (%): 0%
- Send Invoice To: Billing Address
- Apply Deposit To Last Bill: Yes
- Prorate By Activation / Termination Dates: Yes
- Due Date Days (After Billing Day): 15
- Printed "Remittance To" (Name+Address): NEC

In Figure 3-1, two profiles display for a university campus defined in the entity window (for Winter and Summer semester profiles). The right window displays the details of the currently selected entity, Summer. It defines the profile for the Summer semester.

Use the tool bar buttons to refresh the screen, create a new profile, edit the selected profile or remove the selected profile.

Click the **Options** arrow to display the available options. The drop-down menu in Figure 3-2 displays:

Figure 3-2 *Options Menu*

The screenshot shows the 'Options Menu' which is a vertical list of actions with icons:

- Edit Profile
- Delete Profile
- Add Profile
- Clone Profile
- Profile Details
- Profile Markup/Taxes
- Create Invoice
- ReCollection Data
- Export to Excel
- Show Process

Below are descriptions of the Tenant Management options.

Function	Description
Edit Profile	Click this option to edit the currently selected profile. The Details window becomes accessible for editing the profile parameters that may be changed. Make the necessary changes and click the Save button to save the edit or the Cancel button to exit the edit. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Delete Profile	Click this option to delete the currently selected profile. Follow the prompt on the screen to delete the profile or exit from the delete operation. The equivalent keyboard operation is .
Add Profile	Click this option to add a profile. The Profile Details window becomes accessible for you to define all the parameters for the new profile. On completion, click the Save button to save the profile or the Cancel button to exit the Profile definition window. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Clone Profile	Click this option to clone the currently selected profile. This option enables you to create a new profile where all, or most, of its properties are the same as an existing profile. You must enter at least a new profile name, and can edit all other properties. Make the necessary changes and click the Save button to save the new cloned profile with the changes, or the Cancel button to exit the Clone option. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Profile Details	Click this option to view the details of the currently selected profile.

Function**Description**

Profile
Markup/
Taxes

Click this option to display the defined markups and taxes for the profile. The following Markup Discount and Taxes window displays. (This window can also be displayed by clicking on the **Markup and Taxes** tab in the Profile Details):

Profile: Summer Semester

Details Markup & Taxes

Markup/Discount and Taxes

Category	Markup (%)	Markup (\$)	Federal	State	County	City	Munic
Services	10.00	0.00	4.00	2.00	3.00	0.00	0.00
Transactions	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International	0.00	5.00	6.00	3.00	2.00	1.00	0.00
Interstate	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Intrastate	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Incoming	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Direct Assist	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Oper. Assist	0.00	0.00	0.00	0.00	0.00	0.00	0.00
800-???-????	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Page 1 of 2 11 4 1 2 > 11 Record(s) 12

Define the markup discounts and taxes for each category to be assigned to the selected profile. Then click the **Save** or **Cancel** button to save or cancel the definitions made in this window.

Note: The 13 permanent categories in the Markup/Taxes tab provided with the Tenant Resale package cannot be deleted.

Create
Invoice

This option is only relevant once the system has been set up and a profile has been assigned to an account, at which point it is possible to create an invoice. For a detailed description of creating an invoice, refer to *Creating and Working with Accounts* below.

Recollect
on Data

Click this option to recollect the data for this month for the profile specified. This may be necessary if data for the accounts had to be changed. For example, it may have changed because of changes in pricing policies for calls/services/transactions.

Export to
Excel

Click this option to export the list currently displayed in the Entity window to an Excel file.

Show
Process

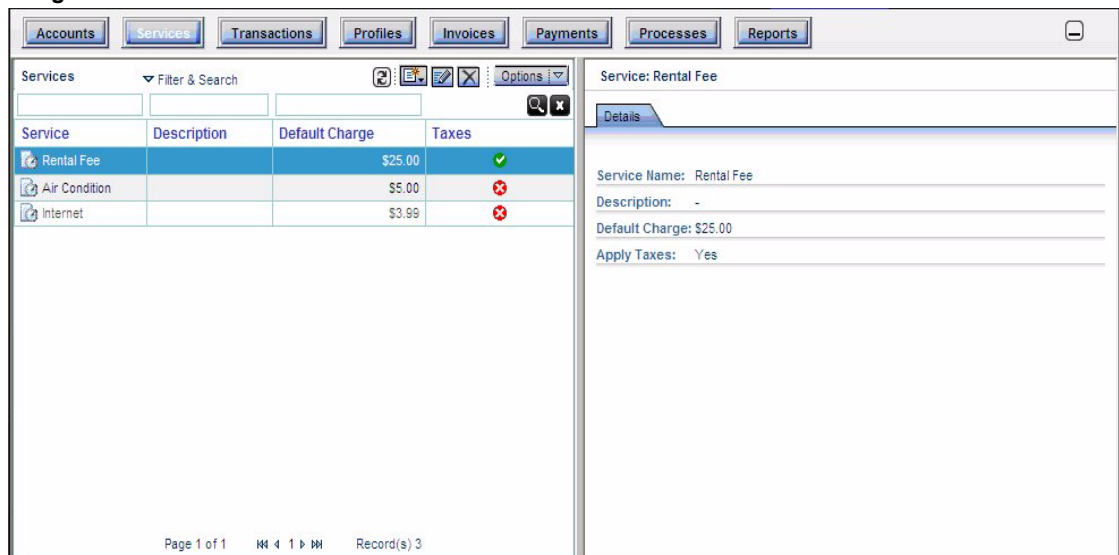
Click this option to display processes currently running in the background on the Tenant Resale system.

Creating and Working with Services

Services are billable items that can be provided to accounts and assigned either directly to an account or to a device assigned to an account. For example, a service could be a monthly recurring charge, such as the monthly charge for an extension, or a special service for specific lines in the account, such as low-rate Internet access.

To create a service, click the **Services** button in the entity bar of the Tenant Resale screen. A Services screen displays.

Figure 3-3 Main Services Screen

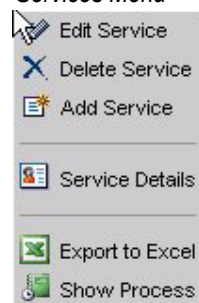


In the screen example the services shown represent billable services the organization provides. The right pane displays details about the selected service.

Use the tool bar buttons to refresh the screen, create a new service, edit the selected service or remove the selected service.

Click the **Options** arrow to display the options available for operation. The following the drop-down menu displays:

Figure 3-4 Services Menu



The functions available on the **Services** menu are described in the following table.

Function	Description
Edit Service	Click this option to edit the currently selected service. The Details window becomes accessible for editing the service parameters that may be changed. Make the necessary changes and click the Save button to save the edit or the Cancel button to exit the edit. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Delete Service	Click this option to delete the currently selected service. Follow the prompt on the screen to delete the service or exit from the delete operation. The equivalent keyboard operation is .
Add Service	Click this option to add a service. The Details window displays as follows, ready for the definition of a new service to be added to the system.

In the Details Window example above, the new service being defined is for housekeeping. The **Description** field is used to provide a detailed description of the service. Once the new service has been defined, click the **Save** button to save the new service or the **Cancel** button to exit without creating a new service. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.

Service Details	Click this option to view the details of the currently selected service.
-----------------	--

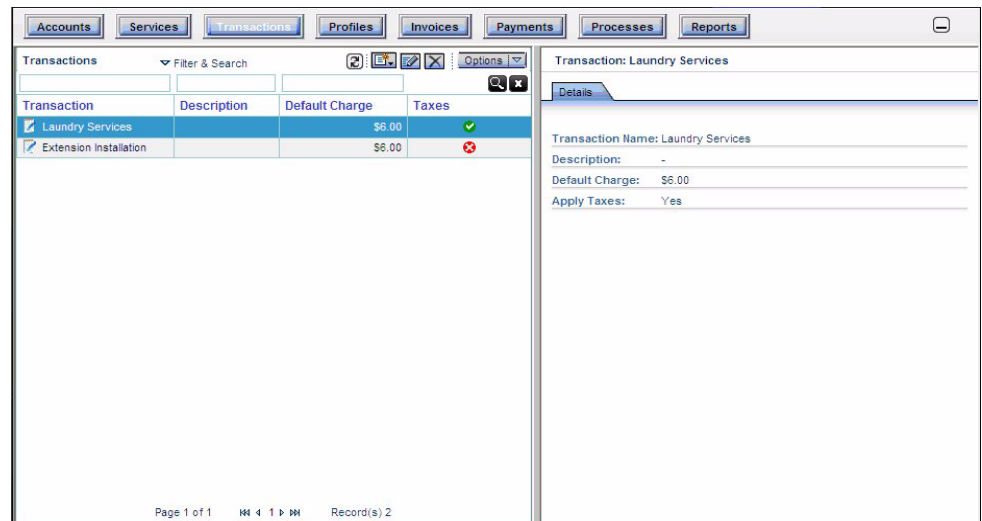
Function	Description
Export to Excel	Click this option to export the list currently displayed in the Entity window to an Excel file.
Show Process	Click this option to display processes currently running in the background on the Tenant Resale system.

Creating and Working with Transactions

Transactions are non-recurring (one-time) charges which can be assigned directly to an account or to a device assigned to an account. For example, a transaction could be the sale of a device to an account, or it could be an installation cost or repair cost of a device used by the account.

To create a transaction, click the **Transactions** button in the entity bar of the Tenant Resale screen. The screen appears as follows:

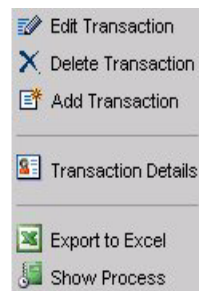
Figure 3-5 *Transactions Window*



In the screen example, three transactions are shown, representing typical one-time-charge transactions. The right pane displays the details of the currently selected transaction.

Use the tool bar buttons to refresh the screen, create a new transaction, edit the selected transaction or remove the selected transaction. Click the **Options** arrow to display the options available. The following drop-down menu displays:

Figure 3-6 *Transactions Menu*



Options on the Transactions Menu are described below.

Function	Description
Edit Transaction	Click this option to edit the currently selected transaction. The Details window becomes accessible for editing the transaction parameters. Make any necessary changes and click Save to save the edit or the Cancel button to exit the edit. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Delete Transaction	Click this option to delete the currently selected transaction. Follow the prompt on the screen to delete the transaction or exit from the delete operation. The equivalent keyboard operation is .
Add Transaction	Click this option to add a transaction. The Details window becomes accessible for creating a new transaction to be added to the system. Define the transaction and click the Save button to save the new transaction or the Cancel button to exit without creating a new transaction. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Transaction Details	Click this option to view the details of the currently selected transaction.
Export to Excel	Click this option to export the list currently displayed in the Entity window to an Excel file.
Show Process	Click this option to display processes currently running in the background on the Tenant Resale system.

Creating and Working with Accounts

Accounts are the billable subscribers using the organization facilities together with any relevant details about the account, such as services provided to the subscriber, transactions made by the subscriber, invoices issued to the subscriber and payments received.

For example, accounts could be the different physicians in a surgical hospital, the different shops in a mall, or the different airline companies at an airport. Each subscriber may be assigned a different package, such as an extension, or two extensions, or an Internet line and a fax line.

Once profiles, services and transactions have been defined, it is possible to create an account. This is performed by clicking the Accounts button in the entity bar of the Tenant Resale screen. The screen appears as follows:

Figure 3-7 Accounts Window

Account Name	Profile	Credit Limit	Deposit	Balance
AVERY	.08 MIN	\$0.00	\$0.00	\$108.28
JEFF NESBITT	.08 MIN	\$0.00	\$0.00	\$213.88
SUPPORT 4 ADVISORS	.08 MIN	\$0.00	\$0.00	\$121.15
BRAVERMAN	.10/MIN	\$0.00	\$0.00	\$809.62
MARSTON	.95/MIN	\$0.00	\$0.00	\$84.12
TIM KEAR	25%	\$0.00	\$0.00	\$197.41
BW	BWI INT	\$0.00	\$0.00	\$2,670.87
CTR	CENTER	\$0.00	\$0.00	\$341.75
11erg	FSC	\$0.00	\$0.00	\$0.00
ADVISORY	FSC	\$2.00	\$0.00	\$98.08
DAIRY CONVEYOR	INTER	\$0.00	\$0.00	\$189.57
LPL	LPL	\$0.00	\$0.00	\$205.87
Idan	Roel	\$100.00	\$222.00	\$59.14
Roel	Roel	\$23.00	\$100.00	\$214.97
AFLAC	STANDARD	\$0.00	\$0.00	\$1,278.70
AMERIPRISE	STANDARD	\$0.00	\$0.00	\$160.06
BHP, Inc.	STANDARD	\$0.00	\$0.00	\$135.13
BK	STANDARD	\$0.00	\$0.00	\$68.43
CARGILL	STANDARD	\$0.00	\$0.00	\$511.31
CAROL	STANDARD	\$0.00	\$0.00	\$105.44

Page 1 of 3 Record(s) 60

Account: JEFF NESBITT

Info

Account: JEFF NESBITT Phone: 717-431-3104
 Profile: .08 MIN Email: kelly@regencyexec.com
 Contact: JEFF NESBITT Credit Limit: \$0.00
 Activate: 2/7/2001 Deposit: \$0.00 Post Date: -
 Terminate: - Balance: \$213.88

Addresses - Billing

Name: JEFF NESBITT
 Street: 2148 EMBASSY DRIVE
 City: LANCASTER
 State/Province: PA
 Zip Code: -

Addresses - Alternate

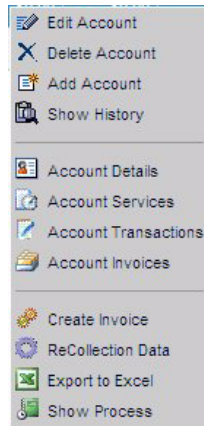
Name: -
 Street: -
 City: -
 State/Province: -
 Zip Code: -

In the screen example, twenty accounts are defined in the entity window, representing different rooms at a university campus. Note that in the example some rooms are assigned to the Winter profile, while others are assigned to the Autumn or Admin profiles. The right pane displays the details of the currently selected account. Scroll through the list and click on an account to display its details.

Use the tool bar buttons to either refresh the screen, create an account, edit the selected account or remove the selected account.

Click the **Options** arrow to display the Account options available. The following the drop-down menu displays:

Figure 3-8 Accounts Menu



These functions are available on the drop-down menu:

Function	Description
Edit Account	Click this option to edit the currently selected account. The Details window becomes accessible for editing the account parameters that can be changed. Make the necessary changes and then click the Save button to save the edit or the Cancel button to exit the edit. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Delete Account	Click this option to delete the currently selected account. Follow the prompt on the screen to delete the account or exit from the delete operation. The equivalent keyboard operation is .
Add Account	Click this option to add an account. The Details window becomes accessible for creating a new account to be added to the system. Define the new account and click the Save button to save the new account or the Cancel button to exit without creating a new account. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Show History	Click this option to view a detailed history of changes in the currently selected account: What was changed, who made the change, and when.
Account Details	Click this option to view the details of the currently selected account.

Function**Account
Services****Description**

Click this option to view the services and devices assigned to the currently selected account. The following Services window displays. (This window can also be displayed by clicking on the **Services** tab in the Profile Details):

Account: Room 1

Details Services Transactions Invoices & Payments

Devices

Name	Path	Activation	Termination
2003	WEC2400_PBX	2/8/2009	

Page 1 of 1 1 Record(s) 1

Show : ☒ For Account ☐ For Device

Services - For Account

Name	Description	Charge	Apply Tax	Activation	Termination
Air Condition		5.00	<input type="checkbox"/>	2/8/2009	
Rental Fee	Room 1	25.00	<input checked="" type="checkbox"/>	2/8/2009	
		0.00	<input type="checkbox"/>		

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Review/edit the devices assigned to the account or device in the Devices table, and the Services assigned to the account or device in the Services table. (The display of the services assigned to either the account or the device are displayed by checking the appropriate radio button—**For Account** or **For Device**). Then click the **Save** or **Cancel** button to save or cancel the details recorded in the each of the tables.

**Account
Transactions**

Click to view the transactions assigned to the currently selected account. The following Transactions window is displayed (this window can also be displayed by clicking on the **Transactions** tab in the Profile Details):

Review/edit the transactions assigned to the account or device in the Devices table, and the transactions assigned to the account or device in the Transactions table (display of the transactions assigned to either the account or the device are displayed by checking the appropriate radio button – **For Account** or **For Device**). Then click the **Save** or **Cancel** button to save or cancel the details recorded in the each of the tables.

Function	Description
Account Invoices	Click this option to view the invoices issued to the currently selected account and the payments already made by the account. The following Invoices and Payments window displays. (This window can also be displayed by clicking on the Invoices and Payments tab in the Profile Details). The payments displayed are related to the specific invoice; consequently, different payments display for each invoice:

Details	Services	Transactions	Invoices & Payments		
Invoices					
Invoice	From	To ->	Amount	Payments	Last Paid
CAROL_10_1_2008	10/1/2008	10/31/2008	42.06	34.50	2/9/2009
CAROL_8_1_2008	8/1/2008	8/31/2008	57.63	0.00	
CAROL_7_1_2008	7/1/2008	7/31/2008	74.13	0.00	
CAROL_6_1_2008	6/1/2008	6/30/2008	72.34	0.00	
CAROL_5_1_2008	5/1/2008	5/31/2008	88.89	0.00	
CAROL_2_1_2008	2/1/2008	2/29/2008	60.60	0.00	
CAROL_1_1_2008	1/1/2008	1/31/2008	233.13	0.00	

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Payments				
Amount	Date	Payment Method	Details	
34.50	2/9/2009	Cash		
0.00				

Page 1 of 1 < 1 > Record(s) 1

To record a payment that has been made, enter the details in the Payment table and then click the **Save** or **Cancel** button to save or cancel the details.

Function	Description
Create Invoice	Click this option to create an invoice for the currently selected account. The following Create Invoice window is displayed:

To complete the Create Invoice screen, fill in these fields:

From/To—Define a period for the invoices to be created by selecting a beginning and an end date.

Billing Profile—Click the button <F8> to display a list of possible billing profiles and select the profile required for this account. It is also possible to create an invoice for all the accounts assigned to a specified profile.

Account Name—Click the button <F8> to display the list of accounts and select the account for which the invoice is to be created

Payment Due Date—Click the calendar button to display the calendar and select the due date for payment of the invoice being created.

Recreate an Existing Invoice—Check this box to recreate an existing invoice issued to the account.

Create Zero Balance Invoice—Check this box to create invoices for zero balance accounts. Uncheck to avoid creating invoices for zero balance accounts. The default is checked.

Include call details—Click this box to include details of calls made during the billing period of the invoice.

Show local Calls—Check this box to show details of local calls. Uncheck to show only totals of local calls. Default is Unchecked.

Function	Description
Create Invoice (continued)	<p>Include remittance copy—Click this box to include a remittance copy for return with the payment to be made by the account for this invoice.</p> <p>Send to account email—Click this box to send a copy of the invoice being created to the email of the account.</p> <p>Send to printer—Click the button <F8> to display the list of printers and select the printer to be used for printing this invoice.</p> <p>Send zero Balance Invoice—Click this box to send even Invoices that have zero balance. This box is enabled when sending invoices to printer/email.</p> <p>Output format—Select the invoice output format (Word, Excel or PDF) by checking the appropriate button.</p> <p>Comments—Type any comments that you want to record for in-house use concerning the invoice.</p>
Recollection Data	Click this option to recollect the data for this month for the account specified (this may be necessary if data concerning accounts has to be changed e.g., because of changes in pricing policies for calls).
Export to Excel	Click this option to export the list currently displayed in the Entity window to an Excel file.
Show Process	Click this option to display processes currently running in the background on the Tenant Resale system.

4

Managing Invoices and Payments

This chapter describes how to manage invoices and payments during daily use of the Tenant Resale package.

Managing Invoices

Invoices are requests for payment that include a description of activities on an account during a billing cycle. Invoices describe the charges (one-time, recurring and usage) during the billing period, their effect on the subscriber's account balance, and payments received against the invoice. For example, invoices screen can contain details about calls made from each device in an account, together with the duration of the connection and the cost for each connection.

Figure 4-1 Invoice Screen

Accounts

Services

Transactions

Profiles

Invoices

Payments

Processes

Reports

Invoices

Filter & Search

Invoice Name	Account	From	To	Charges	
BW_11_1_2008	BW	11/1/2008	11/30/2008	\$266.36	
ADVISORY_10_1_2008	ADVISORY	10/1/2008	10/31/2008	\$98.08	
AFLAC_10_1_2008	AFLAC	10/1/2008	10/31/2008	\$0.00	
AMERIPRISE_10_1_2008	AMERIPRISE	10/1/2008	10/31/2008	\$67.50	
AVERY_10_1_2008	AVERY	10/1/2008	10/31/2008	\$54.14	
BHP, Inc._10_1_2008	BHP, Inc.	10/1/2008	10/31/2008	\$67.50	
BK_10_1_2008	BK	10/1/2008	10/31/2008	\$0.00	
BRAVERMAN_10_1_2008	BRAVERMAN	10/1/2008	10/31/2008	\$298.16	
BW_10_1_2008	BW	10/1/2008	10/31/2008	\$266.36	
CARGILL_10_1_2008	CARGILL	10/1/2008	10/31/2008	\$157.34	
CAROL_10_1_2008	CAROL	10/1/2008	10/31/2008	\$42.06	
COUNSEL_10_1_2008	COUNSEL	10/1/2008	10/31/2008	\$42.06	
CTR_10_1_2008	CTR	10/1/2008	10/31/2008	\$132.54	
DAIRY CONVEYOR_10_1_2008	DAIRY CONVEYOR	10/1/2008	10/31/2008	\$67.50	
DIETER_10_1_2008	DIETER	10/1/2008	10/31/2008	\$77.76	

Invoice: CTR_10_1_2008

Details

Payments

Invoice:

CTR_10_1_2008

Amount:

\$132.54

Period:

10/1/2008 to 10/31/2008

Account:

CTR

Previous Balance:

\$209.21

Payment Due Date:

11/15/2008

Payment Amount:

\$0.00

Notes:

-

Charge Details:

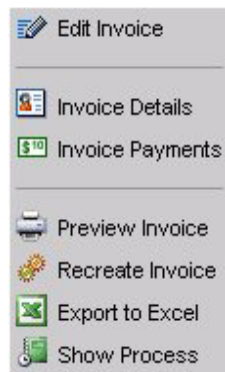
	Services	Transactions	Calls
Charge:	\$105.89	\$0.00	\$0.00
Markup:	\$0.00	\$0.00	\$0.00
Taxes:	\$26.65	\$0.00	\$0.00
Total:	\$132.54	\$0.00	\$0.00

Once invoices are issued, you can monitor their status and perform activities upon them, such as editing or recreating the invoice. These activities are performed by clicking the **Invoices** button in the entity bar of the Tenant Resale screen. An Invoices screen displays as show in Figure 4-1.

On the Invoices screen, a list of invoices displays in the left pane. The right pane contains details about the currently selected invoice.

Use the tool bar buttons to refresh the screen, create an invoice, edit a selected invoice or remove a selected invoice. Click the **Options** arrow to display the options available. The following drop-down menu displays:

Figure 4-2 Invoice Menu



The following table describes each Invoice function.





Function	Description
Edit Invoice	Click this option to edit the currently selected invoice. The Details window becomes accessible for editing the invoice parameters that may be changed. Make the necessary changes and then click the Save button to save the edit or the Cancel button to abandon the edit. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.
Invoice Details	Click to display the details of the currently selected invoice.

Function	Description
Invoice Payments	Click this option to view any payments made on the currently selected invoice. The following Payments window displays. (You can also display this window by clicking the Payments tab in the Invoice Details):

Details

Payments

Payments

Amount	Date	Payment Method	Details	
23.56	2/9/2009	Cash	***	
23.68	1/12/2009	Credit Card	***	
32.68	5/13/2009	Cash	***	
0.00			***	

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« 1 »

Record(s) 3

After reviewing the payments and making any necessary changes, click the **Save** or **Cancel** buttons to save or cancel the changes made.

Preview Invoice	Click this option to preview the currently selected invoice.
Recreate Invoice	Click this option to recreate the currently selected invoice.
Export to Excel	Click this option to export the list currently displayed in the Entity window to an Excel file.
Show Process	Click this option to display processes currently running in the background on the Tenant Resale system.

Managing Payments

The Payments screen lists account payment details for a specific invoice. The Payments screen is closely associated with the information contained in Invoices.

The Payments screen include details of the date and method of payment, and the amount paid, as well as information about any payments affecting the account, such as deposits or credit lines. This information is important, particularly when classifying subscribers according to reliability and payment ethics.

Once invoices have been issued, it is possible to monitor their payment status and perform various activities such as edit, delete or create new payments. These activities are performed by clicking the **Payments** button in the entity bar of the Tenant Resale screen. The screen in Figure 4-3 displays.

Figure 4-3 Payments Screen

The screenshot shows the 'Payments' screen with a top navigation bar containing buttons for Accounts, Services, Transactions, Profiles, Invoices, Payments (highlighted), Processes, and Reports. Below the navigation bar is a 'Payments' section with a 'Filter & Search' dropdown and several icons. The main table lists payments with columns: Account, Invoice, Pay Date, Amount, and Method. The right pane shows details for the selected account (BW), including Invoice, Date, Amount, Method, and Notes.

Account	Invoice	Pay Date	Amount	Method
BW	BW_7_1_2008	8/20/2008	\$381.04	Cash
CAROL	CAROL_10_1_2008	2/9/2009	\$34.50	Cash
AFLAC	AFLAC_10_1_2008	2/9/2009	\$23.56	Cash
AFLAC	AFLAC_10_1_2008	1/12/2009	\$23.68	Credit Card
AFLAC	AFLAC_10_1_2008	5/13/2009	\$32.68	Cash

Payment for Invoice: BW_7_1_2008 Account: BW

Details | All Invoice Payments

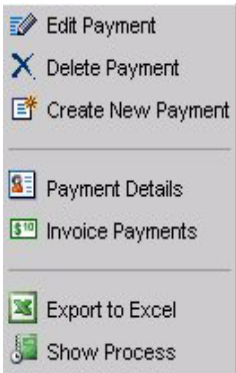
Account: BW
 Invoice: BW_7_1_2008
 Date: 8/20/2008
 Amount: \$381.04
 Method: Cash
 Notes: Payment for Invoice BW_7_1_2008

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The Payments screen lists invoices already issued to the account in the left window, together with the relevant payment status, such as the payment date, amount paid and method of payment. The right pane displays the payment details of the currently selected account.

Use the tool bar buttons to refresh the screen, create a payment, edit the selected payment or remove the selected payment. Click the **Options** arrow to display the available options. The following drop-down menu displays:

Figure 4-4 Payments Menu



The table below describes the functions on the Payments menu:

Function	Description
Edit Payment	Click the Edit Payment option to edit the selected account payments. The Details window displays.

Payment for Invoice:AFLAC_10_1_2008 Account: AFLAC

Details

All Invoice Payments

Account:	AFLAC
Invoice:	AFLAC_10_1_2008
Date:	1/12/2009
Amount:	23.68
Method:	Credit Card
Vendor:	JCB
Number:	1122
Expiration:	6/11/2009
Notes:	

Make any necessary changes (date of payment, amount paid, method of payment and credit card details if a credit card was used). Click the **Save** button to save the edit or the **Cancel** button to exit the edit without saving. The equivalent keyboard operation is <F2> for quick save or <Esc> for cancel.

Function	Description
Delete Payment	Click this option to delete the currently selected payment. Follow the prompt on the screen to delete the payment or exit from the delete operation. The equivalent keyboard operation is .
Create New Payment	Click the Create New Payment option to create a payment for the desired invoice. Enter the details for the new payment and click the Save button to save, or the Cancel button to exit without saving your changes.
Payment Details	Click this option to display details about payments made by a subscriber.
Invoice Payments	Click the Invoice Payments option to view all the payments made by a subscriber. The following window displays. (This window can also be displayed by clicking on the All Invoice Payments tab in the Payment Details):

Payment for Invoice:AFLAC_10_1_2008 Account: AFLAC

The screenshot shows a window titled 'Payment for Invoice:AFLAC_10_1_2008 Account: AFLAC'. It has two tabs: 'Details' and 'All Invoice Payments', with 'All Invoice Payments' currently selected. The form contains the following fields:

- Account: AFLAC
- Invoice: AFLAC_10_1_2008
- Date: 1/12/2009 (with a calendar icon)
- Amount: 23.68
- Method: Credit Card (dropdown menu)
- Vendor: JCB (dropdown menu)
- Number: 1122
- Expiration: 6/11/2009 (with a calendar icon)
- Notes: (text area with up and down arrow icons)

After reviewing the invoice payments made and making any necessary changes to them, click either the **Save** button to save your changes or **Cancel** to exit the screen.

Export to Excel	Click this button to export the list currently displayed in the Entity window to an Excel file.
Show Process	Click this option to display processes currently running in the background on the Tenant Resale system.

5

Processes and Reports

This chapter describes the **Processes** and **Reports** buttons on the Entity bar and the reporting capabilities of the Tenant Resale package.

Processes Button

The **Processes** button is used to obtain information about processes running in the background. A processes may consist of the preparation of reports based on statistical data, such as details about accounts spending more than a certain amount of money per month, the generation of invoices for accounts or profiles, and so on.

When the **Processes** button in the Entity bar is clicked, the Processes screen displays.

Figure 5-1 Processes Screen

Account	Description	Start	End	Status
ADVISORY	Invoice Creation for Account: ADVISORY	00:26:05	00:26:16	✓
AFLAC	Preparing Invoice for Account: AFLAC	00:26:16	00:26:23	✓
AMERIPRISE	Preparing Invoice for Account: AMERIPRISE	00:26:23	00:26:32	✓
AVERY	Invoice Creation for Account: AVERY	00:26:32	00:26:41	✓
BHP, Inc.	Preparing Invoice for Account: BHP, Inc.	00:26:41	00:26:58	✓
BK	Preparing Invoice for Account: BK	00:26:58	00:27:09	✓
BRAVERMAN	Invoice Creation for Account: BRAVERMAN	00:27:09	00:27:25	✓
BW	Invoice Creation for Account: BW	00:27:25	00:27:37	✓
CARGILL	Preparing Invoice for Account: CARGILL	00:27:37	00:27:48	✓
CAROL	Preparing Invoice for Account: CAROL	00:27:48	00:27:56	✓
COUNSEL	Preparing Invoice for Account: COUNSEL	00:27:56	00:28:10	✓
CTR	Invoice Creation for Account: CTR	00:28:10	00:28:21	✓
DAIRY CONVEYOR	Invoice Creation for Account: DAIRY CONVEYOR	00:28:21	00:28:33	✓
DIETER	Preparing Invoice for Account: DIETER	00:28:33	00:28:42	✓
DIRECT BUY	Preparing Invoice for Account: DIRECT BUY	00:28:42	00:28:50	✓

Details about the processes are displayed in the top right window. In the example above, there are currently no processes running—the last requested process, which was the production of 59 invoices, already completed.

Report Options

The **Reports** button is used to access a list of reports that can be generated by the Tenant Resale package. A large number of reports can be generated using the Tenant Resale package. They are detailed in a separate User Guide about report generation in the Tenant Resale package.

For additional information or support on this NEC Corporation product, contact your NEC Corporation representative.



Expense Management Tenant Resale User Guide

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