

# User's & Administrator's Guide

## Trabas VoIP Billing



### Head Office

Plaza Lippo 12<sup>th</sup> Fl., Suite 1204  
Jl. Jend. Sudirman Kav. 25  
Jakarta 12920 Indonesia  
Phone: +62-21-5229735  
Fax: +62-21-5229736

### TrabasLabs

Setrasari Mall Blok B2-35  
Jl. Prof. Drg. Surya Sumantri 120  
Bandung 40164 Indonesia  
Phone: +62-22-2016660  
Fax: +62-22-2016660

### Internet

[www.trabas.com](http://www.trabas.com)  
[info@trabas.com](mailto:info@trabas.com)  
[cuscare@trabas.com](mailto:cuscare@trabas.com)

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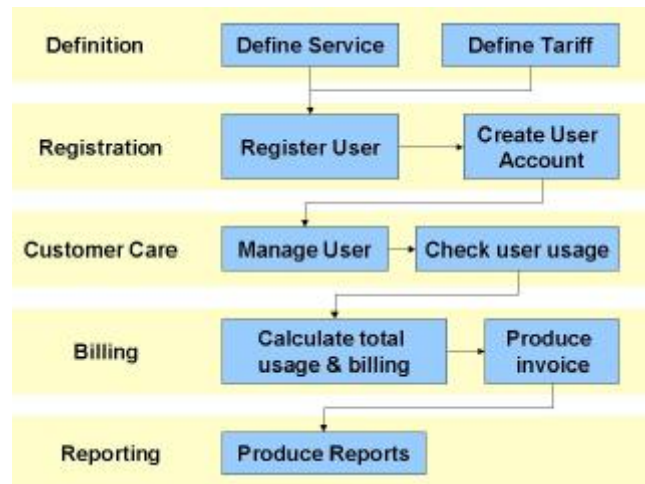
# 1. General Information

## 1.1 About Trabas VoIP Billing

Trabas VoIP Billing System is a web-based application, which runs on and is managed via web browser (Netscape recommended).

The system provides all functions needed for users doing any tasks in a billing process, from Service & Tariff Definition to Report Producing.

The system also provides web-based tools to manage database and website structure.



## 1.2 Basic Features of a Trabas VoIP Billing

### 1.2.1 Getting Started

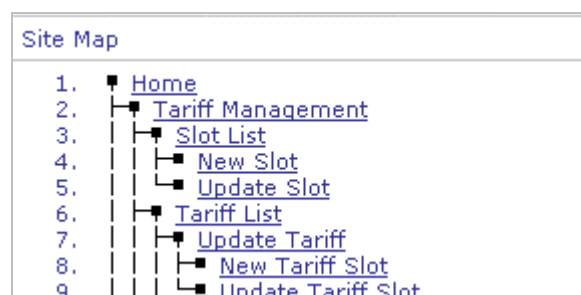
Login  
 Login   
 Password   
 login reset

To start using Trabas VoIP Billing System, enter username and password, then click Login button or Reset button to cancel. If the login process is successful, you can continue by clicking the link provided:

Hello root, welcome to Trabas IAMBS::VoIP Application.  
Click [here](#) to continue.

### 1.2.2 SiteMap

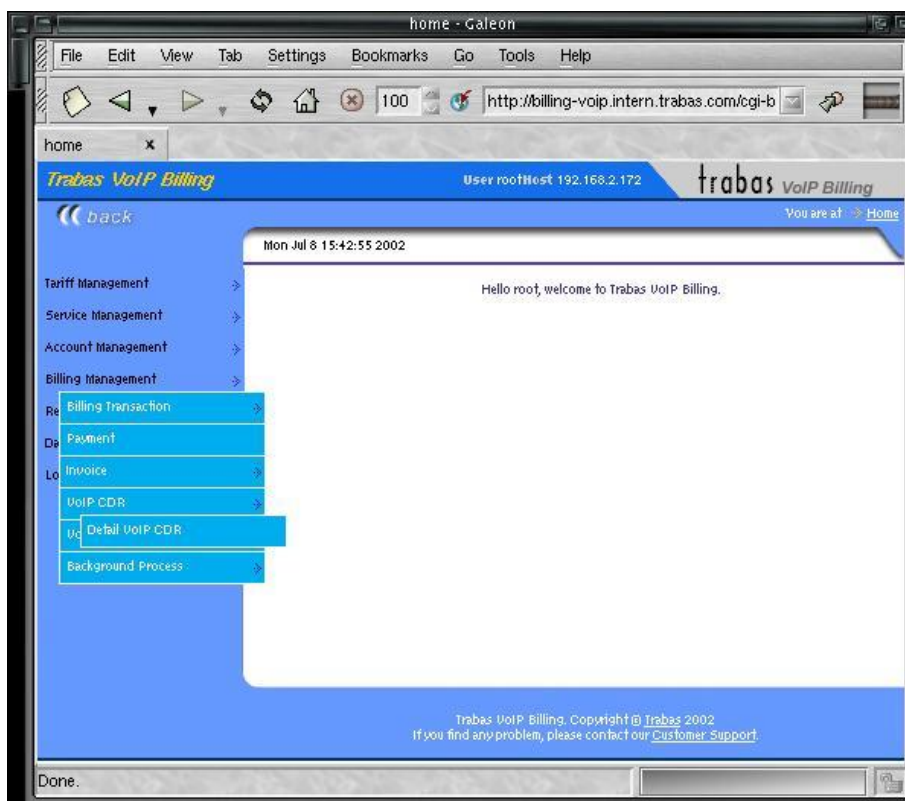
Every user will be able to see SiteMap, the tree of pages available for him/her.



### 1.2.3 Navigation Menus

The system provides easy-to-use navigation menus which allow users to move from one page to another at random order, without having to go back to its previous page or to home page. To use the navigation menu:

1. Put the cursor on the sections in main navigation menu (at side bar of the web browser page) to view the child menu of each section.
2. If needed, move the cursor to the child menu to view it's next level child menu.
3. When the target page title is displayed, click the menu to get to the target page.



#### 1.2.3.1 Pointer

The system also provides Pointer which shows user where he/she is, as shown in the following example:

You are at [Home](#) [Service Management](#) [Service List](#)

User can also get to the parent page (or next-level parent page) of the current page, by clicking the target parent (or next-level parent) page at the pointer.

#### 1.2.3.2 Links

To open a particular page, which is a consecutive action of the current page, the system uses links, which are marked as underlined words or numbers, like:

[Back to previous page](#)

To get to the target page, just click the link.

## 1.2.4 CRUD Facilities

To Create, Read, Update, and Delete (CRUD) data records are the basic features of a database application. dataweb provides an intuitive and consistent way to do each function.

### 1.2.4.1 Create New Records

To create new record of a data, choose New (data) menu **New Service** from the Main Navigation menu. In the Create New Record page, fill every field available then click Insert button to complete the process or Reset button to cancel.

### 1.2.4.2 Read Records

To help you find the data you want, Trabas VoIP Billing provides Query facility for you to narrow down your search based on certain parameter(s), as follow:

1. Type the value of query parameter. Use wild card character (percentage symbol, %) at the end and/or beginning of the value if you want to find any word that matches the value.

Example: The query result of **%check%** will be **check**, **checkbox**, **paycheck**, etc

2. Click Run button to start the query or Reset button to cancel

### 1.2.4.3 Update Records

To update a data record, get to Update page by:

1. Go to the data list. You can access first-level data from Main Navigation Menu by choosing (data) List, and the other data can be accessed from its first-level data list.
2. Click the underlined ID of the data you need to update.
3. Do any needed changes on Update page
4. Click Update button to complete the process or Reset button to cancel.

### 1.2.4.4 Delete Records

To delete a data record, click Delete button on Update page. You can access the Update page by choosing the data ID from its list.

## 1.2.5 Data-entry Tools

### 1.2.5.1 Drop-Down Menus

To provide multiple options, the system uses drop-down menus, which is marked by a down arrow button at the right end of the box.

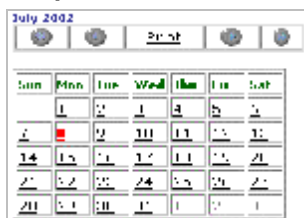
To choose a particular option in the menu, you do:

1. Click the field
2. Click once on the option to choose it.

The drop-down menu will close and display your chosen option.



### 1.2.5.2 Drop-Down Calendars



For easy date setting, use dropdown calendar:

1. Click down arrow at the right of the field
2. To go to next/previous month: click the right/left arrow
3. Choose the desired date by clicking it once

### 1.2.5.3 Check Boxes


When there are only two options available, the system uses check boxes before or after a statement. The default condition is a black box, which means FALSE value of the statement.

1. To change the value to TRUE (or confirm the statement), tick the checkbox once  Base Slot?
2. Tick the checkbox once again if you need to make the value back to FALSE (blank box).


### 1.2.5.4 Radio Buttons

Another way to represent two options is by using radio buttons, e.g.  reload data, that is used in exactly the same way as checkboxes.


### 1.2.5.5 Record Navigation Buttons

Use record navigation buttons to go to next or previous page. 

You can customize the number of records shown on every page by:

1. Type the number of records per page you want in Rec/Page field at the top or bottom of the list (you just need to fill one)
2. Click Set button. 


## 1.2.6 Save-to-Text Feature

On Record Navigation bar, you can also find Save-to-Text links , which allow you to save the record displayed to tab-delimited text file, which later can be formatted by using other application such as Microsoft Excel. To use the feature, do:


1. Click Save (to save the records displayed on current page) or Save All to save all records
2. Follow your browser's guide to define the file name and its directory
3. Open the file with any other application that is able to read tab-delimited text file for further formatting.

Save-to-Text Feature enables you to create numerous customized reports as addition to the preformatted reports (see 2.5 Report Management).

## 1.2.7 Error Message: Data Missing

Since dataweb applications run on a database, a problem in data retrieval process may cause your application to unable to display the page you want, and display Data Missing error message. In such case, try to reload the page to display the information in the target page by clicking the Reload button  in your browser.

### 1.2.8 Logout

To ensure system security, users should Logout from the system when they finish working so that the access is closed and can no longer be used by unauthorized users 

## 1.3 How to Get Further Help

When you have questions or problems in using Trabas VoIP Billing, please e-mail us to [cuscare@trabas.com](mailto:cuscare@trabas.com) or call us at +62 – 21 – 5229735.

## 2. Tariff Management

### 2.1 Terms Used in Tariff Management

Tariff is a set of pricing policy assigned to service.

#### 2.1.1 Slot

Slot is a range of billable unit, which are:

- Duration of usage in seconds (code: sec)
- Duration of usage in minutes (code: min)
- Day of month, 1 - 31 (code: dom)
- Day of week, 1 – 7 where 1 equals to Sunday (code: dow)
- Hour of day, 1 – 23 (code: hod)
- Month of year, 1 – 12 (code: mon, for historical reason we use “mon” instead of “moy” )

#### 2.1.2 Tariff

Tariff is the price set by service provider for a particular service. For example, the tariff for outgoing call to Singapore is USD 0.06 per unit. Tariff can be classified into three categories:

- a. **Flat**, when the tariff is a single value that does not depend on call duration, for example, Registration fee for retail customer is USD 25.
- b. **Fraction**, when the tariff to be assigned is a fraction of a base unit. For example, 20% discount to registration fee.
- c. **Utilization**, if the tariff will be multiplied by a customer’s usage. For example, USD 0.06 per minute.

#### 2.1.3 Tariff Slot

Tariff Slot is a slot set for a specific pricing policy. For example, the base slot of call to Singapore is 60 seconds duration unit. There are numbers of Tariff Slot Type:

- a. **Registration Fee** (tariff type: Flat): the fee assigned when Customer registers.
- b. **Monthly Fee** (tariff type: Flat): the fee assigned monthly to Customer.
- c. **VoIP Call Duration** (tariff type: Utilization): the duration of customer’s call (per call).

The Tariff Slot can be a **Base Slot** (which is used as basis of other slots) or its derivative, called **Relative Slot** that usually is a Fraction tariff type. Examples:

Base slot	Relative Slot
Registration fee USD 25	10% discount of registration fee valid during January
VoIP call duration USD 0.06 per minute	25% discount of VoIP call duration on weekends

### 2.1.4 Call Plan

Call Plan is a pair Origin and Destination of a call, e.g. Jakarta – Singapore.

### 2.1.5 Call Plan Tariff

Call Plan Tariff is the tariff of a particular Call Plan of a specific service provider. For example, Call Plan Tariff of Jakarta - Singapore is provided by a service provider whose tariff is USD 0.06 per unit.

## 2.2 Slot

Defining slot is the first step in Tariff Management, since the data will be required in its consecutive steps.

### 2.2.1 Add Slot

To create a new slot, do:

1. From the Navigation Menu, choose Tariff Management à Slot List à New Slot
2. Type slot's name in Name field
3. Choose appropriate slot type in Type field
  - a. **dom**: day of month, if the slot range is date 1-31
  - b. **dow**: day of week, if the slot range is day 1-7 where 1 = Sunday
  - c. **hod**: hour of day, if the slot range is a range of hour
  - d. **min**: minute, if the slot range is duration in minutes
  - e. **mon**: month, if the slot range is month 1 - 12
  - f. **sec**: second, if the slot range is duration in seconds
4. If the slot is a sub slot of a bigger slot, choose its Container. For example, if you want to register slot time of day 06:00 – 12:00 every weekday, the weekday slot is the Container and must be registered first.
5. Type slot range in Range fields, which should be filled with a numeric value. To represent infinity, use -1 value.

The three fields are:

- a. Begin: The value where the slot begins
- b. End: The value where the slot ends
- c. Interval: The slot's granularity, which will be the roundup value.

Example 1: 60 seconds slot

- a. Begin: 0 (which means "second-0")
- b. End: -1 (which means "infinity")
- c. Interval: 60 (which means "60-seconds interval")

Example 2: weekday slot

- a. Begin: 2 (which means "Monday")
- b. End: 6 (which means "Friday")
- c. Interval: 1 (which means "1 day")

6. Type the description of the slot in Comment field
7. Click Insert button to complete the process, or Reset button to cancel all the data filled to the fields.

## 2.2.2 View Slot List

You can view the list of existing slot by choosing Tariff Management à Slot List in the Navigation Menu. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Queries to narrow down your search. You can base your query on Slot Name, its Container, or the Unit used.

Query Parameters
[to list](#)

Slot Name	<input style="width: 90%;" type="text" value="%"/>	Container	<input style="width: 95%;" type="text" value="&lt;all&gt;"/>
Unit	<input style="width: 95%;" type="text" value="&lt;all&gt;"/>		

Record List
[to param](#)

[ Save | Save All ] [ 1 ]
CW 
P 1/1 R 13 R/P

ID	Unit	Begin	End	Interval	Name	Container	Comment
<a href="#">10</a>	min	0	385	1	0 - 10000 mins	none	0 to 10,000 minutes of call
<a href="#">2</a>	sec	0	2	0	0 - 2 secs	none	First 2 secs call duration.
<a href="#">8</a>	hod	0	6	1	0am-06am	daily@11pm-06am	00:00am to 06:00am

## 2.2.3 Update or Delete Slot

To update or Delete Slot:

1. Go to Slot List page (Tariff Management à Slot List)
2. In the Record List, click the ID of the slot to be updated
3. On Update Slot Information page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

## 2.3 Tariff

This section allows you to define Tariff and assign a slot to each Tariff.

### 2.3.1 Add Tariff

Tariff

Name	<input style="width: 95%;" type="text" value="Regular Tariff"/>
Validity	<input style="width: 45%;" type="text" value="2002-07-01 15:32:19"/> - <input style="width: 45%;" type="text" value="2003-07-08 15:32:19"/>
Comment	<input style="width: 95%;" type="text" value="Regular Retail"/>

To create a new Tariff, do:

1. Go to Tariff Management à Tariff List à New Tariff
2. Type Tariff's name in Name field

3. Type the range of validity period tariff in Validity fields. The required format is YYYY-MMM-DD. You can also add the hour(s) whose format is HH:MM:SS.
4. Type any needed comment in Comment field
5. Click Insert button to complete the process, or Reset button to cancel all the data filled to the fields.

### 2.3.2 View Tariff List

You can view the list of existing Tariff by choosing Tariff Management à Tariff List in the Navigation Menu. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Queries to narrow down your search. You can base your search on Name and the begin/end of the Validity period.

**Query Parameters** to list

Valid From	<input type="text" value="1970-10-17"/>	Valid Until	<input type="text" value="2099-12-31"/>
Name	<input style="width: 100%;" type="text" value="%"/>		
<input type="button" value="run"/> <input type="button" value="reset"/>			

---

**Record List** to param

[ Save | Save All ] [ 1 ] CW  P 1/1 R 1 R/P 30

ID	Name	Valid From	Valid Until	Slot	Base Slot	Base Tariff	Comment
294	Misc/Common Tariff	1995-10-17 00:00:00	2005-01-01 00:00:00	2	2	Not Applicable	monthly and registration fee

### 2.3.3 Update or Delete Tariff

To update or delete Tariff:

1. Go to Tariff List page (Tariff Management à Tariff List)
2. In the Record List, click the ID of the Tariff to be updated
3. On Update Tariff page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

**Tariff**

ID	<span style="color: red;">294</span>	Used By	0	<a href="#">Assign Slot</a>
Name	<input type="text" value="Misc/Common Tariff"/>			
Validity	<input type="text" value="1995-10-17 00:00:00"/> - <input type="text" value="2005-01-01 00:00:00"/>			
Comment	<input type="text" value="monthly and registration fee"/>			

---

**Registered Slot**

ID	Valid From	Valid Until	Tariff Type	Tariff Slot Type	Slot	Currency	Value	Base
<a href="#">296</a>	1995-10-17 00:00:00	2005-01-01 00:00:00	monthly fee	flat	b1e12i1moy	IDR	50,000.00	Yes
<a href="#">297</a>	1995-10-17 00:00:00	2005-01-01 00:00:00	registration	flat	b1e12i1moy	IDR	300,000.00	Yes

### 2.3.4 Assign Slot to Tariff (Tariff Slot)

To create a Tariff Slot record, do (Please refer 2.1.1 Terms Used in Tariff Management for the meaning of each term):

Tariff Slot			
ID	NEW	Tariff	Misc/Common Tariff
Tariff Type	flat	Tariff Slot Type	monthly fee <input checked="" type="checkbox"/> Base Slot?
Slot	0 - 10000 mins	Value	USD 25
Validity	from 2002-07-01 15:58:19	until	2003-06-31 15:58:19
insert reset			

1. Go to Tariff Update page (Tariff Management à Tariff List à Tariff ID)
2. Click Assign Slot link
3. Choose the appropriate Tariff Type (Flat, Fraction, or Utilization).
4. Choose the appropriate Tariff Slot Type (Monthly fee, Registration, or VoIP call duration).
5. Click the checkbox if the slot is a Base Slot (a slot that becomes the basis of other slots)
6. Choose the name of an appropriate slot in Slot field
7. Type Tariff Slot value to Value field. If Tariff Type is Flat or Utilization, you need to define the currency.
8. Type the validity period in Validity fields. You can also use the drop down calendar by clicking the down arrow at the right of the field.
9. Click Insert button to complete the process or Reset to cancel.

### 2.3.5 Update or Delete Slot-Tariff

To update or delete a Tariff Slot record, do:

1. Go to Tariff Update page (Tariff Management à Tariff List à Tariff ID)
2. At Registered Slot section, click the ID of the Tariff Slot to be updated
3. Make any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

## 2.4 Call Plan

This section allows you to define pairs of Origination points and Destination points.

### 2.4.1 Add Call Plan

To create a new Call Plan, do:

1. From the Navigation Menu, choose Tariff Management à Call Plan List à New Call Plan
2. Type Call Plan's name in Name field.
3. Choose Origin and Destination
4. Click Insert button to complete the process or Reset to cancel.

Call Plan	
Name	us/canada to germany
Origin	united states & canada
Destination	germany
insert reset	

## 2.4.2 View Call Plan List

You can view the list of existing Call Plan by choosing Tariff Management à Call Plan List in the Navigation Menu. To help you reach the target company record, the system provide following facilities:

1. Record navigation buttons
2. Queries to narrow down your search. You can base your search on Call Plan Name, Origin, and Destination.

**Query Parameters** to list

Origin Area Name	%	Destination Area Name	%
Call Plan Name	%		
run reset			

**Record List** to param

[ Save | Save All ] [ 1 - 2 - 3 - 4 - 5 ] CW P 1/17 R 493 R/P 30 set

ID	Name	Origin	Destination
<a href="#">169</a>	id to accra	indonesia	accra
<a href="#">2</a>	id to afghanistan	indonesia	afghanistan
<a href="#">460</a>	id to alaska	indonesia	alaska

## 2.4.3 Update or Delete Call Plan

To update or delete Call Plan:

1. Go to Call Plan List page (Tariff Management à Call Plan List)
2. In the Record List, click the ID of the Call Plan to be updated
3. On Update Call Plan page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

## 2.5 Call Plan Tariff

In this section, you can define the Tariff and Service of a Call Plan.

### 2.5.1 Add Call Plan Tariff

To create a new Call Plan Tariff, do:

1. From the Navigation Menu, choose Tariff Management à Call Plan Tariff List à New Call Plan Tariff
2. Choose the Call Plan in Call Plan field.
3. Choose Service and Tariff.
4. Click Insert button to complete the process or Reset to cancel.

**Call Plan Tariff**

Call Plan	id to alaska
Service	VoIP
Tariff	Misc/Common Tariff
insert reset	

### 2.5.2 View Call Plan Tariff List

You can view the list of the existing Call Plan Tariff by choosing Tariff Management à Call Plan Tariff List in the Navigation Menu. To help you reach the desired company record, the system provide following facilities:

1. Record navigation buttons
2. Queries to narrow down your search. You can base your search on Call Plan, Tariff, and Service.

Query Parameters to list

Call Plan	<input style="width: 100px;" type="text" value="%"/>	Tariff	<input style="width: 100px;" type="text" value="%"/>
Service	<input style="width: 100px;" type="text" value="%"/>		
<input type="button" value="run"/> <input type="button" value="reset"/>			

Record List to param

[ Save | Save All ] [ 1 ] CW  P 1/1 R 3 R/P 30

ID	Call Plan	Service	Tariff	Slot	Base Slot		Base Tariff
<a href="#">2</a>	id to australia	VoIP	id to au CT	1	1	IDR	3,000
<a href="#">3</a>	id to indonesia	VoIP	id to id CT	1	1	IDR	1,000
<a href="#">1</a>	id to singapore	VoIP	id to sg CT	1	1	IDR	2,250

### 2.5.3 Update or Delete Call Plan Tariff

To update or delete Call Plan Tariff:

1. Go to Call Plan Tariff List page (Tariff Management à Call Plan Tariff List)
2. In the Record List, click the ID of the Call Plan Tariff to be updated
3. On the next page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

## 3. Manage Service

### 3.1 Terms Used in Service Management

Service is the product provided a service provider to be used by customers. There are three levels of service groupings: System Service, Service, and Service Package.

#### 3.1.1 System Service

System Service is the basic service provided, which in this system is Voice over IP service. Since System Service is closely related to basic infrastructure, it cannot be created, updated, or deleted from Trabas VoIP Billing System.

#### 3.1.2 Service

Service is a set of System Service and its tariff for a particular service provider. For instance, Trabas VoIP Service includes VoIP (system service) and a set of tariff. Service will be a component of Service Package and can be created, updated, or deleted via Trabas VoIP Billing System.

#### 3.1.3 Service Package Component

Service Package Component is a number of service(s) that build a Service Package and can be managed by Trabas VoIP Billing System.

#### 3.1.4 Service Package

Service Package is a set of Service(s) that will be delivered to Customers – it is the object of Account Subscription. Service Package can also be managed via Trabas VoIP Billing System.

Example:

Service Package: Regular package

Service Package Component of Regular package: Trabas VoIP, quantity: 1

Service provided in Regular package: Trabas VoIP

System Service: VoIP

The system allows users to assign a specific tariff to Service Package.

### 3.2 Service

Since Service is the basis in Service Management, it must be defined first.

#### 3.2.1 Add Service

To create a new Service, do:

1. From the Navigation Menu, choose Service Management à Service List à New Service
2. Type service's name in Name field
3. Choose System Service

- a. Application Access: Trabas VoIP Billing System's user account and its access rights to the application
  - b. VoIP: customer account and its rights
  - c. VoIP Interconnection: partner account and its rights
4. Type the description of the service in Description field
  5. Click Insert button to complete the process or Reset to cancel.

Service	
Name	Web Access
System Service	Application Access
Description	Enable application access through Web
<input type="button" value="insert"/> <input type="button" value="reset"/>	

### 3.2.2 View Service List

You can view the list of existing Service by choosing Service Management à Service List in the Navigation Menu. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Queries to narrow down your search. You can base your search on Service Name and System Service Name.

Query Parameters		<a href="#">to list</a>
Service Name	%	
System Service Name	%	
<input type="button" value="run"/> <input type="button" value="reset"/>		

Record List		<a href="#">to param</a>
[ Save   Save All ]	[ 1 ]	CW <input type="text"/> P 1/1 R 4 R/P 30 <input type="button" value="set"/>

ID	Name	System Service	Description
<a href="#">7</a>	Orig Icon Service	VoIP Interconnection	Originating interconnection service
<a href="#">2</a>	Partner-VoIP	VoIP Interconnection	Partner VoIP Interconnection Service
<a href="#">1</a>	VoIP	VoIP	VoIP Service
<a href="#">6</a>	Web Access	Application Access	Enable application access through web

### 3.2.3 Update or Delete Service

To update or delete Service:

1. Go to Service List page (Service Management à Service List)
2. In the Record List, click the ID of the Service to be updated
3. On Update Service page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

### 3.3 Service Package

In this section you can define a Service Package and its Service Package Components.

#### 3.3.1 Add Service Package

To create a new service package, do:

1. From the Navigation Menu, choose Service Management à Service Package List à New Service Package
2. Type service package's name in Name field
3. Choose service package tariff in Tariff field
4. Type any needed comment in Comment field
5. Click Insert button to complete the process or Reset to cancel.

Service Package	
Name	<input type="text" value="Customer's Package"/>
Tariff	<input type="text" value="VoIP Package Tariff"/>
Comment	<input type="text" value="VoIP Package for customers"/>
<input type="button" value="insert"/> <input type="button" value="reset"/>	

#### 3.3.2 View Service Package List

You can view the list of available Service Package by choosing Service Management à Service Package List. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Query to narrow down your search base on Service Package Name.

Query Parameters		<a href="#">to list</a>	
Service Package Name	<input style="width: 100px;" type="text" value="%"/>	<input type="button" value="run"/> <input type="button" value="reset"/>	
Record List		<a href="#">to param</a>	
<input type="button" value="Save"/> <input type="button" value="Save All"/> [ 1 ]		CW <input style="width: 50px;" type="text"/> P 1/1 R 2 R/P 30 <input type="button" value="set"/>	
Name	Number of Components	Tariff	Comment
<a href="#">Customer's Package</a>	1	VoIP Package Tariff	VoIP Package for customers
<a href="#">Partner's Package</a>	1	Interconnection CCT	Interconnection Package for partners

#### 3.3.3 Update or Delete Service Package

To update or delete Service Package record:

1. Go to Service Package List (Service Management à Service Package List)
2. In the Record List, click the name of the Service Package to be updated
3. On Update Service Package page, do any needed updates
4. Click Update button to complete the process, Reset button to cancel, or Delete button to delete.

Service Package							
ID	1 <span style="float: right;">Number of Subscriber(s) 0</span>						
Name	Customers's Package						
Tariff	VoIP Package Tariff						
Comment	VoIP Package for customers <a href="#">Add Component</a>						
<input type="button" value="update"/> <input type="button" value="reset"/> <span style="float: right;"><input type="button" value="delete"/></span>							
Package Components							
<table border="1"> <thead> <tr> <th>ID</th> <th>Service</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><a href="#">1</a></td> <td>VoIP</td> <td style="text-align: center;">1</td> </tr> </tbody> </table>	ID	Service	Quantity	<a href="#">1</a>	VoIP	1	
ID	Service	Quantity					
<a href="#">1</a>	VoIP	1					

### 3.3.4 Add Package Component to Service Package

To add new Package Component to Service Package, do:

1. Choose Service Management à Service Package List
2. Click the Service Package to be updated
3. Click Add Component link
4. Choose System Service in Service field
5. Type the quantity of service in Quantity field
6. Click Insert button to complete the process or Reset to cancel.

Package Component			
ID	NEW	Service Package	Customers's Package
Service	VoIP	Quantity	1
<input type="button" value="insert"/> <input type="button" value="reset"/>			

### 3.3.5 Update or Delete Package Component of Service Package

To update or delete Package Component of a Service Package:

1. Go to Update Service Package page (Service Management à Service Package List à Service Package Name)
2. In Package Components section, click the ID of the Package Component to be updated
3. On Update Package Component page, do any needed updates
4. Click Update button to complete the process, Reset to cancel, or Delete to delete Package Component.

## 4. Manage Account

### 4.1 Terms Used in Account Management

#### 4.1.1 *Company*

Company is the business entity who owns the account (Customer). Since every account must belong to a company, you must make sure that the record of a particular company exists in before registering an account under it.

#### 4.1.2 *Account*

Account is the party who has the right to use services. One company can have more than one Account.

#### 4.1.3 *System Account*

System Account is a system-based account, which is needed to access a certain system service. System Account consists of VoIP Account, Interconnection Account, and Web Account.

#### 4.1.4 *VoIP Account*

VoIP Account is the system account used to access the VoIP services provided. One Account can have more than one VoIP Account.

#### 4.1.5 *Interconnection Account*

Interconnection Account is the system account that used to access interconnection services. There are two types of interconnection account:

1. Outgoing interconnection account, which is used to whom (interconnection partner) outgoing call made by customers.
2. Incoming interconnection account, which is used to by interconnection partner to make incoming call.

#### 4.1.6 *Web Account*

Web Account is the system account, which enables users to access the application.

## 4.2 Company

You need to define the Company first before creating any account related to it.

### 4.2.1 Add Company

To add a new record, do:

1. From Navigation Menu, choose Account Management à Company List à New Company
2. Type Company Name and its website address (url address).
3. Type description (when needed) in Comment field
4. Click Insert button.

### 4.2.2 View Company List

You can view the list of existing company records by choosing Account Management à Company List in the Navigation Menu. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Query to narrow down your search based on Company Name.

ID	Name	Web Site	Comment
<a href="#">1</a>	Trabas	http://www.trabas.com	root account address
<a href="#">2</a>	trabasLabs	http://www.trabasLabs.com	trabasLabs

### 4.2.3 Update or Delete Company

On Update Company Information page you can update or delete company record, and you can add information on company's address and contact.

To update or delete company record:

1. From Navigation Menu, choose Account Management à Company List to display list of company records
2. Click ID of the target company
3. On Update Company Information page, do any needed updates
4. To add company's contact and/or address, click Add Contact link or Add Address link. Then do the steps explained at section 2.3.3 Additional Company Information of this Manual.

- Click Update button to complete the process, Reset to cancel, or Delete to delete.

Company

ID	2	Account	1
Name	trabasLabs	Web Site	http://www.trabasLabs.co
Comment	trabasLabs		
<a href="#">Add Contact</a> <a href="#">Add Address</a>			

update reset delete

### 4.3 Additional Company Information

You can add additional information (address, contact) of each company's, which will be displayed on Update Company Information page.

Company Address

ID	Address	Telephone
2	Setrasari Mall B1-35 Surya Sumantri Bandung 40163 Indonesia	voice:+62-22-2016660

Contacts

ID	Name	Email	Position	Comment	Telephone
2	VoIP Billing Developer	prodevel@trabas.com	Developer		voice:+62-22-2016660

#### 4.3.1 Add Company Contact

To add company contact:

- Go to Update Company page (Account Management à Company List à Company ID)
- Click Add Contact link.
- Type Contact's name, e-mail address, position, and any needed comment.
- Click Insert button to complete the process or Reset button to cancel.

Contact

Company, trabasLabs

Name: VoIP Billing Developer

Email: prodevel@trabas.com

Position: Developer

Comment:

insert reset

#### 4.3.2 Update or Delete Company Contact

To update or delete company contact information:

- Go to Update Company page (Account Management à Company List à Company ID)
- Click ID of the company contact to be updated
- On the next page, do any needed updates
- Click Add Telephone link if you want to add Contact's telephone(s) number
- Click Update button to complete the process, Reset to cancel, or Delete to delete.

**Contact**

ID **2** Company **trabasLabs**

Name

Email

Position

Comment

[Add Telephone](#)

---

**Telephone**

ID	Phone Number	Extension	Type
<a href="#">2</a>	+62-22-2016660		voice

### 4.3.3 Add Company Address

To add company's address:

1. Go to Update Company page (Account Management à Company List à ID)
2. Click Add Address link
3. Type company's building name in Building field
4. Type Street name, City, ZIP code, and Country name
5. Click Insert button to complete the process or Reset button to cancel.

**Address**

Building  Street

City  ZIP  Country

---

### 4.3.4 Update or Delete Company Address

To update or delete company's address information:

1. Go to Update Company page (Account Management à Company List à ID)
2. Click ID of the company's address to be updated
3. On Update Address page, do any needed updates
4. Click Add Telephone link to add company's telephone number(s)
5. Click Update button to complete the process, Reset to cancel, or Delete to delete.

**Address**

ID **2** Company **trabasLabs**

Building  Street

City  ZIP  Country

[Add Telephone](#)

---

**Telephone**

ID	Phone Number	Extension	Type
<a href="#">3</a>	+62-22-2016660		voice

### 4.3.5 Add Phone Number

You can add telephone number(s) to Company Address and/or Contact by:

1. Go to Update Contact Information or Update Company Address page (Account Management à Company List à Company ID à Contact/Address ID)
2. Type Country Code, Area Code, Phone Number, and Extension
3. Choose Type of the telephone number (Data, Fax, Mobile, Voice)
4. Click Insert button to complete the process or Reset button to cancel.

The screenshot shows a web form titled "Telephone". At the top, there is a "Contact" dropdown menu with "VoIP Billing Developer" selected. Below it are four input fields: "Country Code" with "62", "Area Code" with "22", "Number" with "2016660", and "Extension" which is empty. To the right of the "Extension" field is a "Type" dropdown menu with "voice" selected. At the bottom of the form, there are two buttons: "insert" and "reset".

### 4.3.6 Update or Delete Phone Number

To update or delete phone number record:

1. Go to Update Contact Information or Update Company Address page (Account Management à Company List à Company ID à Contact/Address ID)
2. Click the ID of the phone number to be updated
3. Click Update button to complete the process, Reset to cancel, or Delete

## 4.4 Account

In this section you can create Account(s) of an existing Company.

### 4.4.1 Create Account

You can create a new account by doing the following:

1. From the Navigation Menu, choose Account Management à Account List à New Account
2. Type Account name/code in Code field.
3. Choose an appropriate System Type for the account. This system-based classification will define the account's access right to the system.
  - a. **Customer**, if the account is an end-user account.
  - b. **Partner**, if the account is a partner (e.g. interconnection partner).
  - c. **Service Provider**, the VoIP Provider (internal account, e.g. operator)
4. Type Account Number assigned to the Account, which is a user-defined number.
5. Choose Business Type, which will serve as classification parameters in business-related account statistics (Customer, Interconnection Partner, Partner, Root, Service Provider)
6. When needed, you can change the registration date in Registration Date field. The default value is current date.
7. Choose Status of the account from the drop down menu
  - a. **Active**, for active account
  - b. **Closed**, if account is deleted from the system but not trashed (to allow account reactivation)
  - c. **New**, for new account
  - d. **Suspended**, if the account is suspended from using the services

- e. **Trashed**, if the account is ready to be deleted permanently from the system.
8. If the Account's invoice will need to be consolidated to other account, assign the other account as Parent Account. Otherwise, choose ROOT as its parent account.
9. Choose account's manager in Account Manager drop down menu. Choose ROOT as Account Manager.
10. Choose the Company who owns the account. The system can only display company's address and default contact once the Account data has been inserted.
11. Choose how the invoice will be delivered in Invoice Delivery (Email, Email & Printout, Printout)
12. Type any needed comment in Comment field
13. Click Insert button to complete the process or Reset button to cancel.

Account			
Code	Lonieta Illiana	System Type	Customer
Number	2002003	Type	Customer
Registration Date	2002-07-09	Status	New
Parent	ROOT	Manager	ROOT
Company	trabasLabs		
Billing Address	need a company		
Invoice Delivery	Email & Print Out	Default Contact	need a company
Comment			

insert reset

#### 4.4.2 View Account List

Query Parameters				to list
Company Name	%	Account Code	%	
Registered After	1997-01-01	Registered Before	2099-12-31	
Account Type	<all>	Account Status	<all>	
Parent	<all>	Account Manager	<all>	
				run reset

Record List										to param
[ Save   Save All ]		[ 1 ]	CW		P 1/1 R 4 R/P	30	set			
ID	Account	Registration Date	Type	Status	Parent	Manager	S	C	M	Comment
4	The Partner (Partner)	2002-07-08	Interconnection Partner	New	ROOT	ROOT	2	0	0	Interconnection Partner
1	Trabas (ROOT)	2002-01-29	Root	Active	ROOT	ROOT	0	4	4	Root Account
3	trabasLabs (AY)	2002-07-08	Customer	New	ROOT	ROOT	1	0	0	Customer of ROOT

You can view the list of existing account by choosing Account Management à Account List in the Navigation Menu. To help you reach the target company record, you can use record navigation buttons and queries based on Company Name, Account Code, Registration Date, Account Type, Account Status, Parent, and Account Manager.

The list also gives you the following information:

Column	Displays the number of
S	Service Package(s) subscribed by the account.
C	Child Account(s) under the account.
M	Account(s) managed by the account.

### 4.4.3 Update or Delete Account

On Update Account page, you can view detailed information on the account, update, or delete an account.

To update or delete account record:

1. Go to Account List page (Account Management à Account List)
2. Click ID of the account to be updated
3. On Update Account Information page, do any needed updates
4. To view the child(ren) of the Account, click Child Account link
5. To view account(s) managed by the Account, click Managed Account link
6. To view the packages subscribed by the Account, click Subscribed Packages
7. To add new Account Subscription, click Account Subscription link
8. Click Update button to complete the process, Reset to cancel, or Delete to delete

Account			
ID 3 [ <a href="#">Child Account 0</a>   <a href="#">Subscribed Packages 1</a>   <a href="#">Managed Account 0</a> ]			
Code	AY	System Type	Customer
Number	20020708AY	Type	Customer
Registration Date	2002-07-09	Status	New
Parent	ROOT	Manager	ROOT
Company	trabasLabs		
Billing Address	Setrasari Mall B1-35, Surya Sumantri		
Invoice Delivery	Email	Default Contact	VoIP Billing Developer
Comment	Customer of ROOT		
<a href="#">New Subscription</a>			
update		reset	
		delete	

## 4.5 Account Subscription

To activate the account created in Create Account step, you need to subscribe the account to the service packages it will get.

### 4.5.1 Add Account Subscription

To create new account subscription record, do:

1. Go to Update Account Information page (Account Management à Account List à Account ID)
2. In Account section, click New Subscription
3. Choose Service Package provided to the account
4. Click Insert button to complete the process or Reset button to cancel.

Subscription	
Account	AY
Service Package	Customer Package
insert reset	

#### 4.5.2 View Account Subscription List

You can view the list of existing account on Update Account Information page, Subscription section ( click Subscribed Packages link).

Subscription		
ID	Service Package	Comment
<a href="#">2</a>	Customer Package	VoIP Package for customers

#### 4.5.3 Update or Delete Account Subscription

To update or delete account record:

1. Go to Subscription section on Update Account Information page (Account Management à Account List à Account ID)
2. Click ID of the subscription to be updated
3. On the next page, do any needed updates
4. Click Update button to complete the process, Reset to cancel, or Delete to delete

### 4.6 VoIP Account

You can assign a VoIP Account for each Account to use the VoIP services provided.

#### 4.6.1 Add VoIP Account

To add VoIP Account:

1. From the Navigation Menu, choose Account Management à System Account à VoIP Account à New VoIP Account)
2. Choose Account from drop down menu
3. Type VoIP Account name on Code field.
4. Click Insert button to complete the process or Reset button to cancel.

VoIP Account	
Account	AY/Customer Package
Code	2007633
<input type="button" value="insert"/> <input type="button" value="reset"/>	

#### 4.6.2 View VoIP Account List

You can view the list of VoIP Account records by choosing Account Management à System Account à VoIP Account in the Navigation Menu. There is now Query facility for VoIP Account List.

ID	Account	VoIP Account	Service Package
<a href="#">1</a>	HT	2016661	Customer Package

#### 4.6.3 Update or Delete VoIP Account Information

To update or delete VoIP Account record:

1. From Navigation Menu, choose Account Management à System Account à VoIP Account
2. Click ID of the target VoIP Account
3. On Update VoIP Account page, do any needed updates
4. Click Update button to complete the process, Reset to cancel, or Delete to delete.

## 4.7 Interconnection Account

This section allows you to manage partners.

### 4.7.1 Add Interconnection Account

To add Interconnection Account:

1. From the Navigation Menu, choose Account Management à System Account à Interconnection Account à New Interconnection Account)
2. Choose Interconnection Account type
3. Choose Account from drop down menu
4. Type Interconnection Account name on Code field.
5. Click Insert button to complete the process or Reset button to cancel.

### 4.7.2 View Interconnection Account List

You can view the list of Interconnection Account records by choosing Account Management à System Account à Interconnection Account in the Navigation Menu. There is now Query facility for Interconnection Account List.

ID	Account	Interconnection Account	Type
<a href="#">2</a>	Partner	2121212	Incoming
<a href="#">1</a>	Partner	6411111	Outgoing

### 4.7.3 Update or Delete Interconnection Account Information

To update or delete Interconnection Account record:

1. From Navigation Menu, choose Account Management à System Account à Interconnection Account
2. Click ID of the target Interconnection Account
3. On Update Interconnection Account page, do any needed updates
4. Click Update button to complete the process, Reset to cancel, or Delete to delete.

## 4.8 Web Account

This section allows you to create and manage Web Accounts according to their Web Groups.

### 4.8.1 Create Web Group

Web Group is the group of users that have the same access rights to the Web application (Trabas VoIP Billing). To create new Web Group:

1. Choose Account Management à System Account à Web Account à Web Group à New Web Group
2. Type the Group's name
3. Select the pages you'd like the Group to have access on by clicking the pages' name, and the selected page will be highlighted. If the page you click is a **child** page, the system will automatically choose (and highlight) the page's parent page(s).

You can also de-select (unset) by re-clicking the pages' name. If the page you click is a **parent** page, the system will automatically unset the page's child page(s).

4. Use Set All to select all pages and Unset All to de-select all pages.
5. Type any necessary Comment
6. Click Insert button to complete the process or Reset button to cancel.

#### 4.8.2 View Web Group List

You can view the list of Web Group records by choosing Account Management à System Account à Web Account à Web Group in the Navigation Menu. There is now Query facility for Web Group List.

ID	Group	Member	Comment
<a href="#">11</a>	administrator	0	
<a href="#">12</a>	operator	2	
<a href="#">3</a>	report	2	report only
<a href="#">1</a>	root	1	
<a href="#">13</a>	users	0	group for common end users

#### 4.8.3 Update or Delete Web Group

You can review the existing list of accessible page(s) and make any necessary changes by using the same method as creating new Web Group.

1. Go to Web Group List page (Account Management à System Account à Web Account à Web Group)
2. Click ID of the target Web Group
3. On Update Web Account page, do any needed updates by using the same method as creating new Web Group.
4. Click Update button to complete the update process, Reset to cancel all changes and set the list to its initial condition, or Delete to delete Web Group.

#### 4.8.4 Add Web Account

To add Web Account:

1. From the Navigation Menu, choose Account Management à System Account à Web Account à New Web Account)
2. Type Login name
3. Define user's role based on his/her Web Group

4. Add Contact's name when available. The Contacts displayed are the contacts of Web Access service subscribers.
5. Type any Comment when needed
6. Click Insert button to complete the process or Reset button to cancel

Web Account	
Login	<input type="text" value="lonieta"/>
Role	<input type="checkbox"/> administrator <input type="checkbox"/> operator <input type="checkbox"/> report <input type="checkbox"/> root <input checked="" type="checkbox"/> users
Contact	<choose>
Comment	<input type="text"/>

#### 4.8.5 View Web Account List

You can view the list of Web Account records by choosing Account Management à System Account à Web Account in the Navigation Menu. To help you reach the targeted company record, the system provide following facilities:

1. Record navigation buttons
2. Query to narrow down your search based on Web Group, Login, Contact Name, and Account Name.

Query Parameters				to list
Group	<input style="width: 100px;" type="text" value="%"/>	Login	<input style="width: 100px;" type="text" value="%"/>	
Contact Name	<input style="width: 100px;" type="text" value="%"/>	Account Name	<input style="width: 100px;" type="text" value="%"/>	
<input type="button" value="run"/> <input type="button" value="reset"/>				

Record List								to param
[ Save   Save All ]		[ 1 ]		CW	<input style="width: 50px;" type="text"/>	P 1/1 R 1 R/P	30	<input type="button" value="set"/>
ID	Login	Group	Contact	Company	Account	Comment		
<a href="#">1</a>	root	root	VoIP Billing Customer Support	Trabas	ROOT	root web account	<a href="#">Change Password</a>	

#### 4.8.6 Update or Delete Web Account Information

To update or delete Web Account record:

1. From Navigation Menu, choose Account Management à System Account à Web Account à Web Account ID
2. On Update Web Account page, do any needed updates.
3. Click Update button to complete the update process, Reset to cancel, or Delete to delete.

Web Account	
ID	<b>1</b> <a href="#">Change Password</a>
Login	<input type="text" value="root"/>
Role	<input type="checkbox"/> administrator <input type="checkbox"/> operator <input type="checkbox"/> report <input checked="" type="checkbox"/> root <input type="checkbox"/> users
Contact	<choose>
Comment	<input type="text" value="root web account"/>

#### 4.8.7 Create or Change Password

To create new password or change the existing one:

1. Click Change Password link on Web Account List page (Account Management à System Account à Web Account), from Update Web Account page (Account Management à System Account à Web Account à ID), or from Account Management à System Account à Change Password)
2. Type the Old Password, or leave the field empty if you are creating new password
3. Type New Password. The recommended password is a word that cannot be found in dictionary.
4. Re-type new password to confirm
5. Click Update button to complete the update process or Reset to cancel.

Change Password	
ID	1 Login root
Old Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

## 5. Manage Billing

### 5.1 Billing Transaction

Billing Management is used to monitor billing process and produce invoice. To get the desired data in each report, you can use Record Navigation buttons as well as Query Facility.

#### 5.1.1 Add Billing Transaction

The system provide this feature for manual billing management, as addition to automatic (background) process, which you can use in handling billing problems or other extraordinary cases.

To add new Billing Transaction:

1. Choose Billing Management à Billing Transaction à New Billing Transaction
2. Choose Customer Name
3. Choose Billing Type
4. Define Invoice Date. The default value is current date.
5. Type transaction value. Don't forget to set the currency
6. Type any necessary comment in Description field
7. Click Insert button to complete the process or Reset button to cancel.

Billing Transaction			
Customer	AY	Type	Registration Fee
Date	2002-07-09 15:10:19	Amount	USD 25
Description	New service registration fee		
<input type="button" value="insert"/> <input type="button" value="reset"/>			

#### 5.1.2 View Billing Transaction

You can view Billing Transaction by clicking Billing Management à Billing Transaction. You can also use the Query Facility to narrow down your search. When you click an underlined Reference, you can see the Customer's Call Detail.

Query Parameters			
Account	<Call>	Type	<Call>
Transaction After (Only MM/DD)	137C 01 01	Transaction Before (Only MM/DD)	230E 01 01
Invoice Number	%		
<input type="button" value="run"/> <input type="button" value="reset"/>			

Record List										
ID	Transaction ID	Account	Type	Invoice	Date	Reference	Description	Currency	Amount	Invoice Date
2	20020709000000	HT	VAT Out	2002070900	2002-07-09 00:00:00	2002070900	Tax fee VAT fee 20020730002	THB	17,818.9	2002-07-09 12:03:37
-	20020709000001	HT	VAT Call Charge	2002070900	2002-07-09 00:00:00	<u>2002-07-09/2002-07-09/20020709000001</u>	VAT, 20020709000001, 20020709000001, 20020709000001	THB	75,178.9	2002-07-09 12:03:37

### 5.1.3 Update or Delete Billing Transaction

To update or delete Billing Transaction record:

1. From Navigation Menu, choose Billing Management à Billing Transaction
2. Click ID of the target Billing Transaction
3. On Billing Transaction Update page, do any needed updates
4. Click Update button to complete the process, Reset to cancel, or Delete to delete.

## 5.2 Invoice

### 5.2.1 Add Invoice

Like Insert Billing Transaction feature, this feature is also provided to facilitate manual billing management, as addition to automatic (background) process. This feature enables to create customized (non-standard) invoice.

To create new Invoice:

1. Click Billing Management à Invoice à New Invoice
2. Define Date and Invoice Number
3. Choose the Customer
4. Type Invoice value, you can set the currency by choosing the dropdown menu (Currency dropdown menu is not shown in the snapshot below).
5. Define the status of Invoice:
  - a. Empty: the invoice contains no billing transaction
  - b. Filled: the invoice contains one or more billing transaction(s)
6. Click Insert button to complete the process or Reset button to cancel.

Invoice			
Date	<input type="text" value="2002-07-09 15:48:42"/>	Number	<input type="text"/>
Customer	<input type="text" value="&lt;choose&gt;"/>	Amount	IDR <input type="text"/>
Status	<input type="text" value="empty"/>		
<input type="button" value="insert"/> <input type="button" value="reset"/>			

### 5.2.2 View Invoice List

To view list of Invoice, click Billing Management à Invoice, don't forget to set the Query parameter to the desired value. There are a number of links in each Invoice:

1. Click underlined number in Number of Transaction column to get the Billing Transaction of the respective Invoice.
2. Click View link on the right side of each record to view the invoice
3. Click Pay link to insert payment data of the invoice

Query Parameters		to list
Month (YYY-Mmm) %	Account %	
run		reset

Record List		to param
[ Save   Save All ]	[ 1 ]	CW <input type="text"/> P 1/1 R 2 R/P 30 <input type="button" value="set"/>

ID	Account	Number	Invoice Date	Number of Transaction	Currency	Amount	Action
<a href="#">2</a>	AY	20020730003	2002-07-30 00:00:00	<a href="#">0</a>	IDR	0	<a href="#">View</a>   <a href="#">Pay</a>
<a href="#">1</a>	HT	20020730002	2002-07-30 00:00:00	<a href="#">2</a>	IDR	193,794	<a href="#">View</a>   <a href="#">Pay</a>

### 5.2.3 Update Invoice

To update Invoice record:

1. From Navigation Menu, choose Billing Management à Invoice à ID
2. On Invoice Update page, do any needed updates
3. Click Download Billing Statement if you need to download invoice
4. Click Update button to complete the process or Reset to cancel

Invoice	
ID	<b>1</b> Transactions <b>2</b>
Date	<input type="text" value="2002-07-30 00:00:00"/> Number <input type="text" value="20020730002"/>
Customer	<input type="text" value="HT"/> Amount <input type="text" value="IDR 193794"/>
Status	<input type="text" value="filled"/> <a href="#">Download Billing Statement</a>
update   reset	

**Note:**

Delete facility for Invoice is not provided to avoid invoice record deletion. However, since the form actually follows the template of other Update forms, you can customize the Update Invoice form to display Delete button.

### 5.2.4 Print Invoice

To manually print Invoice (as addition to automatic back-end process), click Download Billing Statement link at Update Invoice page.

## 5.3 Payment

### 5.3.1 Add Payment

To add new Payment:

1. Go to Invoice List by choosing Billing Management à Invoice
2. Choose the invoice and click Pay link
3. Define Invoice Date. The default value is current date.
4. Type transaction value. Don't forget to set the currency.
5. Type any necessary comment in Description field
6. Click Insert button to complete the process or Reset button to cancel.

Payment Management			
Customer	HT	Type	Customer Payment
Code	200207301000201	Invoice	HT/20020730002
Date	2002-07-09 15:56:14	Amount	USD 193794
Description	HT/Payment		
Reference	2002-07-30/2		

insert reset

### 5.3.2 View Payment List

You can view Payment List by clicking Billing Management à Payment. You can also use the Query Facility to narrow down your search.

Query Parameters		to list
Month (YYY-Mmm)	%	Account %
run		reset

Record List		to param								
[ Save   Save All ]	[ 1 ]	CW <input type="text"/> P 1/1 R 1 R/P 30 set								
ID	Transaction ID	Account	Type	Invoice	Date	Reference	Description	Currency	Amount	Posting Date
<a href="#">3</a>	200207301000201	HT	Customer Payment	20020730002	2002-07-09 16:07:17	2002-07-30/2	HT/Payment	IDR	193,794	2002-07-09 16:07:27

### 5.3.3 Update Payment

To update Payment record:

1. From Navigation Menu, choose Billing Management à Payment
2. Click ID of the target Payment
3. On Payment Update page, do any needed updates
4. Click Update button to complete the process or Reset to cancel.

**Note:**

Delete facility for Payment is not provided to avoid payment record deletion. However, since the form actually follows the template of other Update forms, you can customize the Update Payment form to display Delete button.

## 5.4 VoIP CDR and VoIP Usage

### 5.4.1 VoIP CDR

VoIP CDR option allows user to monitor the billing process of VoIP Call Data Record (CDR) generated by Radius. The system provides the number of rated data, unknown VoIP account, undefined user tariff, and the calls whose duration is under zero second. Click List CDR link to view Detail VoIP CDR.

**Query Parameters** [to list](#)

Call After:  Call Before:

**Record List** [to param](#)

[ Save | Save All ] [ 1 ] CW  P 1/1 R 2 R/P 30

ID	Validation Status	Number of CDR	Can be Recycled?	Potential Loss	Action
5	undefined user tariff	3	Yes	2 calls/620.000 secs	<a href="#">List CDR</a>
16	rated	37	Yes	none	<a href="#">List CDR</a>

### 5.4.2 Detail VoIP CDR

Detail VoIP CDR displays every detail information on the Call Data Record.

**Query Parameters** [to list](#)

Connect After:  Connect Before:

Origin Number:  Destination Number:

Duration between:  and:

Validation Status:

**Record List** [to param](#)

[ Save | Save All ] [ 1 ] CW  P 1/1 R 3 R/P 30

ID	Call Info	Telephony	VoIP
16	H323 Call ID: F0FFA22F 33FE04A5 0 10000015 User: 1111 Gateway: 202.152.254.134 Port: CAS 1:0:6 Source: radacct-202.152.254.134-2002-07-09.1 Validation Date: 2002-07-09 11:55:27 Validation Status: undefined user tariff	Origin: 1111 Destination: 658493183 Disconnect Cause: Normal call clearing  H323 Setup: 2002-07-09 18:31:57 Connect: 2002-07-09 18:32:09 Disconnect: 2002-07-09 18:32:09 Duration: 0.000  RADIUS Start: 2002-07-09 11:32:19 Stop: 2002-07-09 11:32:29 Duration: 0	Origin: 1111 Destination: 6411111658493183 Disconnect Cause: Normal call clearing  H323 Setup: 2002-07-09 18:31:57 Connect: 2002-07-09 18:32:09 Disconnect: 2002-07-09 18:32:09 Duration: 0.000  RADIUS Start: 2002-07-09 11:32:19 Stop: 2002-07-09 11:32:29 Duration: 0

### 5.4.3 VoIP Usage

VoIP Usage option allows you to monitor the usage of VoIP services, its supporting data, and its calculated billing.

**Query Parameters** [to list](#)

Customer:  Month (YYY-Mmm):

**Record List** [to param](#)

[ Save | Save All ] [ 1 ] CW  P 1/1 R 1 R/P 30

Customer	Month	Duration (min)	R-Duration (min)		Revenue	Interconnection R-Duration (min)	Cost	Profit
HT	2002-Jul	95.750	95.750	IDR	176,176	53.583	17.870	IDR - 26,829.000

## 5.5 Background Process

This section provides facilities to do background processes such as importing CDR files, rating CDR, and invoicing. If you redo the process, you must also redo the following process(es). Example, if you rerate CDR, you must re-create invoice, but you don't need to re-import CDR files.

When you click Billing Management → Background Process, you will get a list of queued tasks, task detail, and a link to Cancel the task.

Query Parameters
[to list](#)

This query does not have any parameters.

Record List
[to param](#)

[ Save | Save All ]
[ 1 ]
CW
P 1/1 R 4 R/P
30

ID	Time	Job Type	Current Status	Description	Requested By	Action
4	<b>Posted:</b> 2002-07-09 16:30:19  <b>Last Update:</b> 2002-07-09 16:30:19	Build Invoice	queued	<b>Command:</b> mkinvoice -i2002-08-30 -p2002-08-01:2002-08-30 -s -m -u -x  <b>Last Result:</b> > Waiting	root	<a href="#">Cancel</a>

### 5.5.1 Import CDR to Database

To import CDR file to database:

1. Choose Radius Accounting File
2. Click radio button to define the action you want to do: reload data to database or clean up data from database
3. Click Run to execute the action or Reset to cancel.

Import CDR

Radius Accounting File: radacct-202.152.254.134-2002-07-09.2

Options:  reload data  cleanup data

### 5.5.2 Rate CDR

To rate CDR, do:

1. Choose the start and end of CDR date range
2. If you want to re-rate the CDR that is already rated, click checkbox Rate All CDR. If you leave the checkbox blank, the system will not rerate the rated CDR.
3. Click Run to execute the action or Reset to cancel.

Rate CDR			
CDR Date Range			
Greater than or equal to	2002-06-09	Less than	2002-07-09
Options: <input type="checkbox"/> Rate All CDR			
run   reset			

### 5.5.3 Invoicing

To produce invoices, do:

1. Set Invoice Date. The default will be current date
2. Define the start and end of the Usage Period. The Usage period will start on the day you set on the left field and will stop BEFORE the day you set on the right field.
3. Choose the type(s) of charges you want to include in the invoice(s). You can choose either or all of the options.
4. Click Run to execute the action or Reset to cancel

Create Invoice	
Invoice Date	2002-07-09
Usage Period	2002-06-09 <= Call Connect Time < 2002-07-09
Options	<input type="checkbox"/> Interconnection Settlement <input checked="" type="checkbox"/> Monthly Fee <input checked="" type="checkbox"/> VoIP Call
run   reset	

## 6. Report Management

Trabas VoIP Billing provides a number of preformatted reports. To get the desired data in each report, you can use Record Navigation buttons as well as Query Facility. You can also use Column Wrap to group the data and calculate totals and subtotals.

### 6.1 Call Summary

The report displays all customers' summary usage.

**Query Parameters** to list

Month (YYYY-Mmm)  Customer

**Record List** to param

[ Save | Save All ] [ 1 ] CW  P 1/1 R 3 R/P

Month	Customer	Destination	Calls	Dur (s)	Dur (m)	RDur (s)	RDur (m)	Revenue
2002-Jul	HT	australia	7	1,075.000	17.917	1,075.0	17.9	53,750.00
2002-Jul	HT	indonesia	20	2,530.000	42.167	2,530.0	42.2	42,175.00
2002-Jul	HT	singapore	8	2,140.000	35.667	2,140.0	35.7	80,251.00

#### 6.1.1 Call Detail

The report displays the detail of every call made by customers.

**Query Parameters** to list

Call After (YYYY-MM-DD HH:MM:SS)   Call Before (YYYY-MM-DD HH:MM:SS)    
Customer

**Record List** to param

[ Save | Save All ] [ 1 - 2 - 3 - 4 - 5 ]   CW  P 1/13 R 37 R/P

ID	Customer	Start Date	Start Time	Destination	Destination Area	Duration (sec)	Rounded Duration (sec)	Call Charge (IDR)
2	HT	2002-Jul-09	18:32:09	65234246	singapore	10.000	10	375
2			18:32:09	6123409094	australia	500.000	500	25,000
2			18:32:09	65234246	singapore	5.000	5	188
	Total of HT					515	515	25,563
						515	515	25,563
	Grand Total					515	515	25,563

### 6.1.2 Transaction Detail

The report displays the detail of Account's billing transactions.

**Query Parameters** [to list](#)

Month:  Customer:

---

**Record List** [to param](#)

[ Save | Save All ] [ 1 ] CW:  P 1/1 R 1 R/P 30

Month	Customer	Register	Real Duration (s)	Call Charge	One Time Fee	Monthly Fee	Other Charges	Total
2002-Jul	HT	2002-Jul-08	5,747.00	369,970	0	0	0	369,970

### 6.2 A/R Aging

The Account Receivables Aging (A/R Aging) report, we can monitor the status of invoices, according to each invoice's age.

**Query Parameters** [to list](#)

Month (YYY-Mmm):

---

**Record List** [to param](#)

[ Save | Save All ] [ 1 ] CW:  P 1/1 R 1 R/P 30

Customer	M0	M-1	M-2	M-3	M-4	M-4+
HT	0	0	0	0	0	0

### 6.3 Charts of Account

The system provides Account Receivables report and Account Payables report.

#### Account Receivables

Month	Account Type	Account	Company	Currency	Value
2002-Jul	Customer	HT	trabasLabs	IDR	176,176

#### Account Payables

Month	Account Type	Account	Company	Currency	Value
2002-Jul				IDR	17,618

## 7. Manage Database

Trabas VoIP Billing System provides Database Management Tools which allow users to manage the database from web browser such as add records and create queries.

### 7.1 Table Editor

To start using any Table Editor from the Main Navigation Menu, you must first set the table. The database name set to currently used database by application.

Database  Table

1. From Main Navigation Menu, choose Database à Browse Table
2. Set Table by choosing Table name and click the Set button
3. When the Database and Table are already set, you can start using the Table Editor.

#### 7.1.1 Browse Table

When you browse the selected table (Database à Browse Table), the Table's fields will be displayed as columns, while the records will be listed in rows. Each row has:

- a. Update button. Click this button to update the selected record
- b. Delete button. Click it to delete the selected record
- c. Mark checkbox. Tick the checkbox to select the record.

The Table also has three buttons:

- a. Mark All button to mark all records
- b. Reset button to reset the marking
- c. Delete Marked button to delete all marked records

Database: voip\_business Entity: Credit Card Type

Record List [to param](#)

[ Save | Save All ] [ 1 ] CW  P 1/1 R 2 R/P 30

Edit	Id	Name	Delete	Mark for Delete
<input type="button" value="update"/>	1	Visa	<input type="button" value="delete"/>	<input type="checkbox"/>
<input type="button" value="update"/>	2	Master	<input type="button" value="delete"/>	<input type="checkbox"/>

You can also list parameters based on the value you set.

List Parameter [to list](#)

Parameter	Operator	Value	Code	Type	Key	Ref	Extra
Id	<choose>	<input type="text"/>	ATRCCTYID	bigint(20) unsigned	PRI		auto_increment
Name	<choose>	<input type="text"/>	ATRCCTYNM	char(32)	UNI		

### 7.1.2 Add New Record

To add a new record to the selected table, choose Database à Browse Table à New Record. The fields displayed will be all the Table's fields. To complete the process, click Insert button or click Reset button to cancel.

Database:  Table:

Database: voip\_business Entity: Credit Card Type

**Insert**

Parameter	Value	Code	Type	Key	Ref	Extra
Id	NULL	ATRCCTYID	bigint(20) unsigned	PRI		auto_increment
Name	Amex	ATRCCTYNM	char(32)	UNI		

### 7.1.3 Update Record

When you click a record's Update button on Browse Records page, you can update the record. The fields displayed will be all the Table's fields. Click Update button to complete the process, Reset button to cancel, or Delete button to delete the record.

### 7.1.4 Delete Record

There are several ways to delete record(s) from the selected table.

1. To delete a single record, click Delete button of the record at
  - a. Browse Table page (Database à Browse Table), or

Edit	Id	Name	Delete
<input type="button" value="update"/>	1	Visa	<input type="button" value="delete"/>

- b. Update Record page (Database à Browse Table à Update button).

Database: voip\_business Entity: Credit Card Type

**Update**

Parameter	Value	Code	Type	Key	Ref	Extra
Id	1	ATRCCTYID	bigint(20) unsigned	PRI		auto_increment
Name	Visa	ATRCCTYNM	char(32)	UNI		

2. To delete multiple records:
  - a. On Browse Table page, mark the records to be deleted, or click Mark All button to mark all records on the page
  - b. Click Delete Marked button to delete or Reset to cancel.

Edit	Id	Name	Delete	Mark for Delete
<input type="button" value="update"/>	1	Visa	<input type="button" value="delete"/>	<input checked="" type="checkbox"/>
<input type="button" value="update"/>	2	Master	<input type="button" value="delete"/>	<input checked="" type="checkbox"/>

