

Amberdms Billing System User Guide

This document provides usage information for the Amberdms Billing System

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Table of Contents

1. Introduction.....	7
2. Accessing the Amberdms Billing System Hosted Service.....	8
2.1. Logging In.....	8
2.2. Login Problems.....	8
3. Getting Support.....	9
3.1. Commercial Support.....	9
3.1.1. Technical Support.....	9
3.1.2. Development/Integration Assistance.....	9
3.1.3. Not a customer?.....	9
3.2. Community Support.....	9
4. Getting Started.....	10
5. Customer Management.....	11
5.1. Adding new Customers.....	11
5.2. Listing Customers.....	13
5.3. View Customers.....	13
5.3.1. Customer's Details.....	14
5.3.2. Portal Options.....	14
5.3.3. Customer's Journal.....	14
5.3.4. Customer's Attributes.....	14
5.3.5. Customer's Orders.....	16
5.3.6. Customer's Invoices.....	16
5.3.7. Customer's Services.....	16
5.4. Delete Customer.....	16
6. Customer Order Handling.....	18
6.1. Customer Orders Page.....	18
6.2. Adding Order Items.....	18
6.3. Turning Orders into Invoices.....	19
6.4. Quotations.....	19
6.5. Purchase Orders.....	19
7. Vendors/Suppliers.....	20
7.1. Add new Vendors.....	20
7.2. Listing Vendors.....	22
7.3. View Vendors.....	22
7.3.1. Vendor's Details.....	23
7.3.2. Vendor's Journal.....	23
7.3.3. Vendor's Invoices.....	23
7.4. Delete Vendor.....	24
8. Accounts: Chart of Accounts.....	25
8.1. Create a new Account.....	25
8.2. Listing Accounts (Chart of Accounts).....	26
8.3. View Account.....	27
8.3.1. Account Details.....	27
8.3.2. Account Ledger.....	27
8.4. Delete Account.....	28
9. Accounts: Sales Taxes.....	29
9.1. Add Tax.....	29
9.2. Listing Taxes.....	30
9.3. View Tax.....	30
9.3.1. Tax Details.....	30
9.3.2. Tax Ledger / Tax Reports.....	30
9.4. Deleting Taxes.....	31
10. Accounts: General Ledger.....	32
10.1. Displaying the General Ledger.....	32
10.2. Creating General Ledger Transactions.....	32
10.2.1. Adding a new GL Transaction.....	33

10.2.2. Adjusting a GL Transaction.....	33
10.2.3. Deleting a GL Transaction.....	34
11. Accounts: Import.....	35
12. Human Resources.....	37
12.1. Add Employee.....	37
12.2. Listing Employees/Staff.....	37
12.3. View Staff.....	38
12.3.1. Employee's Details.....	38
12.3.2. Employee's Timesheet.....	38
12.3.3. Employee's Journal.....	38
12.4. Delete Employee.....	38
13. Products.....	40
13.1. Manage Product Groups.....	40
13.1.1. View Product Groups.....	40
13.1.2. Add Product Group.....	41
13.1.3. Delete Product Group.....	41
13.2. Adding a new Product.....	42
13.3. Listing Products.....	44
13.4. View Products.....	44
13.4.1. Product Details.....	44
13.4.2. Product Journal.....	44
13.5. Delete Product.....	45
14. Services: Capabilities & Billing Logic.....	46
14.1. Supported Billing Cycles.....	46
14.2. Supported Billing Modes.....	46
14.2.1. Available Modes.....	46
14.2.2. Configuration.....	47
14.2.3. Recommendations.....	47
14.2.4. Important Notes.....	47
14.3. Supported Service Types.....	48
14.4. Service Usage Record Collection.....	49
14.4.1. SOAP API Collection.....	49
14.4.2. Direct MySQL Query.....	49
15. Services: VoIP / Phone Billing.....	50
15.1. How CDR Rate Tables Work.....	50
15.2. About Overrides.....	50
15.3. Managing Rate Tables.....	51
15.3.1. Creating a Rate Table.....	51
15.3.2. Importing Rates.....	52
15.3.3. Viewing and Adjusting Rates.....	52
15.3.4. Deleting Rate Tables.....	53
16. Services: Data Traffic Services.....	54
16.1. About Traffic Types.....	54
16.2. Managing Traffic Types.....	54
16.2.1. Creating New Traffic Type.....	54
16.2.2. Adjusting Existing Traffic Types.....	54
16.2.3. Deleting Traffic Types.....	55
17. Services: Management.....	56
17.1. Manage Service Groups.....	56
17.1.1. View Service Groups.....	56
17.1.2. Add Service Group.....	57
17.1.3. Delete Service Group.....	57
17.2. Create a new Service.....	58
17.3. Adjusting Service Plan.....	60
17.3.1. All Services.....	60
17.3.2. bundle, generic_no_usage.....	60
17.3.3. generic_with_usage.....	60
17.3.4. TIME.....	61
17.3.5. data_traffic.....	61
17.3.6. licenses.....	62

17.3.7. phone_single, phone_tollfree, phone_trunk.....	62
17.4. Listing Services.....	64
17.5. View Services.....	64
17.5.1. Service Details.....	65
17.5.2. Service Plan.....	65
17.5.3. Service Journal.....	65
17.6. Adding a service to a customer account.....	65
17.7. Deleting Services.....	65
18. Services: Customer Assignment.....	66
18.1. Subscribing a customer to a new service.....	66
18.2. Adjusting Service Details/Plan.....	67
18.2.1. Generic Service Details.....	67
18.2.2. data_traffic special options.....	68
18.2.3. phone_* special options.....	68
18.2.4. Enabling or Disabling Customer Services.....	70
18.2.5. Important Notes.....	70
18.3. View customer service history/Periods.....	70
18.4. Manually Generating Service Invoices.....	72
19. Timekeeping.....	73
19.1. Staffaccess Permissions.....	73
19.1.1. Assigning Staffaccess Rights.....	73
19.1.2. Selecting the correct employee to enter time.....	74
19.2. Using the Timekeeping Functions.....	74
19.2.1. Viewing a Specific Day.....	74
19.2.2. Adding Time.....	75
19.2.3. Reoccurring Time.....	75
19.2.4. Booking Time in the Future.....	75
19.3. Getting Timesheet Information.....	75
19.3.1. Employee Timesheets.....	75
19.3.2. Project Timesheets.....	76
19.3.3. Unbilled Time Report.....	76
19.3.4. Exporting to CSV.....	77
19.4. Time Groups / Adding Time to Invoices.....	77
19.4.1. Creating a Time Group.....	78
19.4.2. Invoicing a Time Group.....	80
20. Projects.....	82
20.1. Create a new Project.....	82
20.2. Listing Projects.....	83
20.3. View Projects.....	83
20.3.1. Project Details.....	84
20.3.2. Project Phases.....	84
20.3.3. Timebooked.....	84
20.3.4. Timebilled/Grouped.....	85
20.3.5. Project Journal.....	85
20.4. Deleting Projects.....	85
21. Invoicing.....	86
21.1. Invoice List.....	86
21.2. Creating new Invoices.....	86
21.3. Adding items to Invoices.....	86
21.3.1. Basic Transactions.....	87
21.3.2. Time Items.....	88
21.3.3. Product Items.....	88
21.4. Adding Payments to Invoices.....	88
21.5. Invoice Journal.....	89
21.6. Export/Email Invoice.....	90
21.7. Deleting Invoices.....	90
22. Bulk Payments.....	92
23. Account Statements/Reminders.....	93
24. Quotations.....	94
24.1. Converting Quotes to Invoices.....	94

25. Discounting.....	95
25.1. Setting Discount Configuration.....	95
25.1.1. Setting Customer Discount.....	95
25.1.2. Setting Vendor Discount.....	96
25.1.3. Setting Product Discount.....	96
25.2. Adding Discounts to Invoices or Quotes.....	97
26. Accounting Reports.....	98
26.1. Sales Tax Reports.....	98
26.1.1. Accrual/Invoice Mode.....	98
26.1.2. Cash Mode.....	98
26.2. Trial Balance.....	100
26.3. Income Statement.....	100
26.4. Balance Sheet.....	100
27. Support Tickets.....	101
27.1. Add Support Ticket.....	101
27.2. Listing Support Tickets.....	101
27.3. View Tickets.....	102
27.3.1. Support Ticket Details.....	102
27.3.2. Support Ticket Journal.....	102
27.4. Deleting Support Tickets.....	102
28. User Preferences.....	104
29. Templates & Emails.....	105
29.1. Invoice & Quote Templates.....	105
29.2. Report Templates.....	106
29.3. Email Templates.....	106
29.4. Backend Functionality.....	108
30. Audit Locking.....	109
31. Database Backup.....	110
32. General Application Configuration.....	111
32.1. Company Details.....	111
32.2. Application.....	112
32.2.1. Default Codes.....	112
32.2.2. Accounts Configuration.....	112
32.2.3. Automated Billing.....	113
32.2.4. Timekeeping/Timesheet Configuration.....	113
32.2.5. Audit Locking.....	113
32.2.6. Contributions.....	113
32.2.7. Security.....	114
32.2.8. Miscellaneous Configuration.....	114
32.2.9. Dangerous Configuration Options.....	114
32.3. Locale.....	116
32.3.1. Language.....	116
32.3.2. Application Appearance.....	116
32.3.3. Date Settings.....	116
32.3.4. Currency Configuration.....	116
32.4. Services.....	118
32.4.1. Services: UI Options.....	118
32.4.2. Services: External Data Sources.....	119
32.4.3. Services: Functionality Options.....	119
32.5. Integration.....	120
32.6. Dependencies.....	120
33. User Authentication Backend.....	121
33.1. Authentication Backend.....	121
33.2. Blacklisting.....	121
34. Translations & Languages.....	122
34.1. Supported Languages.....	122
34.2. Contribution.....	122
35. Troubleshooting.....	123
35.1. Authentication or User Issues.....	123
35.1.1. "I'm only able to login from one computer at any time".....	123

35.1.2. “My SOAP application seems to randomly be denied access despite correct permissions”	123
35.1.3. “Even though I have authenticated, my SOAP applications are still constantly denied access”	123
35.2. Invoice/Report/PDF Generation Failure.....	123
35.3. Missing Dependencies/Components.....	124
35.4. Application Debugging.....	124
36. Legal & Licensing.....	126
36.1. Open Source / AGPL.....	126
36.2. Trademark Use.....	126
36.3. Community Links.....	126

1. Introduction

The Amberdms Billing System (ABS) is a powerful, user friendly, open-source billing system designed for small and medium businesses fully open source under the AGPL software license.

The Amberdms Billing System includes the following features:

Accounting

- Provides full double-entry accounting.
- Simple UI makes it easy to create invoices and handle finances
- Ability to export information to CSV or PDF formats

Time Keeping

- Provides timesheet features to allow employees to keep track of hours spent on different projects.
- Easy interface allows you to generate invoices from the hours entered.
- The easy UI and full integration between timekeeping and invoicing features mean you'll never forget to bill customers for hours worked

Service Billing & Management

- Capable of performing regular service billing
- Supports usage-based billing, making the Amberdms Billing System ideal for ISPs or hosting providers.
- Sample code supplied to collect usage information from a variety of applications.

Developer Friendly

- Fully open source product, licensed under the GNU AGPL. This allows you to customise the product to suit your requirements - or take advantage of our commercial developer services and have Amberdms do all the development work for you.
- Easy 3rd party integration via a fully documented SOAP API.

Commercial Backing

- High-availability geo-redundant hosted services available from Amberdms, eliminating the need for you to run your own servers and worry about backups and upgrades.
- Commercial support packages available from Amberdms.
- Customisation services available at fixed-price quotes.

This document provides a user guide for all the features of this application. If you are looking for installation information, developer documentation or other integration documentation, the following documents may be of use:

1. Installation Manual.
2. API Developer Manual.
3. Service Usage Collector Manual.

2. Accessing the Amberdms Billing System Hosted Service

For customers of the Amberdms Billing System Hosted service, the following information explains how to login and get support for your product.

If you run the Amberdms Billing System on your own internal servers, this information does not apply to you.

2.1. Logging In

To login to the Amberdms Billing System, access the following URL:

www.amberdms.com/billing_system

You must supply all three fields in order to be able to login.

2.2. Login Problems

If you are unable to login to the Amberdms Billing System, talk to your local system administrator who created your login account – it may be due to the brute force blacklisting if you have tried to login with the wrong password too many times.

If your system administrator is unable to help, please contact Amberdms Technical Support via email or phone and give them your customer number and username.

Contact details are available on the Amberdms website at:

www.amberdms.com/contact

3. Getting Support

3.1. Commercial Support

If you are a customer of the Amberdms Billing System Hosted Service or the Amberdms Billing System Subscription, Amberdms will provide free unlimited technical support for any issues you have with communicating with the SOAP API.

3.1.1. TECHNICAL SUPPORT

To receive technical support, contact us using one of the methods list at:

http://www.amberdms.com/?page=products/billing_system/support_basic.php

Please have your customer ID ready so that our staff may assist you effectively.

3.1.2. DEVELOPMENT/INTEGRATION ASSISTANCE

Our free technical support service does not cover us supporting developers with coding issues in their own applications.

If you would like comprehensive support including phone or email assistance for developers or staff integrating the Amberdms Billing System with other applications, or for support with writing your own SOAP programs, you will need to either have a support package or be prepared to pay the hourly support rate.

If you already have a support package, you may contact us using the details available at:

http://www.amberdms.com/?page=products/billing_system/support_package.php

If you do not have a support package, but do have either a hosted service or subscription service with Amberdms, we can still support you but will charge for our time and add it to your monthly invoice. To make a support request, use the information at http://www.amberdms.com/?page=products/billing_system/support_basic.php

If you don't currently have a support package with Amberdms but would like to get one you can find out more about our offerings at http://www.amberdms.com/?page=products/billing_system/getsupport.php

3.1.3. NOT A CUSTOMER?

If you are not a customer, you can try and get support from the community via our mailing lists, however we recommend that you sign up for our subscription service.

The Amberdms Billing System Subscription Service lets you run the Amberdms Billing System on your own servers, but you get the advantage of priority updates, alerts to new fixes and our commercial support services.

Full details can be found at: http://www.amberdms.com/?page=products/billing_system/subscription.php

3.2. Community Support

If you are not a customer of Amberdms, you may be able to get assistance from other members of the community by using the Billing System mailing lists.

General Discussion List:

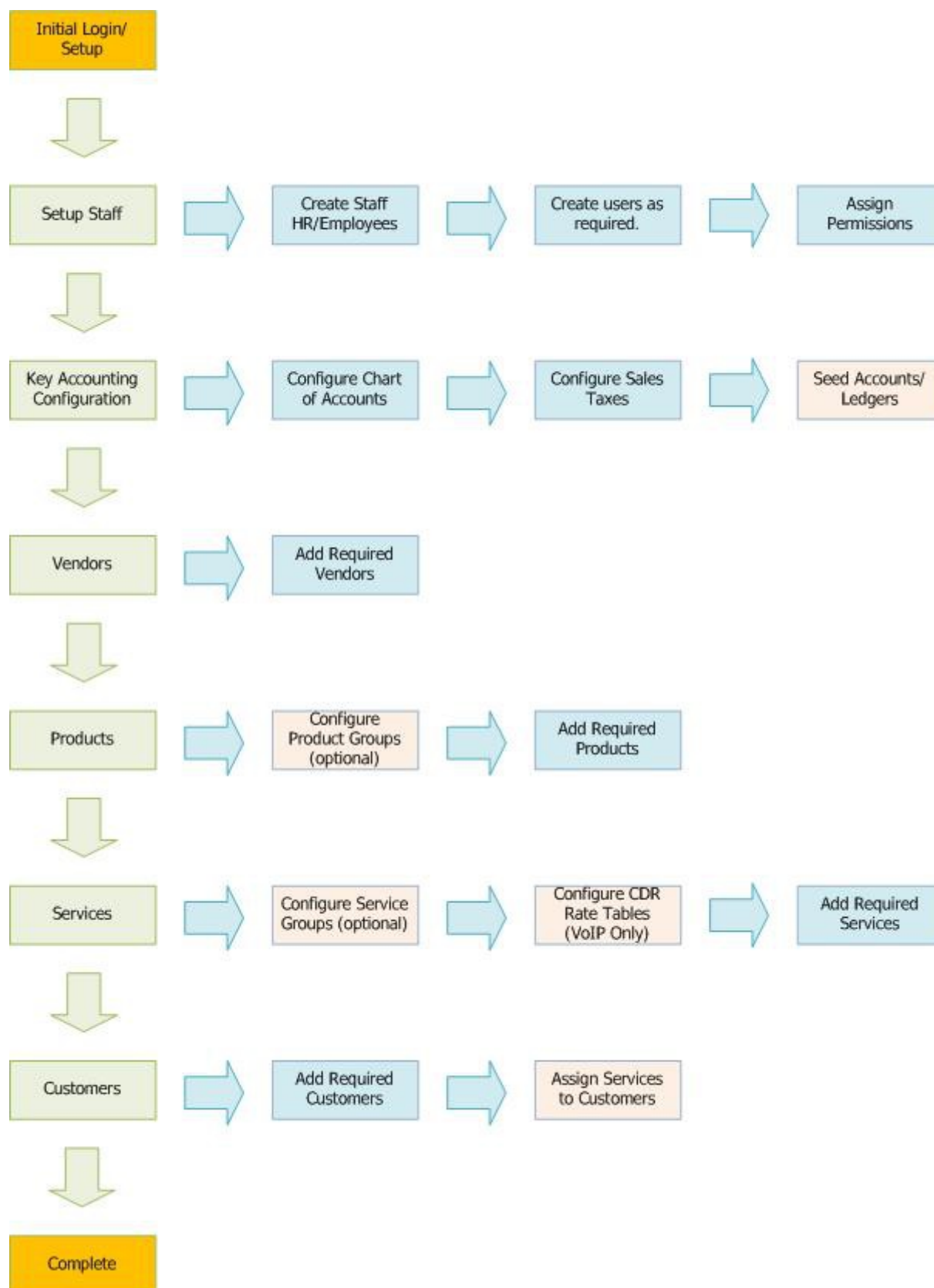
<http://lists.amberdms.com/mailman/listinfo/amberdms-bs>

Amberdms Billing System Developers Mailing List:

<http://lists.amberdms.com/mailman/listinfo/amberdms-bs-devel>

4. Getting Started

If this is the first time you have used the Amberdms Billing System, you will need to setup the following in order:



5. Customer Management

In order to be able to create invoices or configure services, you will need to add your customers to the billing system.

5.1. Adding new Customers

Select *Customers* -> *Add Customer* to access the page for adding new customers.

First set the basic customer's details and the dates when they first started or ceased business with your organisation – the customer ID field can be left blank for an automatic unique auto generated value.

Add contacts to the customer – there will always be at least one “accounts” contact, but you can have any number of contacts with different contact methods.

To add contacts, set the default accounts contact with required information – you can add any number of contact numbers or email addresses to the contact.

If you wish to create additional contacts – for example, management, a specific department, authorised purchasers – you can click the *Add New Contact* button to add additional contacts.

Assign the taxes that apply to this customer. If you have yet to add taxes, you can enable new taxes for all existing customers after creation.

Configure a discount if desired – the discount will be applied to all products or service base plans, unless the product or service has a higher discount already.

Customer Purchase Options

Discount %

Finally configure the billing and postal addresses:

Billing Address

Street

City

State

Country

Zipcode

Billing Address

Shipping Option ☒ Use the billing address as the shipping address

Street

City

State

Country

Zipcode

Once all fields have been entered, click “*Create Customer*” to add the customer to the billing system.

5.2. Listing Customers

Select “Customers -> View Customers” from the menu to display a list of all the customers in the billing system. You can use the options menu at the top of the page to configure what customers and fields to display:

You can also export the data in alternative formats, which will export the exact same data as currently displayed.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

CUSTOMER LIST

Fields to display:

☒ Customer ID
☐ Start Date

☒ Customer Name
☐ End Date

☒ Contact Name
☐ Tax Number

☒ Phone Number
☐ City

☒ Email Address
☐ State

☐ Fax Number
☐ Country

Filter/Search Options:

Start Date
 (dd/mm/yyyy)

End Date
 (dd/mm/yyyy)

Search

Hide Options
☒ Hide any customers who are no longer active

Order By:

Customer Name
-- select --
then
-- select --
then
-- select --
then
-- select --

Apply Options
Reset Options

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services
101	Joe Bloggs				details invoices services
100	Telco2008				details invoices services
104	test				details invoices services

Export as CSV

5.3. View Customers

There are multiple pages showing different customer details and providing you with the ability to edit the pages.

First, select the customer you wish to view, by accessing the customer list (see section above) and then select one of the options to the right of the customer list.

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Customer's Details
Customer's Journal
Customer's Invoices
Customer's Services
Delete Customer

5.3.1. CUSTOMER'S DETAILS

The customer details page displays the basic details of the customer, billing address and shipping address, as well as providing the ability to adjust tax options for the customer.

Refer to the adding customer section above for details about the page options.

5.3.2. PORTAL OPTIONS

If the MODULE_CUSTOMER_PORTAL configuration option is set, the customer portal options page will appear, which allows a password to be set for a selected customer to enable their use of an external customer portal.

If you do not have any external applications using the portal SOAP API, then it is recommended that you disable this configuration option on the Configuration->Integration page to simplify usability for ABS users.

CUSTOMER PORTAL OPTIONS

There are various options for the customer portal which can be configured and defined here, such as the customer's login password.

Customer Details

Customer ID	104
Customer Name	Simple DSL User

customer_portal_history

login_time	0
login_ipaddress	

customer_portal_password

Only input a password if you wish to change the existing one.

Password

Password - Confirm

Save Information

[Save Changes](#)

5.3.3. CUSTOMER'S JOURNAL

The customer journal is an area to attach notes and files to a customer. These notes are readable by all other users with *customers_view* permissions.

5.3.4. CUSTOMER'S ATTRIBUTES

The customer journal is a great way to attach files and complex notes, but is less useful when wanting to provide a place to store attributes relating to the customer, such as serial numbers, secondary IDs,

The attributes page provides the ability to have different groups of attributes and easy addition/removal of the attributes – to get started, a default group is provided:

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Portal Options Customer's Journal **Customer's Attributes** Customer's Orders Customer's Invoices Customer's Services Delete Customer

CUSTOMER ATTRIBUTES

Use this page to define attributes such as install dates, model numbers, serial numbers or other values of interest in an easy to search form. For more detailed text or file uploads, use the journal instead.

You do not have any attributes currently assigned to this customer, use the fields below to begin entering some.

Create New Group...

Default Group
delete change name

Attribute Key	Attribute Value	
Key/Label for attribute (with autocomplete)	Text field to store any data	delete
Key/Label for attribute (with autocomplete)	Text field to store any data	delete

Save Information

Save Changes

Additional attributes can be added, the attributes table will automatically expand with additional rows as needed:

Default Group
delete change name

Attribute Key	Attribute Value	
Desktop #1 Key	2345-2323456-3456-8535735	delete
Desktop #2 Key	234-345653-43627-362	delete
Desktop #3 Key	3456-34567-4385843-4273	delete
Key/Label for attribute (with autocomplete)	Text field to store any data	delete

Save Information

Save Changes

The attributes group can be renamed, deleted or a different group can be added – attributes can then be moved between the groups.

Create New Group... Click to add new groups

Click ^ to expand/hide

Default Group
delete change name

Attribute Key	Attribute Value		
Desktop #1 Key	2345-2323456-3456-8535735	move...	delete
Desktop #2 Key	234-345653-43627-362	move...	delete
Desktop #3 Key	3456-34567-4385843-4273	move...	delete
Key/Label for attribute (with autocomplete)	Text field to store any data	move...	delete

Test Group
delete change name delete/rename group

Attribute Key	Attribute Value		
Serial Numbers	FJWS36326	move...	delete
Serial Numbers	FJWS36326	move...	delete
Key/Label for attribute (with autocomplete)	Text field to store any data	move...	delete

Save Information

Save Changes

5.3.5. CUSTOMER'S ORDERS

In order to provide more advanced billing options, ABS 1.5.0 introduced the ability to have customer orders – essentially products or service setup fees can be added to the customer's account, which are then invoiced on a monthly or service basis.

Customer order handling is detailed in more information in the section “*Customer Order Handling*”.

5.3.6. CUSTOMER'S INVOICES

The customer's invoices page displays all the invoices belonging to this customer and shows which invoices have or have not been paid, as well as providing various filter and search options.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products/Services/Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Customer's Details
Customer's Journal
Customer's Invoices
Customer's Services
Delete Customer

CUSTOMER'S INVOICES

This page lists all the invoices belonging to this customer. [Click here to add a new invoice](#)

Fields to display:

☒ Invoice Number
☐ Order Number
☐ PO Number
☒ Employee Name
☒ Transaction Date

☒ Date Due
☐ Amount of Tax
☐ Amount
☒ Total Amount
☒ Amount Paid
☒ Sent

Filter/Search Options:

Start Date
(dd/mm/yyyy)

End Date
(dd/mm/yyyy)

Employee
-- select --

Hide Options
☐ Hide Closed Invoices

Apply Options

Reset Options

Invoice Number	Employee Name	Transaction Date	Date Due	Total Amount	Amount Paid	Sent
106	Bob Jones	05-03-2009	25-03-2009	\$86.25		view invoice
				\$86.25	\$0.00	

[Export as CSV](#)

5.3.7. CUSTOMER'S SERVICES

The customer services page displays all the services the customer currently subscribes to, as well as allowing you to update, delete or add services.

Managing customer services is detailed in the “*Services: Managing Customer Services*” section of this document further down.

5.4. Delete Customer

When required, customers can be deleted from the billing system, **provided that there are no invoices or services belonging to the customer.**

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products/Services/Projects	Time Keeping	Support Tickets	Admin
View Customers		Add Customer						
Customer's Details		Customer's Journal	Customer's Invoices	Customer's Services	Delete Customer			

DELETE CUSTOMER

This page allows you to delete an unwanted customers. Note that it is only possible to delete a customer if they do not belong to any invoices or time groups. If they do, you can not delete the customer, but instead you can disable the customer by setting the date_end field.

Delete Customer

Customer Name test

Save Information

Confirm Deletion ☐ Yes, I wish to delete this customer and realise that once deleted the data can not be recovered.

If the customer is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “*Customer's Details*” page.

This will not delete the customer, but will hide them from the list of active customers.

You also need to check any services on the customer, the services may need to be disabled if they have not already been done.

Customer Details	
Customer ID	<input type="text"/>
Customer Name *	<input type="text"/>
Contact Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Start Date *	09 / 03 / 2009 (dd/mm/yyyy)
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/> (dd/mm/yyyy)

6. Customer Order Handling

ABS 1.5.0 introduced new customer order handling functionality, where products or service setup fees could be added to a customer's account as orders, which would be turned into invoices at a later stage.

The primary intent of this feature is to enable the addition of setup fees and product items to service customers, so that all the initial setup components will be charged on the first service invoice, or optionally, at an earlier stage by manual intervention.

6.1. Customer Orders Page

The customer order's page can be accessed by viewing the customer and then selecting "Customer's Orders".

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Portal Options Customer's Journal Customer's Attributes Customer's Orders Customer's Invoices Customer's Services Delete Customer

CUSTOMER ORDERS

The customer orders page is a function developed to allow products and charges to be assigned to a customer and then involved onto a single bill - this may involve use patterns like adding service setup fees and hardware (eg: connection fee + ADSL modem) and having them automatically billed at the next service run.

Customer has unbilled order items.
 Total Amount: \$25.00 [exc sales tax]
 Next Invoice Date: 2011-05-31

Date Ordered	Type	item	Quantity	Units	Price	Discount	Amount	Description
23-05-2011	service	SOHO DSL Plan 10G	1		\$25.00		\$25.00	Setup Fee: SOHO DSL Plan 10G

Order Products Generate any new invoices

6.2. Adding Order Items

Service-setup fees are automatically added only, but products can be added manually:

Customer has unbilled order items.
 Total Amount: \$25.00 [exc sales tax]
 Next Invoice Date: 2011-05-31

Date Ordered	Type	item	Quantity	Units	Price	Discount	Amount	Description
23-05-2011	service	SOHO DSL Plan 10G	1		\$25.00		\$25.00	Setup Fee: SOHO DSL Plan 10G

Order Products Generate any new invoices

ADD ORDER ITEM

This page allows you to add an order item to the customer.

Order Details

Date Ordered: 24/05/2011 (dd/mm/yyyy)

Type: product

Order Product Item

Product: 100 -- SOHO ADSL Router

Price: \$180.00 NZD

Quantity: 1

Units: units

Description:

Discount: 0 %

Save Information

Save Changes

6.3. Turning Orders into Invoices

There are three methods for orders to be turned into invoices:

1. Items will be added to the next service invoice (ORDERS_BILL_ONSERVICE configuration option).
2. Items will be billed at the end of the calendar month (ORDERS_BILL_ENDOFMONTH configuration option).
3. Manual Command

The orders page interface will inform you of when the items will be invoiced:

Customer has unbilled order items.
 Total Amount: \$25.00 [exc sales tax]
 Next Invoice Date: 2011-05-31

Otherwise an invoice can be manually generated by clicking on “Generate any new Invoices”:

Date Ordered	Type	item	Quantity	Units	Price	Discount	Amount	Description	
23-05-2011	service	SOHO DSL Plan 10G	1		\$25.00		\$25.00	Setup Fee: SOHO DSL Plan 10G	details delete

Order Products [Generate any new invoices](#)

Once the invoice is generated, the order items will disappear – the invoice can now be found on the “Customer's Invoices” page or the general AR page.

6.4. Quotations

The orders function does not replace quotations, which can be made via *Accounts -> Quotes -> Add Quote*. Note that you can quote for products, but you can't quote for services due to their reoccurring and variable nature.

6.5. Purchase Orders

ABS does not have a purchase order handling system build into the customer order's page – instead you should:

1. Creating a quote for the customer.
2. Receiving the purchase order from the customer.
3. Turning the quote into an invoice, attaching the PO and referencing it's number on the invoice.

The customer order's page is intended for simpler transactions like setup fees or casual supply of components, for example a business supplying services and sometimes some hardware components.

7. Vendors/Suppliers

It is important to define your vendors before adding services, products and of course before being able to make Accounts Payable invoice transactions.

7.1. Add new Vendors

Select *Vendors* -> *Add Vendor* to access the page for adding new vendors.

First set the basic vendor's details and the dates when they first started or ceased business with your organisation – the vendor ID field can be left blank for an automatic unique auto generated value.

Add contacts to the vendor – there will always be at least one “accounts” contact, but you can have any number of contacts with different contact methods.

To add contacts, set the default accounts contact with required information – you can add any number of contact numbers or email addresses to the contact.

If you wish to create additional contacts – for example, management, a specific department, sales staff– you can click the *Add New Contact* button to add additional contacts.

Assign the taxes that apply to this vendor. If you have yet to add taxes, you can enable new taxes for all existing vendors after creation.

Configure a discount if desired – the discount will be applied to all products when purchased from that specific vendor – useful if the vendor offers a standard discount for all purchases, although per-product discounts should be set on the product or at ordering time instead.

Vendor Tax Options

Tax Number	<input type="text" value="12-345-678"/>
Default Tax	<input type="text" value="GST 15%"/>

Select all the taxes below which apply to this vendor. Any taxes not selected, will not be added to invoices for this customer.

- ☒ GST 15% -- NZ Goods and Services Tax
- ☐ GST Food 10% -- Special GST Rate for Food

Finally configure the billing and postal addresses:

Billing Address

Street	<input type="text" value="Somewhere"/>
City	<input type="text" value="Someplace"/>
State	<input type="text" value="Somestate"/>
Country	<input type="text" value="Somecountry"/>
Zipcode	<input type="text" value="9876"/>

Billing Address

Shipping Option	<input checked="" type="checkbox"/> Use the billing address as the shipping address
Street	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Country	<input type="text"/>
Zipcode	<input type="text"/>

Once all fields have been entered, click “*Create Vendor*” to add the vendor to the billing system.

7.2. Listing Vendors

Select “Vendors -> View Vendors” from the menu to display a list of all the vendors in the billing system. You can use the options menu at the top of the page to configure what vendors and fields to display:

Amberdms Billing System logged on as mitchell | [options](#) | [logout](#)

Overview Accounts Customers **Vendors/Suppliers** Human Resources Products Services Projects Time Keeping Support Tickets Admin

[View Vendors](#) [Add Vendor](#)

VENDORS/SUPPLIERS LIST

Fields to display:

- ☒ Vendor ID
- ☒ Vendor Name
- ☒ Contact Name
- ☒ Phone Number
- ☒ Email Address
- ☐ Fax Number
- ☐ Start Date
- ☐ End Date
- ☐ Tax Number
- ☐ City
- ☐ State
- ☐ Country

Filter/Search Options:

Start Date (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Search

Hide Options ☒ Hide any vendors who are no longer active

Order By:

Vendor Name then -- select -- then -- select -- then -- select --

[Apply Options](#) [Reset Options](#)

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address
107	Generic VoIP Provider			
106a	Sparks Electricity Corporation	Accounts Recievables		
102	Speedy Taxis Ltd			
103	Yum Pizzas			

[Export as CSV](#) [Export as PDF](#)

You can also export the data in alternative formats, which will export the displayed data (so you can export the results of a search) to CSV or PDF formats.

7.3. View Vendors

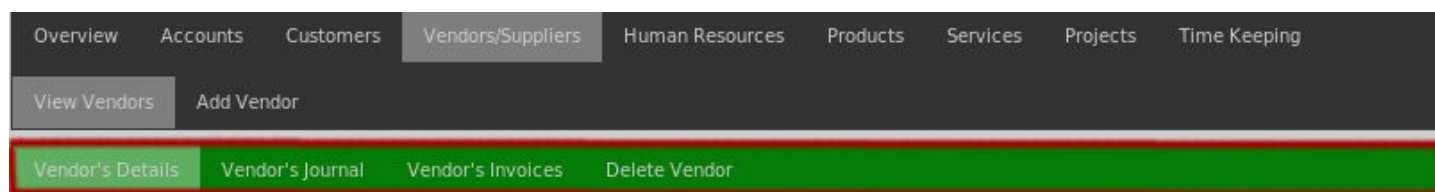
There are multiple pages showing different vendor details and to make changes.

First, select the vendor you wish to view, by accessing the vendor list (see section above) and then select one of the options to the right of the vendor name.

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address	
107	Generic VoIP Provider				details invoices
106a	Sparks Electricity Corporation	Accounts Recievables			details invoices
102	Speedy Taxis Ltd				details invoices
103	Yum Pizzas				details invoices

[Export as CSV](#) [Export as PDF](#)



7.3.1. VENDOR'S DETAILS

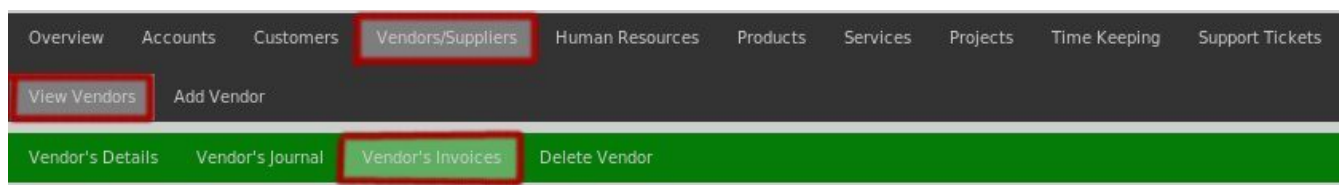
The vendor details page displays the basic details of the vendor such as their billing address, shipping address and tax options.

7.3.2. VENDOR'S JOURNAL

The vendor journal is an area to attach notes and files to a vendor. These notes are readable by all other users with *vendors_view* permissions – typically information such as purchasing information, account manager details and price-lists for internal use.

7.3.3. VENDOR'S INVOICES

The vendors invoices page displays all the invoices that have been sent to your company from the selected vendor. This page shows which invoices have been paid (or are outstanding) and also provides various filter and search options.



VENDOR'S INVOICES

This page lists all the AP invoices from this vendor.

[Create New Invoice](#)

Fields to display:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Invoice Number | <input checked="" type="checkbox"/> Date Due |
| <input type="checkbox"/> Order Number | <input type="checkbox"/> Amount of Tax |
| <input type="checkbox"/> PO Number | <input type="checkbox"/> Amount |
| <input checked="" type="checkbox"/> Employee Name | <input checked="" type="checkbox"/> Total Amount |
| <input checked="" type="checkbox"/> Transaction Date | <input checked="" type="checkbox"/> Amount Paid |

[Apply Options](#)

[Reset Options](#)

Filter/Search Options:

Start Date (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Employee

Hide Options ☐ Hide Closed Invoices

Invoice Number	Employee Name	Transaction Date	Date Due	Total Amount	Amount Paid	
52964	Jane Harriot	2008-09-03	2008-09-23	\$153.00	\$153.00	view
				\$153.00	\$153.00	

[Export as CSV](#)

[Export as PDF](#)

7.4. Delete Vendor

When required, vendors can be deleted from the billing system, **provided that there are no invoices entered for this vendor.**

If the vendor is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “*Vendor's Details*” page.

This will not delete the vendor, but will hide them from the list of active vendors.

The screenshot shows the 'Delete Vendor' page in the Amberdms Billing System. The navigation menu at the top includes 'Overview', 'Accounts', 'Customers', 'Vendors/Suppliers', and 'Human Resources'. The 'Vendors/Suppliers' menu is active, and the 'Delete Vendor' button is highlighted. The main content area displays the vendor details for 'Generic VoIP Provider' (ID 107). The 'End Date' field is highlighted with a red box. The 'Save Information' section contains a 'Confirm Deletion' checkbox and a 'delete' button.

Vendor Details	
Vendor ID *	107
Vendor Name *	Generic VoIP Provider
Contact Name	
Phone Number	
Fax Number	
Email Address	
Start Date *	2010 03 23 (yyyy/mm/dd)
End Date	

DELETE VENDOR

This page allows you to delete an unwanted vendors.

Delete Vendor

Vendor Name: Generic VoIP Provider

Save Information

Confirm Deletion ☐ Yes, I wish to delete this vendor and realise that once deleted the data can not be recovered.

delete

8. Accounts: Chart of Accounts

In double entry accounting, accounts are used to group related transactions together – accounts are not necessarily the same thing as an actual bank account (although they can be).

Before being able to add invoices, products or taxes, you need to create a number of accounts. The list below is an example:

1. Chequeing bank account
2. Accounts Receivables
3. Account Payable
4. Income
5. Expenses
6. Tax

The Amberdms Billing System is shipped pre-configured with a common account setup, but you may wish to add to, edit or remove these default accounts to suit the requirements of your business.

8.1. Create a new Account

Select “Accounts -> Chart of Accounts -> Add Account” to access create new account page.

Accounts need to be added in two stages – first, the account must be created and then the account menu options need to be chosen.

ADD NEW ACCOUNT

This page allows you to add a new account to the chart of accounts.

Account Details

Account ID

Description *

Account Type * ☐ Heading ☐ Asset ☐ Liability ☐ Equity ☐ Income ☐ Expense

Save Information

Please note that all fields marked with "*" must be filled in.

Create Chart

Required Fields:

- Account ID (Leave blank to receive an automatically generated ID)
- Description
- Account Type

Account Types

The Amberdms Billing System conforms to standard double-entry account account types. The table below has a brief description of what each account type is suitable for.

Type	Details
------	---------

Heading	<i>non-usable account – used for ordering the accounts on the chart of accounts page.</i>
Asset	Use for bank accounts and also <i>Accounts Receivables</i> .
Liability	Use for sales taxes and also <i>Accounts Payable</i>
Equity	Use for investments into the business
Income	Use this account for all products/AR invoice line items
Expenses	Use this account for all expenses and AP invoice line items.

Once all fields have been entered, click “*Create Account*” button to add the new account. Once the new account has been created, you will be provided with further menu options for the account.

ACCOUNT DETAILS

This page displays the details of the account and all the menus it can appear under.

Account Details

Account ID *	<input type="text" value="8000"/>
Description *	<input type="text" value="Test Account"/>
Account Type	Asset

Accounts Payable Menu Options

ap_payment	<input type="checkbox"/> Allow invoice payments to be taken from this account
ap_expense	<input type="checkbox"/> Use this account for AP expenses

Accounts Receivables Menu Options

ar_payment	<input type="checkbox"/> Allow payments made by customers to be placed into this account
ar_summary_account	<input type="checkbox"/> Account to file all unpaid AR transactions/invoices too.

The account menu options are used to configure in what sections of the program each account should appear. The options are labelled with descriptions to show where each account will appear – use these options to configure the account to suit.

Note: Only menu options relevant to your account type will be displayed, so the available menu options will differ from account to account.

8.2. Listing Accounts (Chart of Accounts)

To display a list of all the accounts, use the “*Chart of Accounts*” feature, which can be accessed using the menu at “*Accounts -> Chart of Accounts -> View Accounts*”.

The Chart of Accounts page displays a table showing all accounts and their current balances.

If you wish to view the account settings, click the view link to the right of the account row, or click the “*ledger*” link to view the account ledger. (see the view account details in the section below)

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products	Services	Projects	Time Keeping	Support Tickets
Chart of Accounts	General Ledger	Accounts Receivables	Accounts Payable	Taxes	Quotes	Reports	Import		
View Accounts	Add Account								

CHART OF ACCOUNTS

This page lists all the accounts which transactions are filed against and provides a basic overview of the current state of the financials.

Account ID	Description	Account Type	Debit	Credit		
909	Testing Ltd	Asset			view	ledger
1000	CURRENT ASSETS	Heading			view	ledger
1060	Current Account	Asset	\$2,368.05		view	ledger
1061	Savings Account	Asset	\$4,050.00		view	ledger
1065	Petty Cash	Asset			view	ledger
1200	Accounts Receivables	Asset	\$10,418.25		view	ledger

Account ID	Description	Account Type	Debit	Credit		
909	Testing Ltd	Asset			view	ledger
1000	CURRENT ASSETS	Heading			view	ledger
1060	Current Account	Asset	\$2,368.05		view	ledger
1061	Savings Account	Asset	\$4,050.00		view	ledger
1065	Petty Cash	Asset			view	ledger

You can also export the data in alternative formats, which will export the exact same data as currently displayed.

			view	ledger
			view	ledger
			view	ledger
\$17,010.18	\$17,010.18			
			Export as CSV	
			Export as PDF	

8.3. View Account

To view or edit an account, use the details in the section above to display a list of all the accounts, then select the account using the options links on the right, to go to one of the various view pages.

8.3.1. ACCOUNT DETAILS

The account details page allows you to view all the account details/settings and if you have relevant permissions you may adjust them.

8.3.2. ACCOUNT LEDGER

The account ledger shows all transactions or invoices made to the account. You may use the options box at the top of the table to filter or search the ledger.

If you wish to view more information about each transaction, click on the transaction ID hyperlink to be taken to the full details.

If you wish to export the ledger to another format, use the link at the bottom of the table to export as CSV output.

8.4. Delete Account

ACCOUNT LEDGER

This page displays a list of transactions for the selected account. You can use the filter options to define dates and other search/filtering criteria.

Fields to display:

- ☒ Transaction Date
- ☒ Transaction ID
- ☒ Source
- ☒ Memo/Details
- ☒ Debit
- ☒ Credit

Filter/Search Options:

Start Date: (yyyy/mm/dd)

End Date: (yyyy/mm/dd)

Order By:

Transaction Date then -- select -- then -- select -- then -- select --

[Apply Options](#) [Reset Options](#)

Transaction Date	Transaction ID	Source	Memo/Details	Debit	Credit	Total:
2008-09-20	AP payment 52964	direct debit	Paid bill.	\$0.00	\$153.00	\$-153.00
2009-02-01	Transaction 101		Moved funds to current/checking account	\$1,500.00	\$0.00	\$1,347.00
2010-01-17	Transaction 103		Transfer from savings to cheque account	\$500.00	\$0.00	\$1,847.00
2010-01-17	AR payment 106			\$381.05	\$0.00	\$2,228.05
2010-04-17	AR payment 123			\$100.00	\$0.00	\$2,328.05
2010-04-17	AR payment 117		Cheque Payment	\$20.00	\$0.00	\$2,348.05
2010-06-27	AR payment 172		test	\$20.00	\$0.00	\$2,368.05
2010-07-09	Transaction 312	12323	test	\$313.00	\$0.00	\$2,681.05
2010-07-09	Transaction 312	12323	test	\$0.00	\$313.00	\$2,368.05
				\$2,834.05	\$466.00	\$2,368.05

[Export as CSV](#)
[Export as PDF](#)

Unwanted accounts may be deleted, provided that there are no transactions in the account ledger.

DELETE ACCOUNT

This page allows you to delete an unwanted account, provided that account has no transactions in it.

Delete Account

Account ID: 909

Description: Testing Ltd

Save Information

Confirm Deletion ☐ Yes, I wish to delete this account and realise that once deleted the data can not be recovered.

[delete](#)

If there are transactions in the account ledger, there are two options:

1. Modify the transactions to use a different account. Once the ledger has been emptied the account will be able to be deleted.
2. Rename or adjust the account ID to suit your purposes.

9. Accounts: Sales Taxes

The Amberdms Billing System has support for multiple sales taxes (such as VAT or GST). You have fine-grained control over taxes on customer, vendor, product and service pages, however before you can configure taxes in any of those locations, you must first define what sales taxes exist.

9.1. Add Tax

Select “Accounts -> Taxes -> Add Taxes” to add a new tax to the billing system.

ADD NEW TAX

This page allows you to add a tax to the system.

Tax Details

Tax Name *

Account *

Tax Rate * %

Tax Number *

Description *

Tax Setup Options

☒ Enable this tax for all customers

☒ Enable this tax for all vendors

Save Information

Please note that all fields marked with "*" must be filled in.

Create Tax

Required Fields:

- Tax Name
- Account
 - The account where tax transactions are assigned – this account needs to be a liability account which has the *tax_summary_account* menu option enabled.
- Tax Rate
 - Percentage of tax rate.
- Tax Number
 - Your business's tax number which will be displayed on invoices.
- Description

When you create the tax, you can also decide whether you want to automatically enable the tax for all customers and/or vendors in the database.

Once all fields have been entered, click “Create Tax” to add the tax to the billing system.

9.2. Listing Taxes

Select “Accounts -> Taxes -> View Taxes” from the menu to display a list of all taxes. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

The screenshot shows the Amberdms Billing System navigation menu. The path 'Accounts -> Taxes -> View Taxes' is highlighted with red boxes. Below the menu, the 'TAXES' section displays a table of taxes added to the system. The table has columns for Tax Name, Tax Rate, Account, Tax Number, and Description. Two taxes are listed: GST (12.5%) and GST (15%). To the right of each tax entry are buttons for 'view', 'collected', and 'Paid'. At the bottom right, there are buttons for 'Export as CSV' and 'Export as PDF'.

Tax Name	Tax Rate	Account	Tax Number	Description
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services
GST (15%)	15	2310	11111	Standard Tax

9.3. View Tax

There are multiple pages showing different details for the selected tax. First, select the tax you wish to view, by accessing the tax list (see section above) and then select one of the options to the right of the tax name.

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

The screenshot shows the Amberdms Billing System navigation menu. The path 'Accounts -> Taxes -> View Taxes' is highlighted with red boxes. Below the menu, the 'TAXES' section displays a table of taxes added to the system. The table has columns for Tax Name, Tax Rate, Account, Tax Number, and Description. Two taxes are listed: GST (12.5%) and GST (15%). To the right of each tax entry are buttons for 'view', 'collected', and 'Paid'. At the bottom right, there are buttons for 'Export as CSV' and 'Export as PDF'.

Tax Name	Tax Rate	Account	Tax Number	Description
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services
GST (15%)	15	2310	11111	Standard Tax

9.3.1. TAX DETAILS

The tax details page displays the basic information about the tax, it's account and the tax rate and allows you to adjust the details.

Note: If you adjust a tax rate, it will only take affect on any new invoices you add – existing invoices will remain unchanged.

9.3.2. TAX LEDGER / TAX REPORTS

The tax ledger provides all the information required for completing sale tax returns. This page allows three different view modes:

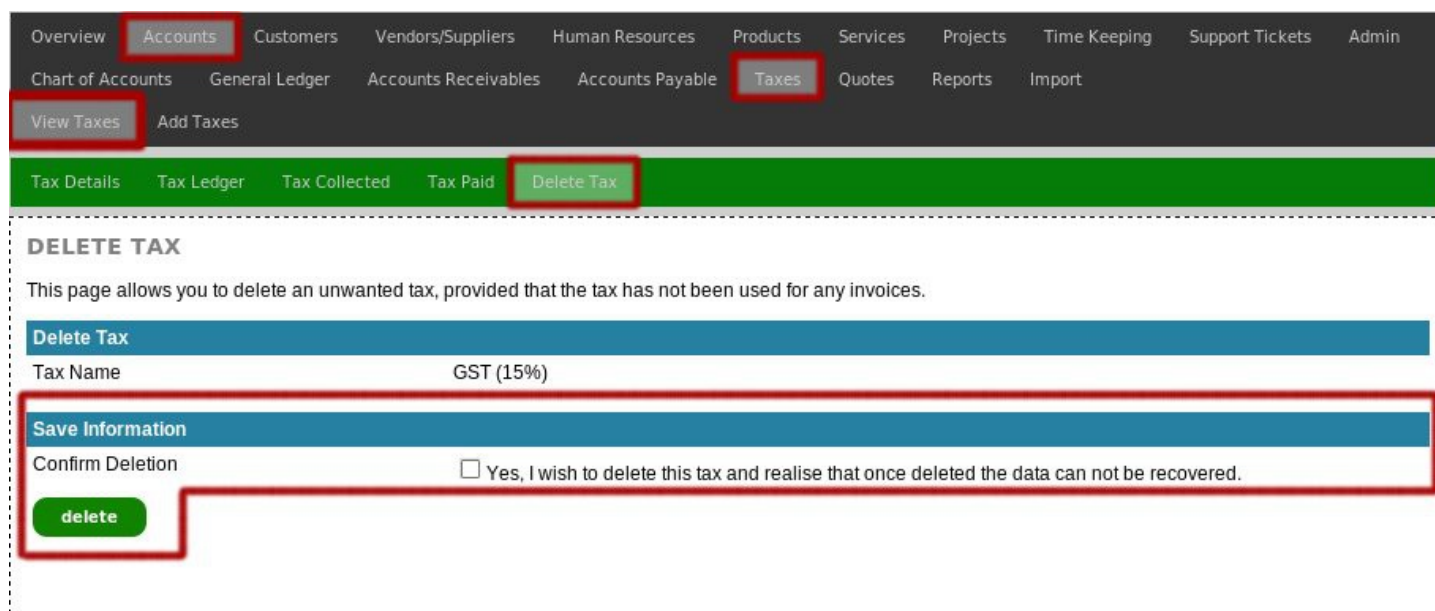
1. Display tax collected.
2. Display tax paid.
3. Display account ledger.

The “Tax Collected Report” and “Tax Paid Report” allow you to generate totals for specific periods and also provides options to either calculate on a cash basis or invoiced/accrual basis.

Please see the accounting reports section in this document for details and examples of the tax paid/collected reports.

9.4. Deleting Taxes

When required, taxes can be deleted from the billing system, **provided that the tax has not been used by any invoices.**



Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports Import

View Taxes Add Taxes

Tax Details Tax Ledger Tax Collected Tax Paid Delete Tax

DELETE TAX

This page allows you to delete an unwanted tax, provided that the tax has not been used for any invoices.

Delete Tax

Tax Name GST (15%)

Save Information

Confirm Deletion ☐ Yes, I wish to delete this tax and realise that once deleted the data can not be recovered.

delete

10. Accounts: General Ledger

The General Ledger is used to view all the transactions made for your organisation as well as allowing you to make transfers/transactions between different accounts.

10.1. Displaying the General Ledger

To display the general ledger, access the “*Accounts -> General Ledger -> View GL Transactions*” page. This will display all the transactions and provides links to view more details for each transaction.

Note: By default the General Ledger is set to filter the list to only transactions in the current month due to the typically large size of the ledger. You may change this using the filter options at the top of the ledger.

The screenshot shows the 'General Ledger' page in the Amberdms Billing System. The navigation bar at the top includes tabs for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, Services, Projects, Time Keeping, Support Tickets, and Admin. The 'Accounts' tab is selected, and the 'General Ledger' sub-tab is active. Below the navigation bar, there are links for 'View GL Transactions' and 'Add GL Transaction'. The main content area is titled 'GENERAL LEDGER' and includes a description: 'This page lists all the transactions in all the accounts.' Below this, there are sections for 'Fields to display' (Transaction Date, Transaction ID, Description, Source, Debit, Credit, Account ID), 'Filter/Search Options' (Start Date, End Date, Search), and 'Order By' (Transaction Date, then -- select --, then -- select --, then -- select --). There are 'Apply Options' and 'Reset Options' buttons. At the bottom, there is a table of transactions with columns: Transaction Date, Transaction ID, Description, Source, Debit, Credit, and Account ID. The table shows two transactions for 2010-07-09, both with Transaction ID 'Transaction 312' and Description 'test'. The first transaction has a Debit of \$313.00 and Credit of \$0.00, while the second has a Debit of \$0.00 and Credit of \$313.00. The total Debit is \$313.00 and the total Credit is \$313.00. At the bottom right, there are buttons for 'Export as CSV' and 'Export as PDF'.

Transaction Date	Transaction ID	Description	Source	Debit	Credit	Account ID
2010-07-09	Transaction 312	test	12323	\$313.00	\$0.00	1060--Current Account
2010-07-09	Transaction 312	test	12323	\$0.00	\$313.00	1060--Current Account
				\$313.00	\$313.00	

10.2. Creating General Ledger Transactions

You will want to create General Ledger Transactions when you need to transfer money from one account to another. You will want to use General Ledger Transactions for any of the following situations:

1. Transferring funds between your own bank accounts.
2. Paying your outstanding sales tax bill from your bank account.
3. Paying back capital investment by business owners.

General Ledger Transactions can be identified in the General Ledger with the Transaction ID of “*Transaction #*”.

Transaction Date	Transaction ID	Description	Source	Debit	Credit	Account ID
2010-07-09	Transaction 312	test	12323	\$313.00	\$0.00	1060--Current Account
2010-07-09	Transaction 312	test	12323	\$0.00	\$313.00	1060--Current Account
				\$313.00	\$313.00	

10.2.1. ADDING A NEW GL TRANSACTION

To add a new transaction, access the “Accounts -> General Ledger -> Add GL Transaction” page.

ADD NEW TRANSACTION

This page allows you to add a new transaction to the general ledger - this feature is typically used for performing transfers between accounts or making payments of taxes.

GL Transaction Details

Transaction ID:

Transaction Date *: 2010/07/09 (yyyy/mm/dd)

Employee *: -- select --

Description *:

Notes/Details:

Save Information

Please note that all fields marked with "*" must be filled in.

Create Transaction

Required Fields:

- Transaction Date
- Employee
- Description

Click “Create Transaction” to create the new GL Transaction. You will then be given the screen to allow you to configure the transaction rows – see below for information about the transaction rows.

10.2.2. ADJUSTING A GL TRANSACTION

To adjust an existing GL transaction, simply click the transaction ID in the General Ledger. This will display a single page showing the transaction and all of its transaction rows.

The transaction rows allow you to define how much is taken from an account (credited) and how much is placed into an account (debited). GL transactions require that all the rows are balanced – so the total credited must always match the total debited.

When done, click “Save Changes” to save all the transaction rows – if the rows are unbalanced the billing system will inform you and allow you to correct them.

Note: Each transaction row can have a custom description, or you can just leave the default option “Description Useall” checked to use the general transaction description for all the transaction rows.

Transaction Details		Delete Transaction	
TRANSACTION DETAILS			
This page allows you to view and adjust the selected transaction.			
GL Transaction Details			
Transaction ID	<input type="text" value="102"/>		
Transaction Date *	<input type="text" value="10"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)		
Employee *	<input type="text" value="101 -- Bob Jones"/>		
Description	<input type="text" value="Transfer of funds from current to savings account."/>		
Description Useall	<input checked="" type="checkbox"/> Check this to use the description above as the description in all the rows below. Untick if you wish to have different messages for each transaction item.		
Notes/Details	<input type="text"/>		
GL Transaction Rows			
Enter all the parts of the transaction in the fields below. Because this is a double-entry accounting system, remember that you need to credit the source account and then debit the destination account, and that the totals for both the credit and debit accounts needs to match.			
Account	Debit (dest)	Credit (src)	Source
<input type="text" value="1060 -- Current Account"/>	<input type="text"/>	<input type="text" value="100"/>	<input type="text"/>
<input type="text" value="1061 -- Savings Account"/>	<input type="text" value="100"/>	<input type="text"/>	<input type="text"/>
			Description
			<input type="text"/>

10.2.3. DELETING A GL TRANSACTION

To delete a GL Transaction, first click the transaction ID in the General Ledger to display the transaction details.

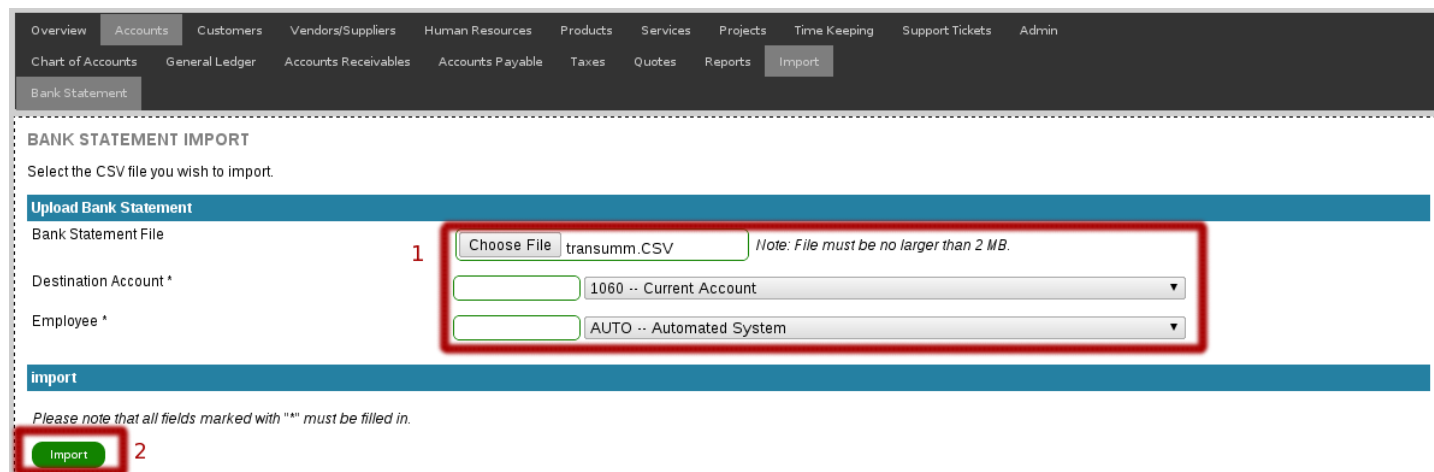
Once open, select the “Delete Transaction” option from the navigation menu. This will display the delete transaction page, which will allow you to delete the transaction, **provided that the transaction has not been locked by the audit locking feature.**

Transaction Details		Delete Transaction	
DELETE TRANSACTION			
This page allows you to delete an unwanted transaction, provided that it hasn't been locked.			
transaction_delete			
Transaction ID	312		
Description	test		
Save Information			
Confirm Deletion	<input type="checkbox"/> Yes, I wish to delete this transaction and realise that once deleted the data can not be recovered.		
<input type="button" value="delete"/>			

11. Accounts: Import

ABS includes a bank statement import function that allows a CSV file statement to be uploaded and imported as payments against invoices or general transactions.

To import data, export the transactions as CSV from your bank/legacy system and upload in *Accounts -> Import -> Bank Statement*.



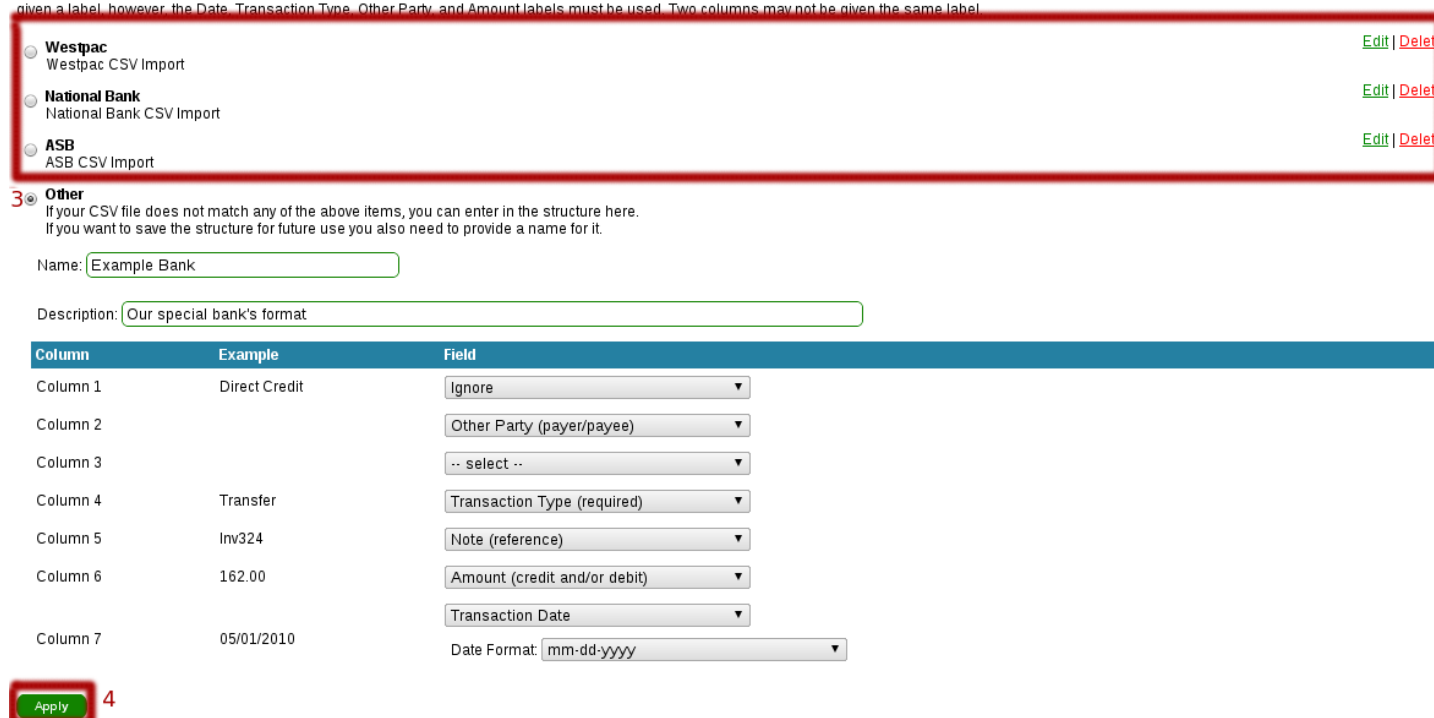
After uploading the file, various import options will be displayed – depending on your configuration, a number of pre-defined banks might exist [3], otherwise you will need to define the column/field configuration – due to the lack of a single standard, ABS provides an interface that allows custom configuration.

When setting up a new import configuration, example content will be displayed from the last row of the imported file (we choose the last row, since often files have incorrect header rows) to assist with column alignment.

Note that the Date Format field will accept / or – variations correctly, as long as you select the correct month, day, year arrangement.

STATEMENT IMPORT

As all banks arrange their CSV files in different order, please indicate, using the examples, what information each column stores. Please note examples may be from different transactions. Not all columns need be given a label, however, the Date, Transaction Type, Other Party and Amount labels must be used. Two columns may not be given the same label.



Column	Example	Field
Column 1	Direct Credit	Ignore
Column 2		Other Party (payer/payee)
Column 3		-- select --
Column 4	Transfer	Transaction Type (required)
Column 5	Inv324	Note (reference)
Column 6	162.00	Amount (credit and/or debit)
Column 7	05/01/2010	Transaction Date
		Date Format: mm-dd-yyyy

Once you apply [4], the page will reload with the imported bank statement on display – when the load takes place, ABS will try to automatically match transactions as well as it can – in particular:

1. Checks other party name to determine if it's a vendor/customer payment.
2. Checks payment reference for invoice or customer numbers. (having customers enter this will improve processing ease)
3. Automatically matches transactions of specific value to matching invoice amounts.

Once automatic matching has taken place, it can be adjusted/corrected as required – changing the main transaction type [5a] provides additional type-specific options in additional dropdowns [5b].

Once a transaction has been correctly assigned, a tick will appear confirming that it has all the information needed [5d] – although if it doesn't and you want to process manually later, you can check the – symbol [5c] so that it grays out the transaction, thus excluding it from the import.

Label Imported Transactions

Please select the type of each transaction. If you do not wish to import a transaction, it can be removed using the '-' sign in the left-most column. All information about a transaction must be completed. A tick mark will appear in the right-most column when all required information has been completed.

Import	Date	Type	Amount	Other Party	Other Information	Assign...	Done
	2010-19-02		-4000.00			transfer Into account: 5611 -- Shareholder/Employee Withdra 1060 -- Current Account from account:	5d
	2010-19-02		-168.75			5a ap To vendor: -- select -- for invoice: -- select --	5b
	2010-19-02		-155.25		Account 1887	ap To vendor: 1887 -- for invoice: -- select --	
	2010-18-02	Ent	33.75			ar From customer: -- select -- for invoice: -- select --	
	2010-17-02		483.75			ar From customer: -- select -- for invoice: -- select --	
	5c 2010-10-02		6994.67			ar	
<div>Apply</div> <div>Apply</div>							

Once complete, click “Apply” to import the selected transactions – ABS will gracefully handle any errors by returning to the import screen if you've missed any information.

Once you've configured the import tool for your specific bank and have customers/vendor names correctly configured import will be fast and smooth

12. Human Resources

In order to be able to add invoices or perform time keeping, you must define all your staff in the HR section.

12.1. Add Employee

Select “*Human Resources -> Add Staff*” to add a new employee to the billing system.

Overview Accounts Customers Vendors/Suppliers **Human Resources** Products Services Projects Time Keeping Support Tickets Admin

View Staff **Add Staff**

ADD EMPLOYEE

This page allows you to add a new employee to the database.

Employee Details

Employee Name *

Employee ID

Employee Position

Phone Number

Fax Number

Email Address

Start Date * (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Save Information

Please note that all fields marked with "*" must be filled in.

Save Changes

Required Fields:

- Employee Name
- Start Date

Once all fields have been entered, click “*Save Changes*” to add the employee to the billing system.

12.2. Listing Employees/Staff

Select “*Human Resources -> View Staff*” from the menu to display a list of all staff.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

12.3. View Staff

There are multiple pages showing different details for the selected employee. First, select the employee you wish to view, by accessing the employee list (see section above) and then select one of the options to the right of the employee name.

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

12.3.1. EMPLOYEE'S DETAILS

The employee details page shows all the information and basic details for the selected employee.

12.3.2. EMPLOYEE'S TIMESHEET

You can view all the time the selected employee has booked to the system by accessing the employee's timesheet page.

You can use the options to only show unbilled time or time that has been booked between a specific date range.

12.3.3. EMPLOYEE'S JOURNAL

The employee's journal is an area to attach notes and files to a employee. These notes are readable by all other users with *staff_view* permissions and can be a good location for storing documents such as employee tax records

12.4. Delete Employee

When required, employees can be deleted from the billing system, **provided that there are no invoices, payslips or time booked by**

the employee.

Overview Accounts Customers Vendors/Suppliers **Human Resources** Products Services Projects Time Keeping Support Tickets Admin

View Staff Add Staff

Employee's Details Timesheet Employee's Journal **Delete Employee**

DELETE EMPLOYEE

This page allows you to delete an unwanted employee. Note that it is only possible to delete a employee if they have had no payments and have not booked any time. If they do, you can not delete the employee, but instead you can disable the employee by setting the date_end field.

Delete Employee

Employee Name dave

Save Information

Confirm Deletion ☐ Yes, I wish to delete this employee and realise that once deleted the data can not be recovered.

delete

If the employee is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Employee's Details” page.

This will not delete the employee, but will hide them from the list of active staff members.

Customer Details	
Customer ID	<input type="text"/>
Customer Name *	<input type="text"/>
Contact Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address	<input type="text"/>
Start Date *	<input type="text" value="09"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)

13. Products

The Amberdms Billing System allows two types of items to be added to invoices:

1. Basic Transaction
2. Products.

Basic transactions are designed for quickly creating basic invoices, such as a taxi fare, where there is a varying amount and you simply wish to allocate the amount to a specific account.

For more advanced invoices you will want to use products, which allow you to define cost & sale prices, taxes and accounts in advance.

When you add a product to an invoice, all these defaults are then used to set the item (although they can be over-ridden) making it quick and easy to create invoices.

Consultancy or labour work is also classified as a product in the Amberdms Billing System. You define a product with the hourly rate of the labour and when you add a time group from the time sheet to the invoice, the product is used to calculate the charge.

13.1. Manage Product Groups

Products can be placed in different groups – this provides improve display of long lists of products in the ABS UI, but also provides subheaders on certain invoice templates when products are grouped.

Product groups and service groups are linked to some level on invoices, if groups have the same naming/structure product and service items will appear under the same headings on the invoice.

13.1.1. VIEW PRODUCT GROUPS

Select *Products* -> *Manage Product Groups* to display all configured product groups.

PRODUCT GROUPS

Here you can define the different groups available for organising products, which is used on some invoices.

Fields to display:

☒ Group Name ☒ Group Description

[Apply Options](#) [Reset Options](#)

Filter/Search Options:

Group Name	Group Description	
General Products	Default grouping for all products.	details delete
Network Equipment		details delete
- Modems & Routers		details delete

[Export as CSV](#) [Export as PDF](#)

If you select a product group that has a number of member products, they will appear when viewing the product group details and provide the ability to access from within the group.

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products	Services	Projects	Time Keeping	Support Tickets	Admin
View Products		Add Product		Manage Product Groups						
View Product Groups		Add Product Group								

Product Group Details

Delete Product Group

PRODUCT GROUP DETAILS

Use this page to adjust the details on the product group.

product_group_view

Group Name *

Group Description

Parent .. select .. ▼

product_group_members

Group Member: [101] Ethernet Cable [View Product](#)

Save Information

Please note that all fields marked with "" must be filled in.*

Save Changes

13.1.2. ADD PRODUCT GROUP

Adding a product group involves going to *Products -> Manage Product Groups -> Add Product Group* and from there setting the group name, optional description and choosing which group is the parent (if any).

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products	Services	Projects	Time Keeping	Support Tickets	Admin
View Products		Add Product		Manage Product Groups						
View Product Groups		Add Product Group								

ADD PRODUCT GROUP

This page allows you to add a new product group which allows products to be grouped together for better display on invoices.

product_group_add

Group Name *

Group Description

Parent .. select .. ▼

Save Information

Please note that all fields marked with "" must be filled in.*

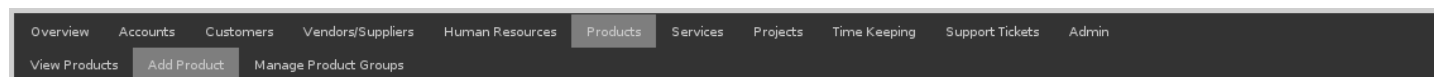
Save Information

13.1.3. DELETE PRODUCT GROUP

Product groups can be deleted, as long as they are not currently assigned to any products – if they are, use the product group details page to update each product first.

13.2. Adding a new Product

Select *Products* -> *Add Product* to add a new product to the billing system.



First enter the basic product details – the ID can be left blank for an automatically generated unique value, but you will need to set the product name, chose the groups it belongs to, the accounts used and the units the product is sold in (eg: “litres”, 'kgs” or just “units” or “items”).

Product Details	
Product ID	<input type="text"/>
Product Name *	<input type="text"/>
Product Group *	<input type="text"/> -- select -- ▼
Units *	<input type="text"/>
Sales Account *	<input type="text"/> -- select -- ▼
Purchase Account *	<input type="text"/> -- select -- ▼
Start Date *	<input type="text" value="25"/> <input type="text" value="05"/> <input type="text" value="2011"/> (dd/mm/yyyy)
End Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)
Current Date	<input type="text"/> <input type="text"/> <input type="text"/> (dd/mm/yyyy)
details	<div><div></div></div>

For product pricing, you need to define both the sale and the cost price – the cost price is used when the item is added to an AP invoice (when buying from a supplier), the sale price is used when adding the item to an AR invoice (when selling to a customer).

Discounts will apply to both purchase and sale.

Product Pricing	
Cost Price	\$ <input type="text"/> NZD
Sale Price	\$ <input type="text"/> NZD
Discount	<input type="text"/> %

After setting the basic product details, it is important to also set the taxes that apply for the product – remember that a tax will only be applied to a product if the tax is enabled for both the product and the customer/vendor.

Product Tax Options	
Check all taxes that apply to this product below.	
<input checked="" type="checkbox"/>	GST 15% -- NZ Goods and Services Tax
<input type="checkbox"/>	GST Food 10% -- Special GST Rate for Food

Finally, set the stock volume details (if any) and optionally detail information relating to the supplier – this information is currently stored as a reference only, in future versions of ABS there may be integration to allow for more accurate stock reporting based off sales data.

Product Stock

Quantity Instock

Vendor's Stock Quantity

Supplier Details

Vendor

-- select -- ▼

Vendor Product ID

Once all fields have been entered, click “*Save Changes*” to add the product to the billing system. You can now bill products by creating an invoice and adding the product item or by adding the product to a customer's orders page.

13.3. Listing Products

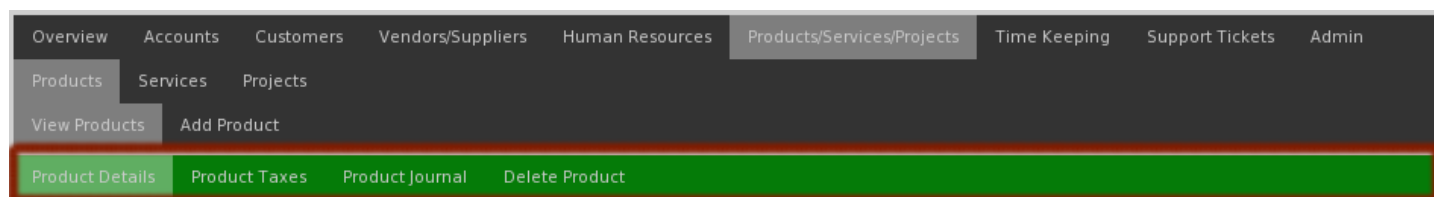
Select “*Products/Services/Projects -> Products -> View Products*” from the menu to display a list of all products.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

13.4. View Products

There are multiple pages showing different details for the selected employee. First, select the product you wish to view, by accessing the product list (see section above) and then select one of the options to the right of the product name.

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.



13.4.1. PRODUCT DETAILS

The product details page shows all the information and basic details for the selected product, such as price, accounts and supplier details.

PRODUCTS LIST

Fields to display:

- ☒ Product ID
- ☒ Product Name
- ☒ Sales Account
- ☐ Product Group
- ☒ Cost Price
- ☒ Sale Price
- ☐ Discount
- ☐ Start Date
- ☐ End Date
- ☐ Current Date
- ☐ Quantity Instock
- ☐ Vendor's Stock Quantity

Filter/Search Options:

Search:

Product Group Filter: -- select --

Hide EOL Products: ☒ Hide any products which are no longer sold

Order By:

Product ID then -- select -- then -- select -- then -- select --

[Apply Options](#) [Reset Options](#)

Product ID	Product Name	Sales Account	Cost Price	Sale Price	Product Details
100	ADSL Modem	4023 -- Sales / Computer Hardware	\$50.00	\$75.00	Product Details
101	test apples	4020 -- Sales / General	\$5.00	\$6.00	Product Details
102	USB Mouse	4023 -- Sales / Computer Hardware	\$20.00	\$30.00	Product Details
123	Cake	4020 -- Sales / General	\$50.00	\$50.00	Product Details
CONSULT-STND	Standard Consulting Hours	4320 -- Consulting	\$0.00	\$90.00	Product Details
PROD103	test	4020 -- Sales / General	\$0.00	\$0.00	Product Details
PROD104	apple8	4020 -- Sales / General	\$100.00	\$0.00	Product Details

[Export as CSV](#) [Export as PDF](#)

13.4.2. PRODUCT JOURNAL

The product journal is an area to attach notes and files to a product, which are then readable by any other user with *products_view* permissions.

The journal is an ideal location to add information about product ordering, attach copies of product specification documents or just general notes about how the product works.

13.5. Delete Product

When required, products can be deleted from the billing system, **provided that no invoices have the product assigned to them.**

Overview Accounts Customers Vendors/Suppliers Human Resources **Products** Services Projects Time Keeping Support Tickets Admin

View Products Add Product Manage Product Groups

Product Details Product Journal **Delete Product**

PRODUCT DELETE

This page allows you to delete unwanted products. Note that you can't delete a product once it has been added to an invoice, in this case you should instead set the dates to mark this product as being no-longer sold.

Delete Product

Product ID PROD103

Product Name test

Save Information

Confirm Deletion ☐ Yes, I wish to delete this product and realise that once deleted the data can not be recovered.

delete

If the employee is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Product Details” page.

This will not delete the product, but will hide the product from the list of active products.

Overview Accounts Customers Vendors/Suppliers Human Resources **Products** Services Projects Time Keeping Support Tickets Admin

View Products Add Product Manage Product Groups

Product Details Product Journal Delete Product

PRODUCT DETAILS

This page allows you to view and adjust the product's records.

Product Details

Product ID PROD103

Product Name * test

Product Group * General Products

Units * items

Sales Account * 4020 -- Sales / Gen

Purchase Account * 1530 -- Inventory /

Start Date * 2010 06 27 (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Current Date (yyyy/mm/dd)

details

14. Services: Capabilities & Billing Logic

In the Amberdms Billing System, services are used for regular billing of a provided subscription service for a customer. An example use would be for billing of ISP internet connections, electricity usage, support desk hours or re-occurring software license subscription costs.

Amberdms has designed this application to make it ideal for use with usage-based services typically found in ISP or hosting environments.

Some of the features offered by the services functions in the Amberdms Billing System:

- Regular base-fee billing
- Billing of excess usage (for example, customer's data usage over their data cap)
- Different period billing modes (can bill on the calender month or just on the date of renewal, as well as telco-style billing)

14.1. Supported Billing Cycles

Services billing cycles are configured on a per-service basis, providing flexibility to handle different service offerings in the best way appropriate.

Billing Cycle	Details
weekly	Every week (7 days)
fortnightly	Every two weeks (14 days)
monthly	Every calender month.
quarterly	Every quarter (3 calender months)
6monthly	Twice a year.
yearly	Once a year.

Not all billing cycles are appropriate for all organisations, administrators have the ability to disable/hide undesired billing cycles on the Administration -> Configuration -> Services page, if a cycle is not in use it can be hidden from the user interface to simplify configuration.

14.2. Supported Billing Modes

14.2.1. AVAILABLE MODES

All services can also have their billing modes configured – some services might need to be billed before delivery, some can only be billed after delivery and there are special use cases for telecommunications providers who often want to invoice the service in advance but the usage in arrears.

Billing Mode	Details
periodend	Only bill the service once the period has finished.
periodadvance	Bills the service in advance of the next service period beginning.
monthend	Always bill for the service at the end of the calender month. This means all customer service periods will start on the first of the month and end on the last day of the month.
monthadvance	Always bill for the service in advance, but the service periods will end at the end of the calender month.

periodtelco	Bill the plan portion of the service on the first date of the period and the usage for the previous period.
monthtelco	Bill the plan portion of the service on the first date of the calender month and the usage for the previous calender month.

14.2.2. CONFIGURATION

Refer to the Services: Configuration section below for information about configuration options that will impact service billing modes.

14.2.3. RECOMMENDATIONS

Amberdms has a number of recommendations/suggestions for service configuration to enable optimal billing – ABS provides a number of options, to enable users moving from legacy billing systems or with billing policies that need to be maintained, but these are the recommended options for new setups.

Note that we already recommend period-based billing, rather than monthly-based billing – by billing on a period basis, there is less load at month end and invoicing will be spread across the month as well as encouraging a more steady stream of cashflow rather than an end-of-month peak.

Typically you will want to obtain funds from customers as soon as possible, these recommendations are written accordingly, although periodend may sometimes be more attractive than periodtelco as the bills are simple and easy to understand.

Use Case	Recommendation
Fixed-price support contracts	periodadvance
License fees such as domain renewals or memberships.	periodadvance
Flatrate/fixed-fee ISP services such as flatrate internal connections.	periodadvance
Any other non-usage service	periodadvance
Usage based ISP services such as internet connectivity or call/VoIP billing services.	periodtelco or periodend
Any other usage service	periodtelco or periodend

14.2.4. IMPORTANT NOTES

There are a few points to be aware of:

1. Any usage service can not use *periodadvance* or *monthadvance* modes, as we can not bill for usage in advance of the usage occurring, only *periodtelco*, *monthtelco* or *periodend*, *monthend* will be available
2. When subscribing a customer to a new *monthend* or *monthadvance* service, the first billing period will be extended to cover the partial month when the customer is added and the full following month.

If the service is a usage service, the billing system will automatically re-calculate the customer's included units and base fee for the extended period and bill accordingly.

For example:

- a) Customer is added to a new *monthend* service on 2008-01-15 which has the monthly cost of \$100.
- b) Their first billing period will run from 2008-01-15 until 2008-02-29.
- c) Their first bill will be sent out on 2008-03-01 with the total cost of \$151.61.
- d) Their next bill will be sent out on 2008-04-01 with the total cost of \$100. (normal billing pattern)

14.3. Supported Service Types

The services feature has a number of predefined service types for you to make use of:

Service Type	Details
bundle	A special service which allows multiple other services to be grouped together into a single bundle charge/fee.
data_traffic	<p>Used for ISP billing of internet connections – supports billing by MB or GB and includes options to count by 1000 or 1024.</p> <p>Multiple data caps can be defined (eg separate international vs national caps) and per cap data caps and excess charges can be configured.</p> <p>Usage notifications to customers are also supported with notifications done on a per-cap basis.</p>
generic_no_usage	Generic service with no usage billing – use this for a regularly occurring fixed-price service.
generic_with_usage	<p>Generic usage service – this service type is very flexible and can bill usage information in three different ways:</p> <ol style="list-style-type: none"> 1. Bill for the total amount of usage during the period (incrementing) 2. Only bill for the peak usage – ie: the largest amount of usage during the period. 3. Bill for the average usage during the period. <p>You are also able to define the units to bill in, the number of units includes and the cost for any excess units.</p>
licenses	<p>The licenses service type is designed for use with software subscription services and allows billing per number of licenses.</p> <p>This service type allows you to specify the number of licenses included and the cost of additional licenses above that – this is ideal for when you create a package with the first X number of licenses at a reduced cost.</p> <p>When you add a license service to a customer, you are able to specify the quantity of licenses that the customer has.</p>
time	Useful for either ISP billing of dialup services but can also be used for the number of hours in support agreements or service plans.
phone_single	Provides a phone/VoIP service for a single phone with a single DDI/phone number.
phone_trunk	Provides more advanced phone/VoIP services with multiple DDIs/phone number and multiple concurrent calls/trunks.
phone_tollfree	Provides a single inbound DDI/phone number, with charging done on inbound calls rather than outbound.

14.4. Service Usage Record Collection

For usage-based services, ABS has two primary methods of collecting usage record information for billing.

1. Usage records are mapped to the customer's service by an external application and then provided to ABS via the SOAP API.
2. Usage records are stored in an external database which is then queried by ABS directly.

The former option is supported for all usage services, whereas the latter has been implemented for only data_traffic and phone_* services with specific MySQL database structures.

14.4.1. SOAP API COLLECTION

To add usage records for usage based services you need to write an application capable of talking to the Amberdms billing system via the SOAP API.

Amberdms has made this easy by including sample source code under a permissive MIT license to allow you to easily develop your own usage reporting scripts.

14.4.2. DIRECT MYSQL QUERY

Direct database queries have been implemented to allow ABS to work effectively with large usage record databases, typically DBs such as large netflow or CDR databases used by ISPs and service providers.

If the external database has decent indexing and ideally daily aggregation, performance will be fast and will keep the Amberdms Billing System's database at a minimal size.

The use of an external database also makes it easier to truncate older unnecessary billing records, such as records older than 2 months which are no longer required for billing purposes.

Service usage record collection is detailed more thoroughly including supported database schemas in the associated companion documentation “*Amberdms Billing System Service Usage Collectors*” which should be referred to for all usage collection related information.

15. Services: VoIP / Phone Billing

ABS ships with comprehensive VoIP/Phone billing services designed for VoIP providers offering a range of services.

A number of phone services have been defined and configuration information is detailed under *Services: Management* including instructions on setting up the plan.

This section of the documentation details how the billing logic and capabilities of VoIP components work, as well as configuration of CDR Rate Tables.

15.1. How CDR Rate Tables Work

Call pricing is set in rate tables, which are databases listing different numerical prefixes, regions and rates. When a call is billed, the call destination/source numbers are run against this database and determined from that.

A single rate table will contain all the different regional prefix for national calling as well as international prefixes, so can end up sometimes around several thousand entries.

For phone services, such as `phone_single`, `phone_trunk` or `phone_tollfree`, multiple call rate tables can be defined which can be assigned to different services or used across multiple services as desired.

When pricing a call, the following main checks are run:

1. Prefix of the source and destination numbers are resolved from the CDR Rate Table – this works by shortening the numbers till they match a prefix.
2. Is the call within the local prefix? The local prefix can be defined in two ways – either a specific number prefix or a region name, which we lookup and resolve to multiple prefixes. If the call is in the local prefix, we charge it at the “LOCAL” rate.
3. Is the call going to one of the customer's own DDI numbers? If so, we should charge at LOCAL rate.
4. If unbilled, match to the rate of the prefix identified by step 1.
5. If the destination had no prefix match, then we fall back to the DEFAULT rate.

Also be aware that:

1. It is possible to override the call prices on a per-service as well as per-customer basis, to enable the creation of specific package prices/deals.
2. Discounts do not make any impact on call prices for a service, regardless of the discount on the service or customer.

15.2. About Overrides

Sometimes as a vendor, it may be necessary to adjust a specific customer's pricing in order to create an offering that better competes with other providers – this might include options like free calling between certain numbers or free calling.

In this situation, ABS has the ability to set customer-specific or service-specific rate overrides – after assigning a rate table to a service, rates can be adjusted or additional prefixes added with any rate desired, with customised rates clearly identifiable on the configuration pages for the service or for the customer, as per the below screenshot:

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Return to Customer Services Page Service Details Service History CDR Override DDI Configuration Service Delete

CUSTOMER CDR RATE OVERRIDE

This page allows you to view the rates set for call costs for the selected customer as well as allowing them to be overridden with customised prices.

Service Sample Trunk is enabled.
 Service-Customer ID: 3
 Service Type: phone_trunk
 Service Charges: \$10.00 (excluding usage charges and taxes)

Rate Prefix	Description	Sale Price	Cost Price	Rate Override
DEFAULT		\$0.02	\$0.01	Override Rate
LOCAL		\$2.00	\$1.00	Override Rate
644	Wellington	\$0.10	\$0.08	Override Rate
649	Auckland	\$0.10	\$0.08	Override Rate
6421	Free Calling	\$0.00		SERVICE OVERRIDE Override Rate
649999999	Free Calling to CEO's home	\$0.00		CUSTOMER OVERRIDE Adjust Override Delete Override

[Add Custom Prefix Rate](#)

15.3. Managing Rate Tables

Before configuration of any call services can take place, at least one rate table must be defined. This can be done by accessing the *Services -> CDR Rate Tables* page.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Services Add Service CDR Rate Tables Manage Service Groups

View Rate Tables Add Rate Table

15.3.1. CREATING A RATE TABLE

To create a new rate table, access *Services -> CDR Rate Tables -> Add Rate Table*. Assign the rate table name and description, along with a usage mode.

The vendor option is currently only useful for reference purposes, but in future may be extended so that ABS will be able to match the total call history made with that supplier to check for billing mistakes.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Services Add Service CDR Rate Tables Manage Service Groups

View Rate Tables Add Rate Table

CREATE RATE TABLE

Use this page to add a new CDR rate table to the billing system.

Create Rate Table

Rate Table Name *

Description

Vendor *

Usage Mode *

Save Information

Please note that all fields marked with "*" must be filled in.

[Create Rate Table](#)

15.3.2. IMPORTING RATES

Unless you are dealing with a very minimal set of calling prefixes, it will be easiest to entire regions via the import function from a CSV upload file.

To import, select the rate table and then *Import Rates* from the nav menu and select the type of import and the file you wish to upload for the import.

ABS currently supports two types of import:

1. Generic CSV formatted file – requires 3 columns – prefix/number, region/description and cost or sale price.

The generic CSV import allows you to map the columns at import time, as well as having the ability to automatically calculate sale price off the purchase price by applying a margin percentage if desired.

Prefixes need to be the international dialcode as recorded by your PABX, either one per row, or multiple per row when separated by commas only.

The following are both acceptable examples:

TODO: picture: CSV simple

TODO: picture CSV advanced.

2. New Zealand Number Administration Deed (NAD) format

NAD is a specific regional number format DB for New Zealand, which is found online at <http://www.nad.org.nz/>, with various formats of CSV file for different regions/number types.

The import function allows the upload of NAD Geographic files and the assignement of a national calling rate which will be applied to all numbers in that region.

TODO: screenshot NAD import options.

15.3.3. VIEWING AND ADJUSTING RATES

It is possible to directly adjust rates without having to use the import functions. To adjust, access *Services -> CDR Rate Tables* page and select *Items* to add or adjust existing rates.

Overview Accounts Customers Vendors/Suppliers Human Resources Products **Services** Projects Time Keeping Support Tickets Admin

View Services Add Service **CDR Rate Tables** Manage Service Groups

View Rate Tables Add Rate Table

Rate Table Details **Rate Table Items** Import Rates Delete Rate Table

RATE TABLE ITEMS

Below is the full list of table rate items. Note the "DEFAULT" item which is used whenever a call doesn't match any other defined prefix in the rate table.

[Add Item to Rate Table](#)

Fields to display:

☒ Rate Prefix ☒ Sale Price

☒ Description ☒ Cost Price

Order By:

Rate Prefix ▼

[Apply Options](#) [Reset Options](#)

Filter/Search Options:

Filter Prefix

Filter Description

Rate Prefix	Description	Sale Price	Cost Price	
644	Wellington	\$0.10	\$0.08	Edit Rate Delete Rate
649	Auckland	\$0.10	\$0.08	Edit Rate Delete Rate
DEFAULT		\$0.02	\$0.01	Edit Rate Delete Rate
LOCAL		\$2.00	\$1.00	Edit Rate Delete Rate

[Export as CSV](#) [Export as PDF](#)

[Add Item to Rate Table](#)

When adding a rate, make sure you use the full international code (or another prefix appropriate for your VoIP platform), if you use the wrong prefix digits, the rates won't match to calls.

15.3.4. DELETING RATE TABLES

To delete a rate table, access *Services* -> *CDR Rate Tables* and click the delete button.

Overview Accounts Customers Vendors/Suppliers Human Resources Products **Services** Projects Time Keeping Support Tickets Admin

View Services Add Service **CDR Rate Tables** Manage Service Groups

View Rate Tables Add Rate Table

Rate Table Details Rate Table Items Import Rates **Delete Rate Table**

RATE TABLE DELETE

Use this page to delete an unused rate table.

Delete Rate Table

Rate Table Name NAD Test

Description

Save Information

Confirm Deletion ☒ Yes, I wish to delete this rate table and realise that once deleted the data can not be recovered.

[delete](#)

Before you can delete, confirm the action. If the rate table is being used by a service, you will be unable to delete the rate table until you update the services that are currently using it.

16. Services: Data Traffic Services

ABS includes a powerful and capable data traffic billing service designed for ISPs selling services that range for simple uncapped plan to services with varying regional caps and pricing models.

16.1. About Traffic Types

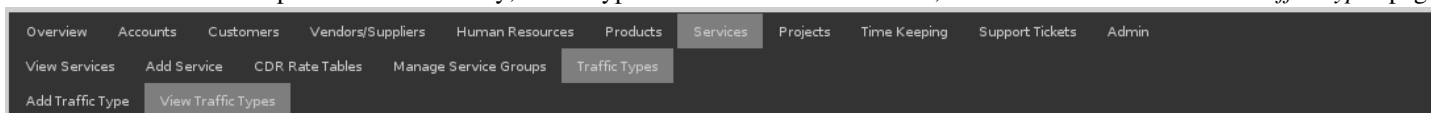
Traffic Types in ABS allow different traffic types to be defined – these types may refer to different regions of traffic (for example, national or international) or different types of traffic, such as unrated or ISP cached traffic.

ABS doesn't (as of 1.5.0) do route matching or identification of which traffic flows should fall into which region, rather ABS expects the data source to have matched the traffic type to the configured traffic type labels.

For more information about service usage data import, please refer to *Service Usage Collectors* documentation.

16.2. Managing Traffic Types

In order to define data caps other than All/Any, traffic types must be defined. To do so, first access the *Services -> Traffic Types* page.



16.2.1. CREATING NEW TRAFFIC TYPE

To create a new traffic type, go to *Services -> Traffic Types -> Add Traffic Type* and complete the form:

DEFINE TRAFFIC TYPE

Use this page to define a new type of data traffic.

Define Traffic Type

Name *

Label/ID Name

Description

Save Information

Please note that all fields marked with "*" must be filled in.

Note that the label is the most important field, this label is used when querying the traffic database to match the traffic types, however is not displayed anywhere to the customer – set the name field to the customer/service/invoice appropriate value.

16.2.2. ADJUSTING EXISTING TRAFFIC TYPES

To adjust an existing traffic type, go to *Services -> Traffic Types -> View Traffic Types* and select “details” to adjust the traffic type or “delete” to (attempt) to delete the traffic type.

16.2.3. DELETING TRAFFIC TYPES

Traffic types can only be deleted if they are not currently used by any services – if they are in use, they can be adjusted but not deleted until the service itself is modified.

To delete, select *Services* -> *Traffic Types* -> *View Traffic Types* and select “delete” on the appropriate entry.

Overview Accounts Customers Vendors/Suppliers Human Resources Products **Services** Projects Time Keeping Support Tickets Admin

View Services Add Service CDR Rate Tables Manage Service Groups **Traffic Types**

Add Traffic Type View Traffic Types

Traffic Type Details Delete Traffic Type

DELETE TRAFFIC TYPE

Use this page to delete a defined traffic type - note that you can only delete traffic types that are not in use, and deleting this type will not impact any data records.

Delete Traffic Type	
Name	Peering
Label/ID Name	peer
Description	Traffic via paired data centres (zero-rated)

Save Information

Confirm Deletion ☐ Yes, I wish to delete this traffic type and realise that once deleted the data can not be recovered.

delete

You must confirm deletion before any changes will be made – note that deleting the service type will not delete any data from the usage database nor will it impact any existing invoices.

17. Services: Management

This section of the documentation details how to create, adjust and manage services, so that they can then be added to a customer in the subsequent *Services: Customer Assignment* section of the documentation.

For information about the service billing concepts and functionality, please refer to the previous section, *Services: Backend & Configuration*.

17.1. Manage Service Groups

Services can be placed in different groups – this provides improve display of long lists of services in the ABS UI, but also provides subheaders on certain invoice templates when services are grouped.

A typical use case is the separation of call services from data services on an ISP invoice – service groups allow the different components to be clearly displayed on the invoice.

17.1.1. VIEW SERVICE GROUPS

Select *Services -> Manage Service Groups* to display all configured service groups.

SERVICE GROUPS

Here you can define the different service group options available for organising services into. These are used for headers when generating invoices.

Fields to display:

☒ Group Name ☒ Group Description

[Apply Options](#) [Reset Options](#)

Filter/Search Options:

Group Name	Group Description	
General Services		details delete
- Domain	Domain Name Registration Services	details delete
- ISP Services	Internet, ADSL, cable, ethernet plans	details delete
-- ADSL		details delete
-- Wireless ISP		details delete

[Export as CSV](#) [Export as PDF](#)

If you select a service group that has a number of member services, they will appear when viewing the service group details

SERVICE GROUP DETAILS

Use this page to adjust the details on the service group.

Group Details

Group Name *

Group Description

Parent

Group Members

Group Member: **Dialup Unlimited** [View Service](#)

Group Member: **license example** [View Service](#)

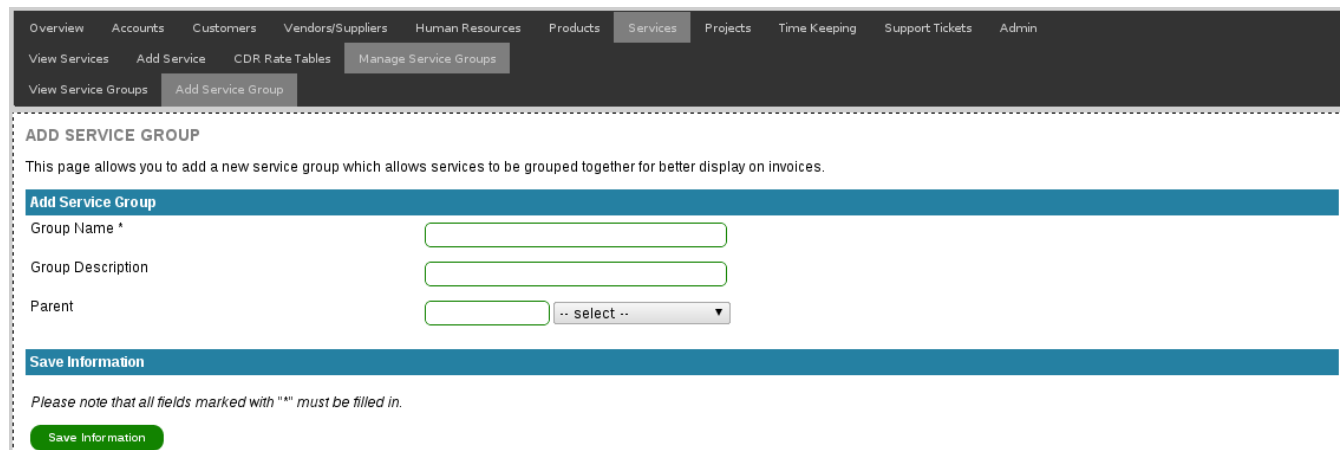
Save Information

Please note that all fields marked with "*" must be filled in.

[Save Changes](#)

17.1.2. ADD SERVICE GROUP

Adding a service group involves going to *Services -> Manage Service Groups -> Add Service Group* and from there setting the group name, optional description and choosing which group is the parent (if any).



ADD SERVICE GROUP

This page allows you to add a new service group which allows services to be grouped together for better display on invoices.

Add Service Group

Group Name *

Group Description

Parent -- select --

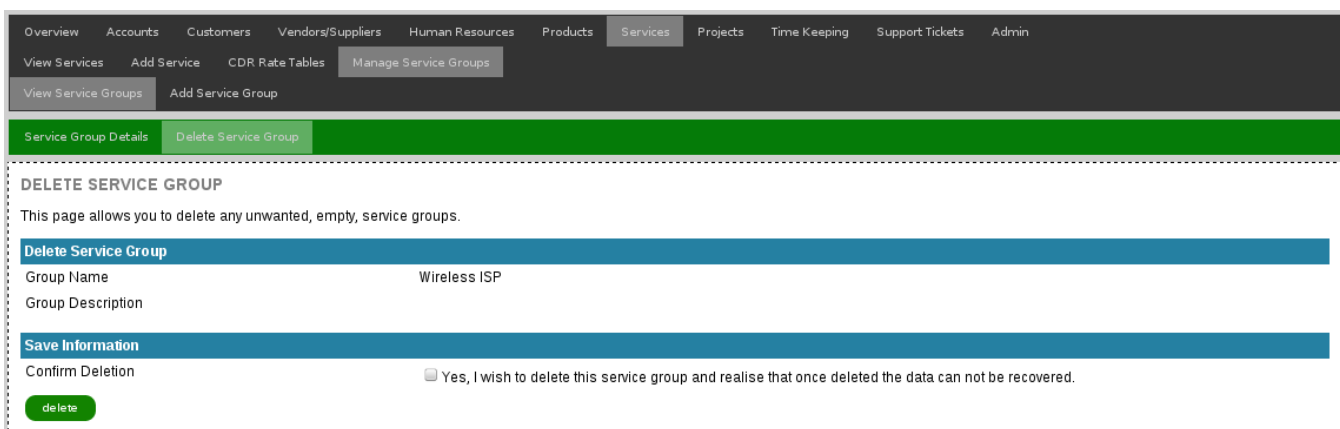
Save Information

Please note that all fields marked with "*" must be filled in.

Save Information

17.1.3. DELETE SERVICE GROUP

Service groups can be deleted, as long as they are not currently assigned to any services – if they are, use the service group details page to update each service first.



DELETE SERVICE GROUP

This page allows you to delete any unwanted, empty, service groups.

Delete Service Group

Group Name Wireless ISP

Group Description

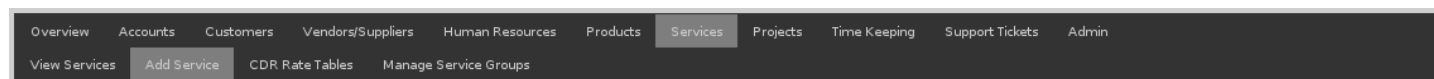
Save Information

Confirm Deletion ☐ Yes, I wish to delete this service group and realise that once deleted the data can not be recovered.

delete

17.2. Create a new Service

Adding a service is a two step process – first you must define the base service attributes, such as the account, service group, type and name, followed by the second step which is to configure the service plan which includes pricing information.



To begin, select *Services* -> *Add Service* to add a new service to the billing system – from there you will need to set the basic service details.

Service Details

Service Name *

Account *

-- select --

Type *

☐ bundle

Bundle Service - A service that can contain multiple other services.

☐ data_traffic

Data traffic accounting - suitable for ISP services

☐ generic_no_usage

Generic service with no usage billing - ideal for regular, fixed price charges (eg: yearly domain name fee)

☐ generic_with_usage

Generic service with usage billing.

☐ licenses

Ideal for services like software as a service, this service type will do regular billings with flexible quantities of items.

☐ phone_single

A single individual phone line/service.

☐ phone_tollfree

Toll free phone line - has both inbound and outbound call charges applied.

☐ phone_trunk

Trunk phone service with multiple DDIs and phones.

☐ time

Time accounting - Suitable for use with ISP dialup accounts or other time-based services

Service Group *

-- select --

Description

The specific income account associated with this services must be set for accounting purposes, you can use one account for as few or as many services as you desire, general recommendation is to have like services sharing an account aimed at those types.

Service Tax

Check all taxes that apply to this service below.

☒ GST 15% -- NZ Goods and Services Tax

☐ GST Food 10% -- Special GST Rate for Food

After setting the basic service details, it is important to also set the taxes that apply for the service – remember that a tax will only be applied to a service if the tax is enabled for both the customer and the service.

Upstream Provider Details

Some services are resold services provided by a different provider - for example, a utility service provided by a wholeseller. It can be useful to store notes in a private field below relating to this service, for support and management purposes.

Upstream Vendor

 -- select --

Service Notes

Finally you can optionally set details relating to the upstream vendor – this can be useful if you are reselling a service provided by another company

Save Information

Please note that all fields marked with "*" must be filled in.

[Create Service](#)

Once all fields have been entered, click “*Save Changes*” to add the service to the billing system – this will create the service and then take you to the service plan page, which is detailed in the following section.

17.3. Adjusting Service Plan

The Service Plan page allows to define all the attributes of the service – how much the base service fee is, the billing cycle & modes and any service-type specific options such as usage fields.

For information about the different service billing cycles/modes, please refer to the “*Support Billing Modes & Cycles*” section above.

17.3.1. ALL SERVICES

All services have the following standard plan options:

- Service Price
- Service Setup Charge
- Discount
- Billing Cycle
- Billing Mode

The service price and discount can be set here and are passed through to the customer when the service is first assigned to them, subsequent changes to pricing will affect future unbilled periods for a customer, as long as they haven't had the price overridden.

The setup fee is charged via the customer's orders functionality – when the service is first added to the customer, the charge is added to the orders page and from there goes against the customer either at the first invoicing of the service or at the end of the calendar month.

Note that discounts only apply to the base service fee, discounts do not change the excess usage charges.

Overview Accounts Customers Vendors/Suppliers Human Resources Products **Services** Projects Time Keeping Support Tickets Admin

View Services Add Service CDR Rate Tables Manage Service Groups

Service Details **Service Plan** Service Journal Delete Service

SERVICE PLAN CONFIGURATION

This page allows you to view and adjust the service. Note that any changes will only affect the next invoice for customers, it will not adjust any invoices that have already been created.

Service Plan Details

Service Name	SOHO DSL Plan 10G
Price *	\$ 70.00 NZD
Setup Charge *	\$ 25.00 NZD
Discount	0 %
Billing Cycle *	<input checked="" type="radio"/> monthly -- Bill the customer every month since the start date <input type="radio"/> yearly -- Bill the customer once a year on the start date
Billing Mode *	<input type="radio"/> monthend <i>Service is billed after it has been delivered, with every period ending on the last day of the month.</i> <input checked="" type="radio"/> monthtelco <i>Telco-style billing - charge for a service at the start of the month and charge for the previous month's usage.</i>

17.3.2. BUNDLE, GENERIC_NO_USAGE

“bundle” and “generic_no_usage” services are simple and only require basic pricing and billing mode information to operate as per any other service.

17.3.3. GENERIC_WITH_USAGE

A generic usage service has a number of options to be set:

- Basic Pricing Information & Billing Modes

- Usage units, amount included and cost for extra units.
- Customer usage notifications

Service Plan Options

This section is where you define what units you wish to bill in, along with the cost of excess units. It is acceptable to leave the price for extra units set to 0.00 if you have some other method of handling excess usage (eg: rate shaping rather than billing). If you wish to create an uncapped/unlimited usage service, set both the price for extra units and the included units to 0.

Units *

Units Included *

Price (per extra unit) * \$ NZD

Usage Mode *

- ☒ Total usage during entire period will be billed.
- ☐ Highest amount of usage on any day during the period will be billed.
- ☐ Average amount of usage across the entire period will be billed.

Service Plan Alerts

☐ Send customers email warnings when they hit 80% of their usage

☐ Send customers email warnings when they hit 100% of their usage

Alert for every specified number of extra units

Note: usage notification emails will only be delivered to a customer if the customer has a correct accounts email address configured as well as the SERVICE_USAGEALERTS_ENABLE option being enabled.

17.3.4. TIME

Time based plan configuration is similar to the generic_with_usage service and still includes the three main sections:

- Basic Pricing Information & Billing Modes
- Data usage units, included units and excess pricing.
- Customer Usage Notifications

The primary difference is that instead of a free field, the units field is one of a fixed set of options, currently limited to hour count.

Service Plan Options

This section is where you define what units you wish to bill in, along with the cost of excess units. It is acceptable to leave the price for extra units set to 0.00 if you have some other method of handling excess usage (eg: rate shaping rather than billing). If you wish to create an uncapped/unlimited usage service, set both the price for extra units and the included units to 0.

Units * ☒ Hours

Units Included *

Price (per extra unit) * \$ NZD

Service Plan Alerts

☒ Send customers email warnings when they hit 80% of their usage

☒ Send customers email warnings when they hit 100% of their usage

Alert for every specified number of extra units

Note: usage notification emails will only be delivered to a customer if the customer has a correct accounts email address configured as well as the SERVICE_USAGEALERTS_ENABLE option being enabled.

17.3.5. DATA_TRAFFIC

Data Traffic services are very configurable and provide for a number of flexible models of billing for traffic, as well as adjustable options for usage notifications and excess billing.

As with generic_with_usage and time services, the appropriate billing unit can be selected from a pre-defined list:

Service Plan Options

This section is where you define what units you wish to bill in, along with the cost of excess units. It is acceptable to leave the price for extra units set to 0.00 if you have some other method of handling excess usage (eg: rate shaping rather than billing). If you wish to create an uncapped/unlimited usage service, set both the price for extra units and the included units to 0.

Units *

- ☒ GB -- Gigabyte - 1000e3 bytes
- ☐ MB -- Megabyte - 1000e2 bytes

Where data_traffic services get more complex, is with their ability to define multiple traffic caps for all configured traffic types, with the ability for each type to have a different type as well as the cap amount and excess charges.

Service Plan Traffic Caps/Options

Define the traffic cap(s) for the selected service below - note that the "Any" type will always exist and applies to any traffic that doesn't match any of the other types matched to the customer on this service.

Active	Traffic Type	Traffic Mode	Included Units	Additional Unit Cost
<input type="checkbox"/> Apply to Service	National Traffic	unlimited	<input type="text"/> GB	\$ <input type="text"/> NZD per GB additional usage.
<input type="checkbox"/> Apply to Service	International Traffic	unlimited	<input type="text"/> GB	\$ <input type="text"/> NZD per GB additional usage.
<input checked="" type="checkbox"/> Apply to Service	Any	capped	<input type="text"/> 10 GB	\$ <input type="text"/> 5.00 NZD per GB additional usage.

The traffic type options provided are configured in Services->Traffic Types, however each type only applies to the service if it is checked as active.

Once checked, options are available to define the traffic type as being capped or unlimited/uncapped, as well as the cost of any excess traffic.

It is possible to override the cap amounts, modes and additional unit costs on a per customer basis with service overriding.

Service Plan Alerts

☒ Send customers email warnings when they hit 80% of their usage

☒ Send customers email warnings when they hit 100% of their usage

Alert for every specified number of extra units

 5

Note: usage notification emails will only be delivered to a customer if the customer has a correct accounts email address configured as well as the SERVICE_USAGEALERTS_ENABLE option being enabled.

17.3.6. LICENSES

"licenses" share some resemblance with usage services where the number of licenses will vary per customer and the price is based on the total number of licenses.

However the license quantity is based on the configured amount when the service is assigned to a customer rather than based off usage records.

Service Plan Options

For licenses services, the price field and included units specify how much for the number of base licenses. The extra units price field specifies how much for additional licenses.

Units *	<input type="text"/> 0
Units Included *	<input type="text"/> 0
Price (per extra unit) *	\$ <input type="text"/> 0.00 NZD

17.3.7. PHONE_SINGLE, PHONE_TOLLFREE, PHONE_TRUNK

A phone_single or phone_tollfree service has the standard pricing options, as the service can only ever have a single call/trunk and one DDI.

For all phone services, a CDR Rate Table needs to be selected – the rate table defines the pricing for all calls, although once selected, this rate table can be overridden on a per-service or per-customer basis.

Call Rates & Pricing

For phone services, call charges are defined in rate tables - you should setup general rate tables using the "[CDR Rate Tables](#)" page. You can over-ride certain rates using the Rate Override page in the menu above.

Rate Table *

Test Rate Table ▼

“phone_trunk” services are more complex and have the ability to have an included number of trunk services and DDI numbers as well as the ability for additional trunks;.

Phone Number/DDI Limits & Rates

Use these fields to define the number of DDIs included in the plan as well as the cost of each DDI that a customer may want in addition of what is included with the plan.

Included Phone Numbers *

1

Price per additional phone number

\$ 5.00 NZD

Call Trunking Limits & Rates

Define the number of trunks (concurrent calls) that are included in the service, as well as the cost of each additional trunk that a customer may have.

Included Trunks *

1

Price per additional trunk

\$ 6.00 NZD

For information on configuring rate tables, see the *Service: Phone/VoIP Billing* section for more information.

17.4. Listing Services

Select *Services* -> *View Services* from the menu to display a list of all configured services.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

17.5. View Services

There are multiple pages showing different details for the selected service. First, select the service you wish to view, by accessing the service list (see section above) and then select one of the options to the right of the service name.

Navigation Menu: Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, **Services**, Projects, Time Keeping, Support Tickets, Admin

Sub-menu: **View Services**, Add Service, CDR Rate Tables, Manage Service Groups

SERVICE LIST

Fields to display:

- ☒ Service Name
- ☐ Account
- ☒ Type
- ☐ Service Group
- ☒ Units
- ☒ Units Included
- ☒ Price
- ☒ Price (per extra unit)
- ☐ Discount
- ☒ Billing Cycle
- ☐ Active

Filter/Search Options:

Search:

Service Type Filter: -- select --

Service Group Filter: -- select --

Order By:

Service Name then -- select -- then -- select -- then -- select --

Buttons: Apply Options, Reset Options

Service Name	Type	Units	Units Included	Price	Price (per extra unit)	Billing Cycle	
ADSL 10GB Plan	data_traffic	GB	10	\$35.00	\$3.00	monthly	details plan
ADSL 20GB Plan	data_traffic	GB	20	\$49.99	\$3.00	monthly	details plan
Apples	generic_with_usage			\$0.00	\$0.00		details plan
CBD Wifi Service	data_traffic	MB	500	\$10.00	\$0.10	monthly	details plan
Dialup 150hrs	time	Hours	150	\$20.00	\$4.00	monthly	details plan
Phone 0800	phone_tollfree			\$10.00	\$0.00	monthly	details plan
SaaS Service	licenses	GB	1	\$5.00	\$5.00	monthly	details plan
Testing Bundle	bundle			\$50.00	\$0.00	monthly	details plan
VoIP Phone	phone_single			\$25.00	\$0.00	monthly	details plan
VoIP Tollfree	phone_tollfree			\$100.00	\$0.00	monthly	details plan
VoIP Trunk	phone_trunk			\$20.00	\$0.00	monthly	details plan
Webhosting Vhost plan	generic_with_usage	MB	5	\$10.00	\$1.25	monthly	details plan

Export Options: Export as CSV, Export as PDF

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages, for example a phone_single service may have a navigation menu like:

Navigation Menu: Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, **Services**, Projects, Time Keeping, Support Tickets, Admin

Sub-menu: **View Services**, Add Service, CDR Rate Tables, Manage Service Groups

Service View Navigation: Service Details, Service Plan, Call Rate Override, Service Journal, Delete Service

17.5.1. SERVICE DETAILS

The product details page shows all the information and basic details for the selected service, such as service type, name, description & applicable taxes.

17.5.2. SERVICE PLAN

The service plan defines the rates for the service and various options such as usage limits and settings – refer to the section above on service plan configuration & options for per-service type information.

17.5.3. SERVICE JOURNAL

The service journal is an area to attach notes and files to a service, which are then readable by any other user with *services_view* permissions, ideally information such as information on service provisioning, notes relating to the upstream service provider or other key bits of information.

17.6. Adding a service to a customer account

To add a service to a customer's account you need to view the customer and then access their services page. For full details on adding a service to a customer, please read the “*Services: Customer Assignment*” section of this document.

17.7. Deleting Services

When required, services can be deleted, **provided that the service is not active on any customer accounts.**

If the service is still active for some customers, you need to de-activate the service for these customers before the service can be deleted.

The screenshot displays the Amberdms Billing System interface. At the top, a navigation bar includes links for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, **Services**, Projects, Time Keeping, Support Tickets, and Admin. Below this, a sub-navigation bar shows View Services, Add Service, CDR Rate Tables, and Manage Service Groups. A green bar contains links for Service Details, Service Plan, Service Journal, and **Delete Service**. The main content area is titled 'SERVICE DELETE' and contains the text: 'This page allows you to delete unwanted services.' Below this, a blue bar indicates 'Delete Service' for the 'Service Name' 'CBD Wifi Service'. A 'Save Information' section follows, with a 'Confirm Deletion' checkbox and the text: 'Yes, I wish to delete this service and realise that once deleted the data can not be recovered.' A red box highlights the 'Delete Service' button at the bottom left.

Note that when a service is deleted, all service period information and usage records for any customers whom used to use this service will be lost.

18. Services: Customer Assignment

The Amberdms Billing System provides a powerful service billing component, ideal for use with ISPs, hosting companies or software-as-a-service businesses.

Before a customer can be subscribed to a service, the service first needs to be configured using the service management section of the program. This is documented in details in the “*Services*” section of this document.

Once that is complete, access the customer's services page by doing the following:

1. Select “*Customers -> View Customers*” from the main menu.
2. Click on the “*services*” options link to the right of the desired customer.
3. The “*Customer's Services*” page will load, which lists all the services the customer is currently subscribed too and provides links to add more services.

CUSTOMER SERVICES

This page allows you to manage all the services that the customer is assigned to.

Service Name	Active	Type	Next Period	Description
SOHO DSL Plan 10G	✓	data_traffic	01-06-2011	

[details](#)
[periods](#)
[delete](#)

[Add Service to Customer](#)
[Generate any new invoices](#)

18.1. Subscribing a customer to a new service

To subscribe a customer to a new service, click the “*Add a new service to the customer*” link, to go to the service details page.

ADD SERVICE TO CUSTOMER ACCOUNT

This page allows you to setup a new service for the selected customer.

Service Details

Service Plan ^ SOHO DSL Plan 10G ▼

First Period ^ 01 05 2011 (dd/mm/yyyy)

Description

Once you have selected the desired service and billing start date, click “*Add Service*” to create the service and be taken to the service plan page.

If you have migration mode enabled, you will be provided with additional options for setting the start of the usage period to a date newer than the first period, if you want to pull in usage for a migrated service.

Service Migration Options

Migration Date Override Options

☐ Start charging usage from the first period date.
☒ Start charging usage from the specified date, but charge the plan fee from the first period date.

Usage Start Date 01 04 2011 (dd/mm/yyyy)

18.2. Adjusting Service Details/Plan

Once a service is assigned to a customer, more options are provided for configuring the service specifics, such as phone numbers, IP address or other attributes.

You will be automatically taken to the page after adding a new service, or you can access by selecting the service “details” on the main *customer's services* page to adjust an existing service:

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Portal Options Customer's Journal Customer's Attributes Customer's Orders Customer's Invoices **Customer's Services** Delete Customer

CUSTOMER SERVICES

This page allows you to manage all the services that the customer is assigned to.

Service Name	Active	Type	Next Period	Description
SOHO DSL Plan 10G	✓	data_traffic	01-06-2011	

details periods delete

Add Service to Customer Generate any new invoices

The service details page provides basic options which will vary depending on the service type, as well as providing the option for enabling/disabling the service information.

18.2.1. GENERIC SERVICE DETAILS

All services have the basic options of adjusting the service name/description on a per-customer basis, plan price, setup price and period information.

EDIT SERVICE

This page allows you to modify a customer service.

Service SOHO DSL Plan 10G

This service is currently disabled, no processing will take place and the customer will not receive any invoices. Use the "[service details](#)" page to enable the service if desired.

Service Details

Service-Customer Assignment ID 35

Service Name *

Description

Service Control and Management

Active ☐ Service is enabled

Service Billing Details

Billing Cycle monthly

First Period 2011-05-23

Next Period 2011-05-23

Service Price

Price * \$ NZD

Discount %

Service Setup Charges

If you set a setup fee below, it will be charged once the service is activated and added to the customer orders page.

Setup Charge * \$ NZD

Setup Charge Discount %

Save Information

Please note that all fields marked with "*" must be filled in.

18.2.2. DATA_TRAFFIC SPECIAL OPTIONS

Data traffic services provide an additional option in the navigation menu for assigning IP addresses/subnets to the customer – these are then used to query the usage databases (if configured) for traffic records to bill.

To configure service IP addresses:

1. First configure the service plan settings and save changes.
2. Click on *IPv4 Addresses* in the navigation menu.

3. Add required IP address(es).

4. Make sure the service is enabled – traffic accounting and service billing will take place automatically now.

18.2.3. PHONE_* SPECIAL OPTIONS

phone_single/phone_trunk services require the DDI and local calling region/prefix to be configured along with the standard service options.

phone_trunk services are more complex and have a separate page for configuration of DDI numbers or ranges, as well as a requirement to set the number of trunks provided so that extra trunks can be billed.

Service DDI Configuration

This is a phone trunk service - with this service you are able to have multiple individual DDIs and DDI ranges. Note that it is important to define all the DDIs belonging to this customer, otherwise they may be able to make calls without being charged.

[Configure Customer's DDIs](#)

Service Trunk Configuration

Define the number of trunks (concurrent calls) that are included in the service, depending on the service plan, there may be additional charges incurred.

Included Trunks 1
Quantity of Trunks *

phone_trunk DDI configuration is more flexible, since phone_trunk services support DDI number ranges, which can be configured by selecting “DDI Configuration” from the navigation menu.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products
Services
Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Return to Customer Services Page
Service Details
Service History
CDR Override
DDI Configuration
Service Delete

CUSTOMER SERVICE DDI ASSIGNMENT

This page allows you to assign DDIs to a trunk phone service.

Service Sample Trunk is enabled.
Service-Customer ID: 3
Service Type: phone_trunk
Service Charges: \$10.00 (excluding usage charges and taxes)

DDI Start Range	DDI End Range	Description	
644567777	644567780	Wellington Office Range	details delete
649234500	649234520	Auckland Office Range	details delete

[Assign new DDI to customer](#)

All phone services provide the additional CDR Override options, which allows custom calling rates to be added for a specific customer – for example, you may sell your customer a solution that included cheap/free calling to a specific number.

To override rates, select “CDR Override” from the navigation menu and either override an existing prefix or add a custom prefix. Overridden rates are clearly highlighted as either a customer override or a service override.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products
Services
Projects
Time Keeping
Support Tickets
Admin

View Customers
Add Customer

Return to Customer Services Page
Service Details
Service History
CDR Override
DDI Configuration
Service Delete

CUSTOMER CDR RATE OVERRIDE

This page allows you to view the rates set for call costs for the selected customer as well as allowing them to be overridden with customised prices.

Service Sample Trunk is enabled.
Service-Customer ID: 3
Service Type: phone_trunk
Service Charges: \$10.00 (excluding usage charges and taxes)

Rate Prefix	Description	Sale Price	Cost Price	Rate Override
DEFAULT		\$0.02	\$0.01	Override Rate
LOCAL		\$2.00	\$1.00	Override Rate
644	Wellington	\$0.10	\$0.08	Override Rate
649	Auckland	\$0.10	\$0.08	Override Rate
6421	Free Calling	\$0.00		SERVICE OVERRIDE Override Rate
6499999999	Free Calling to CEO's home	\$0.00		CUSTOMER OVERRIDE Adjust Override Delete Override

[Add Custom Prefix Rate](#)

18.2.4. ENABLING OR DISABLING CUSTOMER SERVICES

Services can be enabled or disabled via the service details page using the check box. If the service is disabled, any currently active periods which have not been invoiced will not be charged.

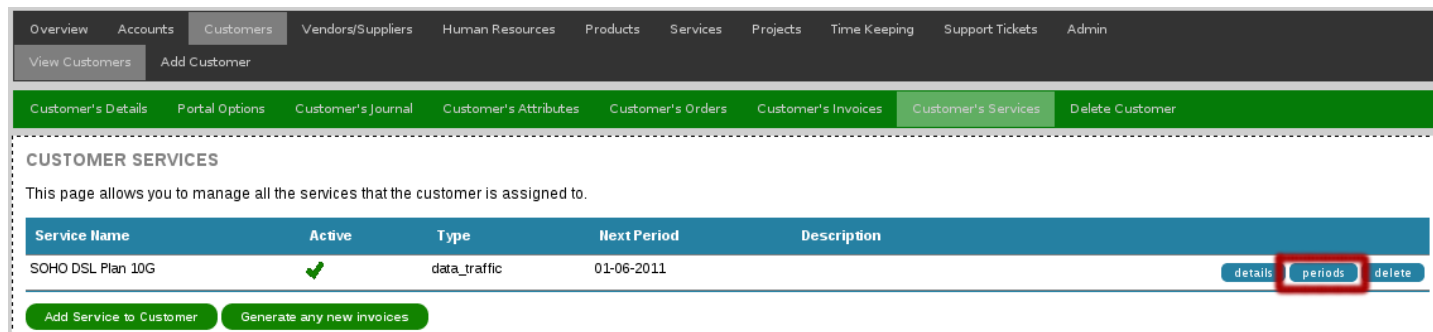
At this stage the Amberdms Billing System does not allow you to configure a service to be disabled and only charged for the remainder of the last period – future releases plan to improve upon this limitation.

18.2.5. IMPORTANT NOTES

1. The service will only be activated and billed once you have ticked the “Service is Enabled” tick box and clicked “Save Changes”.
2. Any service setup fees will only be billed once the service is enabled. The setup fees will be added to the customer's orders page and either invoiced at the end of the calendar month or on the next service invoice, whichever is sooner.
3. Any changes you make to the service details/plan will no impact currently active periods or invoices, the changes will only take effect in subsequent invoices/periods.

18.3. View customer service history/Periods

To view the history of the customer's service billing, use the “*periods*” link to the right of the service name, to load the service period history.



The screenshot shows the Amberdms Billing System interface. The top navigation bar includes links for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, Services, Projects, Time Keeping, Support Tickets, and Admin. The 'Customers' section is active, showing sub-links for View Customers and Add Customer. Below this, a green bar contains links for Customer's Details, Portal Options, Customer's Journal, Customer's Attributes, Customer's Orders, Customer's Invoices, Customer's Services (highlighted), and Delete Customer. The main content area is titled 'CUSTOMER SERVICES' and includes a description: 'This page allows you to manage all the services that the customer is assigned to.' Below this is a table with the following columns: Service Name, Active, Type, Next Period, and Description. The table contains one row for 'SOHO DSL Plan 10G' with a green checkmark in the Active column, 'data_traffic' in the Type column, and '01-06-2011' in the Next Period column. To the right of the table, there are three buttons: 'details', 'periods' (highlighted with a red box), and 'delete'. At the bottom of the section, there are two green buttons: 'Add Service to Customer' and 'Generate any new invoices'.

Service Name	Active	Type	Next Period	Description
SOHO DSL Plan 10G	✓	data_traffic	01-06-2011	

The service period history page shows all periods of the service as well as showing all invoices generated for this service and whether or not the invoice has been paid.

Note that it is normal to have periods which have not yet been billed if the customer's service is set to use *monthend* or *periodend* billing modes – the periods will show the date when they are due to be invoiced.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Return to Customer Services Page Service Details **Service History** Service Delete

CUSTOMER SERVICE HISTORY

This page displays all the periods of this service, showing when the service was active and when it has been billed.

Service Discount Domain is enabled.
 Service-Customer ID: 15
 Service Type: generic_no_usage
 Service Charges: \$21.25 (discount of \$3.75 included, excluding usage charges and taxes)

Start Date	End Date	Invoice Gen Date	Usage Summary	Plan Invoice	Usage Invoice	Paid	Invoice Number
21-04-2011	30-04-2011	01-05-2011		✓		✗	AR AR171
01-05-2011	31-05-2011	01-06-2011		✗		✗	

Export as CSV
Export as PDF

Specific service types will have more information for usage summary, such as total bytes transferred for data_traffic services:

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Return to Customer Services Page Service Details Service History **IPv4 Addresses** Service Delete

CUSTOMER SERVICE HISTORY

This page displays all the periods of this service, showing when the service was active and when it has been billed.

Service SOHO DSL Plan 10G is enabled.
 Service-Customer ID: 16
 Service Type: data_traffic
 Service Charges: \$70.00 (excluding usage charges and taxes)

Start Date	End Date	Invoice Gen Date	Usage Summary	Plan Invoice	Usage Invoice	Paid	Invoice Number
01-01-2011	31-01-2011	01-01-2011	0.00 GB	✓	✓	✗	AR AR222
01-02-2011	28-02-2011	01-02-2011	18.00 GB	✓	✓	✗	AR AR222
01-03-2011	31-03-2011	01-03-2011	5.00 GB	✓	✓	✗	AR AR222
01-04-2011	30-04-2011	01-04-2011	0.00 GB	✓	✓	✗	AR AR222
01-05-2011	31-05-2011	01-05-2011	15.00 GB (get latest)	✓	✗	✗	AR AR222

Export as CSV
Export as PDF

Or a link to the call records for phone_* services, which will expand out to show usage history/records with the ability to export the records for a particular month out as CSV or PDF output.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Return to Customer Services Page Service Details Service History CDR Override DDI Configuration Service Delete

CUSTOMER SERVICE HISTORY

This page displays all the periods of this service, showing when the service was active and when it has been billed.

Service Sample Trunk is enabled.
 Service-Customer ID: 3
 Service Type: phone_trunk
 Service Charges: \$10.00 (excluding usage charges and taxes)

Start Date	End Date	Invoice Gen Date	Usage Summary	Plan Invoice	Usage Invoice	Paid	Invoice Number
13-02-2011	28-02-2011	13-02-2011	View Call Records	✓	✓	✗	AR AR127
01-03-2011	31-03-2011	01-03-2011	View Call Records	✓	✓	✗	AR AR127
01-04-2011	30-04-2011	01-04-2011	View Call Records	✓	✓	✗	AR AR127
01-05-2011	31-05-2011	01-05-2011	View Call Records 1	✓	✗	✗	AR AR173

Export as CSV
Export as PDF

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Return to Customer Services Page Service Details **Service History** CDR Override DDI Configuration Service Delete

SERVICE CALL RECORD LOGS

This page shows all the call records for the selected service period and the prices associated with each call. Note that the seconds shown are the number of billable seconds, however this doesn't show any seconds that were rounded up to whole minutes for billing purposes.

Service Sample Trunk is enabled.
 Service-Customer ID: 3
 Service Type: phone_trunk
 Service Charges: \$10.00 (excluding usage charges and taxes)

Fields to display:
☒ Date
☒ Source Number

Filter/Search Options:
☒ Destination Number
☒ Billable Seconds
☒ Price

Search

Apply Options Reset Options

Date	Source Number	Destination Number	Billable Seconds	Price
01-03-2010	644	643	158	\$0.05
01-03-2010	644	643	25	\$0.02
01-03-2010	644	643	106	\$0.04
01-03-2010	644	643	269	\$0.09
01-03-2010	644	643	37	\$0.02
01-03-2010	644	643	10	\$0.02
01-03-2010	644	643	3	\$0.02
29-03-2010	644	649	80	\$0.13
			32370	\$525.22

Export as CSV
Export as PDF

18.4. Manually Generating Service Invoices

Customer service invoices are automatically generated when required – a cronjob executes daily and checks what services are due for billing.

Depending on the configured options, services will either be emailed directly to the customer or will sit in the invoicing system waiting for a user to manually send it to the customer.

If you have just subscribed the customer to a new service and wish to create the invoice immediately, use the “*Automatically generate any new invoices*” option to create any new invoices.

Overview Accounts **Customers** Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

View Customers Add Customer

Customer's Details Portal Options Customer's Journal Customer's Attributes Customer's Orders Customer's Invoices **Customer's Services** Delete Customer

CUSTOMER SERVICES

This page allows you to manage all the services that the customer is assigned to.

Service Name	Active	Type	Next Period	Description
SOHO DSL Plan 10G	✓	data_traffic	01-06-2011	

details periods delete

Add Service to Customer **Generate any new invoices**

By default, automatically generated invoices will not be emailed to customers. If you wish to enable this feature, login as an administrator and change the “ACCOUNTS_INVOICE_AUTOEMAIL” option on the configuration page to have emails automatically emailed and optionally BCC'd to an internal accounts email address.

19. Timekeeping

The Amberdms Billing System includes a timekeeping system allowing time record keeping by individual employees.

This feature is ideal for two different uses:

1. Keeping track of billable hours for customers (eg: contracting/consulting work).
2. Keeping track of the time staff are spending on particular internal tasks.

19.1. Staffaccess Permissions

The Amberdms Billing System treats employees and users differently. In order to be able to book time, you need to assign a user access rights to a particular employee.

One advantage of this feature, is that it allows users to have access to multiple employee timesheets and access can be defined as read-only or read-write.

As an example, this makes it easy to allow a secretary access to fill in their manager's timesheet as well as their own, or to allow a project manager to view the hours entered by their team.

It may also be useful to give the accounting/book-keeping staff access to all employee timesheets to allow them to make corrections for billing purposes.

19.1.1. ASSIGNING STAFFACCESS RIGHTS

To assign staff access rights, you need to login as an administrator and access the user management interface at “Admin -> User Management -> View Users”.

Find the user you wish to configure in the list and then select the “staffaccess” option link.

USER MANAGEMENT

This page allows you to create, edit or delete user accounts, as well as allowing you to define the the account permissions.

Fields to display:

- ☒ Username
- ☒ Realname
- ☒ Email Address
- ☒ Lastlogin Time
- ☐ Lastlogin IP Address

Filter/Search Options:

Search

Order By:

Username then -- select -- then -- select -- then -- select --

Username	Realname	Email Address	Lastlogin Time
bex	Rebecca Ray	bex@amberdms.com	2010-03-08 20:58:02
mitchell	Mitchell Carr	developers@amberdms.com	2010-07-13 14:25:28
setup	Setup Account	support@amberdms.com	2010-07-12 09:21:35
soap_portal	ABS Portal User	developers@amberdms.com	2010-03-29 10:54:21

Export as CSV

You can then either add new staff access rights or adjust any existing access rights using this interface. Any changes will

have affect for the modified user when they next access any of the timekeeping pages.

Employee ID	Employee Name	Employee Position	
MD	Bob Jones	Managing Director	full details
	Jake Smith	Engineer	full details

[Add new staff access rights](#)

19.1.2. SELECTING THE CORRECT EMPLOYEE TO ENTER TIME

When adding time to the timesheet, there is a dropdown to select the employee to enter the time as. If you only have access to a single employee (ie: yourself) then this dropdown will always be selected by default.

If you have access to multiple employees, then you will forced to choose one of them when first accessing the timesheet. Your selection will then be remembered until your logout or change to another employee.

19.2. Using the Timekeeping Functions

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects **Time Keeping** Support Tickets Admin

Time Registration Unbilled Time

TIME REGISTRATION

UNBILLED TIME
There are currently 14 hours of unbilled time to be processed. [Click here to view.](#)

No time has been booked for today
[Click here to add time.](#)

WEEK 28, 2010
(2010-07-12 to 2010-07-18)

<< Previous Week 2010 07 13 (yyyy/mm/dd) [Goto Date](#)

Select an employee to view:

[Display](#)

To view the timesheet, access “*Timekeeping -> Time Registration*” to be taken directly to the timesheet. If you have access to multiple employees, you will be prompted to select the employee you wish to view. Once done, the page will display the current week of the timesheet and show any time that has been booked to it.

19.2.1. VIEWING A SPECIFIC DAY

If you wish to view a specific day in more detail, click on the date, which will take you to a page with a more detailed list of the time booked to the day which will also show the notes for each time record.

You can then edit or delete any time entries on the page if you have write access for the employee you are viewing.

Select an employee to view:

MD -- Bob Jones Display

Project/Phase	Monday (2010-07-05)	Tuesday (2010-07-06)	Wednesday (2010-07-07)	Thursday (2010-07-08)	Friday (2010-07-09)	Saturday (2010-07-10)	Sunday (2010-07-11)	Total:
	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0

Add new time entry Export as CSV Export as PDF

19.2.2. ADDING TIME

If you are viewing an employee whom you have write access granted, you will see a link at the bottom of the table saying “Add new Time Record”. This will take you to a new page to add a time record for a specified date.

Note: Before you can add time, you must create a project with at least one phase where you can assign the time too. See the projects section of this documentation for more details.

19.2.3. REOCCURRING TIME

Unfortunately the timesheet does not support adding reoccurring time records, however this is planned to be released in an upgrade in the near future.

19.2.4. BOOKING TIME IN THE FUTURE

By default users are not permitted to book time to a future date. However this behaviour can be changed by enabling the “TIMESHEET_BOOKTOFUTURE” option on the configuration page.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets **Admin**

Configuration Template Selection User Management Brute-Force Blacklist Audit Locking Database Backup

Application Company Details Integration Locale Services

CONFIGURATION APPLICATION

This page allows you to adjust the application configuration. Make sure you understand any options before adjusting them - refer to the product manual for help information.

19.3. Getting Timesheet Information

The Timekeeping interface is an easy way for entering hours into the Billing System, however it is not usually the best way for getting a report of the data entered.

To assist with reporting requirements, there are a number of different ways of getting time records out of the timesheet in different formats.

19.3.1. EMPLOYEE TIMESHEETS

You can generate a flexible list of all the time booked for a specific employee by accessing the “Human Resources -> View Staff” page and selecting the “timesheet” option.

The employee timesheet page also allows filtering of the results to specific date periods and also can filter to only

unprocessed time.

19.3.2. PROJECT TIMESHEETS

To generate a list of all the time booked to a specific project, access the “*Products/Services/Projects -> View Project*” page and select the “*timebooked*” option.

PROJECT LIST

Fields to display:

☒ Project ID ☒ Start Date

☒ Project Name ☒ End Date

Filter/Search Options:

Start Date (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Search

Hide Options ☒ Hide completed projects

Order By:

Project Name then -- select -- then -- select -- then -- select --

Apply Options **Reset Options**

Project ID	Project Name	Start Date	End Date	details	phases	timebooked	timebilled
105	Apple Harvest	---	---	details	phases	timebooked	timebilled
100	Customer Support	2009-01-01	---	details	phases	timebooked	timebilled
104	Example Project	---	---	details	phases	timebooked	timebilled
106	Fishing	---	---	details	phases	timebooked	timebilled
108	plan9	---	---	details	phases	timebooked	timebilled
101	Product Development	2009-01-14	---	details	phases	timebooked	timebilled
109	Rino	2010-07-09	---	details	phases	timebooked	timebilled
102	Teleco Consulting Project	2008-10-20	---	details	phases	timebooked	timebilled
107	test	---	---	details	phases	timebooked	timebilled

Export as CSV **Export as PDF**

By default this page displays all the time booked to a project and provides various options to filter or search the time records such as only displaying time records for a particular phase or employee.

If you would only like to view time booked to the project which has not yet been processed for billing, enable the “Only show unprocessed time” option in the filter options box.

19.3.3. UNBILLED TIME REPORT

Whilst you can view all the unbilled time on a per-project basis, it is easier to be able to view unbilled time for all projects when you want to generate all your invoices.

To do this, use the “*Time Keeping -> Unbilled Time*” page which provides an adjustable list of all the hours added which have not yet been added to a time group.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects **Time Keeping** Support Tickets Admin

Time Registration **Unbilled Time**

UNBILLED TIME

This page shows all time which has not yet been added to an invoice for any non-internal projects.

Fields to display:

- ☒ Date
- ☒ Phase Name
- ☒ Employee Name
- ☒ Time Group
- ☒ Description
- ☒ Time Booked

Filter/Search Options:

Start Date (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Phase Name -- select --

Employee -- select --

Search

Group By ☒ none ☐ Phase Name ☐ Employee Name

Order By: then then -- select -- then -- select --

[Apply Options](#) [Reset Options](#)

Date	Phase Name	Employee Name	Time Group	Description	Time Booked	
2009-01-07	<u>102 -- Teleco Consulting Project -- Network Design</u>	MD -- Bob Jones	<u>2010-07</u>	Worked on network diagram	8:00	View Time Entry
2010-04-24	<u>100 -- Customer Support -- General Technical Phone Support</u>	MD -- Bob Jones	-	test	3:00	View Time Entry
2010-07-04	<u>105 -- Apple Harvest -- Collecting</u>	MD -- Bob Jones	-	test	1:00	View Time Entry
2010-07-04	<u>108 -- plan9 -- apples</u>	MD -- Bob Jones	-	test	2:00	View Time Entry
					14:00	

[Export as CSV](#)
[Export as PDF](#)

You can adjust various options if you would just like to generate per-project or per-employee totals.

Note: If you have marked a project as being internal-only, then any time booked to the project will not appear on the unbilled time page.

19.3.4. EXPORTING TO CSV

All the Timekeeping pages and other time viewing methods listed above provide an export to CSV option which can be found at the bottom of the table.

19.4. Time Groups / Adding Time to Invoices

Rather than requiring accounts staff to manually add all the hours booked to an invoice, the Amberdms Billing System provides a feature called “*Time Groups*”.

This feature allows time records to be grouped together and then added to an invoice for billing. This has a number of advantages over manually adding time, including:

1. Faster & more accurate creation of invoices.
2. Easy to view exactly what hours were assigned to what invoice.
3. Unbillable hours can be added to the time group but the customer won't be invoiced for them.

19.4.1. CREATING A TIME GROUP

To create a new time group, first access the project list page by accessing “*Projects/Services/Products -> Projects -> View Projects*” and select the “*timebilled*” option for the desired project.

Overview
Accounts
Customers
Vendors/Suppliers
Human Resources
Products
Services
Projects
Time Keeping
Support Tickets
Admin

View Projects
Add Project

PROJECT LIST

Fields to display:

☒ Project ID
☒ Start Date

☒ Project Name
☒ End Date

Filter/Search Options:

Start Date

(yyyy/mm/dd)

End Date

(yyyy/mm/dd)

Search

Hide Options
☒ Hide completed projects

Order By:

Project Name
then
-- select --
then
-- select --
then
-- select --

Apply Options
Reset Options

Project ID	Project Name	Start Date	End Date				
105	Apple Harvest	---	---	details	phases	timebooked	timebilled
100	Customer Support	2009-01-01	---	details	phases	timebooked	timebilled
104	Example Project	---	---	details	phases	timebooked	timebilled
106	Fishing	---	---	details	phases	timebooked	timebilled
108	plan9	---	---	details	phases	timebooked	timebilled
101	Product Development	2009-01-14	---	details	phases	timebooked	timebilled
102	Teleco Consulting Project	2008-10-20	---	details	phases	timebooked	timebilled
107	test	---	---	details	phases	timebooked	timebilled

Export as CSV
Export as PDF

TIME BILLED/GROUPED

This page shows all the time that has been grouped and invoiced for the Apple Harvest project.

Fields to display:

- ☒ Time Group Name
- ☒ Customer Name
- ☒ Invoice Number
- ☒ Description
- ☒ Billable Hours
- ☒ Unbillable Hours

Filter/Search Options:

Customer:

Hide Options: ☒ Hide time groups belong to invoices

Search:

Order By:

Customer Name then Time Group Name then -- select -- then -- select --

[Apply Options](#) [Reset Options](#)

Time Group Name	Customer Name	Invoice Number	Description	Billable Hours	Unbillable Hours	
2010-07	101 -- Joe Bloggs		test	1:00	0:00	view/edit delete
				1:00	0:00	

[Add new time group](#) [Export as CSV](#) [Export as PDF](#)

This will display a list of all the time groups which currently exist and provides various filter options.

Click on the “Add new time group” link to create a new time group.

ADD NEW TIME GROUP

This page allows you to add a new time group entry to a project.

Time Group Details

Time Group Name *:

Customer *:

Description:

Time Selection

Select all the time that should belong to this group from the list below - this list only shows time currently unassigned to any group.

You can choose whether to add the time as billable or as unbillable. This is used to group hours that are unbilled, eg: internal paper work for the customer's account or other administrative overheads so that they won't continue to show in this list.

Date	Phase Name	Employee Name	Description	Time Booked	Billable	Unbillable
2010-07-04	Collecting	MD -- Bob Jones	test	1:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save Information

Please note that all fields marked with "*" must be filled in.

[Create Time Group](#)

Required Options:

- Time Group Name
 - *Human readable name for the group – could be something like “2009-Feb billing period” or “Repair of computer for Bob Jones”.*
- Customer
 - *Time groups have to belong to a specific customer – once you select a customer, the timegroup will only be available to be added to invoices for that customer.*
- Description

Time Selection

A list of all unprocessed time will be displayed below. You can tick which hours are billable, unbillable and leave any time that you don't want as part of the time group unticked.

Click the “*Create Time Group*” button to add the new time group.

19.4.2. INVOICING A TIME GROUP

Once a time group has been created, you may bill the customer for it by creating an invoice by accessing “*Accounts -> Accounts Receivables -> Add Invoice*” to create an invoice.

(refer to the invoicing section of this document for full details about creating an invoice)

When creating the invoice, make sure you select the same customer as the time group itself.

Upon creation of the invoice you will be directed to the “*Invoice Items*” page, where you then need to select “*Time Item*” and then click “*Add*”.

Select the Time Group from the dropdown of available time groups and select the product to bill the hours as – the billable hours in the time group will become the quantity of the invoice and income will be assigned to the income account of the product.

ADD/EDIT INVOICE ITEM
This page allows you to make changes to an invoice item.
Invoice 108 has no items on it
This invoice is currently empty, add some items to it using the Invoice Items page.
AR Invoice Item Details
Time Group Customer Support -- February Billing
Product CONSULT-STND -- Standard Consulting Hours
Price 90.00
Description February Project Work
Save Information
Save Changes

If you do not see the time group you want in the Time Group dropdown, or if you see the message “*There are currently no unprocessed time groups belonging to this customer*”, it means that the time group you have created is not assigned to the same customer as the invoice you have created.

20. Projects

In the Amberdms Billing System, projects are used to organise where time is booked and to simplify billing of labour/consulting hours.

This section of the document explains how to create projects & phases, if you are looking for information about how the time keeping features work, or how to add time to a project, please refer to the “*Time Keeping*” section of this document.

20.1. Create a new Project

Select “*Products/Services/Projects -> Projects -> Add Project*” to add a new project to the billing system.

ADD NEW PROJECT

This page allows you to add a new project.

Project Details

Project ID

Project Name *

Start Date * (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Internal Only ☐ This is an internal project - do not alert to unbilled hours

details

Save Information

Please note that all fields marked with "*" must be filled in.

Create Project

Required Fields:

- Project Name
- Start Date

Once all fields have been entered, click “*Create Project*” to add the project to the billing system.

To make the project usable, you need to define at least one project phase – to do this, click on the “*Project Phases*” link in the navigation menu.

Project Details **Project Phases** Timebooked Timebilled/Grouped Project Journal Delete Project

Notification:

Project successfully created.

20.2. Listing Projects

Select “Products/Services/Projects -> Projects -> View Projects” from the menu to display a list of all projects.

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

PROJECT LIST

Fields to display:

- ☒ Project ID
- ☒ Project Name
- ☒ Start Date
- ☒ End Date

Filter/Search Options:

Start Date: (yyyy/mm/dd)

End Date: (yyyy/mm/dd)

Search:

Hide Options: ☒ Hide completed projects

Order By:

Project Name then -- select -- then -- select -- then -- select --

Apply Options **Reset Options**

Project ID	Project Name	Start Date	End Date				
105	Apple Harvest	---	---	details	phases	timebooked	timebilled
100	Customer Support	2009-01-01	---	details	phases	timebooked	timebilled
104	Example Project	---	---	details	phases	timebooked	timebilled
106	Fishing	---	---	details	phases	timebooked	timebilled
108	plan9	---	---	details	phases	timebooked	timebilled
101	Product Development	2009-01-14	---	details	phases	timebooked	timebilled
109	Rino	2010-07-09	---	details	phases	timebooked	timebilled
102	Teleco Consulting Project	2008-10-20	---	details	phases	timebooked	timebilled
107	test	---	---	details	phases	timebooked	timebilled

Export as CSV **Export as PDF**

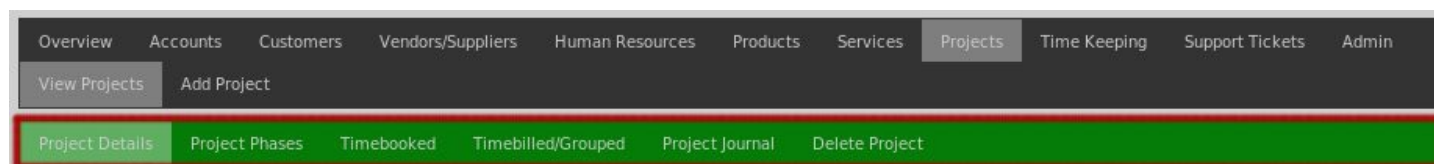
20.3. View Projects

There are multiple pages showing different details for the selected project. First, select the project you wish to view, by accessing the project list (see section above) and then select one of the options to the right of the project name.

Project ID	Project Name	Start Date	End Date				
105	Apple Harvest	---	---	details	phases	timebooked	timebilled
100	Customer Support	2009-01-01	---	details	phases	timebooked	timebilled
104	Example Project	---	---	details	phases	timebooked	timebilled
106	Fishing	---	---	details	phases	timebooked	timebilled
108	plan9	---	---	details	phases	timebooked	timebilled
101	Product Development	2009-01-14	---	details	phases	timebooked	timebilled
109	Rino	2010-07-09	---	details	phases	timebooked	timebilled
102	Teleco Consulting Project	2008-10-20	---	details	phases	timebooked	timebilled
107	test	---	---	details	phases	timebooked	timebilled

Export as CSV **Export as PDF**

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.



20.3.1. PROJECT DETAILS

The project details page shows all the information and basic details for the selected project.

20.3.2. PROJECT PHASES

Project phases are used to book time to the project – all projects must have at least one phase to make them usable.

20.3.3. TIMEBOOKED

This page displays all the time booked to a project and provides various options to filter or search the time records such as only displaying time records for a particular phase or employee.

If you would only like to view time booked to the project which has not yet been processed for billing, enable the “Only show unprocessed time” option.

TIME BOOKED TO PROJECT

This page shows all the time that has been booked to the Customer Support project.

Fields to display:

- ☒ Date
- ☒ Phase Name
- ☒ Employee Name
- ☒ Time Group
- ☒ Description
- ☒ Time Booked

Filter/Search Options:

Start Date (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Phase Name

Employee

-- select --

-- select --

☐ Hide Options ☐ Only show unprocessed time

Search

Order By:

Date then Phase Name then -- select -- then -- select --

Date	Phase Name	Employee Name	Time Group	Description	Time Booked	
2009-02-05	ADSL Support	MD -- Bob Jones	2010-05	Talking to techs to try and resolve ADSL outage in brooklyn	2:00	<input type="button" value="view/edit"/>
2009-11-08	ADSL Support	MD -- Bob Jones	2010-05	foo	5:00	<input type="button" value="view/edit"/>
2010-01-09	ADSL Support	MD -- Bob Jones	2010-05	test	2:00	<input type="button" value="view/edit"/>
2010-04-24	General Technical Phone Support	MD -- Bob Jones		test	3:00	<input type="button" value="view/edit"/>
					12:00	

20.3.4. TIMEBILLED/GROUPED

This page allows time groups to be configured – for information about time groups, please see the “*Time Keeping*” section of this document.

20.3.5. PROJECT JOURNAL

The project journal is an area to attach notes and files to a project. These notes are readable by all other users with *projects_view* permissions - this may be information such as meeting notes relating to the project, attached copies of project plans or other resources.

20.4. Deleting Projects

When required, projects can be deleted from the billing system, **provided that no time has been booked to the project.**

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services **Projects** Time Keeping Support Tickets Admin

View Projects Add Project

Project Details Project Phases Timebooked Timebilled/Grouped Project Journal **Delete Project**

PROJECT DELETE

This page allows you to delete an unwanted project.

Delete Project	
Project ID	107
Project Name	test

Save Information

Confirm Deletion ☐ Yes, I wish to delete this project and realise that once deleted the data can not be recovered.

delete

If the project is unable to be deleted, the billing system will inform you of this and instead of deletion, you should set the *end date* field on the “Project Details” page.

This will not delete the project, but will hide it from the list of active projects.

PROJECT DETAILS

This page allows you to view and adjust the project's records.

Project Details	
Project ID	100
Project Name *	Customer Support
Start Date *	2009/01/01 (yyyy/mm/dd)
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/> (yyyy/mm/dd)
Internal Only	<input type="checkbox"/> This is an internal project - do not alert to unbilled hours
details	<input type="text"/>

21. Invoicing

The Amberdms Billing System provides an easy to use invoicing system capable of handling AR invoices, AP invoices, & quotations.

For those unfamiliar with accounting, Account Receivables Invoices (AR Invoices) are the invoices that you create to bill your customers, whereas Accounts Payable Invoices (AP Invoices) are invoices that your vendors/suppliers send to you.

The same interface is used to create AR or AP invoices and quotes, so the documentation below applies to all three unless otherwise noted.

21.1. Invoice List

To display a list of all the invoices, use one of the following menus:

- “Accounts -> Accounts Receivables -> View Invoices”
- “Accounts -> Accounts Payable -> View Invoices”
- “Accounts -> Quotes -> View Quotes”

By default only unpaid invoices are displayed, but you can choose to display all invoices including paid invoices.

21.2. Creating new Invoices

To create a new invoice use one of the following menus:

- “Accounts -> Accounts Receivables -> Add Invoice”
- “Accounts -> Accounts Payable -> Add Invoice”
- “Accounts -> Quotes -> Add Quote”

Requirements

- Customer
- Employee
- Destination Account (AR/AP only)
 - This is the account that invoices will be assigned to until they are paid.

Once complete, click the “Save Changes” button to create the new invoice. You will then need to add items to the invoice.

21.3. Adding items to Invoices

First select the invoice you want from the list page and click the “items” link or select the “Invoice Items” option from the navigation menu if you are already viewing an invoice.

This page will show all items (if any) which have been added to the invoice. To add a new item, use the form at the bottom of the table. This will allow you to add one of the following three item types:

1. Basic Transaction.
2. Time Item.
3. Product.

INVOICE ITEMS

This page shows all the items belonging to the invoice and allows you to edit them.

Invoice 100 is open (unpaid).

Total Due: \$13.50

Total Paid: \$0.00

Amount Due: \$13.50

Item Information	Description	Qty	Units	Price	Discount	Amount	
5785 -- Travel & Entertainment	Travel to customers office for consulting work.			\$0.00		\$12.00	edit delete
Subtotal:						\$12.00	
GST (12.5%)						\$ 1.50	adjust
Invoice Total:						\$13.50	

Add new items to invoice:

- + Basic Transaction
- + Product

21.3.1. BASIC TRANSACTIONS

Basic transactions are designed for quickly creating basic invoices, such as a taxi fare, where there is a varying amount and you simply wish to allocate the amount to a specific account.

ADD/EDIT INVOICE ITEM

This page allows you to make changes to an invoice item.

Invoice 100 is open (unpaid).

Total Due: \$13.50

Total Paid: \$0.00

Amount Due: \$13.50

AP Invoice Item Details

Amount \$ NZD

Account -- select --

Description

AP Invoice Item Tax Selection

Check all taxes that apply to this transaction below. If you want more advanced tax control (eg: fixed amounts of tax) then define a product and add it to the invoice.

- ☒ GST (12.5%) -- Default sales tax for all goods and services
- ☐ GST (15%) -- Standard Tax

Save Information

[Save Changes](#)

To create a basic transaction item, you require the following information:

- The amount to change
- The account for the transaction income/expense to go to.

You can then select all the taxes that apply to this item – if the customer/vendor the invoice belongs to has a default tax set, then that tax will be already selected.

Once done, click the “*Save Changes*” button to save the transaction information.

21.3.2. TIME ITEMS

(AR Invoices only)

Time items allow you to add a time group to an invoice. See the “*Time Keeping*” section of this document for more information about time groups.

21.3.3. PRODUCT ITEMS

Usually for AR or more advanced AP transactions, you will want to use product items, which allow you to define cost & sale prices, taxes and accounts in advance.

The item add dropdown box will include a list of all available products, sorted by their product ID. Select the product you wish to add and click “*Add*”.

Taxes for this product will be automatically calculated based on the tax options configured for the product and what taxes are enabled for the customer/vendor.

The default product information will be loaded into the page, which you can adjust before adding the item to the invoice by clicking the “*Save Changes*” button.

AP Invoice Item Details	
Product	<input type="text"/> -- select --
Price	\$ <input type="text"/> NZD
Quantity	<input type="text"/> 1
Units	<input type="text"/>
Description	<input type="text"/>
Discount	<input type="text"/> %

Save Information

21.4. Adding Payments to Invoices

When customers pay an AR invoice or when you pay an AP invoice, you need to create a payment record on the invoice. There are several ways to do this:

1. Enter the payment directly against the invoice.
2. Enter the payment as part of a bulk payment entry. (see “*Bulk Payments*” section)
3. Enter the payment by importing a bank statement using the *Accounts -> Import* functionality. (see “*Accounts: Import*” section)

There is also the forth option to have payments entered automatically via the API, by integrating with payment providers like PayPal or other credit card processors.

To enter a payment directly against an invoice, first select the invoice you want from the list page and click the “*payments*” link or select the “*Invoice Payments*” option from the navigation menu if you are already viewing an invoice.

You can then add a new payment to the invoice by clicking on the “*Add Payment*” link.

Overview **Accounts** Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables **Accounts Payable** Taxes Quotes Reports Import

View AP Invoices Add AP Invoice

Invoice Details Invoice Items **Invoice Payments** Invoice Journal Delete Invoice

INVOICE PAYMENTS

This page shows all payments made against this invoice and allows you to edit them.

Invoice 100 is open (unpaid).

Total Due: \$13.50

Total Paid: \$0.00

Amount Due: \$13.50

No payments have been made against this invoice.

Add Payment

You will then be prompted to enter the payment details – you will need to set the account the payment is going to/from, the date and naturally the amount.

AR Invoice Item Details

Transaction Date	<input type="text" value="10"/> <input type="text" value="03"/> <input type="text" value="2009"/> (dd/mm/yyyy)
Amount	<input type="text" value="885.94"/>
Account	<input type="text" value="1060 -- Current Account"/>
Source	<input type="text" value="cheque"/>
Description	<input type="text" value="Customer payment via cheque ID of 0123456789"/>

Save Information

Note that:

- It is perfectly acceptable to have multiple payments on a single invoice – however, the invoice will not appear as closed/paid until exactly the correct amount has been paid to it.
- You can over-pay an invoice, the extra amount will appear and the invoice will not close until it is paid.

21.5. Invoice Journal

The invoice journal is an area to attach notes and files to an invoice. This is the ideal location for storing scanned copies of the original AP invoice or just general notes about the invoicing work.

The journal will also contain contents of any messages sent to the customer when exporting the invoice via email, whether done manually or via automated processes.

21.6. Export/Email Invoice

(AR Invoices & Quotes only)

Once you have created your invoice/quote, you can export it as a PDF document and optionally email it directly to the customer using the “*Export Invoice*” page.

When emailing a PDF to a customer, the invoice details will update to show that the invoice has been sent to the customer. If you prefer to download the invoice and then email it to customers, you can optionally choose to mark the invoice as having been sent to the customer manually.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports Import

View Invoices Add Invoice

Invoice Details Invoice Items Invoice Payments Invoice Journal **Export Invoice** Delete Invoice

EXPORT INVOICE

This page allows you to export the invoice in different formats and provides functions to allow you to email the invoice directly to the customer.

Invoice 100 is open (unpaid).

Total Due: \$1,293.94
 Total Paid: \$50.00
 Amount Due: \$1,243.94
 Date Sent: 2010-03-29 (email)

Download PDF:

☐ Check this to show that the invoice has been sent to the customer when you download the PDF

Download as PDF

Email PDF:

Sender: ☒ Example Ltd <accounts@example.com> ☐ Mitchell Carr <developers@amberdms.com>

Subject:

Email (To):

Email (CC):

Email (BCC):

Email Message:

Send via Email

The default email message, company details on the invoice and invoice style are all customisable in the *ABS Administration* pages – refer to the documentation on configuration information for more details.

21.7. Deleting Invoices

Invoices may be deleted provided that they have not yet been locked by the audit locking process. If an invoice has had payments made, it can still be deleted but an additional warning will appear and deleting the invoice will cause that payment record to also be deleted.

Overview

Accounts

Customers

Vendors/Suppliers

Human Resources

Products

Services

Projects

Time Keeping

Support Tickets

Admin

Chart of Accounts

General Ledger

Accounts Receivables

Accounts Payable

Taxes

Quotes

Reports

Import

View Invoices

Add Invoice

Invoice Details

Invoice Items

Invoice Payments

Invoice Journal

Export Invoice

Delete Invoice

DELETE INVOICE

This page allows you to delete incorrect invoices, provided that they have not been locked.

Invoice 100 is open (unpaid).

Total Due: \$1,293.94

Total Paid: \$50.00

Amount Due: \$1,243.94

Date Sent: 2010-03-29 (email)

Delete AR Invoice

Invoice Number 100

Save Information

Confirm Deletion ☐ Yes, I wish to delete this invoice and realise that once deleted the data can not be recovered.

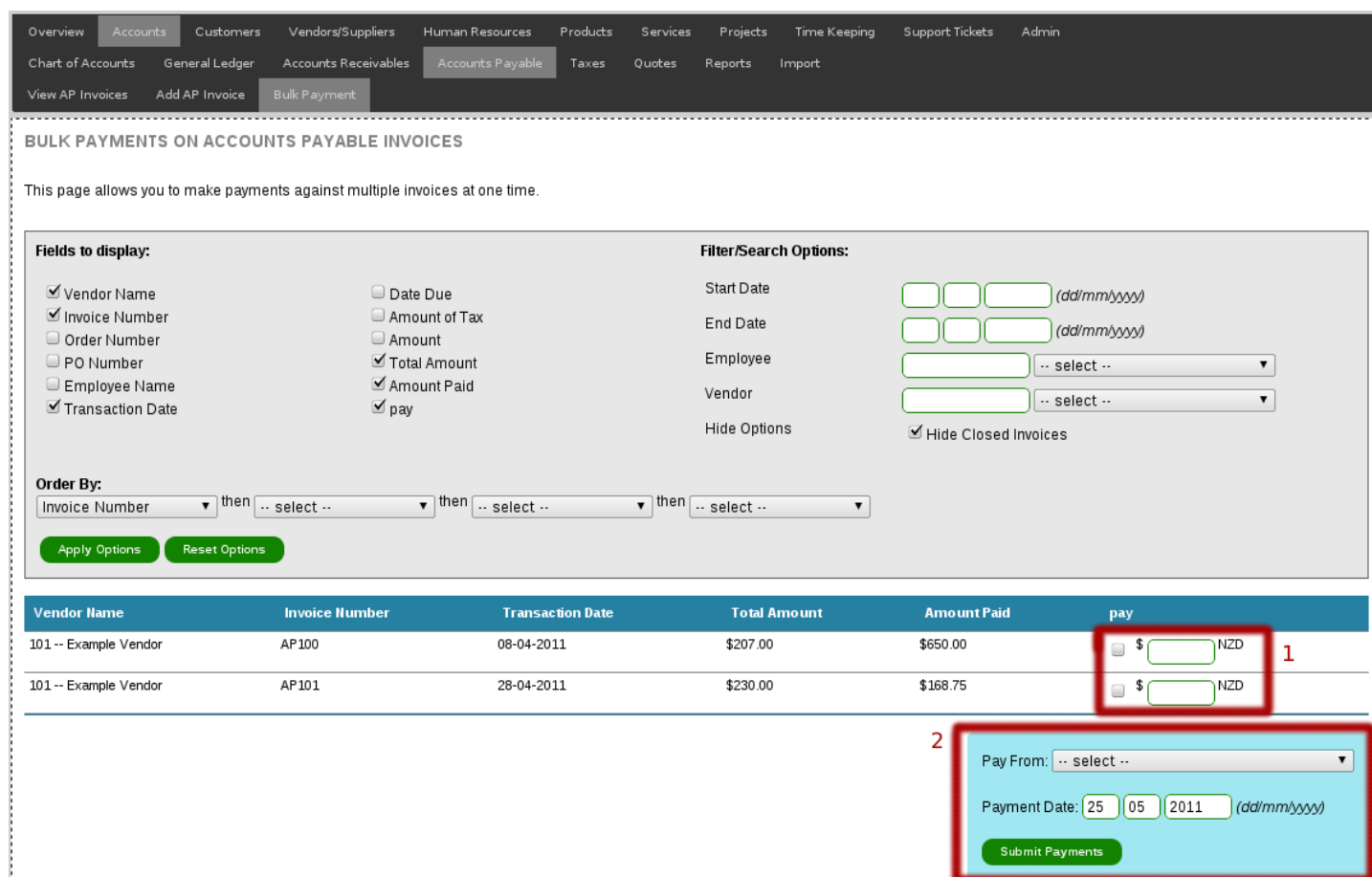
Delete Invoice

22. Bulk Payments

Bulk payments can be done by importing bank statements or using the bulk payment tools available for both AR (*Accounts -> Accounts Receivables -> Bulk Payment*) and AP (*Accounts -> Accounts Payable -> Bulk Payment*).

Typically bulk payments can be useful when paying a large number of AP invoices or when entering cheques or cash paid by customers, sources of payment that might not have an importable bank statement at this stage.

If you do wish to import from a bank statement/CSV file, refer to the *Accounts: Import* documentation.



BULK PAYMENTS ON ACCOUNTS PAYABLE INVOICES

This page allows you to make payments against multiple invoices at one time.

Fields to display:

- ☒ Vendor Name
- ☒ Invoice Number
- ☐ Order Number
- ☐ PO Number
- ☐ Employee Name
- ☒ Transaction Date
- ☐ Date Due
- ☐ Amount of Tax
- ☐ Amount
- ☒ Total Amount
- ☒ Amount Paid
- ☒ pay

Filter/Search Options:

Start Date: (dd/mm/yyyy)

End Date: (dd/mm/yyyy)

Employee: .. select ..

Vendor: .. select ..

Hide Options: ☒ Hide Closed Invoices

Order By:

Invoice Number then .. select .. then .. select .. then .. select ..

Vendor Name	Invoice Number	Transaction Date	Total Amount	Amount Paid	pay
101 -- Example Vendor	AP100	08-04-2011	\$207.00	\$650.00	<input type="checkbox"/> \$ <input type="text"/> NZD
101 -- Example Vendor	AP101	28-04-2011	\$230.00	\$168.75	<input type="checkbox"/> \$ <input type="text"/> NZD

2

Pay From: .. select ..

Payment Date: 25 05 2011 (dd/mm/yyyy)

To make bulk payments, check the pay checkbox [1] by each invoice – it will autocomplete the owing amount in the input box next to it, which can then be overridden if a payment other than the outstanding amount is being made.

Once selections have been made, choose the bank account to pay to/from, the payment date [2] and then submit, to have payments entered against the selected invoices.

23. Account Statements/Reminders

Sadly not all customers will make payments for their invoices when they fall due and it can be necessary to send polite reminders to them to make payment.

To provide this, there is an accounts statement/reminder function at *Accounts -> Accounts Receivables -> Account Statements* which will display and highlight overdue invoices and provides an easy interface to send reminder emails.

Overview

Accounts

Customers

Vendors/Suppliers

Human Resources

Products

Services

Projects

Time Keeping

Support Tickets

Admin

Chart of Accounts

General Ledger

Accounts Receivables

Accounts Payable

Taxes

Quotes

Reports

Import

View Invoices

Add Invoice

Account Statements

Bulk Payment

OVERDUE AR INVOICES

This page shows all overdue AR invoices and allows you to send reminder e-mails.

Fields to display:

☒ Invoice Number
☐ Order Number
☐ PO Number
☒ Customer Name
☐ Employee Name
☐ Transaction Date
☒ Date Due
☐ Amount of Tax
☐ Amount
☒ Total Amount
☐ Amount Paid
☒ Date Sent
☐ Sent
☒ Days Overdue
☒ Send Reminder?

Filter/Search Options:

filter_days_overdue

20

Start Date

End Date

Employee

.. select ..

Customer

.. select ..

Order By:

Date Due

then

.. select ..

then

.. select ..

then

.. select ..

Apply Options

Reset Options

Sender

☒ Amberdms Development Server <developers@amberdms.com>
☐ Setup Account <support@amberdms.com>

Subject

Overdue Notice: Invoice (code_invoice)

Email Message

hi (customer_contact),

Payment for invoice (code_invoice) was due on (date_due) and is now (days_overdue) days overdue.

Please see the attached PDF for invoice (code_invoice) and payment information.

Send Reminders

To send reminders, select the “*Send Reminder?*” checkbox, review the email message and click “*Send Reminders*” to email the customer a copy of the invoice and a reminder email.

Note that the email message will reference various (*variables*) which are defined in the template documentation – these variables are replaced before emailing each user with their correct details.

24. Quotations

Quotations have the same options and user interface as invoices, so refer to the documentation in the invoicing section for full details about creating quotations.

Additional documentation about quote-only features is below:

24.1. Converting Quotes to Invoices

To convert a quote to an invoice you first need to select the quote from the quote list and then select the “*Convert to Invoice*” option.

You will be prompted to add a few more additional fields to satisfy the requirements of an invoice. Once entered, select “*Convert to Invoice*” to convert the quote to an invoice.

Note: This action can not be reversed – make sure you are converting the correct quotation.

The screenshot displays the Amberdms Billing System interface. The top navigation bar includes tabs for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, Services, Projects, Time Keeping, Support Tickets, and Admin. The 'Accounts' and 'Quotes' tabs are highlighted. Below the navigation bar, there are links for View Quotes and Add Quote. A green bar contains the following options: Quote Details, Quote Items, Quote Journal, Export Quote, Convert to Invoice (highlighted), and Delete Quote. The main content area is titled 'CONVERT QUOTE' and includes a warning: 'This page allows you to convert this quote into an invoice. Please note that this action can not be reversed.' Below this, there are two sections: 'AR Invoice Details' and 'AR Invoice Financials'. The 'AR Invoice Details' section contains fields for Quote Number (102), Invoice Number, Order Number, PO Number, Transaction Date (2010/07/13), and Date Due (2010/08/02). The 'AR Invoice Financials' section contains a field for Destination Account* (1200 -- Accounts Receivables). At the bottom, there is a 'Save Information' section with a note: 'Please note that all fields marked with "*" must be filled in.' and a green button labeled 'Convert to Invoice'.

Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Chart of Accounts General Ledger Accounts Receivables Accounts Payable Taxes Quotes Reports Import

View Quotes Add Quote

Quote Details Quote Items Quote Journal Export Quote **Convert to Invoice** Delete Quote

CONVERT QUOTE

This page allows you to convert this quote into an invoice. Please note that this action can not be reversed.

AR Invoice Details

Quote Number 102

Invoice Number

Order Number

PO Number

Transaction Date 2010 07 13 (yyyy/mm/dd)

Date Due 2010 08 02 (yyyy/mm/dd)

AR Invoice Financials

Destination Account* 1200 -- Accounts Receivables

Save Information

Please note that all fields marked with "*" must be filled in.

Convert to Invoice

25. Discounting

The Amberdms Billing System includes the ability to discount items on an invoice. The discounting can be configured in a number of ways:

1. Can be set when adding a product or time item to an invoice.
2. Can be applied to a particular product.
3. Can be applied to a particular customer or vendor.

Note that discounting has no impact on:

1. Automated service billing invoices.
2. Standard/Basic invoice transactions.

25.1. Setting Discount Configuration

25.1.1. SETTING CUSTOMER DISCOUNT

You can configure a customer so that whenever an invoice is created for the customer, their discount will be applied to all product and time items on the invoice.

Select “*Customers -> View Customers*” from the menu to display a list of all the customers in the billing system. You can filter the customers displayed by using the options at the top of the page.

Find the desired customer and then click the details link in the options to the right:

Customer ID	Customer Name	Contact Name	Phone Number	Email Address	
103	iCafe	Accounts Recievables	0800 1234 5678	support@amberdms.com	details invoices services
102	Jasmine Jones	Jasmine Jones			details invoices services

Now enter the desired discount into the customer's details page, and click “Save Changes” at the bottom of the page.

Vendor Tax Options

Tax Number

Default Tax

GST (12.5%)

Select all the taxes below which apply to this vendor. Any taxes not selected, will not be added to invoices from this vendor.

☒ GST (12.5%) -- Default sales tax for all goods and services
 ☐ GST (15%) -- Standard Tax

Vendor Purchase Options

Discount

0 %

Billing Address

Street

Test Location

The discount is then saved for the customer – any invoices you create for this customer which have product or time items will have discount automatically entered from the customer's settings.

25.1.2. SETTING VENDOR DISCOUNT

You can configure a vendor so that whenever an invoice is created for the vendor, the discount will be applied to all purchases from that vendor.

Select “*Vendors -> View Vendors*” from the menu to display a list of all the vendors in the billing system. You can filter the vendors displayed by using the options at the top of the page.

Find the desired vendor and then click the details link in the options to the right:

Vendor ID	Vendor Name	Contact Name	Phone Number	Email Address	
107	Generic VoIP Provider				details invoices
106a	Sparks Electricity Corporation	Accounts Recievables			details invoices
102	Speedy Taxis Ltd				details invoices
103	Yum Pizzas				details invoices

[Export as CSV](#)
[Export as PDF](#)

Now enter the desired discount into the vendor's details page, and click “Save Changes” at the bottom of the page.

Vendor Tax Options

Tax Number

Default Tax

GST (12.5%)

Select all the taxes below which apply to this vendor. Any taxes not selected, will not be added to invoices from this vendor.

☒ GST (12.5%) -- Default sales tax for all goods and services
☐ GST (15%) -- Standard Tax

Vendor Purchase Options

Discount

0 %

Billing Address

Street

Test Location

The discount is then saved for the vendor – any invoices you enter for this vendor containing products will have this discount applied to it.

25.1.3. SETTING PRODUCT DISCOUNT

You can configure a discount on a particular product, which will affect both the sales and purchase price when adding the product to an invoice.

Select “*Products/Services/Projects -> View Products*” from the menu to display a list of all the products in the billing system. You can filter the products displayed by using the options at the top of the page.

Find the desired product and then click the view link in the options to the right:

Now enter the desired discount into the product's view page, and click “Save Changes” at the bottom of the page.

Product Pricing

Cost Price

\$ 50.00 NZD

Sale Price

\$ 75.00 NZD

Discount

5 %

Product Tax Options

The product will now have the discount applied whenever the product is added to an invoice.

25.2. Adding Discounts to Invoices or Quotes

To discount an invoice, first create the invoice the usual way and go to the “Invoice Items” page and add the desired product or time group.

The price field is the price, before the discount is applied. The discount amount will either be taken from the customer/vendor or product's discount configuration – **if both have been set, the largest discount is used to fill in the discount field.**

AR Invoice Item Details

Product
100 -- ADSL Modem

Price
Price before discount → 75.00

Quantity
1

Units
items

Description

Discount
20 %

Save Information

Save Changes

You can modify the discount, or set one if no discount has been taken from the configuration.

Once desired discount is set, click “Save Changes” to add it to the invoice and return to the items list. The items list will show the price before discount, discount % and the amount after discount.

Item Information	Description	Qty	Units	Price	Discount	Amount	
100		1	items	\$75.00	20%	\$60.00	edit delete
Subtotal:						\$60.00	
GST (12.5%)						\$7.50	
Invoice Total:						\$67.50	

Note: Whilst the web interface shows the item and discount as a single line, the exported PDF invoice will show the discount as a separate line item for clarity.

Once exported, the invoice shows the discount as a separate line item, for example:

Number	Description	Quantity	Unit	Price	Amount
100	ADSL Modem - Limited time offer	1	items	75.00	75.00
100	Discount of 20%				-15.00
Subtotal					\$60.00
GST (12.5%)					\$7.50
Balance Owning					\$67.50

26. Accounting Reports

Financial reporting is a vital feature allowing businesses to accurately fill in tax documents and declaration as well as being able to forecast company income and expenses.

26.1. Sales Tax Reports

Sales tax reports are located on the taxes section of the Amberdms Billing System. To generate tax paid or tax collected reports, first display a list of taxes by accessing “*Accounts -> Taxes -> View Taxes*”.

Now select either collected or paid options to the right of the desired tax to generate a report for that tax.

Tax Name	Tax Rate	Account	Tax Number	Description	
GST (10%)	10	2310	123-45689	Reduced GST amount on food	view collected Paid
GST (12.5%)	12.5	2310	123-45689	Default sales tax for all goods and services	view collected Paid

You will then be displayed with a tax report, defaulting to the current month and accrual/invoice mode.

26.1.1. ACCRUAL/INVOICE MODE

In this mode, the tax is reported for the period when the invoice was initially created, regardless whether or not the invoice has been paid.

Example:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01/01/2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	29/02/2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input checked="" type="radio"/> Accrual/Invoice <input type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$500.00	\$50.00	\$550.00
			\$500.00	\$50.00	\$550.00

[Export as CSV](#)

26.1.2. CASH MODE

The cash mode is required by some countries (such as New Zealand) where sales tax can be paid when payment is received, rather than when invoiced – the date of the invoice has no impact on tax payment.

Usually this is reasonably straight forwards, most customers pay their invoices in full with a single payment and the tax report just shows the invoice totals in the tax period that the payment occurred.

However, cash mode reports can also handle situations where customers pay an invoice in multiple parts across different tax periods. – for example, one payment might be in January and the next in March - if paying tax monthly/bimonthly, this would cause the payments to be in different tax periods.

Some countries require that tax must be paid for all payments, regardless whether or not the invoice itself is fully paid, so the cash mode report has been design to calculate the tax belonging to each payment and report the payments in the periods that the payments were made.

Consider the following invoice example:

Item Information	Description	Qty	Units	Price	Discount	Amount
103	Some neat product people really want	1	items	\$500.00		\$500.00
Subtotal:						\$500.00
GST (10%)						\$50.00
Invoice Total:						\$550.00

This invoice is paid in two separate payments in different tax periods:

Transaction Date	Amount	Account	Source	Description
01-01-2009	\$250.00	1060 -- Current Account		Partial payment - customer is having financial strife.
05-03-2009	\$300.00	1060 -- Current Account		Customer has paid off rest of invoice due to improved finances.
\$550.00				

Note that due to the time between the payments, they will not appear in the same tax period and tax will have to be calculated separately for each payment.

The tax report shows the first tax period as:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01 01 2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	29 02 2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input type="radio"/> Accrual/Invoice <input checked="" type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$227.27	\$22.73	\$250.00
			\$227.27	\$22.73	\$250.00

[Export as CSV](#)

And the second tax period shows as:

Fields to display:		Filter/Search Options:	
<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Customer Name	Start Date	01 03 2009 (dd/mm/yyyy)
<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Amount	End Date	30 03 2009 (dd/mm/yyyy)
	<input checked="" type="checkbox"/> Amount of Tax	Mode	<input type="radio"/> Accrual/Invoice <input checked="" type="radio"/> Cash
<input type="button" value="Apply Options"/> <input type="button" value="Reset Options"/>			

Transaction Date	Invoice Number	Customer Name	Amount	Amount of Tax	Total:
01-01-2009	111	Test Customer	\$272.73	\$27.27	\$300.00
			\$272.73	\$27.27	\$300.00

[Export as CSV](#)

We can see that both tax amounts and payment totals match the invoice.

Important Notes:

1. If an invoice has been over-paid, the invoice and it's payments will not appear in the cash mode tax report due to inability to correctly calculate tax on overpayment.
2. Multiple payments in one period belonging to the same invoice are automatically merged into a single row.
3. The transaction date shown, is the date of the invoice, not the date of the payment. The reason for this, is that

multiple payments in the same period are aggregated into a single amount so payment dates can't be used.

4. The cash mode report will handle invoices with multiple taxes correctly and will also correctly handle fixed-price taxes.

26.2. Trial Balance

This report lists all the accounts which transactions are filed against and provides a basic overview of the current state of the financials.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

26.3. Income Statement

This report shows income and expenses for the selected time period. The report can either calculate using cash basis or accrual basis which calculates using all the data in the billing system.

Note: Cash basis for the income statement only reports using fully paid invoices, this differs from the sales tax report which can handle partially paid invoices.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

26.4. Balance Sheet

This report shows assets, liabilities and equity for the selected date. The report can either calculate using cash basis or accrual/invoice basic which calculates using all the data in the billing system.

Note: Cash basis for the income statement only reports using fully paid invoices, this differs from the sales tax report which can handle partially paid invoices.

The report can be exported in the following formats:

- CSV document.
- PDF document (includes company logo).

27. Support Tickets

The support tickets feature is designed for basic tracking of customer enquiries or technical support requests.

27.1. Add Support Ticket

Select “*Support Tickets -> Add Ticket*” to add a new support ticket to the billing system.

ADD SUPPORT TICKET

This page allows you to add a new support ticket to the database.

Ticket Details

Entry Title *

Priority

details

Ticket Status

Status *

Start Date * (yyyy/mm/dd)

End Date (yyyy/mm/dd)

Save Information

Please note that all fields marked with "*" must be filled in.

Required Fields:

- Support Ticket Title
- Status
- Start Date

Once all fields have been entered, click “*Save Changes*” to add the support ticket to the billing system.

27.2. Listing Support Tickets

Select “*Support Tickets -> View Tickets*” from the menu to display a list of all uncompleted support tickets

You can use the options at the top of the page to configure any filters or search strings. You can also export the data in alternative formats, which will export the exact same data as currently displayed.

27.3. View Tickets

There are multiple pages showing different details for the selected support ticket. First, select the employee you wish to view, by accessing the ticket list (see section above) and then select one of the options to the right of the support ticket title.

Once you have loaded one of the view pages, you can use the navigation menu to access other view pages.

27.3.1. SUPPORT TICKET DETAILS

The support ticket details page shows the basic details for the selected ticket and its current status.

27.3.2. SUPPORT TICKET JOURNAL

The support ticket journal is an area to attach notes and files to the support tickets. This is the location to record the details and progress reports regarding the ticket.

To add new posts, use the links at the top of the journal.

Journal posts may be adjusted by whomever posted to them until they are locked, which can be configured to occur automatically after a number of days, or manually at the end of the financial year.

27.4. Deleting Support Tickets

When required, support tickets can be deleted from the billing system, although it is better to just set the *end_date* field to hide the support ticket from the list of open tickets, as that way the ticket history can still be found in future.

[Overview](#) [Accounts](#) [Customers](#) [Vendors/Suppliers](#) [Human Resources](#) [Products](#) [Services](#) [Projects](#) [Time Keeping](#) [Support Tickets](#) [Admin](#)

[View Tickets](#) [Add Ticket](#)

[Support Ticket Details](#) [Support Ticket Journal](#) [Delete Support Ticket](#)

DELETE SUPPORT TICKET

This page allows you to delete an unwanted support ticket.

Delete Ticket

Entry Title	ADSL outage in Brooklyn district
-------------	----------------------------------

Save Information

Confirm Deletion	<input type="checkbox"/> Yes, I wish to delete this support ticket and realise that once deleted the data can not be recovered.
------------------	---

delete

28. User Preferences

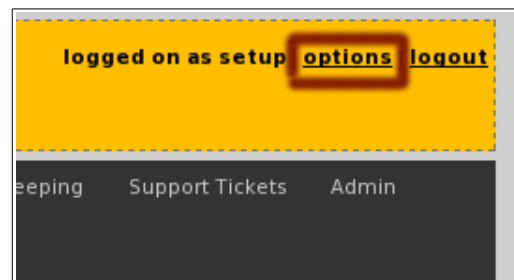
There are various options which users are permitted to make changes to themselves, by clicking the “*options*” link at the top right corner of the window.

This page allows the user to:

- Change their email account.
- Change their password.
- Configure their current timezone (PHP version 5.2.0+)
- Configure various display preferences.

There are additional per-user options which can only be enabled by an administrator via the user administration section of the program, such as turning on application debugging and concurrent login support.

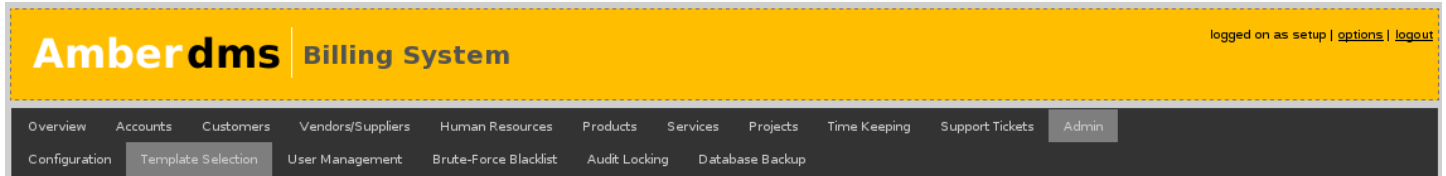
If you are logged in as an administrator, you will be able to see these additional options on your options page, however they will not appear for non-admin users.



29. Templates & Emails

ABS features a powerful templating system capable of generating documents from XHTML, Latex into PDF as well as text-based templating for emails.

Templates can be selected/configured under *Admin -> Template Selection*.



29.1. Invoice & Quote Templates

A number of different invoice and quote templates are shipped with ABS, these can be selected on the *Template Selection* configuration page.

First select “Change” on the *AR Invoices* entry. Then the full list of available templates will expand out – now select the one that is desired and click “Save Changes”.

AR Invoices:



Telco Style Invoicing (XHTML)

Featured two+ page invoice which has an overview/summary page of the service/product groups, payment information and additional pages containing all the line items, grouped by service/product groups. This invoice is designed for providers such as ISPs, telcos and other service providers.

Change... 1

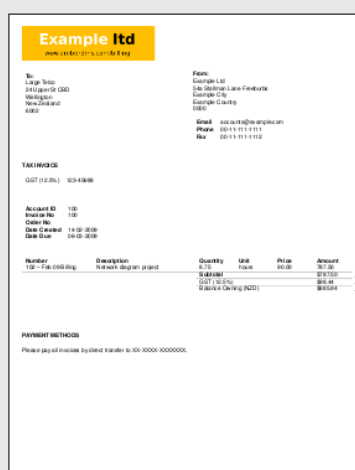


Telco Style Invoicing (XHTML)

Featured two+ page invoice which has an overview/summary page of the service/product groups, payment information and additional pages containing all the line items, grouped by service/product groups. This invoice is designed for providers such as ISPs, telcos and other service providers.

☒ Use This Template 2

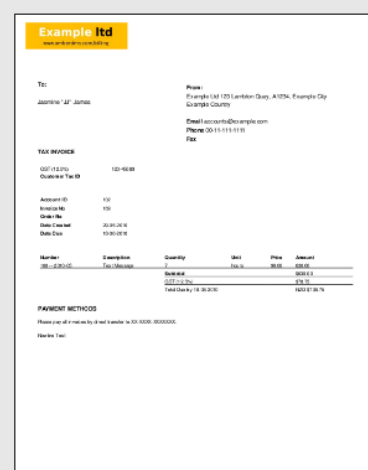
Save Changes Cancel 3



English Basic (LaTeX)

Basic English language invoice, includes contact details for customer, company, tax numbers, invoice items and payment details.

☐ Use This Template



English Basic (XHTML)

Basic English language invoice, includes contact details for customer, company, tax numbers, invoice items and payment details.

☐ Use This Template

29.2. Report Templates

Reports do not currently have selectable templates, but the backend logic is still the same and it is possible to manually add different templates until this feature is completed.

29.3. Email Templates

ABS produces a number of emails, such as new invoice notifications, usage reminders and overdue reminder emails. These are customisable to your specific wording.

On certain screens, such as email invoices, the variables in the template will be automatically replaced by the values :

Email PDF:

Sender: ☒ Amberdms Development Server <developers@amberdms.com> ☐ Setup Account <support@amberdms.com>

Subject: Invoice AR100

Email (To): accounts <developers@amberdms.com>

Email (CC):

Email (BCC): Accounts <developers@amberdms.com>

Email Message: hi accounts,
Please see the attached PDF for invoice AR100 and payment information due on 27-04-2011.
Thank you for your business!

[Send via Email](#)

However on a bulk sending form, the original variables will still appear, since ABS will take the text and adjust for each individual customer it emails.

Sender: ☒ Amberdms Development Server <developers@amberdms.com> ☐ Setup Account <support@amberdms.com>

Subject: Overdue Notice: Invoice (code_invoice)

Email Message: hi (customer_contact),
Payment for invoice (code_invoice) was due on (date_due) and is now (days_overdue) days overdue.
Please see the attached PDF for invoice (code_invoice) and payment information.

[Send Reminders](#)

Email templates support a number of different values, these can be referenced as “(value)” in the template text and they will be replaced with the actual values when needed.

code_customer
customer_name
customer_contact
customer_contact_email

customer_contact_phone
customer_contact_fax
customer_address1_street
customer_address1_city
customer_address1_state
customer_address1_country
customer_tax_number
customer_address1_zipcode
company_name
company_contact_email
company_contact_phone
company_contact_fax
company_address1_street
company_address1_city
company_address1_state
company_address1_country
company_address1_zipcode
company_payment_details
code_invoice
code_ordernumber
date_due
code_quote
date_validtill
date_trans
amount
amount_total
amount_currency
amount_paid

To adjust email templates, select the email and select “Change”. The entry will expand and provide a form to edit and update the text template.

Invoice Email:

	hi (customer_contact), Please see the attached PDF for invoice (code_invoice) and payment information due on (date_due). Thank you for your business! regards, (company_name)
--	---

Change...

hi (customer_contact), Please see the attached PDF for invoice (code_invoice) and payment information due on (date_due). Thank you for your business!	
---	--

Save Changes

Cancel

29.4. Backend Functionality

ABS supports the following types of template documents:

- PDF using LaTeX templates, using pdflatex command.
- PDF using XHTML/CSS templates, using wkhtmltopdf, a webkit based rendering engine.
- Plain Text, used for emails from ABS.

Amberdms recommend XHTML/CSS for invoice templates, due to the ease for creating complete graphical layouts using commonly available skills that any web developer will have.

If you are interested in developing templates, please refer to the developer documentation at:

<https://www.amberdms.com/projects/p/oss-amberdms-bs/page/Developer-Templates/>

If the invoice is suitable for general use, please consider submitting it upstream to the project for use and improvements by others.

30. Audit Locking

It is a common requirement or practice to lock off/sign off all accounting records for a completed financial year to ensure no changes are incorrectly made to the data.

To do this with the Amberdms Billing System, access the Audit Locking page by login in as an administrator and accessing “Admin -> Audit Locking” page.

This will provide you with a date field and a number of options.

AUDIT LOCKING

This page allows the administrator to lock all financial records earlier than a specified date. The purpose of this feature is to allow all records to be locked once all the accounts have been balanced, which typically occurs at the end of the financial year. Note that if you would like to do automated locking, you can configure various lock options on the program configuration page.

By default, the audit lock process will only lock GL transactions and fully paid invoices. However, you have additional locking options to close unpaid invoices, journal entries and booked time.

Audit Locking

Lock Before * (yyyy/mm/dd)

lock_invoices_open * ☐ Select this to lock ALL invoices before the supplied date, including unpaid invoices.

lock_journals * ☒ Select to lock all journal postings before the supplied date.

lock_timesheets * ☒ Select to lock all hours booked to the timesheet before the supplied date.

Save Information

Please note that all fields marked with "*" must be filled in.

Save Changes

By default, the audit lock process will only lock GL transactions and fully paid invoices. However, you have additional locking options to close unpaid invoices, journal entries and booked time to suit your requirements.

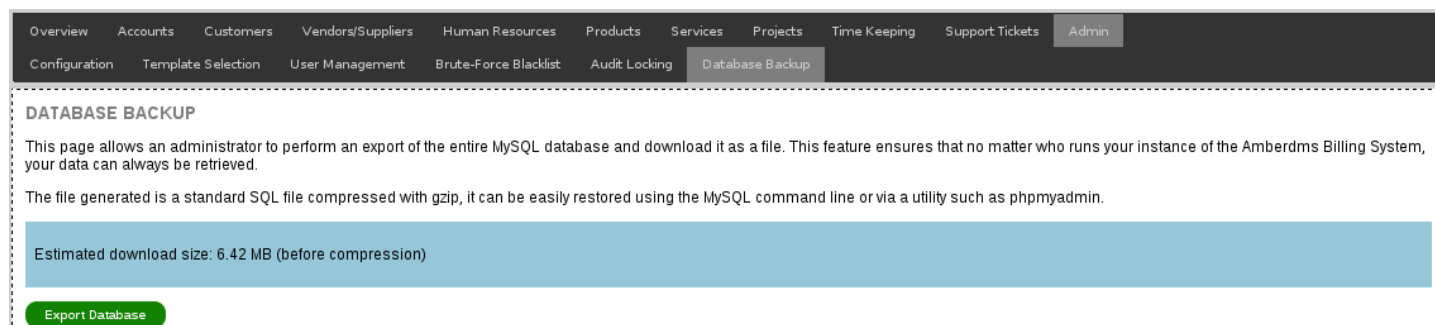
Remember: After locking, items can not be unlocked or adjusted via ABS – only lock for completed financial periods that you do not want adjusted in retrospective.

31. Database Backup

Amberdms believes in both building with open source components, but also in enabling users to obtain their data out of hosted services – to facilitate this, ABS includes a database backup feature that will export the raw MySQL database out of ABS.

Note: This feature is intended for small size databases (eg: sub-100MB), whilst larger DB exports are possible, server, network and browser limitations may prevent successful backup downloads. In such situations, use command-line MySQL access to export database manually or contact your system administrator.

The backup interface can be accessed at *Admin -> Database Backup* and will state the estimated download size of the database.



Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Configuration Template Selection User Management Brute-Force Blacklist Audit Locking Database Backup

DATABASE BACKUP

This page allows an administrator to perform an export of the entire MySQL database and download it as a file. This feature ensures that no matter who runs your instance of the Amberdms Billing System, your data can always be retrieved.

The file generated is a standard SQL file compressed with gzip, it can be easily restored using the MySQL command line or via a utility such as phpmyadmin.

Estimated download size: 6.42 MB (before compression)

Export Database

32. General Application Configuration

The Amberdms Billing System is a very flexible product and provides a number of per-user and system-wide configuration options

To configuration application-wide options, first login as an administrator and access the “*Admin -> Configuration*” to be provided with a break down of a number of different configuration pages.

1. Company Details
2. Application
3. Locale
4. Integration
5. Services
6. Dependencies (not configuration page, but report on external applications/components).

32.1. Company Details

Admin -> Configuration -> Company Details

The *Company Details* configuration page provides a number of fields for setting details of your company/organisation such as name, contact details, a logo in PNG format to be displayed on PDFs and payment details to append on invoices.

The screenshot displays the 'COMPANY CONFIGURATION' page. At the top, there is a navigation bar with tabs for Overview, Accounts, Customers, Vendors/Suppliers, Human Resources, Products, Services, Projects, Time Keeping, Support Tickets, and Admin. Below this, a sub-navigation bar includes Configuration, Template Selection, User Management, Brute-Force Blacklist, Audit Locking, and Database Backup. The main content area is titled 'COMPANY CONFIGURATION' and includes a description: 'This page allows you to configure your company details and contact information for use in invoices and reports.'

The configuration is divided into three main sections:

- Company Details:** Includes fields for COMPANY_NAME (Example Ltd), COMPANY_LOGO (with a Browse... button and a note: 'File must be no larger than 2 MB.'), and a note: 'You only need to upload a logo once or when you want to replace it with a new logo. The logo will be used on PDF files generated by the billing system such as invoices.'
- Company Contact Details:** Includes fields for COMPANY_CONTACT_EMAIL (accounts@example.com), COMPANY_CONTACT_PHONE (00-11-111-1111), COMPANY_CONTACT_FAX, COMPANY_ADDRESS1_STREET (123 Lambton Quay), COMPANY_ADDRESS1_CITY (Example City), COMPANY_ADDRESS1_STATE, COMPANY_ADDRESS1_COUNTRY (Example Country), and COMPANY_ADDRESS1_ZIPCODE (A1234).
- Invoice Configuration:** Includes a field for COMPANY_PAYMENT_DETAILS with the text: 'Please pay all invoices by direct transfer to XX-XXXX-XXXXXXX. Newline Test'.

At the bottom, there is a 'Save Information' section with a green 'Save Changes' button.

32.2. Application

Admin -> Configuration -> Application

The Application configuration options are where ABS defaults, general functionality and other key options are configured.

32.2.1. DEFAULT CODES

The various CODE_* options are used to set the default code or ID values when creating new records in the database, in the event that the user has not chosen their own values.

Default Application Configuration	
ACCOUNTS_AP_INVOICENUM	AP103
ACCOUNTS_AR_INVOICENUM	AR223
ACCOUNTS_GL_TRANSNUM	GL113
ACCOUNTS_QUOTES_NUM	QP101
CODE_ACCOUNT	1000
CODE_CUSTOMER	108
CODE_VENDOR	102
CODE_PRODUCT	102
CODE_PROJECT	100
CODE_STAFF	101

These options are used to generate the unique value assigned to each record – when assigned, these values will increment by +one and will always remain unique.

32.2.2. ACCOUNTS CONFIGURATION

The accounts configuration options provide the ability to define how long users have to pay invoices and how long before the service expires it should be invoiced.

Accounts Options	
ACCOUNTS_SERVICES_ADVANCEBILLING	28 days
ACCOUNTS_SERVICES_DATESHIFT	2 Number of days to backdate an invoice to align with an end of calendar month date.
ACCOUNTS_TERMS_DAYS	20
ACCOUNTS_AUTOPAY	<input checked="" type="checkbox"/> Check to have invoices automatically paid where there is credit or reoccurring billing details.

If you are using the *monthadvance* or *periodadvance* billing modes, you can configure how many days in advance of the period date to bill the service using the “ACCOUNTS_SERVICES_ADVANCEBILLING” option on the configuration page.

Set this option to the number of days in advance of the service period to bill for. If set to 0, the service will be billed when the period starts.

To set the due date of automatically created invoices, set the “ACCOUNTS_TERMS_DAYS” to the number of days after invoice creation when the invoice is due – typically this is going to be 20 or 28 days.

For situations where billing at the end of a month (typical for telco services), you can set the ACCOUNT_SERVICES_DATESHIFT value to have the invoice date shifted back from the date generated to the end of the previous month date if desired. For example, changing 01-04-2011 to 31-03-2011, so that customers will pay more promptly due to the date being in the previous calendar month.

ACCOUNTS_AUTOPAY will define whether any credits or automatic payment facilities configured for a customer should

be used when an invoice is generated for a customer. If checked, as much payment/credit will be applied as possible to match the invoice owed amount before the invoice is issued with payments showing to the customer.

32.2.3. AUTOMATED BILLING

A number of options are provided to control how automated billing takes place, such as the email address to send copies of messages and whether to automatically process orders and invoices.

Accounts Email Options

ACCOUNTS_EMAIL_ADDRESS	<input type="text" value="developers@amberdms.com"/>	Internal email address to send billing system related emails to.
ACCOUNTS_INVOICE_AUTOEMAIL	<input checked="" type="checkbox"/>	Tick to have service and order invoices automatically emailed to customers when created, from address will be COMPANY_EMAIL_ADDRESS
ACCOUNTS_EMAIL_AUTOBCC	<input checked="" type="checkbox"/>	Always BCC outgoing invoice emails to ACCOUNTS_EMAIL_ADDRESS
ACCOUNTS_INVOICE_BATCHREPORT	<input checked="" type="checkbox"/>	Tick to have an invoice batch report sent to ACCOUNTS_EMAIL_ADDRESS when invoices are automatically generated.

Service Email Options

SERVICES_USAGEALERTS_ENABLE	<input checked="" type="checkbox"/>	Tick to have service usage alerts delivered to customers (where customers/services are enabled for it).
-----------------------------	-------------------------------------	---

Orders Configuration

ORDERS_BILL_ONSERVICE	<input checked="" type="checkbox"/>	Automatically bill customer orders when the next service bill is generated.
ORDERS_BILL_ENDOFMONTH	<input checked="" type="checkbox"/>	Automatically bill customer orders at the end of the calendar month.

32.2.4. TIMEKEEPING/TIMESHEET CONFIGURATION

If you wish to permit users to be able to book time in the future, enable the TIMESHEET_BOOKTOFUTURE option.

Timesheet Configuration

TIMESHEET_BOOKTOFUTURE	<input type="checkbox"/>	Allow users to book time to dates in the future
------------------------	--------------------------	---

32.2.5. AUDIT LOCKING

If you would like to have records automatically locked, use the config_auditlocking options to specify the number of day before records are locked and no longer-editable.

If set to 0, then no automatic locking will take place and the only locking will be performed if an administrator closes off a previous financial year.

Audit Locking Configuration

ACCOUNTS_INVOICE_LOCK	<input type="text" value="0"/>
ACCOUNTS_GL_LOCK	<input type="text" value="0"/>
JOURNAL_LOCK	<input type="text" value="0"/>
TIMESHEET_LOCK	<input type="text" value="0"/>

32.2.6. CONTRIBUTIONS

If you would to contribute back valuable user base statistics, we would appreciate enabling phone home option for ABS.

Contributions

PHONE_HOME	<input type="checkbox"/>	Phone home to Amberdms with application, OS and PHP version so we can better improve this software. (all information is anonymous and private)
------------	--------------------------	--

The information sent to Amberdms is anonymous and includes application version, PHP version and server platform – this information allows us to determine the environments of choice by our users and better focus developer efforts.

32.2.7. SECURITY

The security section contains blacklisting configuration options as well as misc security settings such as session timeout options.

Security Configuration	
SESSION_TIMEOUT	<input type="text" value="7200"/> seconds idle before logging user out
BLACKLIST_ENABLE	<input checked="" type="checkbox"/> Enable to prevent brute-force login attempts
BLACKLIST_LIMIT	<input type="text" value="10"/>

32.2.8. MISCELLANEOUS CONFIGURATION

Other infrequently changed options that you may want to use/check:

Miscellaneous Options	
UPLOAD_MAXBYTES	<input type="text" value="2097152"/> Bytes. Server maximum is 2M, to increase server limit, you must edit php.ini
API_URL	<input type="text"/> This URL will be used in namespace and soap address URLs in the WSDL files.

UPLOAD_MAXBYTES allows an application specific upload limit, however this upload limit can not be any larger than the configured server maximum (as set in php.ini).

API_URL allows the changing of the URL handed out by Amberdms Billing System, this is typically only set once at installation time and only needs changing if you change the path or hostname that the server is running on.

32.2.9. DANGEROUS CONFIGURATION OPTIONS

There are a few configuration options which are normally hidden from the configuration screen and can only be shown by enabling an option in the application configuration file.

These options are hidden because changing them is either a potential security risk or could cause problems if changed once the billing system is in use.

These hidden options are:

Option Name	Details
APP_PDFLATEX	The path to the pdflatex program used for processing the generated latex template.
EMAIL_ENABLE	The option to enable or disable the ability to the billing system to send emails. This is classed as a dangerous option as anyone running a public demonstration system will want to have this turned off and not permit anyone to turn it back on for anti-spam reasons.
DATA_STORAGE_METHOD	<p>The method used to store all uploaded files (eg: journal uploads). Can either be the database or the filesystem depending on your requirements.</p> <p>If you are uploading small files, use load-balancing web servers or have a replicating database, choosing the database method is the simplest and easiest option that also works fine with database replication or load-balancing.</p> <p>If you are uploading large files or have limited database space available you may prefer to use the filesystem option to save data on the local disk. Be aware that if you are doing load-balancing of your web servers, the location you choose needs to be shared across all your servers.</p>

DATA_STORAGE_LOCATION	If the DATA_STORAGE_METHOD is the filesystem, specify the path for the webserver to store all the files in. Note that this location must be writeable by the webserver.
-----------------------	---

Note: It is not recommended to change the DATA_STORAGE_METHOD once you have started using the Amberdms Billing System. However, if you do, any existing data will stay in the previous location and any new data will be stored in the new location.

Dangerous/System Options

PATH_TMPDIR	<input type="text" value="/tmp"/>
APP_PDFLATEX	<input type="text" value="/usr/bin/pdflatex"/>
APP_WKHTMLTOPDF	<input type="text" value="/opt/wkhtmltopdf/bin/wkhtmltopdf"/>
APP_MYSQL_DUMP	<input type="text" value="/usr/bin/mysqldump"/>
EMAIL_ENABLE	<input checked="" type="checkbox"/> Enable or disable the ability to send emails. If you don't trust users not to try using the system to spam people (eg: if this is a demo system) then it is highly recommended to disable this option.
DATA_STORAGE_LOCATION	<input type="text" value="use_database"/>
DATA_STORAGE_METHOD	<input checked="" type="radio"/> database <input type="radio"/> filesystem

Save Information

To enable the above options, the server administrator needs to change the following line from “*disabled*” to “*enabled*” in the config.php file:

```
$config["dangerous_conf_options"] = "enabled";
```

32.3. Locale

Admin -> Config -> Locale

The locale configuration page provides options for language and region settings – most of these can be overridden on a per-user basis, but the setting here will apply to new users and to automated processes.

32.3.1. LANGUAGE

ABS is a multi-lingual capable service, you can set the default language on the locale page.



For information relating to translating the application and importing/exporting languages, please refer to the translation documentation.

32.3.2. APPLICATION APPEARANCE

TODO: add details here, further development may take place.

32.3.3. DATE SETTINGS



Option Name	Details
UPLOAD_MAXBYTES	Maximum file upload size in bytes – note that PHP has it's own limits on uploads and this option can not allow uploads larger than permitted by PHP.
DATEFORMAT	Default format for displaying dates (can be overridden on a per-user basis)
TIMEZONE_DEFAULT	Default Timezone (can be overridden on a per-user basis) Note that timezone support is only available with PHP version 5.2.0 and above – if you are running any earlier version of PHP, you are limited to only the “SYSTEM” timezone which simply uses the timezone of the webserver.

32.3.4. CURRENCY CONFIGURATION

ABS allows the configuration of the name, symbols and formatting of your selected currency.

Currency Configuration

CURRENCY_DEFAULT_NAME	<input type="text" value="NZD"/>
CURRENCY_DEFAULT_SYMBOL	<input type="text" value="\$"/>
CURRENCY_DEFAULT_SYMBOL_POSITION	<div><input checked="" type="radio"/> Before the currency value (eg: \$20) <input type="radio"/> After the currency value (eg: 20 RSD)</div>
CURRENCY_DEFAULT_THOUSANDS_SEPARATOR	<input type="text" value=","/>
CURRENCY_DEFAULT_DECIMAL_SEPARATOR	<input type="text" value="."/>

32.4. Services

Admin -> Config -> Services

Services has a number of configurable options to impact the behaviour and UI options for services.

32.4.1. SERVICES: UI OPTIONS

Service user interfaces can be complex, particularly for less technical staff – to help reduce this, the services page has a number of options for reducing and adjusting UI attributes.

Service Type Options	
Enabled Service Types	Not all service types are appropriate for all users, you can enable/disable specific service types to simplify the user interface for regular users.
<input checked="" type="checkbox"/> bundle	Bundle Service - A service that can contain multiple other services.
<input checked="" type="checkbox"/> data_traffic	Data traffic accounting - suitable for ISP services
<input checked="" type="checkbox"/> generic_no_usage	Generic service with no usage billing - ideal for regular, fixed price charges (eg: yearly domain name fee)
<input checked="" type="checkbox"/> generic_with_usage	Generic service with usage billing.
<input checked="" type="checkbox"/> licenses	Ideal for services like software as a service, this service type will do regular billings with flexible quantities of items.
<input checked="" type="checkbox"/> phone_single	A single individual phone line/service.
<input checked="" type="checkbox"/> phone_tollfree	Toll free phone line - has both inbound and outbound call charges applied.
<input checked="" type="checkbox"/> phone_trunk	Trunk phone service with multiple DDIs and phones.
<input checked="" type="checkbox"/> time	Time accounting - Suitable for use with ISP dialup accounts or other time-based services

Billing Cycle Options	
Enabled Billing Cycle Options	Not all billing cycles are appropriate for all businesses, you can enable/disable specific billing cycle types here as per your requirements to simplify user options.
<input type="checkbox"/> weekly -- Bill the customer every week since the start date. <input type="checkbox"/> fortnightly -- Bill the customer every two weeks since the start date. <input checked="" type="checkbox"/> monthly -- Bill the customer every month since the start date <input type="checkbox"/> quarterly -- Bill the customer every quarter since the start date. <input type="checkbox"/> 6monthly -- Bill the customer every 6 months since the start date. <input checked="" type="checkbox"/> yearly -- Bill the customer once a year on the start date	

Billing Mode Options	
Enabled Billing Modes	Depending on your business needs, you may wish to disable some of the billing modes to simplify the UI for your users
<input type="checkbox"/> periodend -- Service is billed after it has been delivered. <input checked="" type="checkbox"/> periodadvance -- Service is billed in advance (before the service period has started) <input checked="" type="checkbox"/> monthend -- Service is billed after it has been delivered, with every period ending on the last day of the month. <input type="checkbox"/> monthadvance -- Service is billed in advance of the month beginning. The billing period will always end on the last date of the month. <input checked="" type="checkbox"/> monthtelco -- Telco-style billing - charge for a service at the start of the month and charge for the previous month's usage. <input type="checkbox"/> periodtelco -- Telco-style billing - charge for a service at the start of the period and charge for the previous period's usage.	

Data Usage/Traffic Unit Options	
Enabled Service Units	ABS can handle service usage tracking with a number of different unit types, you can select which ones you wish to offer to administrators here - sometimes it can be useful to remove undesired options to clarify the UI for accounts staff.
<input checked="" type="checkbox"/> GB -- Gigabyte - 1000e3 bytes <input type="checkbox"/> GiB -- Gibibytes - 1024e3 bytes <input checked="" type="checkbox"/> MB -- Megabyte - 1000e2 bytes <input type="checkbox"/> MiB -- Mebibytes - 1024e2 bytes <input checked="" type="checkbox"/> Hours --	

32.4.2. SERVICES: EXTERNAL DATA SOURCES

ABS has the ability to bill services using internal data sources, or by making use of external databases for CDR or data records.

Data Usage/Traffic Configuration

SERVICE_TRAFFIC_MODE	<input type="radio"/> Use an internal database for usage records, uploaded via the SOAP API <input checked="" type="radio"/> Use an external SQL database for fetching usage records (such as a netflow DB)
SERVICE_TRAFFIC_DB_TYPE	<input checked="" type="radio"/> MySQL Netflow Daily Tables (traffic_YYYYMMDD) <input type="radio"/> MySQL Traffic Summary Tables (traffic_summary)
SERVICE_TRAFFIC_DB_HOST	<input type="text"/>
SERVICE_TRAFFIC_DB_NAME	<input type="text"/>
SERVICE_TRAFFIC_DB_USERNAME	<input type="text"/>
SERVICE_TRAFFIC_DB_PASSWORD	<input type="password"/>

Call Record Database Configuration

SERVICE_CDR_MODE	<input type="radio"/> Use an internal database for usage records, uploaded via the SOAP API <input checked="" type="radio"/> Use an external SQL database for fetching usage records.
SERVICE_CDR_DB_TYPE	<input checked="" type="radio"/> MySQL-based Asterisk CDR Database
SERVICE_CDR_DB_HOST	<input type="text"/>
SERVICE_CDR_DB_NAME	<input type="text"/>
SERVICE_CDR_DB_USERNAME	<input type="text"/>
SERVICE_CDR_DB_PASSWORD	<input type="password"/>

32.4.3. SERVICES: FUNCTIONALITY OPTIONS

Various other service functionality and behaviour options are configurable via the services page:

CDR Configuration Options

SERVICE_CDR_LOCAL	<input type="radio"/> Define local customer region by prefix (eg: "64123") <input checked="" type="radio"/> Define local customer region by destination string (eg: "Wellington")
-------------------	--

Service Migration Options

SERVICE_MIGRATION_MODE	<input checked="" type="checkbox"/> When enabled, provides additional options to service creation to create a part usage period.
------------------------	--

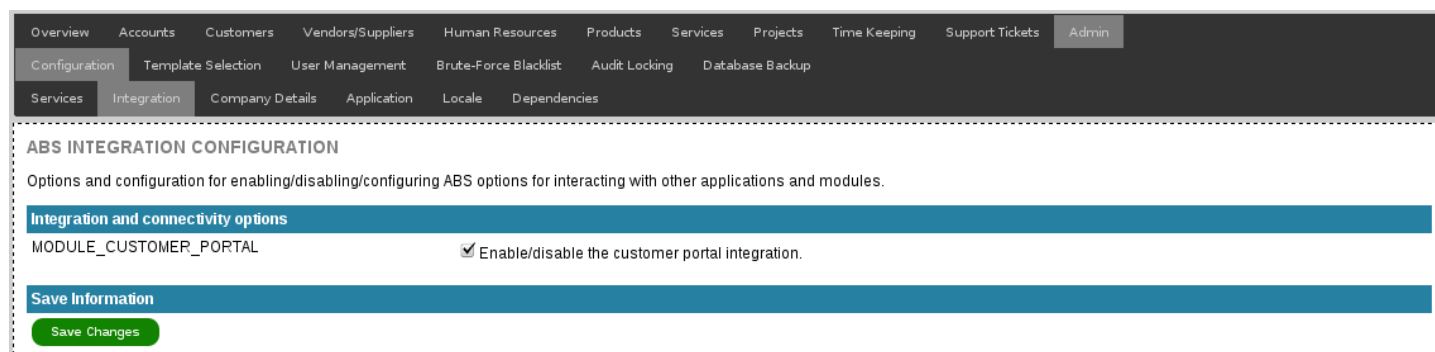
Miscellaneous Options

SERVICE_PARTPERIOD_MODE	<input checked="" type="radio"/> Invoice a partial period (eg new customer signup) in a separate invoice. <input type="radio"/> Add the additional period to next month's invoice.
-------------------------	---

32.5. Integration

Admin -> Config -> Integration

The integration configuration page enables/disables the ability to integrate with external components, such as CRM systems or portals.



Overview Accounts Customers Vendors/Suppliers Human Resources Products Services Projects Time Keeping Support Tickets Admin

Configuration Template Selection User Management Brute-Force Blacklist Audit Locking Database Backup

Services Integration Company Details Application Locale Dependencies

ABS INTEGRATION CONFIGURATION

Options and configuration for enabling/disabling/configuring ABS options for interacting with other applications and modules.

Integration and connectivity options

MODULE_CUSTOMER_PORTAL ☒ Enable/disable the customer portal integration.

Save Information

Save Changes

Option Name	Details
MODULE_CUSTOMER_PORTAL	Option to enable or disable the customer portal functionality – enabling this will cause additional UI options to appear on the customer management pages along with various SOAP API functions.

32.6. Dependencies

The dependencies page is intended as a debugging tool to display the status of all required external components to ensure that they exist and are accessible.

For more information, please refer to the section in the troubleshooting documentation.

33. User Authentication Backend

The following information relates to the backend user authentication options as well as security routines like blacklisting.

33.1. Authentication Backend

ABS currently only supports local authentication, however LDAP authentication is an available option for consulting customers, with services available for integrating with different types of LDAP directories.

33.2. Blacklisting

It is recommended that you limit access to the Amberdms Billing System by using a firewall to lock access to your trusted networks.

However, there are sometimes cases where you need to have the system open to the internet, or you have untrusted hosts on your internal network. To provide you with additional security in these situations, you can use the IP blacklist feature to automatically block anyone trying to brute force their way into user accounts.

Blacklisting can be enabled on the main configuration page, or by visiting the blacklist page at “*Admin -> Brute-Force Blacklisting*” and enable/displaying the feature as well as defining the maximum number of bad attempts.

All incorrect login attempts are shown in the table on the blacklist page and there are delete links to allow you to clear the block for a specific IP.

34. Translations & Languages

ABS is primarily developed in English (US/UK) but has the capability for translation into any number of different languages, thanks to it's use of UTF-8 fields and a database of application labels enabling translation.

34.1. Supported Languages

1. US English [officially supported].

Amberdms is working with the community to obtain additional translations/languages for the application and welcomes contributions.

34.2. Contribution

To contribute to the Amberdms Billing System translation efforts, join the mailing list:

<http://lists.amberdms.com/mailman/listinfo/amberdms-bs>

35. Troubleshooting

35.1. Authentication or User Issues

35.1.1. “I'M ONLY ABLE TO LOGIN FROM ONE COMPUTER AT ANY TIME”

By default all users are configured to only support one login at a time. If you wish to allow a user to login multiple times (ie: from two different computers simultaneously), you need to enable concurrent login support for the user account.

Use the user management interface to enable the concurrent login support for the user. Note that SOAP API users should always have concurrent login support enabled.

Account Options

Languages: ☒ en_us

Date Format: ☒ yyyy-mm-dd
☐ mm-dd-yyyy
☐ dd-mm-yyyy

Timezone: SYSTEM

Table Options Feature: ☒ Automatically hide the options table when using defaults

Default Employee: -- select --

Theme: -- select --

Debugging: ☐ Enable debug logging - this will impact performance a bit but will show a full trail of all functions and SQL queries made (note: this option is only available to administrators)

Concurrent Logins: ☐ Permit this user to make multiple simultaneous logins (recommended for SOAP users)

Save Information

Please note that all fields marked with "*" must be filled in.

Save Changes

35.1.2. “MY SOAP APPLICATION SEEMS TO RANDOMLY BE DENIED ACCESS DESPITE CORRECT PERMISSIONS”

This is most likely caused by the SOAP user not being configured for concurrent logins – if they are not and there are multiple concurrent SOAP programs using the account, they will kick each other out.

See the details above to enable concurrent logins.

35.1.3. “EVEN THOUGH I HAVE AUTHENTICATED, MY SOAP APPLICATIONS ARE STILL CONSTANTLY DENIED ACCESS”

There are two likely causes of this issue:

1. The user you are using in the SOAP application may not have permissions to access the desired features – check the user permissions page.
2. When you authenticate, you are provided with a session ID value to pass to any future calls – make sure you are doing this. (refer to the API developer's manual for details)

35.2. Invoice/Report/PDF Generation Failure

One of the most common problems experienced with ABS is the failure of PDF generation – typically resulting from the server

environment that the application is running on.

The first step is to always verify that all dependencies are met (as per test below) before enabling debugging to track down the issue further.

Note that XHTML based templates tend to be more reliable than LaTeX ones due to the server environments being more consistent.

35.3. Missing Dependencies/Components

ABS makes use of a number of external dependencies – whilst the application will often function without some of these, certain features will be impacted -typically email or PDF generation.

To ensure that all dependencies are met, there is a check page included in ABS at *Admin -> Configuration -> Dependencies* which displays a table showing location & status of all required features.

Overview	Accounts	Customers	Vendors/Suppliers	Human Resources	Products	Services	Projects	Time Keeping	Support Tickets	Admin
Configuration	Template Selection	User Management	Brute-Force Blacklist	Audit Locking	Database Backup					
Services	Integration	Company Details	Application	Locale	Dependencies					

DEPENDENCIES CHECK		
This page checks each of the billing system's dependencies. If a red 'x' appears in the status column, the system cannot find that module.		
Status	Name	Location
✓	Mail	Mail.php
✓	Mail Mime	Mail/mime.php
✓	MySQL Dump	/usr/bin/mysqldump
✓	WK HTML to PDF	/opt/wkhtmltopdf/bin/wkhtmltopdf
✓	PDF LaTeX	/usr/bin/pdflatex
✓	Temp Directory - Write	/tmp
✓	Temp Directory - Read	/tmp

35.4. Application Debugging

If you are experiencing any application bugs, Amberdms developers will usually request a copy of the debug log from you.

Debugging can be turned on in a per-user basis, so you can turn on debugging for just a single account and not impact the performance and user-experience of all other users.

Debug logging can be turned on in two ways:

1. If you are an administrator, you can turn debug logging on with your user options page. The change will take immediate effect.
2. If you want to turn on debug logging for a separate user, go to the “*Admin -> User Management*” program section, select the desired user and enable debug logging.

The change will only take effect when the user next logs in.

Account Options

Languages	<input checked="" type="radio"/> en_us
Date Format	<input checked="" type="radio"/> yyyy-mm-dd <input type="radio"/> mm-dd-yyyy <input type="radio"/> dd-mm-yyyy
Timezone	SYSTEM
Table Options Feature	<input checked="" type="checkbox"/> Automatically hide the options table when using defaults
Default Employee	-- select --
Theme	-- select --
Debugging	<input type="checkbox"/> Enable debug logging - this will impact performance a bit but will show a full trail of all functions and SQL queries made <i>(note: this option is only available to administrators)</i>
Concurrent Logins	<input type="checkbox"/> Permit this user to make multiple simultaneous logins (recommended for SOAP users)

Save Information

Please note that all fields marked with "*" must be filled in.

Save Changes

If required, it is possible to force debugging on for all users and all parts of the application including the screens before the users have logged in. This can be enabled by uncommenting the following option in config.php:

```
// $_SESSION["user"]["debug"] = "on";
```

36. Legal & Licensing

36.1. Open Source / AGPL

The Amberdms Billing System is licensed under the GNU AGPL version 3 software license, this essentially allows the redistribution and customisation of the source code, as long as those changes are freely available to others to use and contribute back.

```
This program is free software: you can redistribute it and/or modify
it under the terms of the GNU Affero General Public License as
published by the Free Software Foundation, either version 3 of the
License, or (at your option) any later version.
```

```
This program is distributed in the hope that it will be useful,
but WITHOUT ANY WARRANTY; without even the implied warranty of
MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
GNU Affero General Public License for more details.
```

```
You should have received a copy of the GNU Affero General Public License
along with this program. If not, see <http://www.gnu.org/licenses/>.
```

36.2. Trademark Use

The AGPL open source license does not cover the use of Amberdms trademarks, for information about trademark usage, please contact legal@amberdms.com with your enquiry.

36.3. Community Links

The open source project and repositories can be found online at:
<https://projects.jethrocarr.com/p/oss-amberdms-bs/>

The community support and communication mailing list can be found at:
<http://lists.amberdms.com/mailman/listinfo/amberdms-bs>

Developer mailing lists and issue tracker notifications can be found at:
<http://lists.amberdms.com/mailman/listinfo/amberdms-bs-devel>