Transactions

In this article

Section overview

This section allows a user to perform and trace all the financial operations regarding client's/reseller's balances. The section offers an overview of every single transaction performed in the system regardless of whether it's a payment or charge, and provides a wide variety of functionality for transactions management. Since the transactions section is a key tool for managing client's/reseller's balances, it's inseparable from the following sections of the system: **Clients**, **Invoices**, **Resellers**, etc.

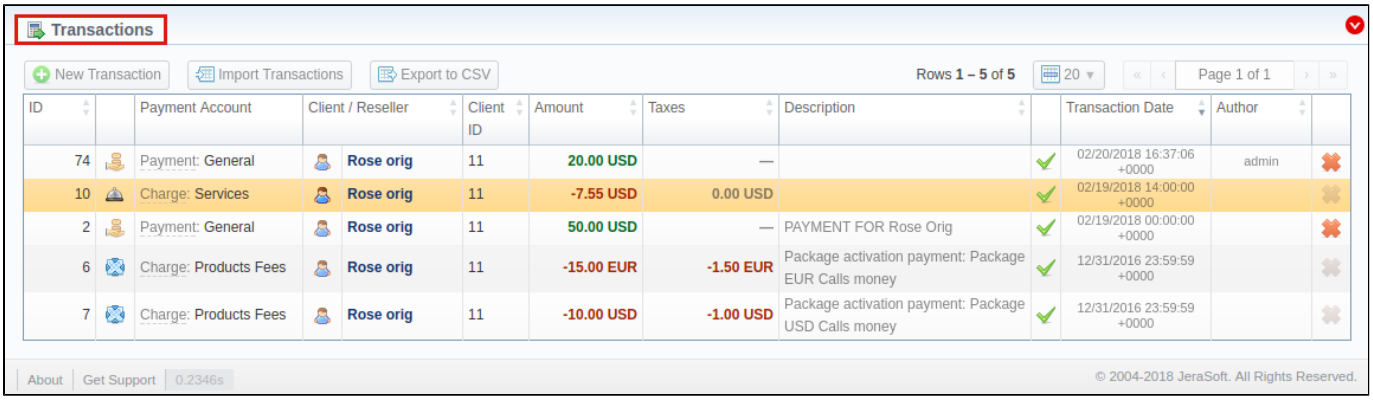
Transaction charges will be created according to the **configurations of Tax Profiles, Rate Tables** (including tax or not) and the **next parameters:**

– invoice time (transaction date);
– client ID;
– currency ID;
– positive or negative amount.

Tips

- In case you change one of the parameters listed above and the rerating is done, you might have additional transactions (with zero or non-zero taxes).
- When a customer has calls with and without taxes for the same hour, two charges will be listed in the transactions section: one charge with taxes and second one without taxes.
- If you see a transaction with a tax represented as a dash (), it means that all taxes were included in rate tables.

The section is presented in a form of a table of all conducted transaction with the following columns:
Screenshot: Transactions section main window



Column Name	Description
ID	A payment through ID number
Payment Account	Shows respective payment account, related to a performed payment or respective charge type, such as *calls, products, extra charges* (ea ch type has visual representation in a form of respective icon)
Client / Reseller	Displays the name of a client or reseller that was engaged in payment operation
Client ID	Customer's identity
Amount	The respective payment operation sum
Taxes	Amount of taxes

Description	Comments about a respective payment
Transaction Date	Displays respective payment date, related to a performed payment
Author	Name of the user who performed the latest transaction (regardless whether it's a payment or charge)

The list of **functional buttons/icons** is as follows:

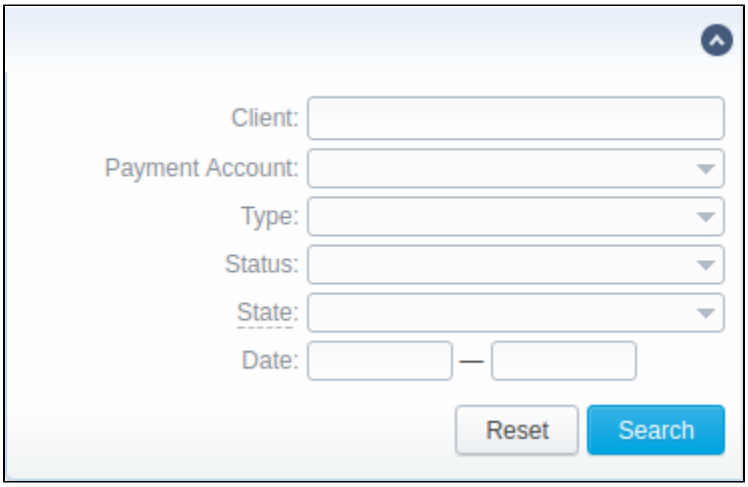
Button/Icon	Description
New Transaction	Allows to create a new transaction
Import Transactions	Allows to import user's transactions into the system
Export to CSV	Allows to download a list of transactions in a .csv file
	Indicates the type of transaction - payment
	Indicates the type of transaction - extra charges
	Indicates the type of transaction - services charges
	Indicates the type of transaction - packages fees
	Indicates that transaction is approved
	Allows to delete a transaction from the system. Requires confirmation

Advanced Search

In the top right corner of the section above the table, an **Advanced Search** drop-down menu is located. By clicking on a blue downwards arrow icon, a drop-down menu with the following structure is displayed:

Screenshot: Advanced Search drop-down menu

> **Attention**
>
> Author column is going to be filled only if a transaction has been added **manually** by a user through the **Transactions** section in **JeraSoft VCS** or the **Refill Balance** page on **JeraSoft Client Portal**. In case a transaction is automatically generated by the system, the **Author** column will be empty.



Field	Description
Client	Indicate a client you wish the section to be filtered by

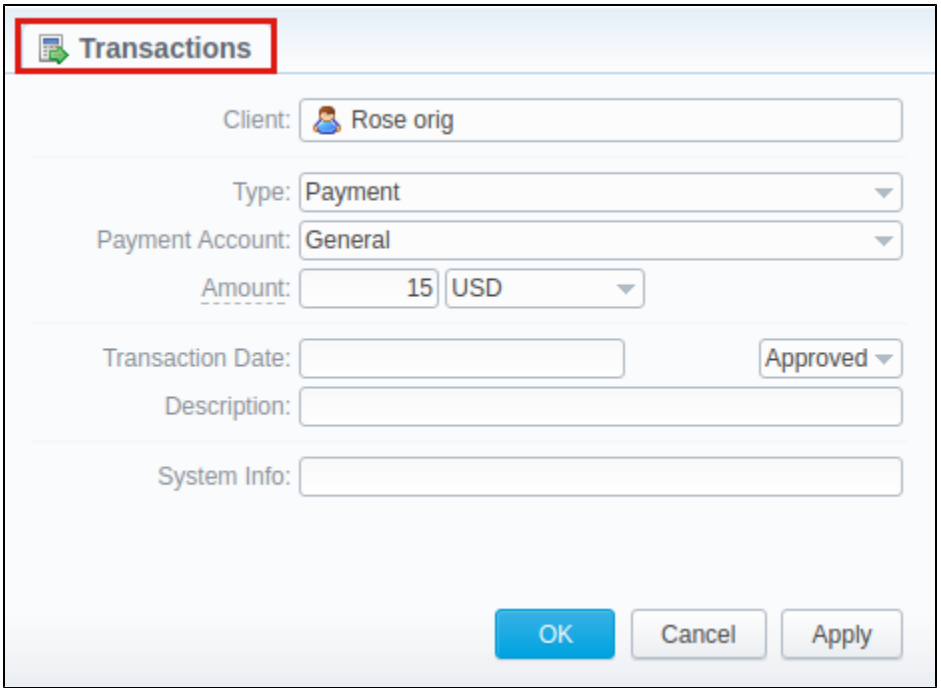
Payment Account	Select from the list of all payment accounts in the system
Type	Select a type of transaction: • ***Payment*** • ***Charge***
Status	Select from the list of transaction statuses: • ***Pending*** • ***Approved***
State	Indicate whether you wish payments covered by the invoices to be displayed by selecting from the list: • ***Covered*** • ***Uncovered***
Date	Specify the date in the date picker

After filling in the fields, press **Search** to filter section data or **Reset** to clear search results.

Adding New Payment/Charge

To add a payment, press the **New Transaction** button. In the appeared pop-up window, specify the following parameters and click **Apply**.

Screenshot: New transaction settings



Field name	Description
Client	Indicate a target client
Type	Specify a type of transaction. For incoming transactions, select the **Payment** operation type, for outgoing – select **Charge**.

Payment Account	Choose a respective account from the drop-down list of all available payment accounts. For a ***charge type***, you can select: • ***extra charges outgoing;*** • ***extra charges incoming.*** **Attention** Please note that you will have the same type of payment account in invoices. So, you can choose where the following charge will be shown in an outgoing/incoming invoice. For example, if you want to give a refund to the client, please select an ***extra charges outgoing***, it will guarantee that this charge will be visible in the invoice.
Amount	Insert an amount of the transaction, which can be positive or negative: • **positive** amount is credited to a client; • **negative** amount is debited from a client. **Tip** Transaction amounts could be specified with a comma as a decimal delimiter. For example, ***2,45***. If your transaction type is ***Charge***, you can choose whether a specified amount **includes a tax or not** by choosing a respective value in the drop-down list: • ***no taxes;*** • ***including taxes;*** • ***excluding taxes***. The TAX rate is based on the tax profile of the client's reseller.
Transaction Date	Indicate the actual date of the transaction in a date picker
Description	Notes for a new transaction
System Info	Here you can add system information for transactions. Also, it's possible to add a variable in the invoices templates. Then, the variable will display this info for extra charges.
Status	Define the state of the transaction: • ***pending*** • ***approved*** **Tip** If you change transaction status in the respective field from ***Approved*** to ***Pending*** when adding a payment, this payment will have to pass additional approval check by a billing operator

Attention

When a customer has 2 calls (with and without taxes) for the same hour, **two charges** will be listed in the transactions: *one charge* ***with taxes*** and *a se cond one* - ***without taxes***. In case you change one of the parameters listed above and the rerating is done, you might have additional transactions.

If you see a transaction with a **tax represented as a dash (),** it means that all taxes were included in rate tables.

When the **Reseller owns a payment account**, transactions for this account can be created for Clients and Sub-Resellers belonging to this Reseller. However, transactions of this Reseller (owner of the account) can not be assigned to this payment account.

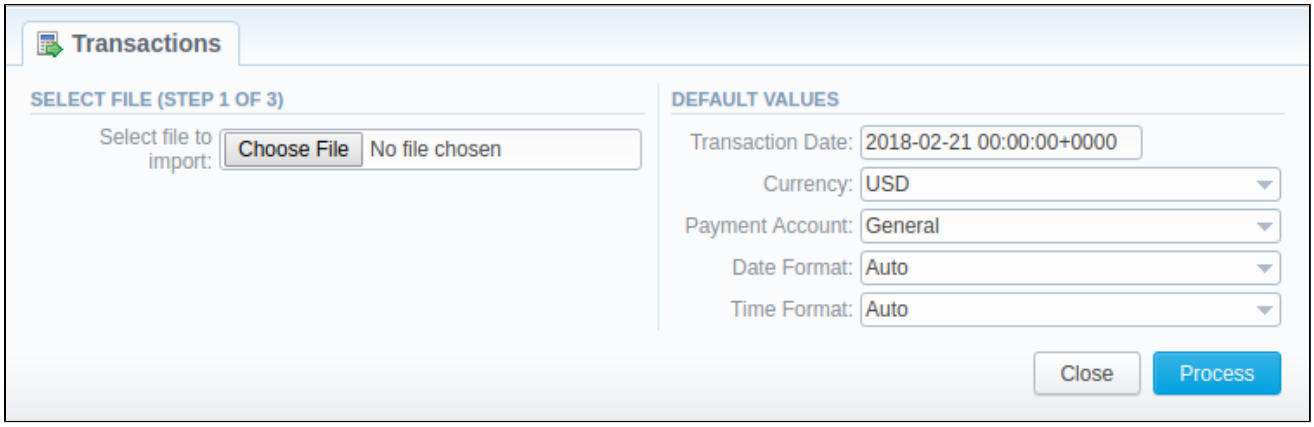
Exporting and Importing of Transactions

By clicking the **Export to CSV** button, you will be able to export all currently stored payments in a **.csv** file.

You can easily perform an import of payments by clicking **Import Transactions** and following on-screen instructions:

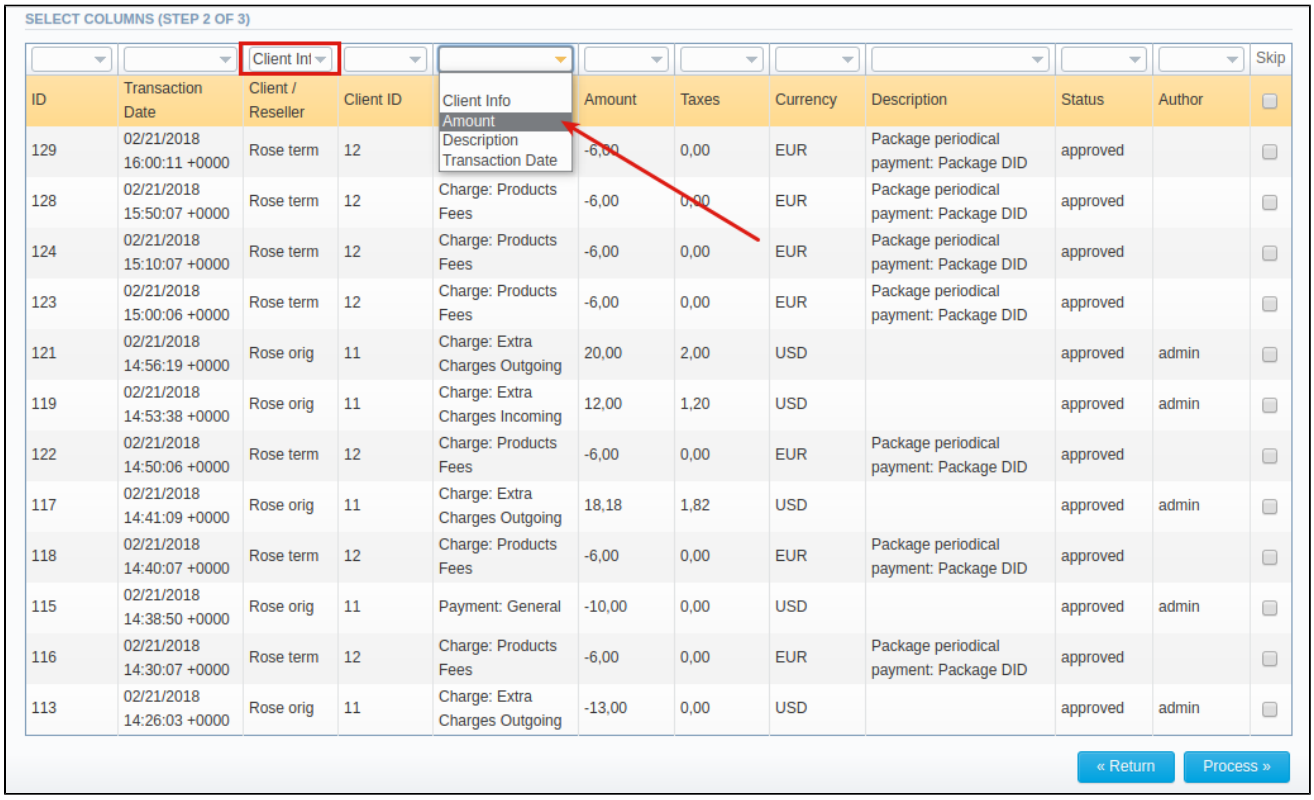
Step 1: Selecting a File and Specifying Additional Parameters
Upload a file from your computer, indicate such default parameters as: ***Transaction Date, Currency, Payment Account, Date and Time Format,*** and clic k the **Process** button.

Screenshot: Transactions importing process. Step 1



Step 2: Recognizing The File
The system will recognize the file and you need to select 3 mandatory columns: **Client Info, Amount, and Transaction Date**. Following this, click **Process >>** again.

Screenshot: Transactions importing process. Step 2



ID	Transaction Date	Client / Reseller	Client ID		Amount	Taxes	Currency	Description	Status	Author	
129	02/21/2018 16:00:11 +0000	Rose term	12		-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
128	02/21/2018 15:50:07 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
124	02/21/2018 15:10:07 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
123	02/21/2018 15:00:06 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
121	02/21/2018 14:56:19 +0000	Rose orig	11	Charge: Extra Charges Outgoing	20,00	2,00	USD		approved	admin	
119	02/21/2018 14:53:38 +0000	Rose orig	11	Charge: Extra Charges Incoming	12,00	1,20	USD		approved	admin	
122	02/21/2018 14:50:06 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
117	02/21/2018 14:41:09 +0000	Rose orig	11	Charge: Extra Charges Outgoing	18,18	1,82	USD		approved	admin	
118	02/21/2018 14:40:07 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
115	02/21/2018 14:38:50 +0000	Rose orig	11	Payment: General	-10,00	0,00	USD		approved	admin	
116	02/21/2018 14:30:07 +0000	Rose term	12	Charge: Products Fees	-6,00	0,00	EUR	Package periodical payment: Package DID	approved		
113	02/21/2018 14:26:03 +0000	Rose orig	11	Charge: Extra Charges Outgoing	-13,00	0,00	USD		approved	admin	

Step 3: Checking The Rows
Having specified the required columns, you need to check the rows to make sure that no mistake has been made. On doing it, click **Process>>** to finish the importing process.

Screenshot: Transactions importing process. Step 3

Transactions

CHECK ROWS (STEP 3 OF 3)

	Identified by	Transaction Date		Client Info		Amount			Skip
		Original	Parsed	Original	Parsed	Original	Parsed	Currency	
✓	Client Name	2018-02-21 16:00:11+0000	2018-02-21 16:00:1	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 15:50:07+0000	2018-02-21 15:50:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 15:10:07+0000	2018-02-21 15:10:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 15:00:06+0000	2018-02-21 15:00:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 14:56:19+0000	2018-02-21 14:56:1	Rose orig	Rose orig	20	20	USD	☐
✓	Client Name	2018-02-21 14:53:38+0000	2018-02-21 14:53:3	Rose orig	Rose orig	12	12	USD	☐
✓	Client Name	2018-02-21 14:50:06+0000	2018-02-21 14:50:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 14:41:09+0000	2018-02-21 14:41:0	Rose orig	Rose orig	18.18	18.18	USD	☐
✓	Client Name	2018-02-21 14:40:07+0000	2018-02-21 14:40:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 14:38:50+0000	2018-02-21 14:38:5	Rose orig	Rose orig	-10	-10	USD	☐
✓	Client Name	2018-02-21 14:30:07+0000	2018-02-21 14:30:0	Rose term	Rose term	-6	-6	USD	☐
✓	Client Name	2018-02-21 14:26:03+0000	2018-02-21 14:26:0	Rose orig	Rose orig	-13	-13	USD	☐

« Return Process »