# Transactions

**In this article**



## Section overview

This section allows a user to perform and trace all the financial operations regarding the client's/reseller's balances. The section offers an overview of every single transaction performed in the system regardless of whether it's 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:**

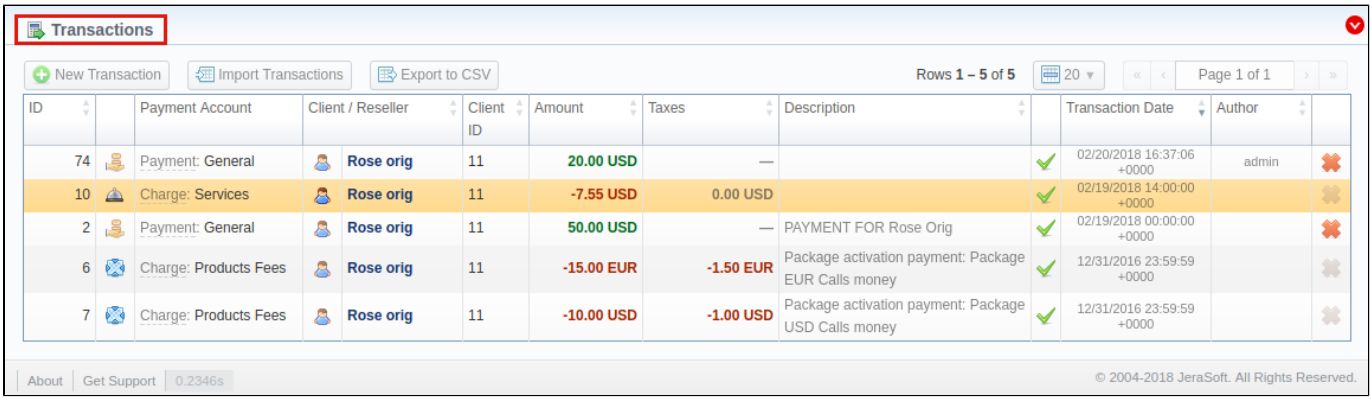
– invoice time (transaction date);
– client ID;
– currency ID;
– positive or negative amount.

**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 the 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 the form of a table of all conducted transactions with the following columns:

*Screenshot: Transactions section main window*




| Column Name | Description |
|---|---|
| **ID** | Payment through an ID number |
| **Payment Account** | Shows a respective payment account, related to a performed payment or a respective charge type, such as *calls, products, extra charges* (each type has a visual representation in a form of a 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** | An amount of taxes |

| | |
|---|---|
| **Description** | Comments about a respective payment |
| **Transaction Date** | Displays a 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 a 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 a transaction is approved |
| | Allows deleting a transaction from the system. Requires confirmation |

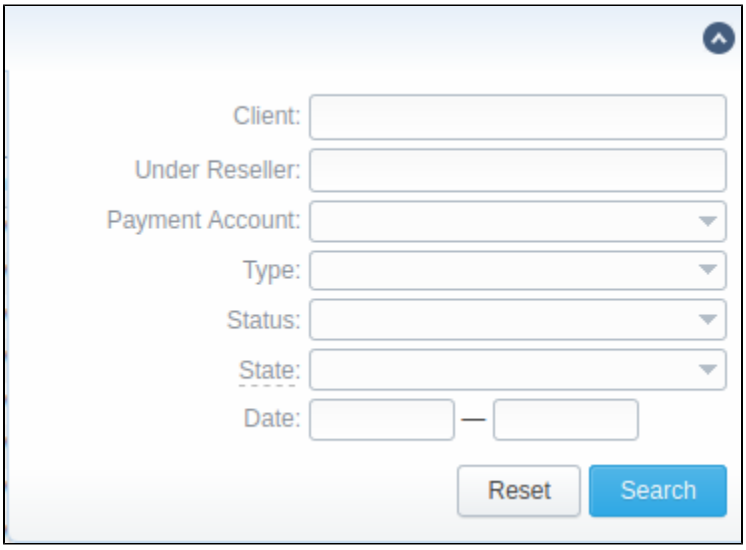
## Advanced Search

In the top right corner of the section above the table, an **Advanced Search** drop-down menu is located. By clicking on a blue downward 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 Billing** 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.



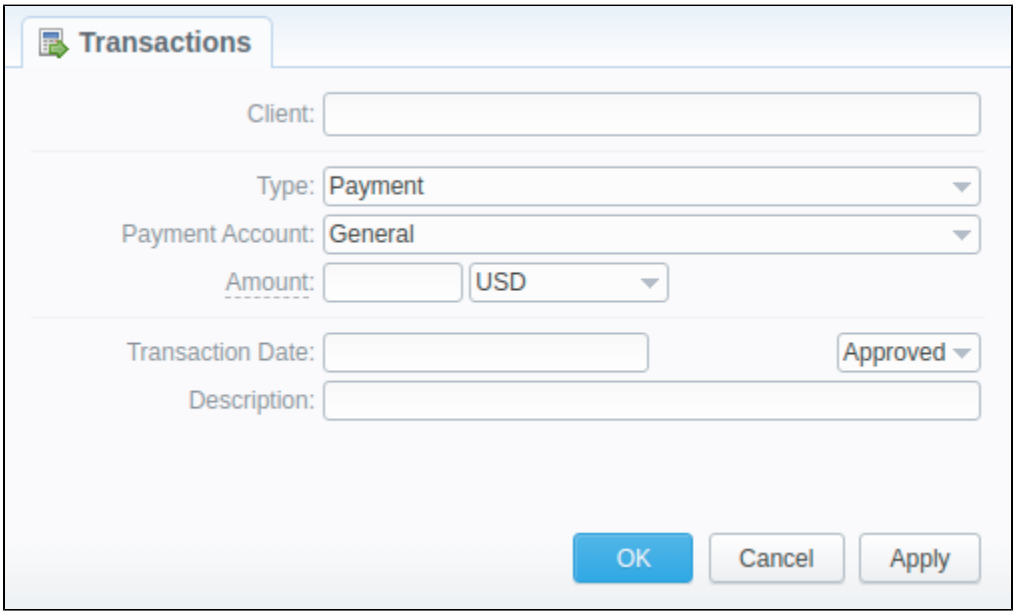
| Field | Description |
|---|---|
| ***Client*** | Indicate a client you wish the section to be filtered by |
| ***Under Reseller*** | Filter the list of all payments for the selected Reseller's Clients. This field can take multiple values. |
| ***Payment Account*** | Select from the list of all payment accounts in the system |
| ***Type*** | Select a type of transaction:<br>• ***Payment***<br>• ***Charge*** |
| ***Status*** | Select from the list of transaction statuses:<br>• ***Pending***<br>• ***Approved*** |
| ***State*** | Indicate whether you wish payments covered by the invoices to be displayed by selecting from the list:<br>• ***Covered***<br>• ***Uncovered*** |
| ***Date*** | Specify the date in the date picker |

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

## Adding New Payment/Charge

To add a payment, click the **New Transaction** button. A new pop-up window will appear after that. Specify the following parameters and click the **Apply** but ton.

*Screenshot: New transaction settings*




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

| | |
|---|---|
| ***Payment Account*** | Choose a respective account from the drop-down list of all available payment accounts. For ***charge type***, you can select:<br>• ***extra charges outgoing;***<br>• ***extra charges incoming.***<br><br>**Attention**<br><br>Please note that you will have the same type of payment account in invoices.<br>So, you can choose where the following charge will be shown in an outgoing/incoming invoice.<br><br>For example, if you want to give a refund to the client, please select ***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:<br>• **positive** amount is credited to a client;<br>• **negative** amount is debited from a client.<br><br>**Tip**<br><br>Transaction amounts could be specified with a comma as a decimal delimiter: for example, ***2,45***.<br><br>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:<br>• ***no taxes;***<br>• ***including taxes;***<br>• ***excluding taxes***.<br><br>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 |
| ***Status*** | Define the state of the transaction:<br>• ***pending***<br>• ***approved***<br><br>**Tip**<br><br>If you change the 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) cannot be assigned to this payment account.

## Exporting and Importing Transactions

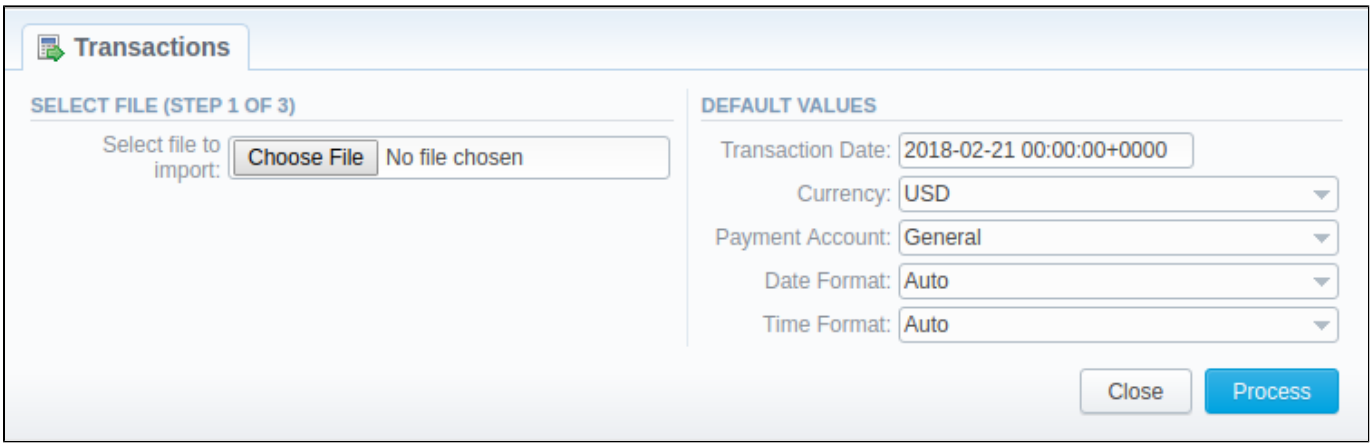
By clicking the **Export to CSV** button, you will be able to export all currently stored payments in a **.csv** file.

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

***Step 1: Selecting a File and Specifying Additional Parameters***

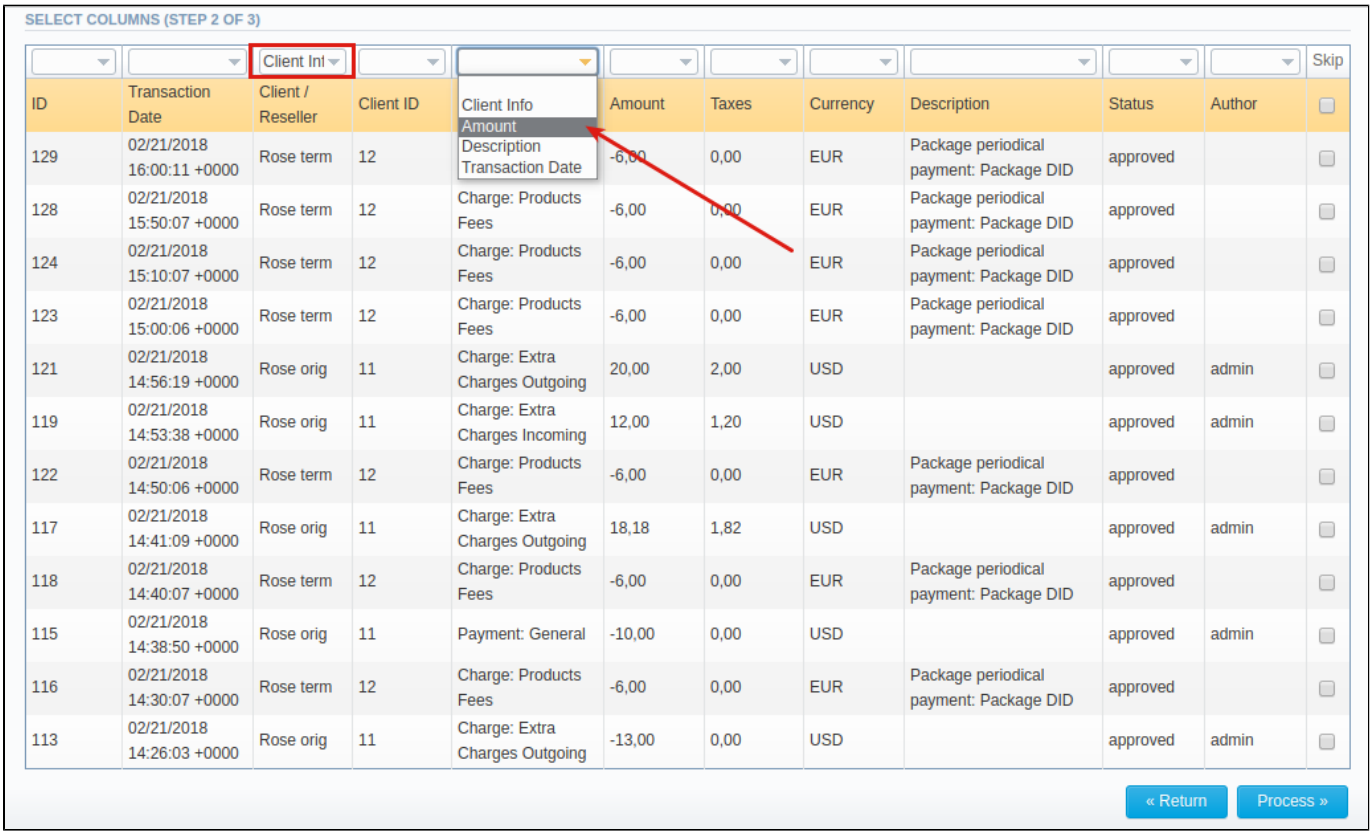
Upload a file from your computer, indicate such default parameters as ***Transaction Date, Currency, Payment Account, Date and Time Format,*** and click **Process**.

*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 »