Transactions

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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:**

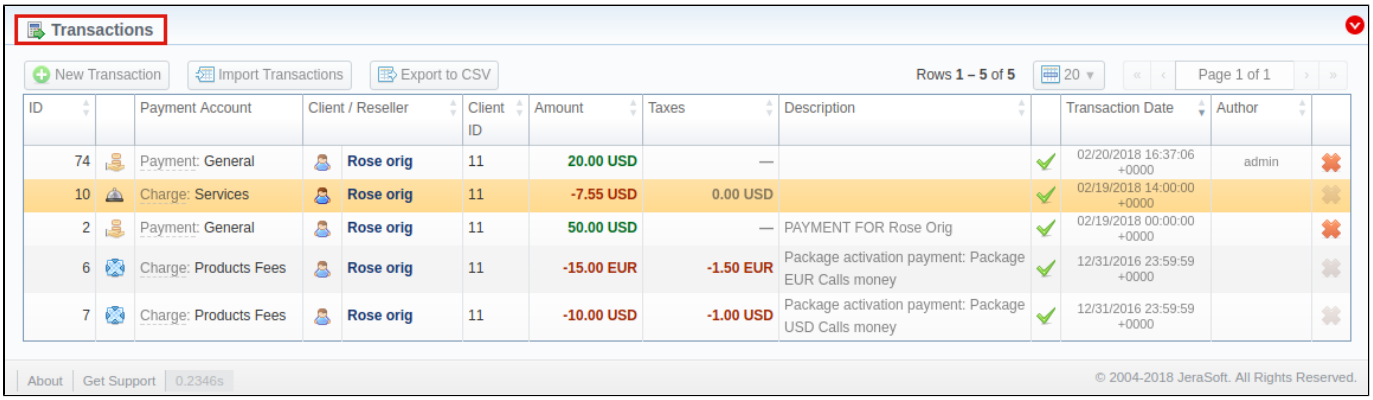
– invoice time (transaction date);
– client ID;
– currency ID;
– positive or negative amount.

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:

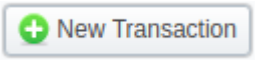
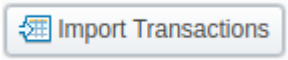
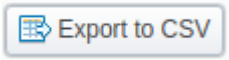
Screenshot: Transactions section main window



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
	Allows to create a new transaction
	Allows to import user's transactions into the system
	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

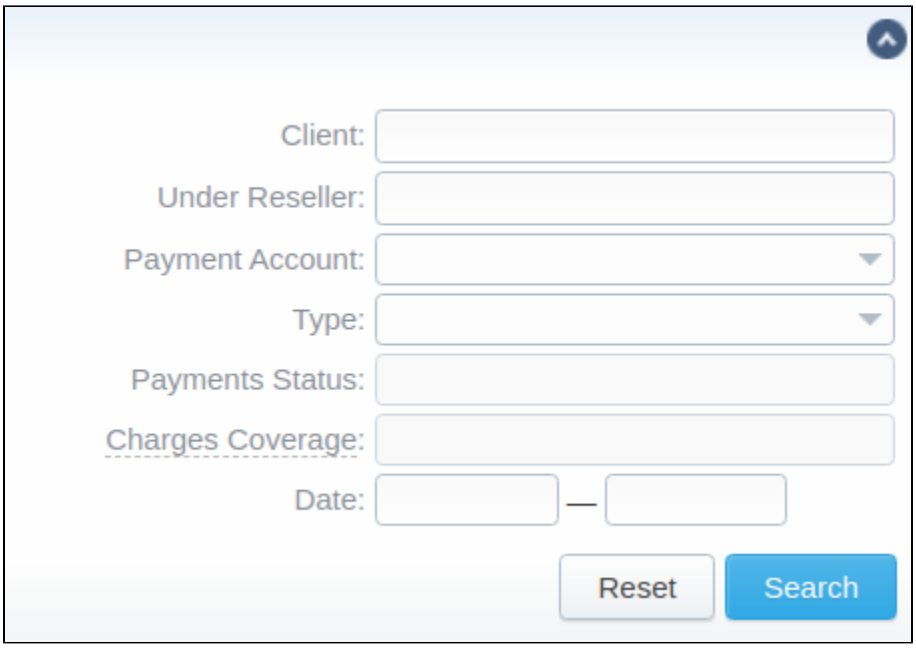
Advanced Search

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.



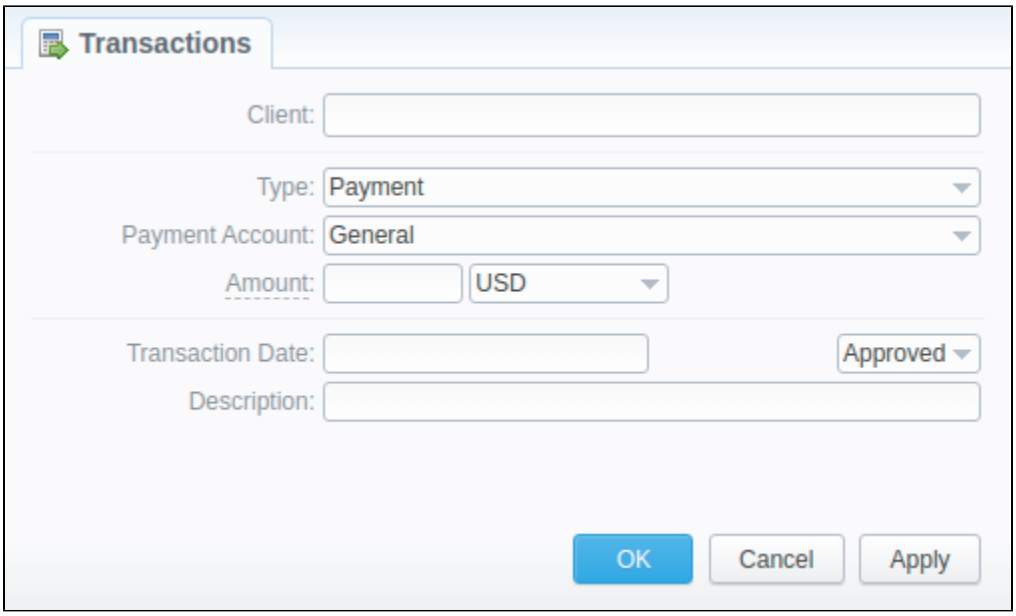
Field	Description
Client	Indicate a client you wish the section to be filtered by
Under Reseller	Filter the list of all payments for the selected Reseller's Clients. This field can take multiple values.
Payment Account	Select from the list of all payment accounts in the system
Type	Select a type of transaction: • ***Payment*** • ***Charge***
Payments Status	Select from the list of transaction statuses: • ***Pending*** • ***Approved*** Only fillable when **Type** is ***Payment***.
Charges Coverage	Select from the list: • ***Invoiced*** (already covered by Invoices) • ***Not Invoiced*** (not covered by Invoices) Only fillable when **Type** is ***Charge***.
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, 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: • ***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 ***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

Status	Define the state of the transaction: • ***pending*** • ***approved*** **Tip** 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

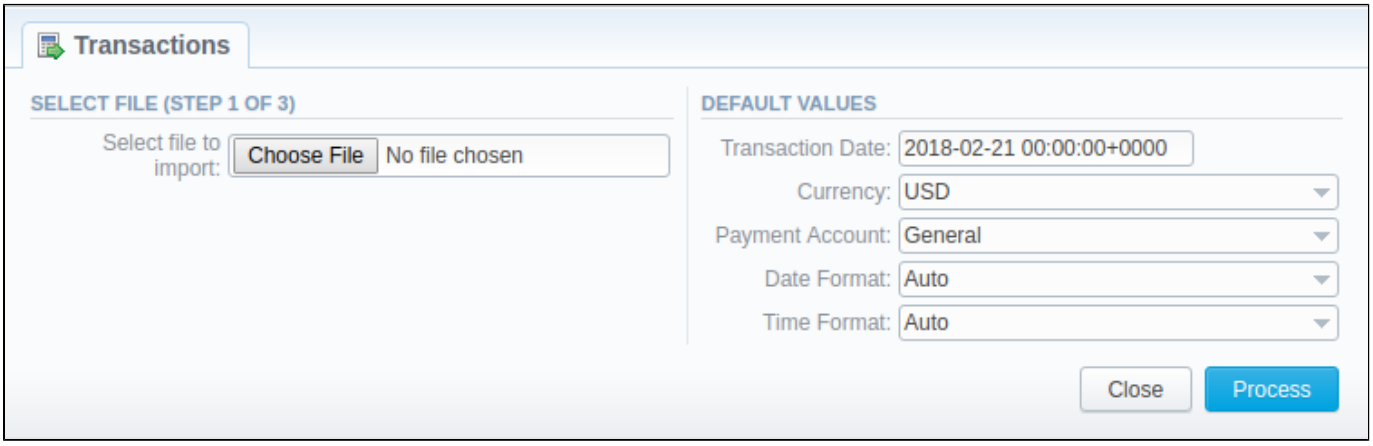
By clicking the **Export to CSV** button, you will be able to export all currently stored payments in a **.csv** file.

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

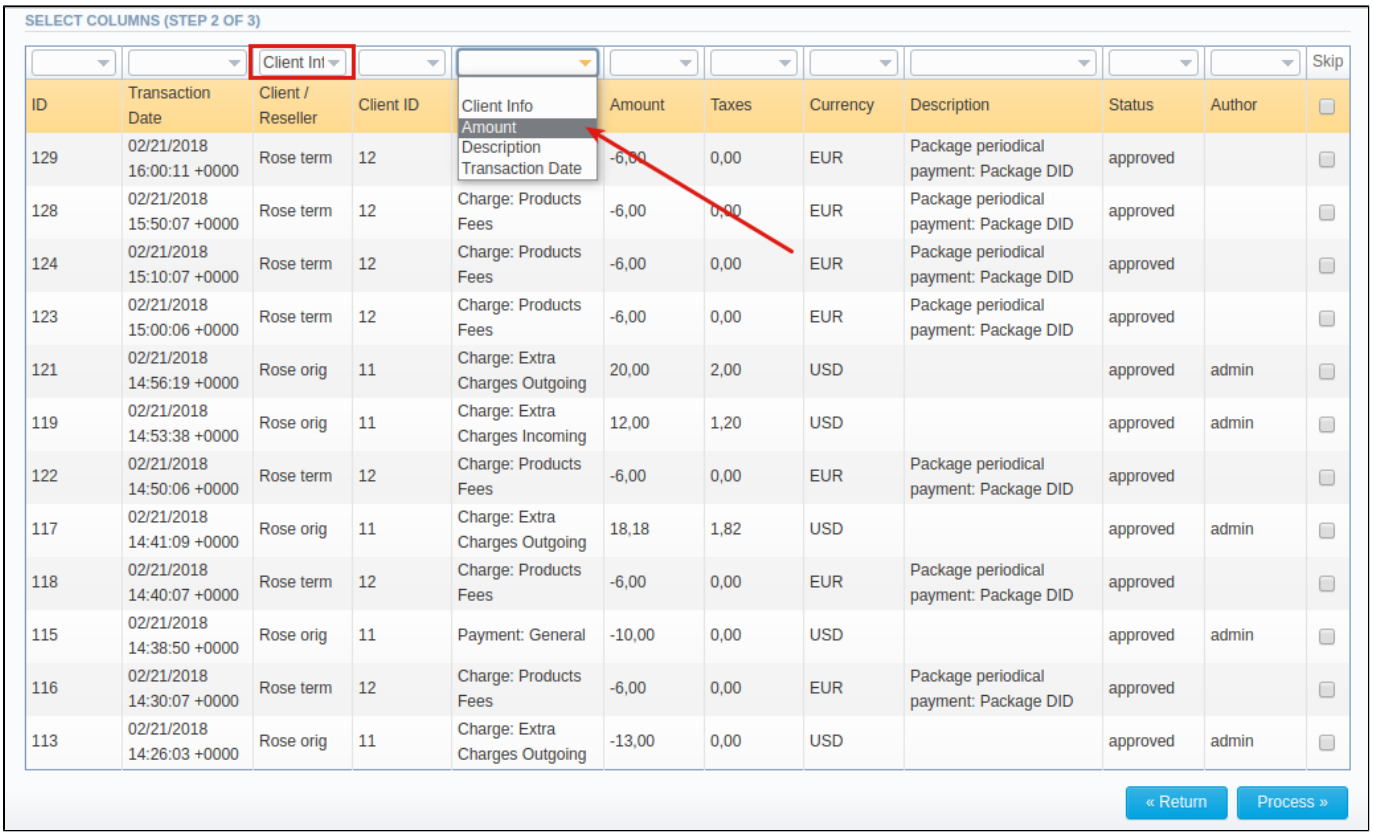
Upload a file from your computer, indicate such default parameters as ***Transaction Date, Currency, Payment Account, Date and Time Format,*** and click **Process**.

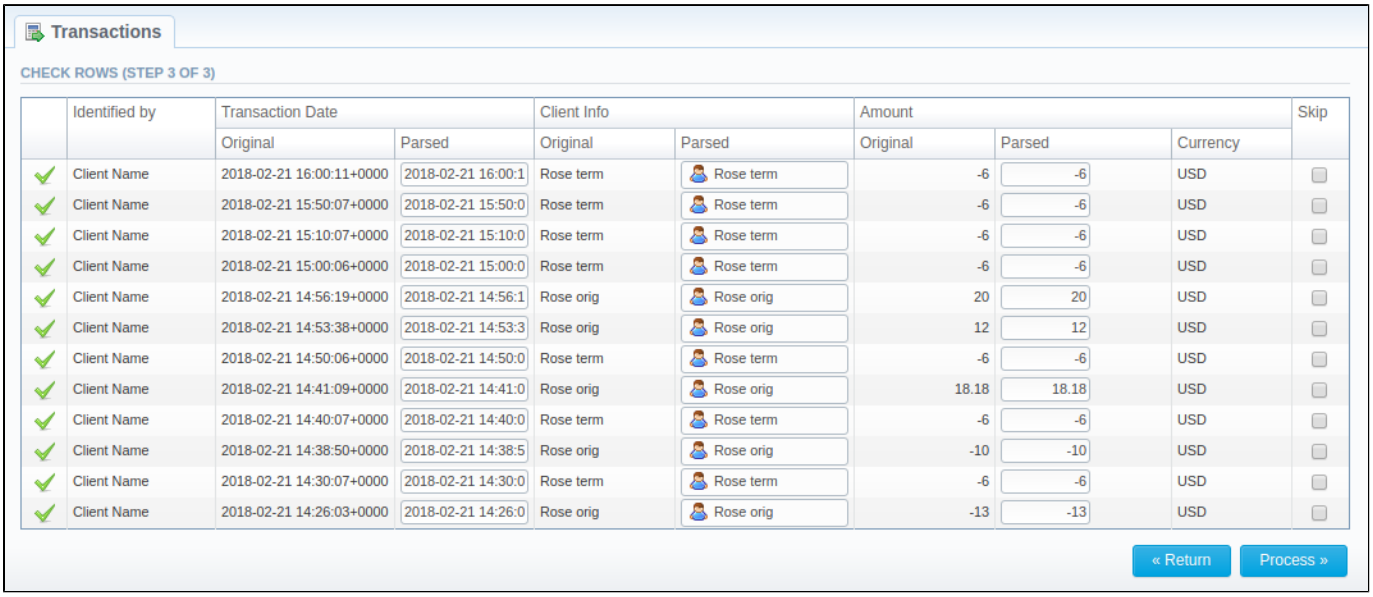
Screenshot: Transactions importing process. Step 1



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



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