

# **DuxTel Internet Commander**

## **- Guide for Resellers**

*take control...*

**duxtel**



# Guide for Resellers

## Contents:

1. Organisational Structure	- 3 -
2. Users and customers	- 4 -
2.1 Organisational User	- 4 -
2.2 Customer User	- 4 -
2.3 Access Controls	- 5 -
2.3.1 Administrative Roles	- 5 -
2.3.2 Access Rights	- 6 -
3. Plans and Prices	- 7 -
3.1 Organisation Plans (OrgPlan)	- 7 -
3.2 Internet Access Plans	- 7 -
3.3 Wholesale/Retail Charge Flow	- 7 -
4. Managing Organisational Plans ( <i>"orgplans"</i> )	- 9 -
4.1 Create a new OrgPlan	- 9 -
4.2 Manage OrgPlans	- 9 -
4.2.1 Publish Type	- 9 -
4.2.2 Included Plan Offers	- 10 -
4.3 Offer Orgplans	- 10 -
5. Managing Access Plans ( <i>"plans"</i> )	- 12 -
5.1 Create new Access Plan	- 12 -
5.2 Publish Access Plan	- 12 -
5.3 Making Wholesale Plans available to the Customer Organisation	- 13 -
5.4 Wholesale Plan Definitions and Limits	- 13 -
6. Create a new Organisational Customer	- 15 -
6.1 Create a new Organisation:	- 15 -
6.2 Add Organisation Plans	- 15 -
6.3 Create a new Domain	- 16 -
6.4 Create one or more administrative users	- 16 -
6.5 Set up access plans (or Ticket Plans)	- 17 -
6.6 Add new Device/s	- 17 -
7. Managing Organisation Customers	- 18 -
8. Financial Accounts and Invoices	- 19 -
8.1 Your Organisation Account	- 19 -
8.2 Your customer accounts	- 19 -
8.2.1 Working with Customer Invoices	- 21 -
8.2.2 Receiving Customer payments	- 22 -
9. Further Assistance	- 24 -



# 1. Organisational Structure

The DuxAdmin application manages multiple organisational groups (e.g. corporate customer, reseller, subsidiary or business unit) in a hierarchical structure as shown in Figure 1, below.

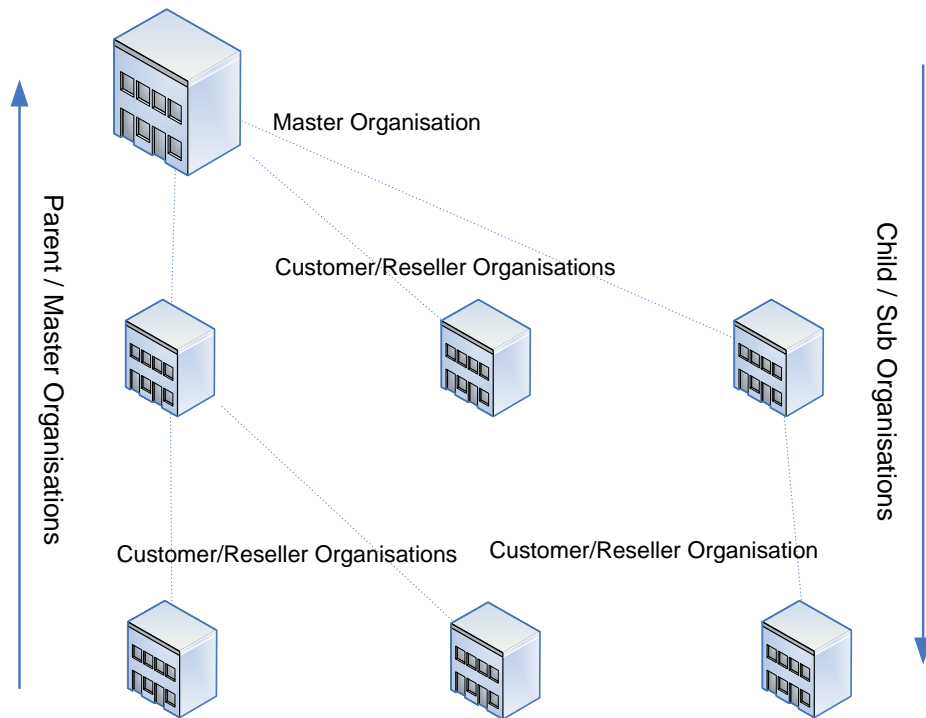


Fig1: Organisational Structure

The number of levels is virtually unlimited, but relationships and business interaction is possible only between direct child/parent connections (as per dotted lines).

The master organisation 'sells' *wholesale* services to each child, and each child organisation takes those wholesale services 'supplied' and re-sells those to child organisations.



## 2. Users and customers

The DuxAdmin system recognises two classes of user:

### 2.1 Organisational User

An *organisational* user is attached directly to the organisation. Any services consumed by an organisational user are billed to the organisation itself. Administrators, staff members, support officers, contractors, and so forth are examples of an organisational user. Each organisational user may or may not have administrative privileges to the DuxAdmin application. The built-in access controls allow the Organisational administrator to permit access (full or read only) to various subsections of DuxAdmin functions.

An organisational user with administrative privileges can also be granted access to one or more child organisations in the entire organisational structure tree (refer to figure 2, below)

### 2.2 Customer User

A *customer* user, as the name suggests, is a customer of the organisational body. The organisation sells services to customer users. Services used by customer users are billed to the individual customer account. *Customer* type users have no access to the DuxAdmin administrative application, but instead are granted access to the *user portal*.



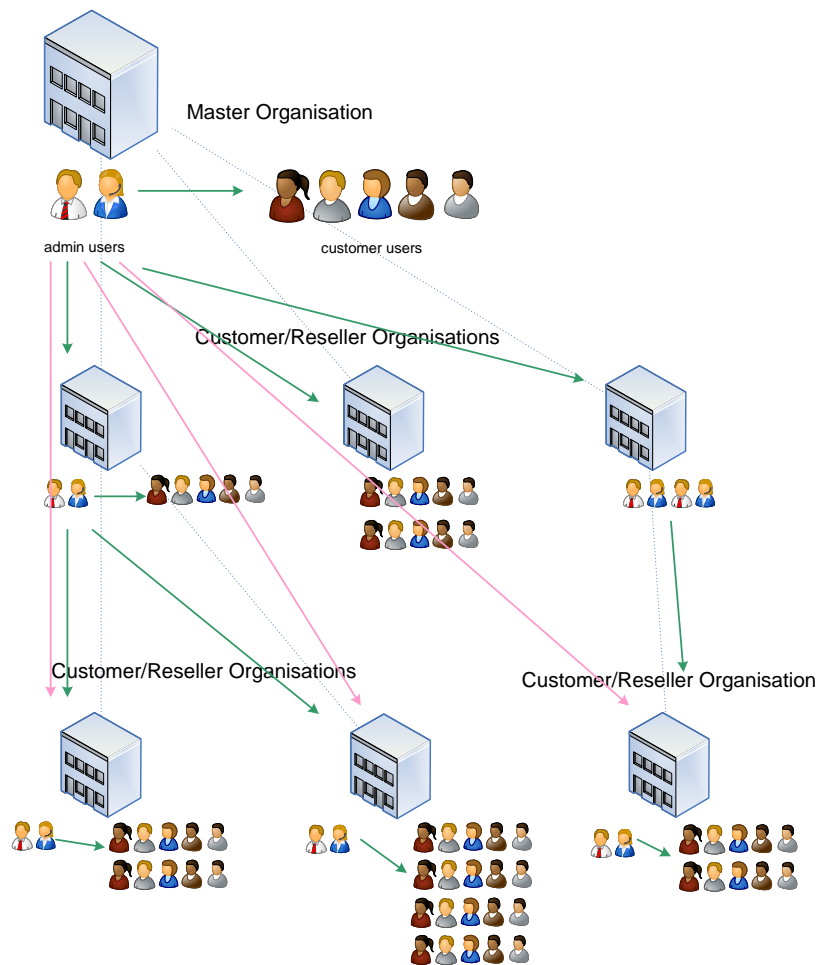


Fig2: Organisational Users and Customers

## 2.3 Access Controls

Access to various functionality of the DuxAdmin application is managed by first defining administrative roles, and then assigning a role to the particular organisational user with administrative rights.

For example, a *system administrator* role might allow full read/write access to all duxAdmin functionality, whereas *hotspot sales* role might permit read/write access to hotspot ticket issue and modify functions, read-only permission to view the access plans, and no access to any other functionality.

### 2.3.1 Administrative Roles

Define roles by clicking on *Admin Roles* under the Organisation menu.

There can be four types of administrative role:



**Global** – defined at the system level and accessible to all organisations

**Parent** – defined by the immediate parent organisation, accessible only to the defining organisation's direct children

**Local** – defined at an organisation level for use only within that organisation

**Local/Child** – defined at an organisational level to be applied to administrative users of the defining organisation and that org's direct children only

Define Role			
Role name:	Hotspot Sales		
Description:	Can sell hotspot tickets and support hotspot customers		
<input type="radio"/> Local Role <input checked="" type="radio"/> Local & Children			
Access	No Access	Read Only	Read/Write
Organisations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation Plans	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
API	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domains	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Sites	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Groups	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Users	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Access Plans	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Radius	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Devices	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Clicks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Tickets	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Manage Tickets	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Reports	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="button" value="update/edit"/> <input type="button" value="update/close"/> <input type="button" value="create copy"/>			

Only the latter two types of role can be modified by the current organisation.

### 2.3.2 Access Rights

Once the administrative roles have been defined, those roles can be assigned to the various administrative users. Click on the *Administrative Users* item under *Organisation* or *User* menus.

The initial list displays all current organisational users with Administrative Privileges. If a user does not appear in this list, click on **Add** to choose a new Administrative User from the list of existing Organisational Users.

Against each Administrative User, select a role to assign the relevant system privileges for that user.



### 3. Plans and Prices

There are 2 kinds of plans built into the DuxAdmin application:

#### 3.1 Organisation Plans (OrgPlan)

This construct defines the parameters related to an organisational account, which is typically a business operator, hotspot ticket seller, or business user of the system.

Attributes of an Organisation Plan include maximum number of users, email accounts, web sites etc.

You can create your own set of organisation plans based on the wholesale plans provided to you by your supplier.

Organisation Plans may include a set of Access Plans to be made available to the organisational customer.

#### 3.2 Internet Access Plans

Internet Access plans define access to an internet service, and comprise the usual parameters such as maximum download bytes per month, access speeds, maximum time online, and monthly fee.

#### 3.3 Wholesale/Retail Charge Flow

Organisation Plans and Access Plans are linked together in a cascading structure of wholesale and retail layers. The master Organisation

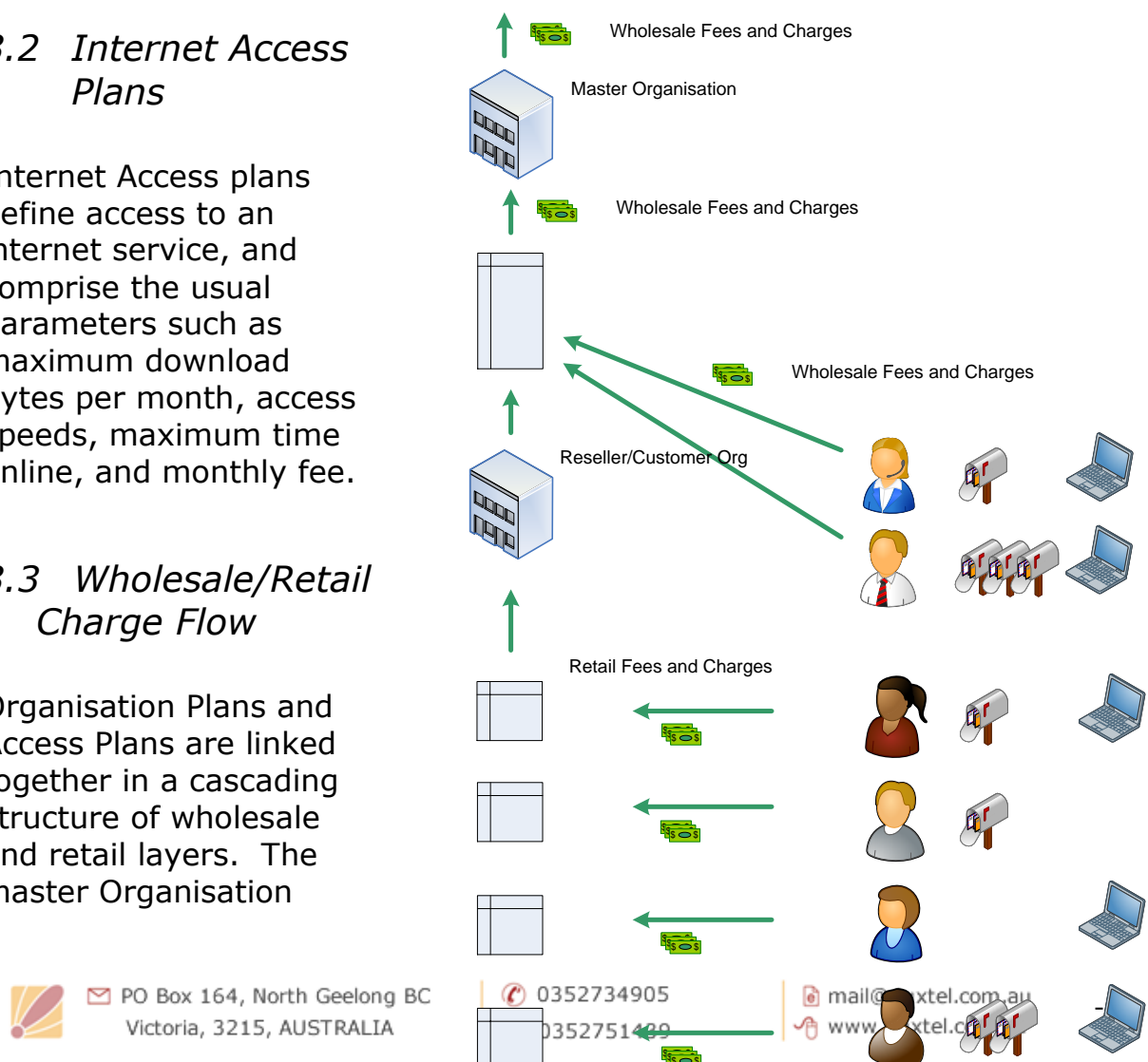


Fig3: Accounting Structure

defines plan structures and prices and offers those plans to the Child Organisations. Child Organisations can take the plan objects offered, and then on-sell them to their own customers and/or organisational customers.

Child Orgs may mark up the plan prices (or discount them!) and further refine the plan definitions (where permitted by the parent). For example, the master organisation might offer an internet access plan limited to 5Mbps download speed but no download quota set for \$25 per month, then the child organisation administrator might set a download limit of, say, 5GB, and then offer to customers for \$35 per month.

The child organisation may 'offer' the marked-up plan to customers as a retail service and/or to sub-organisations as a wholesale plan.

Each time any plan object is charged to a customer, the wholesale fee (set by the parent organisation) is automatically billed to the organisation account, cascading up through the resale chain:





## 4. Managing Organisational Plans ("orgplans")

Orgplans allow you to structure your organisational services to your organisational customers such as ISPs and HSPs (HotSpot Providers), hotel and accommodation providers, tourism operators serviced office managers, etc.

Using the orgplan structure, you can customise the set of objects available to each customer.

Organisation plans are defined by your service provider, and offered to you at a wholesale rate. You can browse the list of wholesale plans available to you, then mark-up the fee for re-sale to your own organisational customers.

### 4.1 Create a new OrgPlan

Start by listing the available orgplans provided to you by your DuxTel Commander service provider by clicking on *Org Plans* in the main menu and then click on *List Base* in the submenu.

Click on the base plan to open the OrgPlan Editor.

Review and revise the available fields, and click *add*.

### 4.2 Manage OrgPlans

Once created, click on the orgplan under *Org Plans -> List* view to further manage properties, including further revision of descriptive fields and pricing.

#### 4.2.1 Publish Type



PO Box 164, North Geelong BC  
Victoria, 3215, AUSTRALIA



#### DuxAdmin Internet Commander

##### MENU

- Tasks
- Organisation
- Org Plans
  - List
  - List Base
  - New
  - Offers
  - Packages
- Devices
- Account
- API
- Customers
- Domains
- Web Sites
- Access Plans
- Users
- Tickets
- Tools & Reports

DuxTel -> DuxTelReseller	
7 plans available to create your Organisation Plan	
Code	Description
< Previous 20	
10DEV	10 devices
50COT	50 active tickets
50E	50 email accounts
FN0	FreeNet Base Plan
FN25	FreeNet - 25 Users
FN5	FreeNet - 5 User
FN50	FreeNet - 50 users
< Previous 20	

##### Create new plan

Create new plan		
Base Plan	50COT ▾	Wholesale
Short Name	50COT	
Description	50 active tickets	
Setup Fee	\$0	IDR0 (inc GST)
Recurring Fee	\$100 per 1 mon	IDR100 per 1 monIDR0 (inc GST)
Max Active Tickets	50	
	ADD	



#### DuxAdmin Internet Commander

##### MENU

- Tasks
- Organisation
- Org Plans
  - List
  - List Base
  - New
  - Offers
  - Packages
- Devices
- Account
- API
- Customers
- Domains
- Web Sites
- Access Plans
- Users
- Tickets
- Tools & Reports
- Help
- Logout

DuxTel -> DuxTelReseller

Editing plan 50COT

Base Plan	50COT	Wholesale
Short Name	50COT	
Description	50 active tickets	
Setup Fee	IDR0	\$0.00
Recurring Fee	IDR100 per Month	IDR100 per 1 mon
Tax Code	GST (10%) excl incl	GST incl
Max Active Tickets	50	
Publish Type	<input checked="" type="radio"/> Wholesale and Retail <input type="radio"/> Wholesale Only <input type="radio"/> Retail Only <input type="radio"/> Self Service Retail <input type="radio"/> Wholesale and Self Service Retail <input type="radio"/> Hidden	
Max per Account	unlimited	

Included Plan Offers

Access Plans

delPlan	Description
no records	
ADD:	1 hour template

Org Plan

TicketTemplate	Description
delPlan	VIP access
no records	
ADD:	1 hour template

Free User

10DEV (u:0, g:0, e:0, p:0, r:0, s:0)	-
50COT (u:0, g:0, e:0, p:0, r:0, s:0)	
50COT (u:0, g:0, e:0, p:0, r:0, s:0)	
freebee (u:10, g:0, e:25, p:25, r:25, s:1000)	Offer

Update Delete

Publishing options determine how the orgplan will be used. There are three basic options:

**Wholesale:** your organisational customers are able to use this plan as base for their own orgplans (in exactly the same way that you create these objects)

**Retail:** a plan offered to your customers directly (not *necessarily* re-sold to their own customers). A retail plan can be assigned to the Organisation Customer under their Service Detail control panel (refer to section 6.2 **Add Organisation Plans** below for further info)

**Self-service Retail:** like retail publish type, but also allows the customer administrative user to add the plan themselves. (Refer to section 6.1 **Service Detail** in the ***User Guide for ISPs*** document)

Combinations of these three basic types are supported.

#### 4.2.2 Included Plan Offers

You can (optionally) automatically make Access Plans and Organisation Plans available to customers who have a given orgplan allocated. Select the relevant plans in the *Included Plan Offers* section so that when the orgplan is added to an Organisation Customer account, those plans and orgplans will be automatically offered to that organisation account.

#### 4.3 Offer Orgplans

To make a particular orgplan available to a customer account, it must first be *offered* to that customer.

When a Retail orgplan is offered, that orgplan appears in the list of available plans in the drop-down select list when viewing the Service Detail control panel for that customer (refer to section 6.2 **Add Organisation Plans** below for further info)

If the orgplan is also a Self-Service type retail plan, then the plan becomes available for self-selection by the customer administrator (per section 6.1 **Service Detail** in the ***User Guide for ISPs*** document)

Wholesale plans offered to the customer account become available in the list of Base Plans when viewed by the customer administrator while creating their own organisation plans.

There are two ways to offer orgplans to customers:



- a. Define under *Included Plan Offers* of some orgplan and then assign that orgplan to the customer account, or
- b. Manually offer the orgplan under offers item in Org Plans submenu

For the latter option, first select the relevant organisation from the select list in the tool header, select the orgplan to offer, and click *offer* button to add.

Offers for organisation: neworg ▼

Plan Name	Description	Type	
10DEV	10 devices	WS	<a href="#">retract</a>
freebee	for VIPs only	WR	<a href="#">retract</a>
▼	▼	▼	
<div style="border: 1px solid black; padding: 2px;"> (WR)50COT (u:0, g:0, e:0, p:0, r:0, s:0)  (WR)50CT (u:0, g:0, e:0, p:0, r:0, s:0) </div>			
<a href="#">Offer</a>			

Click on *retract* adjacent to a particular orgplan to remove that item from access to the customer.

*Note that if the orgplan is already assigned to the customer account, or if that orgplan is already used as wholesale plan by a given customer, retracting the offer does NOT remove any allocations already on place!*



## 5. Managing Access Plans (“plans”)

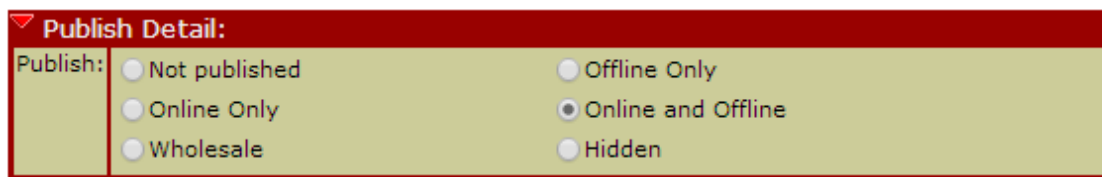
Similar to organisation plans, access plans are created using a base *wholesale plan* object.

### 5.1 Create new Access Plan

To create and manage Access Plans, refer to section 8 *Creating and Managing Access Plans* in the accompanying *Admin Guide for ISPs and HotSpot Operators*.

### 5.2 Publish Access Plan

Similar to Organisation Plans, there are several ways to make access plans available to Organisational Customers and Customer Users.



**Publish Detail:**

<b>Publish:</b>	<input type="radio"/> Not published	<input type="radio"/> Offline Only
	<input type="radio"/> Online Only	<input checked="" type="radio"/> Online and Offline
	<input type="radio"/> Wholesale	<input type="radio"/> Hidden

**Online:** An access plan published in Online Mode becomes available to end-user customers for self-service access. A hotspot plan becomes available for purchase in the HotSpot access (buy now) plan list, and subscription plans are included in the list of plans available for user self-subscription system.

**Offline:** Alternatively, plans published as Offline are only available to the DuxAdmin administrator. Hotspot type plans can only be accessed by an admin using *Ticket Issue* function, and subscription plans can only be assigned by the administrative user under the user’s Radius Login profile (or when creating new customer users)

(Refer to the accompanying *Admin Guide for ISPs and HotSpot Operators* for further details about these administrative actions)

**Wholesale:** A wholesale type plan, as the name suggests, is only available to your organisational customers as a template on which to create their own Access Plans.

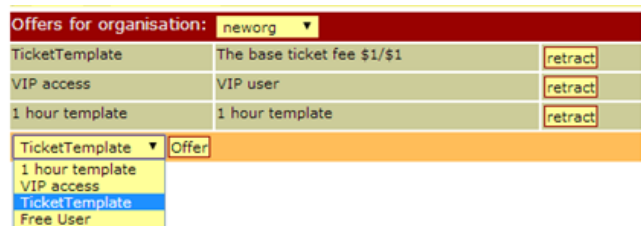


### 5.3 Making Wholesale Plans available to the Customer Organisation

As with orgplans, wholesale Access Plans must be offered to the customer account to allow the customer organisation admin to use that template to create their own plans.

There are two ways to offer wholesale access plans to customers:

- a. Define under *Included Plan Offers* of some Organisational Plan and then assign that orgplan to the customer account (refer to section 4.2.2 **Included Plan Offers** above), or
- b. Manually offer the orgplan under *offers* item in Access Plans submenu



Offers for organisation: neworg ▼		
TicketTemplate	The base ticket fee \$1/\$1	retract
VIP access	VIP user	retract
1 hour template	1 hour template	retract

TicketTemplate ▼ Offer

- 1 hour template
- VIP access
- TicketTemplate
- Free User

For the latter option, first select the relevant organisation from the select list in the tool header, select the access plan to offer, and click *offer* button to add.

Click on *retract* adjacent to a particular access plan to remove that item from access to the customer.

### 5.4 Wholesale Plan Definitions and Limits

When creating Wholesale type access plans, you have the option to define explicit values for some or all options, or to leave them open for the Customer Organisation to determine.

For example, if you define “upload and download speeds” for the Wholesale plan, then the customer organisation will be unable to change those values when creating an access plan based on that wholesale template. Similarly, defining other variables, such as download and/or time limits and expiry profiles, in the wholesale plan prevents the Customer Organisation administrator from modifying those variables in their own retail plans or wholesale plans.



In the following example, notice that the Wholesale Plan (on left) has upload/download speeds left undefined, resulting in those variables being locked in the retail plan (on right)

Edit Access Plan ID 2812	
Plan Name:	1 hour template (Based on TicketTempla
Description:	1 hour template
Type:	Hotspot Tickets Only
Plan Fees	
Establishment Fee:	IDR3 (RRP: IDR5) (Cost: \$1.00)
Advanced Pricing:	
Tax Code	GST (10%) (GST incl)
<input type="radio"/> excl <input checked="" type="radio"/> incl	
Plan Limits:	
Access Speed:	unlimited Kbps Download
<input type="checkbox"/> define burst	unlimited Kbps Upload
Limit by:	both
Transfer Allowance:	500 MB Download
Time Allowance:	60 min
Excess Action:	Denied
Expiry Profile:	event
Expire:	2 days beyond first login

Edit Access Plan ID 2813	
Plan Name:	1 hour template (Based on 1 hour templ
Description:	1 hour template
Type:	Hotspot Tickets Only
Plan Fees	
Establishment Fee:	\$100 (Cost: IDR3)
Advanced Pricing:	
Tax Code	GST (10%) (GST incl)
<input type="radio"/> excl <input checked="" type="radio"/> incl	
Plan Limits:	
Access Speed:	unlimited Kbps Download
<input type="checkbox"/> define burst	unlimited Kbps Upload
Limit by:	both
Time Allowance:	60 mn
Transfer Allowance:	500 MB Download
Excess Action:	Denied
Expiry Profile:	event
Expire:	2 days beyond login



## 6. Create a new Organisational Customer

Creation of a new organisational customer covers 5 basic steps:

### 6.1 Create a new Organisation:

To set up a new customer, select *Organisations* menu, and choose "new" from the submenu appearing below the *Organisation* menu and complete all fields.

Notes:

**Shortname:** A short abbreviated name for the new customer – one word and less than 10 characters is best.

**Full Name:** The full (legal) name of the customer.

Click the “Add” button to create the new customer account and then switch the current view to that new customer to complete the next step.

WebMinistrator v2.14 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

**DuxAdmin Internet Commander**

MENU

- Organisation
  - Add New
  - Service Detail
  - Contact Detail
  - Admin Users
  - Welcome Email
- Devices
- Account
- Domains
- Web Sites
- Access Plans
- Users
- Tickets
- Reports
- Help
- Logout

Org: DuxTelReseller

	Curr	Max
Users	0	10
Email	0	10
Radius	0	10
Plans	0	10
FTP	0	5
Webs	0	2
Domains	0	2

WebMinistrator v2.14

Done

► DuxTel

Create New Organisation

Short Name: DuxTelReseller

Full Name: Reseller of DuxTel services

Address

Street: 25 some street

City: somewhere

State: ACT

Postcode: 2292

Country: AUSTRALIA

Postal Address: as above

Street: 25 some street

City: somewhere

State: ACT

Postcode: 2292

Country: AUSTRALIA

Phone: 555 555 555

Fax: 666 666 666

Organisation Type: ☒ Normal/Retailer ☐ Agent ☐ Reseller

add

## 6.2 Add Organisation Plans

This step defines the account parameters.

In the select box at the bottom of the display, choose a previously defined OrgPlan and click Add to set up the account.

NOTE: If there is any wholesale setup fee associated with the OrgPlan applied, that fee will be applied to your account at this time. Also, any relevant recurring fee will also be applied to your account starting from this date.

On Adding the new OrgPlan, you will observe that the account details are updated to reflect the relevant

WebMinistrator v2.14 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

**DuxAdmin Internet Commander**

**MENU**

- Organisation
  - Details
  - Service Detail
  - Contact Detail
  - Admin Users
  - Welcome Email
- Devices
- Account
- Domains
- Web Sites
- Access Plans
- Users
- Tickets
- Reports
- Help
- Logout
- Org: DuxTelReseller
 

	Curr	Max
Users	0	10
Email	0	10
Radius	0	10
Plans	0	10
FTP	0	5
Webs	0	2
Domains	0	2

**Service details for DuxTelReseller**

Users (current/max)	0/0
Domains (current/max)	0/0
Email Accounts (current/max)	0/0
No plans associated	

remove checked Franchisor Add Apply Dates

--select--  
 Franchisor  
 H50w  
 H55w  
 H523w  
 H5SDw  
**H5100w**  
 H5D  
 15Dw  
 10Ew  
 10Ww  
 10Uw  
 10Rw  
 50Rw  
 50Pw  
 5Dw  
 5Ww



parameters. Also, any Access Plans that have been associated with this OrgPlan type will be automatically “Offered” to the new Org Customer as wholesale plans.

### 6.3 Create a new Domain

Although domains created in this section can be used as fully functional internet domains for email and web site support, when creating domains for use with BeSecure HotSpot services, any brief string can be used.

Choose a value that readily identifies the customer, such as: “First and last letters of the customer name, and non-repeated consonants in between”

### 6.4 Create one or more administrative users

Next, click on the *Users* menu, and select *New User* from the submenu appearing beneath.

Enter the Full Name of the new admin user, and select a username and password. You may accept the username automatically generated (first initial + surname) or choose an alternative.

Passwords should be minimum of 6 alphanumeric characters.

Check the box labelled “Admin User” and click Add.

Now click *Organisation*, and choose *Admin Users* to set the access rights for the new user.

Note that the Access Rights listed correspond to the items in the Main Menu of the DuxAdminApplication.

For a HotSpot outlet customer, it is recommended to create one user with full privileges, and one user with only hotspot ticket creation permissions.





## 6.5 Set up access plans (or Ticket Plans)

Although the wholesale access plans were automatically *offered* to the new Organisation Customer at the point of assigning the OrgPlan, the retail plans to be offered by this customer must be created.

This step could be left to the customer to complete or as a demonstration for training purposes.

Refer to Section 7 of the *User Guide for Wireless HotSpot and Internet Café operators* for complete instructions on how to create the retail access plans.

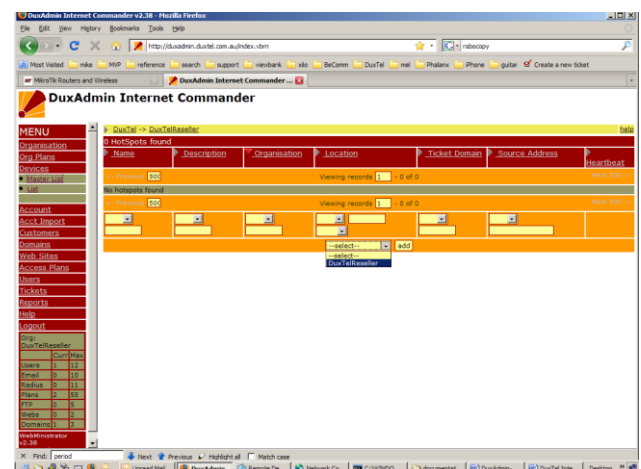
## 6.6 Add new Device/s

The DuxAdmin system identifies remote NAS devices by the source IP address of each independent device. To facilitate identification, you need to enter the details of each NAS gateway into the DuxAdmin application, associated with the customer operating that device.

To access the device management system, click *Devices* in the main menu, and then click *Master List*.

Choose the relevant customer from the select list at the base of the table, and then click *add*.

Enter the details of the customer site where the new device will be deployed, and click next.



In most cases, the optimal device type to choose will be the DuxMaster type. Select this device, then simply enter the primary MAC address of the device usually printed as the first of three addresses on the ID label fixed to the DuxMaster case.

Review the remaining parameters and update the form. Refer to the online help information for additional details about the various options.



## 7. Managing Organisation Customers

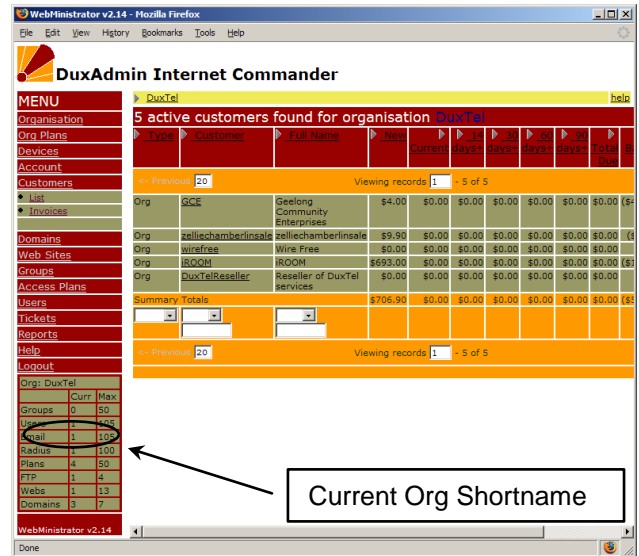
The DuxAdmin interface provides what might best be described as a WYSIWYG customer management mechanism (What *you* see is what *they* get).

What this means, is that you manage the customer services by logging in to the customer account with super-user privileges providing the ability to modify fields that are not visible, or read-only to the customer.

Although this can seem confusing at first, once you have become familiar with the process, you will discover that it is quite an intuitive method for managing and supporting your customers.

To switch between different customer accounts, click on the *Organisation* menu, and then choose *Select* to display the list of Organisational customers that you are able to manage.

When you click on the organisation *shortcode* value, the application screen will refresh, and you will be logged in as that customer. Observe that the current organisation *shortcode* is displayed at the head of the Status Table at the bottom of the list of main menu items.



## 8. Financial Accounts and Invoices

The DuxAdmin application includes a fully functional accounting system capable of tracking all customer sales and recurring fees where applicable.

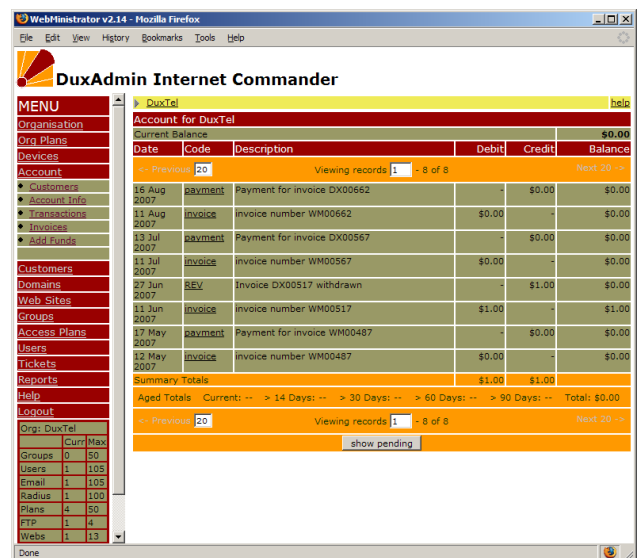
There are two parts to the accounting system that you need to understand:

### 8.1 Your Organisation Account

This account tracks fees and charges incurred by you either directly, or as a result of a sale by one of your customers.

The primary accounting activity is displayed in the transactions table. Select the *Account* menu item, and then select the *Transaction* item that appears below to view the account history. The Transactions table shows invoices as debits, and various payments and credit amounts as credits.

When a new charge is applied to your account, it is added to an open invoice (if one exists) or added to a new invoice created automatically if needed. To view all invoices, including those not yet issued, click the *Invoices* menu item (under *Account* menu)



The screenshot shows the DuxAdmin Internet Commander web interface. On the left is a menu with options like Organisation, Org Plans, Devices, Account, Customers, Domains, Web Sites, Groups, Access Plans, Users, Tickets, Reports, Help, and Logout. The main area displays the 'Account for DuxTel' page. It shows a current balance of \$0.00 and a table of transactions. The table has columns for Date, Code, Description, Debit, Credit, and Balance. Transactions include payments for invoices and invoices themselves. At the bottom, there are summary totals and a 'show pending' button.

Date	Code	Description	Debit	Credit	Balance
16 Aug 2007	payment	Payment for invoice DX00662		\$0.00	\$0.00
11 Aug 2007	invoice	invoice number WM00662	\$0.00		\$0.00
13 Jul 2007	payment	Payment for invoice DX00567		\$0.00	\$0.00
11 Jul 2007	invoice	invoice number WM00567	\$0.00		\$0.00
27 Jun 2007	REV	Invoice DX00517 withdrawn		\$1.00	\$0.00
11 Jun 2007	invoice	invoice number WM00517	\$1.00		\$1.00
17 May 2007	payment	Payment for invoice WM00487		\$0.00	\$0.00
12 May 2007	invoice	invoice number WM00487	\$0.00		\$0.00
Summary Totals			\$1.00	\$1.00	

Open invoices are automatically applied and issued on the *Billing Date* relevant for your account. Find this Billing Date by selecting the *Account Info* menu item beneath the *Accounts* menu.

When the invoice becomes applied, the invoice is displayed in the transactions list as a debit amount, and the account *balance* is updated by the invoice amount.

### 8.2 Your customer accounts

Customer accounts work exactly the same way, and can be viewed and managed by first switching to the customer Organisation Account as described in the previous chapter, and select the Account menu.



Note that when you view the accounts details of your customers, you have additional functions to work with.

Under the *Account* menu of a customer, you will see these additional items:

**Apply Credit:** Use this function to apply a credit amount or payment to the customer account.

**Apply Charge:** Use this function to apply some miscellaneous charge to the customer account. Note that when you add a charge, the item is added to an open invoice, which will not be applied until the relevant *Billing Date* for this customer.

**Charge Types:** This function allows you to create additional charge codes for use in conjunction with miscellaneous charges to the customer account.

**Recurring Charges:** Use this system to add a charge to apply at regular monthly intervals. This feature allows you to define a set number of applications, or a pre-determined period for charges to apply. For example, you may want to apply a fee of \$50 per month for 12 months, or until 31 December 2016.

There is one further tool that you will need to use for management of your customer accounts, that is provided under the master Organisation Menu.

Returning to your own Organisation view and selection of *Customers* from the main menu, the default view displays all of your customers and the current account status, including open and applied invoices, as well as the current account balance.

(You can click on the customer name under the Customer column to jump to that customer transactions list view)

The screenshot shows the DuxAdmin Internet Commander web interface. The main menu on the left includes options like Organisation, Org Plans, Devices, Account, Customers, Domains, Web Sites, Groups, Access Plans, Users, Tickets, Reports, Help, and Logout. The main content area displays a table of customers for the organisation 'DuxTel'. The table has columns for Org, Type, Customer, Full Name, New, Current, and several columns for days and totals. A summary table at the bottom shows totals for various categories.

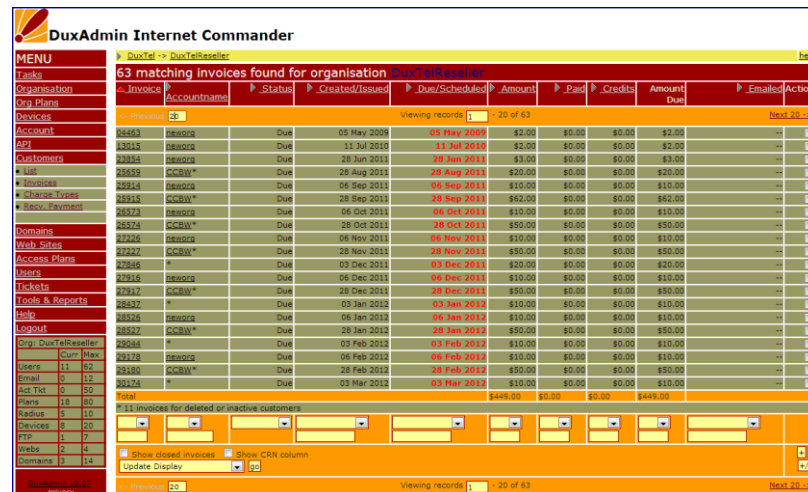
Org	Type	Customer	Full Name	New	Current	Days	Days	Days	Days	Total	Days
Org	SCE	Geelong Community Enterprises		\$4.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Org	colledechamberlinsale	colledechamberlinsale		\$9.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Org	wirefree	Wire Free		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Org	ROOM	ROOM		\$693.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Org	DuxTelReseller	Reseller of DuxTel services		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Summary Totals				\$706.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



## 8.2.1 Working with Customer Invoices

When you select *Invoices* under the Customers menu, the list of customer invoices is displayed. The invoices view provides a versatile mechanism to manage and process invoices issued by the DuxAdmin system on your behalf.

Invoices are marked in one of the following four states:



Organisation	Accountname	Status	Due/Scheduled	Amount	Paid	Credits	Amount Due	Emailed	Action
33053	resora	Due	05 May 2012	\$2.00	\$0.00	\$0.00	\$2.00		
33055	resora	Due	11 Jul 2012	\$2.00	\$0.00	\$0.00	\$2.00		
33054	resora	Due	28 Jun 2012	\$3.00	\$0.00	\$0.00	\$3.00		
33059	CBW*	Due	28 Aug 2012	\$20.00	\$0.00	\$0.00	\$20.00		
33044	resora	Due	06 Sep 2012	\$10.00	\$0.00	\$0.00	\$10.00		
33015	CBW*	Due	28 Sep 2012	\$52.00	\$0.00	\$0.00	\$52.00		
33033	resora	Due	06 Oct 2012	\$10.00	\$0.00	\$0.00	\$10.00		
33074	CBW*	Due	28 Oct 2012	\$50.00	\$0.00	\$0.00	\$50.00		
33046	resora	Due	06 Nov 2012	\$10.00	\$0.00	\$0.00	\$10.00		
33027	CBW*	Due	28 Nov 2012	\$50.00	\$0.00	\$0.00	\$50.00		
33046	*	Due	03 Dec 2012	\$20.00	\$0.00	\$0.00	\$20.00		
33016	resora	Due	06 Dec 2012	\$10.00	\$0.00	\$0.00	\$10.00		
33012	CBW*	Due	28 Dec 2012	\$50.00	\$0.00	\$0.00	\$50.00		
33037	*	Due	03 Jan 2013	\$10.00	\$0.00	\$0.00	\$10.00		
33046	resora	Due	06 Jan 2013	\$10.00	\$0.00	\$0.00	\$10.00		
33027	CBW*	Due	28 Jan 2013	\$50.00	\$0.00	\$0.00	\$50.00		
33044	*	Due	03 Feb 2013	\$10.00	\$0.00	\$0.00	\$10.00		
33018	resora	Due	06 Feb 2013	\$10.00	\$0.00	\$0.00	\$10.00		
33030	CBW*	Due	28 Feb 2013	\$50.00	\$0.00	\$0.00	\$50.00		
33074	*	Due	03 Mar 2013	\$10.00	\$0.00	\$0.00	\$10.00		
Total				\$449.00	\$0.00	\$0.00	\$449.00		
* 11 invoices for deleted or inactive customers									

**Open:** Invoice is not yet issued – additional items may yet be added, and is not yet due for payment.

**Applied:** Invoice has been finalised and issued. This invoice is due for payment within the credit terms of the customer.

**Scheduled:** Invoice has been scheduled for automatic payment (e.g. by direct debit or automatic credit card deduction)

**Paid:** Invoice is settled and closed.

There are a set of functions provided to process invoices in a number of ways. To process one or more invoices, tick the respective checkbox in the rightmost column, and click one of the following function buttons at the bottom of the display table:

**Update Display:** Refresh the invoice list to display only those items checked in the rightmost column.

**Mark As Paid:** Mark the selected invoices as paid in full, enter the payment in the customer transaction record, and update the account balance accordingly. This function will issue an email to the customer with a copy of the invoice marked as "Paid in Full"



**Payment Rejected:** Those invoices marked as scheduled will be returned to Open state, and an email containing the invoice issued to the customer.

**Issue Email:** Issue an email containing this invoice to the customer contact address.

**Delete Invoice:** Delete this invoice entirely and update the account balance to reflect the deleted invoice. **Caution:** Deleted invoices can NOT be recovered.

## 8.2.2 Receiving Customer payments

When a customer makes a payment to settle invoices generated under the DuxTel Commander system, you can apply that payment in one of two ways:

If the amount received is exactly equal to the invoice amount, you can process many payments at once under the Master Organisation account. Click on Invoices under the Customers menu, enable the checkbox beside the relevant customer invoice and then select Mark as Paid in the action list. Click **GO** to update the display, then click as mark as paid to process the payment.

DuxTel -> DuxTelReseller

63 matching invoices found for organisation DuxTelReseller

Invoice	Accountname	Status	Created/Issued	Due/Scheduled	Amount	Paid	Credits	Amount Due	Emailed	Action
04463	neworg	Due	05 May 2009	05 May 2009	\$2.00	\$0.00	\$0.00	\$2.00	--	<input checked="" type="checkbox"/>
13015	neworg	Due	11 Jul 2010	11 Jul 2010	\$2.00	\$0.00	\$0.00	\$2.00	--	<input type="checkbox"/>
23854	neworg	Due	28 Jun 2011	28 Jun 2011	\$3.00	\$0.00	\$0.00	\$3.00	--	<input type="checkbox"/>
25659	CCBW*	Due	28 Aug 2011	28 Aug 2011	\$20.00	\$0.00	\$0.00	\$20.00	--	<input type="checkbox"/>
25914	neworg	Due	06 Sep 2011	06 Sep 2011	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
25915	CCBW*	Due	28 Sep 2011	28 Sep 2011	\$62.00	\$0.00	\$0.00	\$62.00	--	<input type="checkbox"/>
26573	neworg	Due	06 Oct 2011	06 Oct 2011	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
26574	CCBW*	Due	28 Oct 2011	28 Oct 2011	\$50.00	\$0.00	\$0.00	\$50.00	--	<input type="checkbox"/>
27226	neworg	Due	06 Nov 2011	06 Nov 2011	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
27227	CCBW*	Due	28 Nov 2011	28 Nov 2011	\$50.00	\$0.00	\$0.00	\$50.00	--	<input type="checkbox"/>
27846	*	Due	03 Dec 2011	03 Dec 2011	\$20.00	\$0.00	\$0.00	\$20.00	--	<input type="checkbox"/>
27916	neworg	Due	06 Dec 2011	06 Dec 2011	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
27917	CCBW*	Due	28 Dec 2011	28 Dec 2011	\$50.00	\$0.00	\$0.00	\$50.00	--	<input type="checkbox"/>
28437	*	Due	03 Jan 2012	03 Jan 2012	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
28526	neworg	Due	06 Jan 2012	06 Jan 2012	\$10.00	\$0.00	\$0.00	\$10.00	--	<input type="checkbox"/>
Total					\$319.00	\$0.00	\$0.00	\$319.00		

\* 7 invoices for deleted or inactive customers

Showing closed invoices: ☐ Show CRN column: ☐

Mark as Paid ☒ GO

Update Display

Issue Invoice

Apply Credits

Mark as Paid

Mark as Payment Rejected

Delete

Email Invoice

Download as Spreadsheet

Viewing records 1 - 15 of 63



If you receive only one payment from a customer, or if the payment amount is not equal to a single invoice, you can apply the payment under the **Customer Organisation** account.

First switch to the customer account, then click on *Apply Credit* under the *Account* menu, and choose 'payment' as the credit type.

Enter the payment amount, and either select a specific invoice to apply the payment, choose 'oldest first' to apply to invoices in order of date issued, or just apply the payment to the customer account without matching to any invoice.

DuxTel -> DuxTelReseller [help](#)

**Add a credit**

Code:

Payment Type:  identifier:

Date:

Description:

Amount:

Apply to Invoice:



## 9. Further Assistance

For further assistance, please contact our support line either by telephone or email to:

[support@duxtel.com](mailto:support@duxtel.com)



PO Box 164, North Geelong BC  
Victoria, 3215, AUSTRALIA



0352734905  
0352751439



mail@duxtel.com.au  
www.duxtel.com.au