

Billing Guide

Webinar: [Month-end Billing Run](#)

Video: [Billing Run \(Part 1\)](#)

Video: [Billing Run \(Part 2\)](#)

Video: [Exception Reports](#)

Video: [Creating Invoices and Credit Notes](#)

Video: [Adjustments and write-offs](#)

See also our user guide on completing the month end billing run: [11. How to complete the month end billing run on HeroTill](#)

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1. Billing Setup

In order to use the billing functions the billing needs to be setup. This involves setting up the Billing setup, creating billing groups and setting up the Accounting integration. Currently, only Sage one integration is supported.

1.1 Setup steps

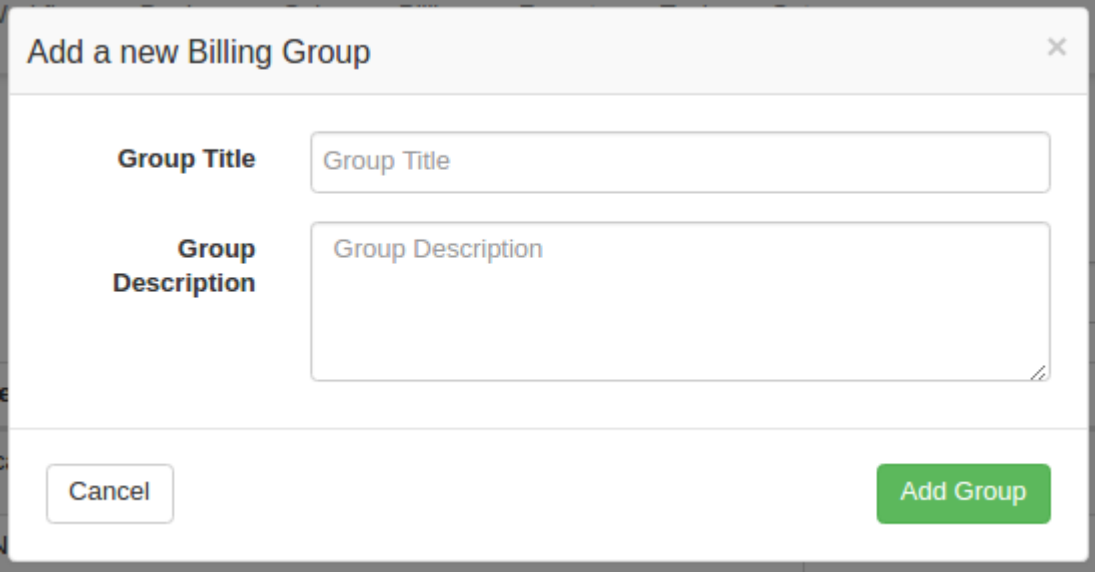
1. Go to **Billing -> Billing Setup**
2. Billing settings include:
 1. Currency
 2. Financial year end
 3. Month end cut-off
 4. VAT
3. Don't forget to click on the update button.

| Billing Settings | |
|---|---|
| Currency Symbol | <input type="text" value="R - SA Rand"/> ▼ Currency symbol to use when displaying amounts |
| Base Exchange Rate | <input type="text" value="ZAR"/> ▼ Default exchange rate to use when calculating exchange rates |
| Financial Year End | <input type="text" value="February"/> ▼ The month the financial year ends on |
| Month End Cutoff | <input type="text" value="28th"/> ▼ Last day of the month to include data topup and phone call costs. Costs incurred after this date rolls over to the next month. |
| Current Billing Period | <input type="text" value="April 2017"/> ▼ Current period to generate recurring billing and debit run batches for |
| Current Billing Range | <input type="text" value="2017-03-29"/> <input type="text" value="Until"/> <input type="text" value="2017-04-28"/> Date range to include in the current billing period |
| Date to show on Recurring Invoices | <input type="text" value="2017-04-30"/> |

| | |
|--|---|
| Recurring Invoice Due Date | <input type="text" value="2017-05-05"/> |
| Default Pay Method | <input type="text" value="EFT"/> Customisable per customer and per invoice. Used to create debit batches |
| Debit Order Run Date | <input type="text" value="2nd"/> Day of the month when debit orders will be run. Used to create debit batches Customisable per customer |
| Block Topups when Overdue | <input checked="" type="checkbox"/> ON Prevent customers from performing data topups if account 30 or more overdue. |
| Lock Product prices on Invoices | <input checked="" type="checkbox"/> ON Prevent users from editing product prices on invoice creation. Only users with 'Invoice Editing Write' permission will be able to edit product pricing on invoice creation |
| VAT Enabled | <input type="checkbox"/> OFF Show VAT amounts on pricing, invoices & statements (All costs must be entered inclusive of VAT if VAT is enabled) |
| Age Analysis Sync Time | <input type="text" value="15:00"/> Time of day to run the age analysis sync. Default is 18:00 |

1.2 Billing Groups

1. Go to **Billing -> Billing Setup -> Billing Groups**
2. Click on “**+ Add Group**”
3. Insert a Group title and a group description
4. Click on “**Add Group**”
5. At least one billing group needs to be created. Customers cannot be created without a billing group.
6. Billing groups are used to group all the customers of the same billing date, e.g. customers who want a debit order on the 1st of each month will be put in one group, so all the customers who want to be billed on a specific day will be grouped accordingly.
7. The Billing Group will be synced to sage.



Add a new Billing Group [X]

Group Title

Group Description

1.3 Invoice Setup

1. Go to **Billing -> Billing Setup -> Inv & Credit Note Setup**
2. Fill out the General Settings.
3. Add Bank Account Details
4. Setup how you want your invoices.
5. Add in Credit Note Settings.
6. Statement Settings.
7. Click update at the bottom of the page after your setup and changes has been done.

General Settings

Company Name DataTill Dev & Test Co**VAT Number** 1234567890**Postal Address** P.O. Box 10949
George
6530**Physical Address** 123 Mitchell St
George
6530**Sending Email Address** accounts@officereliance.co.za**Logo****Choose File** No file chosen

Logo to show on documents.

Ideal size should be up to 100px high and max 400px wide, with transparent background.

Bank Account Details

Bank Name Standard Bank**Bank Account No** 061149268**Bank Branch Name** York St**Bank Branch Code** 00050214

Invoice Settings

Show in Customer Portal

Invoice Message

Please use your account code {{{account_code}}} as reference when making payment

Thank you for your business.

You can reach our accounts department on {{{sending_company_tel}}} or via email at {{{sending_company_email}}}

Message to display on the bottom of all invoices. Embed fields using {{{account_code}}} or {{{document_number}}}

Send new invoices by Email

Invoice Email Message

Dear {{{customer_name}}}

Please find attached Invoice {{{document_number}}} for {{{document_amount}}}

Email content to send to customers when sending their invoices. Embed fields using {{{customer_name}}}, {{{account_code}}}, {{{document_amount}}}, {{{due_date}}}, {{{document_date}}}, {{{document_number}}}, {{{document_url}}}, {{{pay_method}}}, {{{client_portal_url}}}, {{{sending_company_name}}}, {{{sending_company_tel}}}, {{{sending_company_email}}}, {{{payment_message}}}

Direct Debit Message

This amount will automatically be deducted from your account via Direct Debit.

Message to include in invoice emails to users that pay via Direct Debit. This message can be included in the invoice message above by embedding {{{payment_message}}} in the invoice email message.

EFT Message

Please pay this invoice via EFT. When making your payment, please be sure to use your account code {{{account_code}}} as the beneficiary reference and remember to pay promptly to avoid your service being suspended.

Message to include in invoice emails to users that pay via EFT. This message can be included in the invoice message above by embedding {{{payment_message}}} in the invoice email message.

Other Payment Message

This amount will not be deducted via Direct Debit. When making your payment, please be sure to use your account code {{{account_code}}} as the beneficiary reference and remember to pay promptly to avoid your service being suspended.

Message to include in invoice emails to users that pay via means other than EFT or Direct Debit. This message can be included in the invoice message above by embedding {{{payment_message}}} in the invoice email message.

Statement Settings

Show in Customer Portal

Statement Message
Please use your account code {{{account_code}}} as reference when making payment
You can reach our accounts department on {{{sending_company_tel}}} or via email at {{{sending_company_email}}}

Message to display on the bottom of all statements. Embed fields using {{{account_code}}} or {{{document_number}}}

Statement Email Message
Dear {{{customer_name}}}
Please find attached your latest statement as at {{{statement_date}}}.
{{{sending_company_tel}}}, {{{sending_company_email}}}, {{{statement_date}}}, {{{statement_url}}}

Email content to send to customers when sending their statements. Embed fields using {{{customer_name}}}, {{{account_code}}}, {{{client_portal_url}}}, {{{sending_company_name}}}, {{{sending_company_tel}}}, {{{sending_company_email}}}, {{{statement_date}}}, {{{statement_url}}}

1.4 Accounting Integration Setup

Show in Customer Portal

Credit Note Message
This quote is valid for 30 days only.
Installations is subject to availability and weather conditions and may be rescheduled.

Message to display on the bottom of all credit notes. Embed fields using {{{account_code}}} or {{{document_number}}}

Send new Credit Notes by Email

Credit Note Email Message
Dear {{{customer_name}}}
Please find attached credit note {{{document_number}}} for {{{document_amount}}}
{{{document_date}}}, {{{document_number}}}, {{{document_url}}}, {{{pay_method}}}, {{{client_portal_url}}}, {{{sending_company_name}}}, {{{sending_company_tel}}}, {{{sending_company_email}}}, {{{statement_date}}}, {{{statement_url}}}

1. First create a dedicated API user in sage with full administrator rights, for datatill.
2. Then on HeroTill go to **Setup -> System Settings -> Accounting Integrations**.
3. Fill in these details in this form. A minimum transaction date is critical. Note for products you cannot have the same in datatill as in SageOne, so just make some slight variance of the names in either Sage or in HeroTill.
4. This is **Absolutely Critical**. If the API test is successful then you can proceed with syncing.
5. Fill in all the necessary information, Test the API.
6. If the API test is successful then update the settings. sync: item categories, analysis codes, account list and Tax rates. Make sure you click on all the sync buttons at the bottom.
7. Please avoid generating test data that you would like to delete, If you would like to delete information. please contact us and we will guide you through the correct process.

8. If you do this incorrectly you can run into major problems.
9. The 3 analysis codes are the analysis codes that can be used in Invoices. eg. the invoice can be linked to a Highsite or payment method, ect. .

SageOne API SettingsSageOne API Active

SageOne Username:

SageOne Password:

SageOne Company ID: Refresh

Default Tax Type:

Default Adjustment Account:

Analysis Code 1:

Analysis Code 2:

Analysis Code 3:

Minimum Transaction Date:
No new transactions will be allowed for any date prior to this

Add Product Prefix: Add prefix to Product Codes in SageOne?

Product Prefix:

Import new Customers: OFF Import new Customers into DataTill?

Import new Products: OFF Import new Products into DataTill?

Re-Sync Products
Pull Customers
Pull Items
Sync Item Categories
Sync Analysis Codes
Sync Accounts
Sync Tax Rates
Test API
Update

2. View Imported SageOne Data

1. Go to Billing -> SageOne Data.
2. Here you will see a list of account, bank accounts, item categories, items, customers and GL transactions.
3. These are all details that are synced with sage, They can only be edited in sage, but are used in HeroTill.

List of Accounts

15 records per page

Search:

All Account Categories Sync Accounts Refresh

Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

| Account Type | Account Name | Category | Active |
|------------------------|--------------------------|-------------------------|--------|
| Sales Accounts | 123imel was also here456 | Sales | Yes |
| Cost of Sales Accounts | a purchases account | Cost of Sales | Yes |
| General Accounts | Accounting fees | Expenses | Yes |
| General Accounts | Advertising | Expenses | Yes |
| System Accounts | Alan Test | Current Assets | Yes |
| Sales Accounts | another sales account | Sales | Yes |
| System Accounts | Bad Debts | Expenses | Yes |
| General Accounts | Bad Debts Recovered | Other Income | Yes |
| System Accounts | Bank 1 | Current Assets | Yes |
| System Accounts | Bank 2 | Current Assets | Yes |
| General Accounts | Bank Charges | Expenses | Yes |
| General Accounts | Bank Loans | Non-Current Liabilities | Yes |
| General Accounts | Bjron testing GL ACCOUNT | Cost of Sales | Yes |

List of SageOne Bank Accounts

15 records per page

Search:

Fetch Bank Accounts Refresh

Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

| ID | Account Name | Bank Account Name | Account Number | Branch Name | Branch Number | Last TXN Date | Pending Review | Integration ID | Balance |
|----|--------------------|-------------------|----------------|-------------|---------------|---------------|----------------|----------------|---------|
| 3 | Alan Test | | | Snowball | | 2016-07-20 | Yes | 176414 | |
| 1 | Bank 1 | | | 122 | | 2016-10-17 | Yes | 149901 | |
| 2 | Bank 2 | | | | | 2016-09-14 | Yes | 173154 | |
| 6 | Bjorn bank example | | | | | 2016-09-06 | Yes | 186781 | |
| 4 | Jean Bank Account | | | | | | | 176388 | |
| 5 | Mary test | | | George | | 2016-07-25 | Yes | 177712 | |
| 7 | Sage Recon2 | | | hello | | 2016-09-02 | Yes | 186874 | |
| 8 | sagepay Recon | | | hello | | 2016-09-02 | Yes | 186863 | |

Showing 1 to 8 of 8 entries

Previous 1 Next

List of SageOne Item Categories

15 records per page

Search:

Fetch Item Categories Refresh

Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

| ID | Item Category | Integration ID | Creation Date |
|----|------------------|----------------|-------------------------|
| 1 | Access Points | 369940 | 2016-03-22T14:05:35.15 |
| 2 | BANDWIDTH | 320980 | 2015-11-18T11:34:28.377 |
| 3 | Call Outs | 374329 | 2016-04-04T22:49:53.797 |
| 10 | Data Topups | 375568 | 2016-04-05T22:32:52.49 |
| 4 | Hosting Products | 371094 | 2016-03-28T03:47:15.02 |
| 5 | HOTSPOT | 369941 | 2016-03-22T14:05:36.32 |
| 6 | Installation | 371092 | 2016-03-28T02:48:19.297 |
| 7 | TOPUP | 369943 | 2016-03-22T14:05:38.213 |
| 8 | VOIP | 369942 | 2016-03-22T14:05:37.07 |
| 9 | VOIP Products | 371093 | 2016-03-28T03:45:57.813 |

Showing 1 to 10 of 10 entries

Previous 1 Next

List of SageOne Items

15 records per page

Search:

Fetch Items Refresh

| ID | Code | Description | Category ID | Category | Price | Tax ID | Integration ID |
|-----|----------------------|--|-------------|--------------------|--------|---------|----------------|
| 185 | .COMM | Silver Hosting | 371094 | Hosting Products | 0.00 | 1347519 | 14328762 |
| 805 | 0013C048AA | CANON MULTIPASS PIXMA MX-494 4 | 554589 | Personal Computers | 0.00 | 1347519 | 17108088 |
| 173 | 0022 | 54MB Monthly | 320980 | BANDWIDTH | 550.00 | 1347519 | 12798012 |
| 807 | 01-TVS-RNL-0050ING-0 | TOTAL VALUE SUBSCRIPTION RENEWAL | 554589 | Personal Computers | 0.00 | 1347519 | 17108090 |
| 348 | 018B | EUROLUX 6 PANEL DOWN FACING LANTERN | 554586 | Installation Costs | 0.00 | 1347519 | 17107631 |
| 31 | 0245 | 0245 | 369943 | TOPUP | 0.00 | 0 | 8392262 |
| 32 | 1 | NEC NP18LP ORIGINAL LAM WITH NEUTRAL HOU | 554586 | Installation Costs | 0.00 | 1347519 | 8443811 |
| 305 | 1.350 | 24-CORE HDD CABLE S/M CST(600M DRUM+ 750 | 554588 | Fibre Cost | 0.00 | 1347519 | 17107588 |

List of SageOne Customers

15 records per page

Search:

Fetch Customers Refresh

| Customer Name | Category ID | Category | Contact | Tel | Mobile | Email | Balance | VAT No | Postal Address | Delivery Address | Integration ID | Matched ID |
|-------------------------------|-------------|-------------|---------|-----|--------|-------|-----------|--------|----------------|------------------|----------------|------------|
| Alexander Forbes (ALE001) | 230424 | OR Tentants | | | | | 113293.71 | False | | | 5197816 | 7 |
| api company (api) | 230424 | OR Tentants | | | | | -1290.15 | | | | 5197840 | 36 |
| Baharini Guest House (BAH001) | 230425 | Other | | | | | 2887.20 | False | | | 5197819 | 9 |
| Boonbase | | | | | | | 0.00 | | | | 5197813 | 4 |
| byron (#hfjefrhejk) | 205309 | Call Answer | | | | | 0.00 | | | | 5391565 | 63 |

List of General Ledger Transactions

15 records per page

Search:

Import GL Transactions Refresh

| Txn Date | Txn Type | Reference | Description | Account | Contra Account | Debit | Credit | Tax Type | Account Category |
|------------|-----------------|-----------------|-----------------|-------------------|---------------------------|-------------|-------------|----------|---------------------|
| 2015-12-01 | Tax Invoice | INV0000041 | | Sales | Alexander Forbes (ALE001) | | R 10,000.00 | No Tax | Sales |
| 2015-12-01 | Tax Invoice | INV0000041 | | VAT Payable | Alexander Forbes (ALE001) | | | No Tax | Current Liabilities |
| 2015-12-01 | Tax Invoice | INV0000041 | | Sales | Alexander Forbes (ALE001) | | R 5,000.00 | No Tax | Sales |
| 2015-12-01 | Opening Balance | Opening Balance | Opening Balance | Sales | Opening Balance | | R 75,090.33 | No Tax | Sales |
| 2015-12-01 | Opening Balance | Opening Balance | Opening Balance | Trade Receivables | Opening Balance | R 75,104.45 | | No Tax | Current Assets |
| 2015-12-01 | Opening Balance | Opening Balance | Opening Balance | VAT Payable | Opening Balance | | R 14.12 | No Tax | Current Liabilities |
| 2015-12-01 | Tax Invoice | INV0000041 | | Trade Receivables | Alexander Forbes (ALE001) | R 15,000.00 | | No Tax | Current Assets |

Sage One Sync queue

1. Go to **Billing -> SageOne Data -> Sync Queue**.
2. Any records that do not sync successfully will be listed here.
3. You can try and sync items individually by clicking on the little refresh button on each row.
4. **Check the sync queue regularly to see if there are any syncing errors.**

SageOne Sync Queue

Customers 3 Error 63 Done | Products 170 Done | Analysis Codes 1 Error 12 Done | All States | All Sources | Re-Sync | Refresh

15 records per page | Search: | Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

| Row Num | Record Source | Record ID | Record Type | Code | Title | Integration ID | Status | Date | |
|---------|---------------|-----------|-------------|--------|-------|----------------|--------|---------------------|--|
| 1 | Customer | 1 | Company | OFF001 | | 5355992 | OK | 2017-04-29 14:22:00 | |
| 2 | Customer | 8 | Company | GAR001 | | 5197817 | OK | 2017-04-29 14:21:56 | |
| 3 | Customer | 9 | Company | BAH001 | | 5197819 | OK | 2017-04-29 14:21:57 | |
| 4 | Customer | 11 | Company | DAT001 | | 5197822 | OK | 2017-04-29 14:21:58 | |
| 5 | Customer | 14 | Company | GRO001 | | 5197825 | OK | 2016-04-30 21:38:03 | |
| 6 | Customer | 18 | Individual | IME001 | | 5197827 | OK | 2017-04-29 16:58:02 | |
| 7 | Customer | 19 | Company | HER001 | | 5197828 | OK | 2017-04-26 14:33:40 | |

3. Product Pricing

3.1 Product Types

1. Go to **Billing -> Products -> Product Types**.
2. These are basically product groups.
3. Each type is dependent on a SageOne category, Therefore the product type needs to first be created in SageOne and then created here.

Product Types

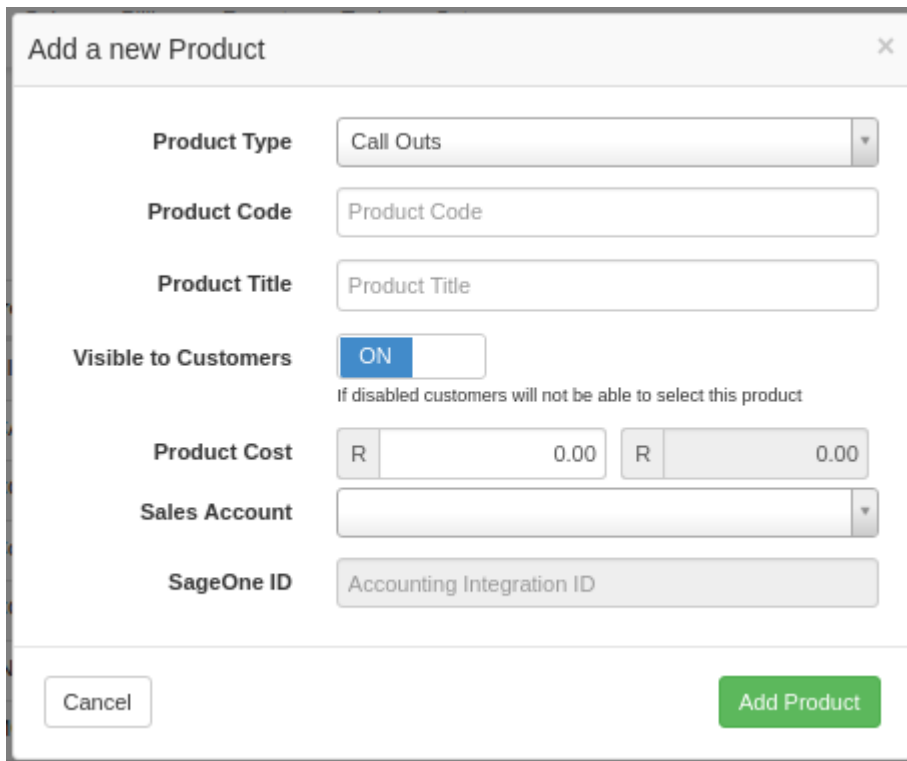
Normal | + Add Product Type | Refresh

Show 15 Rows | Search: | Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

| Product Type | Description | Recurring | SageOne Category | Integration ID | Category Creation | |
|------------------|-----------------|-----------|------------------|----------------|-------------------------|--|
| BANDWIDTH | Data Products | Yes | BANDWIDTH | 320980 | 2015-11-18T11:34:28.377 | |
| Call Outs | | | Call Outs | 374329 | 2016-04-04T22:49:53.797 | |
| Connectivity | Connectivity | Yes | Hosting Products | 371094 | 2016-03-28T03:47:15.02 | |
| DOMAIN_HOSTING | Domain Products | Yes | Hosting Products | 371094 | 2016-03-28T03:47:15.02 | |
| Hardware | | | Installation | 371092 | 2016-03-28T02:48:19.297 | |
| Hosting Products | | Yes | Hosting Products | 371094 | 2016-03-28T03:47:15.02 | |

3.2 Non-Data Products

1. Go to **Billing -> Products -> Non Data Products**.
2. Click on + Add Product to create a product.
3. Add you desired product. There can be many products for each product type.
4. Each Product is linked to a Sales Account, these Sales accounts come from Sage, so if you need a sales account not listed then it needs to be created in Sage.
5. Products cannot be disabled for selection.
6. Make sure to add in a product cost.



Add a new Product [X]

Product Type Call Outs

Product Code Product Code

Product Title Product Title

Visible to Customers ON
If disabled customers will not be able to select this product

Product Cost R 0.00 R 0.00


Sales Account

SageOne ID Accounting Integration ID

Cancel Add Product

3.3. Data Products

These are just your Radius Data Packages.

1. They can be added by either going to **Radius -> Data Packages** or **Billing -> Products -> Data Products**.
2. Click on  to add a data packages
3. See the [Radius Guides](#) on how data packages work.

Add a new Package
✕

Primary Details

Billing

| | |
|----------------------------------|--|
| Package Code | <input type="text" value="Package Code"/> |
| Package Title | <input type="text" value="Package Title"/> |
| Product Group | <input type="text" value=""/> ✕ ▼ |
| Radius Service | <input type="text" value=""/> ▼ |
| Monthly Cap Size | <input type="text" value="0"/> <input type="text" value="KB"/> This overrides any pre-set Radius Service Monthly Data Limit |
| Uncapped Product | <input type="checkbox"/> OFF Shows product in appropriate category on signup forms |
| Auto Rollover | <input type="checkbox"/> OFF These package will continuously rollover once capped. A service once capped is required |
| Add Overusage on Topup | <input type="checkbox"/> OFF When a topup is applied, overusage data will be added to the topup |
| Visible to Admin Users | <input checked="" type="checkbox"/> ON If disabled admin users won't be able to select this product when editing radius accounts |
| Visible to Customers | <input checked="" type="checkbox"/> ON If disabled customers won't be able to select this product when signing up or switching packages |
| Show Cap on Usage reports | <input checked="" type="checkbox"/> ON If hidden the Cap Size above acts as a softcap in conjunction with the Service below |
| IP Pool | <input type="text" value="IP Pool"/> |
| IP Pool once Capped | <input type="text" value="IP Pool once Capped"/> |
| Service once Capped | <input type="text" value=""/> ✕ ▼ |

Cancel
Add Package

3.4 Data Pricing Matrix

Please refer to the [Radius Guide](#) for a better explanation of this.

This page is part of Radius. The data pricing matrix is an easy way to create and manage related Radius data products. Each Pricing Cell represents a Radius Data Package. Each row The Unshaped button just add a 'U' or a 'S' to end of the Product code for the data


























packages. You can view the various product code's by hovering your mouse over the cells.

4. Finance


4.1 Invoices

Invoices Screen Total: R 74,040.20 [Create Invoice](#) [Push Selected to Sage](#) [Push All to Sage](#) [Remove Invoices](#) [Refresh](#)



15 records per page Search: [Copy Columns Clipboard](#) [Export Columns CSV](#) [Export Columns Excel](#) [Show / Hide Columns](#)

| Account Code | Period | Customer | Reference | Document Date | Due Date | Document No | Pay Method | Paid | Document Amount | |
|----------------|----------|-------------|-----------|---------------|------------|-------------|--------------|---------|-----------------|---|
| ABC001 | May 2017 | abc trading | d | 2017-05-12 | 2017-05-17 | INV0000222 | EFT | Unpaid | R 350.00 |      |
| ABC001 | May 2017 | abc trading | test | 2017-05-11 | 2017-05-16 | INV0000221 | EFT | Unpaid | R 599.00 |      |
| IME004 | May 2017 | imel | test | 2017-05-11 | 2017-05-11 | INV0000220 | Direct Debit | Overdue | R 551.70 |      |
| ABC001 | May 2017 | abc trading | 1212 | 2017-05-09 | 2017-05-14 | INV0000219 | EFT | Unpaid | R 522.50 |      |
| TES011_deleted | May 2017 | test | JOB000024 | 2017-05-08 | | JOB000024 | | Paid | R 599.00 |      |

In the screenshot, you can see the invoices page. It gives you a list of all the invoices that have been created. To create an invoice, click on the **“Create Invoice”** button. While the invoice is still in draft status, you will be able to **“edit”** the invoice details as well as **“Remove Invoices”**.

Once an invoice has been created, it has to be generated. To do this click on . Once generated, the invoice will be synced with Sage one and HeroTill will generate a .pdf version and email it to the client. Once the invoice has been generated, you will not be able to edit it again which is why you need to be sure that the invoice is 100% correct before pressing the generate button.

To send the invoice to the client, you can:

- Download the invoice by clicking on  and add it to your ticket.
- Click on  to send it to the client or an alternative email address.

4.1.1 Creating a New Invoice:

The important thing to remember when creating invoices is to add the analysis codes. You can add these by scrolling all the way right on the invoice pop-up screen. The analysis codes are usually as follows: High site, Jobs and Projects. You can, however, change the analysis codes according to your needs in the Accounting integration settings. The analysis codes need to be set up in Sage One first though and will then be imported from Sage One to HeroTill.

Add a new Invoice ✕

Customer

Customer Reference

Pay Method

Invoice Date

Due Date

Document No

Process Date

| Product Type | Product | Description | Qty | Incl Price | VAT Type | Disc % | Discount | Excl Price | VAT | Total |
|----------------------|----------------------|-------------|-----|------------|----------|--------|----------|------------|--------|--------|
| <input type="text"/> | <input type="text"/> | Description | 1 | 0.00 | Stand... | 0.00 | R 0.00 | R 0.00 | R 0.00 | R 0.00 |

+ Add Another Line

Categories

Invoice Message

Total Discount

Total Exclusive

Total VAT

Total

Create Invoice

1. Start by going to **Billing -> Invoices**.
2. Click Create Invoice to bring up the create invoice menu.
3. Select the **Customer** that is being invoiced.
4. Select the **Payment Method**.
5. Make sure the **Invoice Date** and the **Due Date** is correct.
6. Add a **Customer Reference** if necessary (this could be a ticket number in most cases).
7. Add the **Product Type** on the first line.
8. Then add the **Product** on the same line.
9. Double check if the **Prices** are correct.
10. You can bill the same product more than once by increasing the **Qty** from 1 to how many you need.
11. Click + Add Another Line to add another **Product** line.
12. You can select a **Catagory** if necessary.
13. You can type an **Invoice Message** if necessary.

*If the Select Customer menu does not work properly then try using Google Chrome. Make sure that there is a minimum transaction date set in the accounting integration settings. For the customer reference, try using the ticket number if a ticket exists.

4.1.2 Recurring Invoices

Recurring invoices are invoices that are **repeatedly** created at a set date and for a set period. HeroTill will only generate recurring invoices for clients who have a constant month


to month service with you. The product for which you would like to invoice must also be listed in datatill. All the Recurring Invoices will auto generated at the specified date you choose for your billing run. Please see the screenshot below to see what fields a recurring entry has. Recurring invoices can be used for the following examples.

- Monthly capped or uncapped packages.
- Monthly domain renewals.
- etc.

Add a new Recurring Billing Entry ×

| | |
|-------------------------|---|
| Customer | <input type="text" value="Customer"/> |
| Product Type | <input type="text" value="Data Products"/> |
| Product | <input type="text"/> |
| Categories | <input type="text" value="Select One or more Categories"/> |
| Description | <input type="text" value="Description"/> |
| Start Date | <input type="text" value="2017-05-12"/> |
| Interval | <input type="text" value="Monthly"/> |
| End Date | <input type="text" value="End Date"/> |
| Recurring Amount | <input type="text" value="R 0.00"/> <input type="text" value="R 0.00"/> |
| Discount Percent | <input type="text" value="0.0"/> % |
| Discount Amount | <input type="text" value="R 0.00"/> <input type="text" value="R 0.00"/> |
| Recurring Total | <input type="text" value="R 0.00"/> <input type="text" value="R 0.00"/> |
| Enabled | <input checked="" type="checkbox"/> |

1. Go to **Billing -> Recurring Billing -> Recurring Billing Entries**.
2. Click to add a recurring entry.
3. Select the **Customer** for which the recurring billing is.
4. Select the **Product Type**.
5. Select the **Product**.
6. Select a **Category** if necessary.
7. Type in a **Description** of the recurring billing if necessary.
8. Set a **Start Date** for the recurring billing.

9. Set the **Interval** for the recurring billing (Weekly, Monthly, Bi Monthly, Quarterly, Bi Yearly, Yearly).
10. Set the **End Date** for the recurring billing.
11. Set the **Recurring Ammount**.
12. You can add a **Discount** if necessary.
13. **Enable** or **Disable** the recurring billing by clicking on the on/off switch if in use or not.
14. Then once all this has been done click  to add the recurring entry.

4.2 Credit Notes

Credit notes work similar to invoices in HeroTill, so they also need to be generated. To generate a credit invoice you need the “modify accounting adjustments permissions”. Once generated the credit note will be pushed through to Sage and the customer will be sent the credit note.

Add a new Credit Note ✕

Customer

Customer Reference

Original Invoice

Credit Note Date

Document No

Process Date

| Product Type | Product | Description | Qty | Incl Price | VAT Type | Disc % | Discount | Excl Price | VAT | Total |
|--------------|---------|-------------|-----|------------|----------|--------|----------|------------|--------|--------|
| | | Description | 1 | 0.00 | Stan... | 0.00 | R 0.00 | R 0.00 | R 0.00 | R 0.00 |

+ Add Another Line

Categories

Credit Note Message


Total Discount

Total Exclusive

Total VAT

Total

Cancel
Create Credit Note

1. Go to **Billing -> Credit Notes**.
2. Click on  to create a **Credit Note**.
3. Select the **Customer** for which this credit note is for.
4. Select the **Original Invoice** that needs to be credited.
5. Set the **Credit Note Date**.
6. If there is no original invoice then you can manually add the products in the **Product Line** by adding the **Product Type, Product, Description, Qty,**

and **Incl Price.**

4.3 Adjustments

Adjustments

Screen Total: R 112,372,978.50 + Create Adjustment Push All to Sage Refresh

15 records per page Search:

Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

| Period | Customer | Reference | Document Date | Affected Account | Document No | Document Amount | |
|----------------|---------------------------------|-------------------------|---------------|---------------------------|-------------|-----------------|--|
| March 2017 | Jessica Company 2 | Balance Brought Forward | 2017-03-03 | Bjron testing GL ACCOUNT | | R 5,000.00 | |
| March 2017 | Jessica Company 2 | Balance Brought Forward | 2017-03-03 | Bjron testing GL ACCOUNT | | R 5,000.00 | |
| March 2017 | Jessica Company 2 | Balance Brought Forward | 2017-03-01 | Bjron testing GL ACCOUNT | | R 5,000.00 | |
| October 2016 | !Unallocated Receipts Customer | rpc00014 | 2016-10-17 | Suspense Transfer Account | CADJ0000031 | R 2,850.00 | |
| September 2016 | Bjron Testing example testing 2 | Task 2.0 | 2016-09-06 | Advertising | CADJ0000029 | R 49.00 | |
| August 2016 | Training Client | RCP0000009 | 2016-08-31 | Suspense Transfer Account | CADJ0000028 | R -3,100.00 | |

Adjustments are used to load balance brought forward etc.

Add a new Adjustment ✕

| | |
|--|--|
| <p>Customer <input type="text" value="Select a customer"/></p> <p>Customer Age Analysis</p> <p>Customer Reference <input type="text" value="Customer Reference"/></p> <p>Description <input type="text" value="Description"/></p> <p>Comments <input type="text" value="Comments"/></p> <p>Categories <input type="text" value="Categories"/></p> <p>Analysis Codes <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/></p> | <p>Document No <input type="text" value="Pending"/></p> <p>Process Date <input type="text" value="Pending"/></p> <p>Adjustment Date <input type="text" value="2017-05-12"/></p> <p>Affected Account <input type="text" value="Accounting fees"/></p> <p>Vat Type <input type="text" value="Standard Rate"/></p> <p>Total Exclusive R <input type="text" value="0.00"/></p> <p>Total VAT R <input type="text" value="0.00"/></p> <p>Total R <input type="text" value="0.00"/></p> |
|--|--|

1. Go to **Billing -> Adjustments.**
2. Click on + Create Adjustment to create a **Adjustment.**
3. Select the **Customer** that requires the adjustment.
4. Add a **Customer Reference** if necessary.
5. Add a **Description** for the adjustment.
6. Add **Comments** if necessary.
7. Select **Categories** that are related to the adjustment.
8. Set **Analysis Codes** if necessary.

9. Set the **Adjustment Date**.
10. Select the **Affected Account** (SageOne Account).
11. Select the **Vat Type** if not using the default vat rate.
12. Type in the **Total** of the adjustment.




















4.4 Write-Offs

Write Offs

Screen Total: R 123,458,064.00
[+ Create Write Off](#)
[Push All to Sage](#)
[Refresh](#)

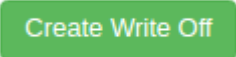
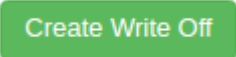
15 records per page

[Copy Columns Clipboard](#)
[Export Columns CSV](#)
[Export Columns Excel](#)
[Show / Hide Columns](#)

| Period | Customer | Reference | Document Date | Document No | Document Amount | |
|--------------|-----------------|-----------|---------------|-------------|-----------------|---|
| March 2017 | Training Client | asdf | 2017-03-03 | | R 200.00 |     |
| March 2017 | Training Client | asdf | 2017-03-03 | | R 200.00 |     |
| March 2017 | Training Client | asdf | 2017-03-03 | | R 200.00 |     |
| March 2017 | API's Company | 1 | 2017-03-03 | | R 120.00 |     |
| October 2016 | Training Client | asdf | 2016-10-17 | WRI0000014 | R 200.00 |    |

Add a new Write Off ✕

| | |
|--|---|
| <p>Customer <input type="text" value="Select a customer"/></p> <p>Customer Age Analysis</p> <p>Customer Reference <input type="text" value="Customer Reference"/></p> <p>Description <input type="text" value="Description"/></p> <p>Categories <input type="text" value="Categories"/></p> | <p>Document No <input type="text" value="Pending"/></p> <p>Process Date <input type="text" value="Pending"/></p> <p>Write Off Date <input type="text" value="2017-05-12"/></p> <p>Total R <input type="text" value="0.00"/></p> |
|--|---|

1. Go to **Billing -> Write Offs**.
2. Click  to add a write off.
3. Select the **Customer** that needs the write off.
4. Add in a **Customer Reference**.
5. Add in a **Description** for the write off.
6. Add in a **Category** if necessary.
7. Set the **Write Off Date**.
8. Set the **Total** of the write off.
9. Click  to create the write off.

4.5 All Documents

Go to **Billing -> All Documents**.

This is a list of all the finance documents in HeroTill. ie Invoices, CreditNotes, Adjustments and Write Offs.





















All Documents

Select one or more Categories: All Customer Groups All Months Refresh

15 records per page

Search:

Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

| Accounting Code | Period | Document Type | Customer | Reference | Document Date | Document No | Created By | Completed By | Amount | |
|-----------------|----------|---------------|---------------------|-----------|---------------|-------------|-----------------|-----------------|-------------|---|
| ABC001 | May 2017 | Invoice | abc trading | d | 2017-05-12 | INV0000222 | Cornel Ellis | Cornel Ellis | R 350.00 |    |
| ABC001 | May 2017 | Invoice | abc trading | test | 2017-05-11 | INV0000221 | JD Oberholster | JD Oberholster | R 599.00 |    |
| IME004 | May 2017 | Invoice | imel | test | 2017-05-11 | INV0000220 | JD Oberholster | JD Oberholster | R 551.70 |    |
| ABC001 | May 2017 | Invoice | abc trading | 1212 | 2017-05-09 | INV0000219 | Imel Rautenbach | Imel Rautenbach | R 522.50 |    |
| TES011_deleted | May 2017 | Invoice | test | JOB000024 | 2017-05-08 | JOB000024 | Imel Rautenbach | | R 599.00 |     |
| JEN002_deleted | May 2017 | Invoice | Jennifer du Plessis | JOB000028 | 2017-05-04 | JOB000028 | du Plessis | | R 30,100.00 |     |

4.6 Age Analysis











Customer Age Analysis

All Customer Groups Send Statements Sync Age Analysis Sync Receipts Refresh

15 records per page

Search:

Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show / Hide Columns

| Account Code | Customer | Contact Name | Mobile No | Email | 120 Days+ | 90 Days | 60 Days | 30 Days | Current | Total | |
|--------------|---------------------------------|---------------------------------|------------|------------------------|--------------------|---------|---------|---------|---------|--------------------|---|
| API001 | API's Company | Api User | 0448135000 | info@datatill.com | R 2,395,179,733.93 | | | | | R 2,395,179,733.93 |   |
| 1232313 | Bjorn Testing example testing 2 | Bjorn Testing example testing 2 | 0796979045 | cornel@buluut.co.za | R 11,400,000.00 | | | | | R 11,400,000.00 |   |
| BAH001 | Baharini Guest House | Lucy Rautenbach | 0825203743 | imel@oulap.com | R 89,005.15 | | | | | R 89,005.15 |   |
| OFF001 | Office Reliance CC | Imel Rautenbach | 0825203743 | imelsr@gmail.com | R 34,343.29 | | | | | R 34,343.29 |   |
| GAR001 | Garden Route ICT Incubator | Imel Rautenbach | 0825203743 | imel@grincubator.co.za | R 14,060.00 | | | | | R 14,060.00 |   |

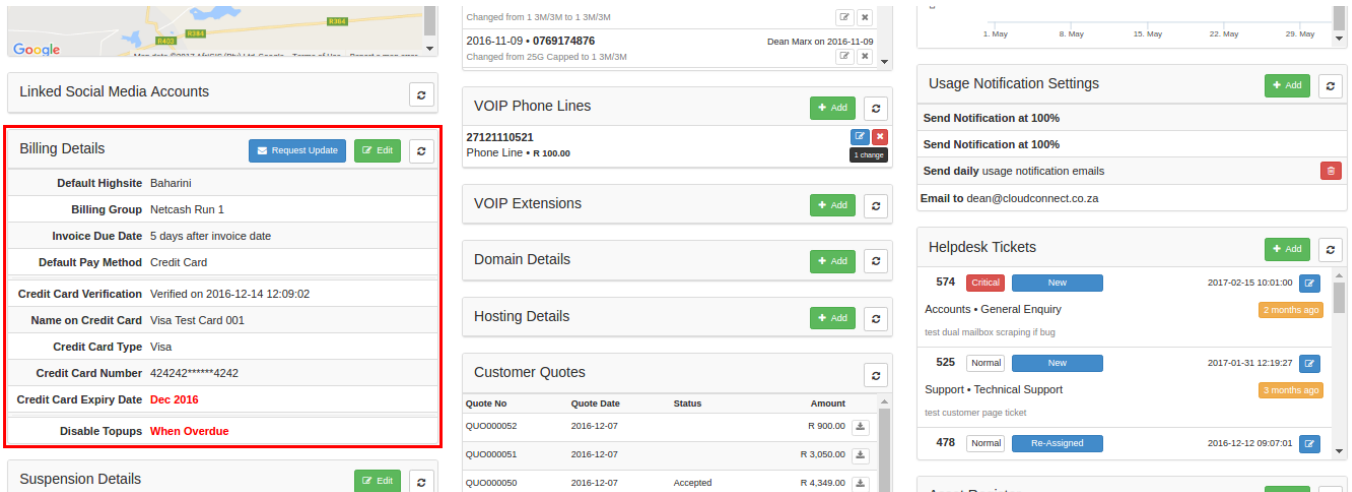
5. Finance in the customer menu

These are the finance forms found in the customer menu. Go to customers->Total Usage List->Edit and the forms will be at the bottom left of the page. The Finance info in the edit customer screen.

Go to the customer menu. (Go to **Customers -> Edit Customers** and search the customer name or code)

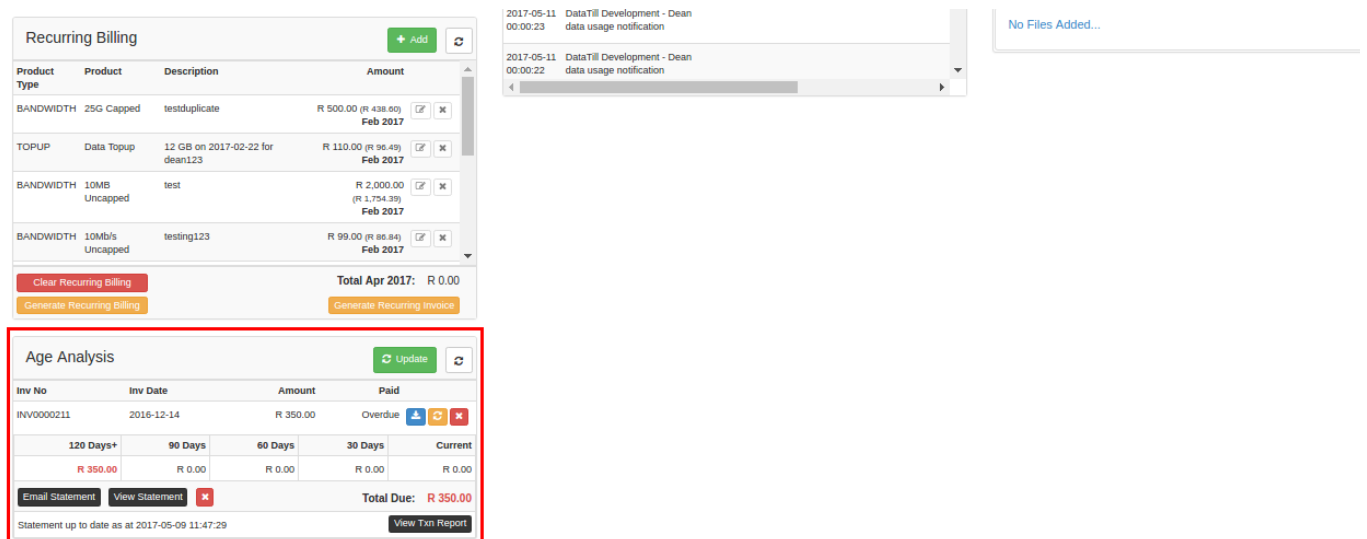
5.1 Billing Details

each customer has a default highsite. this will be the default highsite selected for invoices.



5.2 Age Analysis

All the invoices pertaining to the customer can be viewed here.



| Product Type | Product | Description | Amount |
|--------------|-----------------|---------------------------------|-------------------------------------|
| BANDWIDTH | 25G Capped | testduplicate | R 500.00 (R 438.00) Feb 2017 |
| TOPUP | Data Topup | 12 GB on 2017-02-22 for dean123 | R 110.00 (R 96.49) Feb 2017 |
| BANDWIDTH | 10MB Uncapped | test | R 2,000.00 (R 1,794.39) Feb 2017 |
| BANDWIDTH | 10Mb/s Uncapped | testing123 | R 99.00 (R 86.84) Feb 2017 |

| Inv No | Inv Date | Amount | Paid |
|------------|------------|----------|---------|
| INV0000211 | 2016-12-14 | R 350.00 | Overdue |

6. Debit-Run Batches

Generate Debit Batches

Generate Debit Batches

May 2017 Invoices From Generate Batch Refresh

Batch contents are generated from all the completed invoices (posted to SageOne) that are marked as payable via Direct Debit

15 records per page

Search: Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

| Month | Date From | Date To | Batch Description | Batch Breakdown | Number Customers | Batch Total | |
|------------|------------|------------|-------------------------|--|------------------|-------------|---|
| 2016-07-01 | 2016-07-12 | 2016-07-13 | testy | | 0 | R 0.00 | ⚙ ✖ |
| 2016-06-01 | 2016-05-26 | 2016-06-25 | Generated on 2016-06-27 | ⬆ R 15,550.00 on 2016-07-01 ⬆ R 111.00 on 2016-07-03 | 9 | R 10,175.05 | ⚙ ✖ |
| 2016-05-01 | 2016-04-01 | 2016-05-04 | my batch | ⬆ R 17,254.50 on 2016-06-01 ⬆ R 101.00 on 2016-06-03 | 9 | R 17,355.50 | ⚙ ✖ |

Showing 1 to 3 of 3 entries

Previous 1 Next

1. Go to **Billing -> Debit Run Batches -> Generate Debit Batches.**
2. Select the Debit Date month and year.
3. Add in a Batch Discription.
4. Set the Invoices From an Invoices Till date.
5. Click Generate Batch to generate the batch.
6. Click on the blue Batch Breakdown button to download the debit batch in .csv format.
7. Not that you can click ⚙ to re-generate the debit batch if necessary.

7. Customer Portal

Here is a snapshot of what billing information the customer can see in the customer portal. The customer must log into the portal and click on the billing tab.

Account Info
 Billing - R 350.00
 Usage - 0.0%
 Helpdesk Tickets 7

Billing Summary for Dean - DEA001
⬆ Statement

| Type | Number | Date | Due Date | Amount |
|---------|------------|------------|------------|--|
| Invoice | INV0000211 | 2016-12-14 | 2016-12-19 | R 350.00 ⬆ |

See also our user guide on completing the month end billing run: [11. How to complete the month end billing run on DataTill](#)