

1. Introduction

Data top-ups can be done by either providing the customers with predefined top-ups or allowing them to choose their own top-up size. Top-ups can be done via any one of the following manners (depending on your setup):

- Customer mobile app
- Customer portal
- Customers call in and requests a top-up
- By sending a top-up SMS.
- Automatic top-ups set up on the customer profile.

This manually will specifically focus on setting up your top-ups as well as how to enable to SMS top-up functionality.

2. How to set up your top-ups

Your top-ups can be set up in two different ways:

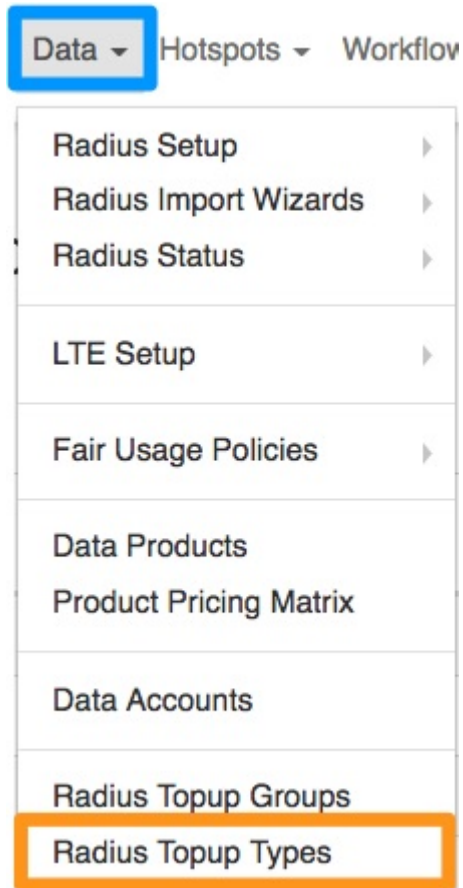
- Predefined fixed top-ups
- Top-ups for specific data products.

Please note that you will only be able to choose one of the top methods.

2.1. Radius Top-up Types

Using the radius top-up types will allow you to create global top-ups which will then be

applied to all customers, no matter on which data product they are. To do this, go to “Data” and then click on the “Radius Topup Types” option.









On the following screen, you will be able to see a list of all your current top-up types.

Topup Types

Enabled Normal + Add Topup Type Refresh

Show 10 Rows

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

Topup Title	Size	Cost	Available via SMS	Available on Website	Available for these Customer Groups	SageOne ID	
Holiday	50.0 GB	R 100.00	Yes	Yes	All		 
Sho test pop up type	2.0 GB	R 20.00	Yes	Yes	Sho topup group		 
Test	1.0 GB	R 10.00	Yes	Yes	Test		 

2.1.1. Adding new top-up types







To add a top-up type, click on the **“Add Topup Type”** button.

Topup Types

Enabled Normal + Add Topup Type Refresh

Show 10 Rows

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

Topup Title	Size	Cost	Available via SMS	Available on Website	Available for these Customer Groups	SageOne ID	
Holiday	50.0 GB	R 100.00	Yes	Yes	All		 
Sho test pop up type	2.0 GB	R 20.00	Yes	Yes	Sho topup group		 
Test	1.0 GB	R 10.00	Yes	Yes	Test		 

You will now see the following screen:

Add a new Topup Type ✕

Topup Title	Topup Title	
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Topup Size	0	GB	▼
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Topup Cost	R	0.00	Incl VAT
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Available in SMS Replies	Yes
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Available on Website	Yes
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Available for all Topup Groups	Yes
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Enabled	Yes
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SageOne ID	Accounting Integration ID
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Cancel

Add Product

- Black:** Here, you will need to give your top-up a name.
- This section, will allow you to determine what size the top-up should be. You will need to enter the top-up size and then you will be able to choose between the following from the drop-down menu:
- Yellow:**
- Kb
 - MB
 - GB
 - TB
- Red:** Here, you will need to enter the top-up price.
- This option will allow you to determine whether this top-up is available in SMS replies. If not, please ensure that this top-up is not added to the SMS top-up suffix (section 3.3.)
- Orange:**
- Pink:** Here, you will be able to determine whether this top-up should be available from your website.
- Purple:** Please note that this function is currently still under development.
- Light Blue:** This section will allow you to determine whether the top-up is currently available for customers to use or not.
- Dark Blue:** Please note that if you are integrated with SageOne, then this section will automatically be populated once the product is created and has successfully synced with SageOne.

After adding all the details, click on the “**Add Product**” button.

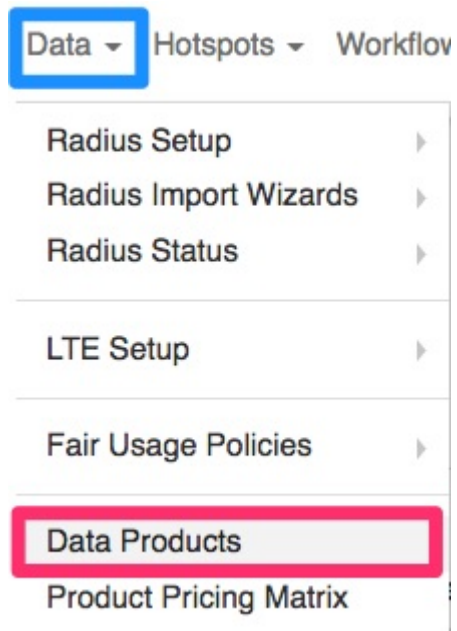
2.2. Data Product Top-ups

The second method which can be used is to determine the top-up price on the specific data product. This means, when creating the original data product, you will determine what the top-up cost should be. You will then also be able to overwrite the top-up cost for specific customers.

2.2.1. Default pricing

This section will show you how to set up the default pricing for a Data Product. This means that all customers using this data product will be billed the default pricing amount - unless otherwise specified on the specific customer profile (section 2.2.2.). This can be used to determine the different top-up prices for business, premium or home users i.e. premium users pay R15 per GB where a home users pays R10 per GB.

To set up your top-up prices for data products, go to “[Data](#)” and then click on “[Data Products](#)”.



Find the data product which you would like to amend and then click on the “**Edit**” button found on the right-hand side of the screen.

Data Products

All Product Groups | All Speed Boost Policies | All Speed Limit Policies | Select one or more Labels | Enabled | Normal | + Add Product | Refresh

Show 10 Rows

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

Type	Code	Product Title	Monthly Cap	Product Speed	Action once Capped	Monthly Cost	Topup Cost	Visible to Admins	Visible to Public	Num Users	Product Group	Labels
Radius	100Mbs Symmetrical Uncapped ISP	100Mbs Symmetrical Uncapped ISP	100.0 GB	100 Mb/s Down, 100 Mb/s Up	Hard Cap			Yes	Yes		UNC	
Radius	10MBPS Home	10Mb/s Uncapped	1.0 GB	10 Mb/s Down, 10 Mb/s Up	1 Mb/s Down, 1 Mb/s Up	R 799.00	R 30.00	Yes		39		10 Mbit/s Wireless Wireless Uncapped Products

On the following pop-up screen, go to the **“Billing”** tab. In the **red** section, you will be able to determine what customers using this package should pay for top-ups.

*Please note that this will be applied to all customers using this package - unless otherwise determined on the customer profile.

Edit Data Product #34 ×

[Primary Details](#) [Data Limits](#) [Radius Attributes](#) **[Billing](#)** [Note](#) [Audit](#)

Monthly Cost	R	0.00	Incl VAT
Topup Cost / GB	R	0.00	Incl VAT

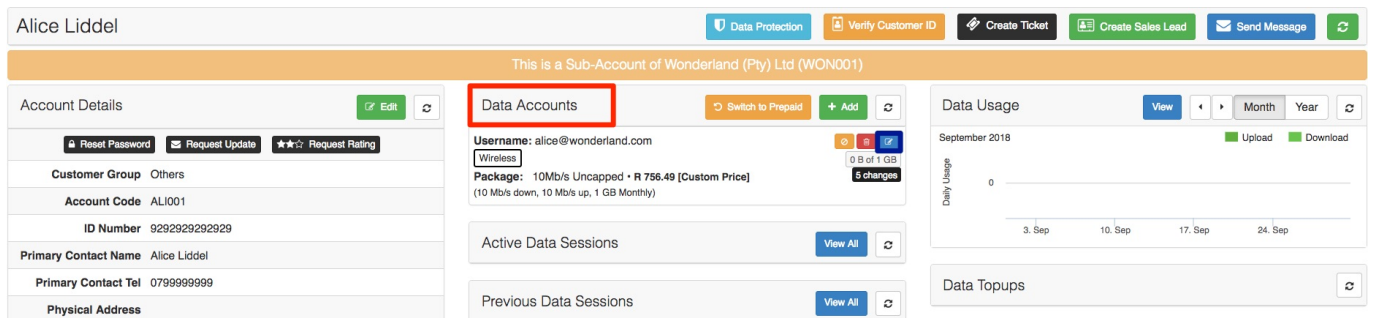
Commission Category Wireless - 10.00 % × ▾

Close Delete Disable Save Changes

Remember to click on the “**Save Changes**” button after making any changes.

2.2.2. Custom customer pricing

If the customer has a special arrangement or custom pricing arrangement with the ISP, then you will be able to determine this pricing on the customer’s profile. Once on the customer profile, find the relevant **data account** and then click on the “**Edit**” button.



Alice Liddel

This is a Sub-Account of Wonderland (Pty) Ltd (WON001)

Account Details

- Reset Password
- Request Update
- Request Rating

Customer Group: Others

Account Code: ALI001

ID Number: 9292929292929

Primary Contact Name: Alice Liddel

Primary Contact Tel: 0799999999

Physical Address

Data Accounts

Switch to Prepaid

+ Add

Username: alice@wonderland.com

Wireless

Package: 10Mb/s Uncapped • R 756.49 [Custom Price]
(10 Mb/s down, 10 Mb/s up, 1 GB Monthly)

0 B of 1 GB

5 changes

Active Data Sessions

View All

Previous Data Sessions

View All

Data Usage

View

Month Year

September 2018

Upload Download

3. Sep 10. Sep 17. Sep 24. Sep

Data Topups

On the pop-up screen, click on the “**Pricing Details**” tab.

Edit Data Account #17 - **Alice Liddel** ✕

Custom Pricing in effect. Change it manually on data product changes

[Data Account](#) [Address](#) **[Pricing Details](#)** [Data Limits](#) [Radius Attributes](#) [Audit Trail](#) [Test](#)

Monthly Pricing

Default Product Pricing ▼

Topup Pricing

Custom Topup Pricing ▼

Topup Cost / GB

R

7.00

Incl VAT

Close

Save Changes

Change the “**Topup Pricing**” section from default product pricing to **Custom Topup Pricing**. You will now be able to change the **topup cost / GB** to what the customer should pay.

Remember to click on the “**Save Changes**” button after making any changes.

3. SMS Functionality

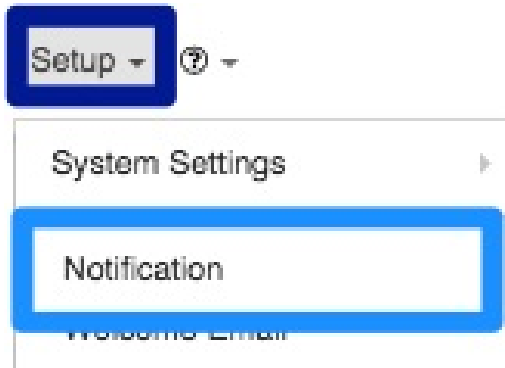
3.1. How do SMS top-ups work

Automatic top-ups can be done via the SMS top-up feature. When a customer's account is capped or they receive a **Usage Notifications**, the customer will have the option to reply to the SMS with the top-up size that they would like.

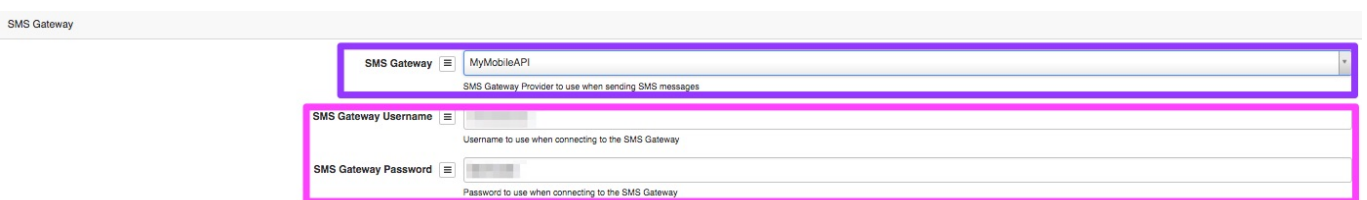
The top-up size can either be predefined by the ISP using top-up types i.e. 1GB 5GB 10GB 15GB or the ISP can allow the customer to reply with any size top-up i.e. 1GB 2GB 3GB 4GB etc.

3.2. Setting up your SMS gateway

If you are planning on making use of SMS top-ups, you will need to ensure that you have set up your SMS gateway. To do this, go to "**Setup**" and then click on the "**Notification**" option.

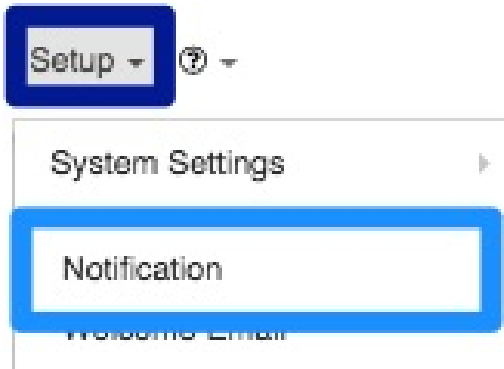


Once the screen has loaded, scroll down to the bottom of the screen. You will now be able to choose your relevant **SMS gateway** as well as enter your **gateway username** and **password**.

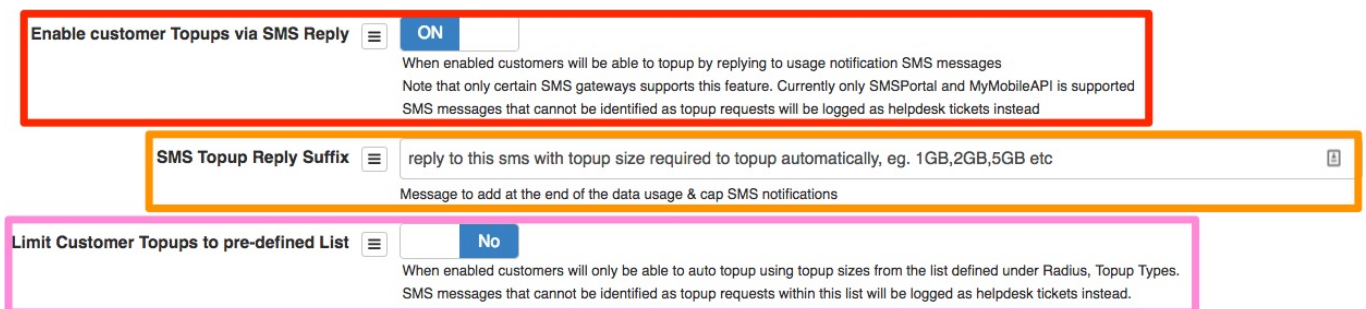


3.3. SMS Top-up setup

After setting up your top-ups, you will need to enable the SMS reply top-up functionality. To do this, go to “**Setup**” and then click on the “**Notification**” option.



On the following page, look for the “**Enable customer Topups via SMS Reply**” option.



- Red:** Switch the toggle button to “**Yes**” to enable a customer to update via SMS. This section refers to the end of the data usage and cap SMS notification. If the
- Orange:** **pink** section is switched to “**Yes**”, you will need to list all the specific top-ups as per defined in your radius top-ups types (section 2.1.). If the **pink** section is switched to “**No**”, then you can list the top-ups as 1GB,2GB,3GB,4GB,5GB etc.
- Pink:** If the **pink** section is switched to “**Yes**”, customers will only be able to respond to SMS’s with the specific top-up sized as per your top-ups types (section 2.1.). If the **pink** section is switched to “**No**”, then the customer will be able to reply with any top-up size in the SMS.

3.4. Customer Replies for top-ups

If you have enabled the “**Limit Customer Topups to pre-defined List**” option (section 3.3.) then customers will need to respond the SMS with the specific top-up sized listed there. Should the customer reply with a top-up size which is not listed, then no top-up will be done for the customer.

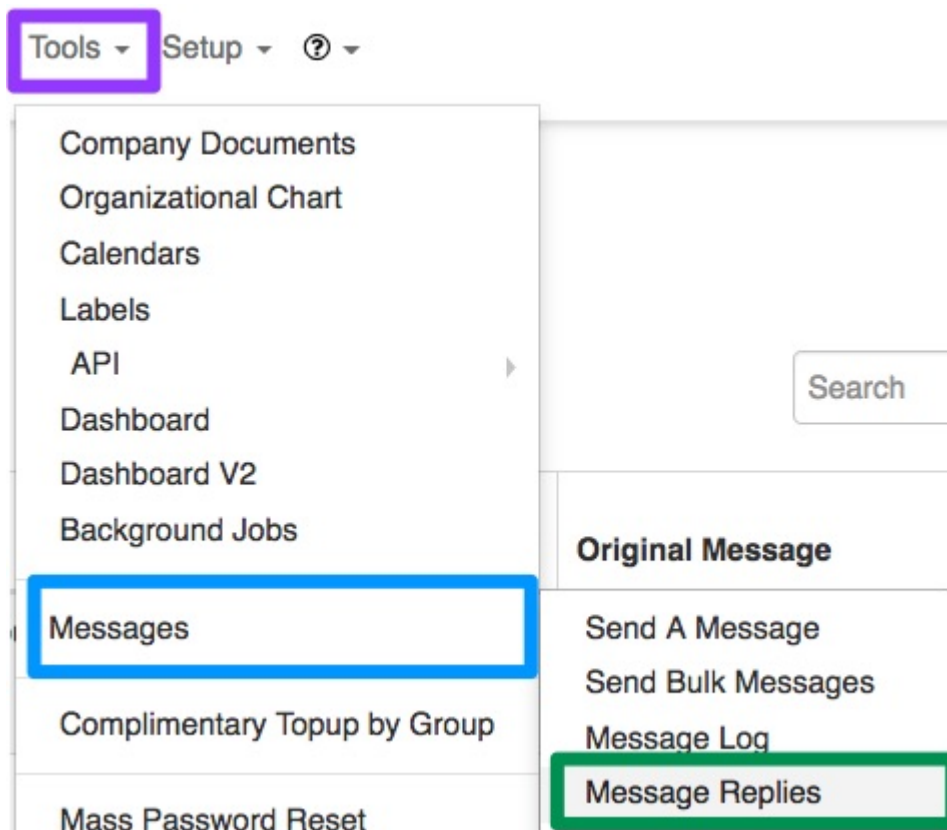
If this option is disabled, then customers will be able to reply with any top-up size and their account will be topped up.

In the case that the customer should reply with any of the following phrases, their account will automatically be updated with 1GB.

- TOPUP
- TOP UP
- TOP-UP
- TOPUP PLEASE
- Please topup
- Please top up
- Please top up. Thank-you
- Please topup. Thank-you

3.4.1. Message Log

In the message replies log, you will be able to view the top-up size with which the customer has responded. To find the message replies log, go to “**Tools**” - “**Messages**” and then click on the “**Message Replies**” option.



On the following screen, you will be able to see **customer name**, **customer accounting code** and the **top-up** size that the customer has requested.

Message Replies

Search Search

Show Rows

Reply Type	Reply Date	Reply Message	Reply Source	Original Date	Original Message	Customer	Username	Topup	Accounting Code
SMS	2018-07-25 18:16:26	Why is my data so slow. I have 13kb data and it does not work. I hate you guys and I will go to the minister	2782917088	2018-07-23 13:31:24	Your free wifi verification code is bHxD To verify go to https://lov.datatill.com/register/verify_freebHxD		balcobear1		
SMS	2018-02-20 09:57:56	test reply	27825203743	2018-02-20 09:57:09	test	Amos			Amosade
SMS	2018-01-24 08:56:28	1	27789174876	2018-01-24 08:56:07	DataTill Development data usage: account dean1231234 data usage now on 0 B https://goo.gl/3Crt1 account testcap data usage now on 0 B of 10 MB https://goo.gl/3q2c2 account testcap2 data usage now on 0 B of 10 MB https://goo.gl/4yx1tg account testler data usage now on 0 B of 10 GB https://goo.gl/819JW account testpac data usage now on 0 B of 100 MB https://goo.gl/K5aVv8 account testpackagechange data usage now on 0 B https://goo.gl/19JW account testpac data usage now on 0 B of 100 MB https://goo.gl/Tm1yRa	Demo Customer	DEA001	1GB	DEA001
SMS	2017-06-15 11:01:01	5	27825203743	2017-06-15 10:32:29	DataTill Development data account dean123 usage now on 11.8 MB of 102 GB https://goo.gl/EMaK7 reply with 1GB, 2GB or 5GB to topup	Demo Customer	dean123	5GB	DEA001
SMS	2017-06-15 10:34:51	13	27789174876	2017-06-15 10:34:20	DataTill Development data account dean123 usage now on 11.8 MB of 102 GB https://goo.gl/EMaK7 reply with 1GB, 2GB or 5GB to topup	Demo Customer	dean123		DEA001
SMS	2017-06-15 10:33:55	1GB	27825203743	2017-06-15 10:32:29	DataTill Development data account dean123 usage now on 11.8 MB of 102 GB https://goo.gl/EMaK7 reply with 1GB, 2GB or 5GB to topup	Demo Customer	dean123	1GB	DEA001
SMS	2017-06-15 10:21:24	13	27789174876	2017-06-15 10:20:12	DataTill Development data usage: account dean123 data usage now on 0 B https://goo.gl/EMaK7 account test123456 data usage now on 0 B https://goo.gl/0RqyRf account testduplicate data usage now on 0 B of 25 GB https://goo.gl/0RqyRf account test123 data usage now on 0 B of 101 GB https://goo.gl/4GM4n3	Demo Customer	DEA001	13GB	DEA001