

Webinar: [Reseller Module Webinar](#)

Reseller Portal

The purpose of this guide is to help guide resellers on the different functionality in their reseller portal. It is important to note that each reseller portal might differ depending on their ISP and the access given to the reseller by the ISP itself.

1. Reseller portal

The reseller portal is based on the normal HeroTill customer portal, but with a few additional functions for resellers who are able to manage their customers.

1.1. How to log into my reseller portal?

To log into the reseller portal, you will need to open your HeroTill in your browser. In the top right-hand corner, click on the **“Sign In”** button.



You will now be requested to log into your portal. Enter your **“Username or Email Address”** and your **“Password”** and then click on the **“Sign In”** button. Your username refers to your customer code. If you do not know what your login details are, click on the **“Forgot Password”** button and follow the instructions or ask your contact person at the ISP to send you a password reset email.

Sign In with your DataTill Test Existing System Account

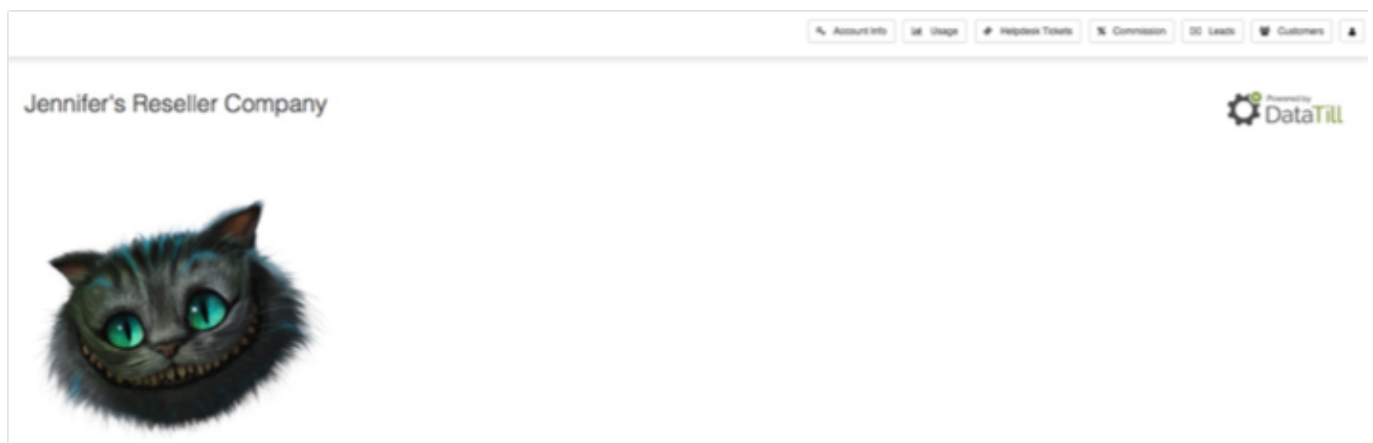
Username or Email

Password

☐ Remember Me

[? Forgot Password](#) [Sign In](#)

After signing in, you will now see the following page:



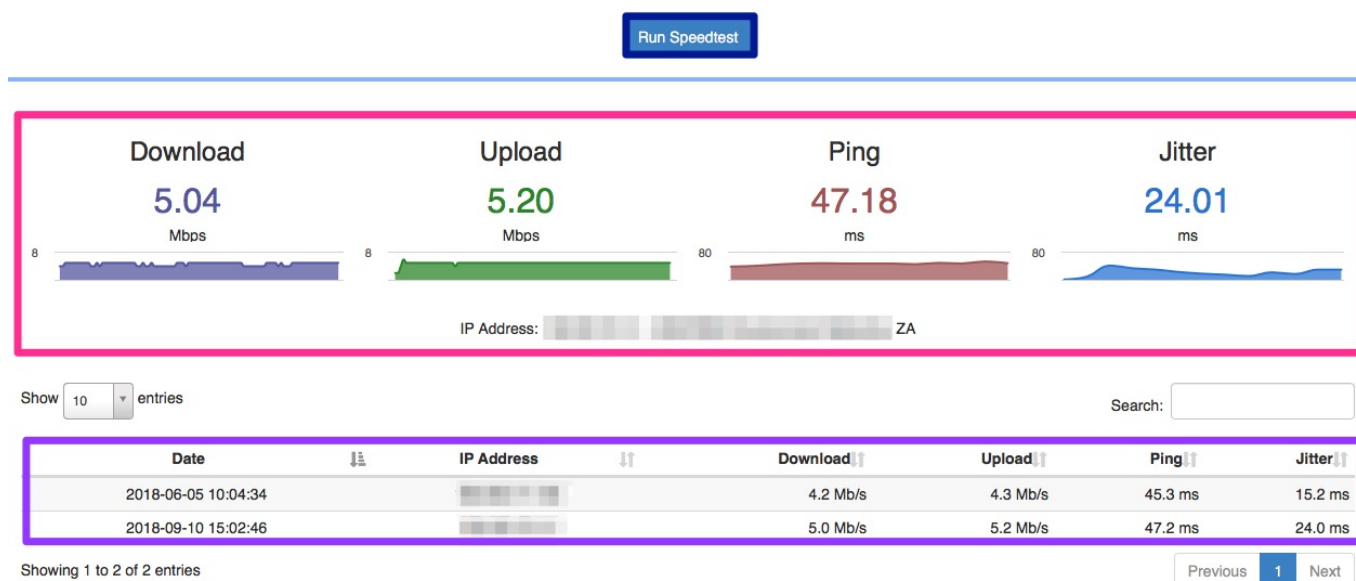
1.2. Doing a speed test

This section will allow you to do a speed test on your current internet line. Please note that you should only use this speed test function for your **OWN** internet connection on your ISP provided connection. In other words, you cannot use this function to do a speed test for your customers (sub-accounts).

To do a speed test, click on the “**Speedtest**” button.



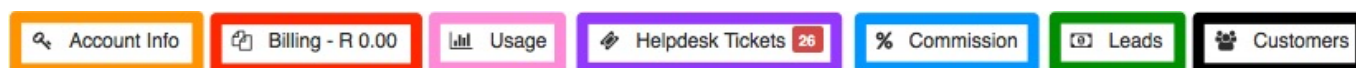
On the following screen, click on the “**Run Speedtest**” button.



You will be able to see the **results** for the speed test in the middle section of the screen. At the **bottom**, you will also be able to see all previous speed tests that have been done. All these results will also pull through to your customer portal.

1.3. Managing your customers

To manage your customers, click on the relevant button which you would like to action.



Orange: This button will allow you to update your or your customer's details.

Red: In this section, you will be able to view and download invoices and statements for your customers. You will also be able to see whether certain invoices have been paid or not.

Pink: Here you will be able to view your own or the customer's usage.

Purple: In this section, you will be able to submit and view your own helpdesk tickets. You will also be able to view your customer's helpdesk tickets, but please note that at this stage you will not be able to submit helpdesk tickets for them. Your customers will need to submit their own helpdesk tickets from their customer portal.

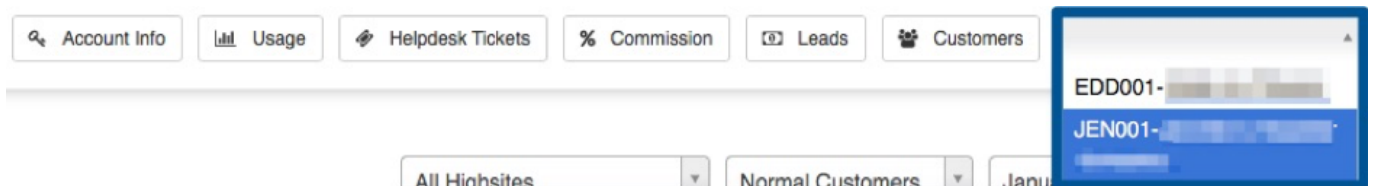
Blue: Here you will be able to view more information about the commission that is owed or has already been paid to you.

Green: This section will allow you to submit new leads for potential customers as well as track the progress of the lead.

Black: In this section, you will be able to view more information about your customer's account.

After clicking on one of the above action buttons, an additional field will appear to the right-

hand side of the “**Customers**” button. Click on the **drop-down** menu to choose a customer’s profile on which you would like to work. Please note that this list consists of customers who have either already received an installation or are in the process of receiving their installation.



***Please note:**

Once a customer has accepted the quote, a customer profile will be created for them. Once the customer profile has been created, they will be able to access their own online portal in which they will be able to, do most of the action listed in the following section. For more information on the customer portal, please refer to the customer portal manual.

1.4. Update customer information

In this section, you will be able to update your own information or your customer’s information. Remember that your customers will also be able to update their own information by logging into their customer portal. To update the account information, click on the “**Account Info**” button.



After clicking on the “**Account Info**” button, you will see the following screen:

Account Information

Update

Account Code — JEN001

(Please use this code as reference for all electronic payments)

Company Name

Jennifer's Reseller Company

Contact Name

Contact Tel

Contact Email

Physical Address

Signup URL

<https://test.datatill.com/sales/apply/reseller/qqclt>

Billing Information

Update

Payment Method

Please Note: If any of the information above is incorrect or outdated, please contact us or submit an update request

This screen will allow you to update either your own or a customer's "**Account Information**" or their "**Billing details**". The customer details that you view will default to the details found on your customer profile. If you would like to change one of your customer's details, remember to select the customer in the **dark blue** section.

1.4.1. Account information

To request an account information update, click on the "**Update**" button.

Account Information
Update

Account Code — JEN001
(Please use this code as reference for all electronic payments)

Company Name

Contact Name
Contact Tel
Contact Email

Physical Address

Please note that the information that you can update for companies and individual customers (home users) will differ. In the table below, you can see which information you will be able to request changes for when it comes to companies as well as individual customers.

Companies:

- Account type:
- **Company Name**
- **Company Reg. Number**
- VAT Number
- **Contact Name**
- **Contact Tel**
- **Contact Mobile**
- **Contact Email**
- Physical Address or GPS Position Always remember to click on the “**Show Address**” button to ensure that you have the correct GPS Position.
- Postal Address

Individual Customers:

- Account type
- **Contact Name**
- Contact Tel
- **ID number**
- **Contact mobile**
- **Contact email**
- Physical address or GPS Position
- Always remember to click on the “**Show Address**” button to ensure that you have the correct GPS Position.
- Postal Address

*All items listed in **bold** are compulsory fields. You will not be able to request an update if these fields are not completed.

After making any changes, remember to click on the “**Request Update**” button.

1.4.2. Billing information

To request an update for billing information, please click on the “**Update**” button.

Billing Information

Update

Payment Method

After clicking on the “**Update**” button, scroll down to the bottom of the page. There you will see the section where you can update the customer’s or your own billing information.

You will be able to choose between 4 different “**Payment Methods**”:

- Direct Debit
- EFT
- Credit Card
- Cash

Request Billing Info Changes

Payment Method

Direct Debit

Bank Name

Bank Name

Branch Name

Branch Name

Branch Code

Branch Code

Account Name

Account Name

Account Type

Current / Checking Account

Account Number

Account Number

Cancel

Request Update

After choosing the relevant payment methods, click on the “**Request Update**” button. Please note that if you choose direct debit as a payment method, then you will need to provide the customer’s banking details.

1.5. Billing

When it comes to billing, there are two ways in which this can take place.

- Each customer can be billed individually, and they pay the ISP.
- You get billed for each customer, the customer pays you and you pay the ISP.

1.5.1. When your customers are billed for their own account

This means at the end of the month, each one of your customers will receive an invoice from the ISP. It is then the customer's responsibility to ensure that their account is settled each month. You, as the reseller, will however still be able to download this customer's invoices and statements and send it to them as well. The customer will also be able to log into their customer portal and download their own invoices and statements.

To do this, go to the **"Billing"** tab in the reseller portal. Remember to choose the **customer's** whose invoices and statement that you want to download.

Type	Number	Date	Due Date	Status	Amount
Invoice	INV0000066	2018-04-02	2018-04-07	Overdue	R 625.00
Invoice	INV0000064	2018-04-01	2018-04-06	Overdue	R 650.00

Light Blue:

Here you can see what type of document it is i.e. a credit note or invoice as well as what the document number is.

Purple:

In this section you will be able to see on which date the document was created as well as when the due date is.

Pink:

This section will show you the document status i.e. paid, unpaid or overdue.

Orange:

Here you can see what the total for the document is.

Green:

Click on the statement button to download a statement. If the document doesn't open in a new tab, please check for any pop-up blockers.

Black:

The view button will allow you to view the document. If the document doesn't open in a new tab, please check for any pop-up blockers.

The customer's invoices will look similar to the screenshot below:

TAX INVOICE

INV NUMBER: INV0000056
ACCOUNT CODE: ALI001
INV DATE: 2018-02-28
DUE DATE: 2018-03-05

FROM

TO

Alice Liddel

VAT NO:

CUSTOMER VAT NO:

POSTAL ADDRESS:

PHYSICAL ADDRESS:

POSTAL ADDRESS:

PHYSICAL ADDRESS:

Type	Description	Qty	Incl Price	Disc %	Incl Total	VAT	Excl Total
BANDWIDTH	10Mb/s capped - alice@wonderland.com	1.00	R 200.00	0.00%	R 200.00	R 24.56	R 175.44

Bank:
Account No:
Branch Name:
Branch Code:

Total Exclusive: R 175.44
Total VAT: R 24.56
Total Inclusive: R 200.00

Please use your account code (ALI001) as reference when making payment

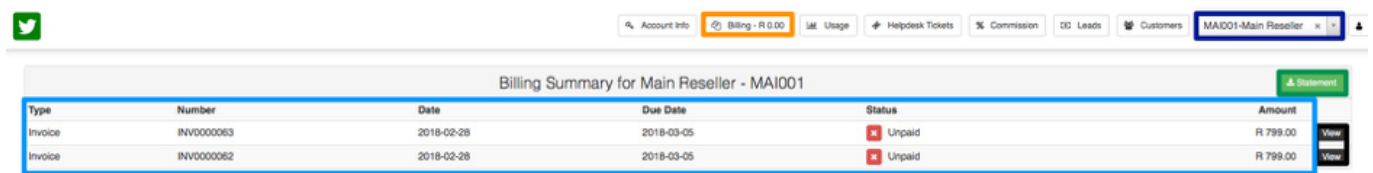
Thank you for your business.

1.5.2. When you are billed for all your customers

This means that you will be billed for each customer linked to your profile. In other words,

instead of the customers being billed and held responsible for settling their account with the ISP, it is now your responsibility to settle your customer's accounts with the ISP.

To do this, go to the **"Billing"** tab in the reseller portal. Remember to choose **your own customer name** to be able to download the relevant invoices and statement.



Type	Number	Date	Due Date	Status	Amount
Invoice	INV0000063	2018-02-28	2018-03-05	Unpaid	R 799.00
Invoice	INV0000062	2018-02-28	2018-03-05	Unpaid	R 799.00

Light Blue: Here you will be able to find a list of all invoices made out to you.

Green: Click on the statement button to open your statement. If the statement doesn't open, please check for any pop-up blockers.

Black: The view button will allow you to view the billing document. If the document doesn't open in a new tab, please check for any pop-up blockers.

The invoices made out to you as the reseller will look similar to the screenshot below:

1.5.2.1. How do I know for which customer the invoice is?

An important thing to note on this invoice is the **"ORIGIN REF"** section. In this section, you will be able to see the customer code of the sub-account that this invoice relates to.

TAX INVOICE



INV NUMBER: INV0000396
 ACCOUNT CODE: WON001
 ORIGIN: Alice Liddel
 ORIGIN REF: ALI001
 INV DATE: 2018-09-10
 DUE DATE: 2018-09-11

FROM
 DataTill Test Existing System

VAT NO:

POSTAL ADDRESS:
 DataTill
 Shop 49
 Eden Meander Lifestyle Centre
 Knysna Road
 George

PHYSICAL ADDRESS:
 DataTill
 Shop 49
 Eden Meander Lifestyle Centre
 Knysna Road
 George

TO
 Wonderland (Pty) Ltd

CUSTOMER VAT NO: 090909090909

POSTAL ADDRESS: PHYSICAL ADDRESS:

Recurring

Type	Description	Qty	Incl Price	Disc %	Incl Total	VAT	Excl Total
BANDWIDTH	10Mb/s Uncapped	1.0	R 799.00	0.00%	R 799.00	R 104.22	R 694.78

DataTill Test Existing System
 Bank: Nedbank
 Account No: 000000000000
 Branch Name: FNB
 Branch Code: 090909

Total Exclusive: R 694.78
 Total VAT: R 104.22
Total Inclusive: R 799.00

Please use your account code (WON001) as reference when making payment

Thank you for your business.

You can reach our accounts department on 0443330050 or via email at test_support@datatill.com



1.6. Usage

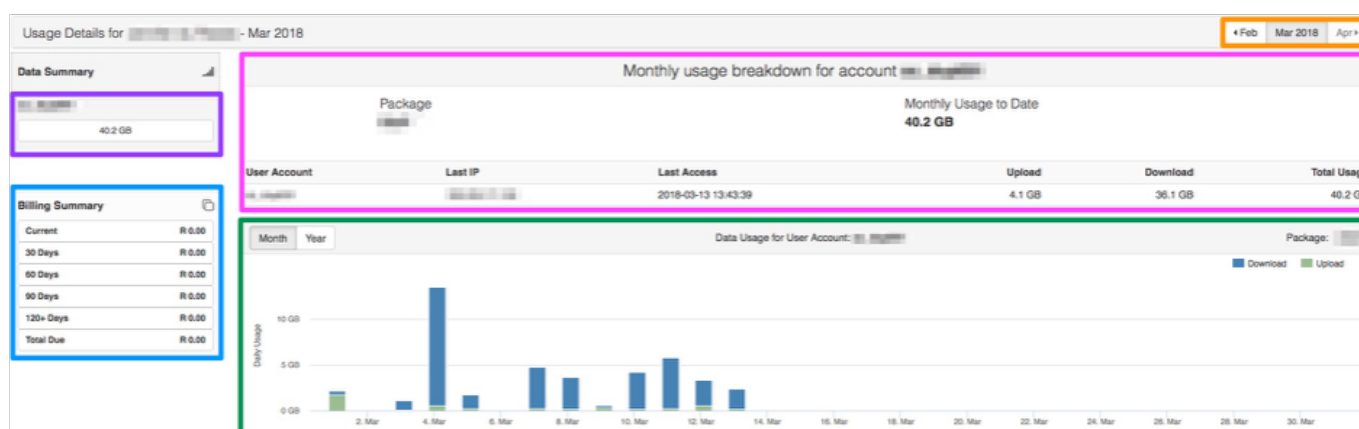
The reseller will also be able to view their customer's usage. They will however not be able to request top-ups for their customers. Reseller customers will still need to do this themselves.

To view the customer's usage, go to the **"Usage"** tab. Remember your **"Customer Filter"**

should you want to view a specific customer's usage.



You will now see a screen that looks similar to the one below:



Orange: These buttons will allow you to switch between different months.

Pink: In this section, you will be able to see the total usage to date as well as on which package the customer is.

Purple: Here you will be able to see all the customer's data accounts (if they have more than one) as well as the usage for each account.

Blue: In this section, you will be able to view a summary of the customer's billing history.

Green: This section will show you a summary of the customer's daily usage for the month in terms of uploads and downloads.

1.7. Helpdesk Tickets

In the resellers portal, you will see that there is a section for tickets. From this section, you can:

- Submit your own tickets
- Reply to your own tickets
- View your customer's tickets.

Currently, there is no functionality to create or manage your customer's tickets, but you can view them and keep track of any progress. To find the helpdesk tickets, click on the **"Helpdesk Tickets"** option. The list will automatically be filtered for your tickets. If you would like to see your customer's tickets, remember to choose their name in the **drop-down**

menu.

[Account Info](#) [Billing - R 0.00](#) [Usage](#) [Helpdesk Tickets 19](#) [Commission](#) [Leads](#) [Customers](#)

Helpdesk Tickets [+ Submit a new Ticket](#)

ID	Status	Category	Last Update
#247	New	No Connectivity	30 days ago
No Internet			

In the **pink** section, you will see a list of all the tickets relating to either your profile or your customer's profile.

1.7.1. Creating new tickets

Remember that you can only create new tickets for your own profile. If any of your customers would like to submit support queries etc. then we will encourage that they submit their own tickets from their customer portal.

To add a ticket, click on the **"Submit a new Ticket"** button.

Helpdesk Tickets [+ Submit a new Ticket](#)

ID	Status	Category	Last Update
#246	Closed	Other	24 seconds ago
test ticket			

You will now see the following pop-up screen:

Submit a new ticket ×

Ticket Title	Ticket Title
Ticket Department	
Ticket Category	
Ticket Details	Ticket Details

Close Create

- Orange:** Enter your ticket title here. Your ticket title is equivalent to an email subject.
- Pink:** Choose your ticket department from the drop-down menu.
- Purple:** Next, you will need to choose the ticket category i.e. no internet or debit order.
- Blue:** In this section, you need to type your message.

After you have completed all the details above, click on the **Create** button. If you would like to cancel the ticket creation, click on the **Close** button.

1.7.2. Viewing Ticket details

To view a specific ticket's details, click on the ticket **ID**.

Helpdesk Tickets				+ Submit a new Ticket
ID	Status	Category	Last Update	
#247	New	No Connectivity	3 seconds ago	
	No Internet			

After clicking on the ticket ID, the following screen will appear on the left-hand side.

Helpdesk Ticket #247 - <https://test.datatill.com/helpdesk/ticket/cAlzvwGMXYueGJHLym>

Ticket Title No Internet

Ticket Category No Connectivity

Ticket Details Hi there,
I have no internet.
Please assist.

Notes [Rate this Ticket](#) [Add a new Note](#)

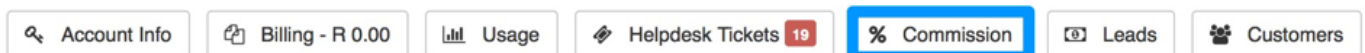
Ticket History

Date	Change Details
2018-03-13 16:39:16	Ticket created Wonderland (Pty) Ltd (Cheshire Cat)

- Light Blue:** By clicking on this link, the ticket will open for you and you will be able to read all messages in a bubble conversation style.
- Purple:** In this section, you can see all the ticket details you entered when originally creating the ticket.
- Dark Blue:** After your query has dealt with, you have the option to rate the service you have received. If you choose to rate the service, you will need to choose between 1 and 5 stars and add any additional comments.
- Green:** If you need to add a new note, you can click on this button. Type your note on the pop-up screen and then continue to click on the add note button.
- Red:** Here you can see a short history of all actions that have taken place on this ticket.

1.8. Commission

You will be able to ask your ISP to enable the commission section for you. To view your commission section, click on the “**Commission**” tab.



1.8.1. Commission list

On the following screen, you will be able to view the following information:

Commission

All Months | Commission Unpaid | Invoices Paid | Unpaid Commission Report | Refresh

Show 10 Rows

Search:

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

Commission Period	Commission Entity	Entity Name	Commission Type	Monthly Revenue	Commission Amount	Commission Paid Out	Customer Invoice Paid	Customer Name
March 2018	reseller	Wonderland (Pty) Ltd	monthly	R 799.00	R 159.80	Unpaid	Partial	Alice Liddel
March 2018	reseller	Wonderland (Pty) Ltd	monthly	R 200.00	R 30.00	Unpaid	Overdue	Alice Liddel
On screen Total:				R 999.00	R 189.80			

Showing 1 to 2 of 2 entries

Previous 1 Next

Yellow:

You can use these filter functions to filter your list according to months, commissions that have been paid out as well as for all invoices that have not been paid by the customers.

Orange:

This button will allow you to download an unpaid commission report. This report will give you a better idea of which commissions have not been paid.

Red:

Here, you can view the month in which the commission was earned.

Pink:

This section will show you the commission type assigned to your profile. It can either be once off or monthly.

Purple:

This will show you the customer's monthly revenue amount.

Light Blue:

Here, you can see the amount of commission that you will receive.

Dark Blue:

In this section, you will be able to see whether your commission has been paid out or not.

Dark Green:

In this section, you will be able to see whether the customer has paid their invoice or not. Please remember that you can only receive commission once the customer has fully paid the outstanding invoice.

Light Green:

Here you will be able to view the customer name.

1.8.2. Unpaid Commission Report

Click on the **"Unpaid Commission Report"** button to download the PDF generated report. The report will look similar to the report



123 Mitchell St George
0443330050
<http://datatill.com/>
test_support@datatill.com

Wonderland (Pty) Ltd

ACCOUNT CODE : WON001
TEL : 0799999999
E-MAIL : [REDACTED]

START DATE : 2018-01-12
END DATE : 2018-04-12

Unpaid Reseller Commissions Report

Date	Type	Period	Invoice No.	Customer	Invoice Amount	Rate	VAT Allocation	Commission Due
2018-03-15	Monthly	March 2018	49	Alice Liddel	R200.00	15%	VAT Inclusive	R30.00
2018-03-23	Monthly	March 2018	54	Alice Liddel	R799.00	15%	VAT Inclusive	R159.80
Total Commission Due								R189.80

1.8.3. View how the commission is calculated:

From your reseller portal, you will also be able to view how the commission has been calculated for the specific invoice. To do this, click on the “[View Commission Calculations](#)” button.

Commission

Show 10 Rows

All Months Commission Unpaid Invoices Paid Refresh

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

Commission Period	Commission Entity	Entity Name	Commission Type	Monthly Revenue	Commission Amount	Commission Paid Out	Customer Invoice Paid	Customer Name
March 2018	reseller	Wonderland (Pty) Ltd	monthly	R 5,700.00	R 570.00	Unpaid	Unpaid	Janes
March 2018	reseller	Wonderland (Pty) Ltd	monthly	R 5,700.00	R 570.00	Unpaid	Unpaid	Gabi Teodoro
March 2018	reseller	Wonderland (Pty) Ltd	monthly	R 5,700.00	R 570.00	Unpaid	Paid	Andre Strauss
On screen Total:				R 17,100.00	R 1,710.00			

Showing 1 to 3 of 3 entries

Previous 1 Next

On the following pop-up screen, you will see the following:

Commission Transactions: INV0000567

Show 10 Rows Commission Total: R 570.00 Search: Show / Hide Columns

Product Title	Commission Category	Monthly Cost	Category Percentage	Category Amount	Commission Incl VAT
1 TB (10/5 Mbps)	Wireless	R 5,700.00	10.00 %	R 0.00	R 570.00

Showing 1 to 1 of 1 entries

Previous 1 Next

Close

Green: This will show you the total amount of commission that you will receive the invoice.

Light Blue: Here you can see on which product you are receiving commission.

Dark Blue: In this section, you can see what commission category the product is.

Purple: This will show you the total monthly cost of the data product.

You can receive commission in one of two ways:

- You can get a percentage of the monthly cost.
- You can get a fixed amount of the monthly cost.

Pink: In this section, you will be able to see either what percentage you will be receiving or what the fixed amount is that you will receive for the product.

Orange: Here you will be able to view the commission amount that you will receive for that specific line item.

1.8.4. How will I know if the commission item has been paid out?

Depending on your agreement with the ISP, you might still need to send them an invoice or follow up on whether credit has been allocated to your account. Once the ISP has marked the commission item as paid on their side, you will receive an email similar to the one below:

[REDACTED] has marked a your recent invoice for commission as paid

Commission ID 1

Payment Date 2018-03-19 16:18:05

Invoice ID 33676

Invoice Number INV0000567

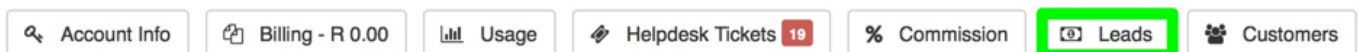
Amount R 570.00

Please ensure that you have received this payment, If you have not please follow up with [REDACTED]

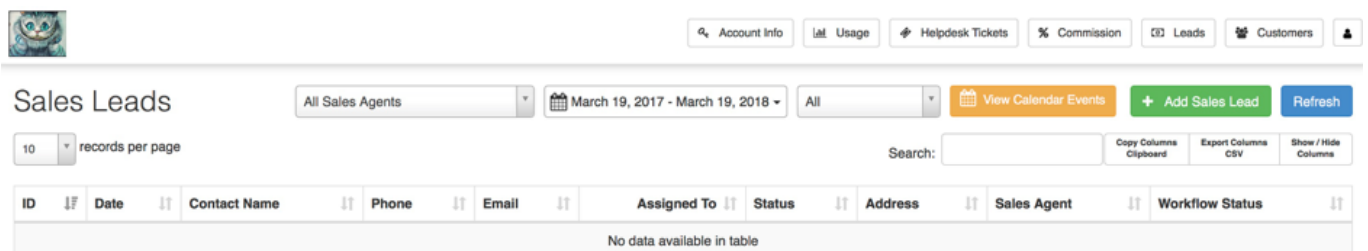
Please ensure that you have received this payment. If you have not received the payment, please follow up with your service provider.

1.9. Leads

All new leads will need to go through the ISP's normal sales process. For more information on your ISP's sales processes, please contact your relevant account manager. To find your leads section, log into your online portal and then go the "Leads" section.



You will now see the following screen:



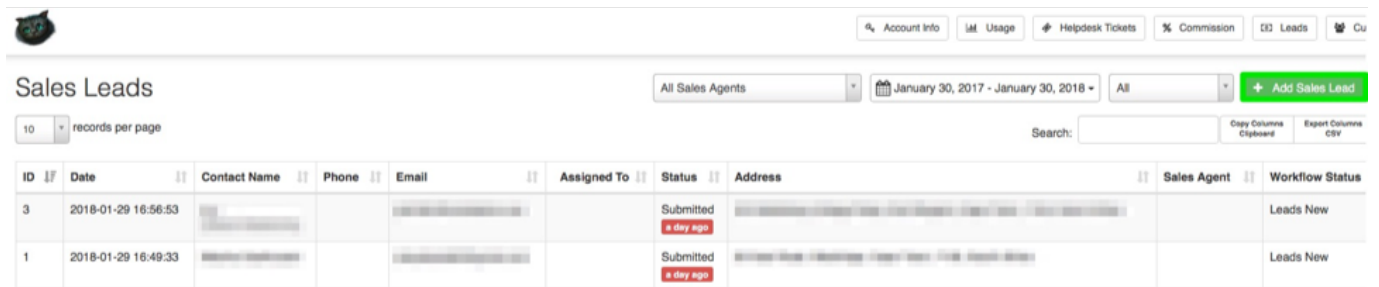
1.9.1. Add new sales leads

Leads can be submitted in three different ways:

- You can submit your own leads.
- Customers can submit their own leads using your reseller link.
- Sales agents can capture and assign leads to you.

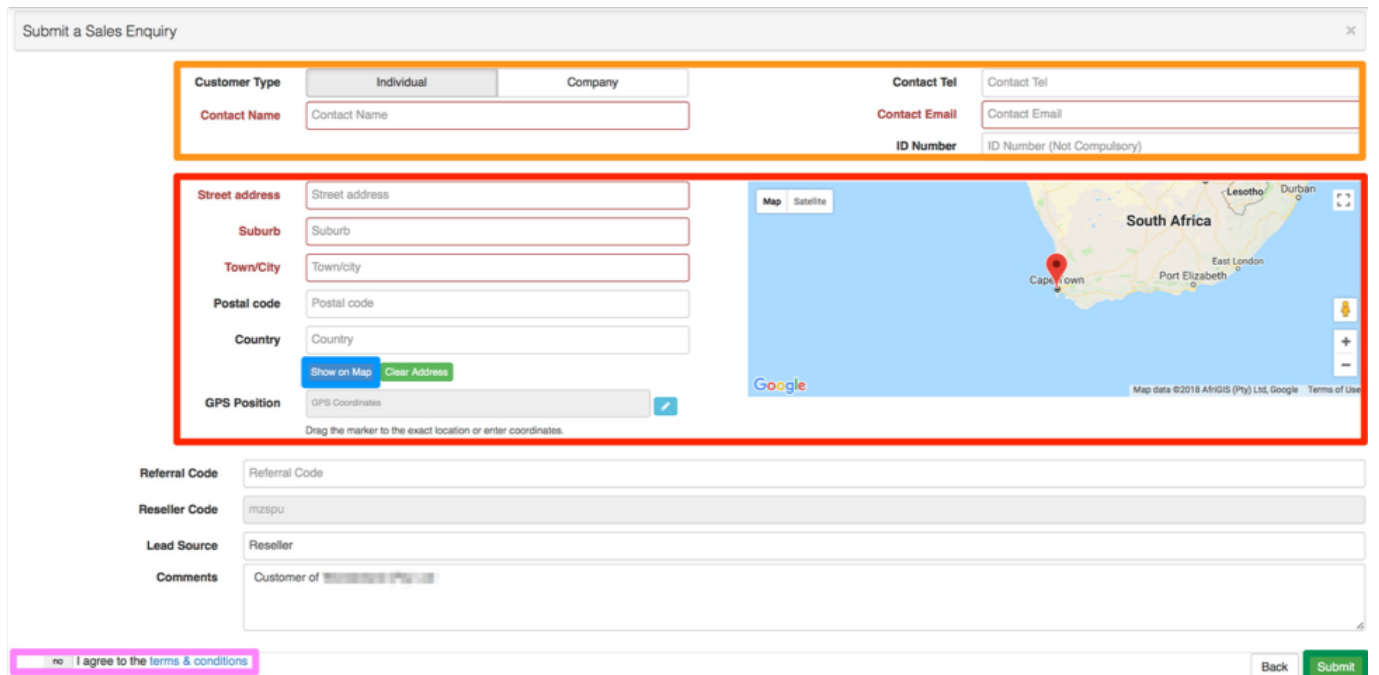
1.9.1.1. Submitting your own leads

To add a new lead, click on the “**Add Sales Lead**” button.



ID	Date	Contact Name	Phone	Email	Assigned To	Status	Address	Sales Agent	Workflow Status
3	2018-01-29 16:56:53	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Submitted a day ago	[Redacted]	[Redacted]	Leads New
1	2018-01-29 16:49:33	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Submitted a day ago	[Redacted]	[Redacted]	Leads New

You will now be redirected to the following screen:



Submit a Sales Enquiry

Customer Type: ☐ Individual ☐ Company

Contact Name:

Contact Tel:

Contact Email:

ID Number: (Not Compulsory)

Street address:

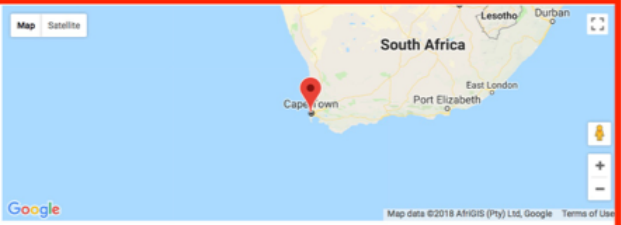
Suburb:

Town/City:

Postal code:

Country:

GPS Position:

Map: 

Referral Code:

Reseller Code:

Lead Source:

Comments:

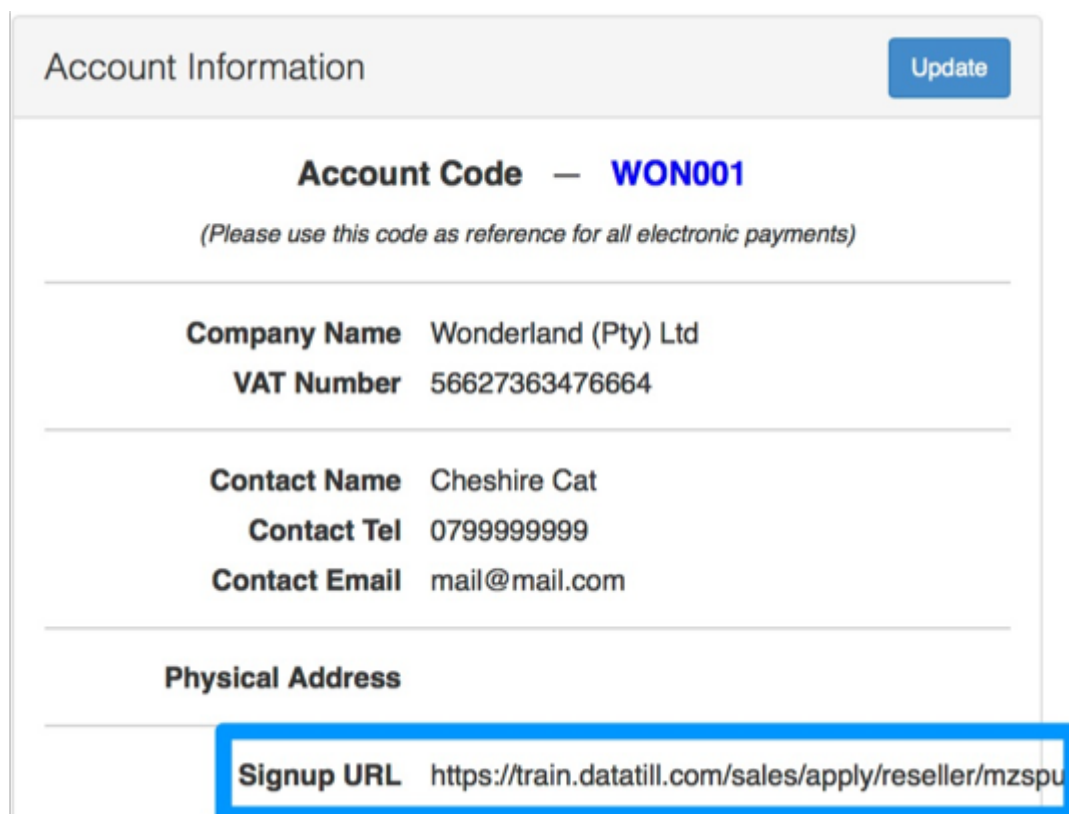
Remember to always add the customer information in a diligent manner to ensure a smoother process.

- Orange:** Here you will need to add the customer contact information.
Red: In this section, you will add the customer's address.
Blue: After adding the customer's address, click on the "**Show on Map**" button.
Pink: You will need to accept the terms and condition in section before being able to submit the lead.

After all the details have been completed, click on the "**Submit**" button. If the lead was submitted successfully, you will see the following pop-up screen.

1.9.1.2. Letting the customers submit their own leads

If you would like your customers to submit their own leads, you can do this by copying and sending them your reseller signup URL. You can find this link under your account tab. For more information on how to get to the account section, please refer to section 5.3.



Account Information Update

Account Code — **WON001**
(Please use this code as reference for all electronic payments)

Company Name Wonderland (Pty) Ltd
VAT Number 56627363476664

Contact Name Cheshire Cat
Contact Tel 0799999999
Contact Email mail@mail.com

Physical Address

Signup URL <https://train.datatill.com/sales/apply/reseller/mzspu>

When your customers open the link, they will be redirected to sales lead page where they will need to complete their "**Contact Information**" and "**Address**", accept the "**Terms and**

Conditions” and then click on the “**Submit**” button.

Submit a Sales Enquiry

Customer Type

Individual

Company

Contact Name

Contact Name

Contact Tel

Contact Tel

Contact Email

Contact Email

ID Number

ID Number (Not Compulsary)

Street address

Street address

Suburb

Suburb

Town/City

Town/City

Postal code

Postal code

Country

Country

Show on Map

Clear Address

GPS Position

GPS Coordinates

Drag the marker to the exact location or enter coordinates.

Map

Satellite

South Africa

Cape Town

Port Elizabeth

East London

Lesotho

Durban

Google

Map data ©2018 AHGIS (Pty) Ltd, Google

Terms of Use

Referral Code

Referral Code

Reseller Code

mzspu

Lead Source

Reseller

Comments

Customer of **XXXXXXXXXX**

no | agree to the [terms & conditions](#)

Back

Submit

1.9.1.3. When the ISP sales agent needs to capture your lead

If need be, the sales agent can also capture a lead for you. In the case that this happens, the lead will then just be assigned to you as a reseller and you will still be able to receive your commission.

1.9.2. List of all current leads

Under your leads section, you will also be able to see a list of all current leads that are assigned to you.

Sales Leads

All Sales Agents

March 19, 2017 - March 19, 2018

All

View Calendar Events

Add Sales Lead

Refresh

10

records per page

Search:

Copy Columns Clipboard

Export Columns CSV

Show / Hide Columns

ID	Date	Contact Name	Phone	Email	Assigned To	Status	Address	Sales Agent	Workflow Status
240	2018-03-19 10:03:46	[REDACTED]	0799999999	[REDACTED]	[REDACTED]	Submitted 11 minutes ago	[REDACTED]	[REDACTED]	Leads New
239	2018-03-19 09:38:16	[REDACTED]	0799999999	[REDACTED]	[REDACTED]	Survey Scheduled a moment ago	[REDACTED]	[REDACTED]	Surveys Active
232	2018-03-12 18:22:45	[REDACTED]	0820000000	[REDACTED]	[REDACTED]	Survey Not Required 2 minutes ago	[REDACTED]	[REDACTED]	Quotes New

Red: This will show you which date and time the lead was submitted.

Pink: Here you can see the customer's contact details.

- Purple:** In this section, you will be able to see the lead status i.e. submitted, survey scheduled etc.
- Dark Blue:** Here you can see which sales agent is attending to the customer.
This will show you in which workflow section the lead currently is. There are 7 workflow statuses:
- Leads
 - Surveys
 - Quotes
 - Customer
 - Job Cards
 - Invoicing
 - Quality Control
- Light Blue:**

1.9.3. View all calendar events

From your online portal, you will also be able to view all site surveys and installations that have been scheduled for your customers. To view these events, click on the **“View Calendar Events”** button.

Sales Leads

All Sales Agents

March 19, 2017 - March 19, 2018

All

View Calendar Events

Add Sales Lead

Refresh

10

records per page

Search:

Copy Columns Clipboard

Export Columns CSV

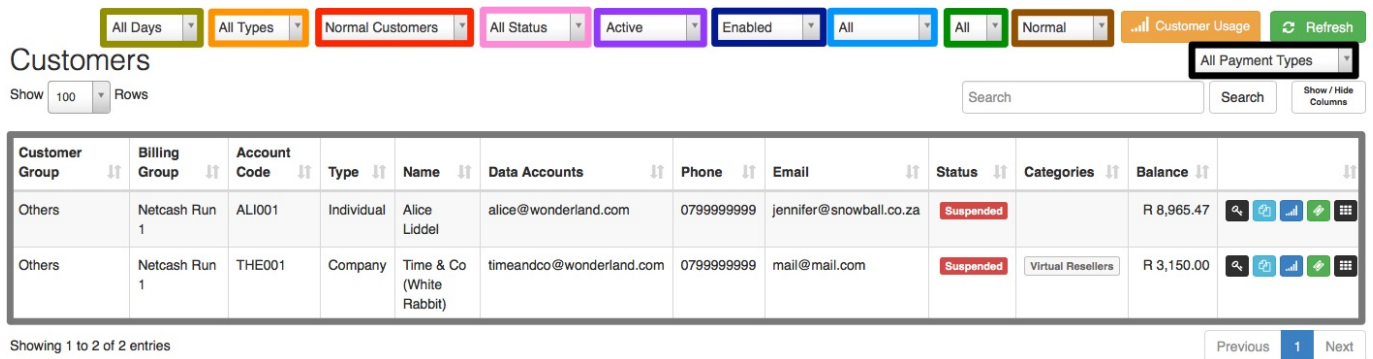
Show / Hide Columns

ID	Date	Contact Name	Phone	Email	Assigned To	Status	Address	Sales Agent	Workflow Status
240	2018-03-19 10:03:46	Adriaan Knoetze	0799999999	jennifer@datafill.com		Submitted 11 minutes ago	46 Cradock Street, George South, George, 6529, South Africa		Leads New
239	2018-03-19 09:38:16	Tiaan Nortje	0799999999	jduplessis92@gmail.com	Amier Moerat	Survey Scheduled a moment ago	48 Caledon Street, Lionviham, Cape Town, 7130, South Africa	Jennifer du Plessis	Surveys Active
232	2018-03-12 18:22:45	Gautrain	0820000000	test@test.co.za	Wispace006	Survey Not Required 2 minutes ago	Lakeside Boulevard, Wapadrand, Pretoria, 0050, South Africa	Wispace006	Quotes New



1.10.1. Filter functions

When viewing your **customer list**, you will be able to filter your list according to the following:



Customers

Show 100 Rows

Search Search Show / Hide Columns

Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance	
Others	Netcash Run 1	ALI001	Individual	Alice Liddel	alice@wonderland.com	0799999999	jennifer@snowball.co.za	Suspended		R 8,965.47	
Others	Netcash Run 1	THE001	Company	Time & Co (White Rabbit)	timeandco@wonderland.com	0799999999	mail@mail.com	Suspended	Virtual Resellers	R 3,150.00	

Showing 1 to 2 of 2 entries

Previous 1 Next

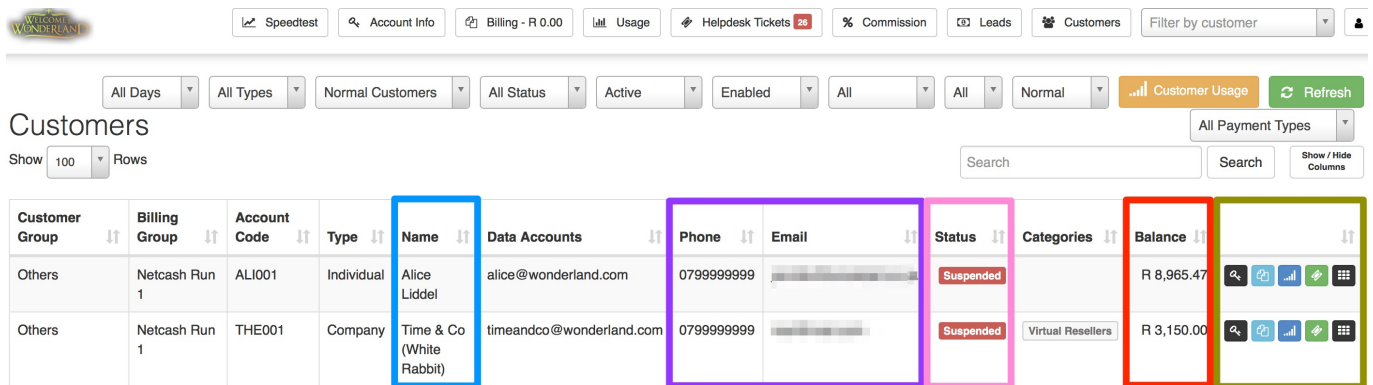
- Yellow:** The date on which the customer's debit order should be deducted.
- Orange:** To only see companies or individual customers.
- Red:** To only see normal or Pre-paid customers.
- Pink:** For a list of all customers that are verified or customers that are not verified.
- Purple:** To see a list of all active customer or customers who have cancelled.
- Dark Blue:** This will filter the list for you to see a list of all customer that are either enabled or disabled.
- Light Blue:** To be able to see a list of all customers that are currently suspended.
- Green:** For a list of normal customers or VIP customers.
- Brown:** For a list of either normal or deleted customers.
- Black:** According to the specific payment method i.e. debit order.

1.10.2. Customer List

In your customer list, you will be able to view the following information:

- The customer or business **name**
- **Contact details**

- **Status** (Suspended, Cancelled, cancelling)
- **Balance** outstanding



Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance
Others	Netcash Run 1	ALI001	Individual	Alice Liddel	alice@wonderland.com	0799999999		Suspended		R 8,965.47
Others	Netcash Run 1	THE001	Company	Time & Co (White Rabbit)	timeandco@wonderland.com	0799999999		Suspended	Virtual Resellers	R 3,150.00

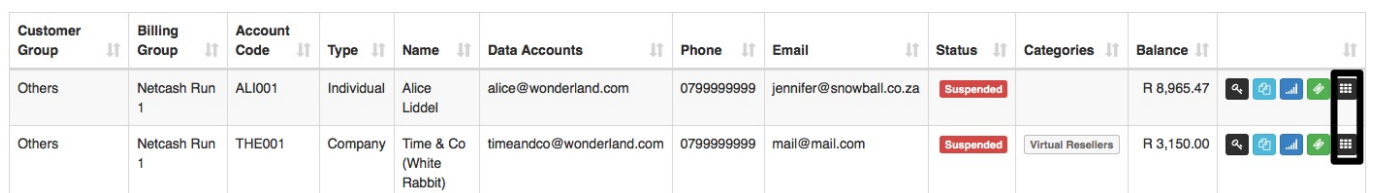
You can also use the **buttons** on the right-hand side to quickly go to:

- Account information screen for the specific customer
- View the billing for the specific customer
- View the specific customer's usage
- View the specific customer's tickets.

1.10.3. The customer's profile

Resellers will now also have the option to view their customer's (sub-accounts) customer profile. This screen is very similar to the normal HeroTill customer screen, with the exception that the reseller won't be able to make any changes to these details.

To find the customer profile, click on the black button found on the right-hand side of the customer name.

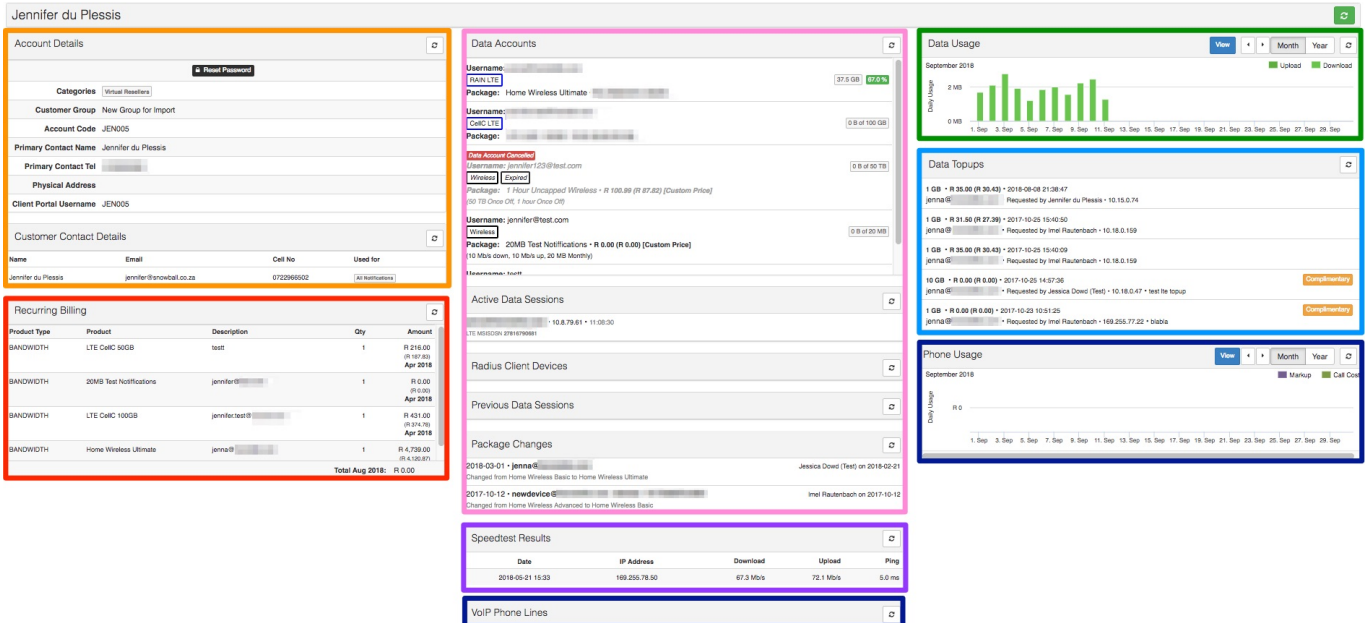


Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance
Others	Netcash Run 1	ALI001	Individual	Alice Liddel	alice@wonderland.com	0799999999	jennifer@snowball.co.za	Suspended		R 8,965.47
Others	Netcash Run 1	THE001	Company	Time & Co (White Rabbit)	timeandco@wonderland.com	0799999999	mail@mail.com	Suspended	Virtual Resellers	R 3,150.00

On the following screen, you will be able to see:

- Customer **account** and **contact** information
- **Recurring Billing** information
- **Data account** and **radius** information

- **Speed test results** for all speed tests submitted by the customer
- **VoIP** and **information** (if provided by your ISP)
- A list of all **top-ups** that have been done
- A summary of **data usage**.

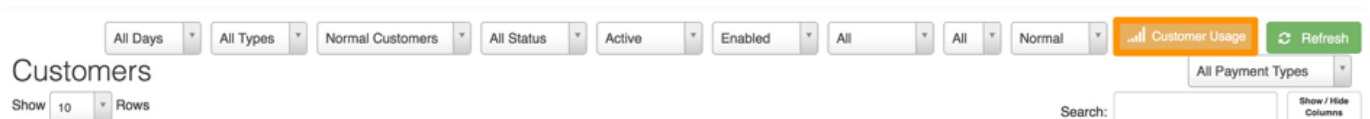


The screenshot displays the Herotel Reseller Portal interface for a customer named Jennifer du Plessis. The interface is divided into several sections:

- Account Details:** Shows account information including categories, customer group, account code, primary contact name, physical address, client portal username, and customer contact details (Name, Email, Cell No, Used for).
- Recurring Billing:** A table showing billing history with columns for Product Type, Product, Description, Qty, and Amount. It lists four transactions for bandwidth and test notifications.
- Data Accounts:** Displays details for two data accounts, including usernames, packages, and usage statistics.
- Active Data Sessions:** Shows a table of active data sessions with columns for Date, IP Address, Download, Upload, and Ping.
- Radius Client Devices:** A section for managing client devices.
- Previous Data Sessions:** A section for viewing previous data sessions.
- Package Changes:** A section for viewing package changes.
- Speedtest Results:** A table showing speedtest results with columns for Date, IP Address, Download, Upload, and Ping.
- VoIP Phone Lines:** A section for managing VoIP phone lines.
- Data Usage:** A bar chart showing daily usage for September 2018.
- Data Topups:** A table showing data topup history with columns for Date, Amount, and Description.
- Phone Usage:** A bar chart showing daily usage for September 2018.

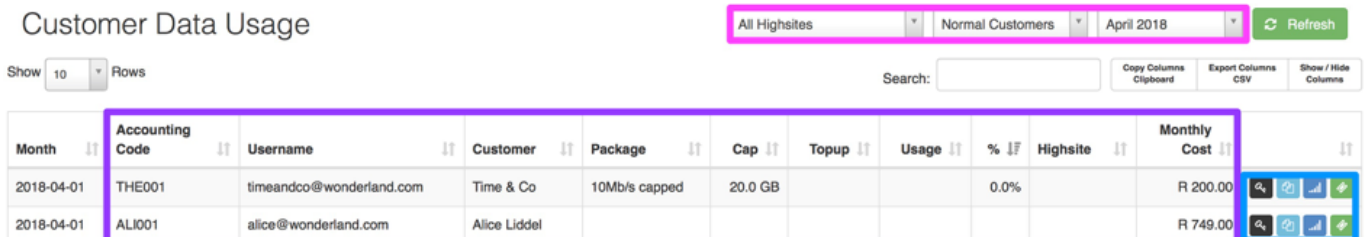
1.10.4. Customer Usage List

If you would like to view a list of all your customer's usage, then you can do this by clicking on the **"Customer Usage"** button.



The screenshot shows the Herotel Reseller Portal interface with the 'Customer Usage' button highlighted in orange. The interface includes filters for All Days, All Types, Normal Customers, All Status, Active, Enabled, All, All, Normal, and a Search bar. The 'Customer Usage' button is located in the top right corner of the main content area.

You will now be redirected to the following page:



The screenshot displays the 'Customer Data Usage' page in the Herotel Reseller Portal. The page includes filters for All Highsites, Normal Customers, and April 2018. A table shows the data usage for two customers:

Month	Accounting Code	Username	Customer	Package	Cap	Topup	Usage	%	Highsite	Monthly Cost
2018-04-01	THE001	timeandco@wonderland.com	Time & Co	10Mb/s capped	20.0 GB			0.0%		R 200.00
2018-04-01	ALI001	alice@wonderland.com	Alice Liddel							R 749.00

You will now be able to view more **information** on the customer's data package, cap, which high site they connect to as well as the total monthly billing for the specific customer. You will also be able to **filter** this according to high site, normal and pre-paid customers and month.

You can also use the **buttons** on the right-hand side to quickly go to:

- Account information screen for the specific customer
- View the billing for the specific customer
- View the specific customer's usage
- View the specific customer's tickets.