Different Types of User Imports

The purpose of this guide is to provide you with more information on the different types of user imports as well as in what order we would advise you do these imports with your initial HeroTill setup.

We would advise that new customers do the imports in the following order:

- Import customers
- Import products
- Radius Import Wizard (Import from Radius Manager)
- Radius Import Wizard (Import from CSV file)
- Import Customer <-> Radius Links
- Import Recurring Billing
- Import Invoices and Credit Notes
- Import Invoices (CSV)
- Import Adjustments
- Import Receipts into SageOne

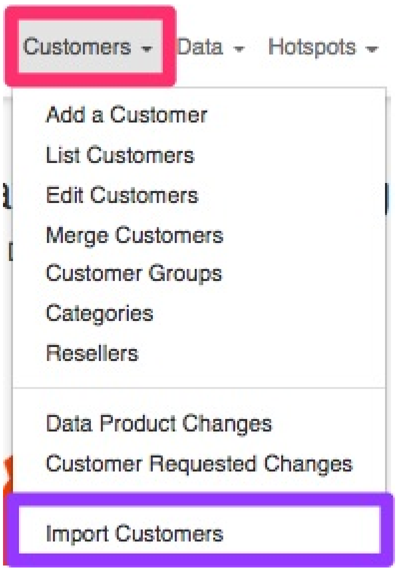
When populating these import files, please keep the following in mind:

- Dates must be in the following format: 2018-04-27 (- as separator)
- Numbers with decimals must be separated with a full stop and not a comma: 0.14
- Numbers must be listed in number formats
- Import files should be saved in CSV format.

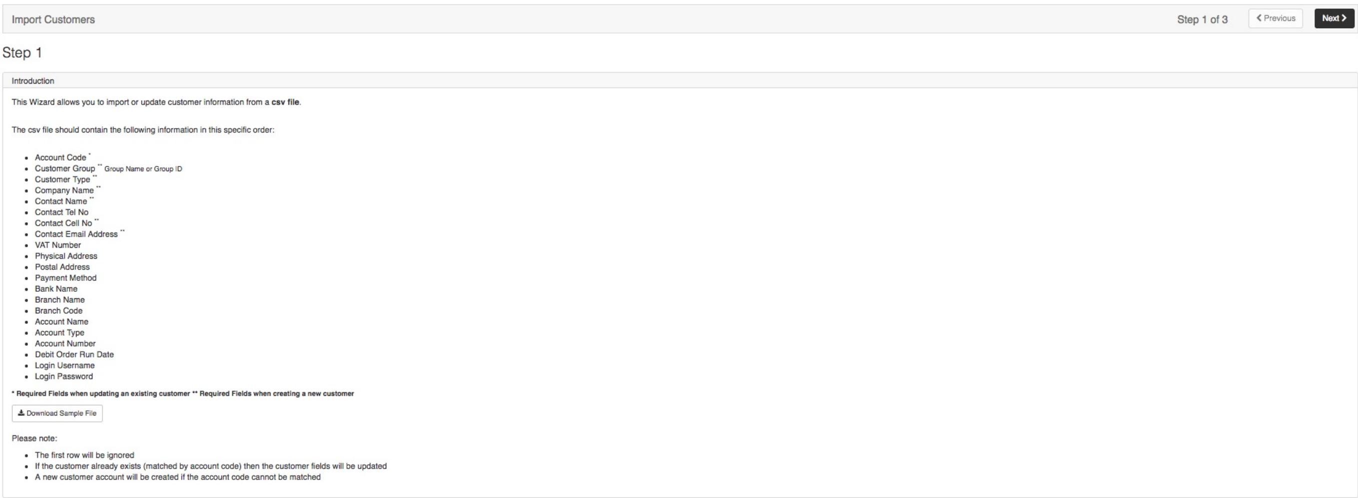
1. Import Customers

The first step will require you to import your customers. Please note that before you import your customers, you will need to create your customer groups. To create customer groups, please go to **customers ->Import Customers.**

After successfully adding your customer groups, you will now be able to start building and import your customer list. To do this, go to"**Customers**" and then click on the "**Import Customers**" option.

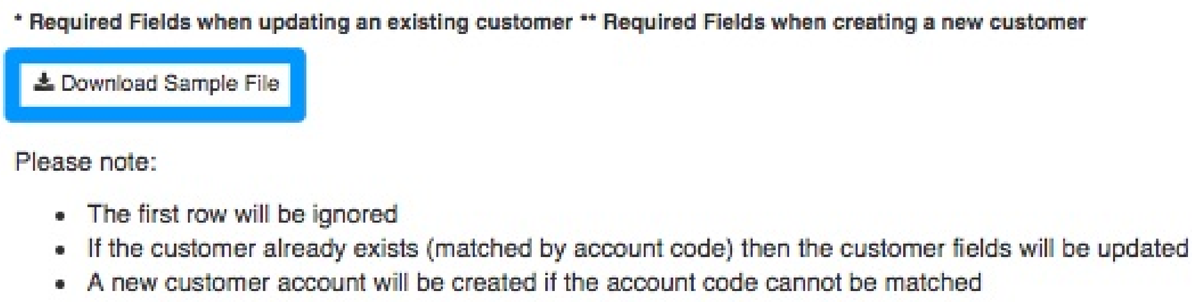


You will now see the following screen:



Step 1: Creating your import template

This import wizard will allow you to import or update your customer information by making use of a CSV file. Start by downloading the "**Download Sample File**".



After downloading the template, you will need to complete the following information for each customer:

- Account Code (customer code)
- Customer group
- Customer Type (Individual / Customer)
- Company Name (If applicable)
- Contact name
- Tel No
- Cell No
- Email
- VAT Number (If Applicable)
- Physical Address (123 Sands Rd, Wilderness,6560)
- Postal Address (123 Sands Rd, Wilderness,6560)
- Payment Method (EFT, Cash, Direct Debit, Credit Card)
- Bank Name
- Branch Code
- Account Name (If on Debit Order)
- Account Type (If on Debit Order)
- Account Number (If on Debit Order)
- Debit Date (If on Debit Order)
- Login Username (Customer Portal – If the customer previously had one)
- Login Password (Customer Portal – If the customer previously had one)

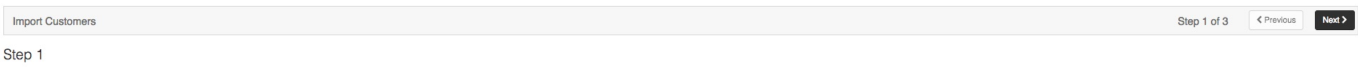
A	B	C	D	E	F	G	H	I	J	K
Account Code	Customer Gro	Customer Typ	Company Na	Contact Nam	Tel No	Cell No	Email	VAT Number	Physical Addr	Postal Addres
abc123	Other	Individual		Imel 2	825514444	825514444	imel@oulap.com		123 Sands Rd	P.O. Box 123
API001	Call Answer	Company	API Company	Api User	448135000	825514444	api@oulap.c	1234009900	1234 Mitchel	P.O.Box 1234
ABCzzz	Call Answer	Company	NewCo	imel4		825514444	newco@oula	12	1234 Mitchel	P.O. Box 123

L	M	N	O	P	Q	R	S	T	U
Payment Me	Bank Name	Branch Name	Branch Code	Account Nam	Account Type	Account Num	Debit Date	Login Userna	Login Passwo
Direct Debit	Standard Bar	Adderley St	110011	IS Rautenbch	Savings	1000010	3	imelaa	asasas
Direct Debit	Standard Bar	Adderley St	110011	IS Rautenbac	Current	12121212	5		
Direct Debit	ABSA	York St	1101212	ABC Co	Current	12121212	3	imelio	123456

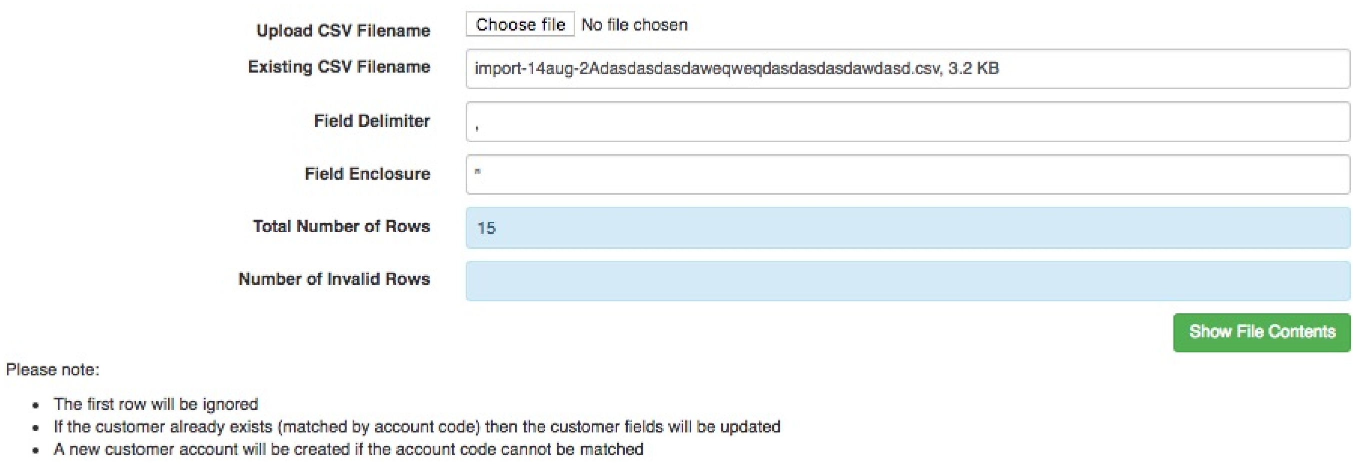
After creating your import template, remember to save it in CSV format. Next, you will need to validate your information.

Step 2: Validating your import template

To get to step 2, you will need to click on the “**Next**” button found in the top right-hand corner.



You will now be able to upload your CSV file on the right-hand side of the screen.



After uploading your file, click on the “**Show File Contents**” button and then on the “**Validate File**” button which will appear. This will allow for the data on the file to be validated and in return show you any data which could be obscured. If any of the data is obscured, then you will most likely have to change the field delimiter.

Before continuing to step 3, it is important that you ensure that there are no invalid rows in your file. If all the data in the file is correct and validate, all line items will appear green.

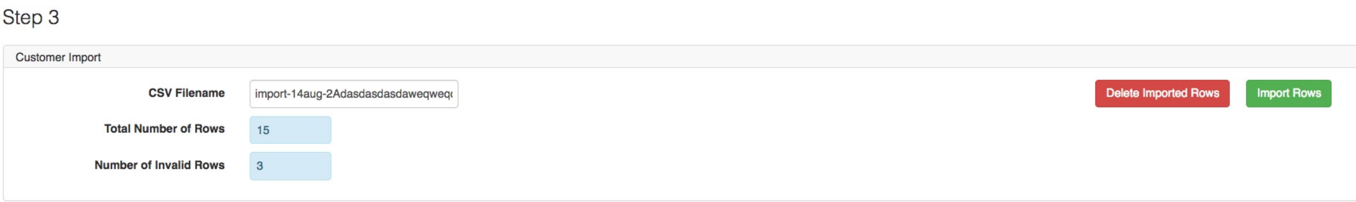
Account Code	customer Group	Customer Type	Company Name	Contact Name	Contact Tel No	Contact Cell No	Contact Email Address	VAT Number	Physical Address	Postal Address	Payment Method	Bank Name	Branch Name	Branch Code	Account Name	Account Type	Account Number	Debit Order Run Date	Login Username	Login Password
abc123 [Add]	Other [2]	Individual		Imel 2	0825514444	0825514444	imel@oulap.com		123 Sands Rd, Wilderness,6560	P.O. Box 1234, Wilderness, 6560	Direct Debit	Standard Bank	Adderley St	110011	IS Rautenbch	Savings	1000010	3	imelaa	asasas
API001 [Update]	Call Answer [4]	Company	API Company	Api User	0448135000	0825514444	api@oulap.com	1234009900	1234 Mitchell St, George,6529	P.O.Box 1234, George, 6530	Direct Debit	Standard Bank	Adderley St	110011	IS Rautenbach	Current	12121212	5		
ABCzzz [Add]	Call Answer [4]	Company	NewCo	imel4		0825514444	newco@oulap.com	12	1234 Mitchell St, George,6529	P.O. Box 123, Wilderness, 6560	Direct Debit	ABSA	York St	1101212	ABC Co	Current	12121212	3	imelio	123456

4 rows

Click on the "**Next**" button found in the top right-hand corner to continue to step 3.

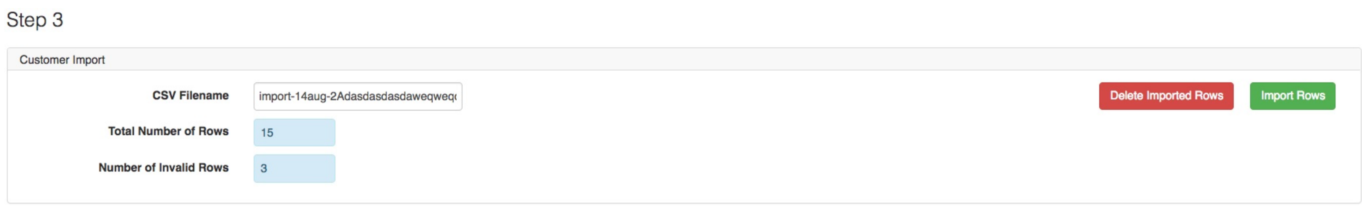
Step 3: Import or delete rows

In step three you get the option to either delete imported rows or to import these rows.

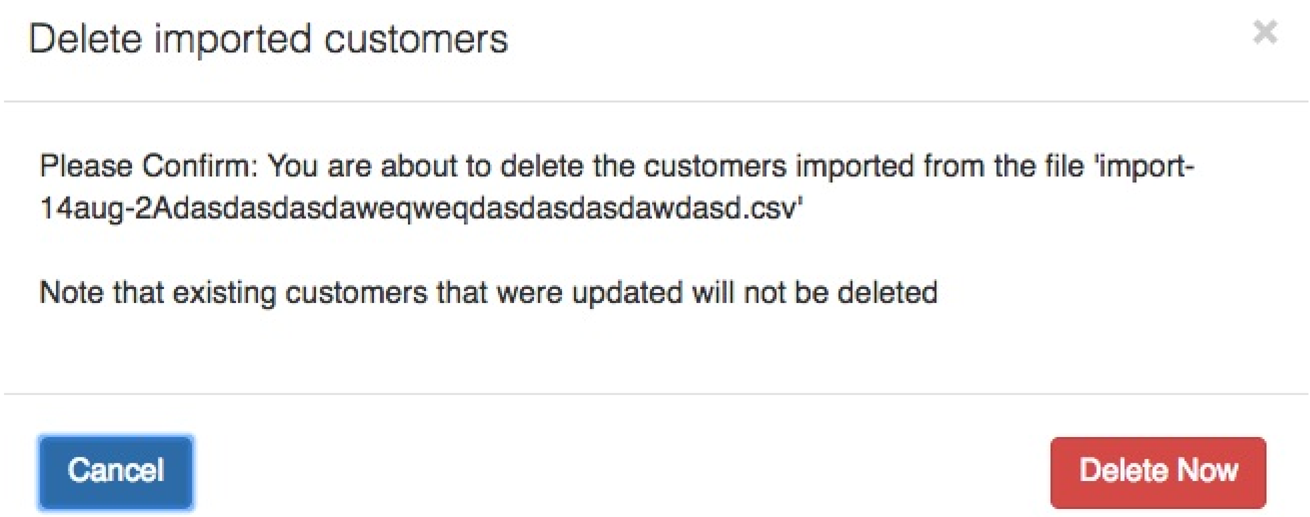


<u>Delete rows</u>

Deleting imported rows will delete all the customers that you originally imported with your CSV file. Click on the "**Delete Imported Rows**" button to continue deleting the relevant rows.

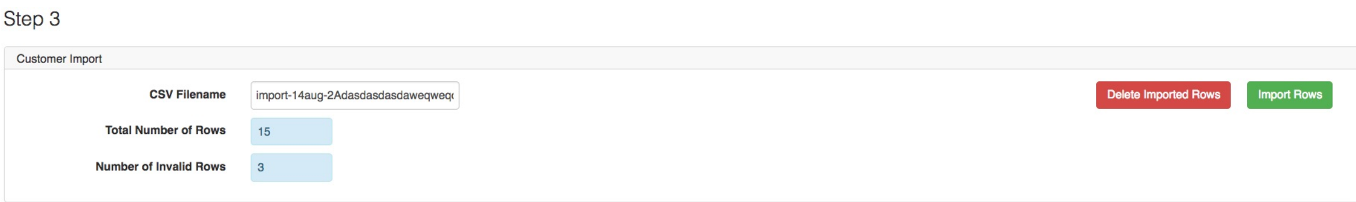


On the following pop-up screen, click on the "**Delete Now**" button to continue with the process.

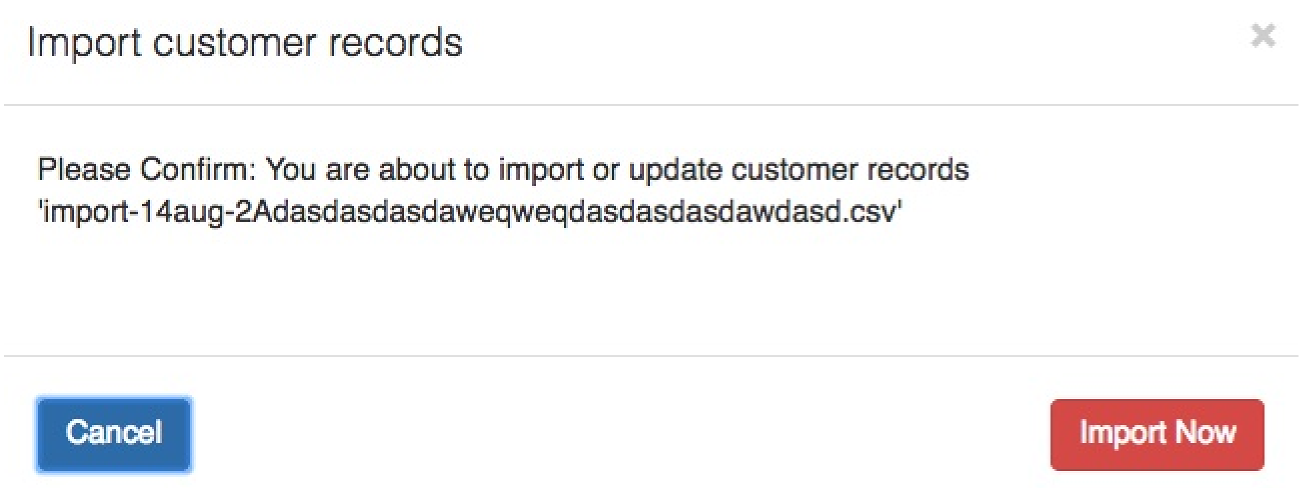


Import Rows:

Importing rows means you are either importing new data or replacing old data. Click on the “**Import Rows**” button to continue importing the relevant rows.



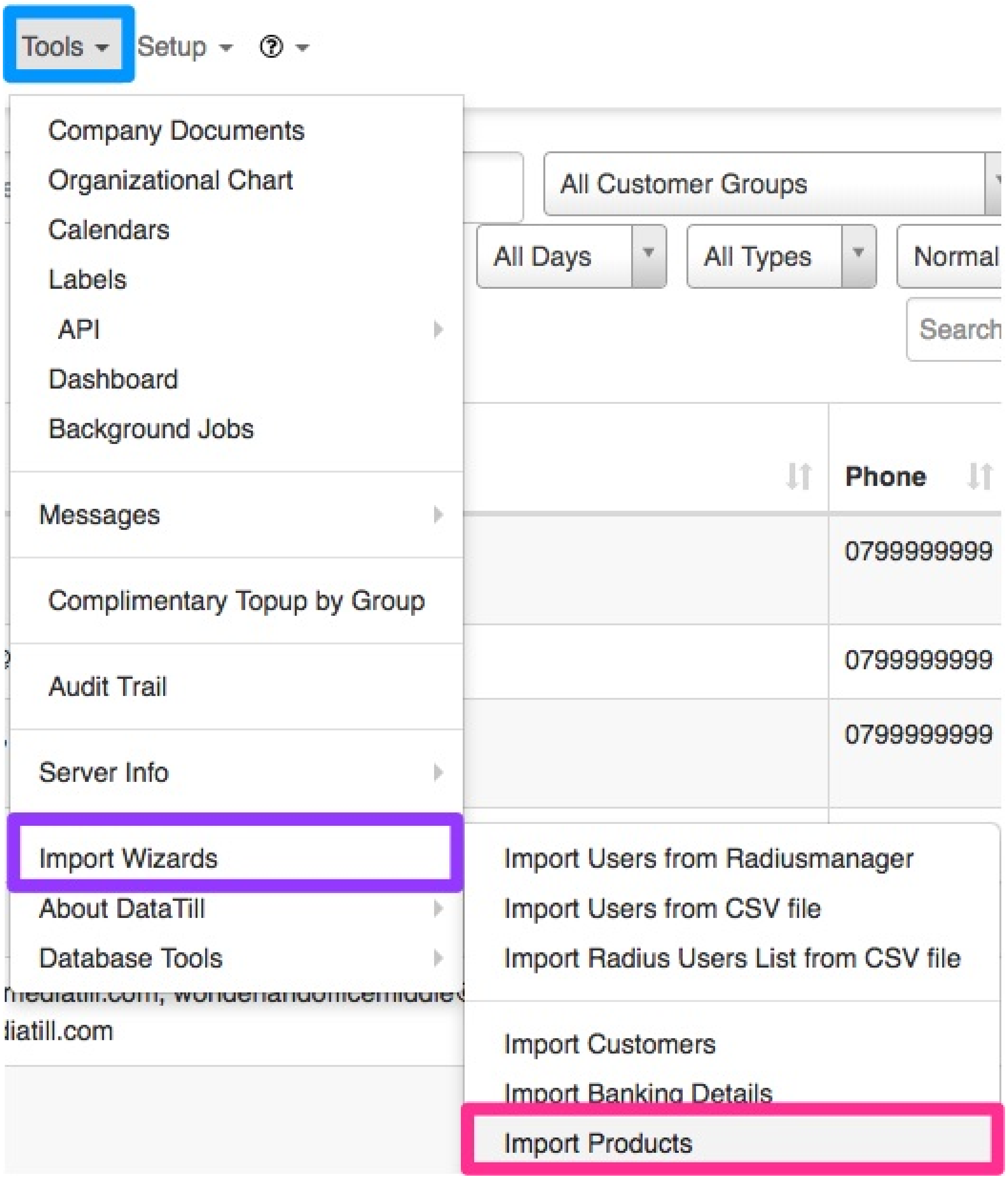
On the following pop-up screen, click on the “**Import Now**” button to continue with the process.



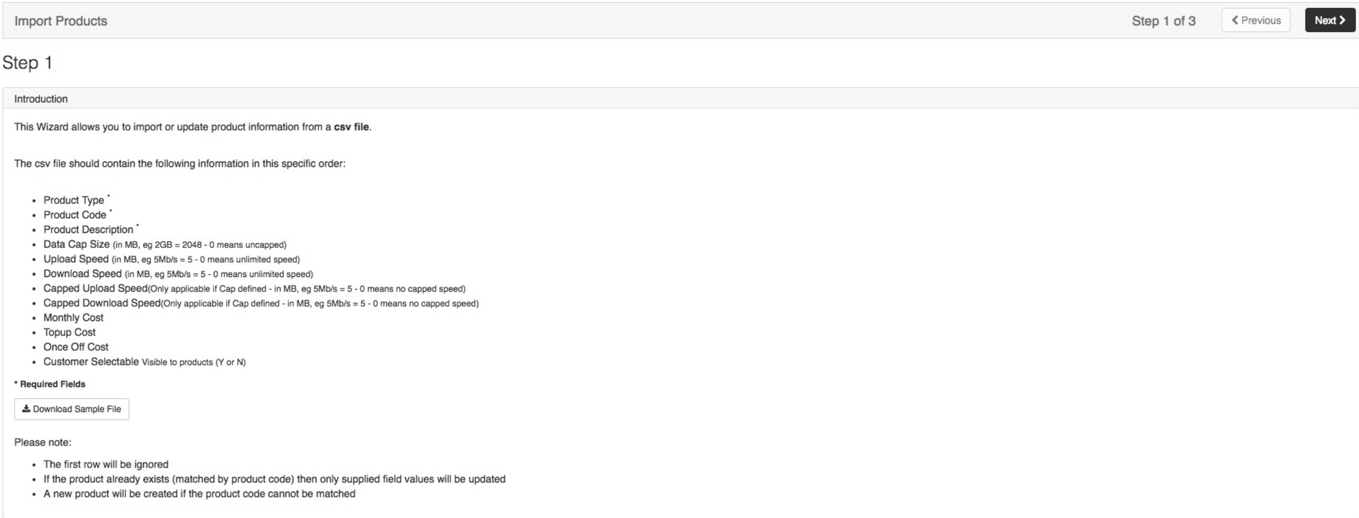
2. Import Products

Next, you will need to import your products. Please note that before being able to import your product list that you will need to create your product types. For more information on how to do this, please refer to section 3.1. of our **Billing Guide**.

To find the product import wizard, you will need to go to "**Tools**" – "**Import Wizards**" and then click on the "**Import Products**" option.

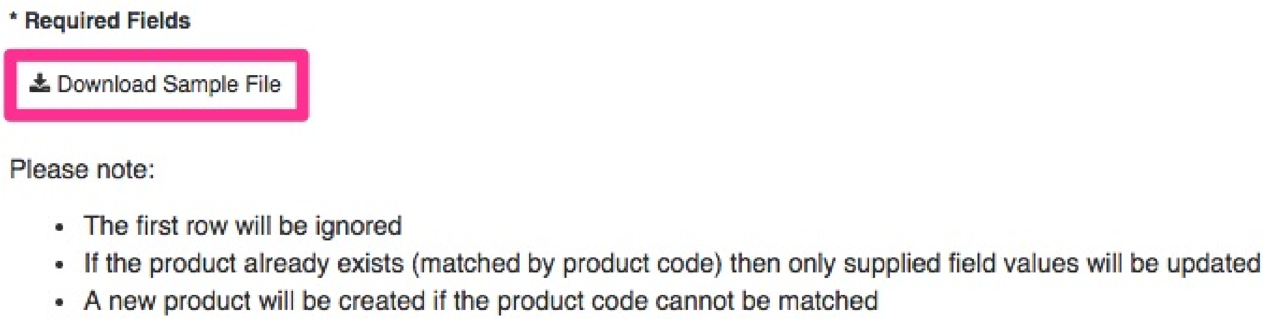


You will now be able to see the following screen:



Step 1: Creating you import template:

This import wizard will allow you to import or update your products by making use of a CSV file. Start by downloading the “**Download Sample File**”.



Your CSV document should contain the following information (in this specific order):

- Product Type
- Product Code
- Product Description
- Data Cap Size (In MB, e g 5Mb/s = 5 – 0 means unlimited speed)
- Upload Speed (in MB, eg 5Mb/s = 5 – 0 means unlimited speed)
- Download Speed (in MB, eg 5Mb/s = 5 – 0 means unlimited speed)
- Capped Upload Speed (Only applicable if Cap defined – in MB, eg 5Mb/s = 5 – 0 means no capped speed)
- Capped Download Speed (Only applicable if Cap defined – in MB, eg 5Mb/s = 5 – 0 means no capped speed)
- Monthly cost
- Top-up Cost
- Once off Cost
- Customer Selectable (Visible to customers – Y or N)

Product Type	Product Code	Product Desc	Cap Size (ME	Speed Up (M	Speed Down	Capped Spee	Capped Spee	Monthly Cost	Topup Cost	Once Off Cos	Customer Selectable (Y/N)
BANDWIDTH	20GB5MB0C	20GB (5MBs	20480	5	5	1.5	3	500	50	0	Y
BANDWIDTH	HUC300GB6I	Home Uncap	307200	3	6	1.5	3	800	45	0	Y
Connectivity	LINE001	Line Rental						200			Y
Hosting Prod	HOST001	Web Hosting Gold						250			Y
Call Outs	CALL001	Standard Call Out								350	N
Installation	INS001a	Standard Installation								2500	Y
BANDWIDTH	HUC300GB6	5Mb/10MB Uncapped		5	10			100	1		Y

After creating your import template, remember to save it in CSV format. Next, you will need to validate your information.

Click on the “**Next**” button found in the top right-hand corner to continue to step two.

Step 2: Uploading your document

You will now be able to upload your CSV file on the right-hand side of the screen.

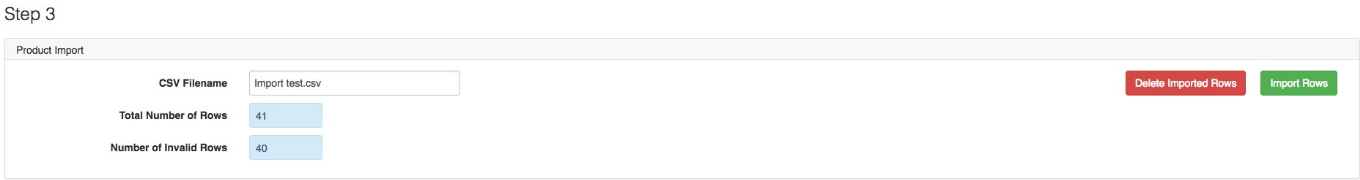
After you have uploaded your file, you will be able to determine whether or not you would like to **update** existing products or not. Next, you will need to click on the “**Show File Contents**” button and thereafter on the “**Validate File**” button.

This will allow for the data on the file to be validated and in return show you any data which could be obscured. If any of the data is obscured, then you will most likely have to change the field delimiter.

Before continuing to step 3, it is important that you ensure that there are no invalid rows in your file. If all data in the file is correct and validate, all line items will appear green. Click on the "**Next**" button found in the top right-hand corner to continue to step 3.

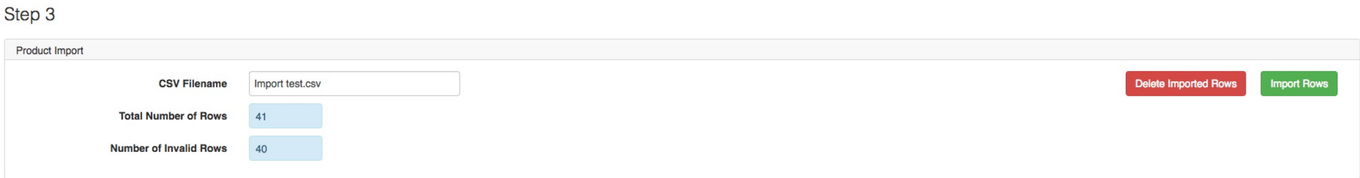
Step 3: Delete of Import rows

In step three you get the option to either delete imported rows or to import these rows.

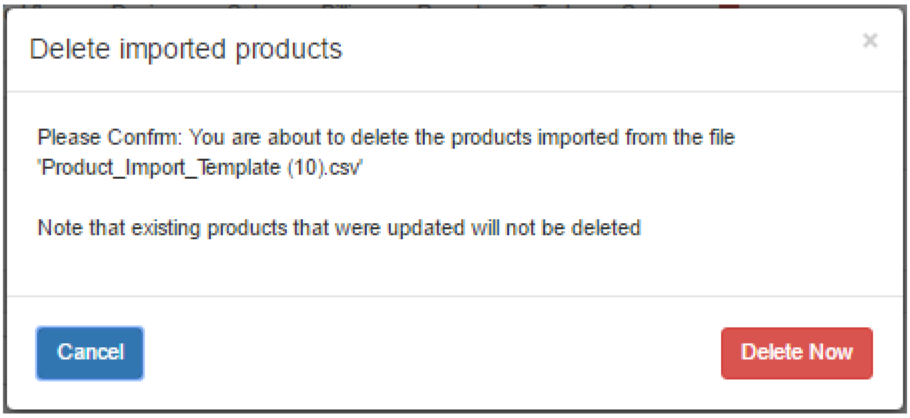


Delete Imported Rows:

Deleting imported rows will delete all the products that you originally imported with your CSV file. Click on the "**Delete Imported Rows**" button to continue deleting the relevant rows.

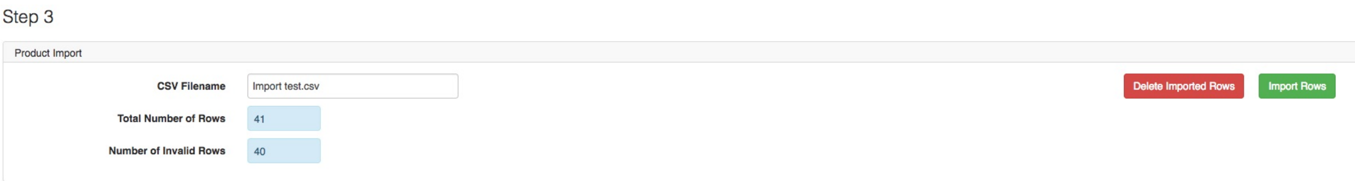


On the following pop-up screen, click on the "**Delete Now**" button to continue with the process.

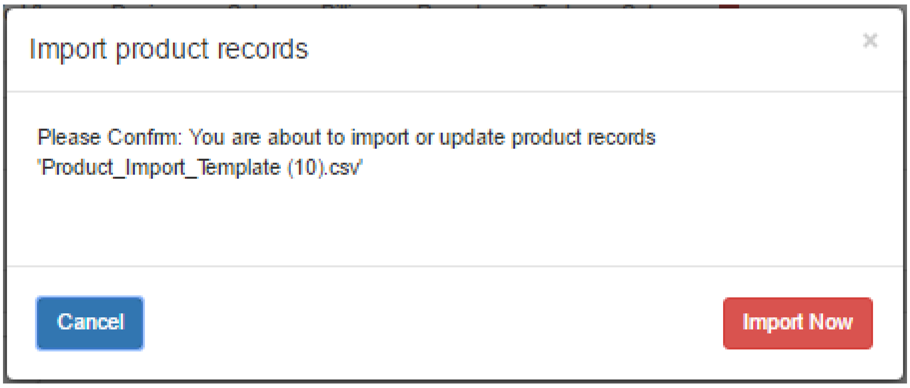


Imported Rows:

Importing rows means you are either importing new data or replacing old data. Click on the "**Import Rows**" button to continue importing the relevant rows.



On the following pop-up screen, click on the "**Import Now**" button to continue with the process.

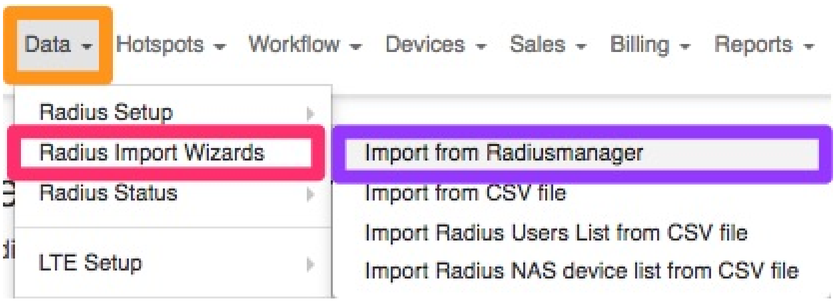


3. Radius Import Wizards

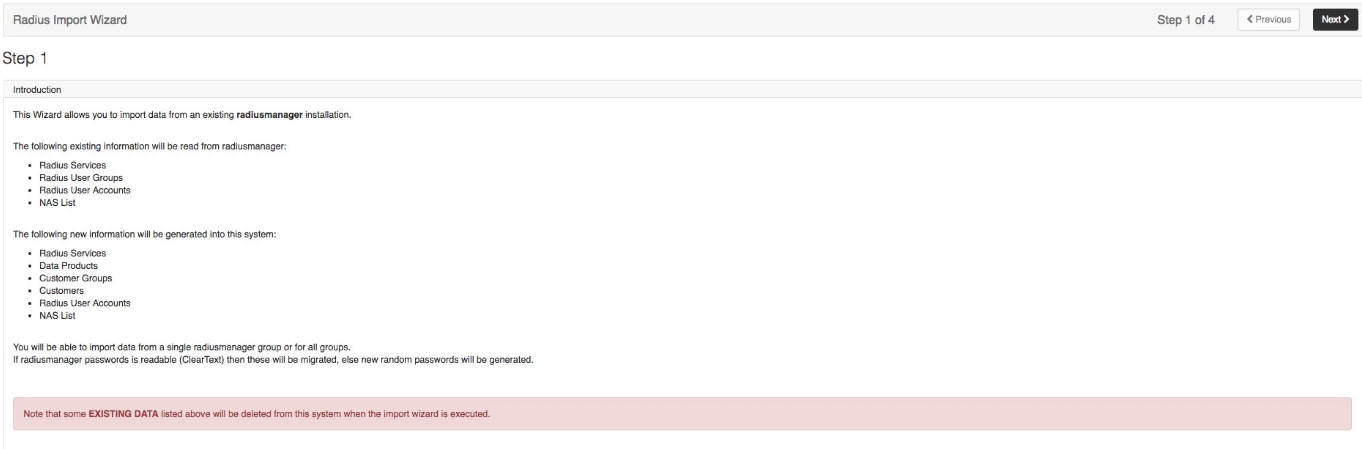
There are two different ways in which you will be able to import radius. The first method will be by importing from RadiusManager and the second method will be to import from a CSV file.

3.1. Import from RadiusManager

To find the RadiusManager import file, go to "**Data**" – "**Radius Import Wizards**" and then click on the "**Import from RadiusManager**" option.



After the screen has loaded, you will see the following:



Step 1: Introduction to the Import Wizard

By making use of this import wizard, you will import the following items:

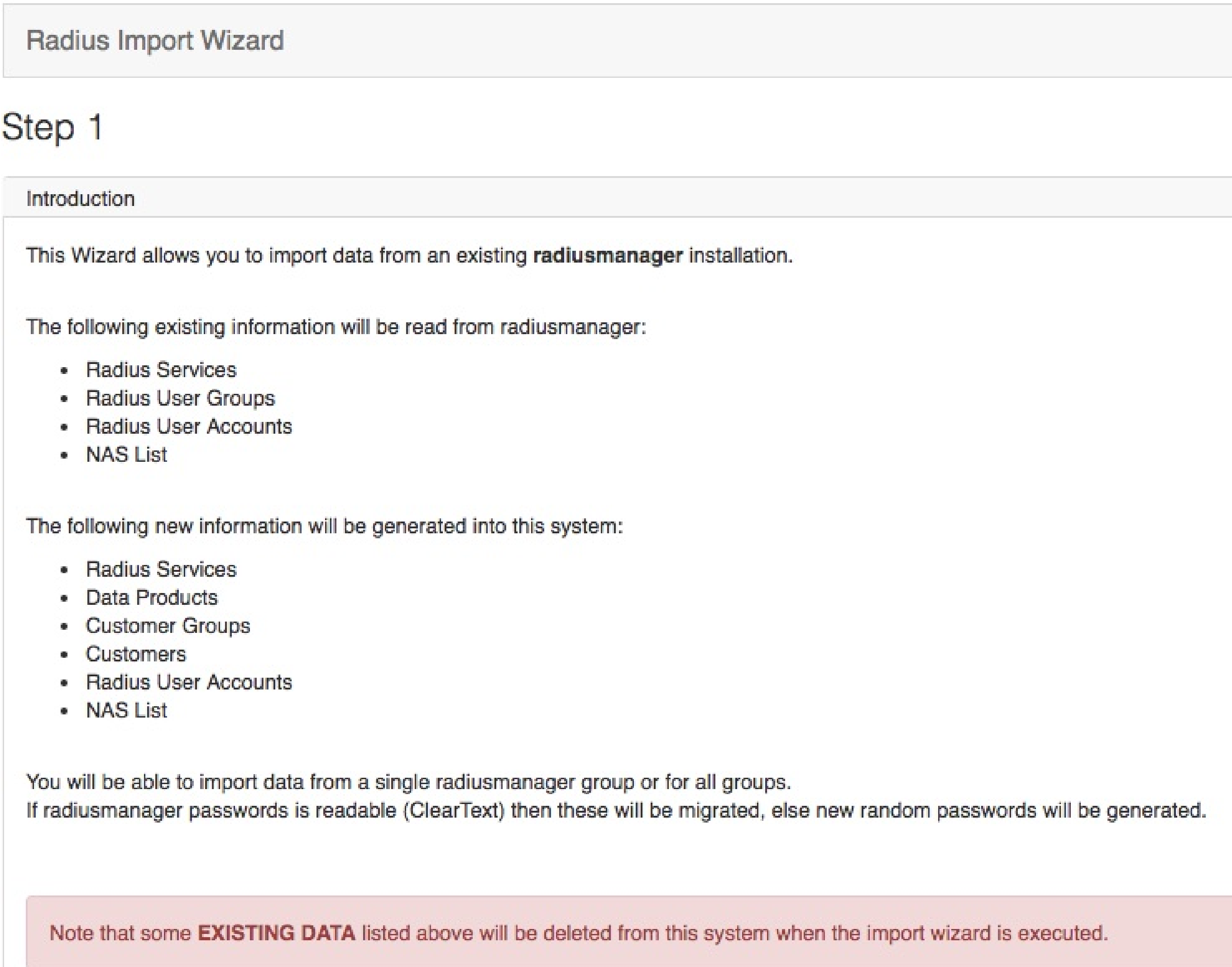
- Radius Services
- Radius User Group
- Radius User Accounts
- NAS list information.

By using the information above, the following new information will then be generated:

- Radius services
- Data Packages
- Customer Groups

- Customers
- Radius Users Accounts
- NAS list

You will be able to import data from a single radiusmanager group or for all groups. If radiusmanager passwords are readable (ClearText) then these will be migrated, otherwise, new random passwords will be generated.



Radius Import Wizard

Step 1

Introduction

This Wizard allows you to import data from an existing **radiusmanager** installation.

The following existing information will be read from radiusmanager:

- Radius Services
- Radius User Groups
- Radius User Accounts
- NAS List

The following new information will be generated into this system:

- Radius Services
- Data Products
- Customer Groups
- Customers
- Radius User Accounts
- NAS List

You will be able to import data from a single radiusmanager group or for all groups.
If radiusmanager passwords is readable (ClearText) then these will be migrated, else new random passwords will be generated.

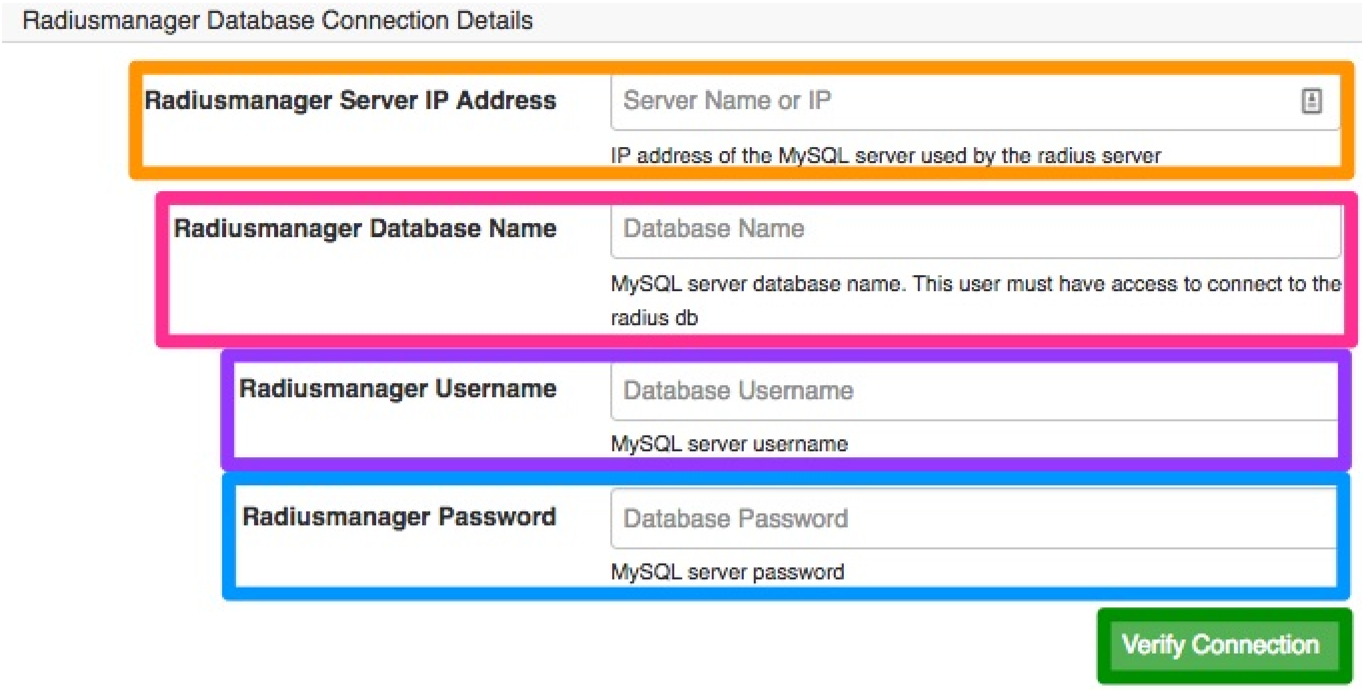
Note that some **EXISTING DATA** listed above will be deleted from this system when the import wizard is executed.

Click on the “**Next**” button on the top right of the page to continue to Step two.

Step 2: RadiusManager Databas Connection Details

In this section, you will be required to add the following details of your RadiusManager:

- **Server IP Address**
- **Database Name**
- **RadiusManager Username**
- **RadiusManager Password**



After adding all the information, click on the "**Verify Connection**" button to verify that the details were typed incorrectly. If you get a notification that says “You have successfully connected to the RadiusManager database”, then you have added all details correctly and you can continue to the next step.

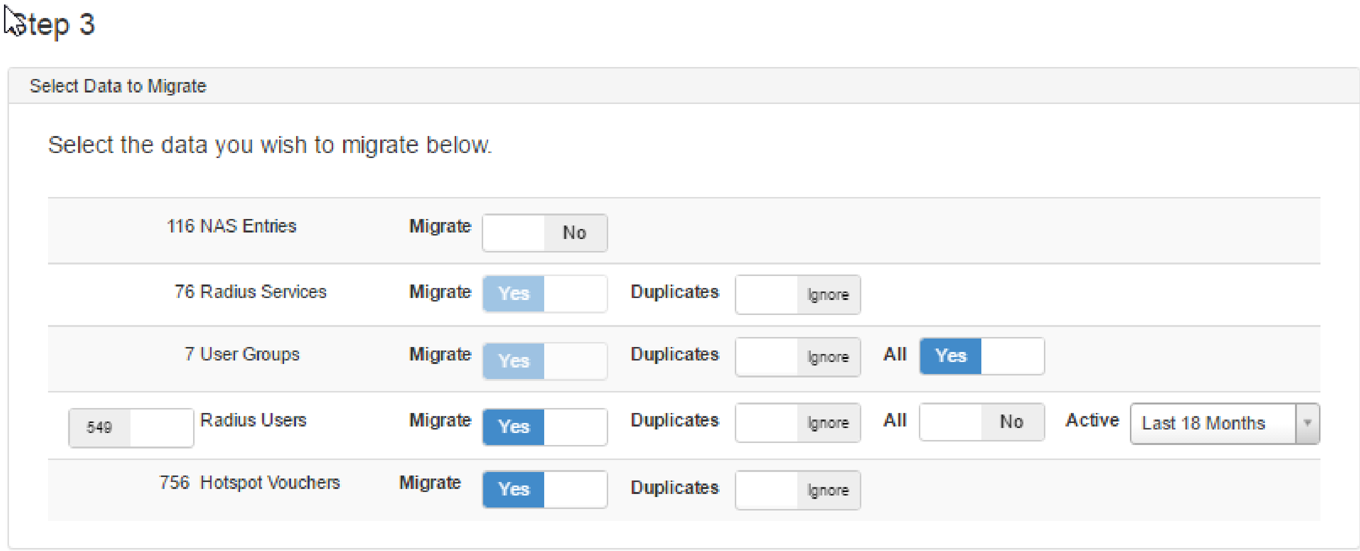
To continue to the next step, click on the “**Next**” button found in the top right-hand side of the screen.

Step 3: Select Data to Migrate

You will now be able to select all the data which you wish to migrate.

Please note the following:

- If all the “**Migrate**” toggle buttons are switched to yes, it means that every user group and every radius customer will be imported.
- You can order the wizard to update or ignore any information that is already in the database by clicking on the “**duplicates**” toggle button.

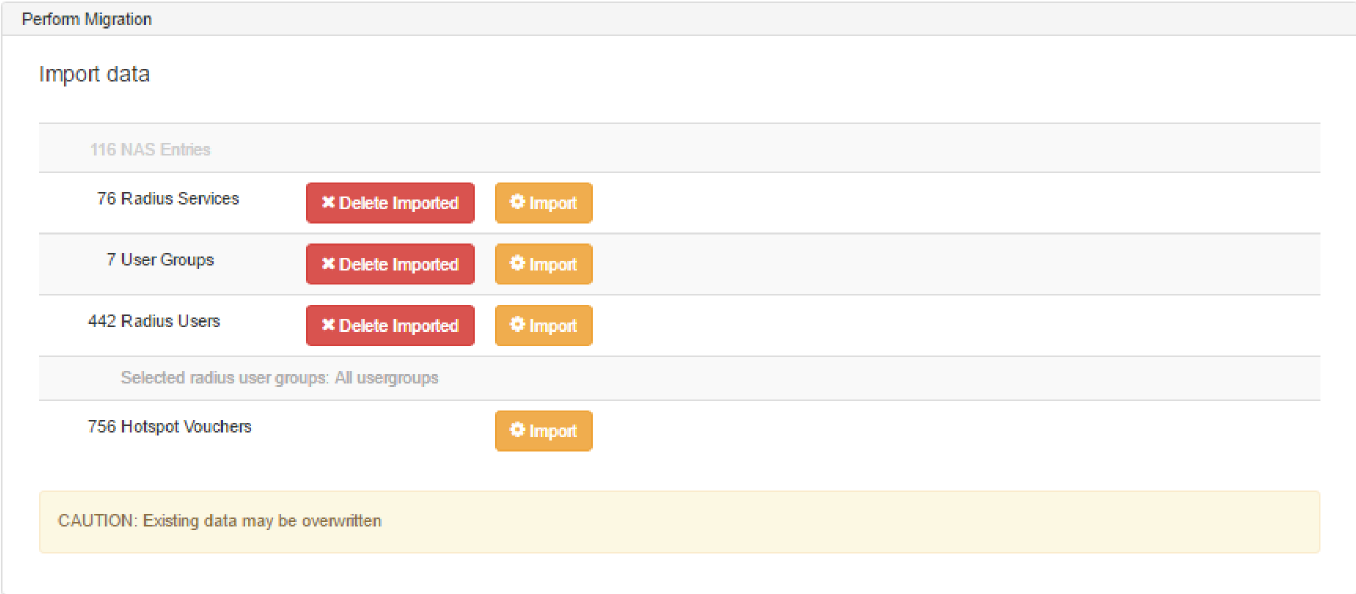


After selecting the relevant information which needs to be migrated, click on the "**Next**" button to continue to step 4.

Step 4: Perform Migration

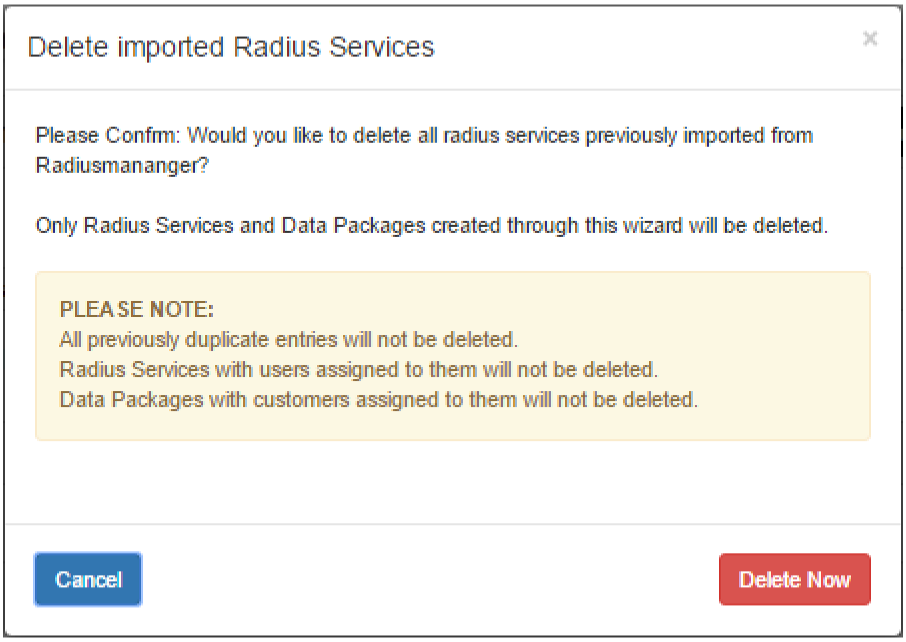
Step 4 will allow you to either delete the imported data or to import the new data into the system.

Step 4



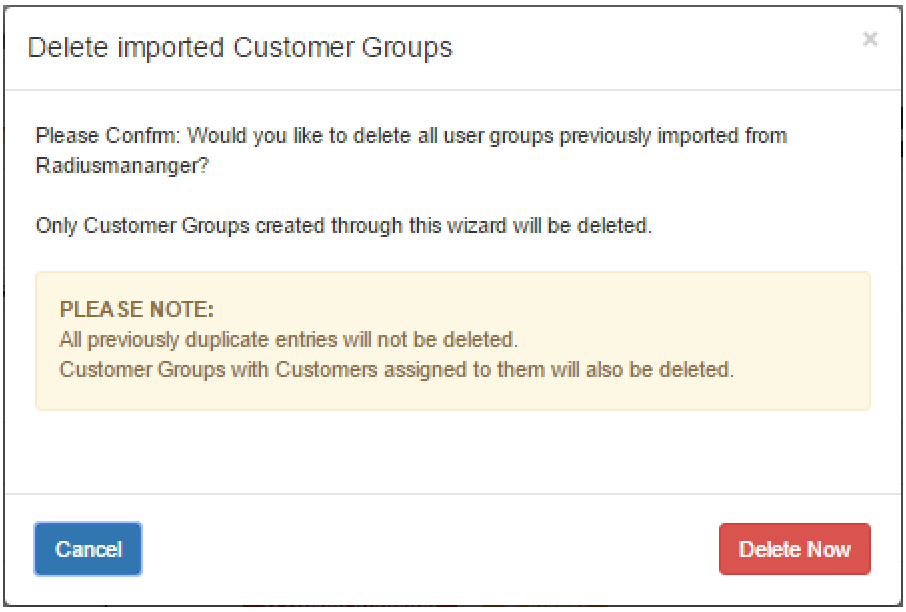
Delete Imported Radius Services:

To delete the imported radius services, click on the "**Delete Imported**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



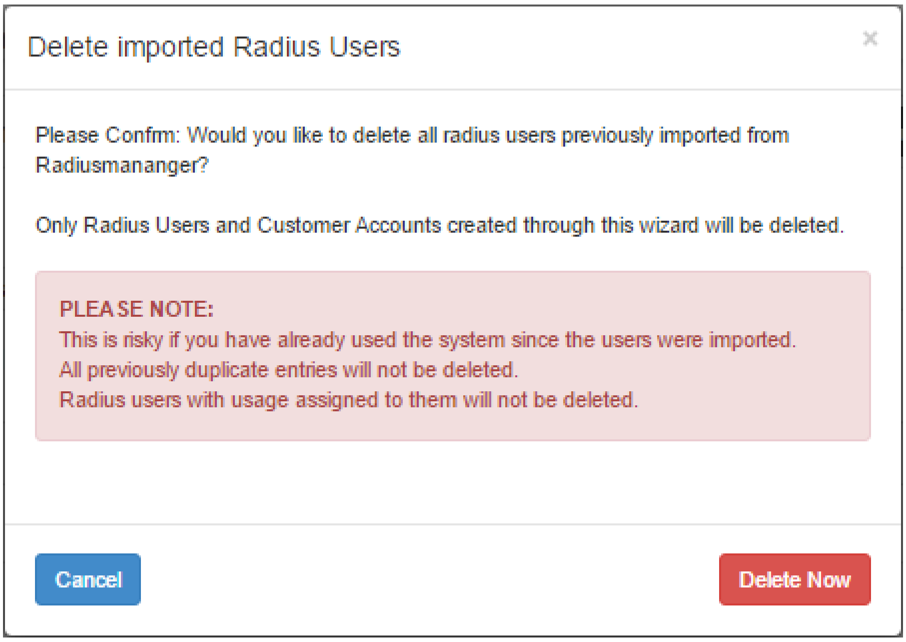
Delete Imported Customer Groups:

To delete the imported customer groups, click on the "**Delete Imported**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



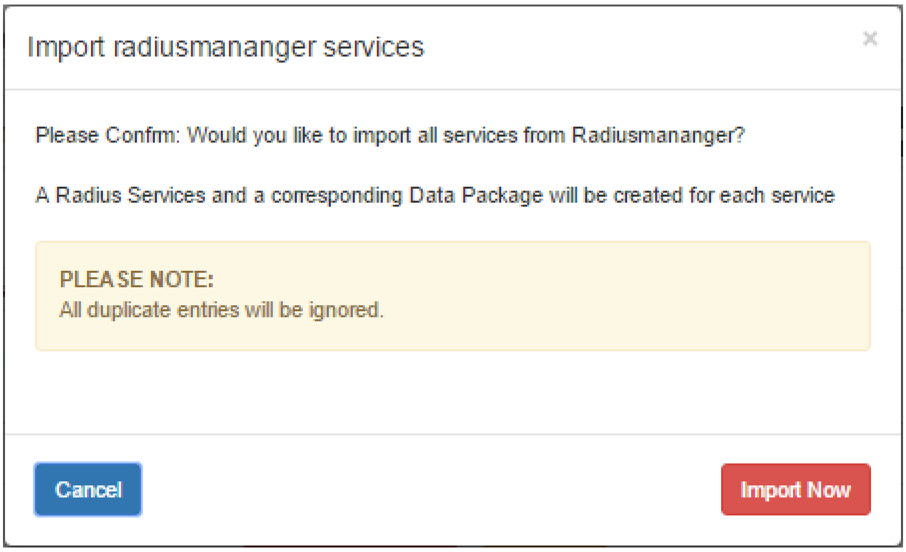
Delete Imported Radius Users:

To delete the imported radius users, click on the "**Delete Imported**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



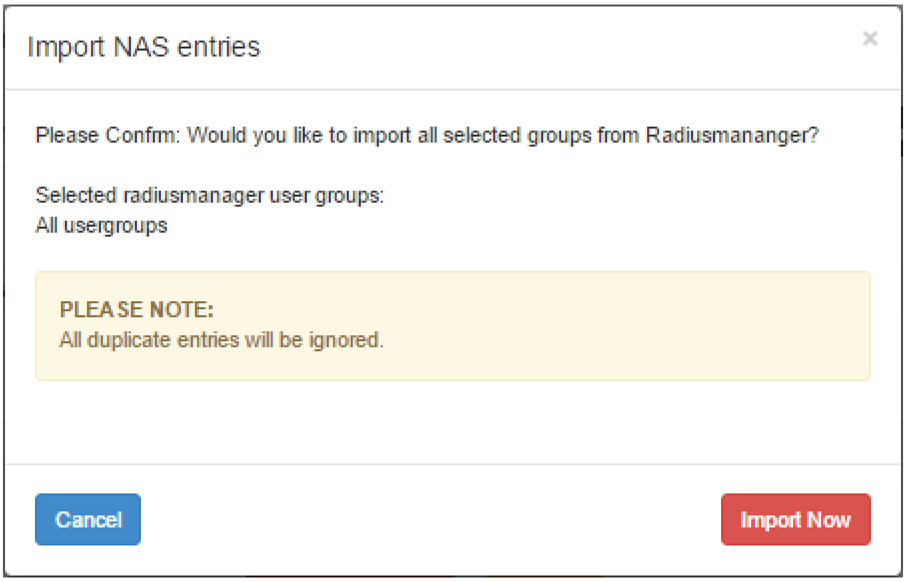
<u>**Import Radius Manager Services:**</u>

To import the radius manager services, click on the "**Import**" button. You will now see the following pop-up screen. Click on the "**Import Now**" button to continue with deleting the information.



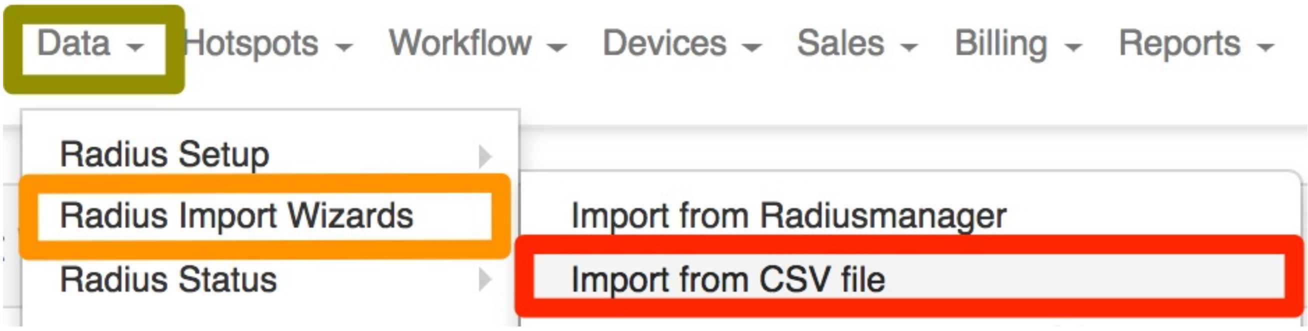
Import NAS entries:

To import the NAS entries, click on the "**Import**" button. You will now see the following pop-up screen. Click on the "**Import Now**" button to continue with deleting the information.



3.2. Import from CSV file

This Radius Import Wizard allows you to import data about a radius from a CSV file. To use the import from CSV method, go to "**Data**" – "**Radius Import Wizards**" and then click on the "**Import from CSV file**" option.



You will now see the following screen providing you with information on what should be on your CSV file.

Introduction

This Wizard allows you to import data from a **csv file**.

The csv file should contain the following information:

- Radius username *
- Radius password
- Radius account type
- IP address
- Company name
- Contact name *
- User email address *
- User mobile phone number *
- Postal address
- Physical address
- Customer account code *
- Customer group **
- Billing group **
- Existing data product **
- Client portal login **
- Client portal password **

*** Required Fields ** Required Fields in Advanced mode**

The following new information will be generated into this system:

- Customers
- Radius User Accounts

Please note:

- All imported customers will be assigned to a pre-selected customer group
- All imported users will be assigned to a pre-selected radius service and data product
- If no radius user passwords are supplied in the csv file then random or pre-selected passwords can be assigned

Note that some **EXISTING DATA** could be updated in the DataTill database when the import wizard is executed.

Step 1: Creating you import template:

To make use of this method, you will need to have the following headings in your CSV document:

- Radius username
- Radius password
- Radius account type
- IP address
- Company name
- Contact name
- User email address
- User mobile phone number
- Postal address
- Physical address
- Customer account cod

- Customer group
- Billing group
- Existing data product
- Client portal login
- Client portal password

The Import Wizard will add both a Radius User and a Customer.

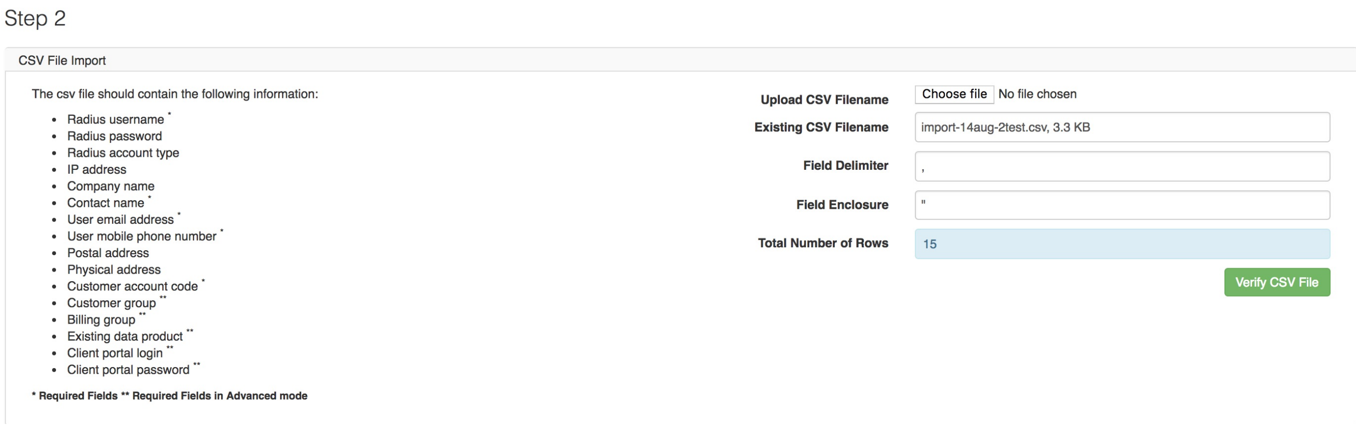
Please note that:

- Every customer created will be assigned to your default customer group,
- All imported users will be assigned to a pre-selected radius service and data package and
- If no radius user passwords are supplied in the CSV file then random or pre-selected passwords can be assigned.
- Some existing data will be updated when the import wizard is executed.

Remember to save your file in CSV format. Click on the "**Next**" button found in the top right-hand corner to continue to the next step.

Step 2: CSV file upload

This step will require you to upload your CSV document with all of the data which you would like to use. Ensure that you are using the correct field delimiter and field enclosure. After uploading your document, click on the "**Verify CSV File**" button. This will determine whether the data in the file is usable or not.

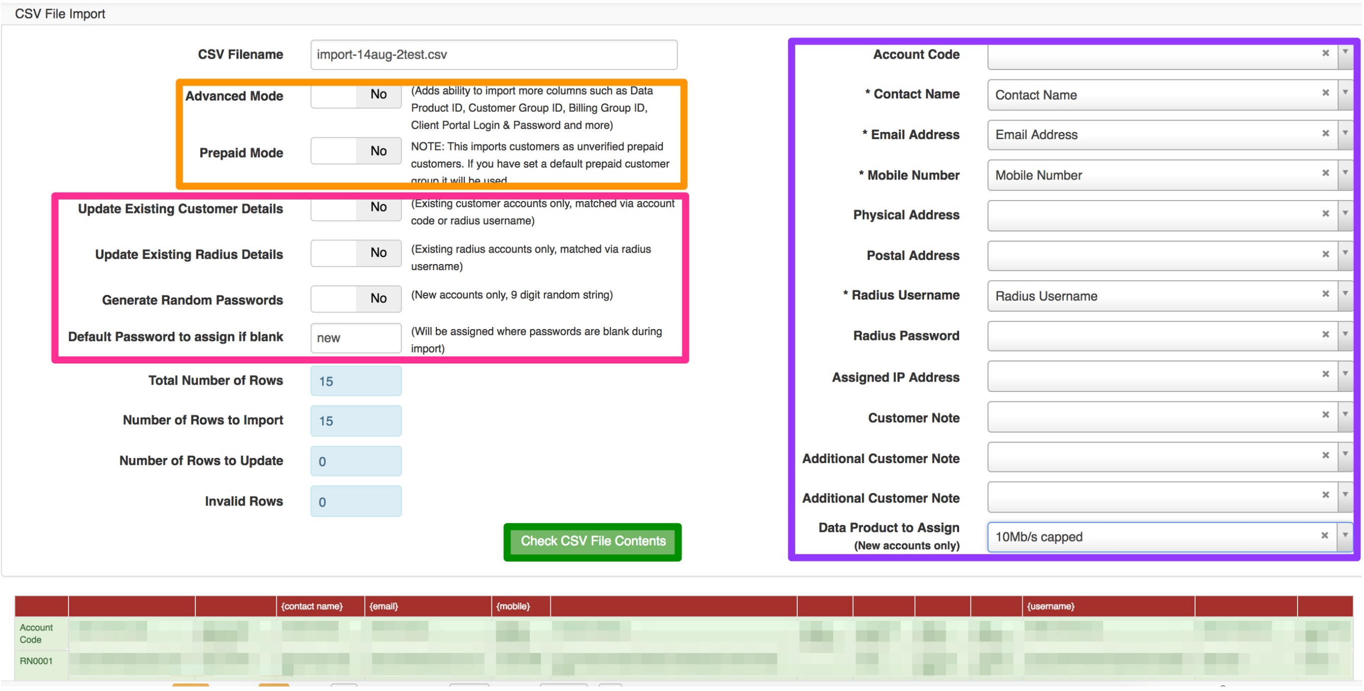


If the data is usable, then click on the “**Next**” button in the top right-hand corner to continue to step 3.

Step 3: CSV file import

There are **two different modes** this import wizard can be used for:

- **Advanced Mode:** This will add the ability to import additional columns such as data product ID, customer group ID, billing group ID, client portal login & password and more.
- **Prepaid mode:** These imports customers as unverified prepaid customers. If you have set a default prepaid customer group it will be used. To enable this mode, switch the toggle button to yes.



After selecting your mode, there will be **settings** that need to be authorised:

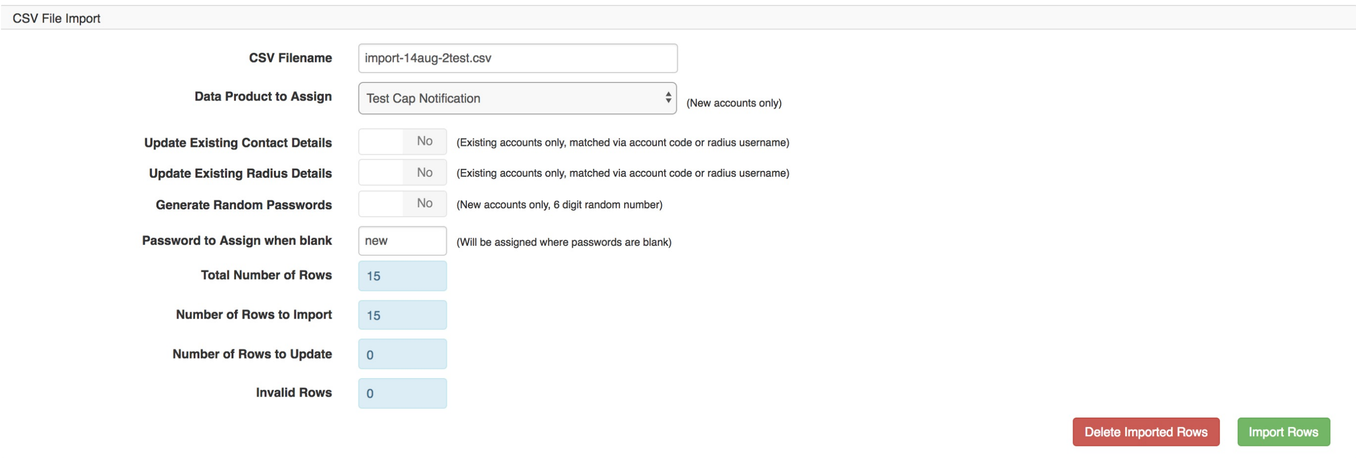
- **Update existing customer details:** this will update existing customer accounts only, matched via account code or radius username.
- **Update existing radius details:** this will update existing radius accounts only and will be matched via radius username.
- **Generate random passwords:** When this option is enabled, the system will set a random 9 digit password to new accounts only.
- **Default password to assign if blank:** this will allow you to pre-determine what password needs to be imported should there be blank space underneath the password heading.

You will now need to start linking the correct **tables** names to the section on the left. First, do all the items marked with a * next to them and then click on the “**Check CSV File Contents**” button. This will allow you to see the layout of your CSV file at the bottom of the page and you can check that all information is in the correct places.

If everything looks to be in place, go back to the top of the screen and link the rest of the tables to the correct names. Click **'Next'** at the top right-hand corner of the page to continue to step four.

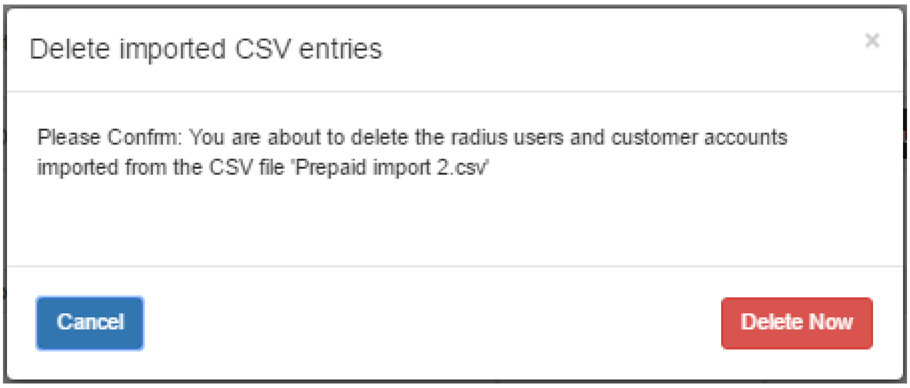
Step 4: Delete or Import rows

Step four will allow you to either delete or import the new.



<u>Delete Imported Rows:</u>

To delete the imported CSV entries, click on the "**Delete Imported Rows**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



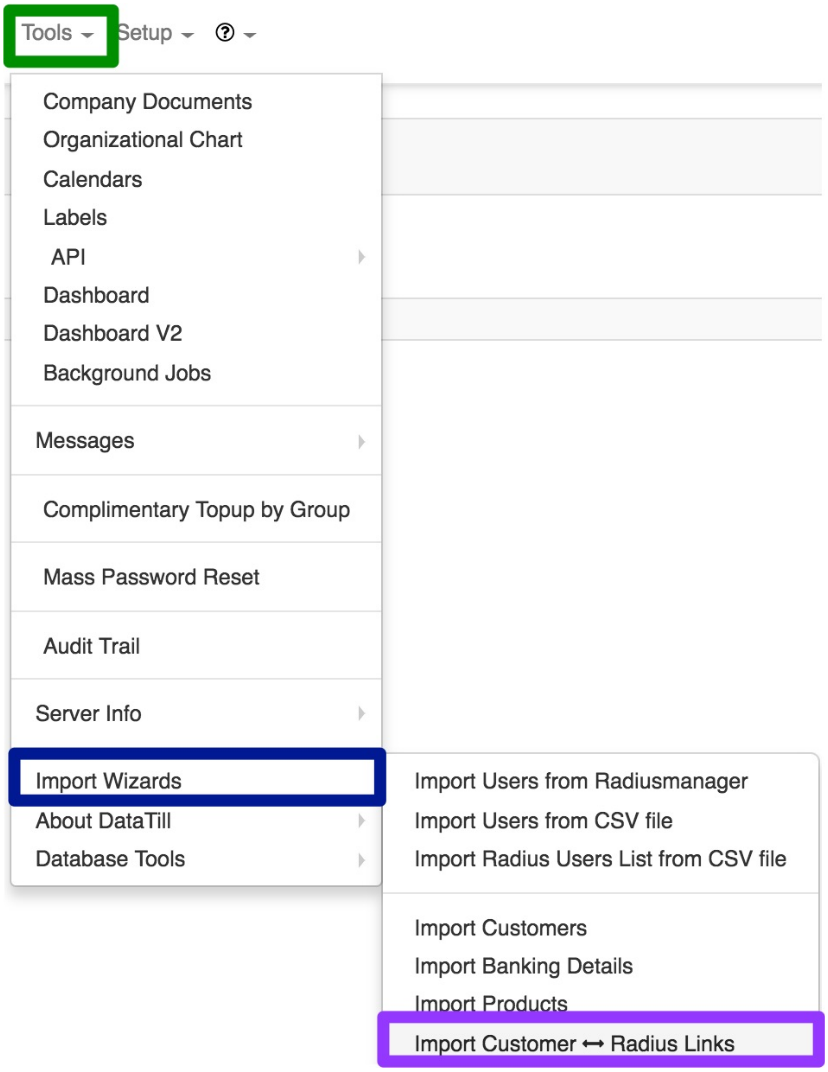
Import Rows:

To import the radius manager services, click on the "**Import Rows**" button. You will now see the following pop-up screen. Click on the "**Import Now**" button to continue with deleting the information.

4. Import Customer Radius Links

This Wizard allows you to import or update customer radius product link information from a

CSV file. To find this wizard, go to "**Tools**" – "**Import Wizards**" and then click on the "**Import Customer <-> Radius Links**" option.



On the following page, you will be able to download the import **template** to use.

Step 1

Introduction

This Wizard allows you to import or update customer radius product link information from a **csv file**.

The csv file should contain the following information in this specific order:

- Customer Account Code *
- Product Code *
- Radius Username *
- Monthly Cost
- Topup Cost

*** Required Fields**

Download Sample File

Please note:

- The first row will be ignored
- A new link will be created if the link code cannot be matched
- The customer and radius account and product must exist before a link can be created or updated
- If the monthly or topup cost match the product cost then default pricing will be used

Step 1: Creating your CSV file

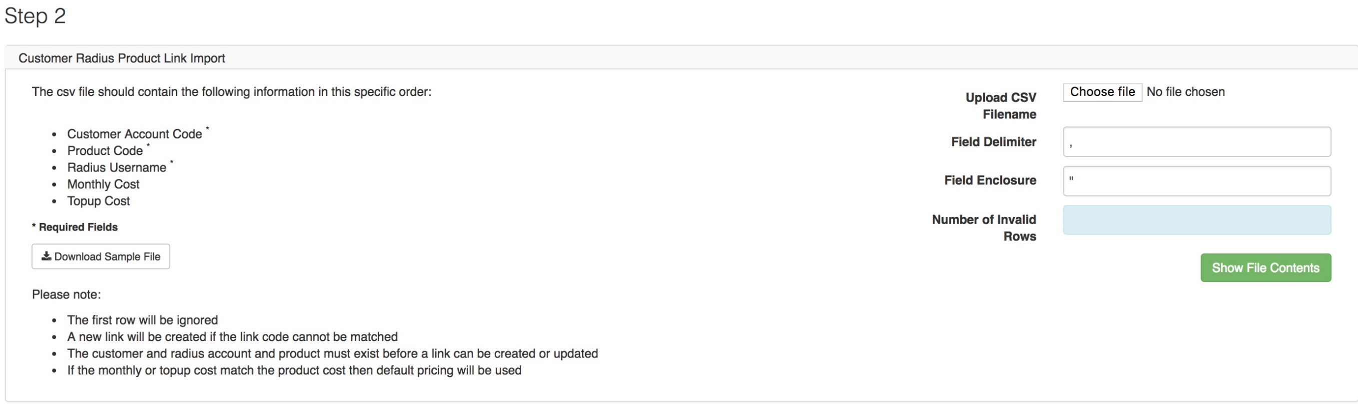
Make sure your CSV file contains all the information asked for in the specific order. You will need to have the following information on your sheet:

- Customer Account Code
- Product Code
- Radius Username
- Monthly costs
- Top-up cost

Remember to save your file in CSV format before trying to import it. Click on the “**Next**” button found in the top right-hand corner to continue to step 2.

Step 2: Customer Radius Product Link File Upload

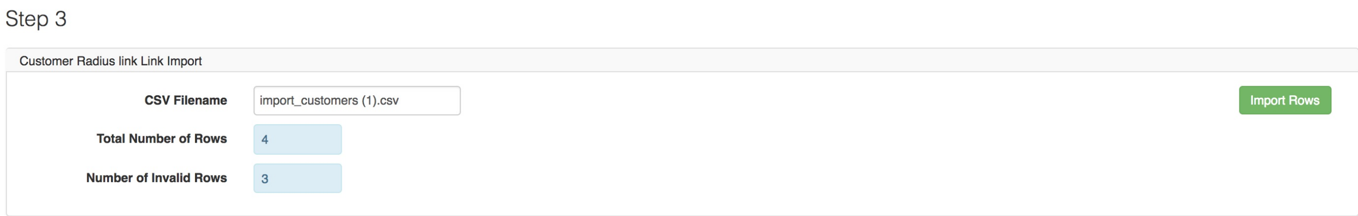
In this step, you have to upload the CSV file with the data you would like to import. After uploading the document, click on “**Show File Contents**” and then on “**Validate File**” button. Make sure that there are no invalid rows picked up by the import wizard.



If all lines are validated, click on the “**Next**” button found in the top right-hand corner to continue to step 3.

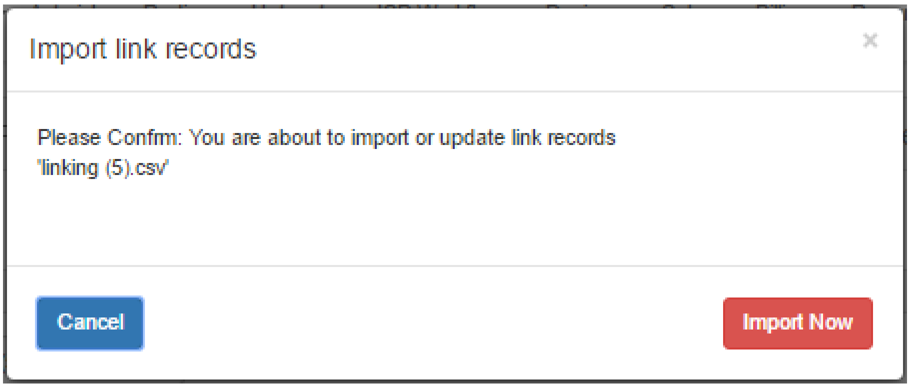
Step 3: Customer Radius Product Link Import

In this step, you will now import the data from your CSV file. To do this, click on the “**Import Rows**” button.



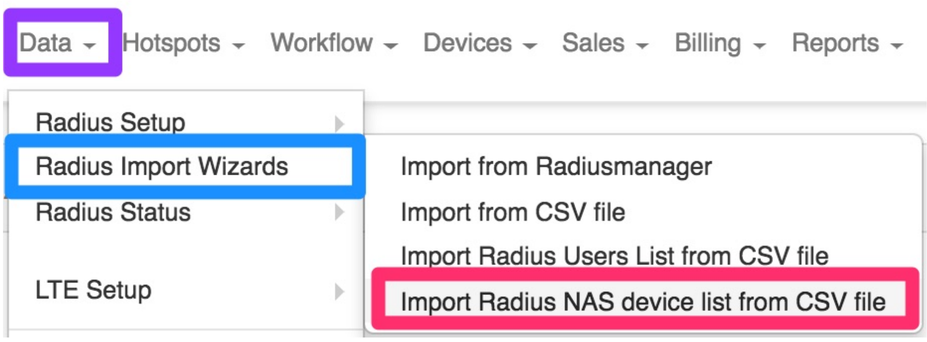
Import Rows:

After clicking on the "**Import Rows**" button, you will see the screen below. Click on the "**Import Now**" button to continue the importing process.

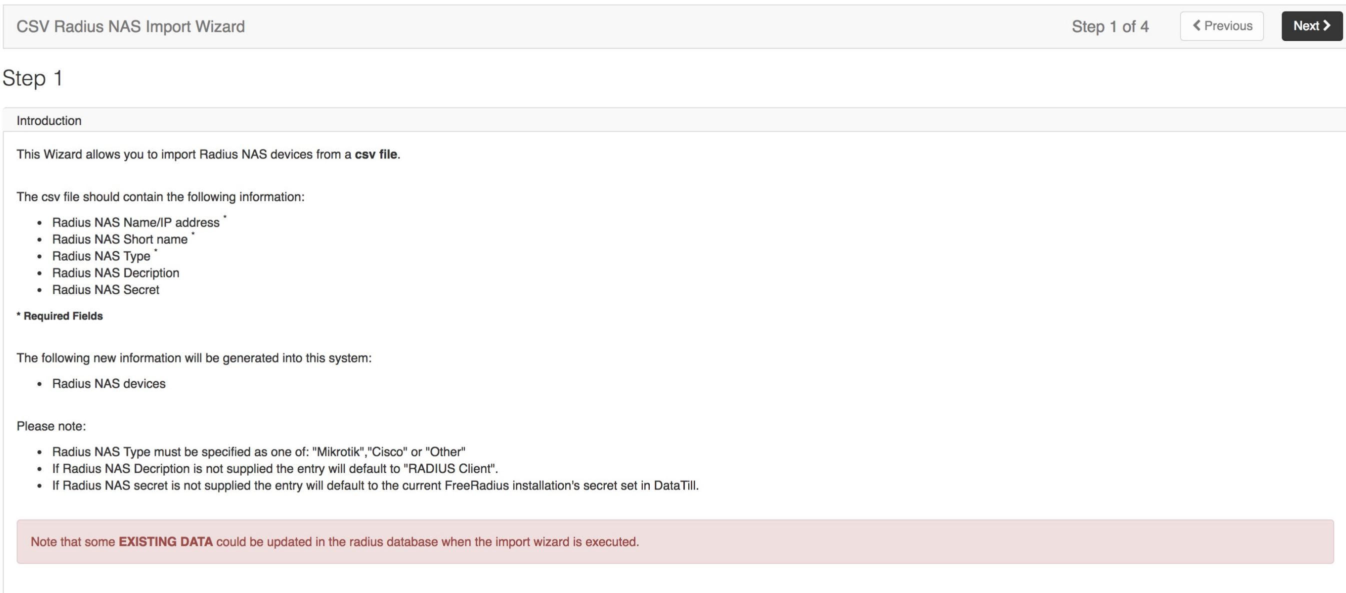


5. Import NAS List

This Wizard allows you to import or update your NAS list from a CSV file instead of manually having to add each NAS. To find you NAS import list, go to "**Data**" – "**Radius Import Wizards**" and then click on the "**Import Radius NAS device list from CSV file**".



You will now see the following screen:



Step 1: Create CSV File

By making use of this import wizard, you will import the following items:

- Radius NAS Name / IP Address

- Radius NAS Short name
- Radius NAS Type
- Radius NAS Description
- Radius NAS Secret

By using the information above, the following new information will then be generated:

- Radius NAS devices

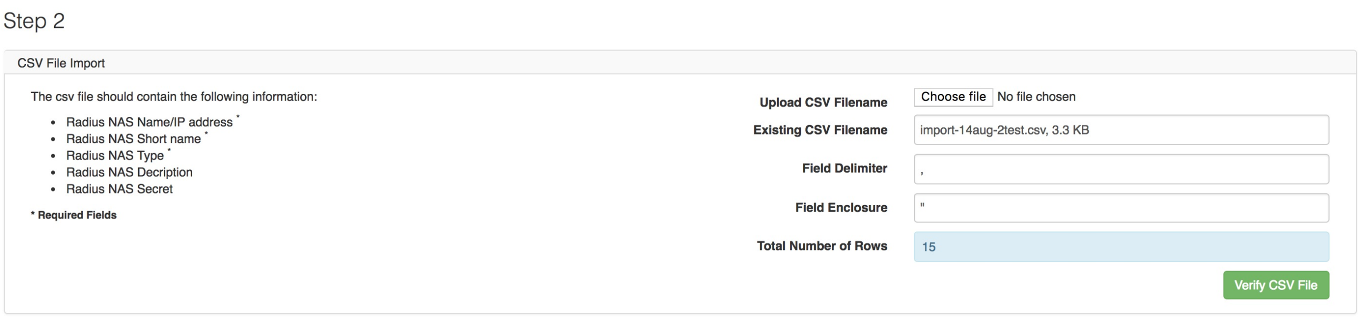
Please note:

- Radius NAS Type must be specified as one of: "Mikrotik","Cisco" or "Other"
- If Radius NAS Description is not supplied the entry will default to "RADIUS Client".
- If Radius NAS secret is not supplied the entry will default to the current FreeRadius installation's secret set in HeroTill.

Step 2: File import

This step will require you to upload your CSV document with all of the data which you would like to use.

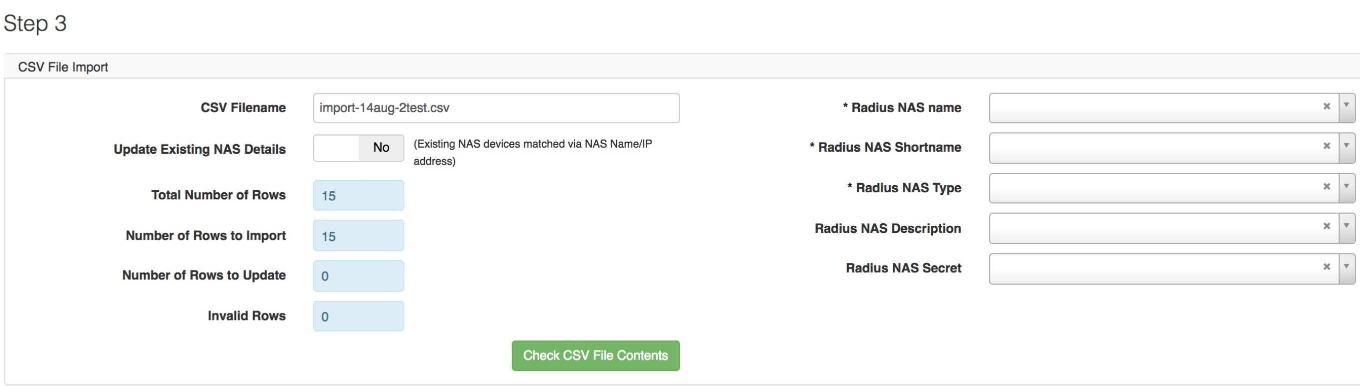
Ensure that you are using the correct field delimiter and field enclosure. After uploading your document, click on the "**Verify CSV File**" button. This will determine whether the data in the file is usable or not.



If the data is usable, then click on the "**Next**" button in the top right-hand corner to continue to step 3.

Step 3: NAS Linking

On this screen, you will be able to determine whether or not you would like to update the current NAS list or not. If the update existing NAS details toggle button is switched to off, then you will be importing a new NAS list.

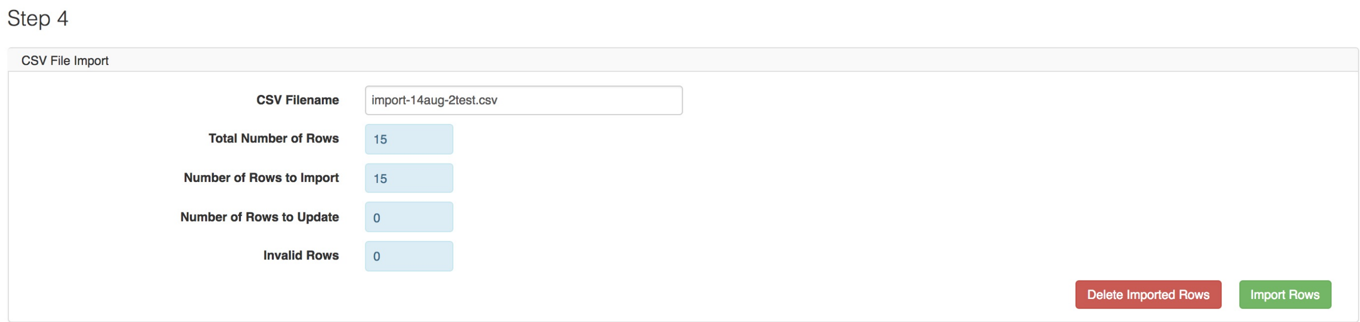


Account Code	Client Portal Login	Client Portal Password	Contact Name	Email Address	Mobile Number	Physical Address	Postal Address	Customer Group	Billing Group	Data Product	Radius Username	Radius Password	Accounting Type
RN0001	accounts@redpumps.co.za	pass123478	Red Pumps (Pty) Ltd	accounts@redpumps.co.za	722467938	572 Da Nice Estate Melodie Hartbeespoort North West 216		Other	Netcash Run 1	10Mbps-12	accounts78419491@rapidnetuncapped	redpumps	Radius
RN0002	arbee.ebrahim@gmail.com	pass124	EBRAHIM ABOOPAKER	arbee.ebrahim@gmail.com	828154786	SHOP 12 VICTORIAN CENTRE HEIDEILBERG Gauteng 1438		Other	Netcash Run 1	5Mbps-12	arbee.ebrahim@rapidnetuncapped	arbee6596	Radius

You will now need to link the table on the right-hand side with the relevant headings. After you have done this, click on the "**Check CSV File Contents**" button to check that all information is in the correct place. If all is in order, continue to step 4 by clicking on the "**Next**" button in the top right-hand corner.

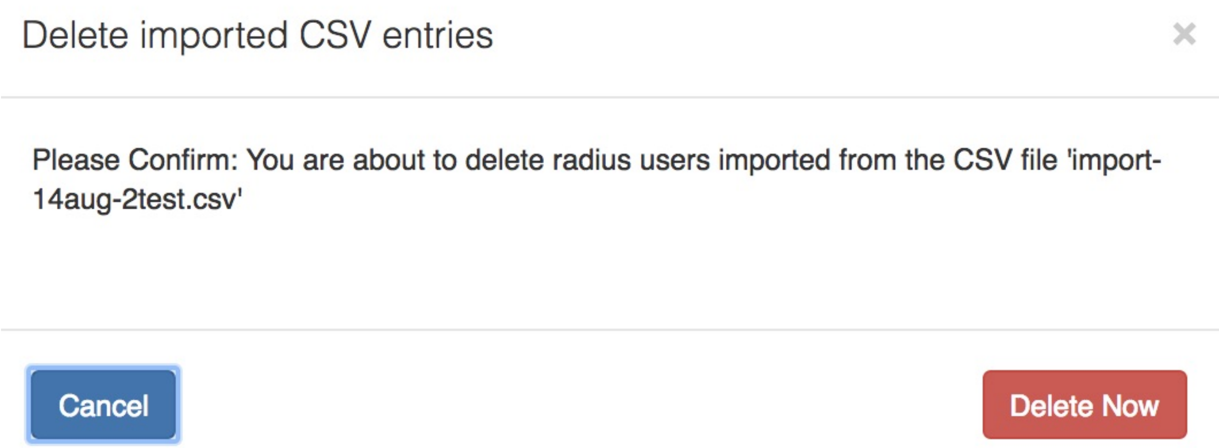
Step 4: Delete or import rows

In step 4, you will have the option to either delete the imported rows or to import the rows.



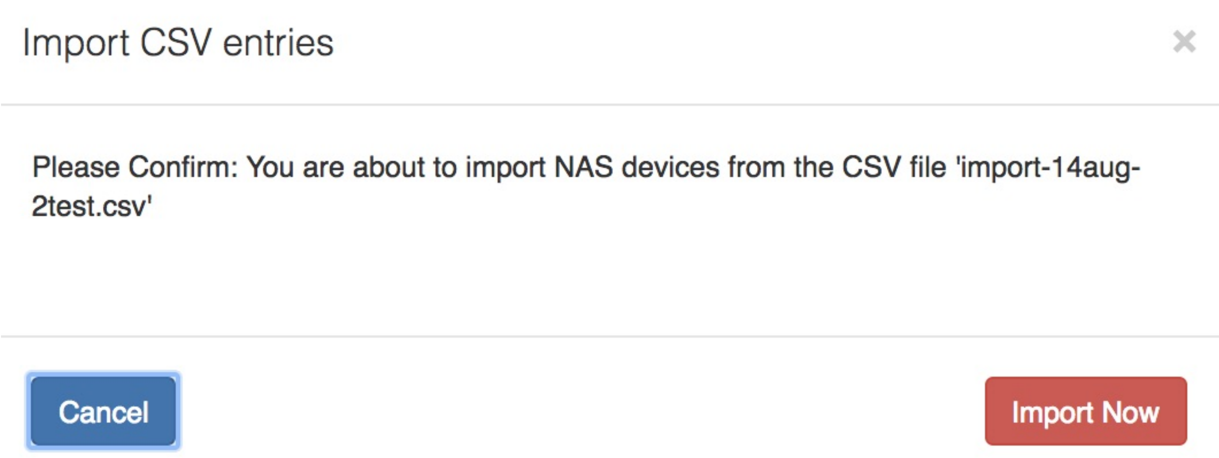
Delete Imported Rows:

To delete the imported CSV entries, click on the "**Delete Imported Rows**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



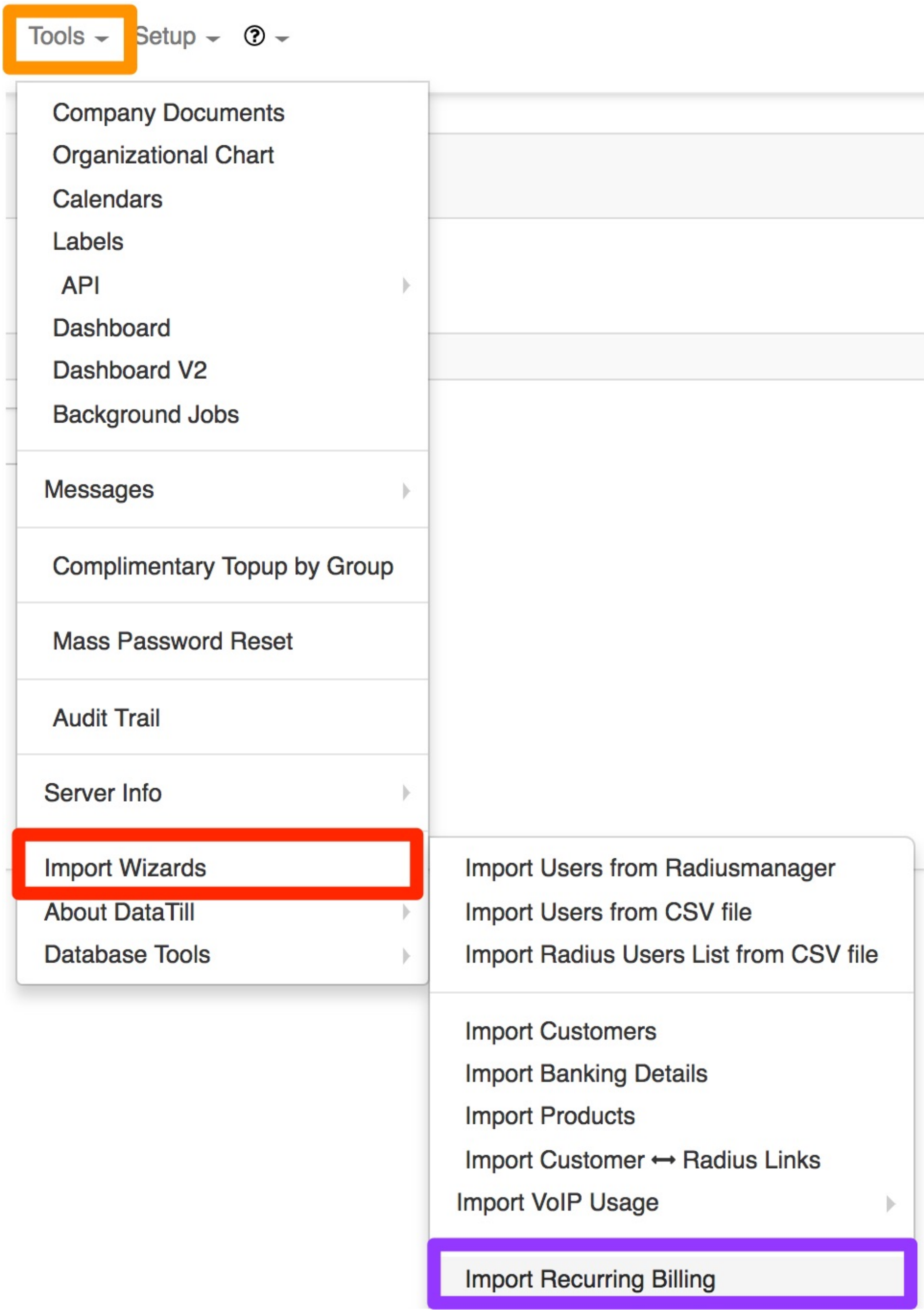
Import Rows:

To import the radius manager services, click on the “**Import Rows**” button. You will now see the following pop-up screen. Click on the “**Import Now**” button to continue with deleting the information.



6. Import Recurring Billing

This Wizard allows you to import recurring billing information from a CSV file. To find the import wizard for recurring billing, go to "**Tools**" – "**Import Wizard**" and then click on the "**Import Recurring Billing**" option.


Tools
Setup
Company Documents
Organizational Chart
Calendars
Labels
API
Dashboard
Dashboard V2
Background Jobs
Messages
Complimentary Topup by Group
Mass Password Reset
Audit Trail
Server Info
Import Wizards
About DataTill
Database Tools
Import Users from Radiusmanager
Import Users from CSV file
Import Radius Users List from CSV file
Import Customers
Import Banking Details
Import Products
Import Customer ⟷ Radius Links
Import VoIP Usage
Import Recurring Billing

On the following page, you will be able to download the import **template** to use.

Step 1

Introduction

This Wizard allows you to import recurring billing information from a **csv file**.

The csv file should contain the following information in this specific order:

- Customer Account Code *
- Product Code *
- Recurring Description *
- Recurring Cost *
- Interval *
- Start Date *
- End Date

*** Required Fields**

Download Sample File

Please note:

- The first row will be ignored
- New recurring billing entries will be created
- If the monthly or topup cost match the product cost then default pricing will be used

Step 1: Creating your CSV document

By making use of this import wizard, you will import the following items:

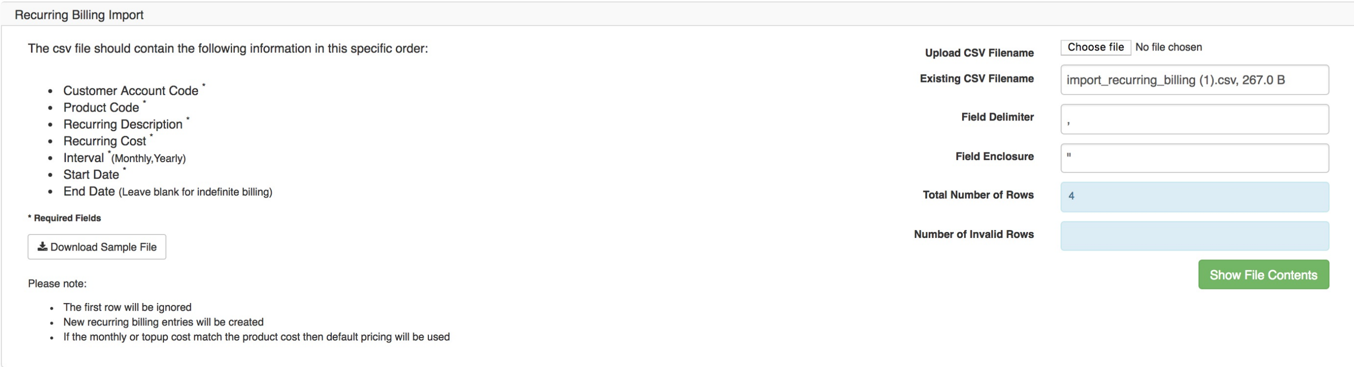
- Customer Account Code
- Product Code
- Recurring Description
- Recurring Cost
- Interval
- Start Date
- End Date

After creating your file, remember to save it in CSV format. You can continue to step 2 by clicking on the "**Next**" button in the top right-hand corner.

Step 2: Uploading your CSV document

This step will require you to upload your CSV document with all of the data which you would like to use. Ensure that you are using the correct field delimiter and field enclosure. Next, you will need to click on the "**Show File Contents**" button and thereafter on the "**Validate File**" button. This will determine whether the data in the file is usable or not.

Step 2

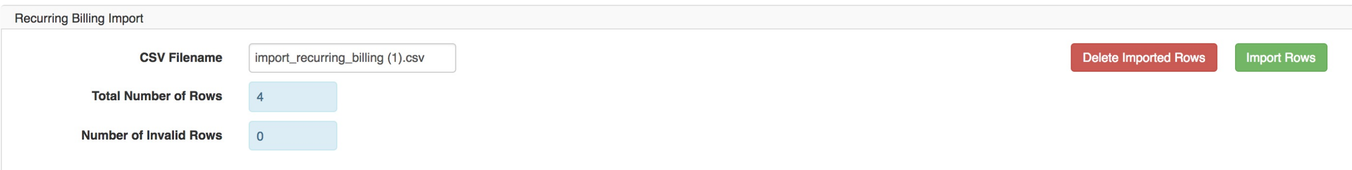


If the data is usable, then click on the “**Next**” button in the top right-hand corner to continue to step 3.

Step 3: Import or delete rows

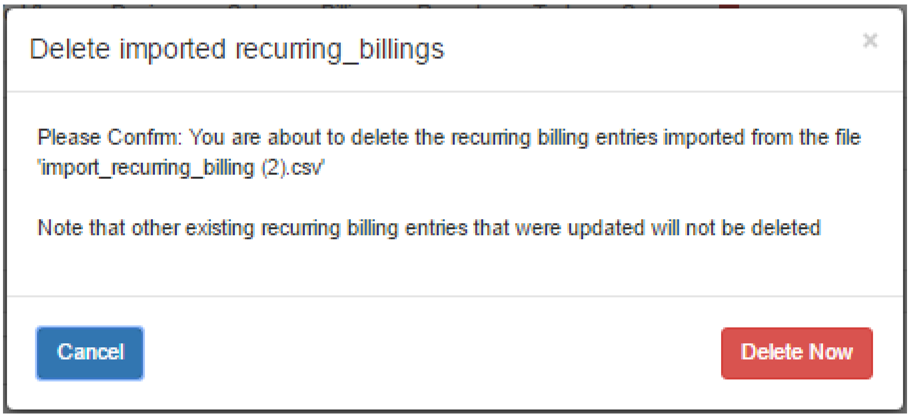
In step 3, you will need to determine whether you want to import or delete the rows.

Step 3



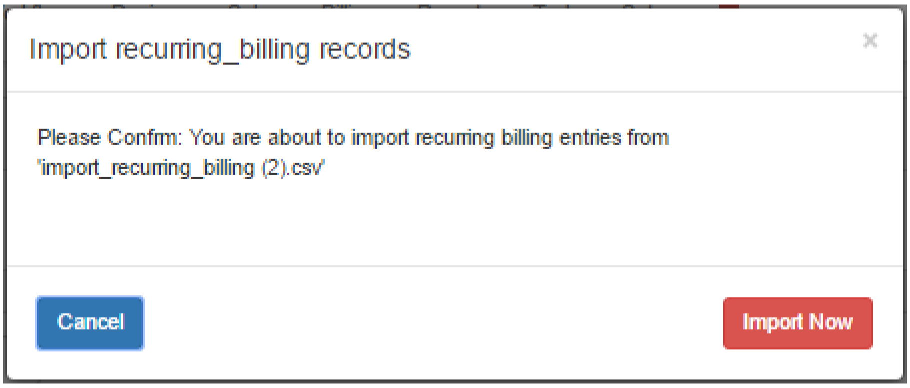
<u>Delete Imported Rows:</u>

To delete the imported CSV entries, click on the “**Delete Imported Rows**” button. You will now see the following pop-up screen. Click on the “**Delete Now**” button to continue with deleting the information.



Import Rows:

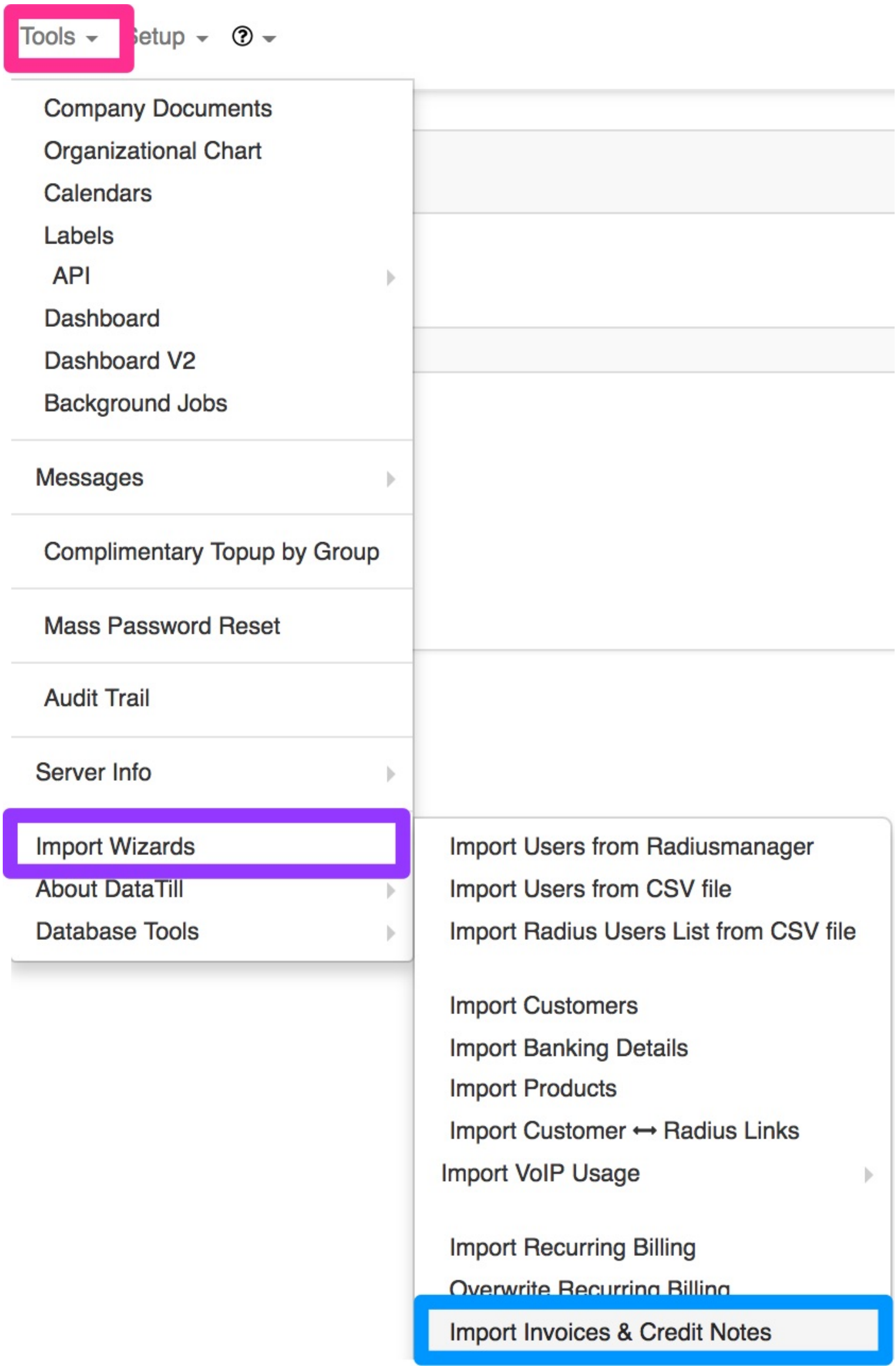
After clicking on the "**Import Rows**" button, you will see the screen below. Click on the "**Import Now**" button to continue the importing process.



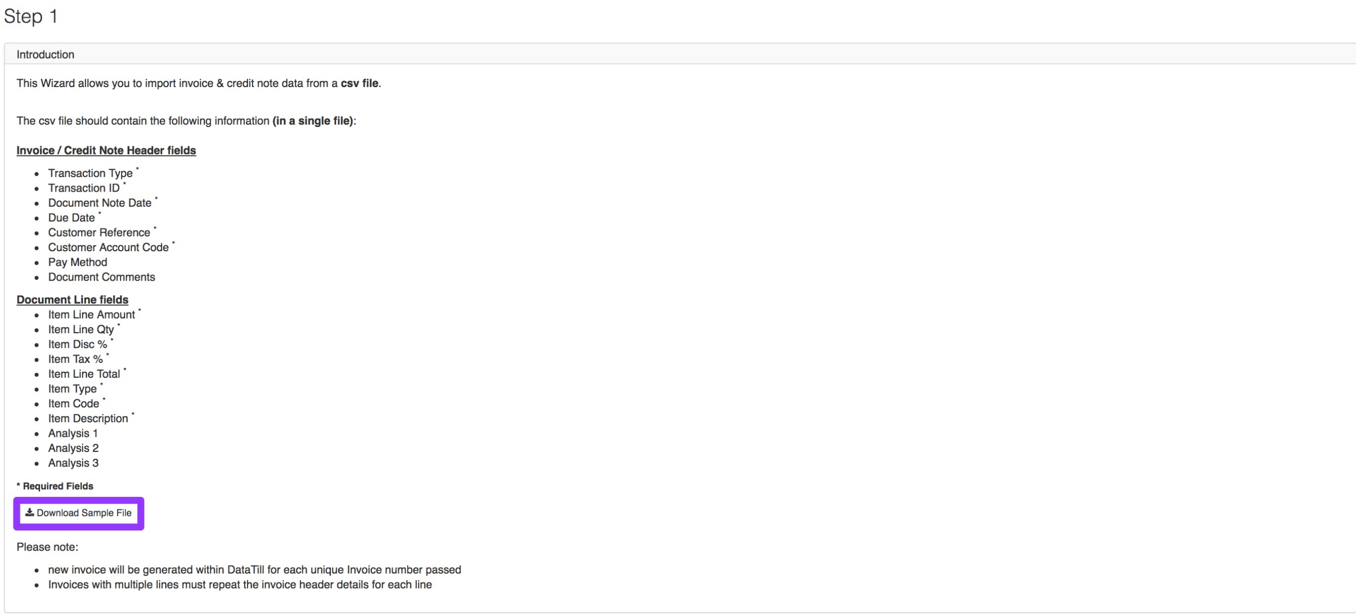
7. Import Billing documents

7.1. Import invoices and credit notes

In this section, you will now need to start importing your invoices and credit notes. To find you import template for your invoices and credit notes, you can go to "**Tools**" – "**Import Wizards**" and then click on the "**Import Invoices & Credit Notes**" option.


Tools
Setup
Company Documents
Organizational Chart
Calendars
Labels
API
Dashboard
Dashboard V2
Background Jobs
Messages
Complimentary Topup by Group
Mass Password Reset
Audit Trail
Server Info
Import Wizards
About DataTill
Database Tools
Import Users from Radiusmanager
Import Users from CSV file
Import Radius Users List from CSV file
Import Customers
Import Banking Details
Import Products
Import Customer ⟷ Radius Links
Import VoIP Usage
Import Recurring Billing
Overwrite Recurring Billing
Import Invoices & Credit Notes

On the following page, you will be able to download the import **template** to use.



Step 1: Creating your CSV Document

The CSV file should contain the following information (**in a single file**):

Invoice / Credit Note Header fields

- Transaction Type *
- Transaction ID *
- Document Note Date *
- Due Date *
- Customer Reference *
- Customer Account Code *
- Pay Method
- Document Comments

Document Line fields

- Item Line Amount

- Item Line Qty
- Item Disc %
- Item Tax %
- Item Line Total
- Item Type
- Item Code
- Item Description
- Analysis 1 (if applicable)
- Analysis 2 (if applicable)
- Analysis 3 (if applicable)

When populating the CSV, it is important to remember that different line items of the same invoice or credit note should have the same transaction ID. See example below:

ID: 001 Line 1

ID: 001 Line 2

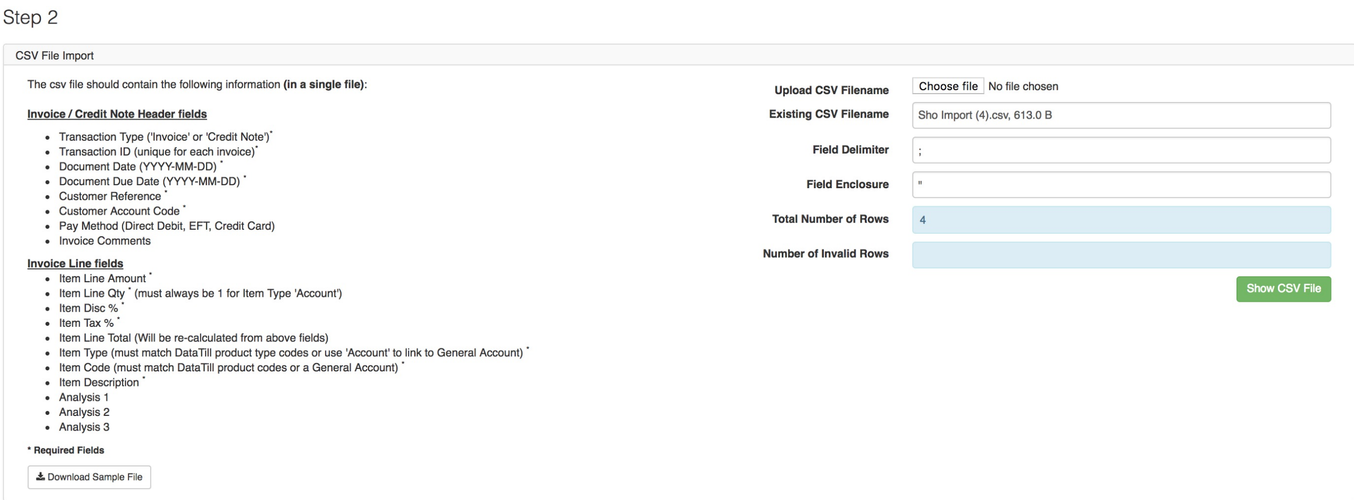
(Both will appear on the same invoice)

Document Ty	TXN ID	Inv Date	Due Date	Customer Re	Account Code	Pay Method	inv Commen	Line Amount	Line Qty	Disc %	Tax %	Line Total	Item Type	Item Code	Item Descrip	Analysis 1	Analysis 2	Analysis 3
Invoice	INV0000001	2016/04/01	2016/04/01	Installation i	OFF001	Direct Debit	Inv Commen	70	3	10	0.14	63	BANDWIDTH	10MBPS	10Mb/s Unc	Bottelary		
Invoice	INV0000001	2016/04/01	2016/04/01	Installation i	OFF001	Direct Debit	Inv Commen	30	1	0	0	30	Jobs	JOB001	Standard Install		test department	
Credit Note	CRN0000001	2016/04/02	2016/04/30	Imel Testing	OFF001	EFT	Nothing here	10	2	0	0.14	100	Account	Advertising	Weekend Ca	Lubbe		test departme
Invoice	INV0000002	2016/04/05	2016/04/05	Recurring	JEN001	EFT		70	3	10	0.14	63	BANDWIDTH	10MBPS	10Mb/s Unc	Bottelary		
Invoice	INV0000003	2016/04/05	2016/04/05	Recurring	TIM001	EFT		70	3	10	0.14	63	BANDWIDTH	10MBPS	10Mb/s Unc	Bottelary		

You can continue to step 2 by clicking on the “**Next**” button in the top right-hand corner.

Step 2: CSV File import

This step will require you to upload your CSV document with all of the data which you would like to use. Ensure that you are using the correct field delimiter and field enclosure. Next, you will need to click on the "**Show File Contents**" button and thereafter on the "**Validate File**" button. This will determine whether the data in the file is usable or not.



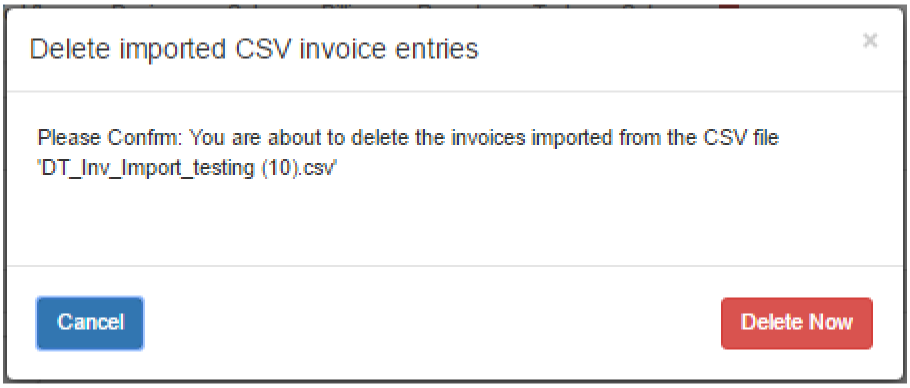
After creating your file, remember to save it in CSV format. You can continue to step 2 by clicking on the "**Next**" button in the top right-hand corner.

Step 3: Delete or import rows

In step 3, you will have the option to either delete the imported rows or to import the rows.

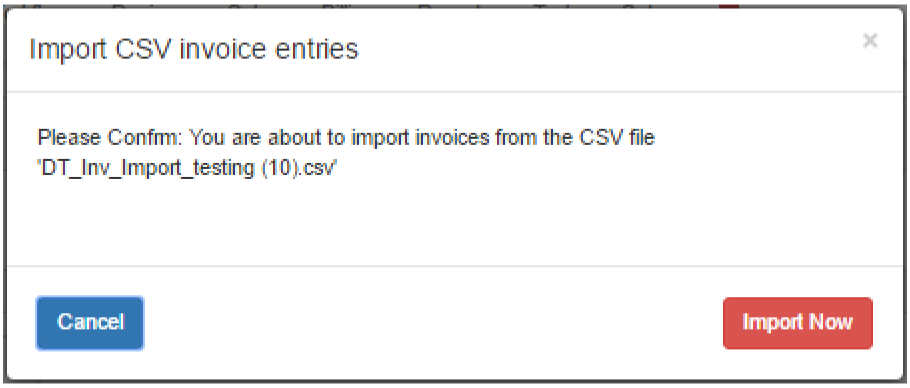
Delete Imported Rows:

To delete the imported CSV entries, click on the "**Delete Imported Rows**" button. You will now see the following pop-up screen. Click on the "**Delete Now**" button to continue with deleting the information.



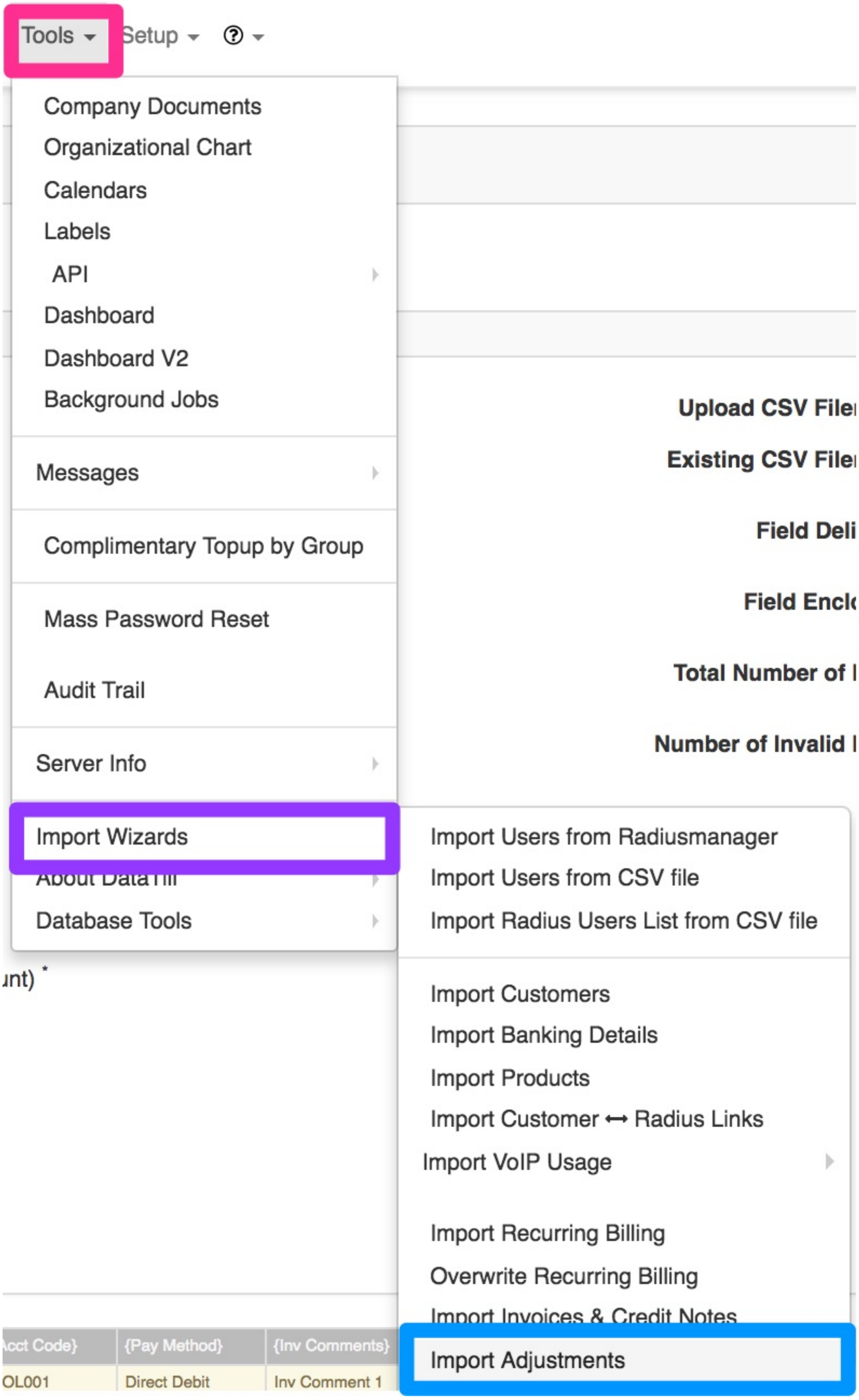
Import Rows:

To import the radius manager services, click on the "**Import Rows**" button. You will now see the following pop-up screen. Click on the "**Import Now**" button to continue with deleting the information.

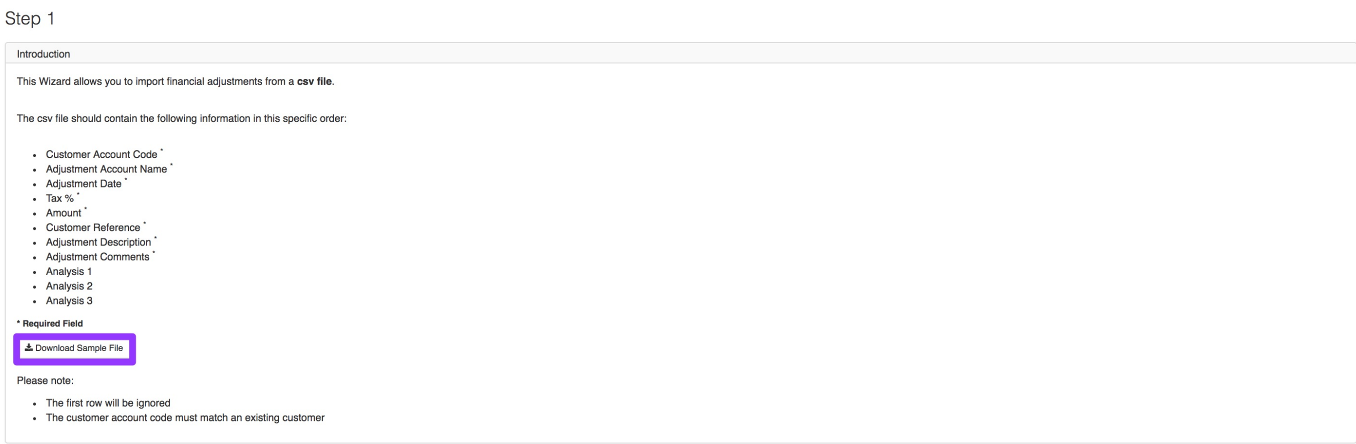


7.2. Importing adjustments

In this section, you will now need to start importing your invoices and credit notes. To find you import template for your invoices and credit notes, you can go to "**Tools**" – "**Import Wizards**" and then click on the "**Adjustments**" option.


Tools
Setup
Company Documents
Organizational Chart
Calendars
Labels
API
Dashboard
Dashboard V2
Background Jobs
Messages
Complimentary Topup by Group
Mass Password Reset
Audit Trail
Server Info
Import Wizards
Database Tools
Upload CSV File
Existing CSV File
Import Users from Radiusmanager
Import Users from CSV file
Import Radius Users List from CSV file
Import Customers
Import Banking Details
Import Products
Import Customer ⟷ Radius Links
Import VoIP Usage
Import Recurring Billing
Overwrite Recurring Billing
Import Adjustments
{Pay Method}
{Inv Comments}
Direct Debit
Inv Comment 1

On the following page, you will be able to download the import **template** to use.



Step 1: Creating your CSV Document

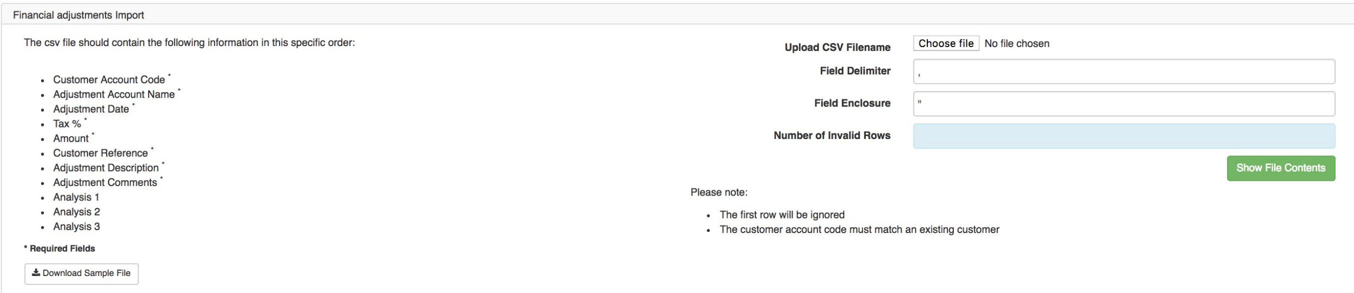
The CSV file should contain the following information in this specific order:

- Customer Account Code
- Adjustment Account Name
- Adjustment Date
- Tax %
- Amount
- Customer Reference
- Adjustment Description
- Adjustment Comments
- Analysis 1 (if applicable)
- Analysis 2 (if applicable)
- Analysis 3 (if applicable)

You can continue to step 2 by clicking on the “**Next**” button in the top right-hand corner.

Step 2: CSV File import

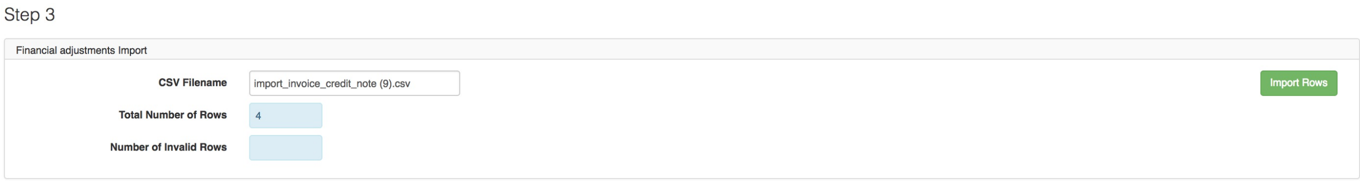
This step will require you to upload your CSV document with all of the data which you would like to use. Ensure that you are using the correct field delimiter and field enclosure. Next, you will need to click on the "**Show File Contents**" button and thereafter on the "**Validate File**" button. This will determine whether the data in the file is usable or not.



After creating your file, remember to save it in CSV format. You can continue to step 2 by clicking on the "**Next**" button in the top right-hand corner.

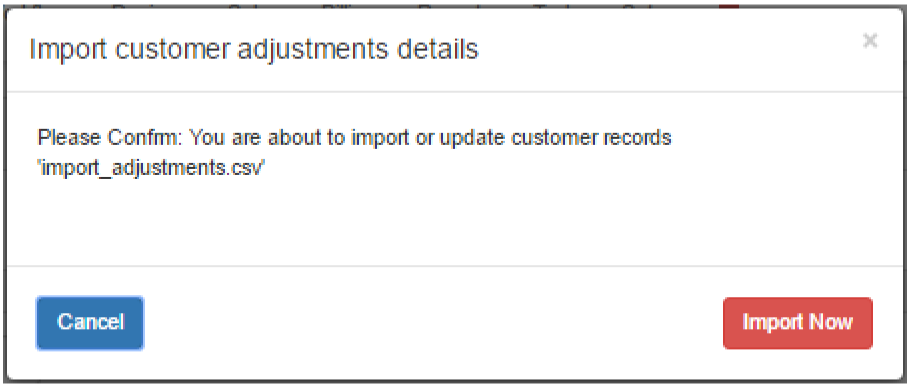
Step 3: Import Adjustments

In step 3, you will have the option to import the rows.



Import Rows:

To import the radius manager services, click on the "**Import Rows**" button. You will now see the following pop-up screen. Click on the "**Import Now**" button to continue with deleting the information.



8. Import receipts into SageOne

To import your receipts into SageOne, you will need to follow the steps below:

- Log into your online banking
- Export the bank statement for the relevant bank account.
- Create a CSV document for your banking with the following headings:
    - Date

- Description
- Save the document as a CSV file.
- Import the document into your bank account in SageOne (Banking – transactions – banking).
- Please ensure that your bank account reconciles with your SageOne bank account before you start allocating payments and receipts.

For more information on how SageOne works, please refer to the SageOne website:

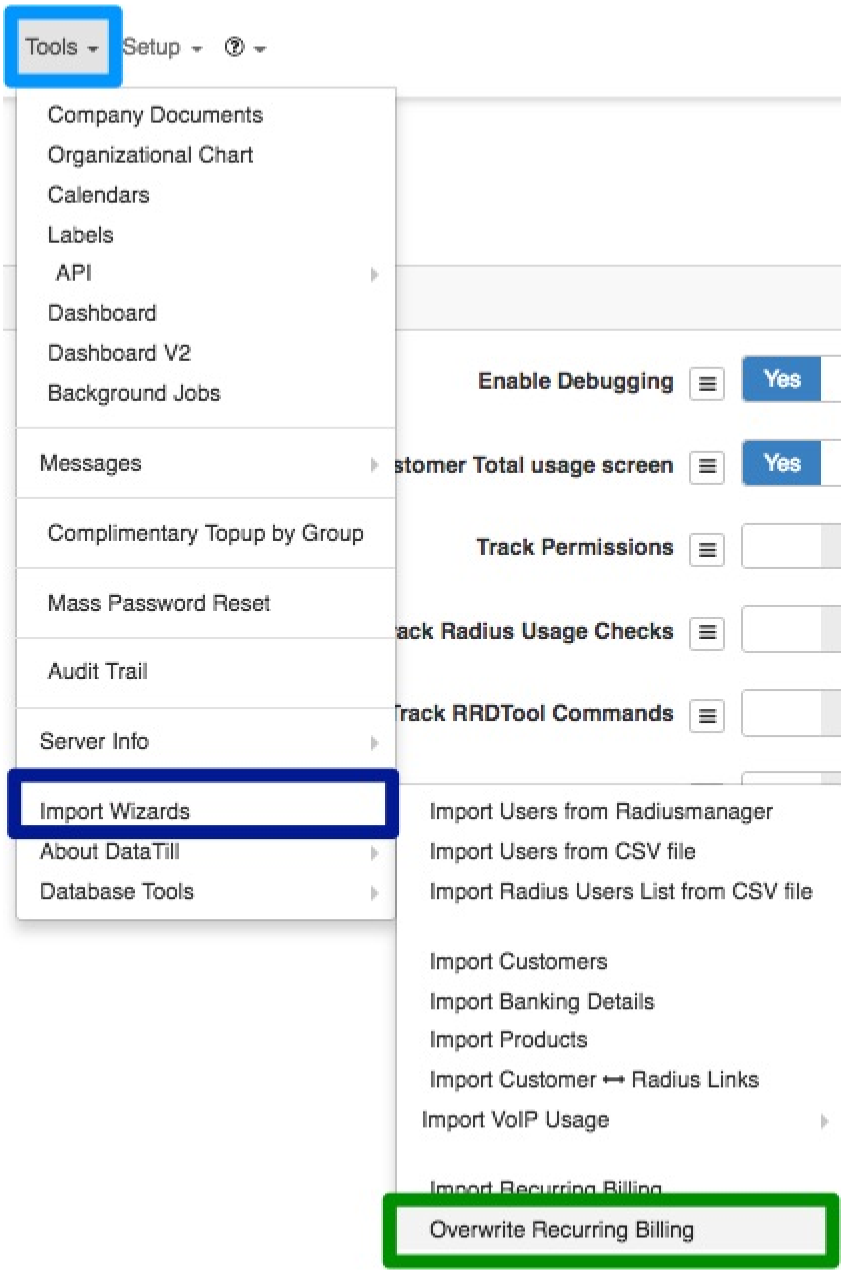
http://help.accounting.sageone.co.za/en_za/accounting/banking.html

9. Overwriting Recurring billing entries

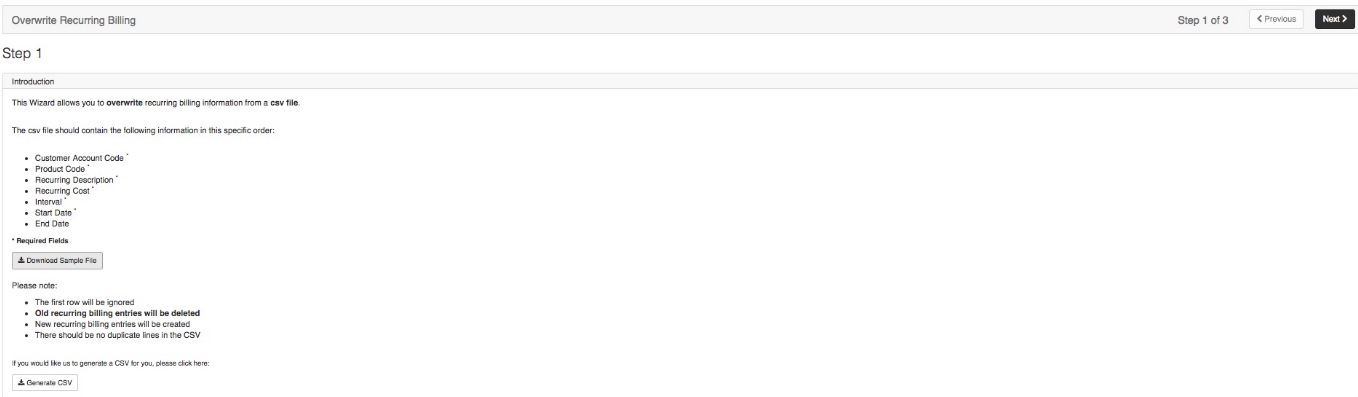
This Wizard allows you to delete or update recurring billing entries from a CSV file. For more information on how to enable this function, please refer to our **Overwriting Recurring Billing Entries Guide**.

Please be diligent when completing this process as once you have overwritten a recurring billing entry, the old entry will be deleted. This process cannot be undone, and it is advised that you use this functionality with extreme care.

To find your "**Tools**" – "**Import Wizard**" and then click on the "**Overwrite Recurring Billing**" option.

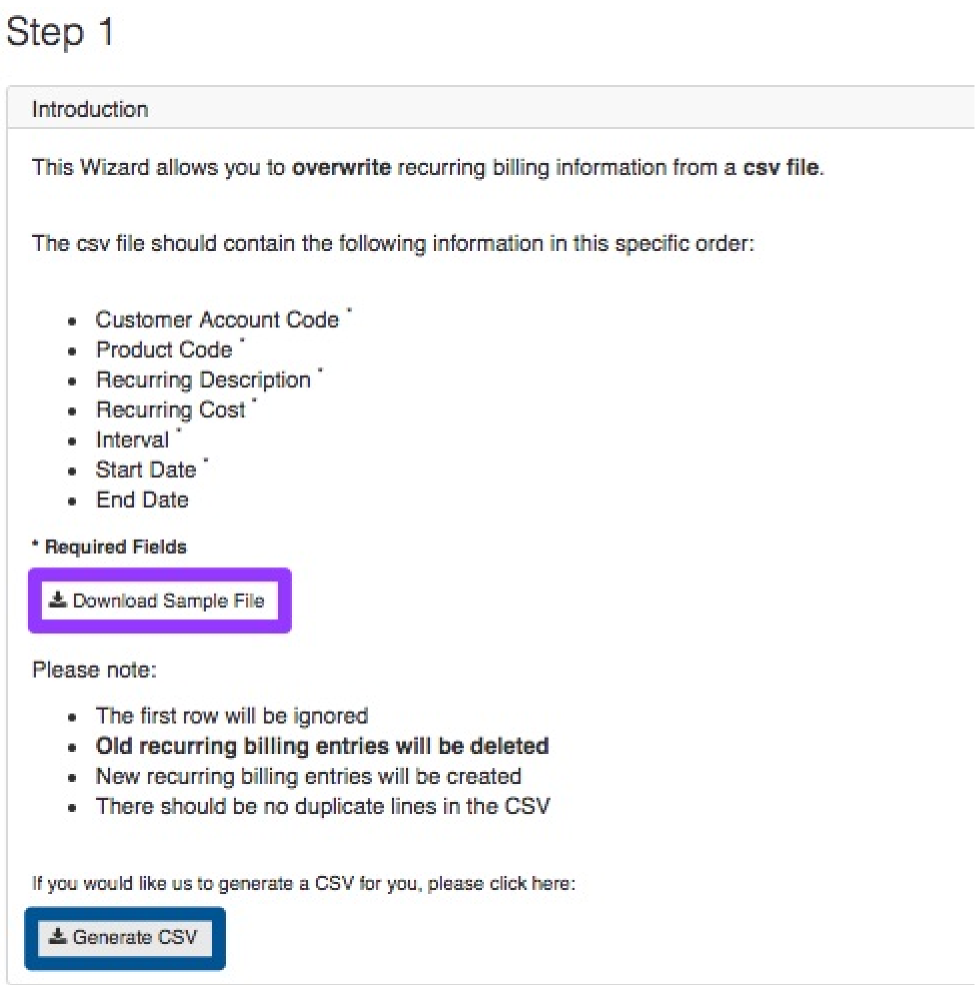

Tools
Setup
Company Documents
Organizational Chart
Calendars
Labels
API
Dashboard
Dashboard V2
Background Jobs
Messages
Complimentary Topup by Group
Mass Password Reset
Audit Trail
Server Info
Import Wizards
About DataTill
Database Tools
Enable Debugging
Yes
stomer Total usage screen
Yes
Track Permissions
ack Radius Usage Checks
Track RRDTool Commands
Import Users from Radiusmanager
Import Users from CSV file
Import Radius Users List from CSV file
Import Customers
Import Banking Details
Import Products
Import Customer ⟷ Radius Links
Import VoIP Usage
Import Recurring Billing
Overwrite Recurring Billing

You will now see the following screen:



Step 1: Introduction

In your introduction, you will be able to see the following information:



You will have one of two options when you are overwriting recurring billing entries:

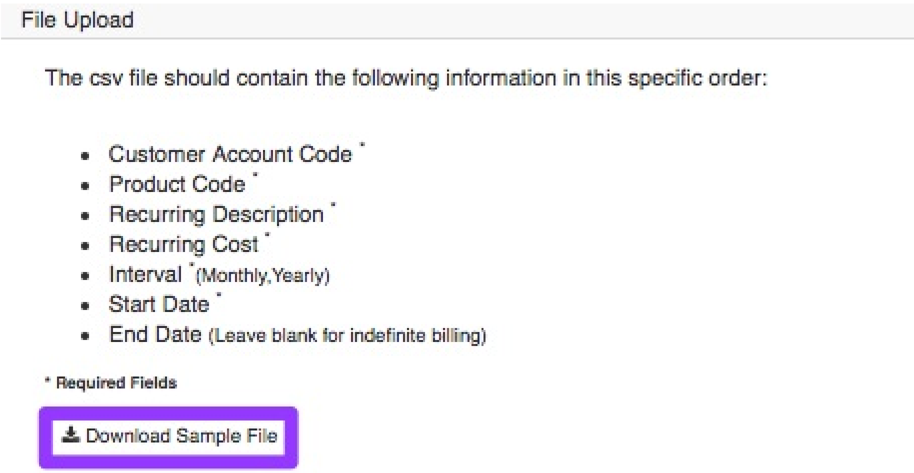
Purple:	This will allow you to create your own import template.
Blue:	This button will allow you to extract a list of specific non-data recurring.

Please note:

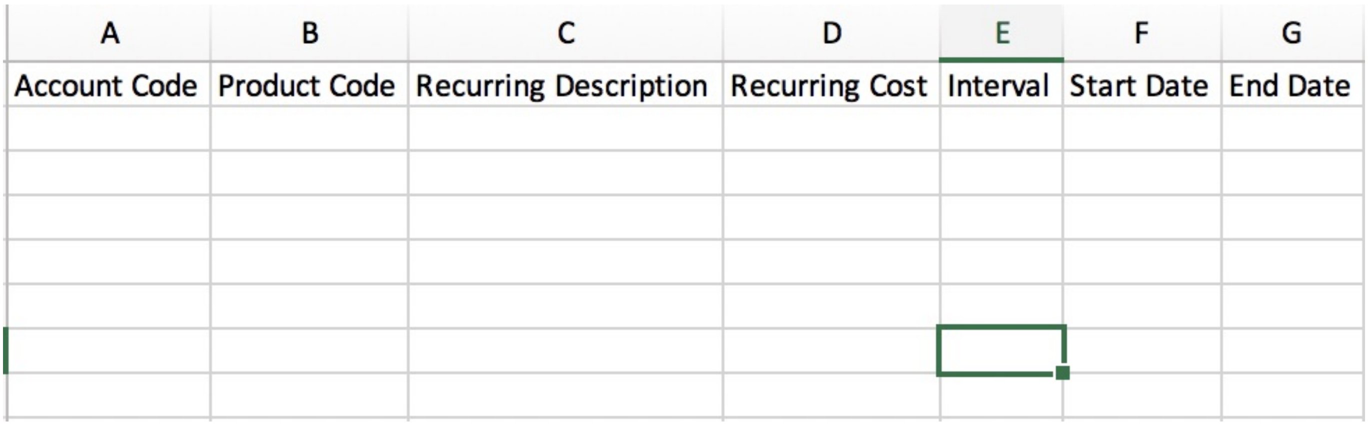
- The first row will be ignored.
- Old recurring billing entries will be deleted.
- New recurring billing entries will be created.
- **There should be no duplicate lines in the CSV document.**

Creating your own templates:

To populate the import template with your own information, click on the "**Download Sample File**" button to download the import template.



After the template has downloaded, click the downloaded document to open it.

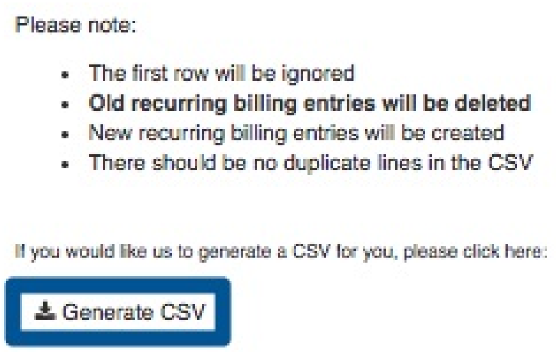


A	B	C	D	E	F	G
Account Code	Product Code	Recurring Description	Recurring Cost	Interval	Start Date	End Date

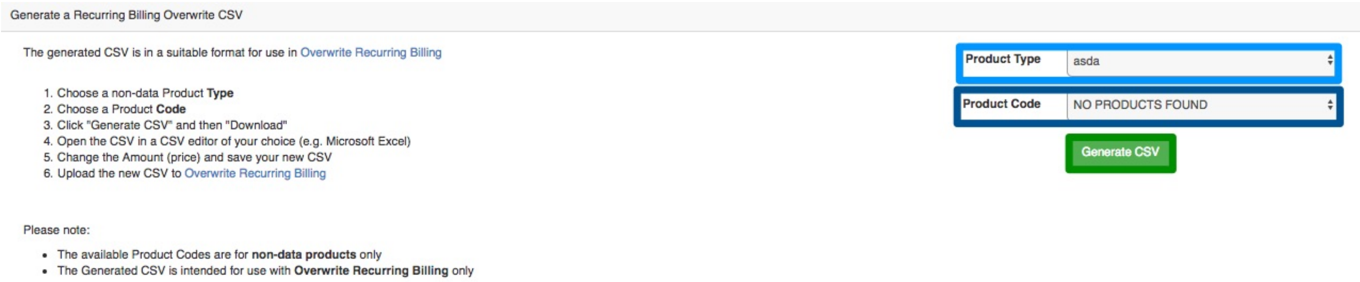
After populating your document, save it as in CSV format and then continue to step 2 of the process.

Overwriting only specific items

You will also have the option to export and override only specific non-data recurring billing items. To do this, you will need to click on the “**Generate CSV**” button.

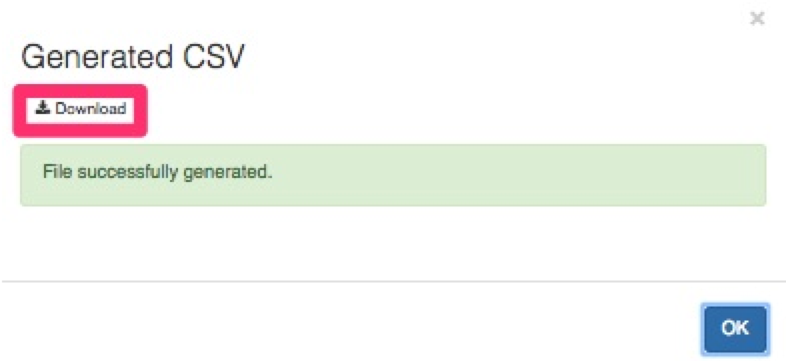


After clicking on the “**Generate CSV**” button, you will be redirected to the following screen:



Choose the relevant “**Product Type**” and then the specific “**Product Code**” that you would like to overwrite. After choosing the relevant product type and code, click on the “**Generate CSV**” button. If there are no products for the specific product type, then the product code section will display “**NO PRODUCTS FOUND**” as in the screenshot above.

Once the CSV file has generated, then you will be able to **download** the CSV document.



When you open this CSV, all the relevant information will already be populated with a list of the relevant customer codes and other information. You will now just be able to change the relevant section. Remember to save your document as a CSV document and then you can continue to step 2 of this process.

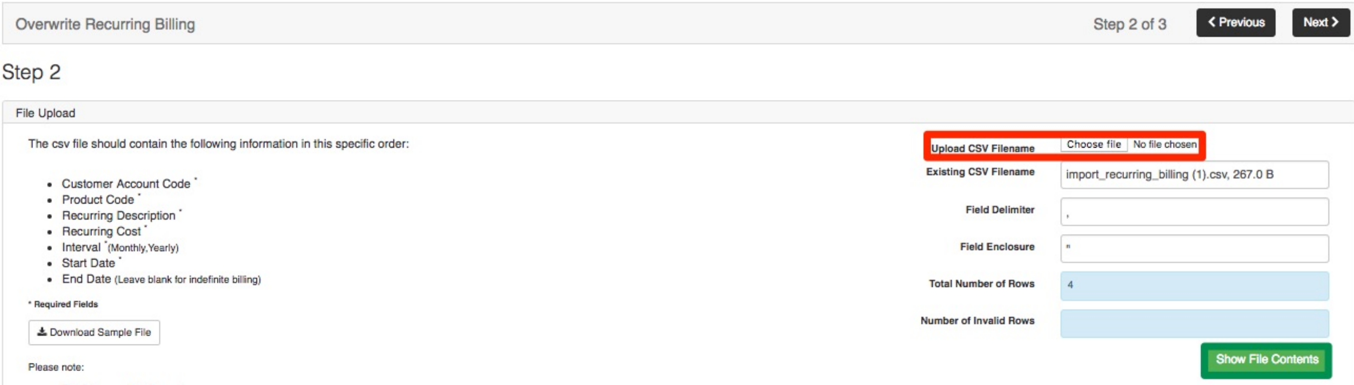
***Please Note: End Date**

If there should be no end date linked to the product, please ensure that the field is **empty.** If there should be an end date, please ensure that the correct end date has been entered.

Remember to double check that there are no duplicate entries in your document.

Step 2: File upload and validation

On the next screen, you will need to "**Upload CSV Filename**" and then click on the "**Validate File**" button.



At the bottom of the screen, you will now see whether all lines are validated or not. If the lines are not validated, they will be displayed in red. Fix the unvalidated lines first before continuing to the next step. If the lines are validated, they will be displayed in green (as seen below) and you can continue to step 3.

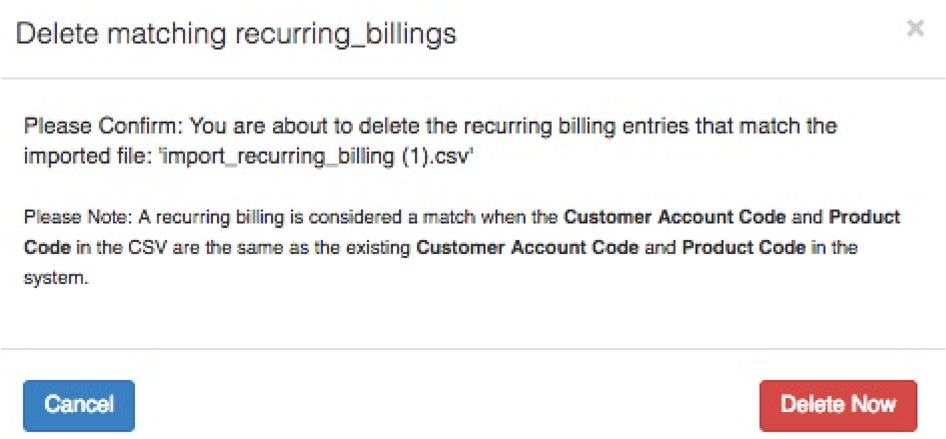
Account Code	Product Code	Recurring Description	Recurring Cost	Quantity	Interval	Start Date	End Date
MIC001	10MBPS	10Mb/s capped	200	2	Monthly	2016-06-01	
MIC001	8M-UNC	8Mbps Uncapped	1399	3	Yearly	2016-06-01	
BES001	Test001	Test001 title	100	15	Monthly	2016-06-01	

Step 3: Overwrite

On the following screen, you will either be able to delete the selected recurring billing items from customer profiles or you will be able to delete the selected recurring billing items and overwrite it with new ones.

Deleting recurring billing entries

To only **DELETE** recurring billing items, please click on the "**Delete Imported Rows**" button. Click on the "**Delete Now**" button to continue with deleting the information.



Overwriting recurring billing entries

To **DELETE and OVERWRITE** recurring billing entries, please click on the "**Delete Imported Rows and Overwrite**" button. Click on the "**Import Now**" button to continue with deleting the information.