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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 calls 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

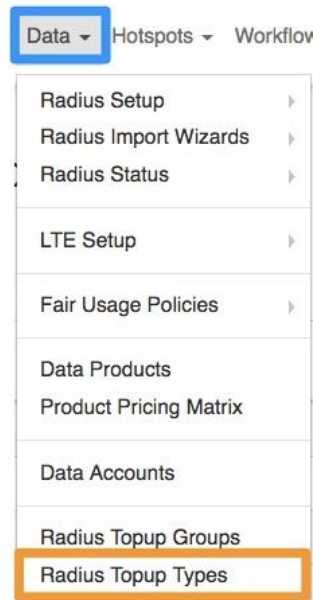
Your top-ups can be set up in two different ways:

- 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 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		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sho test pop up type	2.0 GB	R 20.00	Yes	Yes	Sho topup group		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Test	1.0 GB	R 10.00	Yes	Yes	Test		<input checked="" type="checkbox"/>	<input type="checkbox"/>

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		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sho test pop up type	2.0 GB	R 20.00	Yes	Yes	Sho topup group		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Test	1.0 GB	R 10.00	Yes	Yes	Test		<input checked="" type="checkbox"/>	<input type="checkbox"/>

You will now see the following screen:

Add a new Topup Type

Topup Title Topup Title

Topup Size 0 GB

Topup Cost R 0.00 Incl VAT

Available in SMS Replies Yes

Available on Website Yes

Available for all Topup Groups Yes

Enabled Yes

SageOne ID Accounting Integration ID

Cancel Add Product

Black: Here, you will need to give your top-up a name.

Yellow: 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:

- Kb
- MB
- GB
- TB

- Red:** Here, you will need to enter the top-up price.
- Orange:** 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.)
- 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.

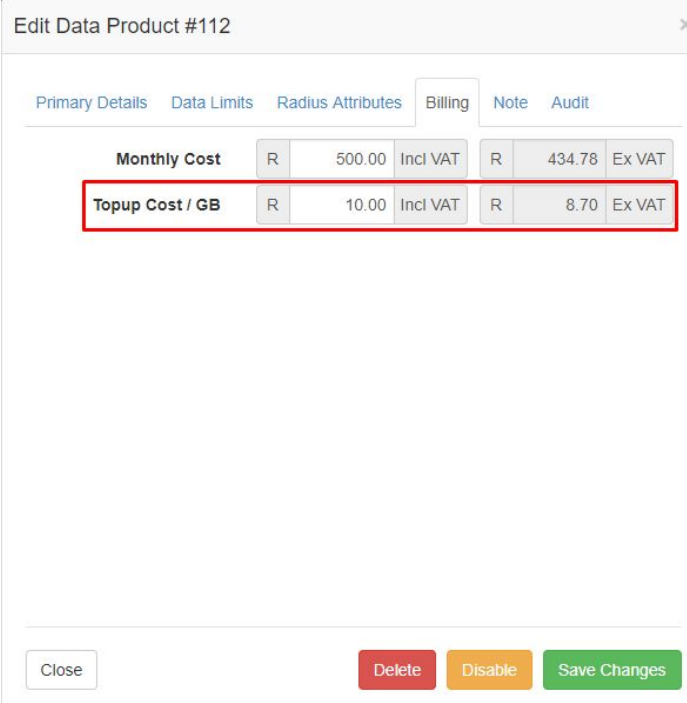
After adding all the details, click on the **“Add Product”** button.

2.2. Data Product Top-ups

2.2.1. Default pricing

Default pricing for a Data Product can also be assigned, This being done means the client that is making use of that package will be paying the topup price as specified on the package.

This means that one client on a Premium Package can be paying R10 per GB, where a client using a Home Package might be paying R20 Per GB as setup in the following picture.



The screenshot shows a web interface for editing a data product. The title is "Edit Data Product #112". There are several tabs: "Primary Details", "Data Limits", "Radius Attributes", "Billing", "Note", and "Audit". The "Billing" tab is selected. Below the tabs is a table with pricing information. The table has two rows. The first row is "Monthly Cost" with columns for currency (R), amount (500.00), tax status (Incl VAT), another currency (R), amount (434.78), and tax status (Ex VAT). The second row is "Topup Cost / GB" with columns for currency (R), amount (10.00), tax status (Incl VAT), another currency (R), amount (8.70), and tax status (Ex VAT). The second row is highlighted with a red border. At the bottom of the interface are three buttons: "Close", "Delete", and "Save Changes".

Category	Currency	Amount	Tax Status	Currency	Amount	Tax Status
Monthly Cost	R	500.00	Incl VAT	R	434.78	Ex VAT
Topup Cost / GB	R	10.00	Incl VAT	R	8.70	Ex VAT

This then means that as an example the client using the above package will be paying R10 Per GB I.E He would SMS to have 10GB allocated the following will take place:

- $R10 \times 10 = R100$ for 10GB

2.2.2. Custom customer pricing

By Default client products on their Edit Customer screen (Radius account) will make use of the default pricing setup on Data Packages.

This can be modified though.

Meaning you can Change the default pricing of the packages and give this one isolated client a different price on the whole package or only on top ups

Meaning this client will be paying R20 Per GB regardless of what the Default pricing during package creation was.

Edit Data Account #38 - **Vasilios Timmothy Vermeulen** ✕

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 20 Incl VAT R 17.39 Ex VAT

Close Save Changes

3. SMS Functionality

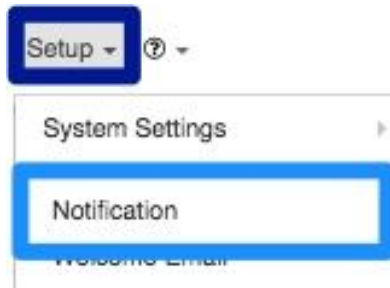
3.1. How do SMS top-ups work

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.

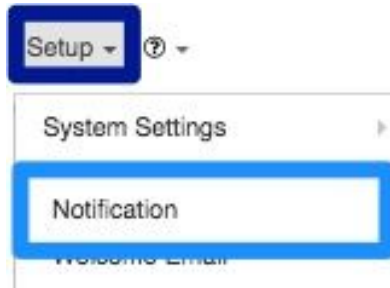


Once the screen has loaded, scroll down to the bottom of the screen. You will now be able to choose your relevant **SMS gateway** as well as enter your **gateway username** and **password**.

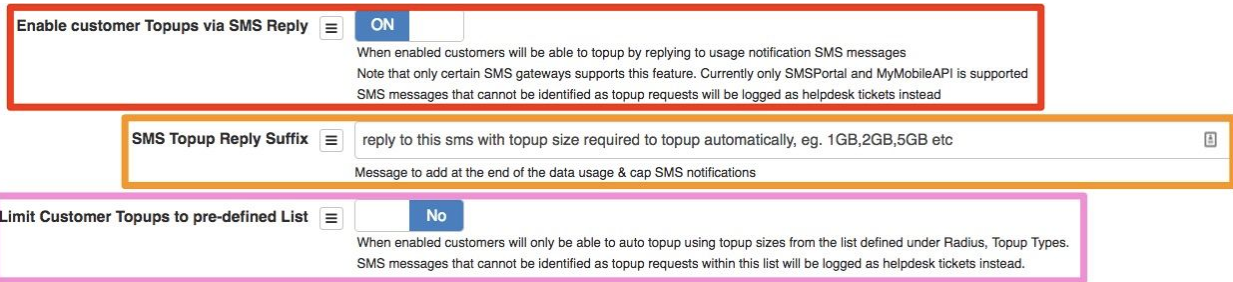
A screenshot of the 'SMS Gateway' configuration form. The form has three main sections: 'SMS Gateway' with a dropdown menu showing 'MyMobileAPI'; 'SMS Gateway Username' with a text input field; and 'SMS Gateway Password' with a text input field. Each section is highlighted with a purple box.

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 customer to update via SMS.

Orange: This section refers to the end of the data usage and cap SMS notification. If the 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 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.

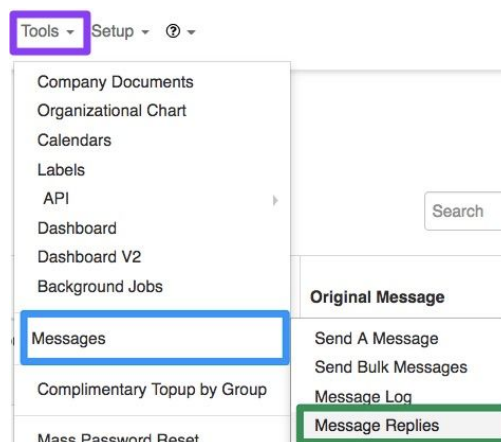
If this option is disabled, then customers will be able to reply with any top-up size and their account will be topped up.

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 **topup** size that the customer has requested.

Message Replies

Show Rows

All Customers All Types

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 15kb data and it does not work. I hate you guys and I will go to the minister	27825203743	2018-07-23 13:31:24	Your free wifi verification code is bHxD To verify go to https://dev.data5it.com/register/verify_freebHxD		babobear1		
SMS	2018-02-03 09:57:56	test reply	27825203743	2018-02-03 09:57:09	test	Amos			Amos1000
SMS	2018-01-24 08:56:28	1	27789174876	2018-01-24 08:56:07	DataTR Development data usage: account dean12341234 data usage now on 0 B https://goo.gl/3C0t1T account test1234 data usage now on 0 B of 10 MB https://goo.gl/3G5t2z account test1234 data usage now on 0 B of 10 MB https://goo.gl/4xyYfg account test1234 data usage now on 0 B of 10 GB https://goo.gl/K56Vub account test1234 change data usage now on 0 B https://goo.gl/16LW account test1234 data usage now on 0 B of 100 MB https://goo.gl/Tm7yRz	Demo Customer	DEA001	1GB	DEA001
SMS	2017-06-15 11:01:01	5	27825203743	2017-06-15 10:32:29	DataTR Development data account dean123 usage now on 11.6 MB of 102 GB https://goo.gl/Ek6uKr reply with 1GB, 2GB or 5GB to topup	Demo Customer	dean123	5GB	DEA001
SMS	2017-06-15 10:54:51	13	27789174876	2017-06-15 10:34:20	DataTR Development data account dean123 usage now on 11.6 MB of 102 GB https://goo.gl/Ek6uKr 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	DataTR Development data account dean123 usage now on 11.6 MB of 102 GB https://goo.gl/Ek6uKr 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	DataTR Development data usage: account dean123 data usage now on 0 B https://goo.gl/Ek6uKr account test1234 data usage now on 0 B https://goo.gl/3G5t2z account test1234 data usage now on 0 B of 25 GB https://goo.gl/4xyYfg account test123 data usage now on 0 B of 101 GB https://goo.gl/K56Vub	Demo Customer	DEA001	13GB	DEA001