

# Documents for billing in MachPanel

## Summary

This article provides info on billing documents which include the invoices, payments document, credit document, refund document etc.

## Applies To

This article applies to all versions of MachPanel.

## Documents

In each business environment several types of documents are associated which may include the invoices, payments document, credit document, refund document or any other document to demonstrate the status of any operation. Thus, Control Panel states such piece of artifacts as Document.

To view documents, please navigate to the following path: **Home » Billing Manager » Documents**

Search in menu

Home > Billing Manager > Documents > Invoices

Documents Invoices Payments Credits Refunds

Search

MachSol US, Inc. [Host Admin (Pro... Doc. Num Customer ID Customer Name

Select Status Transaction ID

Search

Filter Records

Date after: 4/23/2019 Date before: 5/23/2019 Search

Status	Doc. Num ↑	Document Type ↑	Document Date ↑	Customer ↑	Owner ↑	Total	Balance
Due	201	Invoice	5/6/2019	#1 - Customer Demo	Host Admin (Provider)	USD 1.00	USD 1.00

## Invoices

Invoice is a primary document which shows a business deal, serve as the key entity in whole accounting and billing module of Control Panel and each single invoice carry a unique

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invoice number which is the identification of any invoice and also there is a status of the invoice.

To view invoices, please navigate to the following path: **Home » Billing Manager » Documents » Invoices**

Status	Doc. Num <a href="#">↑</a>	Document Type <a href="#">↑</a>	Document Date <a href="#">↑</a>	Customer <a href="#">↑</a>	Owner <a href="#">↑</a>	Total	Balance
Due	<a href="#">10</a>	Invoice	1/15/2019	<a href="#">#1 - Customer Demo</a>	Host Admin (Provider)	USD 10.00	USD 10.00
Fully Paid	<a href="#">9</a>	Invoice	1/15/2019	<a href="#">#3 - Prepaid Reseller</a>	Host Admin (Provider)	USD 0.00	USD 0.00
Due	<a href="#">8</a>	Invoice	1/15/2019	<a href="#">#1 - Customer Demo</a>	Host Admin (Provider)	USD 10.00	USD 10.00
Fully Paid	<a href="#">7</a>	Invoice	1/15/2019	<a href="#">#8 - Dexter Sandler</a>	Host Admin (Provider)	USD 0.00	USD 0.00
Fully Paid	<a href="#">6</a>	Invoice	1/14/2019	<a href="#">#8 - Dexter Sandler</a>	Host Admin (Provider)	USD 0.00	USD 0.00
Fully Paid	<a href="#">5</a>	Invoice	1/14/2019	<a href="#">#3 - Prepaid Reseller</a>	Host Admin (Provider)	USD 110.00	USD 0.00

- Click on **Doc Num**, Yo can see option to **Cancel Invoice**, **Download PDF**, **Email Invoice** and **Register Payment**.

[Home](#) > [Billing Manager](#) > [Documents](#) > [Invoices](#) > Invoice Detail

### Invoice #201 for Additional Mailbox

Operations

[Cancel Invoice](#) [Download PDF](#) [Email Invoice](#) [Register Payment](#)

Account Detail

**Customer ID:** [#1 Customer Demo](#)

**Account Status:** Active

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- When you **Cancel an invoice** you will see following prompt.

Cancel Invoice

Any payments applied on this invoice remain unchanged.

Issue credit:

Effect on service(s):  Terminate

\*Comments:

I understand that Cancellation will remove all Domain(s)/Portal(s)/Service(s)/Account(s)/User(s) from backend and free up all resources used by subscriptions linked to this invoice

- On **Register Payment** you will land on following page:

Register Offline Payment

Payment Information

[ Inv. ID ----- Total Due ----- Customer Name -----Owner----- Due Date ]:

201 ----- USD 1.00 ----- 1 Customer Demo ----- Host Admin (Provider)-----5/13/2019

Select due Invoice above then enter payment information below and click Submit button

Date Paid

Amount paid

\*Transaction ID  (or Cheque/D.D/P.O #)

Payment Method

Is approved

Send e-mail confirmation

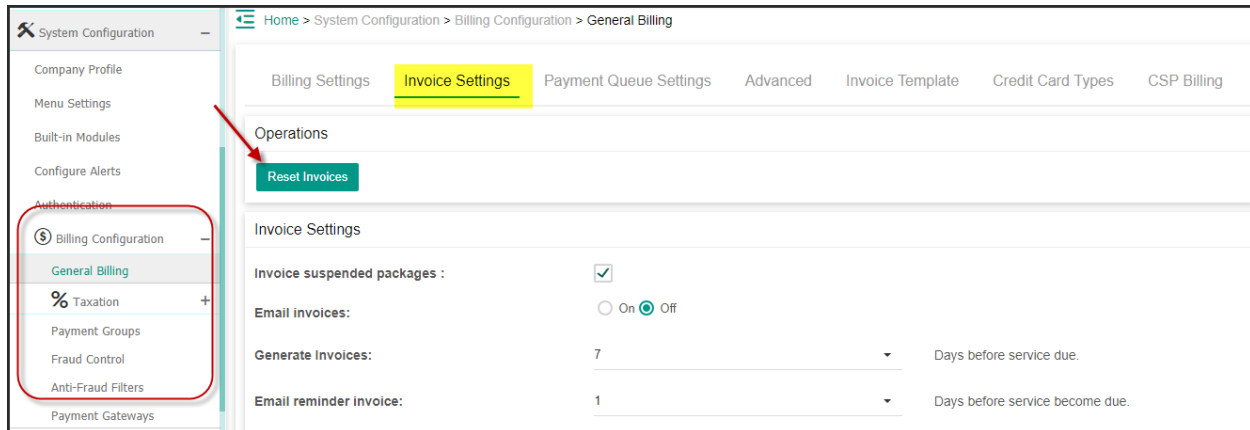
\*Comments

## Reset Invoices:

Navigate to path: **Home » System Configuration » Billing Configuration » General**

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**Billing**, Select **Invoice Settings** tab, click on “**Reset Invoices**” button.



Provider/Reseller can reset invoices for their company using interface as shown, This interface will delete all old invoices and payments and cancelled subscriptions/add-ons from the database and generates new invoices for selected payment group, from Next Renewal Date of the subscriptions/add-ons by picking prices etc. data from associated service plans.

Before running this operation, service queue should be empty for selected company. For each subscription this will generate single setup invoice with sum total of the associated add-ons with subscription.

### Reset Invoices

**Use this interface, if you want to reset your invoices. Please notice that all of your invoices, payments and cancelled subscriptions/add-ons will be deleted permanently from database. New invoices will be generated on selected payment group from Next Renewal Date of the subscriptions/add-ons as per their associated service plans. Service Queue should be empty before starting this operation.**

**Select Company:** MachSol Inc. [Host Admin (Provider)]

**Select Payment Group:** US Dollar

**Next invoice ID:** \_\_\_\_\_

**Include setup price:**

**Save** **Cancel**

## Payments

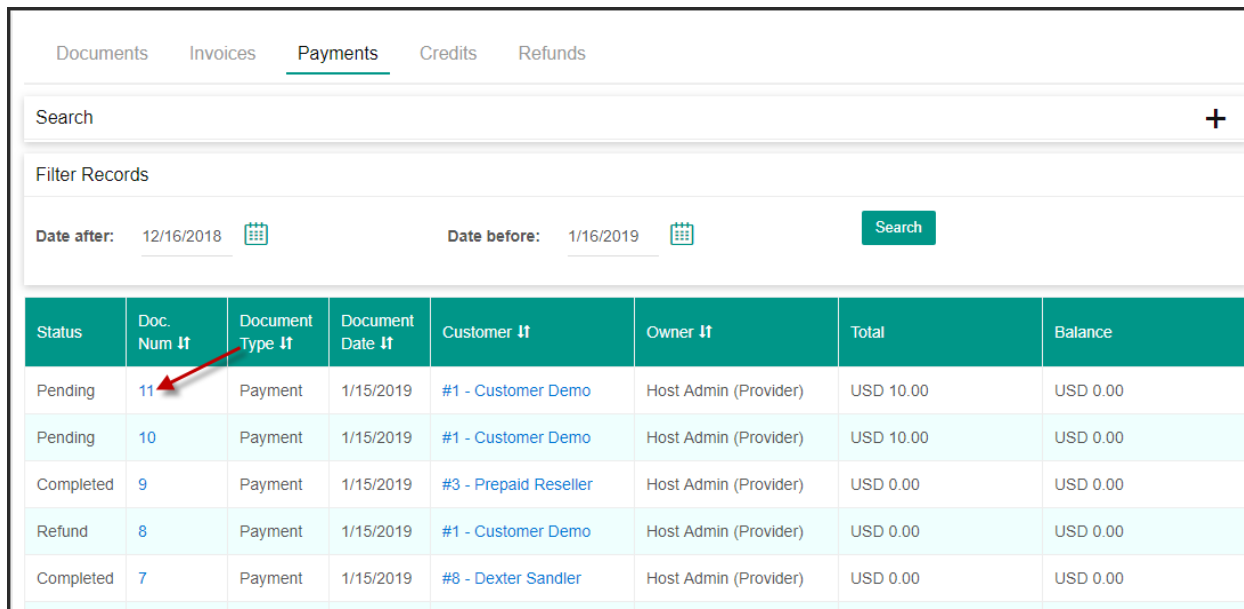
Payment is another type of the document which is generated when an invoice is paid or a



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business transaction is carried out against an invoice. Each payment document is uniquely identified by a document number or payment ID. Furthermore, there is some status which is plotted on each payment document.

To view payments, please navigate to the following path: **Home » Billing Manager » Documents » Payments**



Status	Doc. Num	Document Type	Document Date	Customer	Owner	Total	Balance
Pending	11	Payment	1/15/2019	#1 - Customer Demo	Host Admin (Provider)	USD 10.00	USD 0.00
Pending	10	Payment	1/15/2019	#1 - Customer Demo	Host Admin (Provider)	USD 10.00	USD 0.00
Completed	9	Payment	1/15/2019	#3 - Prepaid Reseller	Host Admin (Provider)	USD 0.00	USD 0.00
Refund	8	Payment	1/15/2019	#1 - Customer Demo	Host Admin (Provider)	USD 0.00	USD 0.00
Completed	7	Payment	1/15/2019	#8 - Dexter Sandler	Host Admin (Provider)	USD 0.00	USD 0.00

Each payment document is marked with some status what shows the progress of the accounting/billing procedures to authenticate it. The status can be one of the following:

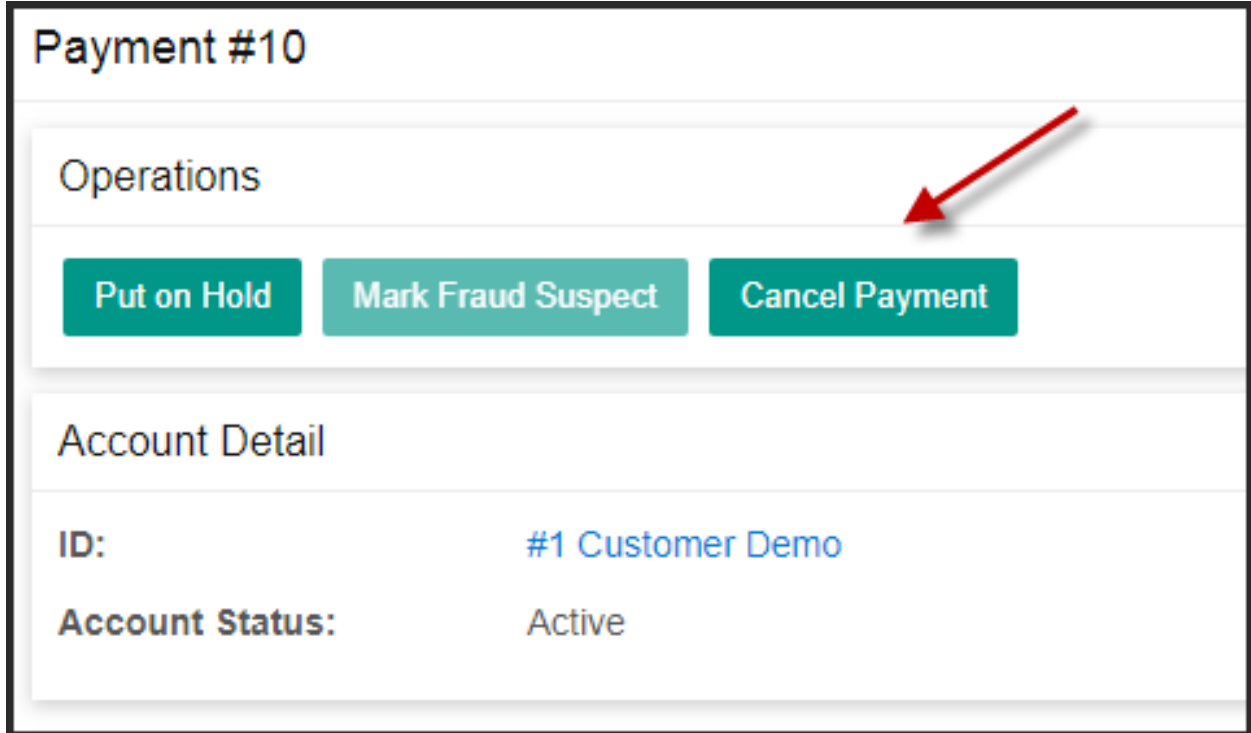
- **Completed:** Payment document was created, payment is received and account has been provisioned.
- **Open:** The payment document was created, payment is received but the account is not yet provisioned.
- **Refund:** Payment document has been refunded.
- **On-Hold:** Payment document is on-hold.
- **Cancelled:** Payment document has been cancelled.
- **Pending:** Payment document was created and waiting to receive the payment.
- **Fraud:** Payment has failed to authenticate and appeared to be fraudulent.

Click on Doc Num or navigate to the following path: **Home » Billing Manager »**

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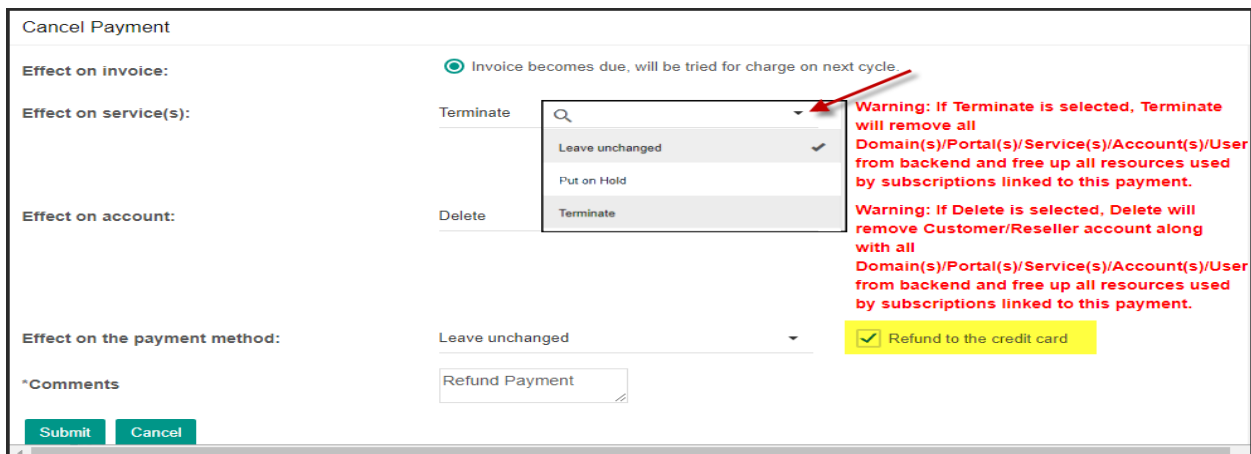
### **Documents » Payments » Payment Detail**

You can mark the payment **on-hold**, **Mark Fraud suspect** or may **Cancel payment**. See the snapshot below:



The screenshot shows the 'Payment #10' detail page. Under the 'Operations' section, there are three teal buttons: 'Put on Hold', 'Mark Fraud Suspect', and 'Cancel Payment'. A red arrow points to the 'Cancel Payment' button. Below this, the 'Account Detail' section shows 'ID: #1 Customer Demo' and 'Account Status: Active'.

- If **Refund to the Credit Card** option is selected, New refund request / document will be generated. See **Refunds** heading.



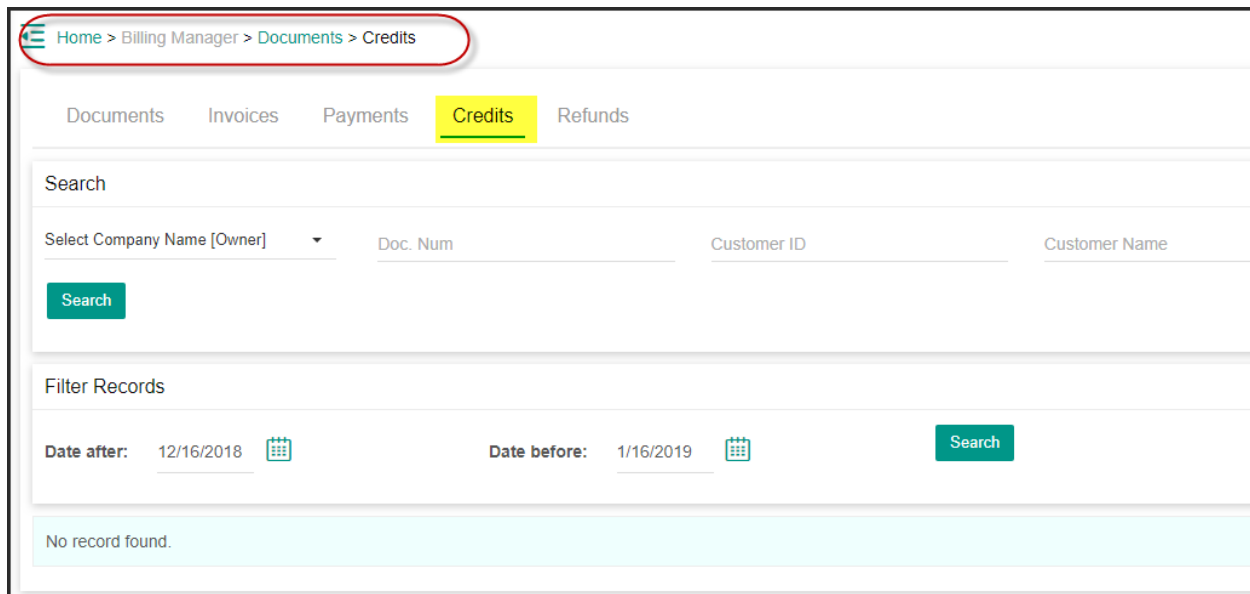
The screenshot shows the 'Cancel Payment' form. It has several sections: 'Effect on invoice:' with a radio button selected for 'Invoice becomes due, will be tried for charge on next cycle.'; 'Effect on service(s):' with a dropdown menu open showing options 'Leave unchanged' (checked), 'Put on Hold', and 'Terminate'; 'Effect on account:' with a dropdown menu set to 'Delete'; 'Effect on the payment method:' with a dropdown set to 'Leave unchanged' and a checked checkbox for 'Refund to the credit card'; and a 'Comments' field containing 'Refund Payment'. A red arrow points to the 'Terminate' option in the dropdown menu. To the right of the dropdown, there are two red warning messages: 'Warning: If Terminate is selected, Terminate will remove all Domain(s)/Portal(s)/Service(s)/Account(s)/User from backend and free up all resources used by subscriptions linked to this payment.' and 'Warning: If Delete is selected, Delete will remove Customer/Reseller account along with all Domain(s)/Portal(s)/Service(s)/Account(s)/User from backend and free up all resources used by subscriptions linked to this payment.' At the bottom are 'Submit' and 'Cancel' buttons.

## Documents for billing in MachPanel

### Credits

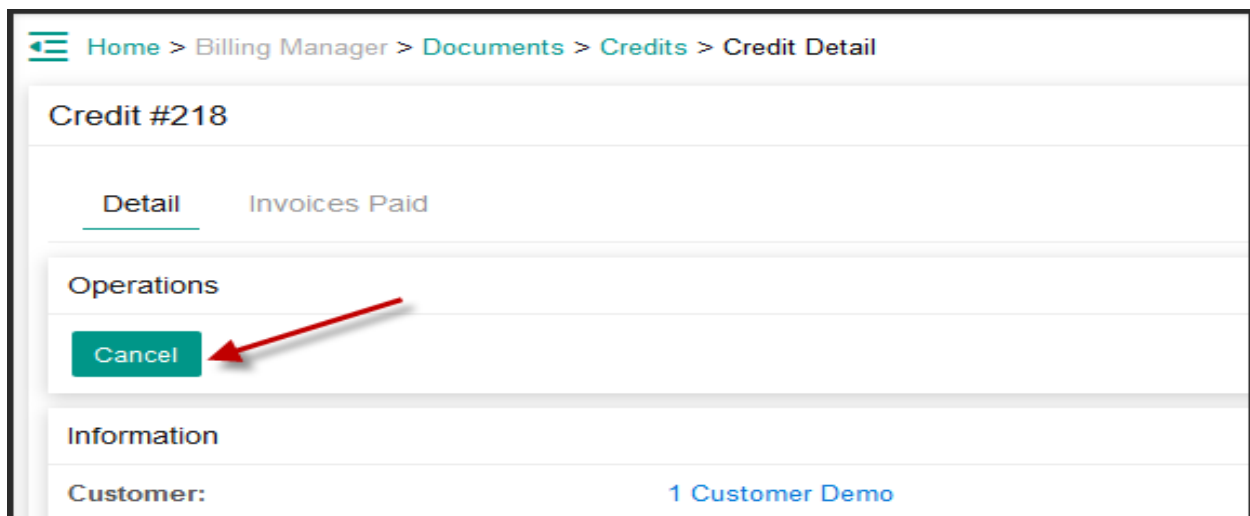
Credit Document is just similar to credit statement which gives you a summary of overall credit adjustments made over a specified time or for a specific client.

To view credits, please navigate to the following path: **Home » Billing Manager » Documents » Credits**



The screenshot shows the MachPanel interface for viewing credits. The breadcrumb navigation at the top is "Home > Billing Manager > Documents > Credits", with "Credits" highlighted in yellow. Below the navigation are tabs for "Documents", "Invoices", "Payments", "Credits", and "Refunds". A search section includes a "Search" button and fields for "Select Company Name [Owner]", "Doc. Num", "Customer ID", and "Customer Name". A "Filter Records" section has "Date after:" (12/16/2018) and "Date before:" (1/16/2019) fields, each with a calendar icon, and a "Search" button. A light blue message box at the bottom states "No record found."

- You can also **Cancel** the Credit



The screenshot shows the "Credit Detail" page for "Credit #218". The breadcrumb navigation is "Home > Billing Manager > Documents > Credits > Credit Detail". Below the title are tabs for "Detail" and "Invoices Paid". Under the "Operations" section, there is a "Cancel" button with a red arrow pointing to it. Below the "Information" section, the "Customer:" field is populated with "1 Customer Demo".

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### Refunds

Refund document is also just same as of credit statement and it shows a summary of overall debit adjustments made over a span of time or for a specific client.

To view refunds, please navigate to the following path: **Home » Billing Manager » Documents » Refunds.**

Status	Doc. Num <i>††</i>	Document Type <i>††</i>	Document Date <i>††</i>	Customer <i>††</i>	Owner <i>††</i>	Total	Balance
Open	2	Debit Adjustment	1/16/2019	#3 - Prepaid Reseller	Host Admin (Provider)	USD 0.00	USD 0.00
Completed	1	Debit Adjustment	1/15/2019	#1 - Customer Demo	Host Admin (Provider)	USD 10.00	USD 0.00

- You can **Cancel**, **Register Refund** or **Try refund**.

Refund #2		
<b>Operations</b>		
<a href="#">Cancel</a>	<a href="#">Register Refund</a>	<a href="#">Try Refund</a>
<b>Account Detail</b>		
Customer ID:	3 Prepaid Reseller	
Account Status:	Deleted	
<b>Refund Detail</b>		
Refund ID:	2	
Payment ID:	9	
Invoice ID:	9	

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- Register refund options shown below. Like giving cheque to client and mark it settled in panel.

Home > Billing Manager > Register Refund

### Select refund

[ Inv. ID ----- Total Due ----- Customer Name ----- Due Date ]:

2 ----- USD 0 ----- Prepaid Reseller ----- 1/16/2019 9:18:39 AM

Select due invoice above then enter payment information below and click Submit button

Date Paid 1/16/2019 0:

Amount paid USD 0

\*Transaction ID 12345 (or Cheque/D.D/P.O #)

Payment Method Offline

Send e-mail confirmation

\*Select refund

Save

## Statements

Account statement is a type of another facilitating artifact which simply imitates a balance sheet which demonstrate what services or products you have bought, how much you have paid and how much balance is in your account. It gives a bird eye view of your account just in a while, furthermore you can have complete details of each invoice/payment for a product/service for a client which is seamlessly managed with the maximum consistency and integrity.

To view account statement for any client you have to navigate to the following path: **Home » Billing Manager » Statements**

Invoice ID	Customer Name	Amount	Due Date
1	John Doe	100.00	2019-01-15
2	John Doe	200.00	2019-02-15
3	John Doe	150.00	2019-03-15

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Click on **Customer ID**, you will land on following path: **Home » Billing Manager » Statements » Statement Details**

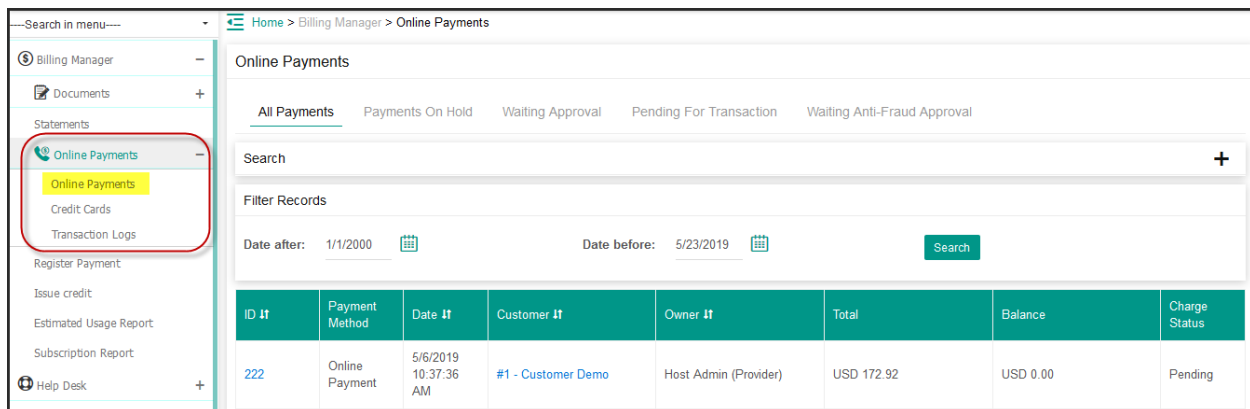
You can see the account statement detail tab. It shows the **Summary, Filter record** and Balance forward in USD().

**Note:** If you support multiple currencies, it is important to choose the currency for which you want to view the statements from the drop down list. MachPanel Control panel will list statements according to the payment group (currency).

### Online Payments

Online Payments is made virtually and the actual transaction is made by the monetary agents, like your credit card broker or by the payment gateway. Thus, Control Panel provides a comprehensive mechanism for all online payment related issues. You can view or manipulate each payment accordingly and you can apply certain filters to restrict your search for a payment for a particular client against an invoice, in the case if there are a number of payments exists.

To view an online payment you have to navigate to the following path: **Home » Billing Manager » Online Payments » Online Payments**



The screenshot shows the MachPanel interface for Online Payments. The left sidebar contains a menu with 'Online Payments' highlighted. The main content area displays a search and filter section above a table of payment records.

ID #	Payment Method	Date #	Customer #	Owner #	Total	Balance	Charge Status
222	Online Payment	5/6/2019 10:37:36 AM	#1 - Customer Demo	Host Admin (Provider)	USD 172.92	USD 0.00	Pending

- **On-Hold Payments:**

Limitation or constraints are enforced by each business in each circumstances, either flexible or stiff. In the case of online/offline payments there could be certain factor which may lead to hold a payment registration process, which could be either the one of verification processes or the client's authenticity, which could be worked out later on. Such

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payments are marked by "On-Hold" status in Panel payment queue.

- **Authorized Only Payments:**

Online businesses are now being preferred then other means of businesses yet making an online transaction, a person may think the validity of the business or any other stimuli which could constitute towards a trustful transaction. Thus, to ensure such constraints and depending upon your requirements and/or nature of business, you may be only Authenticating an online transaction rather actually manipulating or charging the credit card.

- **Pending Payments:**

Pending payments are mostly appear on the scene when there is a twist of workload or the working hours, each business has its own standard of procedure to follow. For example: An order is to be worked out in next 6 hours since its queued though client might have made the payment too but actually the payment is yet not processed, it in the pending queue which will be transacted a while later. Thus, this could be the scenario or any other as per your business setup.

- **Fraud Payments:**

In any online business, where monetary transactions do occur, there always exists a certain level of fraud and theft, which is detect and defused by certain filter and precautionary measures, control panel also facilitates you to apply those full proof and comprehensive anti fraud filters which come as the built-in source towards proactive defense.

Please review following KB article to view more details on anti-fraud filters and fraud control:

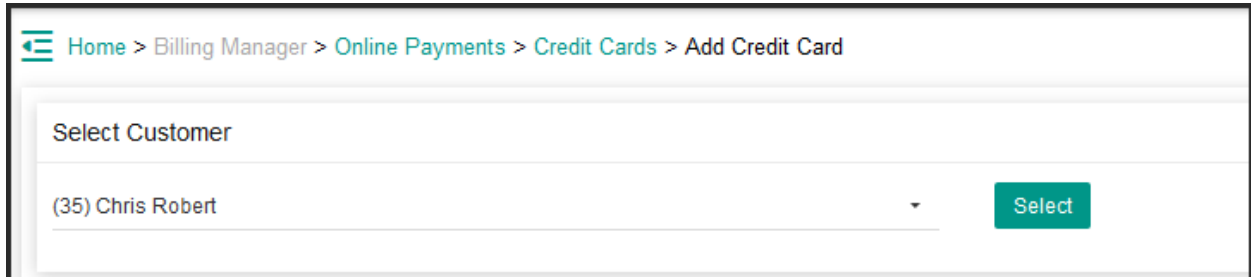
<http://kb.machsol.com/Knowledgebase/Article/52403>

**Credit Cards:**

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You can also Add Customer\reseller **Credit Card** for Online Payments.

- Select **Customer**

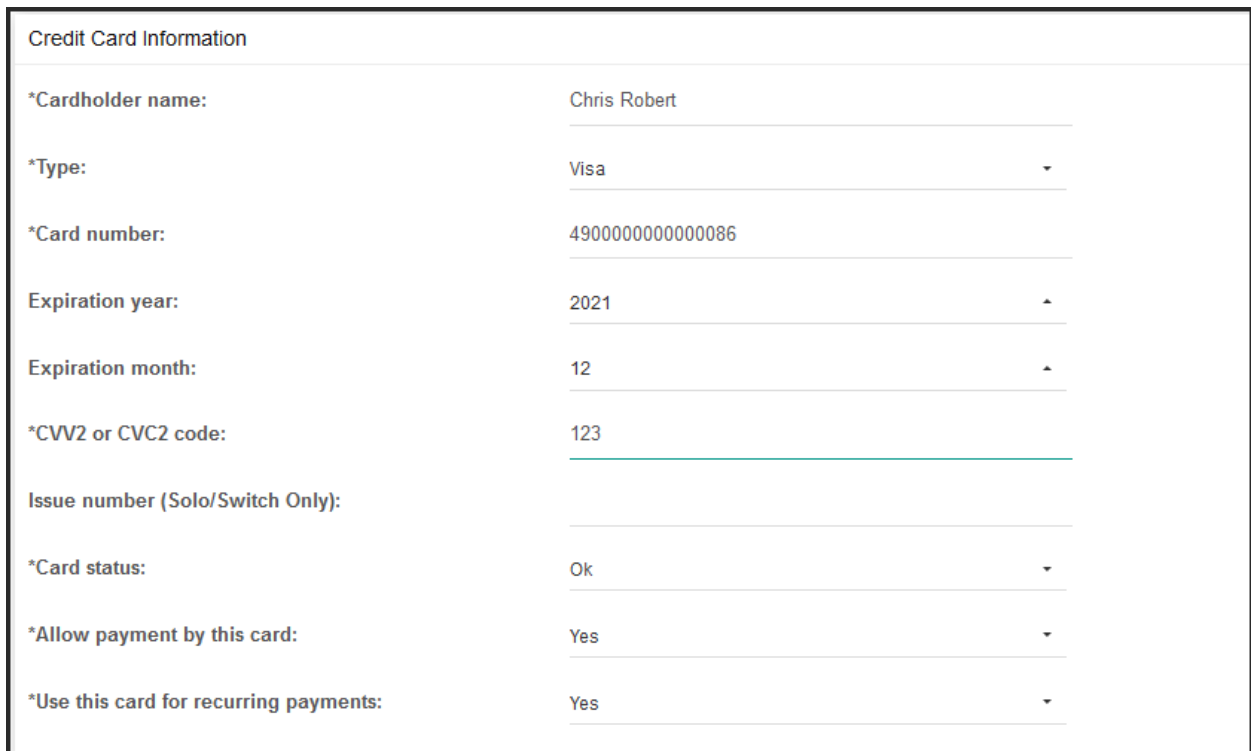


Home > Billing Manager > Online Payments > Credit Cards > Add Credit Card

Select Customer

(35) Chris Robert ▼ Select

- Add **Credit Card Information** and add **Credit Card Billing** address.



Credit Card Information

\*Cardholder name: Chris Robert

\*Type: Visa ▼

\*Card number: 4900000000000086

Expiration year: 2021 ▲

Expiration month: 12 ▲

\*CVV2 or CVC2 code: 123

Issue number (Solo/Switch Only):

\*Card status: Ok ▼

\*Allow payment by this card: Yes ▼

\*Use this card for recurring payments: Yes ▼

- You can also **delete** a credit card.



Home > Billing Manager > Online Payments > Credit Cards

Credit Cards

Operations

[Add Credit Card](#)

Search

Card Card Type	Card number #	Name On Card #	Expiration Date	Status	Use for Recurring Billing	Allow payment by this card	Customer Name #	Actions
Visa	*****0000	Chris Robert	12/2021	Ok	Yes	Yes	#35 - Chris Robert	Delete

Showing: 1 of 1

Showing per page: 20 [Change](#)

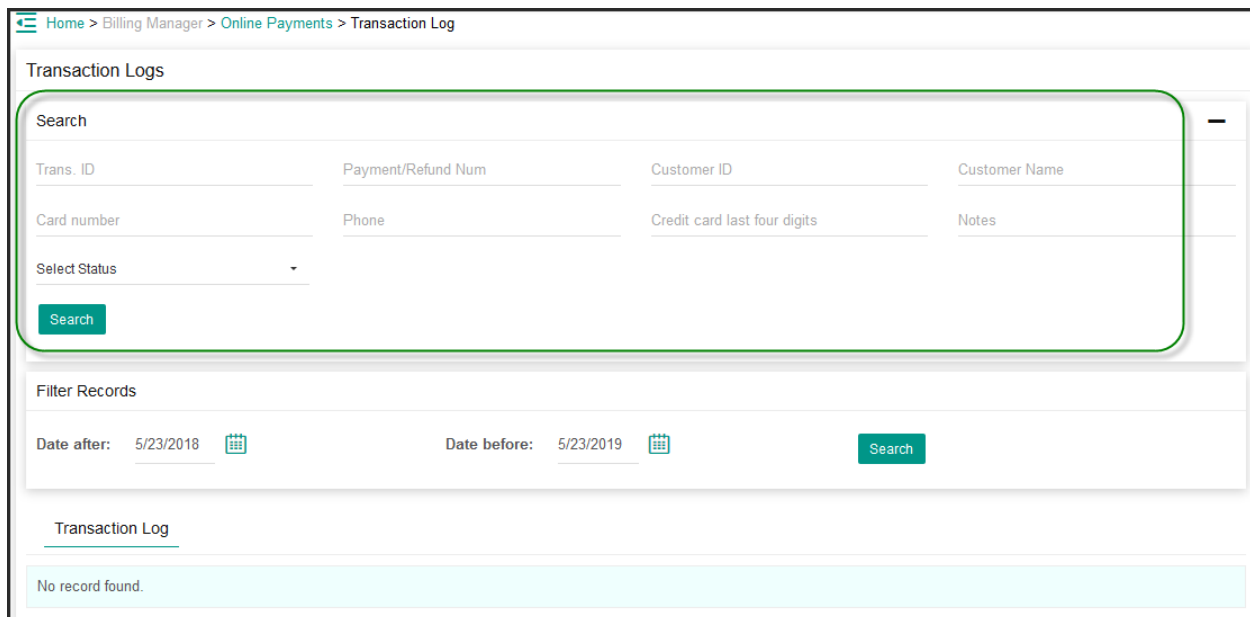


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### Transaction Logs:

Transaction logs are generated when clients pay bills using the credit card.

To view the list of transaction logs being generated navigate to the following path: **Home » Billing Manager » Online Payments » Transaction Logs**



The screenshot displays the 'Transaction Logs' page in MachPanel. At the top, there is a breadcrumb trail: Home > Billing Manager > Online Payments > Transaction Log. Below this, the page title 'Transaction Logs' is shown. A search bar is present with a 'Search' button. The search criteria include: Trans. ID, Payment/Refund Num, Customer ID, Customer Name, Card number, Phone, Credit card last four digits, and Notes. There is also a 'Select Status' dropdown menu. Below the search bar, there is a 'Filter Records' section with 'Date after: 5/23/2018' and 'Date before: 5/23/2019', both with calendar icons, and a 'Search' button. The main content area is titled 'Transaction Log' and currently displays 'No record found.'

Following are the different charge statuses that are displayed in the transaction logs listings:

- **Pending:** Transaction is not processed yet no attempt made for charge from credit card.
- **Authorized:** Authorized means credit card owner authorized the payment.
- **Auth-call:** It verifies that the credit card owner does have enough money in his account to pay bills.
- **Cancelled:** Transaction cancelled due to some reason.
- **Refunded:** Partially or fully amount refunded back to the credit card.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/52409/Documents-for-billing-in-MachPan...>