Training Module for Billing
Billing

• Main features of billing are:
  - Issue refunds
  - Write off unrecoverable bad dues
  - Submit blacklisted credit cards to the database
Billing – Issue Refunds

- Two types of refunds are available:
  - Online prepaid card refund
  - Miscellaneous refund
Billing - Online Prepaid Card Refund

- OSS allows the CSR to refund any amount subject to a maximum limit of prepaid card sale value
- Prepaid Card Refund is possible even if the current value of the card is zero.
- The only two restrictions to issue a refund is:
  - The card must be active at the time of refund
  - A prepaid card can be refunded once only
- Select Billing > Refunds > Prepaid Card Refund to view the Online Prepaid Card Refund window
Billing - Online Prepaid Card Refund

- Enter relevant values
- Click **Next** to view the window to enter the refund details
- Click **Refund** to view the confirmation of successful refund
Billing – Miscellaneous Refund

- Miscellaneous refund is applicable only for subscription plans
- Not available for Utility Billing Subscribers
- To issue this refund the CSR needs to specify the User Id of the subscription plan
- Prepaid Card User Id will not be accepted
- Refund amount is not subject to any restrictions
- Refund amount can be any value entered by the CSR.
- Accessible only to the accounts manager
Billing – Miscellaneous Refund

- Select **Billing > Refunds > Misc. Refund** to view the **Miscellaneous Refund** window
- Enter relevant details
- Click **Refund Details** to view the **Miscellaneous Refund Details** window
Billing – Miscellaneous Refund

- Click Refund Amount to view the confirmation indicating successful refund of the specified amount to the customer.
Billing – Write Offs

• A method to write-off customer with unrecoverable bad debts
• No attempt is made to collect the payment
• Invoices are written off manually
• Does not affect the status of the customer
• If the customer was suspended at the time the invoice is being written off, then the status remains same
• To reactivate the account, the user should register afresh and setup a new account.
• This interface is accessible only to the NOCAadminUser.
Billing – Write Offs

• Select **Billing > Write Offs** to view the *Customer Bill Write-Offs* window
• Enter relevant values
• Click **Submit** to view the *Customer Bill Write-Offs Details* window
Billing – Write Offs

- Click **Confirmation** to complete the procedure of Write Off
Billing – Blacklisted Credit Card

- Offences relating to credit card usage is on the rise
- It is a necessity to provide foolproof fraud prevention mechanisms for all credit card transactions

**Implementation of Credit Card Fraud Prevention in OSS**

- OSS supports a very simple and effective method to curtail credit card frauds
  - Enter / import all the blacklisted credit card numbers obtained from banks or any other third party agencies.
  - Credit card information submitted during registration is compared with the blacklisted credit card list existing in the OSS’s database
  - Based on the result of this comparison, the end user's card is either rejected or accepted
Billing – Flow Diagram to prevent CC Fraud

1. Enter or import blacklisted credit card numbers
2. Store list in DB
3. During registration, user provides credit card number
4. OSS compares this value with the list in the DB
   - on success: Reject Credit Card
   - on failure: Allow purchase of Prepaid Card
To store blacklisted credit cards in the DB

- Select **Billing > Blacklist CC** to view the **Blacklisted CreditCard Entry/Import** window
- Enter the credit card details to blacklist it
- Click **Submit** to **store the individual blacklisted credit card in the DB** [OR]
- A list of blacklisted credit card numbers stored in the csv format can be imported
- Pick the csv file to be imported using the **Browse** option
- Click **Import** to **store the list of blacklisted credit cards in the DB**