

Procedure to EXPORT / IMPORT NEW tariff tables in Resellers easily (after Root price / route changes)

Dear reseller,

From time to time our Pricing department will be adding / deleting / changing routes and their prices.

The tariff table(s) inside your reseller-system needs to be updated quickly after those changes so your customers all have the latest routes / prices. Follow this example procedure to accomplish this.

Warning:

Exporting and importing Tariff tables into a LIVE system is a very secure job!

Do not execute these tasks if you are NOT sure what you are doing. An imported table CAN NOT be turned back and if things go wrong ALL your customers might suffer from this.

Also make sure you choose the right billing steps and multiplication factor at export! This can NOT be turned back as well.

So please try it first with an 'example / dummy' tariff table in your system to become familiar with the procedure.

XeloQ Communications does not give any warranty nor support on the export / import procedure and correct behavior / use of it.

A broken Internet connection from the PC you are running the export / import from can have dramatically impact on your Tariff tables so use a stable PC and a stable Internet connection.

Ok, steps to perform:

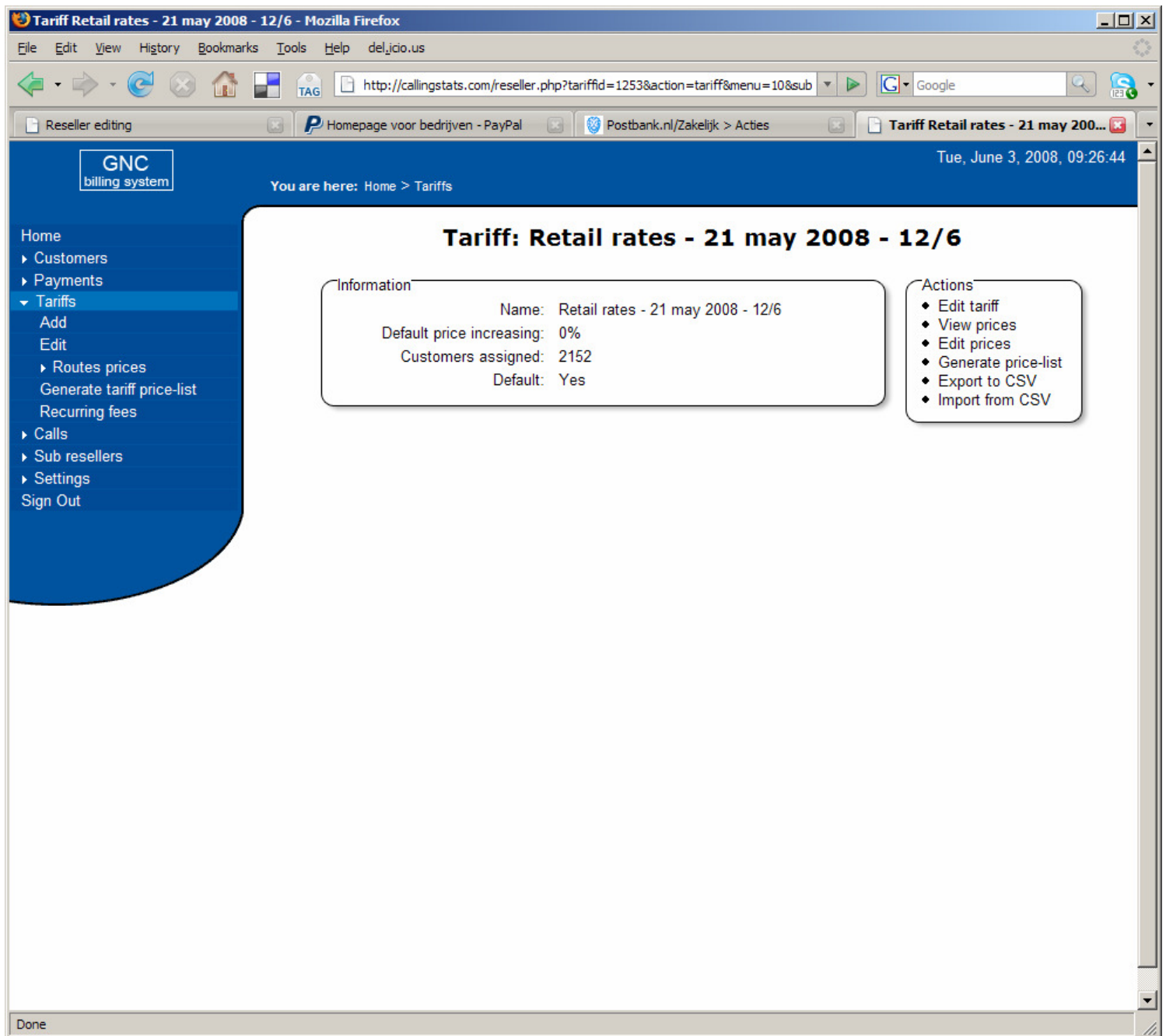
Firstly, Login to your Reseller control Panel at callingstats.com.

By default, your reseller system has only **1 tariff table that is a DEFAULT tariff table** connected to your customers by Default. This procedure describes that Default tariff table to update.

→ we use the **Goandcall test system** examples that are all coming from XeloQ's test system; use this as a guideline.

See the screen below after selecting Tariffs and then the only rate-table you see is the one called **'Retail rates – 21 may 2008 – 12/6'**

You can see it is the only one and also the default one. In other Resellers there might be different tariff tables but this procedure is **always meant for the Default Tariff table**.



→ **Now; what do we want to achieve?**

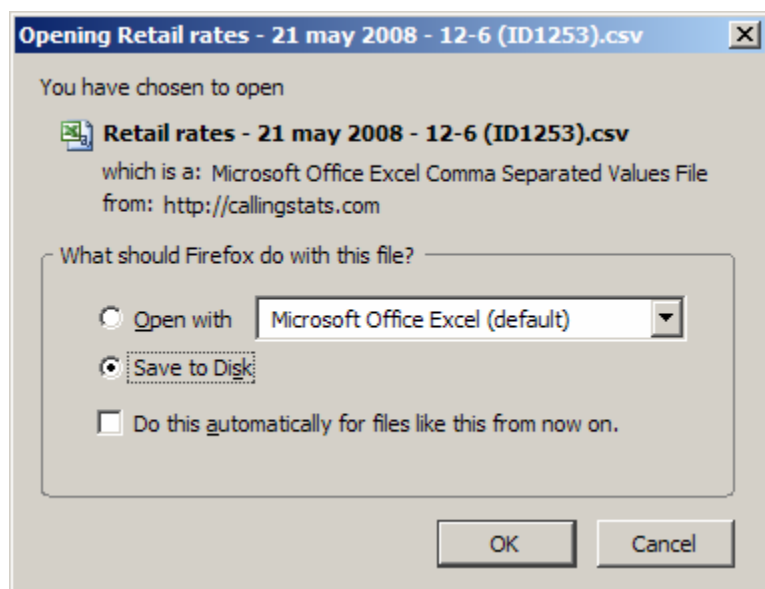
Simple; we want to have the new prices / routes that Pricing assigned to be **imported** in this reseller and be connected to ALL the **current customers** at the same time.

We will do that as following (read on on the next page).

The goal is: we want to keep ALL customers on the same tariff table and the name should remain the same.
First we make a **BACKUP of the current Tariff table!**

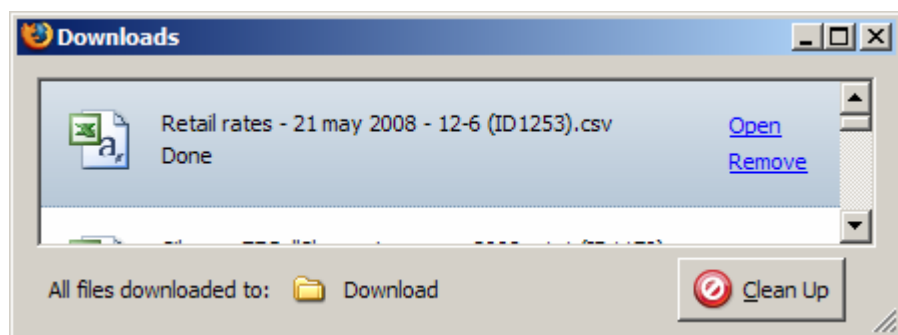
Step 1:

-Klick on 'Export to CSV' . The next screen will appear:



Choose 'Save to Disk' (remember where you save it !)

On this PC Firefox saved it to the Download folder; you can see the name of the file is the same as the name of the tariff table followed by a unique number.

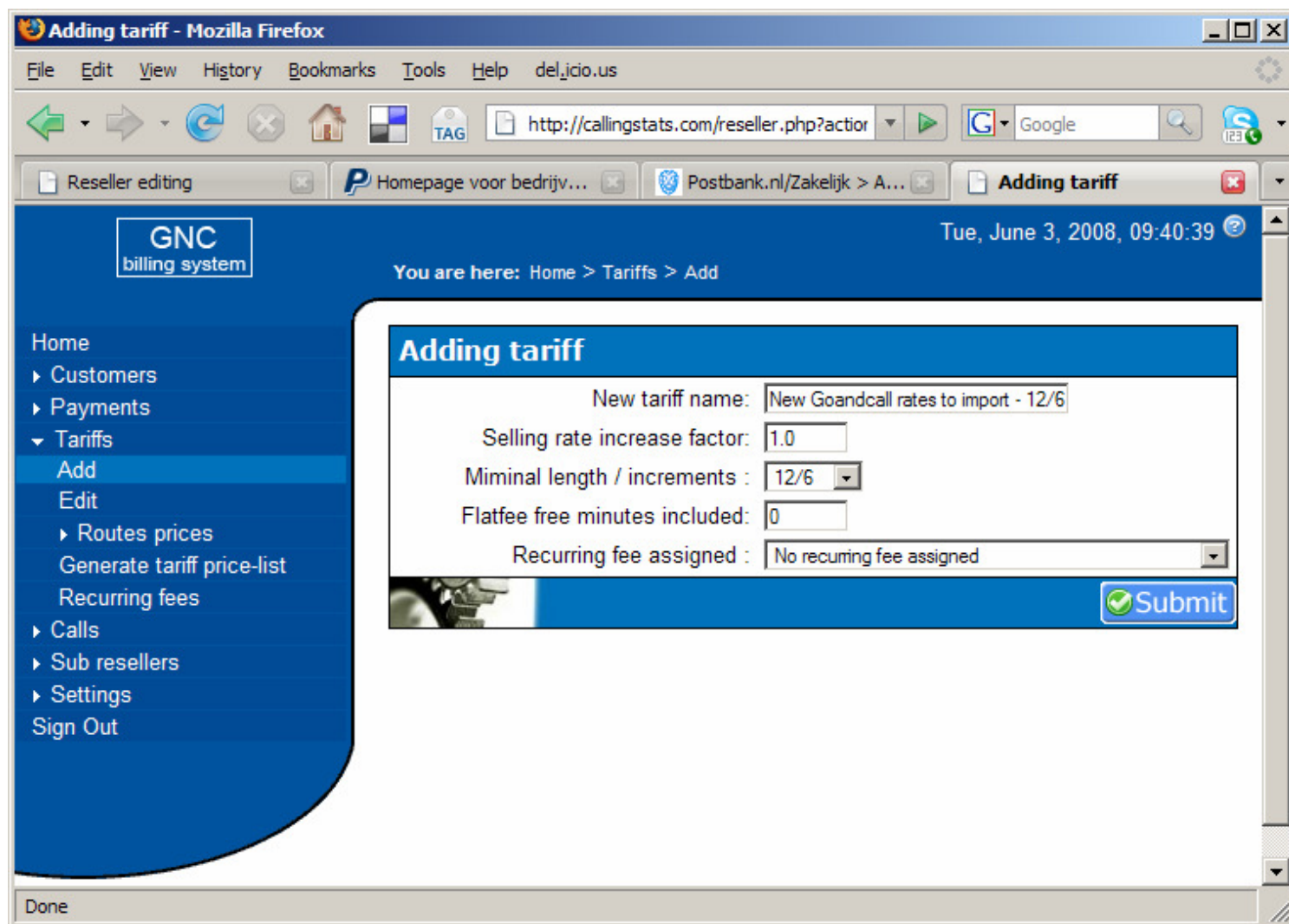


Ok; now we got a backup. Store that in a safe place and do not alter / change it.

Step 2:

We need to create a NEW table now reflecting all the NEW and updates routes and prices coming from Pricing.

Click on Tariff, Add. The next screen appears; Fill out as you see in the Example:



The screenshot shows a Mozilla Firefox browser window with the title 'Adding tariff - Mozilla Firefox'. The address bar shows the URL 'http://callingstats.com/reseller.php?action=...'. The browser has several tabs open, including 'Reseller editing', 'Homepage voor bedrijv...', 'Postbank.nl/Zakelijk > A...', and 'Adding tariff'. The 'Adding tariff' tab is active, displaying a web form for adding a new tariff.

The web form is titled 'Adding tariff' and is part of the 'GNC billing system'. The breadcrumb trail indicates the user is at 'Home > Tariffs > Add'. The form contains the following fields:

- New tariff name:
- Selling rate increase factor:
- Miminal length / increments :
- Flatfee free minutes included:
- Recurring fee assigned :

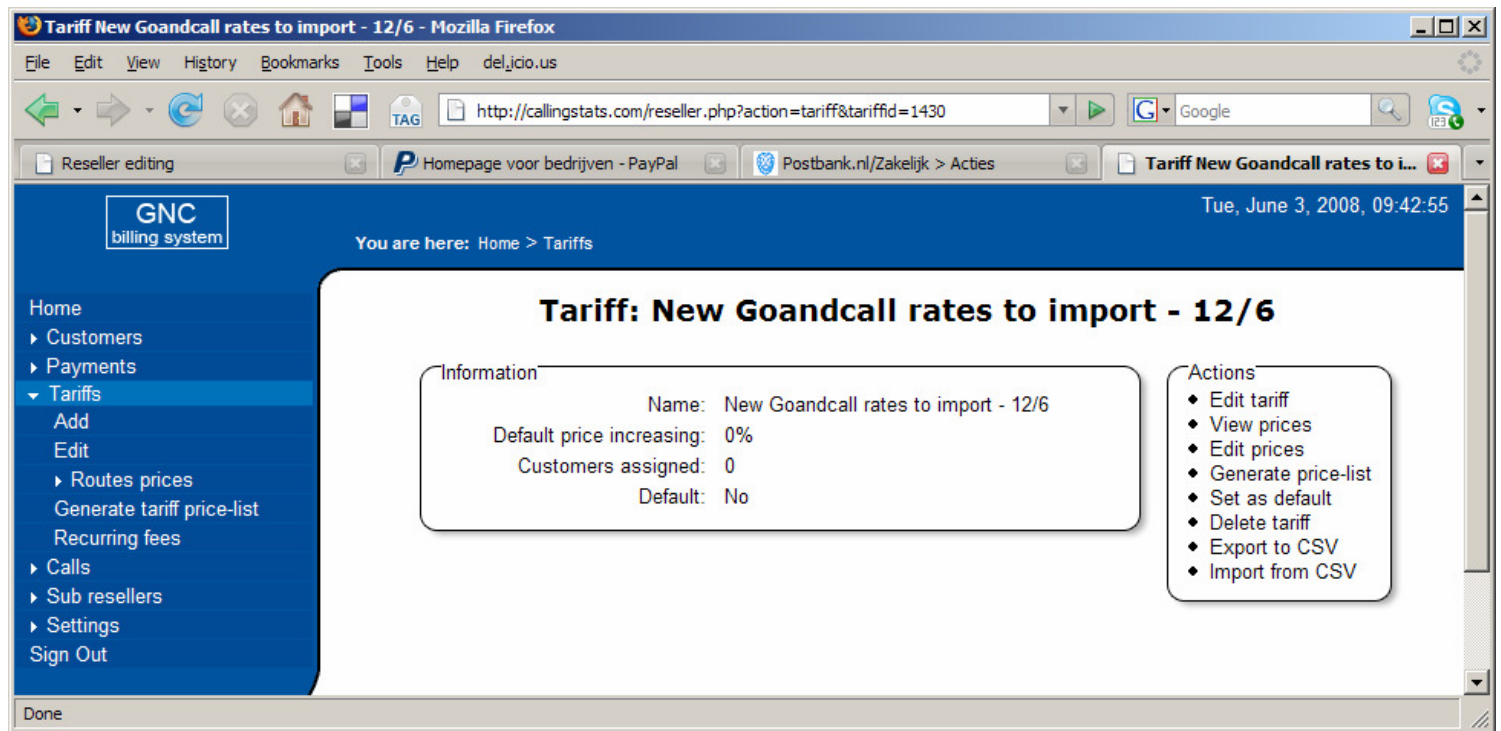
A 'Submit' button with a green checkmark icon is located at the bottom right of the form. The left sidebar of the web application contains a menu with the following items: Home, Customers, Payments, Tariffs (expanded), Add (selected), Edit, Routes prices, Generate tariff price-list, Recurring fees, Calls, Sub resellers, Settings, and Sign Out. The status bar at the bottom of the browser window shows 'Done'.

Name the file as 'NEW and the reseller name + billing steps in the tariff table'.

For this example we use 'New Goandcall rates to import 12/6' as file name.

Then press **Submit**.

You can see it is created now:



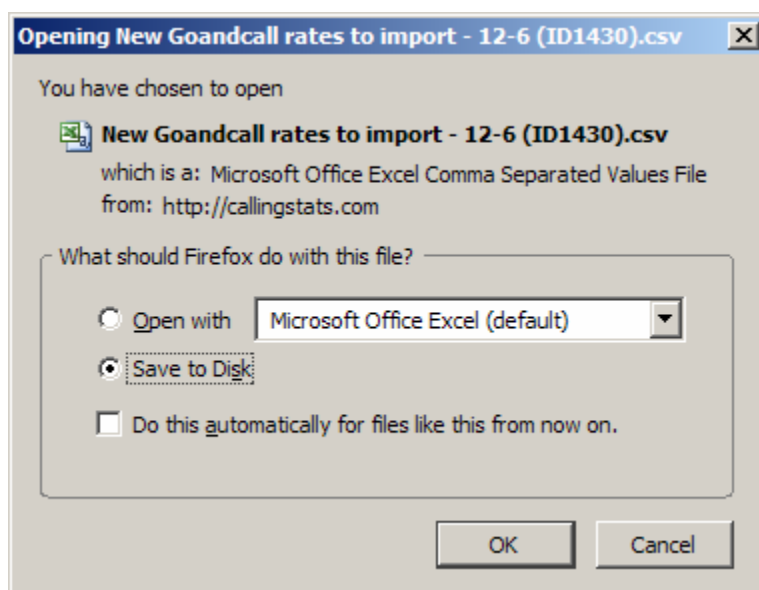
It has no customers attached and it NOT the Default table. **KEEP it like that!**

→ we **only** use this table as an import / export table and we will delete it again once we are finished.

Ok. Now we will EXPORT this new table

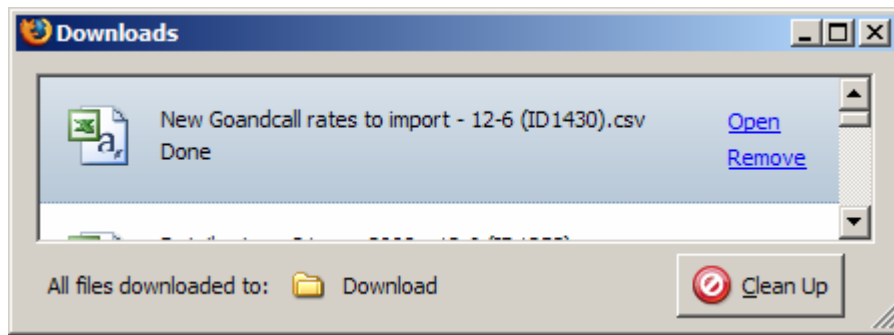
Step 3:

-Klick on 'Export to CSV'. The next screen will appear.



Klick 'Save to Disk' and REMEMBER where you put it !

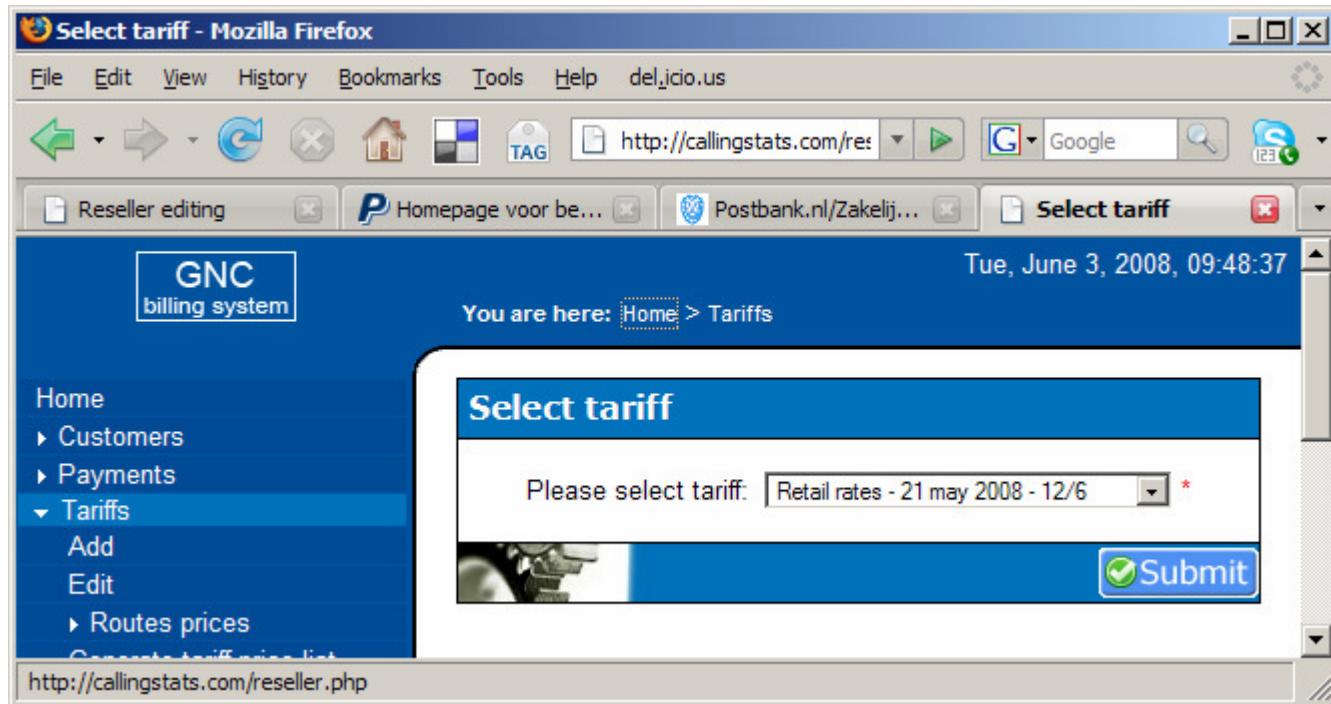
Again, it is saved to the Download folder (your PC could be somewhere else).



Once you saved the new created Tariff table, we are now going to **IMPORT it** in the ORIGINAL Goandcall Retail rates tariff table to connect the NEW prices to all the existing customers.

Step 4:

Click on Tariffs, then Select Tariff and choose the original tariff table that is Default and is connected to all Customers which is **‘Retail rates – 21 may 2008 – 12/6’** ; then press Submit.



You will see the next screen (next page):



!! VERIFY YOU ARE REALLY IN THE ORIGINAL AND DEFAULT TARIFF TABLE !!

Step 5:

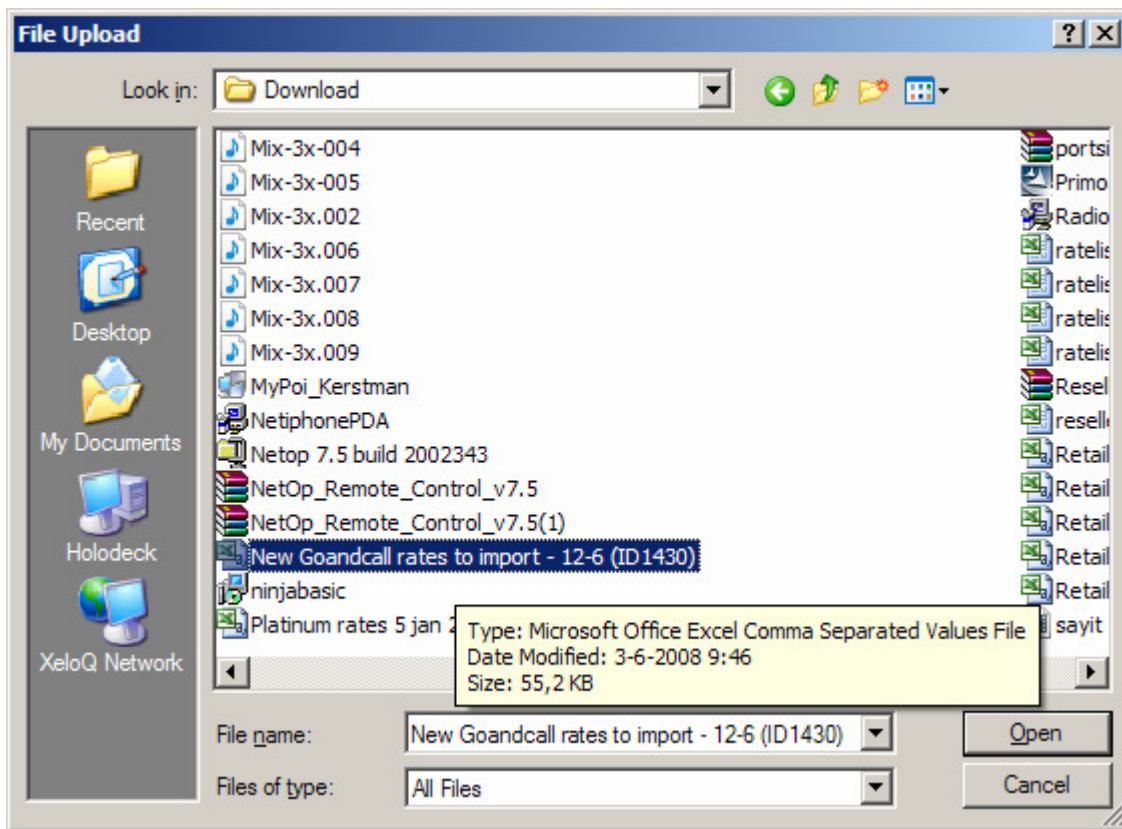
We want to IMPORT the new created Tariff table so Choose '**Import from CSV**' now.

You will see the next screen. Now **BE CAREFUL!**



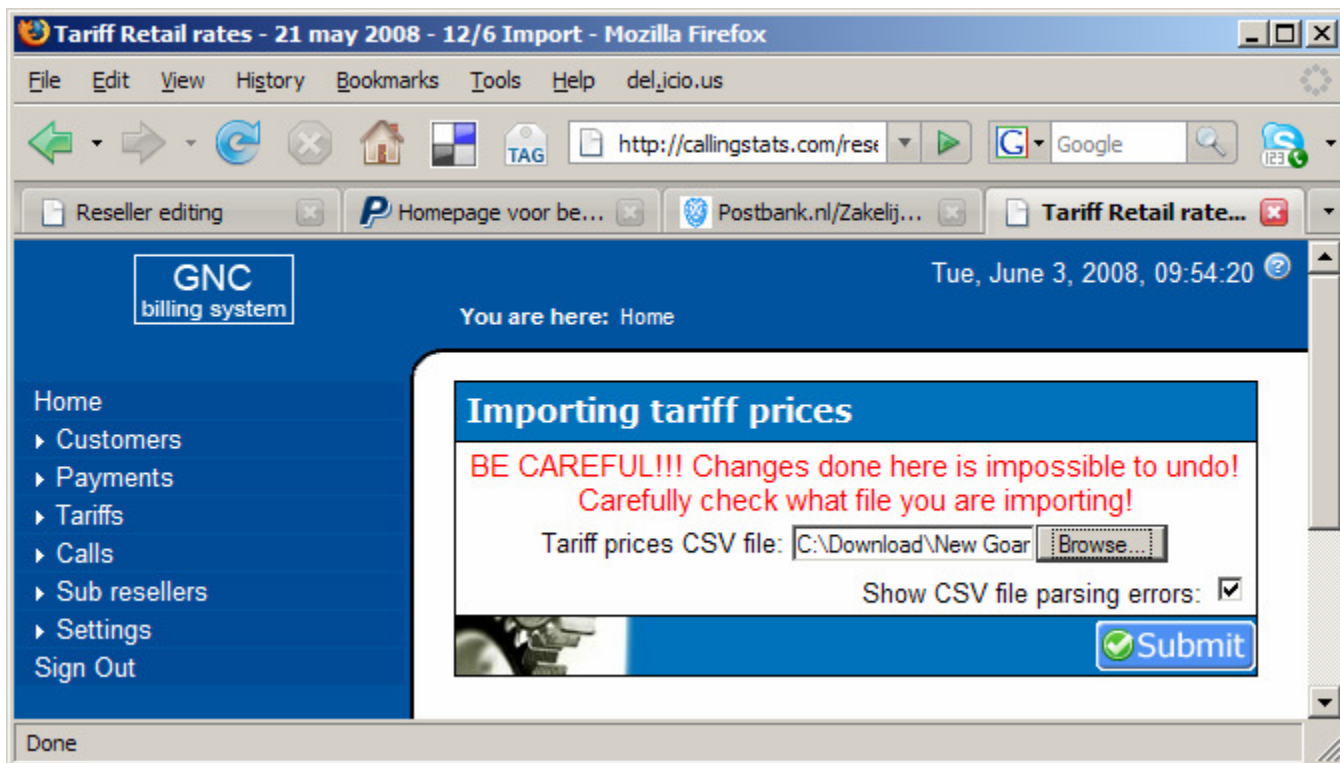
Browse to the SAVED file called '**New Goandcall rates to import 12/6.csv**'.

You will see the next screen:



Press 'Open' to select the CSV file.

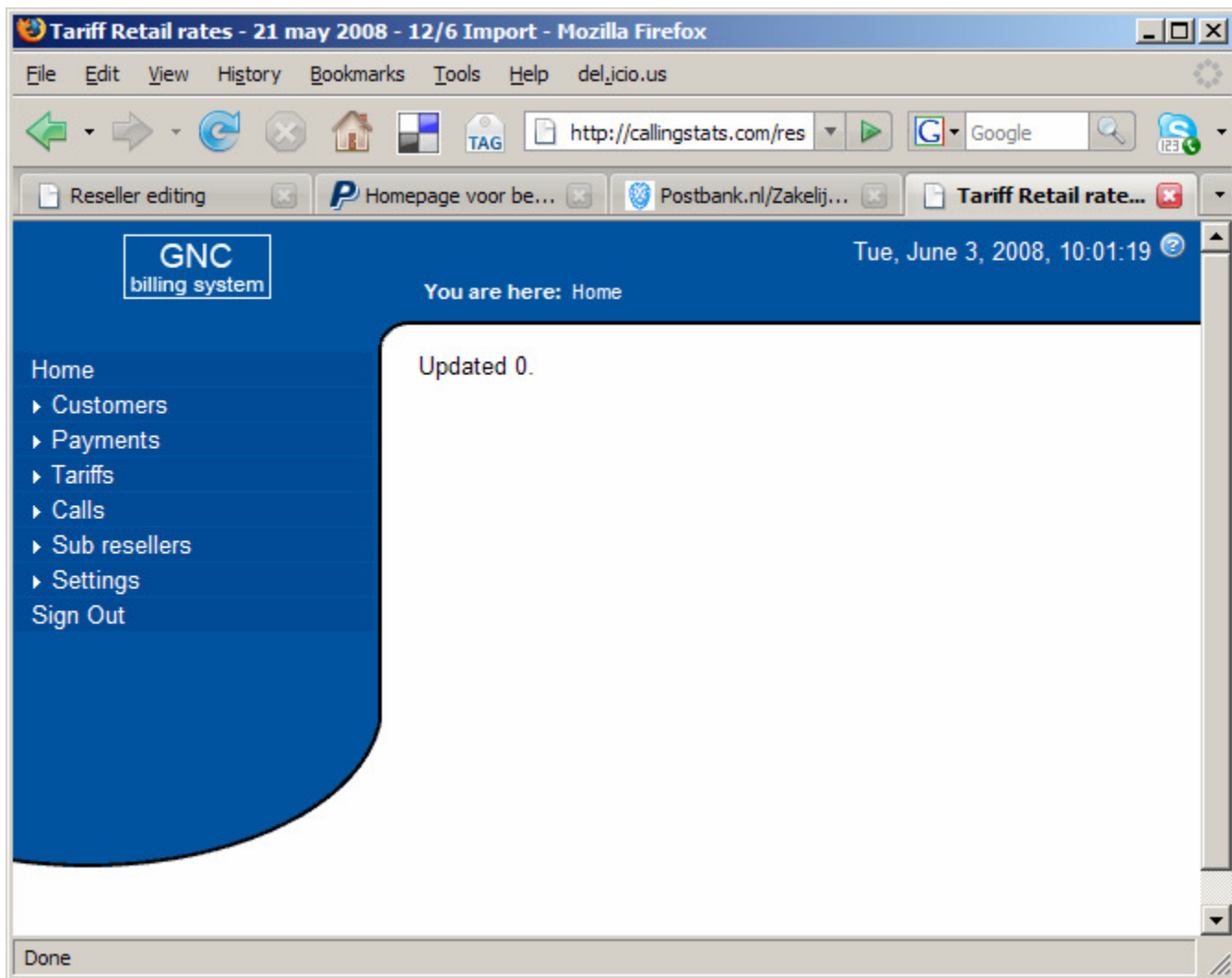
→ You will then see the next screen:



If you are 100% sure, then press Submit.

It THEN starts to import the NEW CSV file. **Do NOT interrupt !!!! – Do NOT switch off the PC !**

On the next screen that follows, you will see the total # of updated routes.



Also errors will be shown here if there are any. Write # of updates and number of errors down.

Now all is finished and the NEW created rate tables are imported to the CURRENT default tariff table and assigned to ALL your existing customers (because you imported in the Default table).

The last 2 things to do are:

1. Delete the 'temporary' created tariff table called **New Goandcall rates to import 12/6**.
2. make a phone call using a SIP account to see if the billing + billing steps are working fine

That's all!

Good luck.

Support Team XeloQ Communications