VokBIL

developed by VOKESO

User's Guide

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INTRODUCTION

VokBIL is an extension designed and published by Vokeso for Microsoft Dynamics 365 Business Central.

This manual assumes that the user is already familiar with Dynamics 365 Business Central and with the concepts of subscription management.

Users can find detailed documentation and training for Business Central here:

- Canada: https://docs.microsoft.com/en-ca/dynamics365/business-central/
- United States: https://docs.microsoft.com/en-us/dynamics365/business-central/

INSTALLATION AND REGISTRATION

INSTALLATION

Contact Vokeso and provide the information displayed in the Registration FastTab in VokBIL Setup to obtain the installation link.

REGISTRATION

Activate VokBIL by subscribing to it with Vokeso. See the Registration FastTab in VokBIL Setup.

ACCESS AND SETUP

USER ACCESS FOR VOKBIL

To grant users access to VokBIL, assign the **VOKBIL** Permission Set to them.

Refer to this documentation:

- Canada: https://docs.microsoft.com/en-ca/dynamics365/business-central/ui-define-granular-permissions#to-assign-permission-sets-to-users
- United States: https://docs.microsoft.com/en-us/dynamics365/business-central/ui-define-granular-permissions#to-assign-permission-sets-to-users

VOKBIL SETUP

Search for: VOKBIL Setup

GENERAL FASTTAB

Subscription No.: No. Series used by VokBIL for Subscription Card numbering. VOKBILSUBNO by default. If needed, specify a custom No. Series. You cannot create any Subscription Cards if this field is blank.

Other Source No.: No. Series used by VokBIL to number Other Sources in the Other Sources List. VOKBILSCRNO by default. If needed, specify a custom No. Series. You cannot create any Other Sources if this field is blank.

Second Lang. Code List: On the Price List, describe subscriptions in two languages. When a Subscription Card is created, VokBIL checks the Language Code field from the Customer Card and describes the subscription in the customer's language, when applicable.

Second Lang. Code List specifies which language(s) your organization considers their second language.

Either select one language code or enter several comma-delimited language codes.

Example 1: FRA,FRC
Example 2: FRC

REGISTRATION FASTTAB

Activating VokBIL by obtaining a license from Vokeso will allow you to use the Generate Invoices button.

To activate VokBIL, follow these steps:

1. Provide Vokeso with the information displayed in the Registration FastTab.
2. Vokeso might provide you with information to enter in the Registration FastTab.
3. Examine the Expiry Date field.

Possible Expiry Date field values and meaning:

- RECUR: You have a VokBIL subscription, and you receive a recurring invoice from Vokeso.
- EXPIRYYYYMMDD (where YYYYMMDD is a date): Either an expiry date or an anniversary date.
- ** Invalid **: Product not registered or registration error; please contact Vokeso.
- (Any other value): Please contact Vokeso to troubleshoot.

PURCHASING MENU

OTHER SOURCES LIST

An Other Source is a supplier or an origin for which no Vendor Card exists. Just like a Vendor, an Other Source supplies your organization with subscriptions that are resold to customers.

No.: Generated according to the No. Series specified in the Other Source No. field in VokBIL Setup.

Name: The name of the supplier or origin.

Name 2: An alias for the supplier or origin.

Payment Method Code: Specify a code.

Purch. Tax Area Code: Specify a code.

Purch. Currency Code: Either specify a code or leave blank to use your company's local currency.

CUSTOMER ALIASES LIST

Vendors or Other Sources might refer to your customers by specific names. Use those aliases when communicating with Sources about Customers. Aliases appear on each Subscription Card related to the Customer-Source combination.

Source Type: Select either Vendor or Other.

Source No.: Specify the Vendor No. if Source Type is Vendor. Specify the Other Source No. if Source Type is Other.

Source Name: Displays the corresponding name for Source No.

Source Name 2: Displays the corresponding second name for Source No. For a Vendor, this is specified in the Name 2 field on the Vendor Card.

Customer No.: Specify the Customer No.

Customer Name: Displays the corresponding name for Customer No.

Customer Name 2: Displays the corresponding second name for Customer No. This is specified in the Name 2 field on the Customer Card.

Source Cust. Name: Specify the name by which the Source refers to the Customer.

PREVENTING POSTING OUTSIDE A DEFINED PERIOD

Invoices generated by VokBIL will have the billing date specified on Subscription Cards. This is entirely independent from a user's Work Date.

Precautions (such as specifying posting periods) should be taken so that users do not post any invoices in a closed fiscal year. Users can change an invoice's date before posting it.

Refer to this documentation to specify posting periods:

- Canada: https://docs.microsoft.com/en-ca/dynamics365/business-central/finance-how-specify-posting-periods
- United States: https://docs.microsoft.com/en-us/dynamics365/business-central/finance-how-specify-posting-periods

PRICE LIST

Search for: Price List

The price list contains subscription codes and their descriptions, prices, and other information.

Create Subscription Codes on the Price List before creating any Subscription cards.

Most of the values, such as Unit Price, can be customized on individual Subscription Cards. Specifying those values on the Price List helps create new cards in an efficient manner. To preserve customizations, changes to the Price List do not affect existing cards.

Commitment Cycle and Pricing Base depend solely on the Price List and cannot be customized on individual cards. Therefore, once any cards are created using a specific Subscription Code, these two attributes can no longer be changed on the Price List for the related code.

FILLING THE PRICE LIST

***Code:** A very short code to identify the Subscription. Does not appear on any invoices.

***Desc. (Default Lang.):** A description for customers whose Language Code is *anything except* the Second Lang. Code(s) specified in VokBIL Setup. Appears on sales invoices.

***Desc. (Second Lang.):** A description for customers whose Language Code *is* (one of) the Second Lang. Code(s) specified in VokBIL Setup. Appears on sales invoices.

***Unit Price:** Price per unit.

Unit of Measure: Either specify the Unit of Measure or leave blank.

Currency Code: Either specify a Currency Code or leave blank to use your company's local currency.

*Pricing Base: A period the Unit Price applies to. A Pricing Base can generally have a Billing Cycle equal to or greater than itself. Pricing Bases are the following:

- Three Years
- Two Years
- Yearly (1 year)
- Biannual (6 months)
- Quarterly (3 months)
- Monthly (1 month)
- Biweekly (14 days)
- Weekly (7 days)
- Daily (1 day)

Commitment Cycle: If the subscription is commitment- or installment-based, specify a Commitment Cycle. Otherwise, leave blank.

List Price Expiry Date: The date when the Unit Price expires.

Discontinuation Date: The date on and after which the subscription is no longer offered. It is possible to extend subscriptions beyond the Discontinuation Date for specific Subscription Cards.

Source Type: Select the origin or supplier type. Source Types are the following:

- Vendor
- Other (see Other Sources List)
- Internal

Source No.: Specify the Vendor No. if Source Type is Vendor. Specify the Other Source No. if Source Type is Other.

Source Name: Displays the corresponding name for Source No.

Source Name 2: Displays the corresponding second name for Source No. For a Vendor, this is specified in the Name 2 field on the Vendor Card.

Profit %: If Source Type is Internal, and if desired, specify the profit percentage for this Subscription. Otherwise, Profit % is calculated automatically based on Unit Price, Currency Code, Purch. Unit Price and Purch. Currency Code.

Purch. Unit Price: Specify the purchase price per unit per Purchase Cycle.

Purch. Currency Code: Displays the code related to Source No. if Source Type is not Internal.

Purch. Tax Area Code: Displays the code related to Source No. if Source Type is not Internal.

Payment Method Code: Displays the code related to Source No. if Source Type is not Internal.

Purchase Cycle: Select the cycle the Purch. Unit Price applies to.

***Can Auto-Renew:** Check this box if the Source offers an auto-renewal option for this subscription, such as a portal where auto-renewal can be turned on and off.

***Billing G/L Account:** Specify the G/L Account No. to use for Sales Invoices.

Shortcut Dimension 1: Either select a dimension value or leave blank if the Customer Default Dimension value should be used.

Shortcut Dimension 2: Either select a dimension value or leave blank if the Customer Default Dimension value should be used.

SUBSCRIPTIONS LIST

Search for: Subscriptions List

The Subscriptions List contains Subscriptions to be billed to specific Customers on a defined recurring basis.

CREATING SUBSCRIPTION CARDS

Most of the fields can be filled in any order, however:

1. The Customer No. field should be filled first.
2. The Subscription Code field should be filled second.
3. Active should only be turned on after the card is complete, to avoid invoicing an incomplete card.

Most of the subscription card field values, such as Unit Price, come from the Price List to create new cards in an efficient manner. However, they can be customized on individual cards, allowing you to extend special pricing to certain customers, for example.

GENERAL FASTTAB

***Customer No.:** The customer whose subscription this is.

Customer Name: From Customer No.

***Subscription Code:** A code that exists on the Price List.

*Subscription Desc.: From Price List; can be customized. For language, see the General FastTab in VokBIL Setup.

*Active: No invoices can be generated for inactive cards.

Category Description: Used to display subscriptions by category on invoices. Appears on invoices.

Comment: Used to add more detail about this subscription. Appears on invoices.

PRICING FASTTAB

*Quantity: The Quantity to be invoiced.

Unit of Measure: From Price List; can be customized or blank. Select the Unit of Measure that best corresponds to the subscription and its Billing Cycle.

*Unit Price: From Price List; can be customized.

Currency Code: From Price List; can be customized or blank to use your company's local currency.

Price Expiry Date: If applicable, specify a Price Expiry Date, especially if you specified a custom Unit Price or a custom Currency Code.

Pricing Base: Cannot be customized; dependent on the Price List.

Commitment Cycle: Cannot be customized; dependent on the Price List.

BILLING CYCLE FASTTAB

*Billing Cycle: When generating invoices, the Unit Price is automatically multiplied based on Pricing Base and Billing Cycle. The result of this multiplication is not displayed on the card.

Example: If Pricing Base is Monthly, and you expect that a monthly invoice will be too small, it may be more efficient to have a Quarterly Billing Cycle. Select a suitable Unit of Measure for the Quarterly Billing Cycle.

Billing Cycle can generally be equal to or greater than Pricing Base. If you were going to choose an incompatible Billing Cycle, a different Subscription Code may be needed. See Managing commitments or installments for how to invoice monthly installments for a yearly contract, for example.

Billing Cycles are the following:

- Three Years
- Two Years
- Yearly (1 year)
- Biannual (6 months)

- Quarterly (3 months)
- Monthly (1 month)
- Biweekly (14 days)
- Weekly (7 days)

Payment Terms Code: Leave blank if Cust. Paym. Terms should be used. Otherwise, specify different terms here. Use the same terms for several subscriptions to group them on the same invoice. Specifying the same value as Cust. Paym. Terms prevents subscription grouping if other subscriptions have a blank Payment Terms Code.

Cust. Paym. Terms: From Customer No.

Final Billing Date: To stop the recurring billing after a specific date, specify a date. Otherwise, leave blank. The last invoice will be generated before Final Billing Date. Ensure that Final Billing Date is 1 day later than the last day of billing.

***Next Billing Date:** Specify a date when to generate the next invoice. Moves forward as invoices are posted. Use the same Next Billing Date for several subscriptions to group them on the same invoice.

Next Bill EOM: If Billing Cycle is Monthly, Quarterly or Biannual, and if Next Billing Date is the last day of a month, activate Next Bill EOM so that invoices are always properly dated.

Covers From Date: Optional. The start of the period that the next invoice should cover. Moves forward as invoices are posted. Entirely independent from Next Billing Date. Appears on invoices.

Cover From EOM: If Billing Cycle is Monthly, Quarterly or Biannual, and if Covers From Date is the last day of a month, activate Cover From EOM so that the period covered always properly moves forward.

Covers Up To Date: Optional. The end of the period that the next invoice should cover. Moves forward as invoices are posted. Entirely independent from Next Billing Date. Appears on invoices.

Cover To EOM: If Billing Cycle is Monthly, Quarterly or Biannual, and if Covers Up To Date is the last day of a month, activate Cover To EOM so that the period covered always properly moves forward.

Tip: the *period covered* means the period for which an invoice is made. For example, you could make an invoice in April *for* the month of May, to give the customer enough time to pay it before the beginning of the month the invoice relates to.

Example 1:

Next Billing Date = 2022-05-05
Pricing Base = Monthly
Billing Cycle = Monthly
Covers From Date = 2022-05-15
Covers Up To Date = 2022-06-14

Example 2:

Next Billing Date = 2022-04-01
Pricing Base = Monthly
Billing Cycle = Monthly
Covers From Date = 2022-05-01
Covers Up To Date = 2022-05-31
Cover To EOM = Active

Example 3:

Next Billing Date = 2022-05-01
Pricing Base = Monthly
Billing Cycle = Quarterly
Covers From Date = 2022-06-14
Covers Up To Date = 2022-09-13

Example 4:

Next Billing Date = 2022-05-16 (Monday)
Pricing Base = Weekly
Billing Cycle = Biweekly
Covers From Date = 2022-05-02 (Monday)
Covers Up To Date = 2022-05-15 (Sunday)

Deferral Code: If your company uses deferral templates, compare Next Billing Date, Covers From Date and Covers Up To Date. Select the proper code from the list. To learn more about deferring revenue, refer to this documentation:

- Canada: https://docs.microsoft.com/en-ca/dynamics365/business-central/finance-how-defer-revenue-expenses
- United States: https://docs.microsoft.com/en-us/dynamics365/business-central/finance-how-defer-revenue-expenses

G/L AND DIMENSIONS FASTTAB

***Billing G/L Account:** G/L Account No. to use on generated invoices. From Price List; can be customized.

Shortcut Dimension 1: Dimension value to use on generated invoices. If blank on Price List: Customer Default Dimension value (if any). Otherwise: From Price List. Can be customized or blank.

Shortcut Dimension 2: Dimension value to use on generated invoices. If blank on Price List: Customer Default Dimension value (if any). Otherwise: From Price List. Can be customized or blank.

RENEWAL FASTTAB

***Anniversary Date:** Defaults to the user's work date when the subscription card is created.

- If Pricing Base is *not* Daily: Anniversary Date is used to record a renewal date. Use special care in specifying and updating Anniversary Date if the subscription has a Commitment Cycle.

- If Pricing Base *is* Daily: for the first invoice, specify the Anniversary Date to use in the formula (Next Billing Date minus Anniversary Date plus 1 = number of days).

Auto-Renewal: Can only be turned on if Can Auto-Renew is activated for this subscription on the Price List. If the Source offers an auto-renewal option for this subscription, such as a portal where auto-renewal can be turned on and off, use Auto-Renewal to specify its status.

Renewal Auth. Notes: Your organization might need to have received a signed contract or a payment from the customer before authorizing a renewal. Use this field to record notes such as "payment received for invoice no. 12345".

Renewal Auth. Date: Specify a date that relates to Renewal Auth. Notes.

PURCHASING FASTTAB

Source Type: From Price List; can be customized.

Source No.: From Price List; can be customized.

Payment Method Code: From Source No.; can be customized.

Purch. Tax Area Code: From Source No.; can be customized.

Purch. Subtotal: Estimated purchase amount before taxes for the Purchase Cycle. Based on Purch. Quantity and Purch. Unit Price.

Purch. Currency Code: From Source No.; can be customized or blank to use your company's local currency.

Source Name: From Source No.

Source Name 2: From Source No. For a Vendor, this is specified in the Name 2 field on the Vendor Card.

Purchase Cycle: From Price List; can be customized.

Profit %: If Source Type is Internal, specify a percentage. Otherwise, Profit % is based on Unit Price, Currency Code, Purch. Unit Price and Purch. Currency Code.

Purch. Quantity: From Quantity in the Pricing FastTab. Cannot be customized.

Purch. Unit Price: From Price List; can be customized. Specify a unit price related to the Purchase Cycle.

HISTORY FASTTAB

Latest Billing Date: The latest billing date for which a posted invoice exists for this subscription.

Last Sales Invoice: The last sales invoice number for this subscription. To avoid duplicates, no more invoices can be generated for this subscription until this sales invoice is posted or deleted.

Last Posted Invoice: The last posted sales invoice number for this subscription.

Customer Name 2: From the Name 2 field on the Customer Card.

Source Cust. Name: An alias by which the Source (Source No. in the Purchasing FastTab) refers to the Customer. See Customer Aliases List.

PRE-BILLING VALIDATIONS

Review the data and identify any discrepancies before generating invoices.

1. In Sales Invoices, verify if some invoices are already prepared, but not yet posted.
2. On the Price List, see if any List Price Expiry Dates are red. See Correcting subscription errors.
3. On the Subscriptions List, look for any red subscription Codes. See Correcting subscription errors.
4. Filter and sort the Subscriptions List for easier data validation.

GENERATING INVOICES

1. Filter and sort the Subscriptions List to help you better select the subscriptions to be billed.

Example: Today is 2022-05-02, and we would like to make some invoices in advance, and any invoices that may not yet have been made for the month-end.
Filter list by:
Active = Yes
Next Billing Date = 20220428..20220506

2. Select one or several subscriptions to generate invoices for.

3. Click the Generate Invoices button at the top of the page.

4. Confirm that you want to generate invoices.

5. Find the invoices in Sales Invoices.

VokBIL checks if a Sales Invoice was already created and will prevent duplicate billing. Delete the Sales Invoice to be able to regenerate it. Or post the Sales Invoice to move the Next Billing Date forward and be able to generate the next invoice.

If you only selected one subscription to generate an invoice for, the view will become filtered to its subscription code. Reset filters to return to your list.

CORRECTING A SALES INVOICE

It is possible to modify a sales invoice generated by VokBIL before posting it. Ensure that the result is as expected.

If a correction is needed, delete the invoice, and make corrections to the Subscription Cards. When regenerating the invoice, be sure to select all the subscriptions that appeared on the invoice you deleted.

Small corrections could be made manually on the invoice. However, also revise the Subscription Card, so that it is accurate the next time you generate invoices.

The Tax Area Code field is automatically filled according to the Customer Card information.

The Tax Group Code field is automatically filled according to the G/L Account Card information.

SUBSCRIPTIONS IN CUSTOMER LEDGER ENTRIES

Sales -> Customers -> (select a customer) -> Customer -> Ledger Entries
Sales -> Customers -> (open a Customer Card) -> Customer -> Ledger Entries
Search -> Customer Ledger Entries

Users can filter the Customer Ledger to only show Subscription-related documents, thanks to the Subscription checkbox.

Invoices generated through VokBIL automatically have this checkbox marked. However, other subscription-related documents such as payments, credit memos, invoices created manually, etc., do not. After posting them, or periodically, check the “Subscription” box.

1. Open the Customer Ledger Entries window.
2. This may be filtered to a specific Customer No. If you need to check boxes for several customers, clear the Customer No. filter. Instead, filter by other criteria, such as Posting Date.
3. Check the “Subscription” box for the appropriate documents.
4. If required, write a comment in the Subscription Notes field.
5. Filter list by: Subscription = Yes

SUBSCRIPTION MANAGEMENT ACTIVITIES

Also see Filling the Price List, Creating Subscription Cards, Pre-billing validations, Generating invoices, Correcting a sales invoice and Subscriptions in Customer Ledger Entries.

CORRECTING SUBSCRIPTION ERRORS

ON THE PRICE LIST, THERE IS A DISCONTINUATION DATE.

The fact that there is a Discontinuation Date is not an error.
See Filling the Price List and Discontinuing a subscription.

ON THE SUBSCRIPTIONS LIST, A CODE'S COLOR IS RED.

Continue reading until you find the appropriate answer.

(?) On the Subscriptions List, is the Expired Price box checked?

No = This is a discontinued subscription. Check the Price List for a Discontinuation Date. Open the Subscription Card and fix the error by setting a Final Billing Date. Ensure that Final Billing Date is 1 day later than the last day of billing. If applicable, contact the customer to offer them a different subscription.

Yes = (?) Are both the List Price and the card-specific price expired?

Yes, both prices are expired = A custom price had been extended to the customer, and it needs to be revised. However, the list price also needs to be revised.

No = (?) Is the List Price expired on the Price List?

Yes = See Updating a list price.

No = (?) Then, is there a Price Expiry Date on the Subscription Card?

Yes = See Updating customer-specific pricing. If you are Managing commitments or installments, and if you are using the Recommended way of managing commitment-based pricing, see Commitment-based Price Expiry Date errors.

ON THE SUBSCRIPTIONS LIST, AN EXPIRED PRICE BOX IS CHECKED.

Either the List Price or the card-specific price is expired compared to your Work Date. See Updating a list price and Updating customer-specific pricing.

If you are Managing commitments or installments, and if you are using the Recommended way of managing commitment-based pricing, see Commitment-based Price Expiry Date errors.

ON THE SUBSCRIPTION CARD, THE SUBSCRIPTION CODE IS RED.

(?) Is the Subscription Code red both on the Subscription Card and the Subscriptions List?

No = This is a discontinued subscription. However, a user has already fixed the error by setting a Final Billing Date.

Yes = This is a discontinued subscription. Check your Price List for a Discontinuation Date. Fix the error by setting a Final Billing Date. Ensure that Final Billing Date is 1 day later than the last day of billing. If applicable, contact the customer to offer them a different subscription.

A SELECTED SUBSCRIPTION WAS NOT INVOICED.

In Sales Invoices, a subscription you tried to generate an invoice for is missing.

Possible reasons:

1. The Subscription Card is inactive.
2. The List Price is expired.
3. The card-specific price is expired.
4. The subscription is discontinued, and no Final Billing Date was set.
5. The invoice has already been generated but has not been posted yet.
6. A Final Billing Date had been set for the subscription, and the final invoice has already been made. Therefore, the Next Billing Date field is empty.

GROUPING SUBSCRIPTIONS TO BILL TOGETHER

If the same customer receives multiple disparate invoices within a short period of time, the administration effort can become strenuous both for your organization and for your customers.

VokBIL allows users to group subscriptions based on several criteria, so that they will all appear on the same invoice.

Single invoice criteria:

1. Customer No. is the same, **and**
2. Next Billing Date is the same, **and**
3. Payment Terms Code is the same. Note: Blank = Blank.

Sort order on an invoice:

1. Category Description. Note: Blank appears at the top.
2. Period covered (Covers From Date & Covers Up To Date).
3. Description.

CHANGING QUANTITIES AND BILLING PRORATED FEES

If a subscription comes in quantities, customers will often ask for quantity increases and decreases.

Your organization may want to invoice prorated fees (or prorated credits) when the quantity changes.

NOT A COMMITMENT OR INSTALLMENT

INCREASING OR DECREASING A QUANTITY

If the subscription is based **neither** on a commitment **nor** on installments (see Managing commitments or installments), follow these steps.

1. Verify if quantity increases or decreases are permitted for this subscription agreement.
2. In the case of a quantity decrease, verify if the agreement allows for prorated credits. Also verify whether it is permitted to decrease the quantity at any time, or only at the Next Billing Date.
3. Verify if the Next Billing Date is earlier than or equal to today. This could mean that the invoice is late for generation. Depending on the period covered (Covers From Date and Covers Up To Date), you may want to generate and post the invoice before adjusting the quantity for the next invoice.
4. Adjust the quantity on the Subscription Card. This will take effect at the Next Billing Date.
5. Create a single-use Subscription Card to invoice any prorated fees or credits. This card can later be reused by modifying the relevant fields.

Example 1 – Increase: The quantity was 3 and increases to 5 immediately. Today is May 12th, 2022. The customer has already received a May 5th invoice for a quantity of 3 for the period of May 15th to June 14th.

Card A – Main subscription card:

Quantity = 3 **(change this to 5)**
Subscription Desc. = License
Unit of Measure = USER-MO
Unit Price = 120.00
Pricing Base = Monthly
Billing Cycle = Monthly
Payment Terms Code = 10 DAYS
Next Billing Date = 2022-06-05
Covers From Date = 2022-06-15
Covers Up To Date = 2022-07-14

Card B – Single-use card for prorated fees:

Quantity = 2
Subscription Desc. = License (34 days)
Unit of Measure = PRORATA
Unit Price = 136.00

Pricing Base = Monthly
Billing Cycle = Monthly
Payment Terms Code = 10 DAYS (use the same payment terms to group subscriptions on a single invoice)
Next Billing Date = 2022-06-05 (use the same next billing date to group subscriptions on a single invoice)
Final Billing Date = 2022-06-06
Covers From Date = 2022-05-12
Covers Up To Date = 2022-06-14

Example 2 – Decrease with credits: The quantity was 5 and decreases to 3 immediately. Quantity decreases grant prorated credits. Today is May 12th, 2022. The customer has already received a May 5th invoice for a quantity of 5 for the period of May 15th to June 14th.

Card A – Main subscription card:

Quantity = 5 **(change this to 3)**
Subscription Desc. = License
Unit of Measure = USER-MO
Unit Price = 120.00
Pricing Base = Monthly
Billing Cycle = Monthly
Payment Terms Code = 10 DAYS
Next Billing Date = 2022-06-05
Covers From Date = 2022-06-15
Covers Up To Date = 2022-07-14

Card B – Single-use card for prorated credits:

Quantity = -2 **(has a negative sign)**
Subscription Desc. = License (34 days)
Unit of Measure = PRORATA
Unit Price = 136.00
Pricing Base = Monthly
Billing Cycle = Monthly
Payment Terms Code = 10 DAYS (use the same payment terms to group subscriptions on a single invoice)
Next Billing Date = 2022-06-05 (use the same next billing date to group subscriptions on a single invoice)
Final Billing Date = 2022-06-06
Covers From Date = 2022-05-12
Covers Up To Date = 2022-06-14

Example 3 – Decrease at Next Billing Date: The quantity was 5 and decreases to 3 only at the next billing date. Quantity decreases do not grant credits. Today is May 12th, 2022. The customer has already received a May 5th invoice for a quantity of 5 for the period of May 15th to June 14th.

Card A – Subscription card:

Quantity = 5 **(change this to 3)**

Subscription Desc. = License
Unit of Measure = USER-MO
Unit Price = 120.00
Pricing Base = Monthly
Billing Cycle = Monthly
Next Billing Date = 2022-06-05
Covers From Date = 2022-06-15
Covers Up To Date = 2022-07-14

COMMITMENTS & INSTALLMENTS

COMMITMENTS – DECREASING A QUANTITY AT RENEWAL

See Managing commitments or installments, and follow these steps:

1. Since this is a commitment or installment, the contract likely does not allow for the quantity to be decreased during the current commitment term. However, it could be decreased at renewal.
2. Verify if a card already exists for the renewal. If it does, decrease the quantity on the renewal card.
3. If there was no card for the renewal, create one now.
4. If there was no Final Billing Date on the old card, set one now. Ensure that Final Billing Date is 1 day later than the last day of billing.
5. If using the Recommended way of managing commitment-based pricing: Clear the Price Expiry Date field on the old card.

COMMITMENTS – INCREASING A QUANTITY IMMEDIATELY

See Managing commitments or installments, and follow these steps:

1. Verify if Next Billing Date is earlier than or equal to today. This could mean that the invoice is late for generation. Depending on the period covered (Covers From Date and Covers Up To Date), you may want to generate and post the invoice before adjusting the quantity for the next invoice.
2. Verify if the card has finished being invoiced for this commitment term. If it has not, increase the quantity on it. This will take effect at the Next Billing Date.
3. Verify if there is a renewal card and increase the quantity on it.
4. Create a single-use card to invoice any prorated fees. This card can later be reused by modifying the relevant fields.

TERMINATING A CUSTOMER'S SUBSCRIPTION

When a subscription should stop being invoiced after a defined date, use the Final Billing Date field in the Billing Cycle FastTab on a Subscription Card.

The last invoice will be made before Final Billing Date. Ensure that Final Billing Date is 1 day later than the last day of billing.

If the subscription should no longer be invoiced at all, see Deactivating subscriptions instead.

CANCELLING A POSTED SUBSCRIPTION INVOICE

Once a subscription invoice is posted, it can be cancelled by applying a posted credit memo to it.

To replace a posted invoice that needed corrections, it may be easier to manually create a new sales invoice (and to copy the old invoice) than to regenerate the invoice through VokBIL.

UPDATING A LIST PRICE

To update a list price, go to the Price List and click the Edit List button at the top of the page. Then, change a subscription's Unit Price. Change its List Price Expiry Date, if applicable.

To preserve customer-specific pricing, list price changes will not affect any existing Subscription Cards. However, they will apply to any new Subscription Cards.

Go to the Subscriptions List and filter it to the Subscription Code whose list price has just changed. Determine if any price changes are needed for those Subscription Cards. If applicable, use the Price Expiry Date field on a Subscription Card to specify an expiry date for customer-specific pricing.

UPDATING CUSTOMER-SPECIFIC PRICING

Special pricing may be extended to certain customers independently from the list price.
To update customer-specific pricing, follow the steps that apply to your situation.

- If the change should take effect at the Next Billing Date: Change the Unit Price on the Subscription Card. If applicable, use the Price Expiry Date field to specify an expiry date.

- If the change should take only effect later: To update customer-specific pricing, start by setting a Final Billing Date on the old Subscription Card. Ensure that Final Billing Date is 1 day later than the last day of billing. Then, create a new Subscription Card and set its Next Billing Date and new Unit Price. Activate the new card.

CHANGING ONE SUBSCRIPTION FOR ANOTHER

If a customer would like to subscribe to something different, your organization might allow them to change their subscription for a different one.

To change a subscription, start by setting a Final Billing Date on the old Subscription Card. Ensure that Final Billing Date is 1 day later than the last day of billing. Then, create a new Subscription Card and set its Next Billing Date accordingly. Activate the new card.

DISCONTINUING A SUBSCRIPTION

A specific subscription might no longer be offered by your organization after a certain date.

To discontinue a subscription, follow these steps:

1. Go to the Price List and click the Edit List button at the top of the page.
2. Set a Discontinuation Date for the subscription.
3. Go to the Subscriptions List and filter it to the Subscription Code that was just discontinued.
4. An active discontinued subscription is an error, therefore, its code will be red.
5. Fix the error by setting a Final Billing Date. Ensure that Final Billing Date is 1 day later than the last day of billing.
6. If applicable, contact the customer to offer them a different subscription.

MANAGING COMMITMENTS OR INSTALLMENTS

Special pricing can be extended to customers who commit to subscribing for a longer period. Similarly, some customers can be allowed to pay for a subscription in several installments.

There are two ways of managing commitment-based subscriptions:

- The recommend way assumes that most of the commitment-based subscriptions will be renewed.

- The alternate way assumes that most of the commitment-based subscriptions will end without being renewed.

Choose the method that best suits your organization's processes, and always use the same method to reduce the risk of user error.

RECOMMENDED WAY OF MANAGING COMMITMENT-BASED PRICING

The assumption is that most of the subscriptions will be renewed. Get errors for contracts that are late for renewal. Sort the Subscriptions List by Price Expiry Date to spot contracts that have not yet been renewed. Keep the same Subscription Card if the renewal details are the same. Create a new card if the renewal details are different.

CREATING COMMITMENT-BASED SUBSCRIPTIONS

1. On the Price List, create separate Subscription Codes to differentiate various types of commitments. Example:
    a. *Monthly commitment*
    Code = CM1LIC
    Description = License – Monthly contract
    Pricing Base = Monthly
    Commitment Cycle = Monthly
    Unit Price = 120.00
    b. *Yearly commitment – Monthly installments*
    Code = CY1LIC
    Description = License – Yearly contract
    Pricing Base = Monthly
    Commitment Cycle = Yearly
    Unit Price = 100.00
2. On the Subscription Card, leave the Final Billing Date field blank. A Final Billing Date would mean that the customer is not renewing.
3. Set the period covered (Covers From Date and Covers Up To Date) according to the first billing cycle. In the case of a yearly commitment with a monthly pricing base billed quarterly, the period covered would be three months (not one year).
4. Unless the Pricing Base is Daily, set the Anniversary Date to the last day covered by this contract.
5. Set Price Expiry Date = the last in your series of next billing dates +1 day. Based on your Work Date, the Subscription Card will have an error if your renewal process is incomplete.

Example: Yearly contract paid in 12 monthly installments. Starts on May 19th, 2022.
Commitment Cycle = Yearly
Pricing Base = Monthly
Billing Cycle = Monthly
Next Billing Date = 2022-05-01 (the last/12th invoice will therefore be dated 2023-04-01)
Price Expiry Date = 2023-04-02 (one day later than the last/12th invoice)
Anniversary Date = 2023-05-18 (the renewal date)
Covers From Date = 2022-05-19
Covers Up To Date = 2022-06-18
Final Billing Date = (blank)

CUSTOMER CONTRACT RENEWAL STEPS

If the customer renews their contract with **no** changes, **and** the price remains the same, do the following:

1. Fill the Renewal Auth. Notes and Renewal Auth. Date fields when applicable.
2. Update Price Expiry Date accordingly.
3. Update Anniversary Date accordingly.

If the customer renews their contract, **but** there are some changes for the upcoming period, do the following:

1. Fill the Renewal Auth. Notes and Renewal Auth. Date fields when applicable.

2. Create a new Subscription Card with the new details and set the Next Billing Date, Anniversary Date and Price Expiry Date accordingly. Activate the new Card.
3. Set the Final Billing Date on the old Subscription Card. Ensure that Final Billing Date is 1 day later than the last day of billing.
4. Clear the Price Expiry Date field on the old Subscription Card.

If the customer is not renewing, do the following:

1. Set the Final Billing Date on the Subscription Card. Ensure that Final Billing Date is 1 day later than the last day of billing.
2. Clear the Price Expiry Date field on the Subscription Card.

COMMITMENT-BASED PRICE EXPIRY DATE ERRORS

A Price Expiry Date error refers to customer-specific pricing; it is different from a List Price Expiry Date error.

When using commitment-based pricing (with the recommended method), a Price Expiry Date error could be caused either by a previous user error or by an incomplete renewal process.

Validate your data against your related subscription agreement documents.

Verify if the Final Billing Date field contains a value. Then, verify if there is any new Subscription Card for the renewal.

If no new Subscription Card exists, but a Final Billing Date exists, it could be either (1) because the customer is not renewing, and a user forgot to clear the Price Expiry Date field, or (2) because a user set a Final Billing Date by mistake, or (3) because a user forgot both to clear the Price Expiry Date field and to create a new card for the renewal.

If both a new Subscription Card exists and a Final Billing Date exists on the old Subscription Card, it is likely because the customer renewal details are different, but a user forgot to clear the Price Expiry Date field on the old subscription card.

If this did not explain the situation, your renewal process could be incomplete for this subscription.

The error is based on your work date. If your renewal process is incomplete, it is normal to get an error since you are past the end date of a contract that should have been either renewed or terminated.

Verify whether Price Expiry Date = the last in your series of next billing dates +1 day, since setting the Price Expiry Date in this manner is part of the process.

Verify whether the last invoice has been made for this commitment term.

If the last invoice has not yet been made, and it needs to be made now, and your renewal process is incomplete, bypass the error by modifying your Work Date and then, generate the invoice. After invoicing the customer, take the appropriate steps for their renewal.

ALTERNATE WAY OF MANAGING COMMITMENT-BASED PRICING

The assumption is that most of the subscriptions end without being renewed. Expiring subscriptions will be less visible. Using Final Billing Dates, prevent subscriptions from being invoiced past the end of the commitment term. Create a new Subscription Card for a renewed contract, whether it renews with changes or without.

(ALTERNATE WAY) CREATING COMMITMENT-BASED SUBSCRIPTIONS

1. On the Price List, create separate Subscription Codes to differentiate various types of commitments. Example:
    a. *Monthly commitment*
    Code = CM1LIC
    Description = License – Monthly contract
    Pricing Base = Monthly
    Commitment Cycle = Monthly
    Unit Price = 120.00
    b. *Yearly commitment – Monthly installments*
    Code = CY1LIC
    Description = License – Yearly contract
    Pricing Base = Monthly
    Commitment Cycle = Yearly
    Unit Price = 100.00
2. On the Subscription Card, set the period covered (Covers From Date and Covers Up To Date) according to the first billing cycle. In the case of a yearly commitment with a monthly pricing base billed quarterly, the period covered would be three months (not one year).
3. Unless the Pricing Base is Daily, set the Anniversary Date to the last day covered by this contract.
4. Leave the Price Expiry Date field blank.
5. Set the Final Billing Date to the date of the last invoice to be made +1 day.

Example: Yearly contract paid in 12 monthly installments. Starts on May 19th, 2022.
Commitment Cycle = Yearly
Pricing Base = Monthly
Billing Cycle = Monthly
Next Billing Date = 2022-05-01 (the last/12th invoice will therefore be dated 2023-04-01)
Final Billing Date = 2023-04-02 (one day later than the last/12th invoice)
Anniversary Date = 2023-05-18 (the expiry date)
Covers From Date = 2022-05-19
Covers Up To Date = 2022-06-18
Price Expiry Date = (blank) (the price will not change during the commitment cycle)

(ALTERNATE WAY) CUSTOMER CONTRACT RENEWAL STEPS

If the customer renews their contract, create a new Subscription Card, and activate it. The old Subscription Card will continue to be invoiced until its Final Billing Date. The new Subscription Card will start to be invoiced on its Next Billing Date. Fill the Renewal Auth. Notes and Renewal Auth. Date fields when applicable.

To find out if a customer has renewed their contract, examine the Subscriptions List, and verify whether a new/renewal Subscription Card exists.

DEACTIVATING SUBSCRIPTIONS

Inactive subscription cards cannot be invoiced. If the subscription should no longer be invoiced at all, deactivate it in the General FastTab on the Subscription Card.

If the subscription needs to be billed to the customer one last time or a few more times, see Terminating a customer's subscription instead.

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