




Billing

Yeastar S-Series VoIP PBX

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Contents

- Billing..... 3**
- Billing General Settings..... 3
- Billing Settings of Extensions..... 4
- Account Billing.....6
- Billing Rate..... 8
- Top up History..... 11
- Billing Logs..... 11
- Billing Statistics..... 12

Billing

Yeastar S-Series VoIP PBX Billing App provides a powerful and flexible billing solution that enables the enterprises to grow and prosper in this challenging environment by managing their business efficiently.

Use the Billing App to allocate call credit and top up extensions/accounts, and conduct call analysis. Both prepaid and postpaid payments are supported. Rate can be set according to extensions, time periods, call duration, prefix number and number length. Real-time top-up history and statistics are all recorded.



Note: If you uninstall the Billing App, all of your billing data will be erased.

Features of Billing App

- **Call Credit Management**

Users could choose to charge the call cost from the extension level or the account level.

- Extension level: call credits are assigned to specific extensions.
- Account level: call credits are assigned to pre-configured accounts and shared by users who know the password (PIN code).

- **Real-time Billing**

The immediate real-time billing empowers the user by making rating, charging and balance and account management responsive, interactive and flexible.

- **Prepaid and Postpaid Service**

Prepaid and postpaid modes provide real-time billing.

- **Flexible Rating**

Rate can be set according to extensions/accounts, time periods, call duration, call types (whether local or international, from landline or mobile phone).

- **Detailed Statistics**

Provides call detail reports (display usage by time frames, extension/account, and trunks) for management and traffic analysis.

Billing General Settings

Before you start to use the Billing App, you need to enable the Billing App and configure the general settings.

Enable Billing App

1. Log in the PBX web interface, go to **Billing**→**General Settings**, check the option **Enable Billing**.

<input type="checkbox"/> Enable Billing			
Currency ⓘ:	\$	Rounding Scale ⓘ:	2
Insufficient Balance Prompt ⓘ:	[Default]	Extension Locked Prompt ⓘ:	[Default]
Top-up Prompt ⓘ:	[Default]	Balance Threshold(\$) [ⓘ] :	0.00
<input type="checkbox"/> Hangup with Insufficient Balance ⓘ			

2. Click **Save**.

Billing General Settings

Go to **Billing**→**General Settings**, configure the general settings of the Billing App.

- **Currency:** Select the billing currency, or you can enter a currency in the text box directly.
- **Rounding Scale:** Set the number of significant digits to the right of the decimal point.

For example, a scale of 2 applied to 11.3633 rounds to 11.36.







- **Insufficient Balance Prompt:** When the extension/account doesn't have sufficient balance to dial out, the system will play the prompt.
- **Extensions Locked Prompt:** When the extension/account is locked, the system will play the prompt.
- **Top-up Prompt:** If the extension/account reaches the **Balance Threshold**, the system will play the top up prompt when you are calling out.
- **Balance Threshold:** When the balance of the extension/account reaches the threshold, the system will play the **Top up Prompt** to remind you to top up your extension/account.
- **Hangup with Insufficient Balance:** When the account balance is less than the credit limit, the call will be hung up automatically.



Billing Settings of Extensions

Configure the billing settings for the extensions.


Go to **Billing**→**Extension** to configure the billing settings for the extensions.

At the top of the page, you can see the total top-up and total balance, also the extension and account top-up and balance.

Extension									
Total Top-up:		\$0.00		Balance:		\$0.00			
Extension Top-up:		\$0.00		Account Top-up:		\$0.00		Extension Balance: \$0.00 Account Balance: \$0.00	
Edit		Top Up							
<input type="checkbox"/>	Status	Extension	Name	Charged From	Total Top-up	Balance	Credit Limit	Pay Type	Operation
<input type="checkbox"/>		1000	1000	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙
<input type="checkbox"/>		1001	1001	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙
<input type="checkbox"/>		1002	1002	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙
<input type="checkbox"/>		1003	1003	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙
<input type="checkbox"/>		1004	1004	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙
<input type="checkbox"/>		1005	1005	Extension	0.00	0.00	0.00	Prepaid	↩ ⚙

-  : Locked. The extension is locked, and could not be used to dial out make outbound calls.
-  : Available. The extension is available to be used.

Set Billing for an Extension

1. Go to **Billing**→**Extension**, choose an extension and click .
2. Configure the billing settings for the extension.

Edit Extension ✕

Extension:

Charged From ⓘ: Credit Limit(\$):

Status ⓘ: Pay Type ⓘ:

- **Charged From:** Select a billing mode.
 - **Extension:** The bill will be charged from the extension.
 - **Account:** If the extension is shared by multiple accounts, you can choose to charge the cost from account. When dialing out using the extension, the users need to enter their account credentials.
 - **Don't Charge:** Don't bill any phone calls for the extension.
- **Credit Limit:** Set the credit limit.
 - If the pay type is prepaid, when the extension balance is less than the **Credit Limit**, it will not be able to dial out external numbers.
 - If the pay type is postpaid, the "**Credit Limit**" is the total amount the extension can owe.
- **Status:** Set the extension status.
 - Available
 - Locked
- **Pay Type:** Choose the pay type.
 - Prepaid
 - Postpaid

3. Click **Save** and **Apply**.

Set Billing for Bulk Extensions

1. Go to **Billing**→**Extension**, select the checkbox of the desired extensions, and click **Edit**.
2. Select the checkbox of the options that you want to edit, and configure them.


Edit Selected Extensions ✕

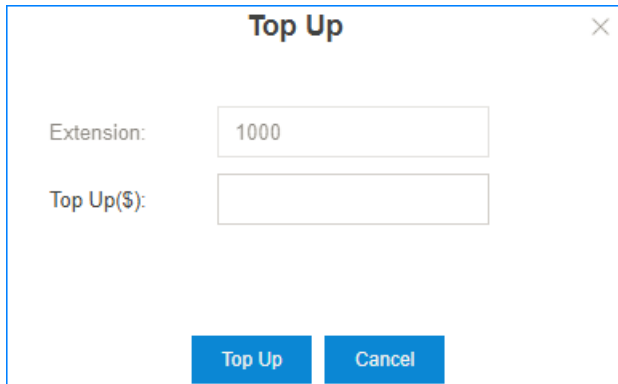
Charged From ⓘ: Credit Limit(\$):

Status ⓘ: Pay Type ⓘ:

3. Click **Save** and **Apply**.

Top up an Extension

1. Go to **Billing**→**Extension**, choose an extension, click .
2. Enter the top up amount, and click **Top Up**.



Top Up

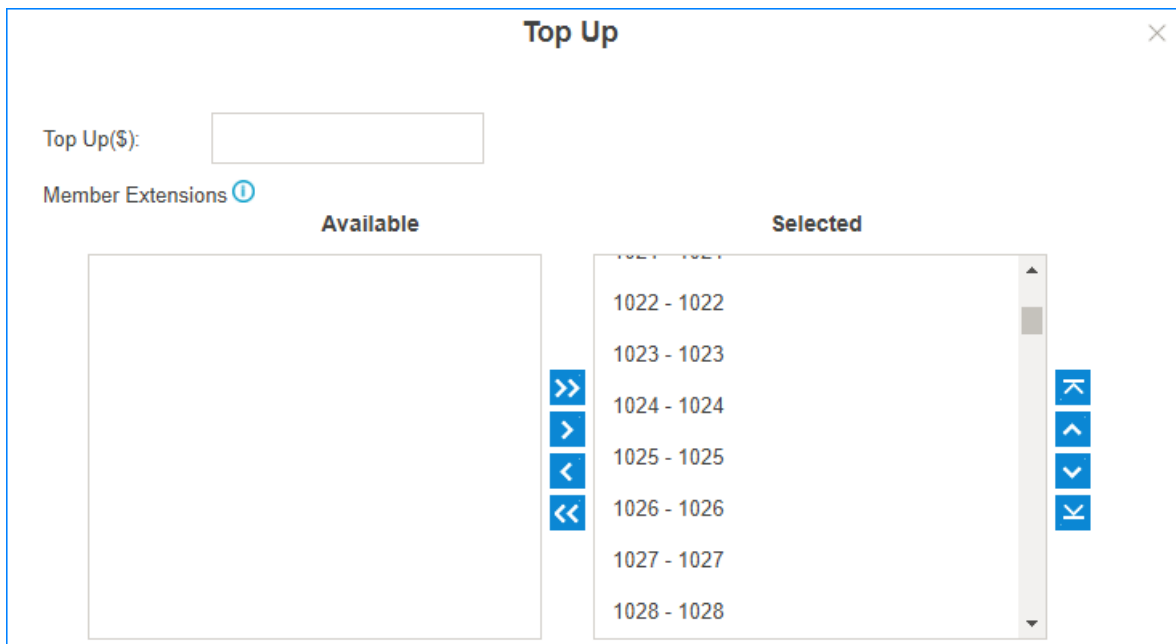
Extension: 1000

Top Up(\$):

Top Up Cancel

Top up Bulk Extensions

1. Go to **Billing**→**Extension**, select the checkbox of the desired extensions, and click **Top Up**.
2. Select the extensions that you want to top up to the **Selected** box, click **Top Up**.



Top Up

Top Up(\$):

Member Extensions ⓘ

Available Selected

1022 - 1022

1023 - 1023

1024 - 1024

1025 - 1025

1026 - 1026

1027 - 1027

1028 - 1028

Account Billing

The Billing App supports to charge cost from an account. This solution is typically for a shared extension, which is shared by multiple users. Everyone can use the extension to make outgoing calls with their personal account credentials.

Go to **Billing**→**Account** to configure the billing settings for the accounts.

At the top of the page, you can see the total top-up and total balance, also the extension and account top-up and balance.

Account									
Total Top-up:		\$0.00		Balance:		\$0.00			
Extension Top-up:		\$0.00		Account Top-up:		\$0.00		Extension Balance:	\$0.00
				Account Balance:		\$0.00			
<input type="button" value="Add"/> <input type="button" value="Bulk Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Top Up"/>									
<input type="checkbox"/>	Status	Account	Password	Total Top-up	Balance	Credit Limit	Pay Type	Operation	
<input type="checkbox"/>		Room801	112187	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room802	187615	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room803	571691	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room804	333516	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room805	278323	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room806	147471	0.00	0.00	0.00	Prepaid		
<input type="checkbox"/>		Room807	147962	0.00	0.00	0.00	Prepaid		

- : Locked. The account is locked, and could not be used to dial out make outbound calls.
- : Available. The account is available to be used.

Add an Account

- Go to **Billing**→**Account**, click **Add**.
- Configure the account settings.

Add Account ✕


Account	<input type="text"/>	Credit Limit(\$):	<input type="text" value="0"/>
Status	<input type="text" value="Available"/>	Pay Type	<input type="text" value="Prepaid"/>
Password	<input type="text"/>		

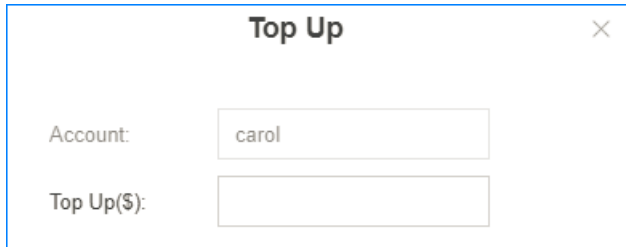
- Account:** You can fill in letters or numbers.
- Credit Limit:** Set the credit limit.
 - If the pay type is prepaid, when the account balance is less than the **Credit Limit**, it will not be able to dial out external numbers.
 - If the pay type is postpaid, the **Credit Limit** is the total amount the account can owe.
- Status:** Set the account status.
 - Available:** the account is available to use.
 - Locked:** the account could not be used to dial out make outbound calls.
- Pay Type:** Choose the pay type.
 - Prepaid**
 - Postpaid**
- Password:** Set a password for the account. When users will call out by the account, they need to enter the password.

Note: The password for accounts cannot be the same.

3. Click **Save** and **Apply**.

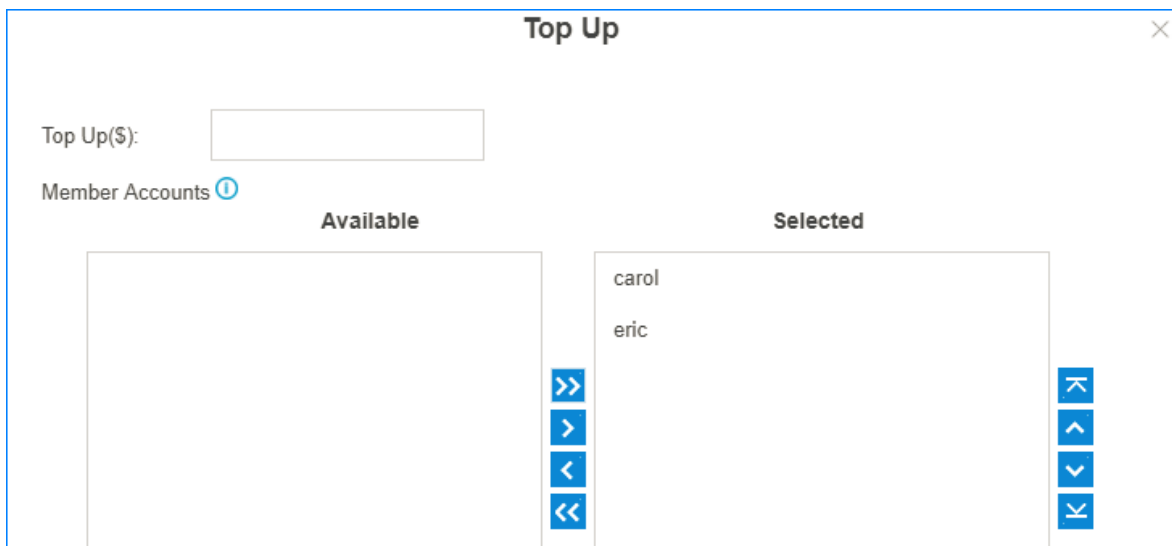
Top up an Account

1. Go to **Billing**→**Account**, choose an account, click .
2. Enter the top up amount, and click **Top Up**.



Top up Bulk Accounts





1. Go to **Billing**→**Account**, select the checkbox of the desired accounts, and click **Top Up**.
2. In the **Top Up** field, enter top up amount.
3. Select the accounts that you want to top up to the **Selected** box, click **Top Up**.



Billing Rate

Set up billing rate according to extensions/accounts, time periods, call duration, call types (whether it's local or international, from landline or mobile phone).

When calls are made to external numbers, they are checked against the "Match Pattern", "Number Length", and "Time".

System will match the called number with billing rates from top to bottom. You can adjust the rate sequence by clicking these buttons    .

The matching priority is as bellow:

1. Time
2. Number Length
3. Match Pattern

Rate										
<input type="button" value="Add"/> <input type="button" value="Import"/> <input type="button" value="Export"/> <input type="button" value="Delete"/>										
<input type="checkbox"/>	Match Pattern	Number Length	From	To	Rate	Billable Unit	Initial Cost	Initial Time	Operation	
<input type="checkbox"/>	550	7	00:00	23:59	2.50	60	0.00	60		
<input type="checkbox"/>	00		00:00	23:59	5.00	60	0.00	60		
<input type="checkbox"/>	1	5	00:00	23:59	0.00	60	0.00	60		

Call Costs

If a match is found then the cost is calculated as follows:

- Total Cost = Initial Cost + Billable Unit Number * Rate (less than one billing unit will be regarded as one billing unit).
- If the talking time is less than the "Initial Time", the Total Cost = Initial Cost.

Below is an example billing rate setting, please check call cost details for different calls.

- Initial Time: 120 seconds
- Initial Cost: 0.2\$
- Rate: 0.3\$
- Billable Unit: 60 seconds

Table 1: Billing Rate setting example

Talk Time (s)	Total Cost (\$)	Call Cost Details
68	0.2	Talk Time(68) < Initial Time(120) Total Cost = Initial Cost
125	0.5	Talk Time: 125=120+5 Total Cost: 0.2+0.3*1=0.5
180	0.5	Talk Time: 180=120+60*1 Total Cost: 0.2+0.3*1=0.5
190	0.8	Talk Time: 190=120+60*1+10 Total Cost: 0.2+0.3*2=0.8
380	1.7	Talk Time: 380=120+4*60+20 Total Cost: 0.2+0.3*5=1.7

Call Rate Settings

Go to **Billing**→**Rate** to add or edit billing rate.

General Settings of Rate

Add Rate ✕

General Settings

Other Settings

Match Pattern ⓘ:

Number Length ⓘ:

Rate(\$)[ⓘ]:

Billable Unit(s)[ⓘ]:

- **Match Pattern:** The prefix of the called number. This setting must match the dial pattern of the outbound routes in your PBX. Leave it blank, the rate will apply to all numbers.

Restriction: Wildcard character . and ! are not allowed.

- **Number Length:** Used to restrict the length of called number. If the length of dialed number is shorter or equal to the “Number Length”, the rate will apply to it. Leave it blank, the rate will apply to all numbers.
- **Rate:** After the initial time, each billable unit will be charged with this rate.
- **Billable Unit:** Set the billable unit after initial time. If the rate is \$0.2 and billable unit is 60 seconds, the call you make will cost \$0.2 per 60 seconds (less than one billing unit will be regarded as one billing unit).

Other Settings of Billing Rate

Add Rate ✕

General Settings

Other Settings

Initial Cost(\$)[ⓘ]:

Initial Time(s)[ⓘ]:

Time:

00

:

00

-

00

:

00

Days of Week:

All

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Member Extensions ⓘ

Available

Selected

1050 - 1050

1051 - 1051

1052 - 1052

1053 - 1053

1054 - 1054

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>

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- **Initial Time & Initial Cost:** If the **Initial Cost** is \$0.2 and the **Initial Time** is 60 seconds, it means the first 60 seconds of this call will cost \$0.2.
- **Time:** Set when the rate will be applied to.
- **Days of Week:** Set which days will the rate applies to.
- **Member Extensions:** Choose which extensions will the rate applies to.
- **Member Accounts:** Choose which accounts will the rate applies to.

Import/Export Call Rates

You can import and export rate rules; this helps you manage billing rates easily.

Go to **Billing**→**Rate** to import or export the call rates.

- Click **Import** to import a guest list



Tip: You can export a guest file from PBX and use it as a sample to start with.

- Click **Export** to export the guests into a `csv` file

Top up History

Check or search the top up history of extensions and accounts.

Go to **Billing**→**Top up History** to check the top up history of extensions and accounts.


Top up Date	Account/Extension	Before Top-up	Total Top-Up	After Top-up
2016-12-27 15:56:50	1008	0.00	100.00	100.00
2016-12-26 17:14:43	1029	0.00	0.00	0.00
2016-12-26 17:14:43	1027	0.00	0.00	0.00
2016-12-26 17:14:43	1026	0.00	0.00	0.00
2016-12-26 17:14:43	1025	0.00	0.00	0.00
2016-12-26 17:14:43	1024	0.00	0.00	0.00
2016-12-26 17:14:43	1023	0.00	0.00	0.00
2016-12-26 17:14:43	1022	0.00	0.00	0.00

- Click **Top Up**, and select extensions/accounts to top up for them.
- Click **Clear Balance**, and select extensions/accounts to clear their balance.

Billing Logs

Go to **CDR and Recording** to check the billing logs.

Time	Call From	Call To	Call Duration (s)	Talk Duration (s)	Status	Cost	Recording Options
2016-12-28 09:10:43	1008 <1008>	15880270600	00:00:37	00:00:25	Answered	14.00	▶ ⬇
2016-12-27 16:20:49	1008 <1008>	15880270600	00:00:22	00:00:00	No Answer		▶ ⬇
2016-12-27 15:57:03	1008 <1008>	15880270600	00:00:12	00:00:00	No Answer		▶ ⬇
2016-12-26 14:32:11	1008 <1008>	15880270600	00:00:08	00:00:08	No Answer		▶ ⬇
2016-12-26 14:21:27	1008 <1008>	15880270600	00:00:41	00:00:23	Answered	18.00	▶ ⬇
2016-12-26 13:48:04	1008 <1008>	15880270600	00:00:22	00:00:03	Answered	5.00	▶ ⬇

Click  and select **Cost** option, the cost for each call will be displayed.

Edit List Options ✕

Please choose the item shown in the list:

<input checked="" type="checkbox"/> Time	<input checked="" type="checkbox"/> Call From	<input checked="" type="checkbox"/> Call To
<input checked="" type="checkbox"/> Call Duration (s)	<input checked="" type="checkbox"/> Talk Duration (s)	<input checked="" type="checkbox"/> Status
<input type="checkbox"/> Source Trunk	<input type="checkbox"/> Destination Trunk	<input type="checkbox"/> Communication Type
<input type="checkbox"/> PIN Code	<input type="checkbox"/> DID	<input type="checkbox"/> DOD
<input type="checkbox"/> Caller IP Address	<input checked="" type="checkbox"/> Cost	

Restore Defaults

Searching Criteria


You can search CDR and recordings by the following criteria:








- **Time:** Set the start date and the end date to filter the call logs that are in the date duration.
- **Call From:** The number or the name of the caller.
- **Call To:** The number or the name of the callee.
- **Call Duration:** The time between the call started and the call ended. Enter a value to filter the call logs that have call duration equal or greater than this value.
- **Talk Duration:** The time between the call answered and the call ended. Enter a value to filter the call logs that have talk duration equal or greater than this value.
- **Status:** Call status, including "answered", "no answered", "busy", "failed", and "has voicemail".
- **Communication Type:** Communication type, including "internal", "inbound", "outbound", "callback", "PBX warning call", "transfer", and "multisite interconnect".
- **Include Recording Files:** Check the option if you want to filter the calls that had been recorded.
- **Cost:** The billing cost for this call.

 **Note:** This option for Billing App.


Billing Statistics


Go to **Billing**→**Statistics** to search and check billing statistics.

 Billing
— □ ✕

-  Extension
-  Account
-  Rate
-  Scheduled Task
-  Top-up History
-  Statistics
-  General Settings

Statistics

Start Date: 

End Date: 

Statistics Filter:

Statistics Type:

Trunk:

Search

Extension:

Account:

Download

Date	Number of Calls	Total Duration(s)	Average Duration(s)	Amount
2016-12-23	5	71.00	14.20	78.20
2016-12-26	6	91.00	15.17	98.00
2016-12-28	3	74.00	24.67	30.60

You can search billing statistics by the following criteria:

- **Start/End Date**
- **Statistics Filter**
 - **None-zero statistics:** the calls that have zero cost will not be analyzed in the statistics.
 - **All statistics:** all calls including the calls that do not generate cost will be analyzed.
- **Statistics Type:** Set type as `Daily`, `Monthly`, or `Annually`.
- **Trunk:** Which trunk was used to call out.
- **Extension**
- **Account**