

User Manual

Netviewer CSV Billing Module

Version 1.6.0

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1. The CSV billing module

The Netviewer CSV billing module offers a quick and easy way to analyse sessions and to generate bills. This tool enables the push-button generation of bills for all Clients within a certain time period, including an itemised call listing. A visual analysis of the session data is provided graphically.

1.1. "Configuration and import" tab

Billing information

The billing information area is used to define the method used for charging the cost of sessions to Clients. Billing can be based upon a monthly fee, a session fee, and related to time.

Changes you have made only come into affect after pressing the "Recalculate" button.

Basic configuration

In the basic configuration area, you define which of the two optional comment fields is to be used to identify a Client.

To do this, import a dataset (Netviewer CSV file) as a test. Only the header of this log file is analysed. You can then select from the comment fields that are available for identification of the Client

Note:

This test import deletes all of the existing datasets in the Excel document!

Tip:

Save the Excel document, so saving the setting with it. Unless Netviewer Support makes a change to the comment field descriptor on your behalf, you will not have to change this setting in future.

Importing datasets

Click on the button "Import log files" to import datasets. Previous datasets that are not deleted by the import procedure; they are combined to a new dataset list. After importing, all of the tabs are updated automatically.

Datasets entered previously can be deleted by clicking on the "Delete datasets" button.

Comment:

Only the datasets in Excel are deleted. The original CSV log file remains unchanged.

1.2. "Dataset" tab

The Dataset tab lists all of the datasets imported until now. The listing contains the following fields:

Descriptor	Description
NV C-NO	Netviewer contract number
NV identifier (optional)	Netviewer identifier used to start the session (Consultant/Moderator identifier) This field is empty if no identifier was used.
Comment field descriptor 1 (optional)	Content of the value entered into the session comment field 1 This field is empty if no session comment field was used.
Comment field descriptor 2 (optional)	Content of the value entered into the session comment field 1 This field is empty if no second session comment field was used.
Session start	Date and time of the session start
Duration	Duration of the session
Turnover	Charged turnover based on the defined billing information

Comment:

At your request, Netviewer Support or your Netviewer contact person can make changes to the comment field descriptors.

Export CSV

By clicking on "Export CSV..." you can export the displayed/filtered data including turnover to a CSV file.

1.3. "Analyses" tab

The tabs "Analysis – global", "Analysis – Client" and "Analysis – Consultant" present a tabular and graphical summary of the accumulated session data. With the filter functions, analyses can be limited to particular criteria.

Filter function

The filter function allows data to be displayed in relation to a particular filter criterion. Possible criteria: Client, Netviewer identifier, time from, time until. For example, to analyse the session data for the month of January 2006, enter the values ">01.01.2006" and "<31.01.2006" into the "Session start" fields.

Note:

You must use the greater-than and lesser-than symbols (>, <).

1.4. "Itemised bill" tab

Generating the bill

To generate the bill, click on "Generate bill" on the "Itemised bill" tab.

Based on the listed (or filtered) session data for each Client, the program generates a bill with an itemised call listing.

The bill is generated using the bill template under MS Word. The automatically generated bills are written to the same directory.

Requirements for automated bill generation:

- The bill template (NV_CSV_Template.dot) must be located in the same directory as the Netviewer CSV billing module
- The bill template must be named NV_CSV_Template.dot

Adapting the bill template

You can adapt the template to your own design, text content and/or structure.

Constraints:

The template can contain the bookmarks named as follows:

Bookmark	Description
address	Address area; filled with the Client field
monthlyfee	Basic fee for the billing period
totalOnlineFee	Summed session fees according to the itemised call list
total1	Subtotal
vatvalue	Value-added tax variable
vat	Value-added tax
totalinvoice	Total billed amount
billingperiode	Billing period
evheader	Itemised call listing header
evlist	Overall list of billed sessions

Note:

The "vatvalue" bookmark is a variable which defines the rate of value-added tax. To change the rate of value-added tax, adapt the value in the template file.

Comment:

Refer to the MS Word Help for detailed information on working with bookmarks.

1.5. General notes and system requirements

General notes:

Identifiers and session comment field descriptors are related to your contract.

- If you do not use identifiers, all of the sessions will be attributed to an "unknown" Consultant/Moderator.

- If you do not use comment fields or you leave them unused, these sessions will be attributed to an "unknown" Client.

it is impossible to make worthwhile use of the billing function if you do not use a comment field to identify the Client.

System requirements:

MS Windows operating system
Min. MS Excel 2002 SP3 (with macros)
Min. MS Word 2002