Services

Definition:

    Services are Catalog Groupings of Items offered for sale.

- Services are *usually* intangible (e.g. *telephone service*)
- Services are not usually recorded in an availability inventory, and cannot be inventoried as 'in-stock' within SmartBilling.
- Services are used to group **Products**, **Charges**, and **Rates** into a single offering, for example, a recurring subscription fee grouped with a provisioning charge and an installation fee.
- Services can optionally be associated with **Rates**, in order to invoice usage associated with the Service. Note that this is the only method permitted for invoicing usage charges.
- Services can be combined together with other **Services**, **Products** and/or **Charges** inside **Offers**

Procedure to follow when creating Services:

- On the 'Services' page, click on the 'Add Service' link.
- Fill out the General information section
  - ♦ Populate the Service Name & Description fields
  - ♦ Populate the Usage field to associate this service with a Usage Type
  - ♦ Select a Category, if required.
  - ♦ Select a Billing Period (e.g. Annually, Monthly, Weekly, etc.), if applicable
  - ♦ If this service is purchased from a supplier and resold, check off the 'Resale' box and enter a 'Supplier'.

- Fill out the 'Billing Translations' & 'Billing Identifiers' sections.
- Click the [Save] button

Once you have created a new **Service**, you may associate various mandatory and/or optional **Products** and **Charges** to the service as you deem appropriate, by clicking on the 'Add Product' and 'Add Charge' links.

You may also add **Rates** (as a rule, you should add all possible Rates for each Usage Type that can be associated with this Service) by clicking on the 'Add Rate' link.

Finally, you may associate one or more **Contract Types** with the Service, again, by clicking on the 'Add Contract Type' link.