How to use the prepaid charging policy

Applies to VoipNow 3 and higher!

This article explains how to create an account that will be charged using a prepaid charging policy. It also includes information on how to access the call cost report for a specific extension so that you track its traffic in a given month.

General behavior

There are two main requirements that have to be met after choosing an existing Organization account (or creating a new one) from the **Organizations Management** page:

- Set up a **prepaid** billing plan from the organization account's **Add New Charging Plan for Organization {organization_name}** page.
- Add a new user account to the same organization and assign the already defined **prepaid** billing plan to it.

Example

The following example shows how to create a 10 USD prepaid billing plan.

STEP 1: Log in to the VoipNow browser interface.

STEP 2: If you have logged in with an admin or a Service Provider account, click the **Organizations** link in the left navigation panel. Click the name of the organization you want to add the extension account to.

STEP 3: Click the **Charging plans** link in the left navigation panel.

STEP 4: Click the **Add a charging plan** icon in the **Quick Links** section.

STEP 5: Fill in a descriptive name for the charging plan you want to set up.

STEP 6: Make sure the **Allow incoming calls**, **Allow calls to public network**, **Allow local calls to extensions**, **Allow extended local calls to extensions** options are enabled according to your requirements.

STEP 7: For the **Charging plan type**, select **Prepaid**.

STEP 8: Define the **Charging Segments** according to your requirements.

STEP 9: In the **Fees** fieldset, fill in the **Initial credit available for outgoing calls** and **Initial credit available for incoming calls** fields with the desired value. In our example, 10 USD.

STEP 10: Select the desired **Charging method** to be used by the extension account. You can use Fixed prices or Relative to call costs.

STEP 11: Define the costs for all the allowed call types. Note that these options depend on what you have previously selected in step 6.

STEP 12: Click **OK** to save the plan.

Now you can create a new User under this Organization account and assign the previously defined prepaid charging plan to it. The User will then have a `10 USD` prepaid credit that they can use for both internal and external incoming and outgoing calls.

Call costs

To find out the call costs for a User account, take the following steps:

STEP 1: Log in to the VoipNow browser interface.

STEP 2: Click the **Users** link in the left navigation panel.

STEP 3: Select the desired User account from the list.

STEP 4: In the User's management page, click the **Call reports** icon under the **Quick Links** area.

STEP 5: In the **Call List** section, you will find a detailed report on the user's call costs.

STEP 6: From the drop-down list, select the month for which you want to see all the calls and their costs.

Related articles

- How inherited call charging works
- How to add a margin to the charging plan fees
- How to change the number of decimals displayed in the interface
- How to configure a charging plan including 300 free minutes to US and 100 to Australia

- How to disable charging in VoipNow