The Reseller Model

The Noviship system comprises a customer facing shipping interface as well as a financial back-office system for billing and reconciliation. When a customer requests a quote and receives prices there are many processes involved in that calculation. The cost of the shipment is calculated by rating with a specific carrier account while the price displayed to the customer is based on some agreed formula. Later on an invoice can be created to charge that customer for the shipment, credited to the account holder.

Noviship provides two types of billing: **Customer** and **Cost**.

Cost billing provides a means for the account holder to charge the billing entity (the entity that manages the customer accounts) for shipments on their accounts. Cost billing is always in the same currency as the shipment cost and the base price for each shipment is precisely the cost from the carrier. Markups and service fees are charged separately to make reconciliation with carrier bills easier.

Customer billing is based on offers made to the customer account. Offers set the markup or discount for each service offered by the carrier. In addition customer billing can be in a different currency from the cost with currency markups applied.

The steps between knowing the cost and charging the customer have become more elaborate as the system has evolved and prior to the Reseller Model it was this:
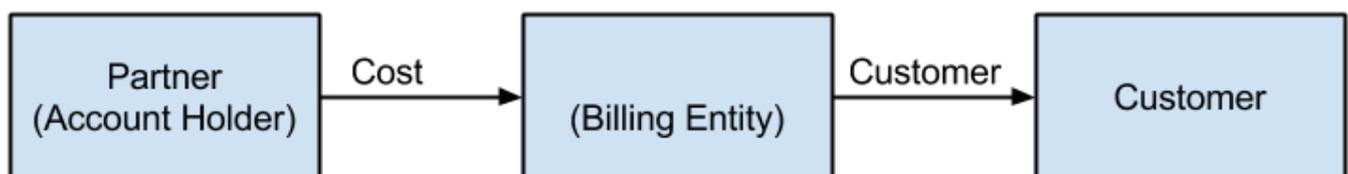
In the above illustration the Partner charges the billing entity using Cost billing and and that entity charges the customer using Customer billing.

This model has changed to allow both a reseller and the customer to be billed

(using Customer billing) for the same shipment. The reseller is billed based on what they would have been charged for the shipment (i.e. using their offers). In making this change we now call the billing entity the "Associate".
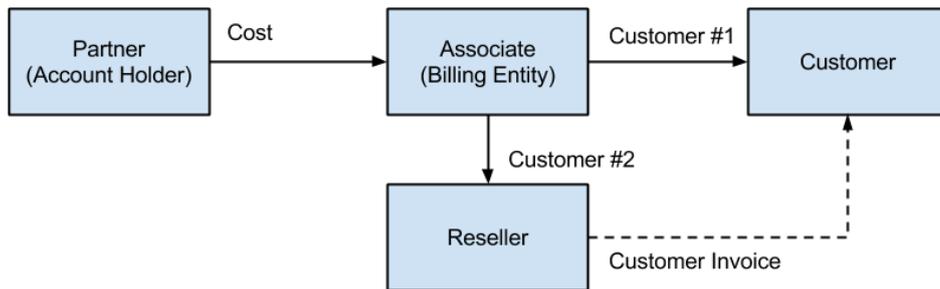
In the above illustration there are now two Customer bills for a shipment. Note that it is the Reseller that issues the Customer Invoice to the Customer. More specifically, it is the Reseller's logo and billing information that appears on the invoice.

The settings are configured in the customer account (**Administration | Customers** and use the **Edit** button).
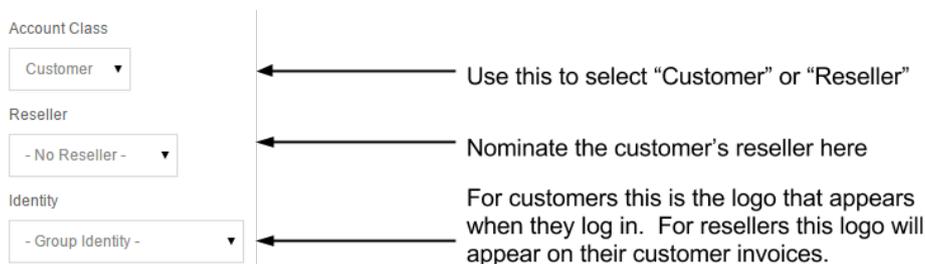
An **Identity** is the combination of logo, name, contact details, tax numbers and so on visible to the customer. A customer's Identity appears on each page when they are logged in and generally represents their billing entity. It is important to set a Reseller's identity as this will be used on their customer invoices.

Invoices are issued the same way as they were prior to the Reseller model but now a separate invoice is issued to both the Reseller and the Customer.

Determining the Shipment Source

Shipments are typically created by users logged in to the web site. However administrators can also import shipments from a courier EDI file and those shipments can be reconciled and billed through our financial system. However, given only a tracking number how can an administrator tell where the shipment data originated?

Today we added a column to the administrative shipment display (**Administration | Shipments**) visible to associates and above The column is named **Source** and it will show **Website** for shipments created by logged in users and **EDI** for imported shipments. Shipments created administratively (for example, to separate customs charges from freight charges) will be labelled **Admin**.

Shipments

	Shipment	Destination	Source	S
☐	440785763	MIAMI BEACH, US	Website	
☐	440785752	MONTREAL , CA	Website	P
☐	440785730	EATON RAPIDS, US	Website	S
☐	440785708	EDMONTON, CA	Website	S
☐	440785631	DALIAN, CN	Website	S
☐	440785620	HO CHI MINH, VN	Website	S
☐	440785521	BOLIVAR, US	Website	S
☐	440785400	DALIAN, CN	Website	S
☐	440785323	SPRINGFIELD GARDENS, US	Website	S
☐	440785301	SIP SUZHOU JIANGSU, CN	EDI	D
☐	440785290	LONDON, GB	EDI	D
☐	440785279	GLASGOW, GB	EDI	D
☐	440785268	HUNTINGTON PARK, US	EDI	D
☐	440785257	DUBAI, AE	EDI	D
☐	440785246	SALASPILS, LV	EDI	D
☐	440785235	DAVAO CITY, PH	EDI	F
☐	440785224	RIO HONDO ZACA PA, GT	EDI	D
☐	440785213	DUBAI, AE	EDI	D
☐	440785202	DOUALA, CM	EDI	D
☐	440785191	BLOXOM, US	EDI	F
☐	440785180	BAMBANG PASIG CIY, PH	EDI	D
☐	440785169	TAYUG PANGASINAN, PH	EDI	F
☐	440785158	MOGA, IN	EDI	D
☐	440785147	ROCHESTER, US	EDI	D
☐	440785136	SAN SALVADOR, SV	EDI	D

All Couriers ▼ From - To

Showing 101 to 125 of 48,957 entries Show 25 ▼ entries ⚙   First Pr

Choose Columns to Display

- ☑ Shipment
- ☐ Date
- ☐ Tracking
- ☑ Destination
- ☐ Customer
- ☐ Courier
- ☐ Service
- ☑ Source
- ☑ Status
- ☐ Pickup #
- ☐ Pickup Booked
- ☐ Group
- ☐ Quote N
- ☑ Quote G
- ☑ Sale
- ☑ Billed
- ☐ Reseller
- ☐ Cust Invoice
- ☐ Cost Invoice
- ☑ To Invoice
- ☐ Rec?
- ☐ Tags
- ☑ Job

How to use the new Offer System

This document explains how to set pricing for customers using the new offer system. Each customer is assigned to either the original provision based pricing system or the new zone based pricing system. The new system allows pricing at the zone-specific level and therefore better matches the pricing structure used by the carriers.

To activate this system for a customer you should edit the customer account and select "Zone System" in the offer model.

Now when you click the "Edit Offers" button for a customer you will see the new single-page pricing system.

When you click the "+" icon beside an offer the zone/weight/packaging table will appear. You do not need to use this table as entering a discount or markup in the offer box will set the price for all zones, weights and packaging.

The zone table is a complex document and may take some time to load on your browser. If the loading time is too great consider switching to Chrome which can render this information much faster than Internet Explorer.

A useful, separate feature is the price cache. If the system has previously quoted a shipment for a specific zone and weight then the discount the account received will be displayed beside the edit box.

As a short-cut you can enter pricing for an entire zone or an entire weight line by entering an amount into the legend box above or to the left of the table.

[Revised Offer System](#)

Today the revised offer system goes into testing. This update is the culmination of months of design and represents a significantly more functional way to price shipments.

Instead of a list of provisions created to meet specific customer requirements, the pricing system separates service provisions from offer pricing.

This feature is activated by selecting "Zone System" as the offer model in the Edit Customer page.

Additional Customer Reference Fields

Today we implemented two additional customer reference fields which can be set in the shipment editor.

Fields #2 and #3 are not always transmitted to the courier and are not always present on the waybill but they are recorded in our database for presentation on customer invoices. These fields are also present (and have been for imported shipment records) on the CSV invoice file.

Currently all three fields are present on the FedEx labels and we will continue to implement them for other carriers.

Purolator Zones

Today we completed implementation of the Purolator Zone system (domestic and international). In total over 50 separate published zone documents were translated from PDF into data structures. This feature allows us to price shipments for customers with per-zone precision and also to record account discounts at the same precise level.