

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.

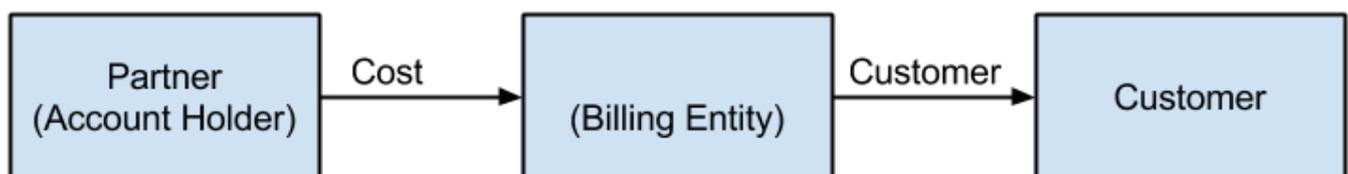
Noviship provides two types of billing: **Customer** and **Cost**.

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.

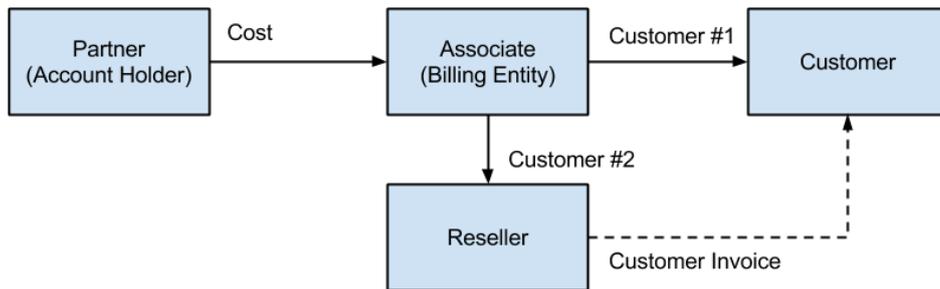
The steps between knowing the cost and charging the customer have become more elaborate as the system has evolved and prior to the Reseller Model it was this:



In the above illustration the Partner charges the billing entity using Cost billing and that entity charges the customer using Customer billing.

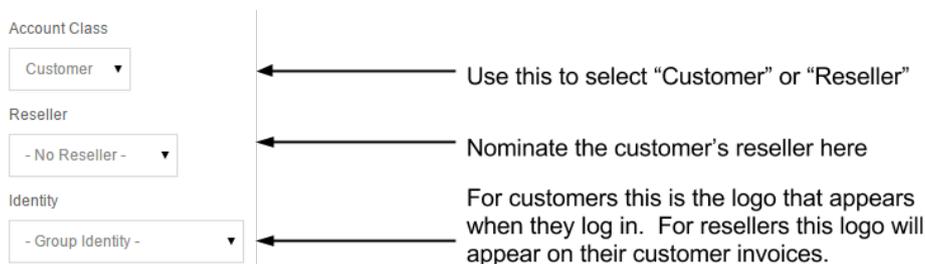
This model has changed to allow both a reseller and the customer to be billed

(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

All Couriers ▾ From - To

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

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

Showing 101 to 125 of 48,957 entries Show entries

First

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.

Offer Model

Zone System
Original System
Zone System

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

Editing Offers for Example Customer (220000000)

Canpar DHL FedEx Purolator SAVE CHANGES

CUSTOMER ACCESS SHOW ALL SERVICES
DHL Express 928338389
DHL Express Timed 928338389

EXPRESS WORLDWIDE (DOCUMENTS) 928338389 CANADA EXPORT 30

	N1	N2	N3	N4	N5	N6	N7	N8	N9	N10	N11	N12	N13	N14
*1m-1b	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51
*1m-2b	11.51	11.51	11.51	11.51	30	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51
*1m-3b	11.51	11.51	11.51	11.51	30	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51
*1m-4b	11.51	11.51	11.51	11.51	30	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51
*1m-5b	11.51	11.51	11.51	11.51	30	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51	11.51
*5b	25	25	25	25	30	25	25	25	25	25	25	25	25	25

930382232 CANADA IMPORT 30
930382232 CANADA THIRD PARTY 30

EXPRESS WORLDWIDE 928338389 CANADA EXPORT 30
930382232 CANADA IMPORT 30
930382232 CANADA THIRD PARTY 30

SAVE CHANGES

Hidden Services
By default services you do not typically offer can be hidden

Provisions
Enabling these provisions permits the system to obtain rates for the customer

Account Discount
When a white number appears beside the offer box it indicates what discounts are available

Colours
Blue indicates Cost Plus (written as a positive number) and this percentage is added to the account cost.
Green indicates Discount off List (written as a negative number) and this percentage is deducted from the full tariff price.

Pricing Groups
The group is shown with a country and zone-set. For example, a US to Canada shipment is an "Export" for a US account, an "Import" for a Canadian account and a "Third-Party" for a British account.

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.



SAVE CHANGES

CUSTOMER ACCESS SHOW ALL SERVICES

FedEx Priority Overnight 828823325
 FedEx Standard Overnight 828823325
 FedEx 308322283
 FedEx International Economy Inbound To US+CA 308323286
 FedEx International Priority Inbound To US+CA 308323286

PRIORITY OVERNIGHT

	828823325	UNITED STATES DOMESTIC	70%	⊕
	308322283	CANADA DOMESTIC	55% 63%	⊕

STANDARD OVERNIGHT

	828823325	UNITED STATES DOMESTIC	70%	⊕
	308322283	CANADA DOMESTIC	0%	⊕

2 DAY

	828823325	UNITED STATES DOMESTIC	63%	⊕
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GROUND

	828823325	UNITED STATES DOMESTIC	0% 38%	⊕
	308322283	CANADA DOMESTIC	0%	⊕
	828823325	UNITED STATES EXPORT	0% 10%	⊕
	308322283	CANADA EXPORT	0%	⊕
	308322283	CANADA IMPORT		⊕

INTERNATIONAL PRIORITY

	828823325	UNITED STATES EXPORT	65%	⊕
	308322283, 308626286	CANADA EXPORT	70%	⊕
	308322283, 308626286	CANADA IMPORT		⊕
	308322283, 308626286	CANADA THIRD PARTY		⊕

INTERNATIONAL ECONOMY

	828823325	UNITED STATES EXPORT	65%	⊕
	308322283, 308626286	CANADA EXPORT	70%	⊕
	308322283, 308626286	CANADA IMPORT		⊕
	308322283, 308626286	CANADA THIRD PARTY		⊕

SAVE CHANGES

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.

SHIPMENT OPTIONS

Shipment Date 2015-05-13

Customer Reference #1 440507771

Customer Reference #2 test1

Customer Reference #3 test2

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.