Device-as-a-Service Nucleus Ordering Portal Guide

The DaaS ordering portal, Nucleus, allows customers to manage their respective agency's invoice/billing processes. This document will focus on the universal elements of the financial process and how to use Nucleus-DSO to control the invoicing and billing.

Nucleus offers several tools that assist the billing process: Manage Invoices, Manage Subscriptions, Manage Adjustments and Financial Reporting. A brief overview of each tool is given below.

Manage Invoices

The Manage Invoices tool allows you to manage the header level details of the invoice. You may edit the details of the invoice headers, attach supporting documents and finalize the invoices so no further changes can be made. You can also recalculate the nonfinalized invoice if you made adjustments or added missed subscriptions that need to be picked up. Finally, you may send a notification once the invoice has been finalized to identified parties.

Manage Subscriptions

The Manage Subscriptions tool allows you to manage the subscriptions of the billing. You may edit existing subscriptions and add new subscriptions.

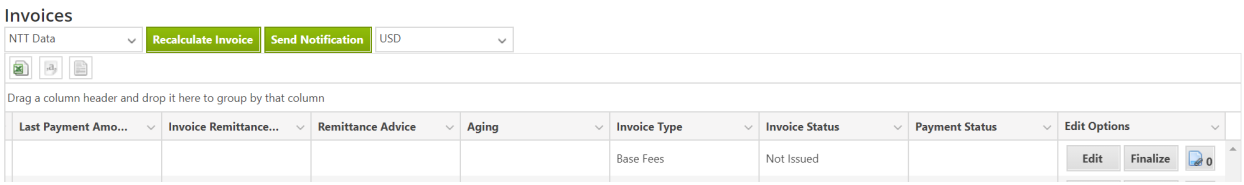
Manage Adjustments

The Manage Adjustments tool allows you to manage one-time charges and adjustments. You may add new adjustments, edit existing adjustments, delete an adjustment, attach supporting documentation and copy an existing adjustment.

Financial Reporting

The Financial Reporting tool allows you to pivot the invoice data into useful reports you can export for external use. You may also save your frequently accessed or used layouts.

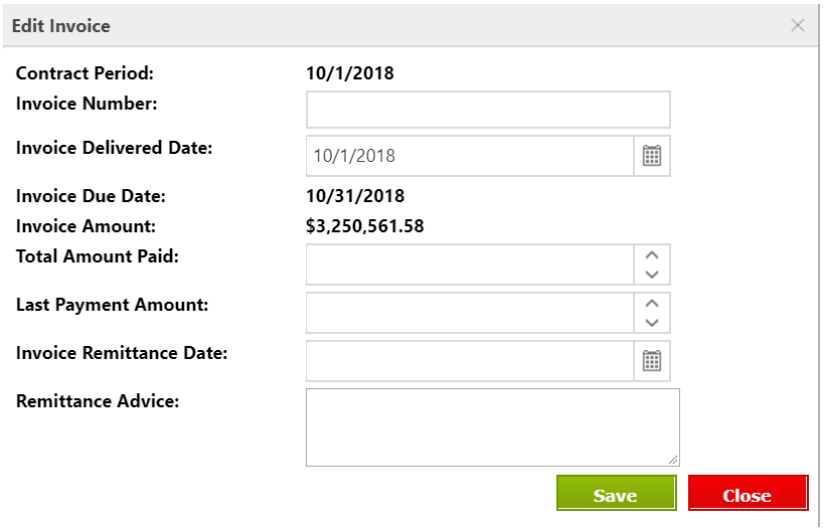
Manage Invoices guide



To get to the Manage Invoices screen once you log into Nucleus, navigate to Financials -> Manage Invoices.

Once presented with the screen, you can perform the following actions:

- Edit Invoice Data.
- Recalculate Invoice.
- Attach Supporting Documents.
- Finalize the Invoice.
- Send Notification.



To get to the edit screen:

1. Select the Edit button on an invoice header you want to edit.
2. Once the pop-up appears, you will find the Contract Period, Invoice Delivery Date, Invoice Due Date and Invoice Amount are already populated based on the record you selected. You can update the Invoice Number, Total Amount Paid, the Last Payment Amount, the Invoice Remittance Date, and provide any Remittance notes or advice.
3. Once you complete your updates, save your changes. Select Close if you want to exit the record without saving any changes.

To recalculate invoices, click the Recalculate Invoice button, which will initiate the billing routine process and recalculate the entire invoice. If any changes in Subscriptions and Adjustments are made, these will be picked up by the process. To initiate, select the Recalculate Invoice button, which will disappear once pressed. A notification will be sent once the process has completed.

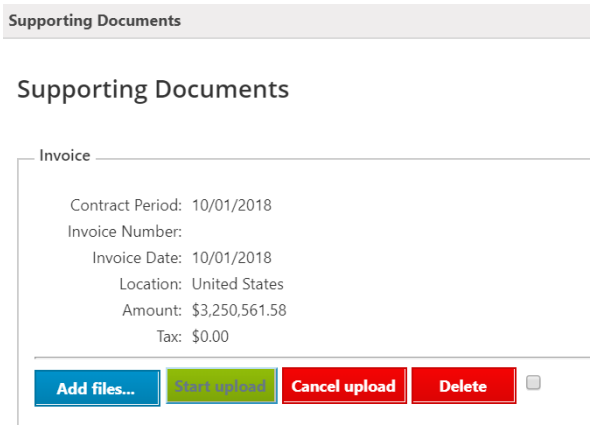
To finalize an invoice and lock the invoice data from any additional updates, (allows the application to progress to the next billing period for processing):

1. Click the Finalize button on any of the listed invoice headers.
2. A pop-up will confirm the action you are performing. Select Ok to proceed with finalizing the invoice or Cancel to cancel the action.

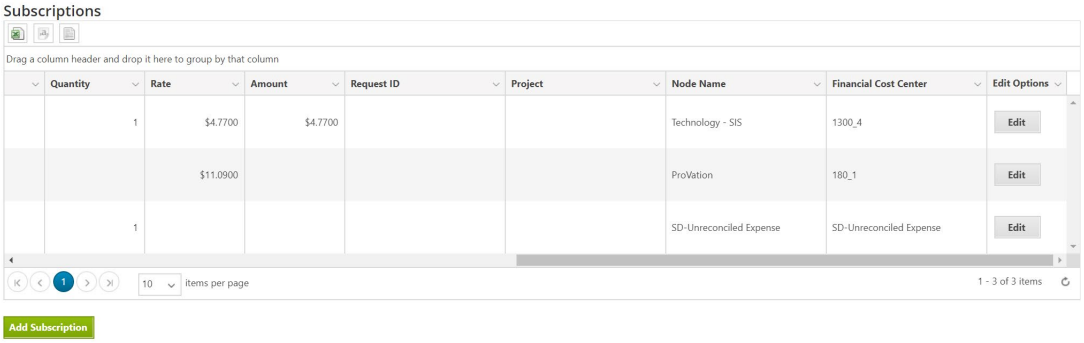
To send notifications to the customer that the invoice data is ready for them to consume, select Send Notification to initiate.

To attach supporting documents:

1. Click on the Supporting Document icon.
2. A pop-up (below) will allow you to add files for upload. You can also delete any uploaded documents you may have uploaded in error.

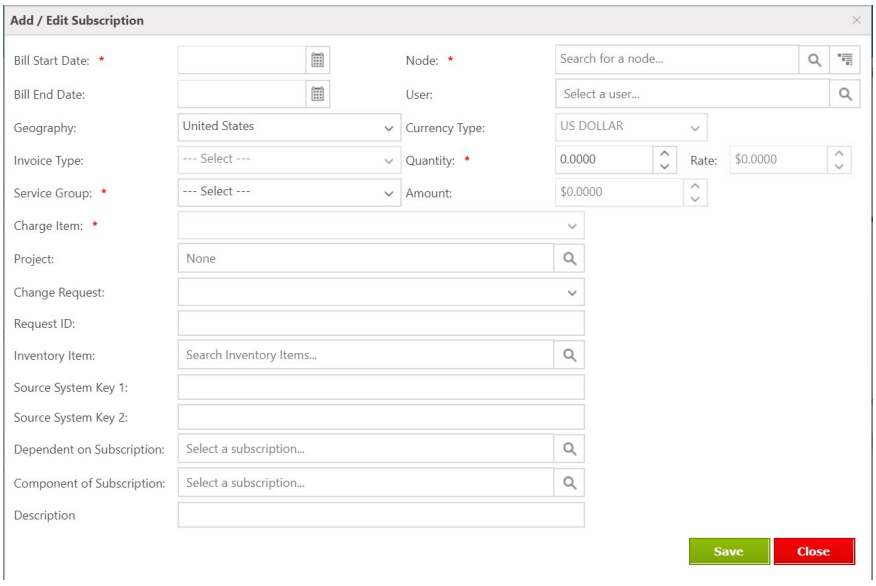


Managing Subscriptions



To get to the Manage Subscriptions screen once you log into Nucleus, navigate to Financials -> Manage Subscriptions.

Once the screen loads, you will be presented with a list of subscriptions to be managed.



To add a subscription, click on the Add Subscription button.

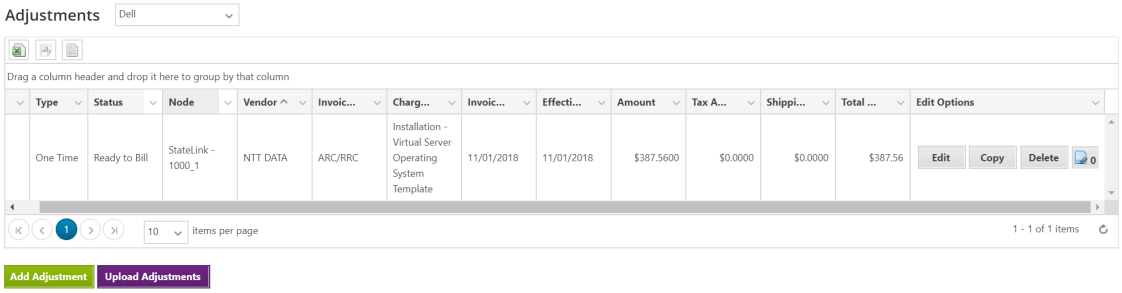
1. A pop-up (above) will present you with a form to fill out.

2. Complete all of the required fields: Bill Start Date, Service Group, Charge Item, Request ID, Source System Key 1, Description, Node and Quantity. There are other optional fields that can be managed. For example, you can tie the subscription to an inventory item and tie the subscription to a parent subscription or project.
3. Once complete, select Save to add the subscription and activate billing. Select Cancel to exit out without adding the subscription.

To update an existing subscription:

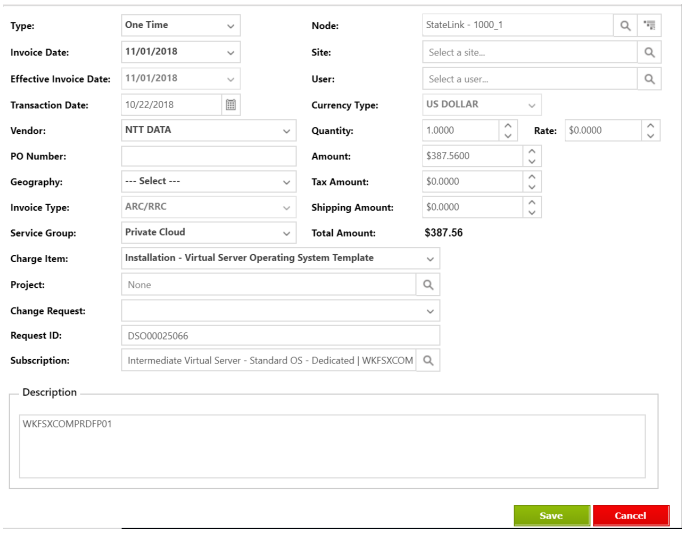
1. Click the Edit button on the subscription you want to update.
2. On the pop-up, update any fields.
3. Once complete, select Save. Select Cancel to exit without saving changes.

Managing Adjustments



To get to the Manage Adjustment screen once you log into Nucleus, navigate to Financials -> Manage Adjustments.

The loaded screen will present you with a list of adjustments to be managed.



To add an adjustment for billing:

1. Click on the Add adjustment button.
2. A form will pop up. Fill in all of the required fields.
3. Select Save to add the adjustment. Select Cancel to exit without adding the adjustment.

To edit an existing adjustment for billing:

1. Click on the Edit button on an existing adjustment record.
2. A form will pop up. Make any necessary updates.

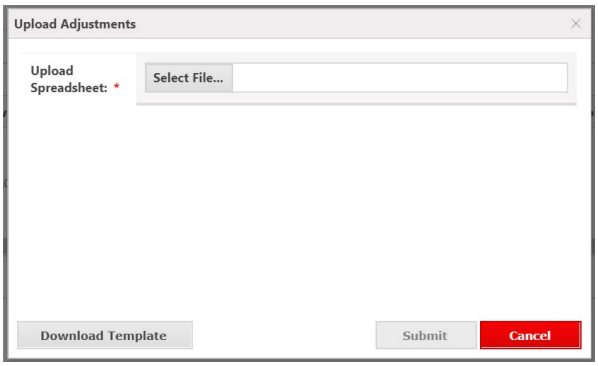
3. Select Save to save the changes. Select Cancel to exit without saving any changes.

To copy an existing adjustment for billing:

1. Click on the Copy button on an existing adjustment record.
2. A form will pop up. Make any necessary updates.
3. Select Save to save the changes. Select Cancel to exit without saving any changes.

To delete an existing adjustment for billing:

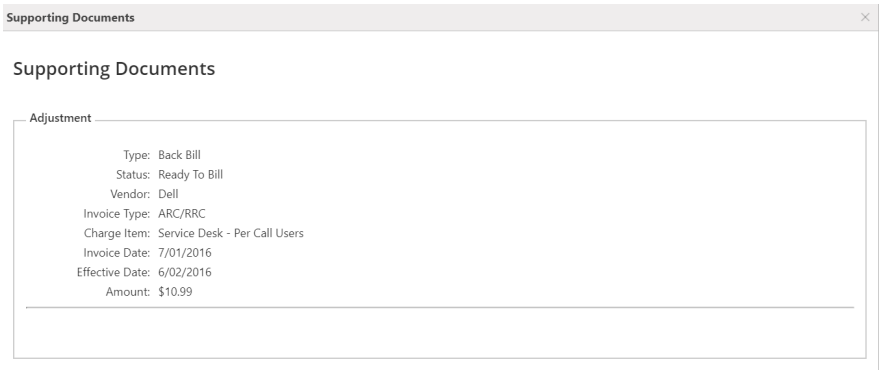
1. Select Delete on an existing adjustment record.
2. A pop-up will confirm the delete action. Select Ok to confirm and initiate deletion of the record. Select Cancel to exit without deleting the record.



To upload adjustments for billing like in the image above:

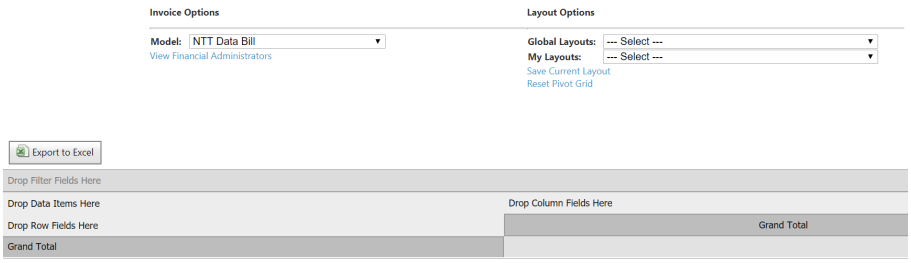
1. Click on Upload Adjustments.
2. A form will pop up.
    a. Download the template.
    b. Open the template and fill out the required fields.
        i. An upload file can have inserts or updates, but not both in the same file.
        ii. For inserts, the ID column must be blank (or removed). Required coumns must be entered.
        iii. For updates, the ID must be populated with the record ID to update. Find this in the Edit Options column on the export from the grid.
            1. Remove any columns from the template that you do not want to update. Blank values for any column present will be updated to blank in the database.
        iv. Unrecognized columns are ignored.
    c. Save the template in your desktop.
    d. Click the Select File button and select the saved template.
3. Select Submit to save the changes and upload the adjustments. Select Cancel to exit without saving any changes and stop the upload action.

To attach supporting documents to an adjustment record:



1. Click on the Supporting Documents icon.
2. A pop-up (above) will allow you to add files for upload. You can also delete any uploaded documents you may have uploaded in error.

Financial Reporting

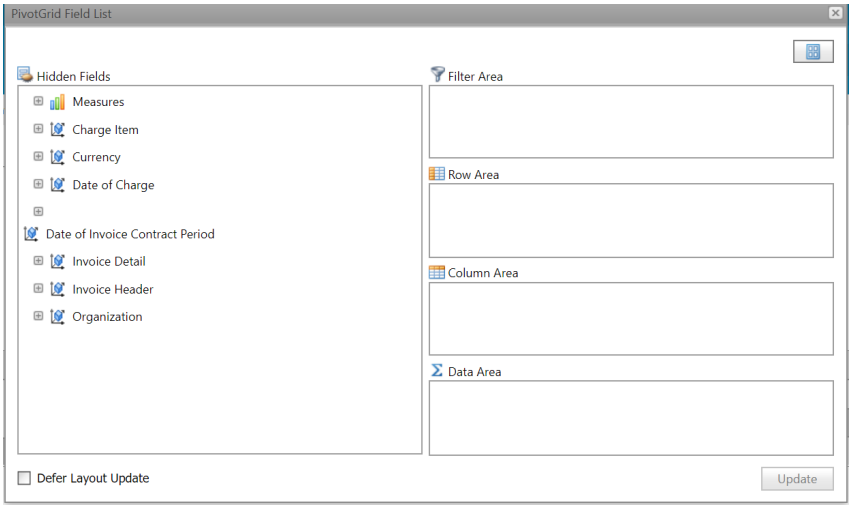


To get to the Financial Reporting screen once you log into Nucleus, navigate to Financials -> Financial Reporting.

Once the screen loads, you will be presented with the screen above or a saved default global setting.

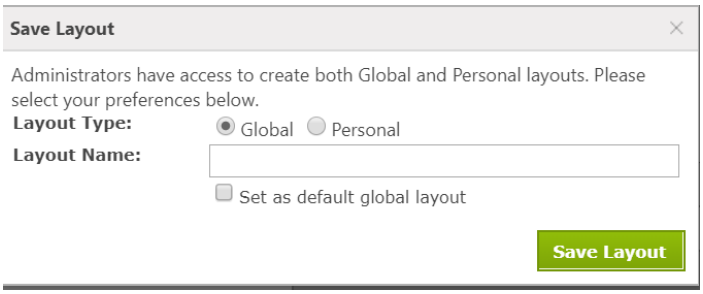
To create a PivotGrid like the one below:

1. Click on the Reset PivotGrid link.
2. Right-click on the blank PivotGrid area and left-click on Show Field List.
3. Available fields to be pivoted on will appear on the left and PivotGrid sections will be on the right. Click and drag any of the fields you are interested in any PivotGrid section as needed.
4. Select Update once you are finished.

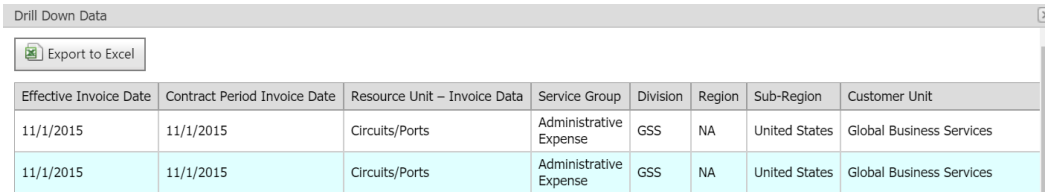


To save a PivotGrid:

1. Click the Save Current Layout link.
2. You will be presented with a pop-up (below) that allows you to make the layout a global one or personal one, fill in a unique name, and set the layout as a default or not.
3. Select Save Layout.



To drill down into the details of the PivotGrid, click on an item and view its details in a pop-up (below).



Effective Invoice Date	Contract Period Invoice Date	Resource Unit – Invoice Data	Service Group	Division	Region	Sub-Region	Customer Unit
11/1/2015	11/1/2015	Circuits/Ports	Administrative Expense	GSS	NA	United States	Global Business Services
11/1/2015	11/1/2015	Circuits/Ports	Administrative Expense	GSS	NA	United States	Global Business Services

To export data:

1. On the PivotGrid, select Export to Excel.
2. On the Drill Down Data, select Export to Excel.