Cloud Quarks Invoicing FAQ

1) Where can I find my Invoices?
   Invoice are available in "Invoice & Billing" menu. Invoice PDF and reconciliation report can be downloaded from this menu.

2) What is the frequency of Invoice on portal?
   There are three Invoice schedules depending on the bill type of the order.

   Monthly Bill Type - These are Invoiced once in a month on a fix date i.e. 28th of the month. Invoices are generated customer wise.
   Annual Bill Type – These are Invoiced within four hours of order fulfillment. Invoices are generated customer wise.
   Usage Based – These are Invoiced once in a month post completion of the usage period and receipt of usage report from Vendor. Invoices are generated customer wise.

3) What are the charge periods?
   There are three charge periods depending on the bill type of the order.

   Monthly Bill Type - All charges are aligned to date 28th of a month and charge period is for 28th to 27th of month
   Annual Bill Type – 365 days from the subscription start date.
   Usage Based – 10th to 9th of next month for GULF region and 2nd to 1st for Africa region. 26th to 25th for Egypt.

4) Can I get Invoice report in excel format?
   Yes, in the "Invoice & Billing" menu you can download the Invoice summary and Invoice reconciliation report in excel format.
   In the "Invoice & Billing" menu, select your Period and Customer and click Search. Once result is displayed, click on "Download" button and select the required report to download.

5) What is included in Invoice reconciliation report?
   Invoice reconciliation report includes individual charges/credits applied against each subscription or service. This report gives a granular details of the charges applied. The reconciliation report also assists you in further invoicing your customer.

6) What are the different charge types?

There are 4 Types of charges and your Invoice/Credit would be basis these.

CSP – Monthly Cyclic Charge: This is a recurring charge applied in advance for 30 days on Subscription of Monthly bill type which covers charge period from 28th of a month to 27th of the next month.

Note: The system with consolidate all charges of **CSP – Monthly Cyclic Charge** *for an individual customer in one Invoice*

CSP - Monthly Prorate Charge: This is a prorate charge OR credit applied for a new purchase, increase, decrease or termination of subscription. The charge period is from the subscription change date to the 28th of the Month.

Note: The system with consolidate all charges of **CSP - Monthly Prorate Charge** *for an individual customer in one Invoice*

CSP – Annual Subscription Charge: This is a charge applied on Subscriptions of Annual bill type which covers charge period of 365 days.

CSP - Annual Prorate Charge: This is a prorate charge OR credit applied on subscriptions of annual bill type for Increase, decrease or termination of subscription. The charge/credit period is from the subscription change date to the subscription end date.

Azure – "*Service Name*": This charge is for usage-based Services such as Azure.

Note: The system with consolidate all charges of **Azure – "*Service Name*"** *against each Azure Subscription for an individual customer in one single Invoice. If you have multiple Azure subscriptions for single customer, then for each subscription a separate Invoice will be available.*

7) I have provisioned a new subscription on 14th January 18 for Monthly bill type. How will I be Invoiced?

Your will provided with two Invoices and the report will have two charges.
One, **CSP-Monthly Prorate** for charge period 14th January 2018 to 27th January 2018 i.e. for 14 Days
Second, **CSP-Monthly Cyclic** for charge period 28th January 2018 to 27th

February 2018 i.e. 30 Days

8) I have provisioned a new subscription on 14th January 2018 for Annual Bill type. How will I be Invoiced?

   You will have one Invoice with charge type **CSP – Annual Subscription Charge** for charge period 14th January 2018 to 13th January 2019 i.e. 365 Days

9) I have increased quantity of my existing subscription for Monthly bill type on 23rd January 2018. How will I be Invoiced?

   You will be provided a separate Invoice for the increase in quantity and report will include prorate charge type **CSP-Monthly Prorate** for charge period 23rd January 2018 to 27th January 2018 i.e. 5 Days

10) I increased quantity of my existing subscription for Annual bill type having its start date 14th January 2018 on 23rd January 2018. How will I be Invoiced?

   You will be provided a separate Invoice for the increase in quantity and report will include prorate charge type **CSP - Annual Prorate Charge** for charge period 23rd January 2018 to 13th January 2019. i.e. 325 Days

11) I have decreased quantity of my existing subscription for Monthly bill type on 23rd January 2018. How will I be Invoiced?

   You will be provided a separate Credit for the decrease in quantity and report will include prorate Credit with type **CSP-Monthly Prorate** for period 23rd January 2018 to 27th January 2018 i.e. 5 Days

12) I have decreased quantity of my existing subscription for Annual bill type having its start date 14th January 2018 on 23rd January 2018. How will I be Invoiced?

   You will be provided a separate Credit for the decrease in quantity and report will include prorate Credit with type **CSP - Annual Prorate Charge** for period 23rd January 2018 to 13th January 2019. i.e. 325 Days

13) How Prorate calculation are done?

   We derive per day cost of a subscription and multiply with the number of days to

apply charges in case of increase in qty or credits for decrease or termination.

For Monthly Bill Type - divide the monthly unit rate by 30 or 31 based on the days of a month
For Annual Bill Type – divide the annual unit rate by 365 days

For Example – Office 365 Enterprise E3 (Annual) with unit price USD 218.16.
Per day cost i.e. USD 218.16 ÷ 365 Days = USD 0.598