

Billing for RTPnet Services

RTPnet bills for services annually. In general, it does not make refunds, although special circumstances may arise.

For many years billing was a hand operation, using a text file of our members or clients.

Starting in 2007, RTPnet converted to an automated billing system provided by phpCOIN.com, which is written in php/html code and makes use of numerous MySQL tables, meaning that it is accessible from any computer with internet access. It is menu-driven and highly configurable and provides for automated renewal of invoices at the time of their anniversary.

At present, all requests for services are delivered to our internet service provider (ISP) by phone or email. The ISP creates the basic user name, logonid and password, which are provided to the client. Separately, in COIN, the billing system a client is created, then an invoice and then services (such as Starter Hosting Site) are added with their unit prices.

At this point an invoice is issued by email to clients at their email address of record. The invoice may be paid by a mailed check or by PayPal. Invoices are dated for the 15th of the month preceding the account anniversary month and are due on or before the 15th of the anniversary month. (E.g. 15 May for a June anniversary month.)

Clients are asked to provide the usual contact names, addresses, etc. and to keep these updated as changes occur. Further, clients may change the services to which they subscribe, with adjustments being pro-rated if they occur off the anniversary date.

The COIN system includes capabilities for a Help Desk to which emails may be sent for action and for client access to their own organizational information but not to making changes in invoices or services. But this feature is not currently enabled.

The RTPnet Billing System (COIN)

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For more information, please email to billing@rtpnet.org