

Account Creation & Billing Relationship

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

Accounts represent the commercial and billing container under a customer. Accounts are used to group services, define billing ownership, and enforce policies such as billing cycle, credit controls, and operational constraints.

When to Create a New Account

- Separate billing relationship required (different GST/tax entity, cycle, or payer).
- Multi-site enterprise requiring separate service grouping and reporting.
- Partner/reseller models where settlement and ownership boundaries differ.

Key Attributes

- **Billing owner** and invoicing details
- **Billing cycle** / effective dates
- **Payment terms** / credit policy (if applicable)
- **Account status** (active/suspended/closed)

Workflow

1. Select the correct customer → Create Account
2. Set billing ownership & cycle
3. Validate address/tax/compliance data (if used)
4. Save → Confirm account readiness for service attachment

Validation & Safety

- Do not attach services to incorrect account; ownership impacts billing and reporting.
- Do not change billing cycle/effective date without approvals.
- Account closure must ensure services are terminated/archived per policy.

Downstream Impact

- **Billing:** invoice generation, adjustments, and ledger grouping.
 - **Service:** services inherit account ownership and constraints.
 - **Reporting:** KPIs roll up by account/customer hierarchy.
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Screenshots

Screenshots not yet added.

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