

New Traffic Invoice Format

Puzzel Traffic Invoices are changing!

We are introducing a new Puzzel Traffic Invoice format, so recipients can benefit from a simplified presentation of traffic and transactions and a better overview of their account.

Read more on what to expect with the New Traffic Invoices, which will be introduced in December, 2023.

Invoice Header

The new invoice header will include:

- Puzzel information (company name and address)
- Customer information (company name and address)
- Customer Name
- Customer Number
- Reference
- Service type (classified as Traffic and Transactions)
- Service Period: the period during which the charges took place
- Invoice Number
- Date
- Due Date
- Invoice Account Number
- VAT ID
- KID

**Puzzel
Information**

**Customer
Information**

Invoice

Customer name:		Number:	
Customer No.:		Date:	31.07.2023
Reference 1:		Due Date:	30.08.2023
Service-Type: Traffic and Transactions		Invoice Acc. No.:	
Service-Period:		VAT ID:	
			KID:

Invoice sections

The new Puzzel Traffic Invoice is divided into multiple sections for a better overview. Key sections include:

Inbound Calls

All chargeable inbound calls to your Puzzel Solutions. Typically charges for toll-free, National and International numbers.

Agent Connect

All chargeable calls to agents connected to your Puzzel Solution from an external phone on a local number.

These typically include charges for local fixed and mobile numbers. If an agent logs in with a number from another country, these charges would be found under the section "Other Countries" unless you have a custom agent rate for the particular destination. If an agent from a Nordic country, for example, logs in to a local Nordic solution which is not the local country for the Solution, the charges will for this agent will be visible here.

National Calls

All chargeable outbound calls to end-users in your local country. These typically include charges for fixed and mobile numbers.

Nordics

Puzzel customers in the Nordics will see all chargeable calls to other Nordic countries in this sections. These typically include fixed and mobile numbers.

Special Numbers

Charges for calls to special numbers called from your solutions. These can include Free Phone numbers, national numbers, the Clock, Premium Rate numbers, Number Information services and more.

Other countries

Call charges to all other countries will be listed here. Typically charges to fixed and mobile numbers

SMS

Local charges for inbound and outbound SMS messages. These messages are usually grouped by the Puzzel Product that receives or sends the message, for example:

- SMS Gateway
- Puzzel Contact Centre
- Puzzel Customer Insight

If you have Premium SMS you'll also find your transaction costs here.

SMS - other countries

This charge pertains to SMS messages delivered to other countries than your local country.

Invoice details

The Invoice Details section follows the Invoice Header and includes the following:

Grand Total:

Pos.	Title	Quantity	Traffic Unit Price	Unit Price
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- Pos.: an index for the invoice lines
- Title: The title for each invoice line, indicating the charge type (for examples, see "Invoice Sections")
- Sub-line below the title line: supporting information to indicate whether the title line refers to calls or minutes.
- Quantity: this is dependent on the context of the Title's Sub-line. If the sub-line is calls, the the quantity will be in minutes and the traffic unit price is per minute.
- Traffic Unit Price: The unit price per quantity item (calls or minutes as dictated by the sub-line).
- Unit Price - the total charge for the whole invoice line (quantity x traffic unit price)
- Rating of calls and minutes on two lines

Example 1:

In the example below, the subtitle is "1321 calls", meaning the Quantity (8807,65) is "minutes" and the Traffic Unit Price listed is per minute.

National Calls

7	Norway Fixed 1321 calls	8 807,65	0,0500	440,38
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Example 2:

In the example below, the Invoice line is on a per call rate basis. The subtitle is in "minutes", meaning the quantity (134 184) is "Calls" and the traffic unit price is per call.

Inbound Calls

3	Toll Free Numbers 675182.59 minutes	136 184,00	0,0580	7 898,67
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