

Time zones

[Go to full article](#)

Overview

By default, the time zone used in the Emersion's platform is Australian Eastern Standard Time (AEST), or Australian Eastern Daylight Saving Time (AEDST), depending on the time of year.

Users are able to set different time zones for an account or the service to effect certain behavior changes to the system.

Dependencies

- The [Service Type](#) must be configured to support different time zones.

Business Rules

- A service time zone will not be inherited from the account time zone if the service time zone is not set, except when performing a package subscription migration or cancellation. In all other cases, if the time zone is not explicitly set on the service, it will use Emersion's default time zone.

System Behaviour

The following behaviour is based on the account's time zone:

Process or Event	Expected behaviour
Processing of package subscription periods	Will take place relative to the account time zone
Package subscription migrations and package cancellations	If the Cancel Immediately or Migrate Immediately options are chosen, they will take place as of the current time in the time zone of the account.
Invoice generation	Will still take place on the 3rd day after the account invoice period closes, but will begin on, or after midnight, based on the time zone set on the account. This means that for accounts that are 2 hours ahead of the system default, the invoice will be generated 2 hours earlier.

The following processes are affected by the service time zone:

Process or Event	Expected behaviour
Usage mediation	When attempting to place usage into periods , the usage date (modified by the time zone), will be used to determine which period a usage should fall into. This only applies to telephony, data and miscellaneous usage.
Service changes	Changing service features, bolt-ons, data bolt-ons, or adding bolt-on add-ons and data bolt-on add-ons will take place as of the current time in the service time zone.
Usage presentation	The date and time for usage that is itemised on Cumulus's View Usage pages, and on the invoice will be adjusted by the service time zone.

Set the Time Zone for an Account

To do this, go to **Customer > Details**

Press the **EDIT** button to put the page into EDIT mode.

[Edit Account Details](#)

Account Type: Agent

Account Status: Active

Account Status Reason:

Start Date: 1 Jan 2018

End Date:

Customer Since: 1 Jan 2018

Account Tax Rate: New Zealand GST (15%) (Country D)

Invoice Method: Do Not Send (System Default)

Time Zone: (UTC+12:00) - New Zealand Time (Auckland)

Post or Email and Post fee: 0.33 NZ GST

Default Account Invoice Template: (UTC+10:00) - Vladivostok Time

Invoice Itemisation: (UTC+11:00) - Kosrae Time

Auto Allocate Payments to Invoices: (UTC+11:00) - Macquarie Island Time

Auto-approve Invoices: (UTC+11:00) - New Caledonia Time (Noumea)

Account Groups: (UTC+11:00) - Norfolk Island Time

Profile Delivery Address

[Profile Information](#)

Account Profile: (UTC+12:00) - New Zealand Time (Auckland)

From the list of time zones, choose the time zone for the account.

Save the changes.

Set the Time Zone for a Service

To change the time zone on the service, navigate to the **Service Subscription > Configuration** tab, and choose **Edit Service** from the *Choose an Action* drop down list.

Service Properties

Choose an Action: Edit Service ▾

By default the property sections are compressed - click the panel name, or the hourglass to expand/compress these actions. These properties will expand by default if you choose the edit service action.

Service Details

This section pertains to the core service identifier. Other identifiers can be located under the **Service Identifier** sub tab. Updating the core identifier may affect

Identifier:

Authentication

This section creates a service identifier and flags it as use for authentication purposes. You can access this identifier under the **Service Identifier** sub tab.

*Username:

* Realm: ▾

*Password:

*Confirm Password:

Configuration

Contract ID:

Nickname / Vanity Identifier
(Customer Visible):

Vanity Start Date:

Time Zone: (UTC-10:00) - Cook Island Time (Raro ▾)

From the list of time zones, choose the time zone.

Save the changes.

Related Articles

- [Time zones](#)
- [Service Subscription cap usage by account and service](#)
- [Test Accounts and Services](#)
- [Address Import For Organisations, Account and Service Contacts](#)
- [Notes Import for Accounts and Services](#)
- [Opening Balances](#)
- [Service Identifier Import](#)
- [Using Groups to Migrate Customers from Xero to Emersion During Onboarding](#)
- [Emersion IP Addresses](#)
- [Batch Mediation System](#)
- [AAPT Usage Collection](#)
- [Link an Emersion Account to a Netsuite Customer](#)
- [Account Synchronisation for Netsuite](#)
- [Service Identifier Vanity Names Import](#)
- [Account Statuses and Reasons](#)