



WebAddress – Domain Registrar

Introduction

WebAddress (<http://www.webaddress.co.nz>) is a New Zealand domain name registrar.

We provide our Members with the tools to effectively manage your own domain names or your clients' domain names. The services we provide include domain name registration, renewal and DNS management services.

Our Members are pre-dominantly New Zealand business customers including: Internet Service Providers, Web Design companies, corporations and large businesses, Web Hosting companies, and domain name investors.

We just do domains, we don't do hosting, and we don't try to sell anything to your customers. Your customers are yours. We have no contact with your clients. The only contact we have is with our members.

WebAddress is a wholesale service and there are restrictions on Membership. If you do not currently have at least 50 domain names under your control, or plan on registering or renewing at least five to ten domains per month, then WebAddress is not likely to be an effective solution for you.

We expand upon the services that WebAddress offers in further detail in each section below:

1. Management of your clients
2. Client management of their own domain names
3. The domain name registration process on your web site
4. Membership and domain name costs
5. Managing the Transfer of .nz domain names
6. Benefits of WebAddress

Management of your clients

The philosophy that underpins the WebAddress system is that a direct relationship does not exist between WebAddress and the end-user (client). The direct relationship exists between a WebAddress Member and your client. This structure allows you to control the whole customer relationship including service levels, billing arrangements and so forth.

WebAddress does though provide its Members with many tools and as much information as possible for you to effectively manage your relationship with your client.

The Members area can be accessed using a username and password at:

<https://secure.administer.co.nz/webaddress/members/index.php>

You may login using a username of “demouser” and a password of “demouser”. Upon logging in you are presented with the screen below:

[demo mode] » [members area](#)

[logout](#) »

Hello Demo Domains Limited
Welcome to your Domain Management Console

Administration

- ⇒ [Member security and contact details](#)
- ⇒ [Our costs and billing of you](#)
- ⇒ [Settings](#)
- ⇒ [Legal Information](#)

Reporting

- ⇒ [Registrant / Client details](#)
- ⇒ [Domain names and domain renewal](#)

Communication with your Clients

- ⇒ [Post a message / announcement](#)

Services

- ⇒ [Whois](#)
- ⇒ [Register domain](#)
- ⇒ [Transfer domain](#)
- ⇒ [Orders in progress](#)

Billing Module

- ⇒ [Your services and charges to clients](#)

DNS Services

- ⇒ [Edit MX, A, domain redirection, name servers](#)
- ⇒ [Registration "holder" page](#)

Clients Area

- ⇒ [Login to Clients Area](#)
- ⇒ [Customise Clients Area](#)

Template system

- ⇒ [Template system](#)

The functionality available to a member through the Member Domain Management Console includes the following sections:

1. Member Security and Contact Details

(a) Change password

You have the ability to change the password that provides access to the members' area.

(b) Manage contacts

You have the ability to specify who WebAddress should be communicating with in your business regarding various issues. These include a business contact, technical contact and billing contact. We have provided an example on the following page:

Manage contacts

It is very important that the contact details are completed accurately in order that we may communicate with you and your correct department.

- ⇒ [Business Contact](#)
- ⇒ [Billing Contact](#)
- ⇒ [Technical Contact](#)

Here you can manage contacts belonging to **Demo Domains Limited**.
Contacts are required for registering or transferring domains.

- ⇒ [Create new contact](#)
- ⇒ [List contacts](#)
- ⇒ [Search contacts](#)

(c) Manage users

The Member's highest level Administrator is able to provide your staff members with various levels of permission to undertake tasks depending upon the level of clearance provided to them. The permission levels include: Read, Add, Update, Delete and Admin functionality.

2. Our costs and billing of you

(a) Costs for domain name registration, domain name renewal, domain name transfer.

You are able to view the cost per domain name specifically agreed with you. Any alteration we make to your pricing will show in this area, and automatically be used in your billing.

(b) Account balance and make payment

Allows you to add funds to your account balance and make payment on invoices.

(c) Billing History

We provide you with a comprehensive billing history that has multiple search queries. Please refer to a copy of the interface that follows:

Billing History

Record Details

Record ID:

Record Type:

Record Status:
Orders "to be paid" are not active unpaid services.
Payments "to be paid" are expected automatic payments.

Record Pay Method:

Associated Records: Tick for displaying records associated to found ones
(eg. payments for orders)

Order Item Details

Item Type:

Item SKU:

Item Name: eg. domain if type is domain reg

Time Frame

From date:

To date:

Ref #	Date	Description	Costs	Payments
			<i>Balance (21 July 2004):</i>	\$0.00
No records found				

3. Registrant / Client details

(a) Create new registrant / client

You may create or enter a new client into the system

(b) List

You may list your clients.

(c) Search

You may conduct searches on clients in multiple registries and be provided with information such as client details and domain name expiry dates.

4. Domain names and domain renewal

(a) List

A list of all the domain names under your control.

(b) Renewal

You may renew a client's domain name for the time period of your choice.

(i) Domain renewal reminders messages

The WebAddress system allows you to create automated domain name renewal notices to your clients advising them they need to renew their domain name at various periods in advance of the expiry date. There is an example of the template below. You may create renewal notices at different intervals.

New Reminder

From Address

Admin: demo@user.co ▾

Number of days before domain expire

30

Subject

Domain renewal reminder for {DOMAIN}

Message

```
Hello {ORGANIZATION}

Your domain name {DOMAIN} expires on {EXP_DATE}
and is now due for renewal.

In order to renew the domain name please login to your
client
area at https://secure.administer.co.nz/webaddress/clients/

As a reminder, your login details are:
Login: {LOGIN}
Password: {PASSWORD}

Should you have any queries please contact us.

Best Regards
```

Tick here if you want to receive a sample reminder to your email

Cancel Create reminder

(c) Search

You have the ability to search for individual domain names, renewal dates and other details.

5. Communication with your Clients

(a) Post a message / announcement

Members have the ability to send notices and messages to targeted clients from the Members area.

Post a message / announcement

Target Groups

Please choose a target group

- All clients
- Custom:

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> .NZ holders | <input type="checkbox"/> .AU holders |
| <input type="checkbox"/> .COM, .NET, .ORG holders | <input type="checkbox"/> .UK holders |
| <input type="checkbox"/> .BIZ holders | <input type="checkbox"/> .ZA holders |
| <input type="checkbox"/> .INFO holders | <input type="checkbox"/> .CA holders |

Contact Type

Please choose the type of contact you are making the announcement to:

- Organization Contact
- Administrative Contact
- Technical Contact

Note:

when sending announcements to "all clients" group *client* contact details used however
when sending announcements to custom group *domain* contact details used

From Address

Please choose an address the announcement is to be sent from

Please choose a target group

- All clients
- Custom:

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> .NZ holders | <input type="checkbox"/> .AU holders |
| <input type="checkbox"/> .COM, .NET, .ORG holders | <input type="checkbox"/> .UK holders |
| <input type="checkbox"/> .BIZ holders | <input type="checkbox"/> .ZA holders |
| <input type="checkbox"/> .INFO holders | <input type="checkbox"/> .CA holders |

Contact Type

Please choose the type of contact you are making the announcement to:

- Organization Contact
- Administrative Contact
- Technical Contact

Note:

when sending announcements to "all clients" group *client* contact details used however
when sending announcements to custom group *domain* contact details used

From Address

Please choose an address the announcement is to be sent from

or type email address below

Subject

Please enter announcement subject

Message

Message

Enter announcement text here:

Templates

These templates can be used in your messages:

{LOGIN}	Client Login
{PASSWORD}	Client Password
{TITLE}	Client Title
{FIRST_NAME}	Client First Name
{LAST_NAME}	Client Last Name
{ORGANIZATION}	Client Organization
{DOMAIN_NAMES}	List of Client Domains

21 July 2004

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6. Domain Registration, Transfer and Orders in Progress

Domain name registration by your clients should, in order to minimise data entry, take place through your web site. However domain names can be registered manually through the Members Area.

(a) Register domain

The domain name registration process registers a domain name and includes it in your client records.

(b) Transfer domain

The domain name transfer process transfers a domain name from another Registrar and includes it in your client records.

(c) Order in progress

Shows the status of orders made.

7. Billing Module

The billing module allows you to undertake all of your billing of your clients online. Features include being able to enter prices for services provided to clients, creating invoices, editing invoices and sending invoices as well as advanced search functionality.

8. DNS Services

(a) Edit MX, A, domain redirection

Domain name management services including the ability to change dns name servers, zone file edit including a, www and mx records, and redirect a domain name to a different web page.

(b) Install customized registration "holder" page

Each domain name that is registered or transferred can be “parked” to a customized domain name holding page (for domain names that do not have web hosting).

Client management of their own domain names

Your clients are able to manage their own domain names online through the Client Domain Management Console.

The intended address for clients to access the Client Console is at the non branded address: <https://secure.administer.co.nz/webaddress/clients/>. However, this address could be easily masked and accessed at, for example, <http://yourisp.co.nz/domains/>

The functionality available to clients is essentially an abbreviated form of the functionality available to Members.

The services include:

1. Client details

Clients are able to edit and update their details.

2. Domain names and domain renewal

Clients are able to view their domain names and renew domain names.

3. Register domain

Register a domain name.

4. Transfer domain

Transfer a domain name to their account.

5. Domain name services

Edit domain name MX record, A record, and create domain name redirection to another web site. The services above can be removed should a Member not wish to provide a specific service to their clients.

The domain name registration process on your web site

WebAddress has a domain name registration and transfer process that can be customized and installed on a Member’s web site. The process links directly into the WebAddress system.

Should your web site currently have a domain name registration process, and you wish to retain it, it is possible to integrate it with the WebAddress system. We are able to provide the programming assistance necessary in order to achieve that change.

The decision as to how you proceed is usually related to how you bill your clients.

In the event you wish to totally automate the process and collect payment for domain name registration from your client via credit card at the time the domain name(s) is registered, it is reasonably simple to utilize a payment gateway. We have our own payment gateway that interacts with the Bank of New Zealand’s BNZ Buyline system.

Should you choose to utilize this payment gateway, WebAddress would need to apply for a merchant account with the BNZ. We would then load you onto our system in order to utilise our payment gateway. It would take no longer than one week to submit an application and have the payment gateway live.

In conjunction with any automated domain name registration and payment process, an invoice could be emailed back to your client detailing the transaction.

Membership and domain name costs

To become a WebAddress member, there is a refundable application fee of \$50+GST.

There is also a minimum monthly account fee of \$50+GST. If you register or renew at least two domain names in that month the fee will not apply. The purpose of the minimum monthly fee is to assist in ensuring only serious members apply.

We are flexible enough to be able to negotiate prices with each Member on a domain name type by domain name type basis.

Our pricing structure varies depending upon the number of domain names involved. The standard rate for a .nz or .com domain name is \$29+GST.

Managing the Transfer of .nz domain names

The transfer of domain names from existing systems and into your control is a process requiring careful planning.

There are two different processes that you may follow. The process that you follow is dependent up your .nz Provider status.

Should you presently be a .nz Provider, and bill your clients directly for domain name registration and renewal you will need to complete the InternetNZ DNA1 form.

Should you presently be a .nz Provider, however Domainz bills your clients directly for domain name registration and renewal you will need to complete the InternetNZ DNA2 form.

Should you not be a .nz Provider, you will be able to transfer domain names using InternetNZ DNA2 or the UDAI for each domain name.

Benefits of WebAddress

The major benefits of utilising WebAddress as your .nz domain name registrar are:

1. WebAddress System Architecture and Software

Our systems and servers are located in a purpose built data centre. Our system architecture is very robust offering reliability and high performance. Our servers operate on the Linux, Debian operating platform. Our servers are mirrored. Each server has a Raid 5 hard drive configuration. Data is backed up daily.

The WebAddress domain name system has been the subject of considerable research and development. The system is very well designed and highly automated. The management of clients and their domain names using the system is simple through the Member Domain Name Management Console and the Client Domain Name Management Console. The system is easy to use.

The management of your clients will require minimal staff resources, resulting in significant savings. The use of the system should result in a very high quality of service to

your clients. In addition, your clients have the ability to manage their own domain names, which further reduces the staff resources you require.

2. Costs

The WebAddress domain name registration and renewal costs are very low.

3. Service and Flexibility

WebAddress is very customer orientated. Our system has been designed so as to be customizable for each Member. The system can be altered to meet the needs of an individual Member.

4. Domain name business only

WebAddress just provides domain names. We don't provide web hosting and email services, and so we don't compete you.