

OmniBill



Data Intelligence Center



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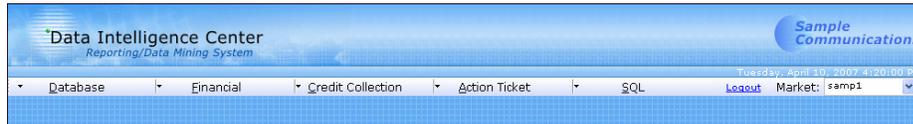


Data Intelligence Center Overview

The **DATA INTELLIGENCE CENTER** includes report profiles that produce content-specific reports based on data from your OmniBill database. This reporting module is programmed using Microsoft's SQL Server Reporting services. Most reports allow the user to select specific fields, criteria to filter data as well as sort and group the output for organized presentation.

All reports are **MARKET** specific. If you have multiple markets, reports need to be run for each **MARKET** established in your database. Although the **DATA INTELLIGENCE CENTER** houses the majority of reports, it is *not* the only area of OmniBill where reports can be created. Reports can also be created in **SALES PROFILES, CARRIER PROVISIONING, ACTION TICKETING,, SYSTEM UTILITIES, and OMNICARE** modules.

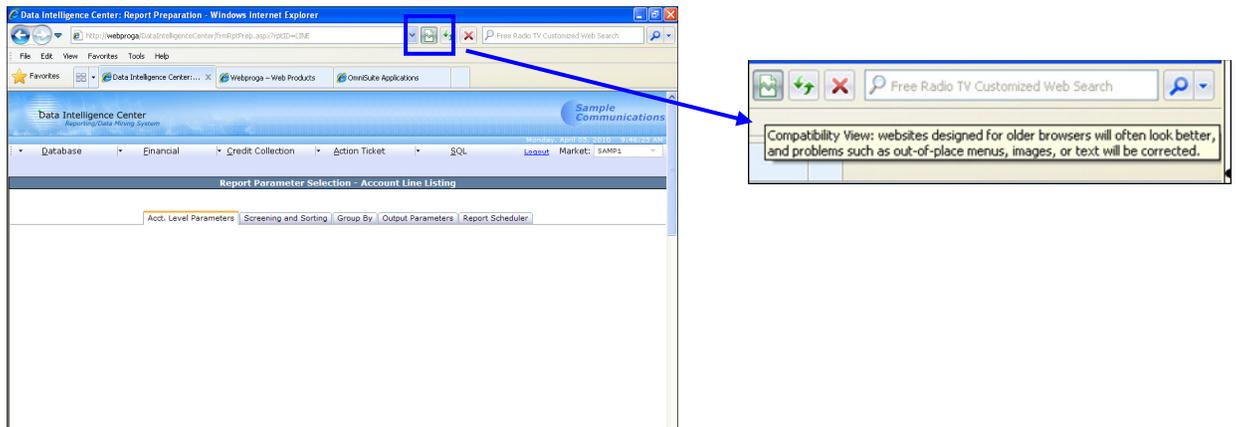
The Data Intelligence Center is divided into five sections that describe the type of report produced. The types of reports include Database, Financial, Credit/Collection and Action Ticket reports. The SQL option can be used for simple queries.



SECTION 1 describes how to use the Report Center; **SECTION 2** describes the individual reports.

NOTES:

- If you click on a report and the **ACCT LEVEL PARAMETERS** tab does not display the reports available fields, please click the **COMPATIBILITY** button.



- Progress of the report as well as error messages display at the top of the page. If the report produces an error please copy and paste the contents of the entire error message in an email and send to OMNIBILL@profitecinc.com. Along with the error message, please state the parameters of the requested report.





Section 1

The **REPORT PARAMETER SELECTION** screen can displays up to six tabs; the availability depends on the report selected.

- Account Level Parameters
- Screening and Sorting
- Report Specific-Parms
- Group By
- Output Parameters
- Report Scheduler



NOTE: The availability of tabs and options within each tab are based on the report selected.

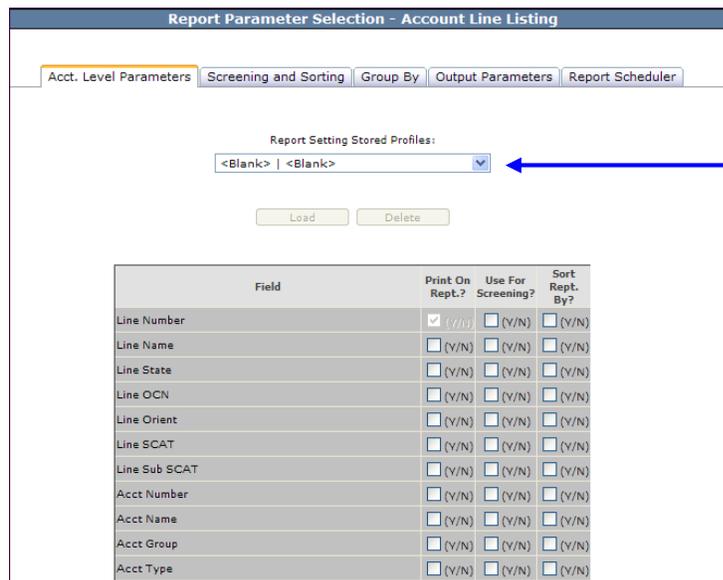
Report Options

ACCOUNT LEVEL PARAMETERS

When available, the **ACCOUNT LEVEL PARAMETERS** tab controls *what* information is presented in a report and *how* it is presented. The first column is labeled **FIELD** and contains all the values that can appear on the report. The available fields vary depending on the the report type selected. Each **FIELD** has three corresponding columns, represented by a the letter (Y/N)

- **PRINT ON REPORT?**
- **USE FOR SCREENING?**
- **SORT REPT. BY?**

Selecting a field's checkbox in any one of the three columns indicates to the system that you want that information printed, used for screening and/or sorted. Below is an example of a **REPORT PARAMETER SELECTION** screen for the Account Line Listing Report.



Used to select previously saved report profiles.

Function described later in this document.



PRINT ON REPORT

Clicking a field’s checkbox prints the requested field.

USE FOR SCREENING

The **USE FOR SCREENING** column is used when you want to report on a specific item within the field selected. *For Example:* If you screen on Line Channel, you can select individual channels you want to report on instead of reporting on *all* channels. Items selected in this column, display in the **SCREENING AND SORTING** tab where you make your screening selection.

SORT REPORT BY

The **SORT REPORT** column is used when you want to sort the report on a specific item within the field selected. Items selected in this column, display in the **SCREENING AND SORTING** tab.

REPORT SETTING STORED PROFILES

The **REPORT SETTING STORED PROFILES** drop down list is used to select previously saved report profiles.

The **REPORT SETTING STORED PROFILES** option is only available on the following reports:

- | <i>Database Reports</i> | <i>Financial Reports</i> | <i>IOU Reports</i> |
|----------------------------|--------------------------------|-----------------------------|
| • Account Contracts | • Line Feature Listing | • Account Aging |
| • Account Line Listing | • Account Deposits | • Account Credit Limit |
| • Account Notepad | • Account Transactions | • Suspended Account Listing |
| • Account Recurring Items | • Open Invoice Account Summary | |
| • Customer Account Listing | • Open Invoice Service Detail | |
| • Line Equipment | • Open Invoice Usage Detail | |

This option is also available for the Action Ticket Report - Detail Reporting Engine.

Refer to the section *“Report Setting Stored Profiles”* for details on creating stored report settings.

REPORT SETTING STORED PROFILES

The **REPORT SETTING STORED PROFILES** option found in the **ACCT LEVEL PARAMETERS** tab and is used to select saved report profiles. Report parameter selections are saved by using the **STORE REPORT SETTINGS PROFILE** option found in the **OUTPUT PARAMETERS** tab.

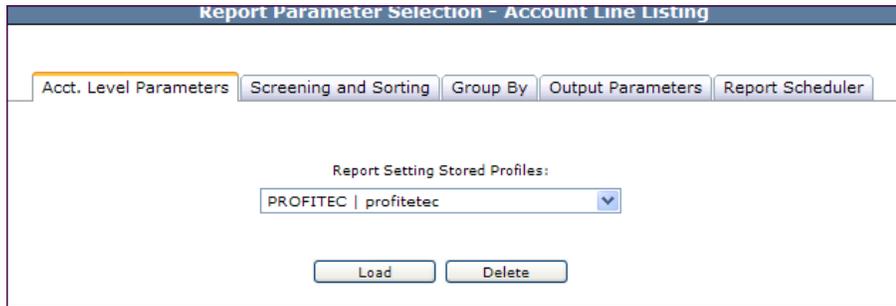
Refer to the section *“Store Report Settings Profile”* for details on saving report profiles. Once a report profile is saved, the stored profile is selected from the **REPORT SETTING STORED PROFILES** drop down list.



SELECTING STORED REPORT PROFILES

Action	Description
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1. Select a profile from the **REPORT SETTING STORED PROFILES** drop down list.



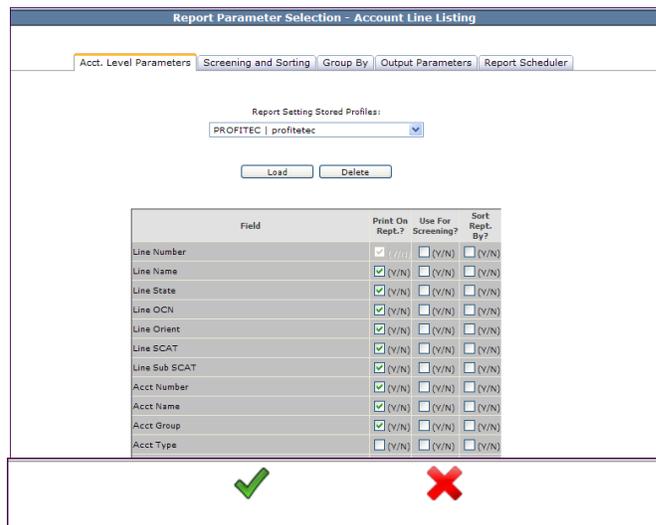
Once the stored profile is selected, two buttons display: **LOAD** and **DELETE**.

LOADING STORED REPORT PROFILES

The **LOAD** button is used to load the stored values found in the selected report setting profile.

2. Click **LOAD** to replaces default values in the report with the values selected and saved in the stored report profile.

Once the load process is completed, the current values are replaced with stored values found in the profile.



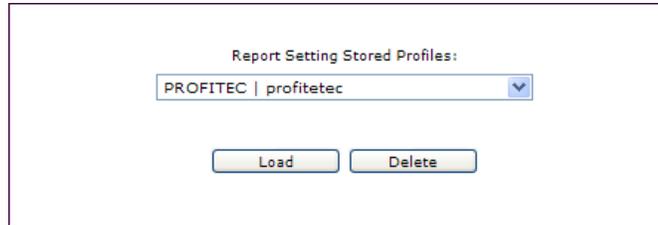
NOTE: After the stored values have been loaded, changes can be made to settings in the Account Level Parameters, Screening and Sorting, Group by, and the Output Parameters tab if needed.

3. Click the green **CHECKMARK** to run the report.

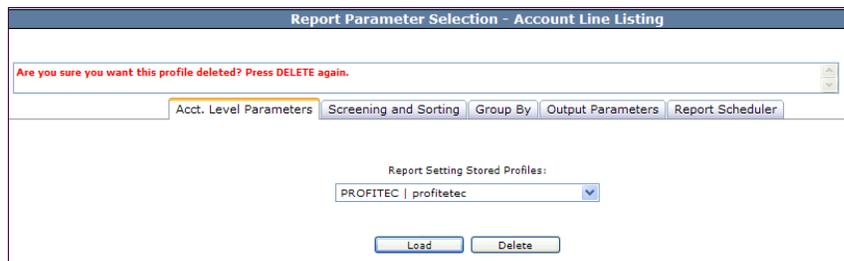
DELETING A STORED PROFILE

The **DELETE** button is used to delete any **STORED REPORT PROFILES**. Only users with **MASTER RIGHTS** can delete stored report profiles.

1. Select the stored report profile from the **REPORT SETTING STORED PROFILES** drop down list.



2. Click the **DELETE** button. The message displays at the top of the screen.





SCREENING AND SORTING

The **SCREENING AND SORTING** tab is used to select specific records to display in your report and select the sort order of those records.

SCREENING AND SORTING TAB

ACCOUNT LEVEL PARAMETERS TAB

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Line Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)
Line Name	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)
Line State	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)
Line OCN	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)
Line Orient	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)	<input type="checkbox"/> (N/N)
Line SCAT	<input checked="" type="checkbox"/> (Y/N)	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (N/N)

SCREENING - The **SCREENING AND SORTING** tab is used to filter and sort the data results. If a field(s) is flagged Y/N for **SCREENING** has been turned on in the **ACCOUNT LEVEL PARAMETERS** tab, the type of the system will ask what screening method you wish to use on those fields as defined in the **SCREENING AND SORTING** tab.

Depending on the data type of the field, the screening methods can be based on **ALL VALUES** (default), a **RANGE** (example: date ranges) or **SELECTED VALUES**

The below example shows a report that will screen on **LINE SCAT** using **SELECTED VALUES** of **CA | Cable** and **DS | Digital Subscriber Line**.

LINE SCAT

SELECTED VALUES

NOTE: Hold down the CTRL Key and click to highlight more than one selection.



SORTING

If fields have been set to Y/N for sorting in **ACCOUNT LEVEL PARAMETERS**, the **SCREENING AND SORTING** tab is where the sort order of those fields is decided. The maximum number of fields allowed in a sort order is 10.

Account Level Parameters tab

Field	Print On Repl.?	Use For Screening?	Sort Repl. By?
Line Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line OCN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line Orient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line SCAT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Line Sub SCAT	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

-- Sorting Fields --

Line Sub SCAT	1	SORT ORDER
Line SCAT	2	

Click on any item above to move it to the bottom of the Sort Order list.

-- Top Level Control Break --

Break for Totals on Line Sub SCAT

And Page Break ?

If the **BREAK FOR TOTALS ON** option is selected, the report displays a line break separating the output among the first field selected.

When selecting **BREAK FOR TOTALS ON**, the **AND PAGE BREAK?** option becomes available.

If selected, a page break separates the data instead of a space. If the **AND PAGE BREAK?** option was selected in the above example, the data for Line Channel ABC would begin at the very top of the next page.

SORTING FIELDS –The fields where sorting has been turned on will also be displayed. To change the sort order, the user can click an item to move it to the bottom of the sort order grid.



GROUP BY

The **GROUP BY** tab allows you to establish a grouping order for the report. The available fields listed for grouping are dependent on the report being run.

An **ACCOUNT LINE LISTING** report with the parameters set below will generate a report grouped by **ACCOUNT NUMBER**. Each **GROUP** selected page breaks and provides a sub-total on the report.

The screenshot shows a software window titled "Report Parameter Selection - Account Line Listing". It has five tabs: "Acct. Level Parameters", "Screening and Sorting", "Group By", "Output Parameters", and "Report Scheduler". The "Group By" tab is active. On the left, there is a scrollable list of fields including "Line State", "Line OCN", "Line Orient", "Line SCAT", "Line Sub SCAT", "Acct Group", "Acct Type", "Acct Orient", "Acct State", "Acct Cycle Set", "Acct Affil", "Acct CSR", "Acct Master Channel", "Acct Treatment", "Account Location Address 1", "Account Location Address 2", "Account Location Apt Room#", "Account Location Building", "Account Location Hall", "Account Location Box#", "Account Location City", "Account Location State", "Account Location Zipcode", "Account Location Borough", "Account Location County", "Account Location Country", "Account Location Contact Name", "Account Location Contact Phone", "Account Location Contact Extn", "Account Location Fax", "Account Location Email", and "Line Channel". On the right, a box labeled "Acct Number" contains the selected field. Below the lists, there are two instructions: "Order of selection from this list will determine grouping order on report." and "Each Group Field selected will provide a sub-total on the report. Click Group Field to remove an item."



REPORT SPECIFIC PARMS

Based on the report selected, a **REPORT SPECIFIC PARMS** tab may display as seen in the below screen print, which is based on the Open Invoice: Consolidated Summary report. On this specific report, the Account Level Parameters and Screening and Sorting tabs do not display.

Report Parameter Selection - Open Invoice:Consolidated Summary

Report Specific-Parms | Group By | Output Parameters | Report Scheduler

Open Invoice:Consolidated Summary
Options

Use Perm Tables

Cycle Set:
100

All	All
AC Authorization Code	06/30/2010
AL Account Level	05/31/2010
BR Broadband	04/30/2010
CA Cable	03/31/2010
CB Callback	02/28/2010
CF Teleconferencing	01/31/2010
DS Digital Subscriber Line	12/31/2009
EA Equipment/Accessory	11/30/2009

✓ ✗

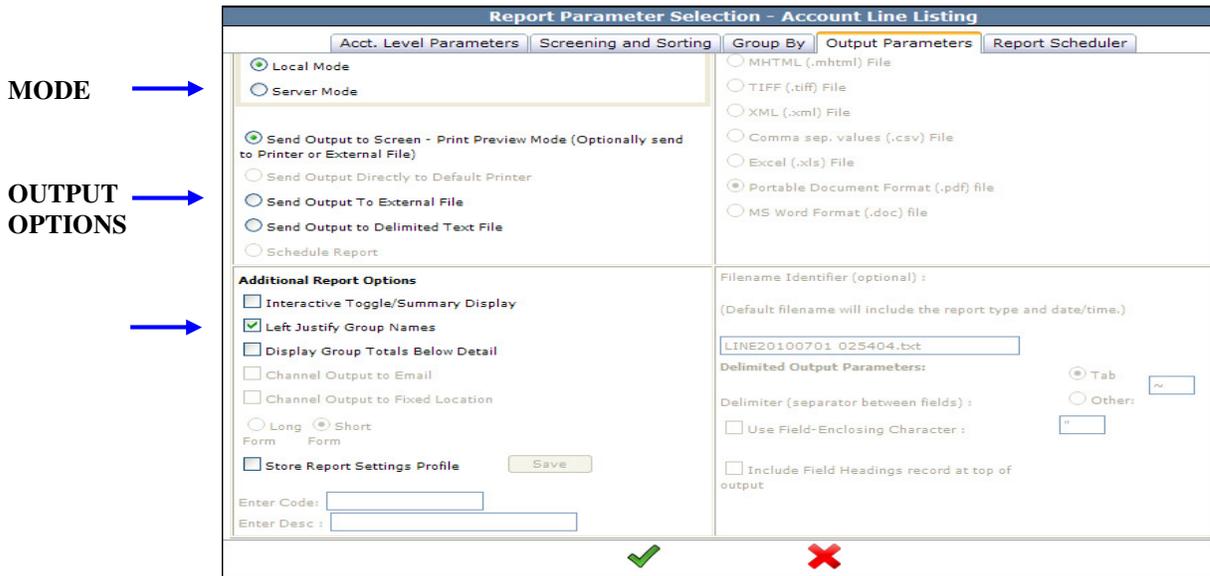
The Report Specific-Parms tab entries vary based on the report selected and will be reviewed in the section on individual reports.

OUTPUT PARAMETERS

The **OUTPUT PARAMETERS** tab is used to select your output options. The system defaults to:

- Local Mode
- Send Output to Screen – Print preview Mode
- Left Justify Group Names

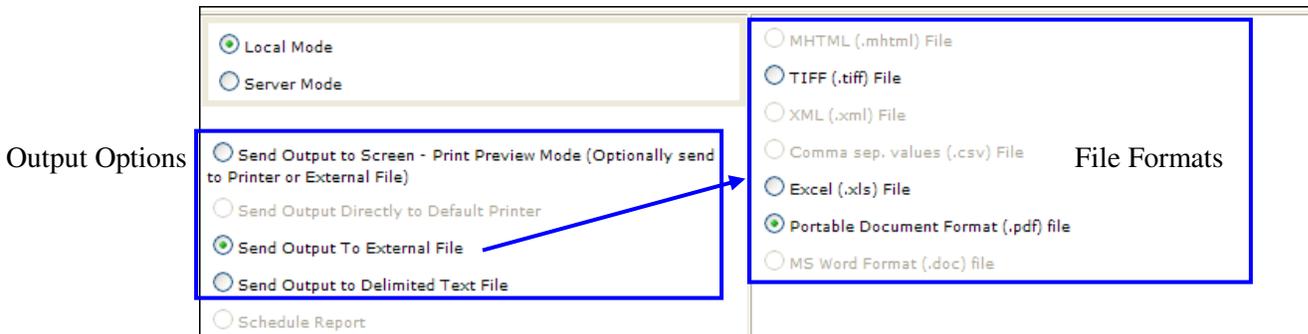
Fields are enabled based on the Mode selection, Output selection as well as the report you are running



MODE - LOCAL OR SERVER

Your selection determines where your reports are run and the available output options. **LOCAL MODE** is selected by default; should be used if your company has not setup a 64 bit SQL 2008 Reporting Services and uses the least amount of server overhead. The output differences between the two options are listed below:

- **LOCAL MODE** selected:
 - Three Output Options are available.
 - Three file formats are available when the Send Output to External File is selected.





SERVER MODE selected:

- Five Output Options are available.
- Seven files formats are available when the Send Output to External File is selected.

SERVER MODE is only available if you have SQL 8 REPORTING SERVICES installed.

OUTPUT OPTIONS

OUTPUT OPTIONS

SEND OUTPUT TO SCREEN – PRINT PREVIEW MODE (LOCAL AND SERVER MODE)

When the SEND OUTPUT TO SCREEN is selected, the report automatically displays.

Line Number	Line Name	Line State	Line OCN	Line Orient	Line SCAT	Line Sub SCAT	Acct Number	Acct Name	Acc
000.000.000.107	Name	CT	9147	Residence	IN	LD	10000283375	May Bay 2nd	SA
000.000.000.124	Name	CT	9147	Residence	IN	LD	10000284932	May Bay 2nd Try	SA
000.000.000.128	test	CT	916C	Residence	IN	LD	10000284586	May Bay	SA
00000000		CT	9147	Business	IT	LD	10000000174	ACME	SA
00000000		CT	9147	Business	UT	LD	10000000174	Incorporated	SA
00000000		CT	9147	Business	BR	LD	10000000174	Incorporated	SA
								ACME	SA
								Terminated	SA

Follow the steps below to export or print the results.



- **SEND TO PRINTER**

Click the **PRINTER** button to print the report directly to the printer.



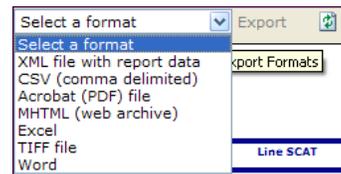
- **EXPORT OPTIONS**

1. **SELECT A FORMAT** by clicking the drop down arrow to view output options.
2. Click **EXPORT**.

When **LOCAL MODE** is selected, **EXCEL** and **ACROBAT (PDF) FILE** are the only output options available.



When **SERVER MODE** is selected, the following output options are available.



The following message displays.

1. Click **OPEN** to open the file in the format selected.
2. Click **SAVE** to save the file to a location of your choice.



SEND OUTPUT DIRECTLY TO DEFAULT PRINTER (SERVER MODE ONLY)

Selecting Send Output Directly to Default Printer sends your output to your attached printer.

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file

SEND OUTPUT TO EXTERNAL FILE (LOCAL AND SERVER MODE)

Selecting **SEND OUTPUT TO EXTERNAL FILE** enables the export section of the screen where you can select the type of file format you want to create.

If **SERVER MODE** is selected the following export options are as available:

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file

If **LOCAL MODE** is selected the following export options are as available:

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file



SEND OUTPUT TO DELIMITED TEXT FILE (LOCAL AND SERVER MODE)

Selecting the **SEND OUTPUT TO DELIMITED TEXT FILE** option export section of the screen where you can select the type of file format you want to create. This option is report specific.

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

Additional Report Options

Interactive Toggle/Summary Display
 Left Justify Group Names
 Display Group Totals Below Detail
 Channel Output to Email
 Channel Output to Fixed Location

Long Form
 Short Form

Store Report Settings Profile

Enter Code:

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file

Filename Identifier (optional) :
(Default filename will include the report type and date/time.)

Delimited Output Parameters:

Delimiter (separator between fields) : Tab
 Other:

Use Field-Enclosing Character :

Include Field Headings record at top of output

LONG AND SHORT FORM

The **LONG FORM** and **SHORT FORM** options are only enabled for two reports:

- The Channel Commission Analysis Report and only if the **SEND OUTPUT TO DELIMITED TEXT FILE** is select.
- For the Aging Report.



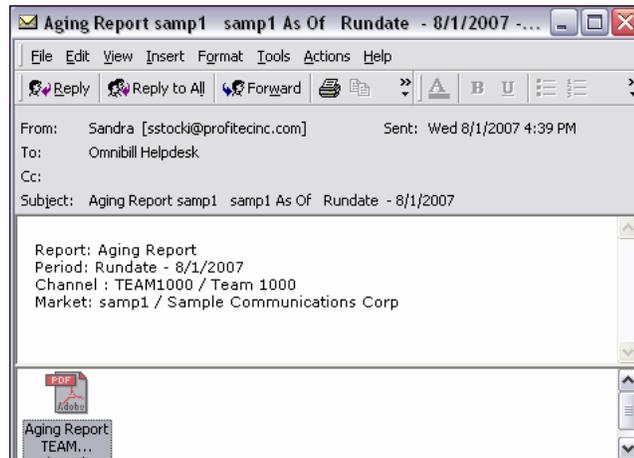
CHANNEL OUTPUT (AVAILABLE IN SERVER MODE ONLY)

The **CHANNEL OUTPUT** options (to Email and to Fixed Location) are used to send email to channels with reports attached or store reports on a fixed location. These options are available when **SERVER MODE** is selected for the **FOLLOWING REPORTS** only:

- Account Aging
- Billing Account Summary
- Channel Commission Analysis
- Channel Cycle Commission Analysis
- Commission Processing Reporting (Query mode only)
- Line Status Analysis (when Break By Channel is selected)
- Account Invoice Remittance Analysis (when Break By Channel is selected)
- Dunning Event Calendar
 - Call Events
 - Advice Events
 - Letter Events (Analysis Report only)

An email address and a Channel File Path (network path) must be specified on the **CHANNEL PROFILE** in order for this option to be enabled.

When you click **OK** to generate the report, the email is sent to the channels email address. Below is an Email example sent to one of the members in the **TEAM1000** structure.



FROM: NAME OF THE INDIVIDUAL SENDING THE EMAILS
TO: NAME OF CHANNEL RECEIVING REPORT
CC: NONE
SUBJECT: REPORT NAME, MARKET ID, AND RUN DATE
(I.E., AGING REPORT SAMP1- SAMP1 AS OF RUN DATE - 07/15/2004)

A **CHANNEL** who is a member of one or more **STRUCTURES** may receive multiple emails. The reports are sent as a PDF file.



SCHEDULE REPORT

The **SCHEDULE REPORT** function is used to run reports at a scheduled time. Each report includes this option. When selected, the **REPORT SCHEDULER** tab becomes available, which is used to setup your report schedules. In order to create additional schedules the **SERVER MODE** must be selected.

Report Scheduler tab can be used to list current schedules without the Schedule Report option selected.

For additional information, refer to the **REPORT SCHEDULER** section later in this document.

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file



STORE REPORT SETTINGS PROFILE (LOCAL AND SERVER MODE)

The **STORE REPORT SETTINGS PROFILE** option is used to save parameter selections made in Acct. Level Parameters, Screening and Sorting, Report-Specific Parm, and Output Parameters tabs.

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

Additional Report Options

Interactive Toggle/Summary Display
 Left Justify Group Names
 Display Group Totals Below Detail
 Channel Output to Email
 Channel Output to Fixed Location

Long Form Short Form

Store Report Settings Profile **Save**

Enter Code:
 Enter Desc:

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file

Filename Identifier (optional) :
 (Default filename will include the report type and date/time.)

Delimited Output Parameters: Tab
 Other:

Delimiter (separator between fields) :
 Use Field-Enclosing Character :
 Include Field Headings record at top of output

✔ ✘

The **REPORT SETTING STORED PROFILES** option is available on the following reports only:

- | <i>Database Reports</i> | <i>Financial Reports</i> | <i>IOU Reports</i> |
|----------------------------|--------------------------------|-----------------------------|
| • Account Contracts | • Line Feature Listing | • Account Aging |
| • Account Line Listing | • Account Deposits | • Account Credit Limit |
| • Account Notepad | • Account Transactions | • Suspended Account Listing |
| • Account Recurring Items | • Open Invoice Account Summary | <i>Action Tickets</i> |
| • Customer Account Listing | • Open Invoice Service Detail | • Detail Reporting |
| • Line Equipment | • Open Invoice Usage Detail | |



SAVING REPORT PARAMETERS

Action	Description
--------	-------------

1. Check the **STORE REPORT SETTINGS PROFILE** option. A **SAVE** button and two additional fields display: **ENTER CODE** and **ENTER DESC**.

2. Enter a code in the **ENTER CODE. (10 CHAR MAX)** field. The **CODE** is used to identify the report profile you are saving. The **CODE** can be alphanumeric and a maximum of 10 characters
3. Enter a description in the **ENTER DESC (50 CHAR MAX)** field. The **DESCRIPTION** is used to further identify the report settings saved in the profile. The **DESCRIPTION** can be alphanumeric and a maximum of 50 characters.

NOTE: The **CODE** and **DESCRIPTION** are both required fields, if they are left blank and you attempt to save the report profile the following message displays:

- Enter the missing code or description.

4. Click **SAVE** to save the report profile. A message displays indicating the report profile was saved successfully.



Action	Description
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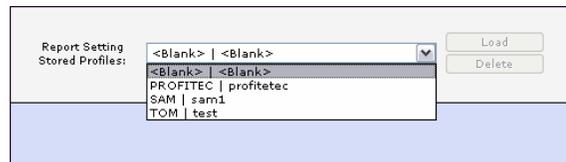
The **OUTPUT PARAMETERS** tab displays with the saved Report Profile Code and Description. Once the profile has been saved, the user has a few options:

- Click the **GREEN CHECKMARK** to run the report.
- Click **RED X** to exit the Report Parameter Selection screen.
- Create additional Report Settings Profiles by making changes in the Acct. Level Parameters, Screening and Sorting, Report-Specific Parm, and Output Parameters tab.

NOTE: Additional settings cannot be saved to an existing profile. A message displays if a code exists.



Report profiles that have been saved appear in the **REPORT SETTING STORED PROFILES** drop down list in the **ACCT LEVEL PARAMETERS** tab.





ADDITIONAL REPORT OPTIONS

THREE ADDITIONAL OPTIONS located at the bottom of the OUTPUT tab determines how the report is laid out.

1. **LEFT JUSTIFY GROUP NAMES** is selected by default. This option does exactly what it says; the report group titles are left justified.

Additional Report Options

Interactive Toggle/Summary Display

Left Justify Group Names

Display Group Totals Below Detail

2. Selecting the **INTERACTIVE TOGGLE** checkbox displays data grouped by Market as well as any additional groups defined in your report settings. To view data on the report you click the **PLUS** sign next to the group.

To view data by groups:

- Click the **INTERACTIVE TOGGLE** checkbox; run the report. Your report displays totals by Market.

Run Time: 4/12/2007 12:00:37 PM Customer Account Report

Market	Account Type	Account Number	Account Name	Account Master Channel	Account Activation Date
+	sample	28			

- To view information, click on the **PLUS** sign next to your **MARKET ID**. Additional groups with **PLUS** signs may display based on the field options selected within your report.

- Continue clicking the **PLUS** signs to drill down to the data.

Run Time: 4/12/2007 11:58:30 AM Customer Account Report

Market	Account Type	Account Number	Account Name	Account Master Channel	Account Activation Date
+	Market - sample	28			
	+	Account Type -	3		
	+	Account Type - OTH	2		
	+	Account Type - SPC	2		
	+	Account Type - STD	21		

NOTE: The **LEFT JUSTIFY GROUP NAMES** option is used to display the **GROUP NAMES** to the left margin in the report. If the **LEFT JUSTIFY GROUP NAMES** checkbox is unchecked, each group name is indented to the right.

Run Time: 4/12/2007 11:57:07 AM Customer Account Report

Market	Account Type	Account Number	Account Name	Account Master Channel	Account Activation Date
+	sample	28			
	+		3		
	+	OTH	2		
	+	SPC	2		
	+	STD	21		

3. Selecting **DISPLAY GROUP TOTALS BELOW DETAIL** displays totals below your detail on the report instead of before the detail. The default group total displays at the top of each section.

REPORT SCHEDULER

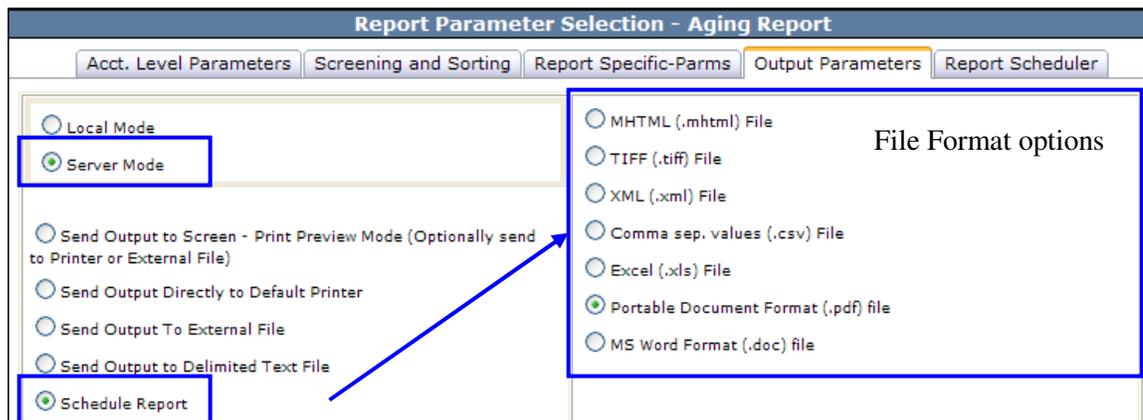
The **REPORT SCHEDULER** tab is used to delay report generation to a future date and time. In order to schedule a report to run in the future, you must select two options on the **OUTPUT PARAMETERS** tab:

1. Server Mode
2. Schedule Report

CREATING A SCHEDULED JOB

Action	Description
--------	-------------

1. Select **SERVER MODE, SCHEDULE REPORT** and your desired output option from the Output Parameters tab.



Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Output Parameters** | Report Scheduler

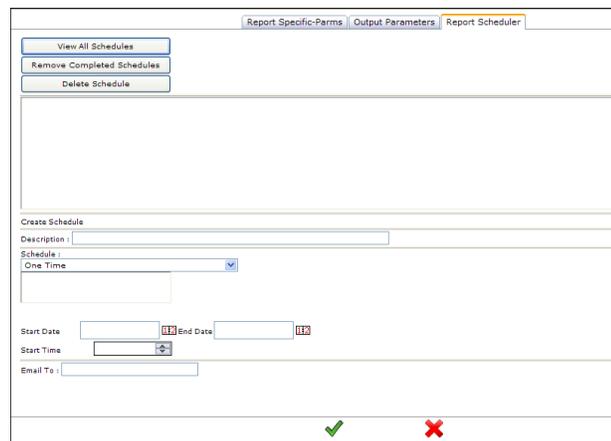
Local Mode
 Server Mode

Send Output to Screen - Print Preview Mode (Optionally send to Printer or External File)
 Send Output Directly to Default Printer
 Send Output To External File
 Send Output to Delimited Text File
 Schedule Report

MHTML (.mhtml) File
 TIFF (.tiff) File
 XML (.xml) File
 Comma sep. values (.csv) File
 Excel (.xls) File
 Portable Document Format (.pdf) file
 MS Word Format (.doc) file

File Format options

2. Click the **REPORT SCHEDULER** tab.



Report Specific-Parms | Output Parameters | **Report Scheduler**

View All Schedules
Remove Completed Schedules
Delete Schedule

Create Schedule

Description : _____

Schedule : One Time

Start Date : _____ End Date : _____

Start Time : _____

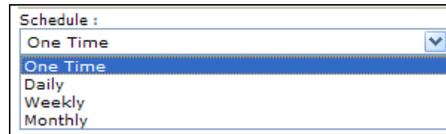
Email To : _____

✓ ✗

3. Enter a **DESCRIPTION**.

Action	Description
--------	-------------

- Select a **TIME INTERVAL** from the time drop down list. This drop down list includes the following time intervals. Select the one that describes the time interval you wish to run the report.



WEEKLY: If **WEEKLY** is selected, select the day(s) of the week you wish to have the report generated. If you wish the report to run on more than one day, hold down the control key as you click on the additional days. In the below example, the report will run on Sunday and Monday.



MONTHLY: If **Monthly** is selected, select the Month(s) you wish to have the report generated. If you wish the report to run on more than one month, hold down the control key as you click on the additional months. In the below example, the report will run in January and February.



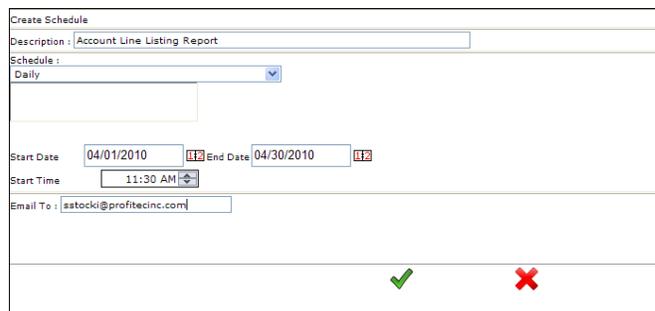
- Enter a **Start date**. This is a required field.

You must select an **END DATE** if Daily, Weekly or Monthly time intervals are selected.

- Enter a **START TIME**. If you do not select a Start Time, the report defaults to 12:00 am. You can also manually type in your start time.

EMAIL ADDRESS

EMAIL ADDRESS is not required. If you select an email address, the report will be sent to the address entered. If you do not enter an email address, the report is stored in the directory indicated in Market Profiles.





Action	Description
--------	-------------

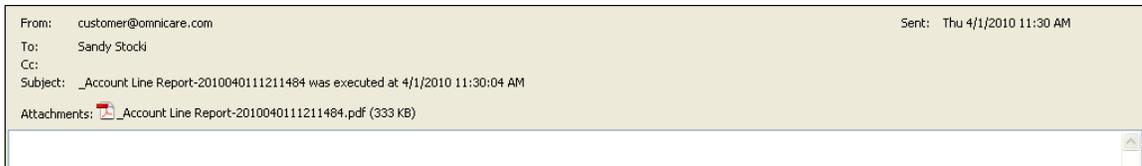
7. Click the **GREEN CHECKMARK** to schedule the job. Information displays at the top of the screen indicating the process.



The entire message below indicates the schedule was submitted with no errors.

```
Report: {0} created successfully with no warnings
SessionID after call to Render: zjdyw0yuu4xh1b55jtvted3e
Execution date and time: 4/1/2010 11:21:18 AM
Schedule Created with ID 52b2c218-617b-44f7-8c21-6ed38d3c1dd8
Report: {0} created successfully with no warnings
SessionID after call to Render: zjdyw0yuu4xh1b55jtvted3e
Execution date and time: 4/1/2010 11:21:18 AM
Schedule Created with ID 52b2c218-617b-44f7-8c21-6ed38d3c1dd8
```

When the Date and Time is reached, the above job will run and an email is sent. Below is a sample email sent to the indicated email address.

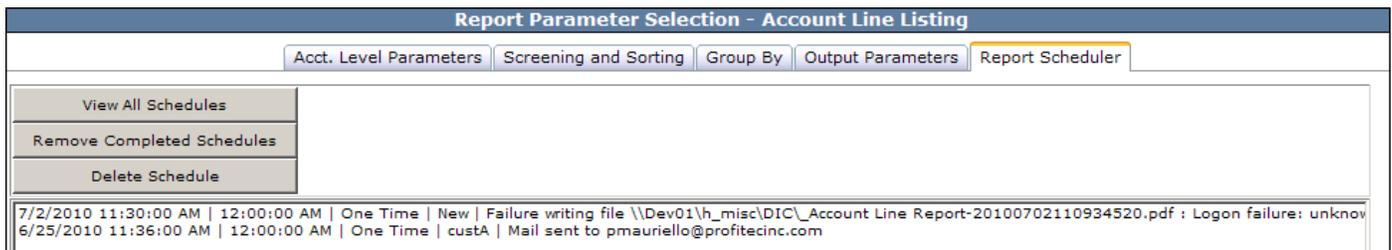




VIEWING OR DELETING EXISTING SCHEDULED JOBS



1. Click **VIEW ALL SCHEDULES** to display all submitted report schedules. You are informed as to the results of the scheduled job.



The results of the above two jobs are as follows:

- The first job failed to write to the designated folder. This error would need to be reviewed by your system administrator
 - The second job was emailed to the person indicated in the schedule.
2. Click **REMOVE COMPLETED SCHEDULES** to remove all completed jobs. One Time jobs as well as jobs that exceed their End Date are considered completed.
 3. Click **VIEW ALL SCHEDULES** to refresh your screen. The Completed One Time charge has been deleted in the example below. The job left has an End Date of 4/30/2010.



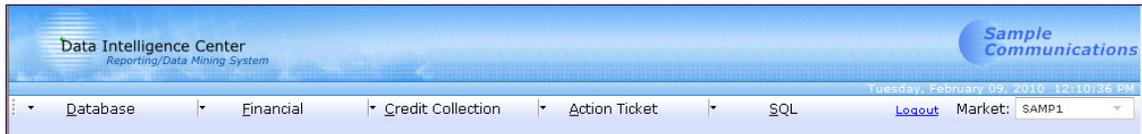
If you wish to delete additional jobs:

1. **HIGHLIGHT** the job to delete.
2. Click **DELETE SCHEDULE**. The highlighted job is removed.



Section 2

SECTION 1 describes how to use the Report Center; Section 2 describes the individual reports.



If you are looking for information from your Database, such as lines, accounts, rate plans, etc, click **DATABASE**. The list of available database reports display.

If you are looking for financial information from your Database, click **FINANCIAL**; the list of available financial reports display.

Database	Financial	Credit Collection	Action Ticket
<ul style="list-style-type: none"> Database Financial Account Contracts Account Line Listing Account Notepad Reminder Report Account Notepad Report Account Notepad Target Report Account Other Data Report Account Recurring Items Customer Account Listing Feature/USOC Rate Profiles Line Equipment Line Feature Listing Master Rate Group Information Rating Tables Rate Type List Sales Channel Information Report Switched Services TCSI Summary Usage Summary 	<ul style="list-style-type: none"> Financial Credit Collection Action Ticket Account Deposits P Account Transactions P Billed Traffic Analysis P Billing Account Summary P/T Channel Commission Analysis P Channel Cycle Commission Analysis P Channel Commission Transaction Reporting/Posting P Credit/Check Card Processing Analysis P Cycle Processing Summary P/T Cycle Rate Type Summary P Cycle Transaction Summary P/T Database/Open Invoice Audit Reports P Feat/USOC/Rate Type Billing Summary By Location P General Ledger Code Detail P General Ledger Code Summary P Line Status Analysis P Master Rate Group Analysis P Open Invoice: Account Summary P/T Open Invoice: Consolidated Summary P/T Open Invoice: Service Detail P/T Open Invoice: Service Summary P/T Open Invoice: Usage Detail P/T 	<ul style="list-style-type: none"> Credit Collection Action Ticket Account Aging Account AT Days Analysis Account Credit Limit Account Invoice Remittance Analysis Collection Reminder Report Invoice AT Days Analysis Suspended Account Listing 	<ul style="list-style-type: none"> Action Ticket Detail Reporting Engine Due Item Report Open Action Ticket Summary

If you are looking for reports based on your collection's module, click **CREDIT COLLECTION**; the list of available reports display.

If you are looking for reports based on your Action Tickets in your database, click **ACTION TICKET**; the list of available reports display.



Database Reports

Database reports extract information from various areas of the system. retrieve information that is tied directly to account data. All reports in this section are database specific; no financial information is available from this section.



ACCOUNT CONTRACTS

The ACCOUNT CONTRACTS report is a search engine report. Search Engine reports allow users the flexibility to select the content of the report based on their individual needs.

The ACCOUNT CONTRACT report is used to report on contract information that is entered for accounts.

Report Parameter Selection - Account Contracts Report

Acct. Level Parameters | Screening and Sorting | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

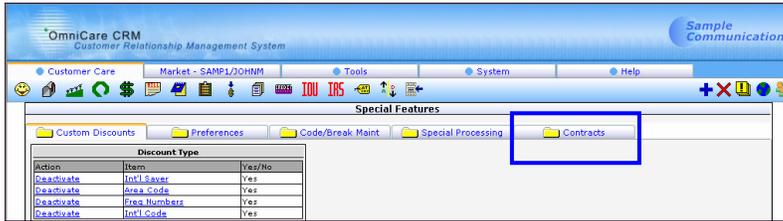
Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Con Num	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Signatory	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Signatory Title	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Description	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Start Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con End Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Term	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Assoc PO Num	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Evergreen Term	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con End Reason	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Con Note	<input type="checkbox"/> (Y/N)	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “*Report Options*” for details on each available option.



NOTES

CONTRACT information can be entered by account in OmniCare or OmniBill using the Special Features / Discounts option.



Refer to the OmniCare documentation for information on entering Contract Information for customer accounts.

Below is a sample screen print from the Contract Detail screen.

SAMPLE ACCOUNT CONTRACTS REPORT:

Run Time: 8/2/2007 11:37:57 AM

Account Contracts Report

Market: samp1
Account Group: ASA

Con Num	Con Date	Con Start Date	Account Number	Account Name	Account Type	Account Master Channel	Account Treatment Code
Market : samp1							
Account Group : ASA							
1234	//	03/23/2006	10000262096	May Bay	STD	House Channel	STNDR
ASDF654	//	03/23/2006	10000262096	May Bay	STD	House Channel	STNDR
WERWERWR	//	03/23/2006	10000262096	May Bay	STD	House Channel	STNDR



ACCOUNT LINE LISTING REPORT

The **ACCOUNT LINE LISTING** report is a search engine report. The **Account Line Listing** report can be used to report information about customer lines. The user determines the content of the report by selecting information to include.

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Line Number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line OCN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line Orient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line SCAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line Sub SCAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acct Number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acct Name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Acct Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Refer to Section I **“Report Options”** for details on each available option.

SAMPLE ACCOUNT LINE REPORT

The rate plan assigned to the line, line add date, activate date, suspend date, reinstate date, deactivate date, account address information and other information can all be reported on using the Account Line Listing report.

Run Time: 8/2/2007 11:48:26 AM Page 16 of 25

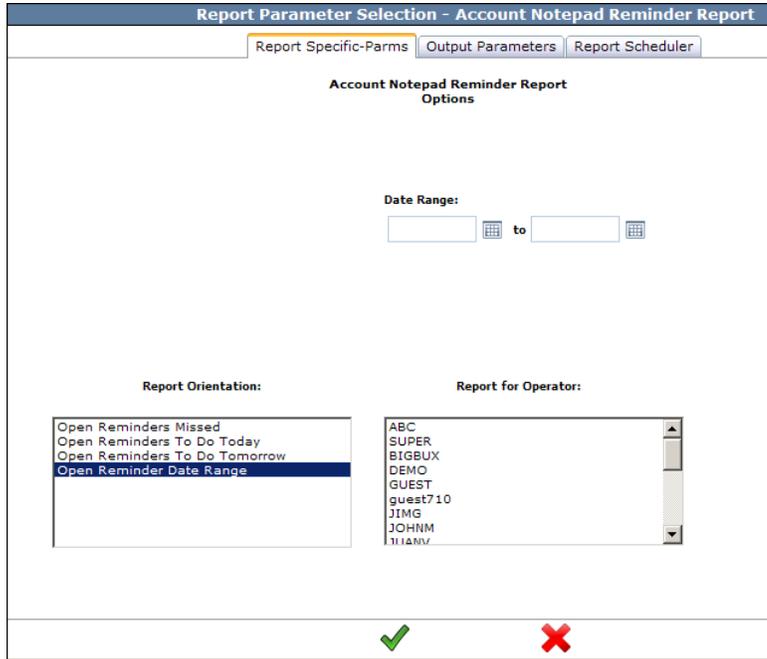
Account Line Report

Market: SAMP1
Line SCAT: OE

Line Number	Line Sub SCAT	Acct Number	Acct Name	Acct Type	Account Location Address 1	Account Location City	Account Location State	Line Channel	Line Add Date	Line Activate Date	Line Deactivate Date	Line Plan
Line SCAT : OE												
8605890000	LD	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	BILLBUX	09/26/2006	//	//	SUP55
8605891026	LD	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	TEAM1000	06/15/2006	06/15/2006	//	HOME1
8605891085	LD	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	TEAM1000	05/19/2006	05/19/2006	//	HOME1
2036798000	LD	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	TEAM1000	05/22/2006	//	//	WEBP1
2036798000	LOC	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	TEAM1000	05/22/2006	//	//	C9999
2122682655	LD	10000000174	ACME Incorporated	STD	1 BARNES PARK RD N	WALLINGFORD	CT	TEAM1000	05/06/1998	03/21/1998	//	SUP5V

ACCOUNT NOTEPAD REMINDER

The **REPORT ACCOUNT NOTEPAD REMINDER** report can be used to report on **ACCOUNT NOTEPAD** entries in *open status* that meet a specified date criteria. The **REPORT PARAMETERS SELECTION** screen has three available tabs, Report Specific Parms, Output Parameters and Report Scheduler.

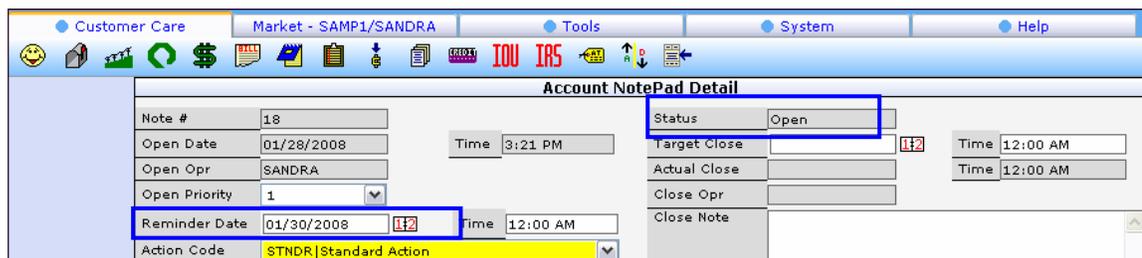


Refer to Section I “*Report Options*” for details on each available option.

- Four **TYPES OF OPEN REMINDERS** can be reported on: **MISSED** (previous day’s date), **TODAY** (current day’s date), **TOMORROW** (tomorrow’s date), or **DATE RANGE** (a specific date range).
- The **DATE RANGE** fields are enabled and used when the Date Range option is selected.
- The **REPORT FOR OPERATOR** grid is used to select the user who opened the note and set the reminder. If specific user(s) are not selected, the report runs for **ALL** users.

NOTES:

The below screen shot from OmniCare shows an Account Note with an open status and a reminder date set.





When the Account Notepad Reminder report is run the following information displays by default: **NOTE REMINDER DATE, ACCOUNT NUMBER, ACCOUNT NAME, ACCOUNT TYPE CODE, NOTE NUMBER, OPEN DATE, PRIORITY, ACTION CODE, and TARGET CLOSE DATE.**

NOTE REMINDER DATE	ACCOUNT NUMBER	ACCOUNT NAME	ACCOUNT TYPE	NOTE NUMBER	OPEN DATE	PRIORITY	ACTION CODE	TARGET CLOSE DATE
NOTE OPEN OPR : JOHN M								
31								
04/29/1998	10000000174	ACME Incorporated	STD	1	04/13/1998	3	STNDR	04/29/1998
Note Text: Please Call this customer regarding additional staff travel cards								
08/11/1999	10000000174	ACME Incorporated	STD	3	08/06/1999	0	NOLDS	08/20/1999
Note Text: test note for e-mailing things for jeannie let me know what you think.								
04/27/2005	10000000174	ACME Incorporated	STD	8	04/26/2005	0	ARTST	04/26/2005
Note Text:								

ACCOUNT NOTEPAD REPORT

The **ACCOUNT NOTEPAD REPORT** is a search engine report used to retrieve data entered in the **ACCOUNT NOTEPAD DETAIL** screen. The user determines the content of the report by selecting information to include.

The Account Notepad Report can be used to review text entered in account notes as well as report on the Action Code used within the Note field. The **NOTE ACTION CODE** can be helpful in reporting on disposition codes selected when notes are created.

Report Parameter Selection - Account Notepad Report			
Acct. Level Parameters Screening and Sorting Group By Output Parameters Report Scheduler			
Report Setting Stored Profiles:			
<input type="text" value="<Blank> <Blank>"/>			
<input type="button" value="Load"/> <input type="button" value="Delete"/>			
Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Acct Number	<input checked="" type="checkbox"/> (//)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Orient	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct State	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Cycle Set	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Affil	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct CSR	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.



ACCOUNT NOTEPAD TARGET REPORT

The **ACCOUNT NOTEPAD TARGET REPORT** is used to report on Open account notes that have a Target Close date set in the **TARGET CLOSE** field on the **ACCOUNT NOTEPAD DETAIL** screen in OmniCare.

Refer to Section I “*Report Options*” for details on each available option.

The **REPORT PARAMETER SELECTION** screen contains three available tabs, Report Specific Parms, Output Parameters, and Report Scheduler. The Report Specific tab contains the **REPORT ORIENTATION** list and the **REPORT FOR OPERATOR** list.

- The **REPORT ORIENTATION** is used to select date options for **OPEN** notes with a **REMINDER DATE** set.
- The **REPORT FOR OPERATOR** list is used to select the user who opened the note and set the reminder. If specific user(s) are not selected, the report runs for **ALL** users.

The system reports all **OPEN** notes where a date is entered in the **TARGET CLOSE** field.

The target date can be in the **past**, where the target fields are the open targets missed, open targets to do today the **current date**, open targets to do tomorrow, **tomorrow’s date**, or a **date range**. If an operator name is not selected, notes for all operators are displayed. **specified date range** for open target dates.



The following information displays by default when the report is run: Target Close Date, Account Number, Account Name, Account Type, Note Number, Open Date, Priority, and Action Code. A total of all open notes is displayed for each Operator Name.

Run Time: 2/11/2010 9:28:13 AM Page 1 of 2

Account Notepad Target Report

TARGET CLOSE DATE	ACCOUNT NUMBER	ACCOUNT NAME	ACCOUNT TYPE	NOTE NUMBER	OPEN DATE	PRIORITY	Open Targets Missed	ACTION CODE
Market : SAMP1								
NOTE OPEN OPR : JOHNM								
04/26/2005	1000000174	ACME Incorporated	STD	8	04/26/2005	0		ARTST
Note Text:								
06/02/1998	10000003980	Central Water Company	STD	1	05/02/1998	1		STNDR
Note Text: Call customer regarding additional expansion lines								
05/25/2000	10000014879	Western Manufacturing Company	STD	1	05/23/2000	0		STNDR
Note Text: Note								
12/03/2004	10000201373	Suburban Oil Company	STD	1	12/02/2004	1		OETST
Note Text: A Test Notation								

ACCOUNT OTHER DATA

The **ACCOUNT OTHER DATA REPORT** is used to display accounts that have **OTHER DATA** defined in their profile. The **ACCT. LEVEL PARAMETERS** tab displays and allows you to select fields you wish to report on.

Report Parameter Selection - Account Other Data Report

Acct. Level Parameters | Report Specific-Parms | Output Parameters | Report Scheduler

Report Setting Stored Profiles:

[Dropdown Menu]

[Load] [Delete]

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Acct Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Orient.	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Cyc Set	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Affil Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Resp CSR	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Mast Chan	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Treat ID	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Min Fee	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Act Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.



REPORT SPEC-PARMS

Selecting **DETAIL** allows you to select specific information to appear in the report by selecting individual fields in the Acct Level Parameters tab.

Selecting **SUMMARY** disables all fields on this tab as well as the **ACCT. LEVEL PARAMETERS** tab.

Account Status

This option determines the type of accounts you want reported on: Active, Deactive, or both. **BOTH** is selected by default.

Grid

The **GRID** contains predefined Account Level Other Data field(s) created in System Profiles by a database administrator. Press the **CTRL** key to highlight more than 1 option. If **DETAIL** is selected the report is based on the fields selected.

If **SUMMARY** is selected the report displays the **MARKET ID**, **ITEM** selected, and a **RESPONSE**. The **RESPONSE** represents information pre-defined by a system administrator or information entered by a user when defining Account Other Data. The report also displays a count of Active Accounts, Deactivated Accounts, and a Total of accounts that have **ACCOUNT LEVEL OTHER DATA** matching the selected Item are also displayed.

Run Time: 5/7/2007 11:51:22 AM

Account Other Data Report

	Response	Active Accts Cnt	Deactive Accts Cnt	All Accts Cnt
<input type="checkbox"/> Market : SAMP1		55	2	57
<input type="checkbox"/> Item : Do Not Call		8	0	8
	No	1	0	1
	Yes	7	0	7
<input type="checkbox"/> Item : How Did You Hear About Us		23	2	25
	Friend	1	0	1
	Magazine	7	0	7
	Magazine	0	1	1
	Newspaper	9	0	9
	Newspaper	0	1	1
	Online Offer	6	0	6

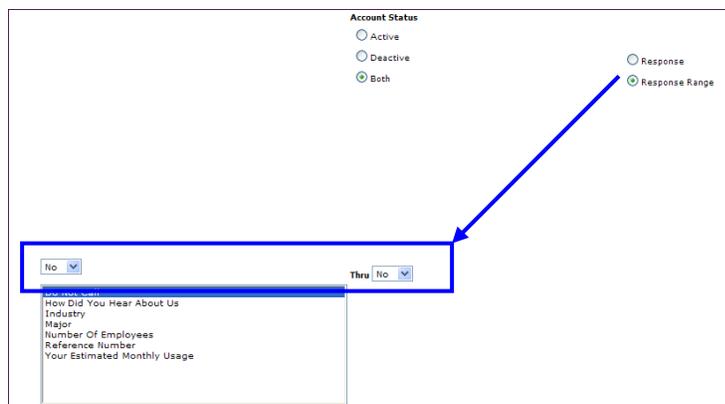
RESPONSE / RESPONSE RAGE / ITEMS LIST BOX

- **RESPONSE** is selected by default. This indicates that you wish to report on one specific response only not a range of responses.

The **RESPONSE** drop down list is used to report on a specific response for the **ITEM** selected. For example, in the below screen print the Item selected is **DO NOT CALL**. The Response selected is **NO**. When the report is run OmniBill only returns accounts that have this specific Account Level Other Data defined as No.



- If **RESPONSE RANGE** is selected, then the first range drop down list is enabled. At this point you select a range of responses that you wish to report on. For example, the selected **ITEM** in the screen shot below is **DO NOT CALL**. The drop down list defaults with the same value in both fields. Use each drop down list to select the range of values you want to report on.



Output

If **DETAIL** is selected the report is based on the fields selected. If summary is selected, the report lists counts as described above.



ACCOUNT RECURRING ITEMS

This report retrieves accounts that have Account Recurring Charges applied to them. The report allows screening, sorting, and grouping.

Report Parameter Selection - Account Recurring Items Report

Acct. Level Parameters | Screening and Sorting | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Account Recurring Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Recurring Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Orient	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account State	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “**Report Options**” for details on each available option.

NOTE: If you want to report on charges associated with **ACCOUNT RECURRING** items, the field’s dollar amount fields are located at the end of the available fields list.

Account Activation Fee	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Recurring Fee Initial	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Recurring Fee Increment	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Recurring Fee Ongoing	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Recurring Quantity	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)



CUSTOMER ACCOUNT LISTING

The CUSTOMER ACCOUNT LISTING report is used to report ACCOUNT DETAILS other than transaction information and line information for customer accounts.

Report Parameter Selection - Customer Account Listing

Acct. Level Parameters | Screening and Sorting | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Account Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Orientation	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Cycle Set	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Affil Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Resp. CSR	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Master Channel	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Treatment Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Svc Fee	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Bill Minimum	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “Report Options” for details on each available option.



FEATURE/USOC RATE PROFILES

The **FEATURE/USOC RATE PROFILES** report is used to display information about Feature codes created in the system. The **STATE**, **OCN**, **FEATURE CLASS OF SERVICE (COS)**, and **TERM AGREEMENT (TA)**, are options that can be used to screen for specific Feature codes. All is selected as the default value.

The screenshot shows a web interface titled "Report Parameter Selection - Feature Rate Report". It has three tabs: "Report Specific-Parms", "Output Parameters", and "Report Scheduler". The "Report Specific-Parms" tab is active, showing "Feature Rate Report Options". There are four dropdown menus: "State" (set to ALL), "OCN" (set to ALL), "Feature COS" (set to ALL), and "TA Code" (set to ALL).

Refer to Section I **“Report Options”** for details on each available option.

A State must be selected from the **STATE** drop down list before an **OCN** can be selected.

By default the **FEATURE CODE**, **DESCRIPTION**, **JURISDICTION** (N – Non Local, L – Local), **STATE** (if applicable), **OCN** (if applicable), Class of Service Code (**COS**), Term Agreement Code (**TA**), **BUSINESS ACTIVATION** charge, **BUSINESS RECURRING** charge, **RESIDENCE ACTIVATION** charge, **RESIDENCE RECURRING** charge, the **DISC CONTR** (Discount Contributory) indicator, and the **DISC ELIG** (Discount Eligible) indicator appear on the report.

Feature Codes without a specified State or OCN display first in the report.

SAMPLE REPORT

Code	Feature Description	Jur	St	OCN	COS	TA Code	Business Activation	Business Recurring	Residence Activation	Residence Recurring	Disc Contr	Disc Elig
Market : samp1												
FTVAL1	Feature Value Package	N			LF	STNDRD	0.00	0.00	0.00	0.00	Y	Y
NATLVM	National Voice Mail Service	N			LF	STNDRD	10.00	5.00	5.00	4.00	Y	Y
SAMPFT	Sample Service Feature	N			LF	STNDRD	10.00	5.00	5.00	2.50	Y	Y
WIRELE	Wireless - Local	N			LF	STNDRD	10.00	4.95	10.00	4.95	Y	Y
WLMS1	Wireless Voice Mail Service	N			LF	STNDRD	10.00	4.95	10.00	4.95	Y	Y

NOTE: This report does not identify customers who have features assigned to them.



LINE EQUIPMENT

The **LINE EQUIPMENT** report is used to report on accounts and lines that have equipment assigned to them. Extensive information regarding details on equipment such as warranty information, serial number, and lease information, is retrievable with the **LINE EQUIPMENT** report.

Report Parameter Selection - Line Equipment Report

Acct. Level Parameters | Screening and Sorting | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
<Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Equipment Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment State	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment OCN	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment Jurisdiction	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment SCAT	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Equipment Line Orient	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “*Report Options*” for details on each available option.



LINE FEATURE LISTING

The **LINE FEATURE LISTING** report is used to report on **FEATURE CODES** assigned to lines. Extensive information regarding the details of features assigned to lines can be retrieved using this report. It is possible to list what features exist on a line, when they were activated/deactivated, activation and recurring charges.

The **SHOW ALL LINES** check box is used to report on all lines in the database regardless if there are features assigned to the line or not. *This report option should be used with caution.* This option has the potential to return large amounts of data depending on the **NUMBER** of **LINES** in a **MARKET**.

The last field in the grid is **STATUS**. Use this field to see whether Features are active, suspended or deactivated.

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Feature Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature State	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature OCN	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature COS	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature TA Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature Orientation	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature Jurisdiction	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature SCAT	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature Line Orientation	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feature Quantity	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option



MASTER RATE GROUP INFORMATION

The **MASTER RATE GROUP INFORMATION** report is used to report on the components of a Master Rate Group.

Report Parameter Selection - Master Rate Group Information

Report Specific-Parms Output Parameters Report Scheduler

Master Rate Group Information Options

Master Rate Group Selection

CMPTK Campus Talk Plan 19980602
DIME1 Dime Anytime Plan 19990709
HOME1 Super Saver For Your Home 19981212
MVTES test mv no rate charges 20100208
SUPSS Súper Plan De Ahorro 20050811
SUPSV Super Saver Plan 19980411
VOIP1 World Talk Service 20050210
WEBP1 Web Plan 1 20030502
WEBP2 Web Plan 2 20030507

Refer to Section I “*Report Options*” for details on each available option.

Only one Master Rate Group can be reported on at a time. Highlight the **MASTER RATE GROUP** in the list and click **OK** to run the report.

The **MASTER RATE GROUP INFORMATION REPORT** generates two reports when run. The first report displays the Master Rate Group information: Associated rate tables, plan fees, custom fees, charges, control settings, discounts, messages, and other tab information.



Run Time: 5/7/2007 2:02:22 PM Page 1 of 4

Master Rate Group Information Report

Master Group Code: SUP5V Lockout: N Assign Start: 19980411
 Master Group Name: Super Saver Plan Master Group Private Name: Super Saver Plan Assign End:

Tables

Free Minutes: 0

Contributing Types

Intralata	IGRP2	Intrastate IntraLATA Group	Intrastate - Intralata
Interlata	IGRP1	Intrastate InterLATA Table Grp	Intrastate - Interlata
Interstate	INTR1	Interstate Table 1	Interstate
Alaska/Hawaii	AKHI1	Alaska Hawaii Table 1	
Canada	CAND1	Canada Table 1	
PR/USVI	PRUS1	PRUSVI Table 1	
International	ATTDF	System Default Intl Table	

Fees

Initial			On-Going					
Fee Name	Sign	Fee	Billed	Bill Cyc	Sign	Fee	Billed	Bill Cyc
Per Line Installation Fee	+	10.0000	One Time	1	+	-		
Per Line Fee	+	5.0000	Monthly	99	+	-		
Super Saver Misc Line Fee	+	4.0000	Monthly	99	+	-		
Plan Group Fee	+	3.0000	Monthly	99	+	-		
Super Saver Plan Misc Fee	+	2.0000	Monthly	99	+	-		
Business Single Line PICC	+	1.5000	Monthly	1	+	1.50	Monthly	1

If there is no information entered in a particular tab in the Master Rate Group detail screen only the heading displays in the report.

The second report generated displays the details for each Rate Table selected in the Master Rate Group. The Rate Table code, table name, effective date, start date, rates and durations all display.

Run Time: 5/7/2007 2:02:23 PM Page 1 of 1

Rate Table Report

Table Code: INTR1 Table Name: Interstate Table 1 Effective Date: 19990510
 Assign Start: 19980411 Assign End: TOD Table: AT&T Standard

Rates

Miles	Period	Init	Dur	Overtime	Dur
	Day	0.1000	60	0.0900	60
	Evening	0.1000	60	0.1000	60
	Night	0.1000	60	0.1000	60

Table Code: CAND1 Table Name: Canada Table 1 Effective Date: 19980411
 Assign Start: 19980411 Assign End: TOD Table: AT&T Standard



RATE TYPE LIST

The **RATE TYPE LIST** is an informational report used to list the Profitec Rate Type codes used by the system. **RATE TYPE** codes represent revenue OmniBill can produce an invoice for.

Choices for reporting are based on the Rate Orientation of the code, **TRAFFIC-BASED**, **NON TRAFFIC-BASED**, or **BOTH**.

Select a **RATE ORIENTATION** and click the **GREEN CHECK MARK**.

Refer to Section I “*Report Options*” for details on each available option.

Example of
**TRAFFIC
BASED RATE
TYPE CODES**

IntraST	Intrastate - IntraLata	T
IntraER	Intrastate - InterLata	T
InterST	Interstate	T
Canada	Canada	T
Alaska	Alaska	T
Hawaii	Hawaii	T
PR/USVI	Puerto Rico/US Virgin Islands	T
Overseas	Overseas	T
Mexico	Mexico	T

Example of
**NON-TRAFFIC
BASED RATE
TYPE CODES**

Report: **Rate Type List** Page 1 of 5 Printed by:

Code	Description	Orientation
RptArea	Report - Area Code Summary	N
RptIntl	Report - International Summary	N
RptTOD	Report - Time of Day Summary	N
RptDOW	Report - Day of Week Summary	N
RptFreq	Report - Frequent Numbers	N
RptExp	Report - Expensive Calls	N
RptLong	Report - Lengthy Calls	N
RptLocU	Report - Location Usage Summary	N

Example of **TAX
BASED RATE
TYPE CODES**

Run Time: 2/17/2010 8:52:58 AM

Rate Type List Report

Code	Description	Orientation
TxCoUtl	County Utility Users Tax	X
TxCoBusOc	County Business & Occup Tax	X
TxCo911	County 911 Tax	X
TxCoPUC	County PUC Fee	X
TxCoSGRS	County Statutory Gross Rpt Tax	X
TxCoUUsb	County Utility User Business Tax	X
TxCoLncse	County License Tax	X
TxCoSrvic	County Service Tax	X
TxCoDist	County District Tax	X
TxCo911B	County 911 Business Tax	X
TxCoUSFS	County Universal Service Fund Surcharge	X
TxCoTRS	County Telecom Relay Service Surcharge	X
TxCoDeaf	County Deaf Tax Surcharge	X
TxCoHCFS	County High Cost Fund Surcharge	X
TxCoPanC	County Poison Control Surcharge	X

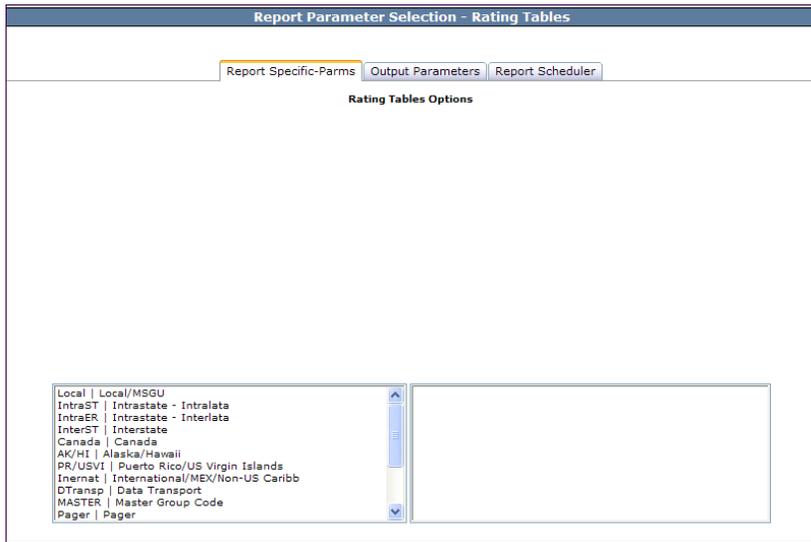


RATING TABLES

The **RATING TABLES** report is used to report on a specific rate table. All the available traffic types are listed in the Rate Table Report display screen.

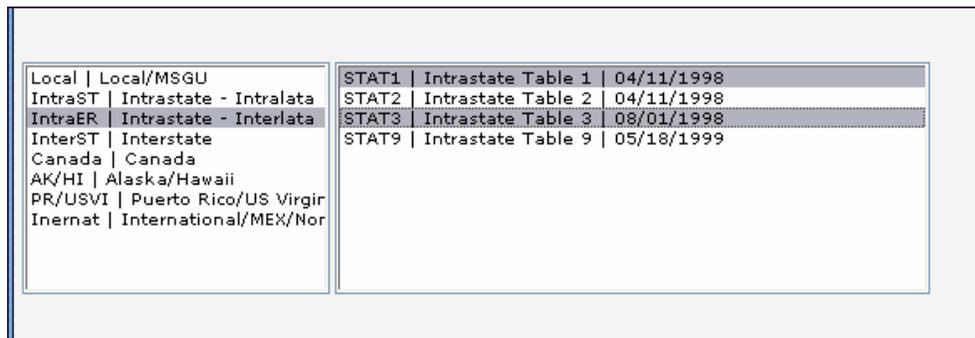
Action	Description
--------	-------------

- | | |
|---|--|
| 1. Click the RATING TABLES report. | The RATE TABLE REPORT display screen appears. |
|---|--|



Refer to Section I “**Report Options**” for details on each available option.

- | | |
|--|--|
| 2. Highlight a traffic type in the grid. | The available rate tables for the selected traffic type display. |
|--|--|



- | | |
|--|--|
| 3. Highlight a RATE TABLE and click OK . | Multiple rate tables can be selected by holding down the CTRL key on your keyboard. |
|--|--|



Action	Description
--------	-------------

The **RATE TABLE** detail displays.

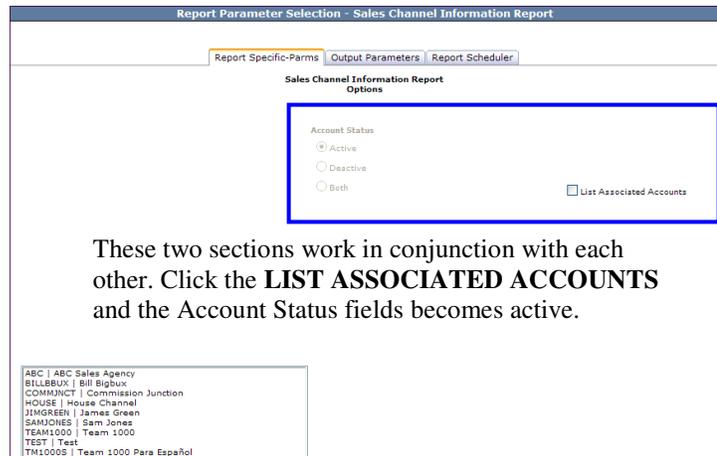
Run Time: 5/7/2007 2:12:20 PM		Rate Table Report				Page 1 of 1	
Table Code:	STAT3	Table Name:	Intrastate Table 1	Effective Date:	19980411		
Assign Start:	19980411	Assign End:	TOD Table:	AT&T Standard			
Rates							
Miles		Period	Init	Dur	Overtime	Dur	
		Day	0.1200	60	0.1200	60	
		Evening	0.1200	60	0.1200	60	
		Night	0.1200	60	0.1200	60	
Table Code: STAT3		Table Name:	Intrastate Table 3	Effective Date:	19980801		
Assign Start:	19980801	Assign End:	TOD Table:	AT&T Standard			
Rates							
Miles		Period	Init	Dur	Overtime	Dur	
		Day	0.1000	60	0.1000	60	
		Evening	0.1000	60	0.1000	60	
		Night	0.1000	60	0.1000	60	
		Day	0.1111	60	0.1111	60	
		Evening	0.1111	60	0.1111	60	
		Night	0.1111	60	0.1111	60	
		Day	0.1222	60	0.1222	60	
		Evening	0.1222	60	0.1222	60	
		Night	0.1222	60	0.1222	60	

The rates displayed are for the most recent **EFFECTIVE DATE** entered. If the selected rate table doesn't have any associated charges, only the Rate Table information and rates display. This report can serve as a valuable tool in verifying the integrity of rate table.

SALES CHANNEL INFORMATION REPORT

The **SALES CHANNEL INFORMATION REPORT** is used to output sales channel and/or sales structure profile information. This report does not include information on Sales Channel commissions earned.

When the **SALES CHANNEL INFORMATION REPORT** is selected, the **REPORT PARMS** screen displays. You must highlight at least on channel in the grid to run the report.



Report Parameter Selection - Sales Channel Information Report

Report Specific-Parms | Output Parameters | Report Scheduler

Sales Channel Information Report Options

Account Status

Active

Deactive

Both

List Associated Accounts

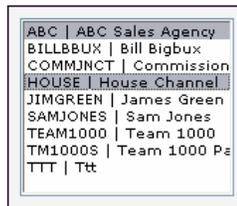
These two sections work in conjunction with each other. Click the **LIST ASSOCIATED ACCOUNTS** and the Account Status fields becomes active.

ABC | ABC Sales Agency
 BILLBBUX | Bill Bigbux
 COMMJUNCT | Commission Junction
 HOUSE | House Channel
 JIMGREEN | James Green
 SAMJONES | Sam Jones
 TEAM1000 | Team 1000
 TEST | Test
 TM1000S | Team 1000 Para Espa#ol

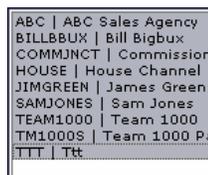
Refer to Section I “**Report Options**” for details on each available option.

TO SELECT ADDITIONAL CHANNELS:

1. Click one channel; hold the CTRL key down and click additional channels.



2. To select consecutive channels in the grid, highlight the first channel in the grid; hold the SHIFT key and click the last channel in the group. This is a good method when you want to select all channels.



The **LIST ASSOCIATED ACCOUNTS** option is used to include accounts where the sales channel is the Master Channel on the account. Three options are available, Active, Deactivated accounts and both.



Screening and Sorting | Report Specific-Parms | Group By | Output Parameters

Sales Channel Information Report Options

Account Status

Active

Deactive

Both

List Associated Accounts

SAMPLE REPORT - SINGLE CHANNEL

Run Time: 5/7/2007 2:32:55 PM **Sales Channel Information Report** Page 1 of 1

Channel ID : SAMJONES Channel Name : Sam Jones Channel Logo :
 Channel Type : 001 Channel Orientation : Single Channel Cycle Tolerance : 99
 Assign Date : 4/11/1998 12:00:00 AM Termination Date : Channel Company :
 Channel Fax :

Address Information

Address 1: C/O Sample Communications Social Security : 555-55-5555
 Address 2: 26 Barnes Park North Federal ID :
 City: Wallingford State: CT Zip: 06492-9344 Unpaid Comm : 0
 Contact : Same YTD Paid Comm : 0
 Title : Inside Sales
 Email : Jminervino@profitecinc.com

Structure Distribution

Primary Channel ID : Primary Dist Perc

Channel ID	Channel Name	Distribution

Associated Accounts

Account Number	Account Status	Account Name	Acct_Orient	Account Type	Address	City	State	Current Charges	Last Cycle
10000001558	A	Northeast Roofing Inc	Business	STD	1400 Stonefield Drive	Cheshire	CT	36,6900	10/31/2005 12:00:00 AM

SAMPLE REPORT STRUCTURE

Run Time: 5/7/2007 2:33:44 PM **Sales Channel Information Report** Page 1 of 1

Channel ID : TM10005 Channel Name : Team 1000 Para Español Channel Logo :
 Channel Type : 002 Channel Orientation : Structure Cycle Tolerance : 99
 Assign Date : 8/11/2005 12:00:00 AM Termination Date : Channel Company :
 Channel Fax :

Address Information

Address 1: 1 Barnes Park South Social Security :
 Address 2: Federal ID :
 City: Wallingford State: CT Zip: 06492- Unpaid Comm : 0
 Contact : YTD Paid Comm : 0
 Title :
 Email :

Structure Distribution

Primary Channel ID	Channel Name	Distribution	Primary Dist Perc
JIMGREEN	James Green		50
SAMJONES	Sam Jones		50



SWITCHED SERVICES TCSI SUMMARY

The **SWITCHED SERVICES TCSI SUMMARY** report is used to generate a report based on the following user input: Service Category, TCSI code, TCSI Date Range, and TCSI Post Date Range.

Action	Description
--------	-------------

1. Click **SWITCHED SERVICES TCSI SUMMARY**. The **SWITCHED SERVICES TCSI SUMMARY** screen displays.

Field	Print On Rep.?	Use For Screening?	Sort Rep. By?
Market	<input checked="" type="checkbox"/> (Y)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Line Num	<input checked="" type="checkbox"/> (Y)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
SCAT	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Jury Desc	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Prod Code	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Resale Code	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
State Code	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
OCN	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Orientation	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Car TCSI	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Pic Juris	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)
Car TCSI Date	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)	<input type="checkbox"/> (N)

Refer to Section I **“Report Options”** for details on each available option.

2. Select desired fields to print in your report. **ACCOUNT LEVEL PARAMETER** tab controls *what* additional information is printed in the report. Various fields are locked for editing. Screening and/or sorting is not available in this report.
3. Click the Report Specific-Parms tab and select a **SERVICE CATEGORY** (required) from the drop down list.



Action	Description
--------	-------------

CARRIER TCSI (optional)

To limit results of the report, a **CARRIER TCSI** code can be entered in the **CARRIER TCSI** field.

TCSI DATE RANGE and **TCSI POST DATE RATE** (optional)

To limit the results based on a **TCSI** or **TCSI POST DATE RANGE**, enter the desired date(s) in the date fields. **DATE(s)** can be manually entered or selected using the **DATE** icon.

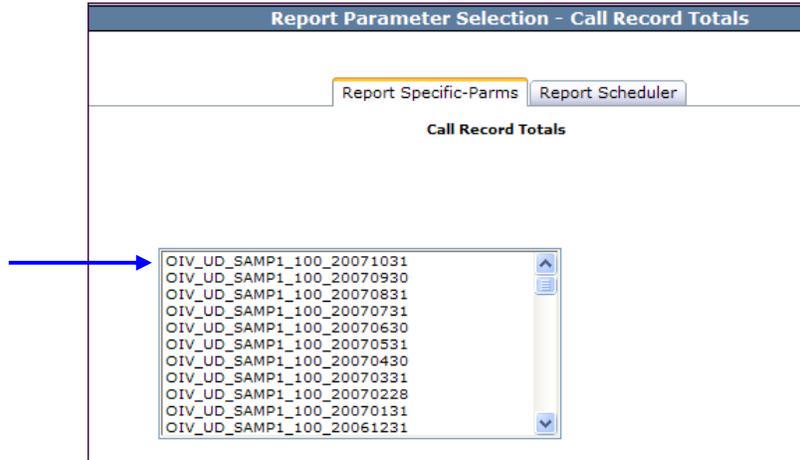
Sample Switched Services TCSI Report:

Run Time: 2/26/2010 11:27:41 AM		Switched Services TCSI Summary						Page 1 of 2	
Market:	SAMP1 Sample Communications Corp	TCSI Post Date Range Selected :				ALL t	ALL		
Car TCSI:	0101	TCSI Date Range Selected :				ALL t	ALL		
Line Num	SCAT	Prod Code	Resale Code	Car TCSI Date	Car TCSI Post Date	Line Plan	Sales Channel		
Market : SAMP1	4								
Car TCSI : 0101	4								
	2032356789	AC	AUTHC	AUT	09/01/2004	09/01/2004			
	2032356789	AC	AUTHC	AUT	09/01/2004	09/01/2004	ATTDF		
	2036406700	AC	AUTHC	AUT	10/04/2004	10/04/2004			
	2036406700	AC	AUTHC	AUT	10/04/2004	10/04/2004	LATA1		



USAGE SUMMARY

The USAGE SUMMARY report is used to report on usage by date, time, traffic type, records, duration, and cost.



Refer to Section I “*Report Options*” for details on each available option.

Highlight a Date in the grid to display usage for that time period. Call Record Totals displays.

Date	Day	Total Calls	12:00am	1:00am	2:00am	3:00am	4:00am	5:00am	6:00am	7:00am	8:00am	9:00am	10:00am	11:00am	12:00am
10/01/2007	Monday	315	0	5	0	1	0	0	1	3	35	43	54	47	27
10/02/2007	Tuesday	291	0	0	0	0	0	0	1	11	18	17	23	13	12
10/03/2007	Wednesday	255	2	4	2	2	0	1	1	7	18	39	55	28	25
10/04/2007	Thursday	296	0	0	0	0	0	0	0	1	13	13	18	16	12
10/05/2007	Friday	265	1	1	0	0	0	2	1	3	28	23	45	40	29
10/06/2007	Saturday	174	0	0	0	0	0	1	0	6	9	19	20	18	18
10/07/2007	Sunday	132	0	1	0	0	0	0	0	0	5	17	18	19	8
10/08/2007	Monday	170	0	1	1	0	0	0	1	0	20	23	20	7	13
10/09/2007	Tuesday	153	2	0	0	0	1	1	0	0	27	12	7	14	7
10/10/2007	Wednesday	208	0	0	0	0	0	0	0	0	8	25	16	32	14
10/11/2007	Thursday	142	1	0	0	0	0	0	0	0	16	12	7	14	15
10/12/2007	Friday	118	0	1	3	0	0	1	0	0	1	16	11	20	11
10/13/2007	Saturday	122	0	0	1	0	0	0	0	4	10	18	10	5	4
10/14/2007	Sunday	86	0	1	1	5	0	0	0	2	1	1	14	3	7

Rate Type	Records	Mins:Secs	Amount
DTransp	100	0:00	154.9100
Local15	17	47:00	1.4100
DialItSv	1	1:52	3.0000
LocalDA	6	3:49	2.4000
Local07	30	1125:00	33.7500
SpcUEvnt	20	0:00	105.0000
RoamIST	132	233:24	50.0400
Overseas	3	23:00	29.8400
Local12	51	162:00	4.8600





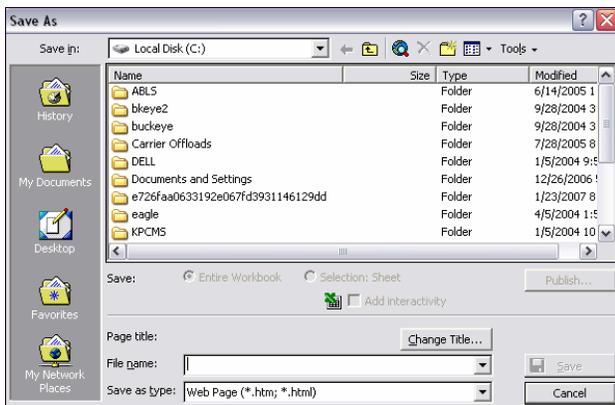
Use the scroll bar to review all the call records for a twenty-four hour period.

Click **GREEN CHECKMARK** and the information displays in Excel format. This is the only export option available for this report.

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
2	Date	Day	Total Calls	AM Total Calls	12:00am	1:00am	2:00am	3:00am	4:00am	5:00am	6:00am	7:00am	8:00am	9:00am	10:00am	11:00am
2	5/1/2005	Sunday	313	187	0	3	0	1	0	0	1	3	35	43	54	47
3	5/2/2005	Monday	291	83	0	0	0	0	0	0	1	11	18	17	23	13
4	5/3/2005	Tuesday	255	159	2	4	2	2	0	1	1	7	18	39	55	28
5	5/4/2005	Wednesday	296	61	0	0	0	0	0	0	0	1	13	13	18	16
6	5/5/2005	Thursday	264	143	1	0	0	0	0	2	1	3	28	23	45	40
7	5/6/2005	Friday	174	73	0	0	0	0	0	1	0	6	9	19	20	18
8	5/7/2005	Saturday	131	59	0	0	0	0	0	0	0	0	5	17	18	19
9	5/8/2005	Sunday	169	72	0	0	1	0	0	0	1	0	20	23	20	7
10	5/9/2005	Monday	153	64	2	0	0	0	1	1	0	0	27	12	7	14
11	5/10/2005	Tuesday	208	81	0	0	0	0	0	0	0	0	8	25	16	32
12	5/11/2005	Wednesday	142	50	1	0	0	0	0	0	0	0	16	12	7	14
13	5/12/2005	Thursday	114	49	0	0	0	0	0	1	0	0	1	16	11	20
14	5/13/2005	Friday	121	47	0	0	0	0	0	0	0	4	10	18	10	5
15	5/14/2005	Saturday	81	23	0	1	1	0	0	0	0	2	1	1	14	3
16	5/15/2005	Sunday	181	71	2	1	0	0	0	0	0	6	4	18	28	12
17	5/16/2005	Monday	157	81	0	0	0	0	0	1	1	28	6	11	18	16
18	5/17/2005	Tuesday	153	60	0	0	0	0	0	0	0	2	3	9	10	36
19	5/18/2005	Wednesday	239	133	1	0	0	0	0	0	1	6	12	11	68	34
20	5/19/2005	Thursday	95	26	2	4	0	0	0	0	1	2	2	8	5	2
21	5/20/2005	Friday	93	34	0	0	0	0	0	0	0	1	4	14	5	10
22	5/21/2005	Saturday	255	114	2	0	0	0	0	0	0	5	23	22	36	26
23	5/22/2005	Sunday	121	44	0	1	1	0	0	0	0	0	7	7	16	12
24	5/23/2005	Monday	140	43	0	1	0	0	0	0	0	1	3	8	14	16
25	5/24/2005	Tuesday	191	77	0	1	0	0	0	0	1	1	11	16	23	24
26	5/25/2005	Wednesday	135	49	0	0	1	0	0	0	1	1	2	13	16	15
27	5/26/2005	Thursday	138	68	0	0	0	1	0	0	2	4	7	10	20	24
28	5/27/2005	Friday	156	45	0	0	0	0	0	0	0	3	5	6	14	17
29	5/28/2005	Saturday	660	216	4	0	1	0	2	3	3	10	33	54	48	58
30	Totals		5426	2212	17	16	7	4	3	10	15	107	331	485	639	578
31	Date	Day	Total Calls	PM Total Calls	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm	9:00pm	10:00pm	11:00pm

SAVING THE INFORMATION:

1. Click **FILE**.
2. Click **SAVE AS**.



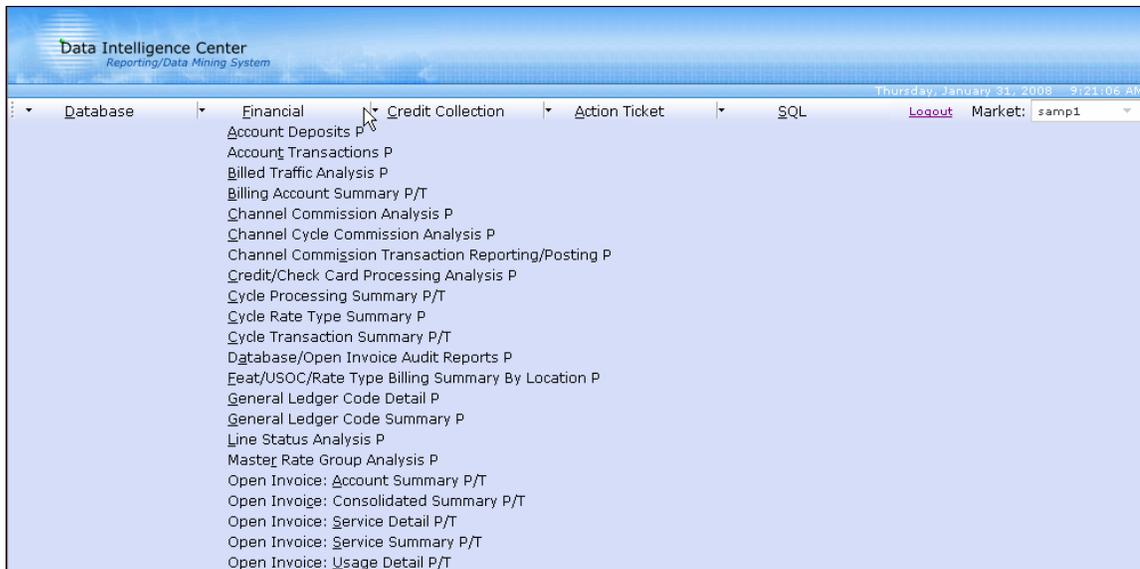
3. Enter a file name and select the format to save the report in. Excel is one of your options.



Financial Reports

Financial Reports are used to report on financial information generated as a result of a bill run. Each Financial Report has a corresponding **P** or **P/T** following it.

- **P** indicates the financial report can only be run against bill run data that has been imported to **PERM** status.
- **P/T** indicates the financial report can be run against bill run data that has been imported to a **PERM** or **TEMP** status during the **BILLING RUN FILE IMPORTS** step in the **CYCLE PROCESSING** module. Running financial reports in **TEMP** status is an important step when validating a bill run.





ACCOUNT DEPOSITS P

The **ACCOUNT DEPOSITS** report is used to report on Deposit Details entered in an account. Please note the default items selected in the Acct. Level Parameters screen.

Report Parameter Selection - Account Deposits Report

Acct. Level Parameters | Screening and Sorting | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Acct Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Group	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Type	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Orient	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct State	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Cycle Set	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Affil	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct CSR	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Master Channel	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Treatment	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Deposit Transaction Date	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Deposit Transaction Sign	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Deposit Transaction Amount	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Deposit Transaction OPR	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.

Deposits and Deposit Refunds posted to customer accounts are displayed in the report.

Run Time: 5/7/2007 2:58:46 PM

Account Deposit Report

Market: samp1

Acct Number	Acct Name	Acct Group	Acct Type	Acct Orient	Acct State	Acct Cycle Set	Deposit Transaction Date	Deposit Transaction Amount	Deposit Transaction OPR
Market: samp1									
1000000347	Family Medical Center	SA	STD	Business	Connecticut	100	07/07/1998	500.00	John Manager
1000000347	Family Medical Center	SA	STD	Business	Connecticut	100	07/07/1998	-250.00	John Manager
1000002423	Atlantic Seafood	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000002596	Hillside Floral	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000002769	Alma Movers Inc.	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000002942	US Insurance Group	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000003115	Pacific Cleaners	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000003288	Mountaineer Resort	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000003465	Downtown Hardware	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp
1000003634	City Transportation Inc.	SA	STD	Business	Connecticut	100	04/15/1998	100.00	Sally Repp

NOTE: Deposits are posted to customer accounts in the **CREDIT INFORMATION** module found in Customer Care.

Account Credit/Settlement Detail

Empire Settlement Method

Card Type: MC - Mastercard
 Card #: 0109105105105100
 CSC/CID:
 Expires: 12/2009
 Cardholder Name: John Manager
 Verify Credit Card

Credit Type: Corporation
 Social Security #: 120-12-1222
 Date of Birth:
 Driver's License:
 State: Illinois
 Corporate Tax ID: 091201221
 SIC: 3041 Industry Note: Widget Manufacturer
 Other ID: 1234546 ID Description: Other ID
 Credit Limit: \$10,000.00 Unlimited
 Total Deposit: \$275.00 Deposit Detail

Customer Care: Deposit Information - Microsoft Internet Explorer

Date	Description	Stat	Sign	Amount	OPR	Delete
04/15/1998	Deposit	DEL	+	\$1,000.00	JOHNM	Delete
07/07/1998	Deposit		+	\$500.00	JOHNM	Delete
02/02/1998	Deposit Refund		-	\$225.00	JOHNM	Delete



ACCOUNT TRANSACTIONS P

The ACCOUNT TRANSACTIONS report is used to report on transactions posted to customer accounts.

Report Parameter Selection - Account Transactions Report

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Account Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Customer Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Post Date	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Effective Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Trans Status	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Trans Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Trans Amount	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Trans Description	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Post Cycle End	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Post Invoice #	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Service Ref	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “*Report Options*” for details on each available option.

The Account Transaction report can be run to report on transactions posted at anytime. If the report is run for a billing cycle that has not been imported to **PERM**, transactions that are posted as a result of the bill run won't appear on the report. For example, MINCH – Account Level Minimum Charge transactions are not posted to an account for a particular billing cycle until the bill run has been imported to **PERM**.

If the Account Transactions report is run with the default values selected, the report retrieves the entire database **HISTORY** of all transactions posted on customer accounts.

If you want to run the report for a specific period in time it is suggested to **SCREEN** on the **POST DATE** of the transaction or **SCREEN** on the **POST CYCLE END DATE**.



The **REPORT SPECIFIC-PARMS** tab can be used to select the **TRANSACTION STATUS**, **INVOICED STATUS**, and whether or not the report should include **DEBITS** only, **CREDITS** only, or **BOTH**. Other options include screening on transactions for specific amounts.

The **DISPLAY/TOTAL AMOUNTS SIGNED** option is selected by default. This means negative transactions will display in the report with the negative sign (- 15.00). If this field is unchecked, the report does not display negative signs.

Report Parameter Selection - Account Transactions Report

Acct. Level Parameters | Screening and Sorting | **Report Specific-Parms** | Output Parameters | Report Scheduler

Customer Transaction Report Options

Transaction Status

Active Only
 Deleted Only
 Both

Invoiced Status

Invoiced Only
 Uninvoiced Only
 Both

Debits/Credits

Debits Only
 Credits Only
 Both

Other Options

Trans Amount Lower Limit :

Trans Amount Upper Limit :

Display/Total Amounts Signed
 Summary Report Only

Selecting a **SUMMARY REPORT ONLY** shows only the totals and no detail. When you choose a summary report, the following message appears.

Report Parameter Selection - Account Transactions Report

Acct. Level Parameters | Screening and Sorting | **Report Specific-Parms** | Output Parameters | Report Scheduler

No Top Level Control Break (for totals) has been selected. The Summary Report will consist solely of a Grand Total/Count line.

Click the **GREEN CHECKMARK** to process the report.

Run Time: 2/26/2010 12:01:37 PM

Account Transaction Report

Account Number	Account Name	Post Date	Trans Code	Trans Amount	Trans Description	Post Invoice #
<input checked="" type="checkbox"/> Market : SAMP1				1163298.97		

If you wish to see the details, click the + sign next to your Market

Run Time: 2/26/2010 12:01:37 PM

Account Transaction Report

Account Number	Account Name	Post Date	Trans Code	Trans Amount	Trans Description	Post Invoice #
<input checked="" type="checkbox"/> Market : SAMP1				1163298.97		
10000000174	ACME Incorporated	11/26/2007	OLPMT	100.00	Online Web Payment	
10000002596	Hillside Florist	01/02/2008	CRDPY	150.00	Credit Card Payment	
10000052593	Master Care Inc	09/04/2008	CRDPY	170.76	Credit Card Payment	



BILLED TRAFFIC ANALYSIS P

The **BILLED TRAFFIC ANALYSIS** report is used to analyze traffic billed for a selected Market, Cycle Set, and Cycle End Date. The report defaults with the Market ID, Cycle Set, and last full cycle end date filled in. The default values can be changed if needed.

Report Parameter Selection - Bill Traffic Analysis Report

Report Specific-Parms | Output Parameters | Report Scheduler

Bill Traffic Analysis Report Options

Scope: Rate Type Summary

Market: SAMP1

Cycle Set: 100

Cycle End: 06/30/2010

Refer to Section I “*Report Options*” for details on each available option.

The **SCOPE** is used to determine what is presented in the Bill Traffic Analysis Report. Billed traffic can be reported using one of three methods:

1. **RATE TYPE SUMMARY** (default selection)

If **RATE TYPE SUMMARY** is selected as the **SCOPE** of the report, billed traffic is summarized by **RATE TYPE** code. The total minutes and dollar amount are displayed along with a Time Of Day break down of minutes and dollar amount.

Run Time: 2/26/2010 12:06:11 PM

Billed Traffic Analysis

Market: SAMP1

Source : OIV
 Cycle Set : 100
 Cycle End Date : 09/30/2007
 Report Type : Detail - Rate Type Summary

Rate Type Code	Rate Type Desc	SD	Cnt	Recs	Period 1		Period 2		Period 3		Total				
					Mins	Amt	Recs	Mins	Amt	Recs	Mins	Amt	Recs	Mins	Amt
Market : SAMP1		143	4988		18779.5666	2131.8720	913	4290.0000	547.5500	1449	2836.1000	255.6000	7350	23905.6666	2935.0220
					65		0	0			0		65		0
Local01	Local RLRN 01	7	1113		3659.0000	109.7700	63	188.0000	5.6400	1	2.0000	0.0600	1177	3849.0000	115.4700
Local05	Local RLRN 05	1	27		126.0000	3.7800	3	19.0000	0.5700	4	69.0000	2.0700	34	214.0000	6.4200
Local07	Local RLRN 07	2	26		102.0000	3.0600	3	23.0000	0.6900	1000	1000.0000	30.0000	1029	1125.0000	33.7500
Local12	Local RLRN 12	3	66		150.0000	4.5000	3	8.0000	0.2400	1	4.0000	0.1200	70	162.0000	4.8600



2. **RATE TYPE WITHIN SCAT SUMMARY**

If **RATE TYPE WITHIN SCAT** summary is selected as the **SCOPE** of the report billed traffic is summarized by **RATE TYPE** code and **SERVICE CATEGORY**. The total traffic for the Service Category is displayed as well.

Run Time: 2/26/2010 12:08:50 PM

Billed Traffic Analysis

Market: SAMP1
Scat: OE Outbound Switched Access

Source: OIV
Cycle Set: 100
Cycle End Date: 09/30/2007
Report Type: Detail - Rate Type Within SCAT Summary

Rate Type Code	Rate Type Desc	SD Cnt	Recs	Period 1		Period 2		Period 3			
				Mins	Amt Recs	Mins	Amt Recs	Mins	Amt Recs		
Scat : OE				82	2176	7145.568665	445.010000 241	1032.000000	115.250000 1099	1639.000000	88.570000 3516
Local01	Local RLRN 01	7	1113	3699.000000	109.770000 63	188.000000	5.640000 1	2.000000	0.060000 1177		
Local05	Local RLRN 05	1	27	126.000000	3.780000 3	19.000000	0.570000 4	69.000000	2.070000 34		
Local07	Local RLRN 07	2	26	102.000000	3.060000 3	23.000000	0.690000 1000	1000.000000	30.000000 1029		
Local02	Local RLRN 12	3	66	150.000000	4.500000 3	8.000000	0.240000 1	4.000000	0.120000 70		

3. **RATE TYPE WITHIN PLAN WITHIN SCAT SUMMARY**

If **RATE TYPE WITHIN PLAN WITHIN SCAT SUMMARY** is selected as the **SCOPE** billed traffic is summarized by **RATE TYPE** code, **SERVICE CATEGORY**, and **RATE PLAN**.

Run Time: 2/26/2010 12:11:19 PM

Billed Traffic Analysis

Market: SAMP1
Scat: OE Outbound Switched Access
Rate Plan: Dime Anytime Plan

Source: OIV
Cycle Set: 100
Cycle End Date: 09/30/2007
Report Type: Detail - Rate Type/Plan/SCAT

Rate Type Code	Rate Type Desc	SD Cnt	Recs	Period 1		Period 2		Period 3			
				Mins	Amt Recs	Mins	Amt Recs	Mins	Amt Recs		
Rate Plan : Dime Anytime Plan				2	6	12.000000	1.200000 2	17.000000	2.000000 3	5.000000	0.500000 11
IntraBR	Intrastate - Interstate	1	0	0.000000	0.000000 1	15.000000	1.800000 0	0.000000	0.000000 1		
InterST	Interstate	1	6	12.000000	1.200000 1	2.000000	0.200000 3	5.000000	0.500000 10		



BILLING ACCOUNT SUMMARY P/T

The **BILLING ACCOUNT SUMMARY** report is used to report on billing activity in a summary format for a selected cycle by account.

Report Parameter Selection - Open Invoice: Bill Account Summary

Report Specific-Parms Output Parameters Report Scheduler

Open Invoice: Bill Account Summary Options

- Use Perm Tables
- Break on Sales Channel
- Break on Loc. State

Cycle Set: 100 Cycle End: 01/31/2010

Refer to Section I “*Report Options*” for details on each available option.

The **OPEN INVOICE REPORT OPTIONS** defaults to the most recent **CYCLE END DATE** run. The report can be run against **TEMP** billing information or billing information that has been imported to **PERM**. **USE PERM TABLES** is selected by default.

The **BREAK ON SALES CHANNEL** and **BREAK ON LOC. STATE** (Location State) options are used to group account billing information by **SALES CHANNEL** assigned to the account and/or the **LOCATION STATE** of the account. Both are selected by default.

The report displays the total dollar amount billed for the selected cycle, payments, credits, debits, and late fees by **ACCOUNT TYPE CODE**, **ACCOUNT GROUP** (Standard, IP, or IPL), and **ACCOUNT STATUS - OPEN** (Active) and **CLOSED** (Deactivated). See the below example.



CHANNEL COMMISSION ANALYSIS P

The **CHANNEL CYCLE COMMISSION ANALYSIS** report is used to display commission amounts calculated during a bill run for all sales channels. This report is a snapshot of commissions calculated at the time of the bill run. The report displays commission amounts by Account and by Service Category. There are three fields available for selection **CYCLE END DATE**, **CYCLE SET** and **SERVICE CATEGORY**.

Refer to Section I **“Report Options”** for details on each available option.

The report lists every account assigned to a sales channel and summarizes the data by service category. Only service categories selected appear in the report. The report separates the data into invoiced amount (**REV**), any discounts earned by the account (**DSC**), and the earned commission for the agent (**ERN**).

Run Time: 2/26/2010 3:10:49 PM

Channel Commission Analysis

Market: SAMP1
Chnl: ABC

	SCAT:	AL	OE	OD	IE	ID	TC	PL	CF	WL	FB	PG	IN	CA
Market : SAMP1	REV	9.000	5.300	19.000	14.000	9.950	14.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	DSC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	ERN	9.000	0.050	0.960	0.520	0.500	0.520	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Chnl : ABC	REV	3.000	5.300	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	DSC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	ERN	3.000	0.050	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Account Num 10000018377 Account Name Meriden Hyundai Group SA Type STD Act Date 07/22/1998														
	REV	0.000	5.300	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	DSC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	ERN	0.000	0.050	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Account Num 10000018377 Account Name Key Construction Inc Group SA Type OTH Act Date 07/13/2001														
	REV	3.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	DSC	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
	ERN	3.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000



CHANNEL CYCLE COMMISSION ANALYSIS P

The CHANNEL CYCLE COMMISSION ANALYSIS report is used to report on actual Earned Commission revenue for Sales Channel(s). OmniBill calculates commissions during the Bill Production Process; the Cycle Commission Analysis (explained above) reports on all commissions calculated during this process, whether they are actually earned or not.

The Channel Cycle Commission Analysis reports on commissions based on when you prefer to pay your agents. When your Market was created, you indicated to Profitec when you would be paying your agents commission. Two options were available:

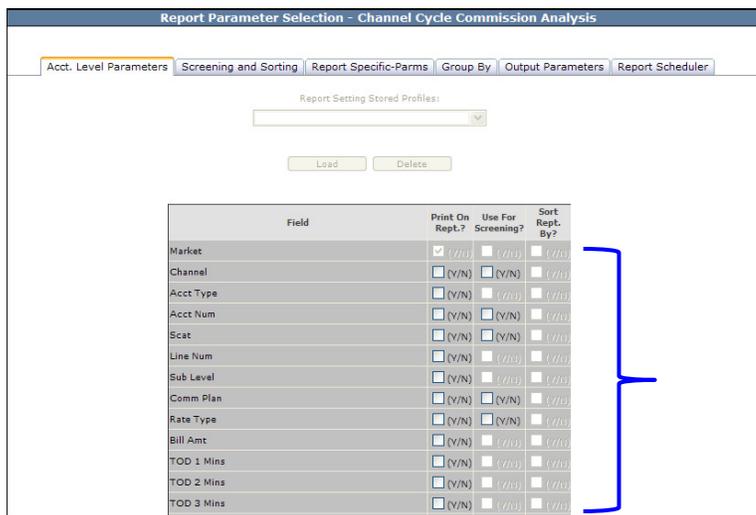
1. **AS PAID**, meaning when an account pays their balance in full OmniBill releases the earned commission to the Sales Channel’s profile or
2. **AS BILLED**, meaning as soon as you update your database to the PERM status, OmniBill releases the earned commission to the sales channel’s profile.

Therefore, Sales Agents “Earn” Commissions based on your selection above. This report can calculate Earned Commissions based on one of the following options:

1. The **ACCOUNT INVOICE ANALYSIS** option reports earned commissions based on customers’ invoice status. If you selected AS PAID, then this report will only display commissions when their customers pay their invoice in full. If you selected AS BILLED, then this report will list commissions when your database has gone to the Perm status.
2. The **CHANNEL EARNINGS ANALYSIS** option reports earned commissions based on whether or not commission amounts have been paid to the Sales Channel. This option is explained later in this section.

It is very important that you understand how your company releases sales channel commissions before running this report. If you have any questions on which method is used for your company, please contact your assigned Billing Analyst.

The **ACCT LEVEL PARAMETERS** tab is where you select what you want to see on the report.



Refer to Section I “**Report Options**” for details on each available option.

Only five items are available for Screening:

1. Channel
2. Account Number
3. SCAT
4. Commission Plan
5. Rate Type

The **SORT REPT BY** column is not applicable for this report.



REPORT SPECIFIC-ARMS TAB

WHOLE COMMISSION AMOUNTS / CHANNEL SHARE COMMISSION AMOUNTS

- WHOLE COMMISSION AMOUNTS**

The **WHOLE COMMISSIONABLE AMOUNTS** option is used to display the "whole" (actual) **bill amount** from the Service Detail records.

Run Time: 2/1/2008 10:32:17 AM Page 4

Market: SAMP1 Sample Communications Corp
Channel: JIMGREEN

Source: OIV
Cycle Set: 100
Cycle End Date: 10/31/2007
Report Type: Account Invoice Analysis

Scat	Bill Amt	Comm Amt
Channel : JIMGREEN	6,00000	3,00000
AL	6,00000	3,00000

- CHANNEL SHARE COMMISSION AMOUNTS**

The **CHANNEL SHARE COMMISSION AMOUNTS** option is used to display the sales channel's "share" of the **billed amount(s)** in cases where the Sales Channel is a member of a structure.

Run Time: 2/1/2008 10:33:50 AM Page 4

Market: SAMP1 Sample Communications Corp
Channel: JIMGREEN

Source: OIV
Cycle Set: 100
Cycle End Date: 10/31/2007
Report Type: Account Invoice Analysis

Scat	Bill Amt	Comm Amt
Channel : JIMGREEN	3,00000	3,00000
AL	3,00000	3,00000

The **COMM AMT** field always displays the actual channel share amount regardless of **SELECTION**. There is no value in any one sales channel in a structure knowing what the whole (total) commission payout is.



REPORT ORIENT / INVOICE DISPOSITION

Report Orient.

Account Invoice Analysis ▼

Invoice Disposition

Paid

Unpaid

Both

Invoice Cycle End

Invoice Cycle End Range

Report Orientation

Two **REPORT ORIENTATIONS** are available in the drop down list: **ACCOUNT INVOICE ANALYSIS** (default) and **CHANNEL EARNINGS ANALYSIS**.

ACCOUNT INVOICE ANALYSIS

The **ACCOUNT INVOICE ANALYSIS** option reports earned commissions based on customers' invoice status. With this option selected, you can review agents commissions based on customer who have:

- Paid their invoice in full (Invoice Disposition – Paid)
- Not paid their invoice in full (Invoice Disposition – Unpaid) or
- Both Paid and Not Paid their invoices in full.

The two tables below indicate the results of this report based on your market's payment selection.

MARKET IS SETUP AS PAID

Paid	Selecting PAID reports on commissions from accounts that have paid their balance due – Actual Earnings.
Unpaid	Selecting UNPAID reports on the <i>potential</i> earned commission a sales channel will receive once the account pays their balance due. The sales channel has not earned their commission yet.
Both	Selecting BOTH reports commission information for sales channels with accounts that have PAID their balance due as well as accounts that have NOT PAID their balance due. No indicator exists in the report differentiating between the two.

MARKET IS SETUP AS BILLED

Paid	Selecting PAID reports all commissions calculated when your database has gone to the Perm status and does not depend on customers paying their invoices.
Unpaid	Selecting UNPAID renders the report blank since all commissions are considered Paid when your database has gone to Perm status.
Both	Selecting BOTH displays the same information as selecting Paid.



CHANNEL EARNINGS ANALYSIS

Transaction Disposition

Released

Not Released

Both

Report Orient.

Channel Earnings Analysis

Invoice Cycle End

Transaction Post Date

The **CHANNEL EARNINGS ANALYSIS** option reports information based on whether or not you have indicated to OmniBill that you have paid your agents their commissions.

When **CHANNEL EARNINGS ANALYSIS** is selected as the report orientation, **INVOICE DISPOSITION** of Paid and Unpaid are replaced with **TRANSACTION DISPOSITIONS** of Released and Not Released.

TRANSACTION DISPOSITION OPTIONS

- **RELEASED** indicates the sales channel has been paid the earned commission amount by your company. In order for the system to consider a commission transaction **RELEASED**, the **PD** column in the **TRANSACTIONS** tab must be a **Y**.

Channel Information Display										
Channel ID: BILLBBUX		Channel Name: Bill Bigbux								
Channel Type: 001		Channel Orientation: <input checked="" type="radio"/> Single Channel			Channel Logo: []		Cycle Tolerance: 99			
Assign Date: 02/11/2003		Termination Date: / /								
Single Channel			Transactions				Messages		Web Controls (OmniAgent)	
Date	Code	Amount	+/-	Description	From Acct #	Invoice #	Inv Date	Comm Bill \$	Pd	Paid Date
04/29/2004	COMPY	\$0.33	+	Commission	F10000001212	022120007	07/31/2002	\$8.33	Y	05/21/2004
04/29/2004	COMPY	\$0.33	+	Commission	F10000001212	022430007	08/31/2002	\$8.33	Y	05/21/2004
04/29/2004	COMPY	\$0.33	+	Commission	F10000001212	023040007	10/31/2002	\$8.33	Y	05/21/2004
04/29/2004	COMPY	\$0.33	+	Commission	F10000001212	022730007	09/30/2002	\$8.33	Y	05/21/2004

- **NOT RELEASED** indicates the sales channel has not been paid the earned commission by your company. These transactions display in the **TRANSACTIONS** tab with an **N** in **PD** column.

Channel Information Display										
Channel ID: JIMGREEN		Channel Name: James Green								
Channel Type: 001		Channel Orientation: <input checked="" type="radio"/> Single Channel			Channel Logo: []		Cycle Tolerance: 99			
Assign Date: 04/11/1998		Termination Date: / /								
Single Channel			Transactions				Messages		Web Controls (OmniAgent)	
Date	Code	Amount	+/-	Description	From Acct #	Invoice #	Inv Date	Comm Bill \$	Pd	Paid Date
06/28/2004	COMPY	\$3.12	+	Commission	F10000104839	033340111	11/30/2003	\$62.50	N	
06/28/2004	COMPY	\$3.12	+	Commission	F10000104839	041210111	04/30/2004	\$62.50	N	
06/28/2004	COMPY	\$3.12	+	Commission	F10000104839	041520111	05/31/2004	\$62.50	N	
06/10/2004	COMPY	\$3.00	+	Commission	F10000000174	041520001	05/31/2004	\$3.00	N	
05/07/2004	COMPY	\$3.00	+	Commission	F10000000174	041210001	04/30/2004	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	033040001	10/31/2003	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	040910001	03/31/2004	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	040500001	02/29/2004	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	040310001	01/31/2004	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	033850001	12/31/2003	\$3.00	N	
05/03/2004	COMPY	\$3.00	+	Commission	F10000000174	033340001	11/30/2003	\$3.00	N	
04/28/2004	BONUS	\$10.00	+	Performance					Y	04/28/2004

- **BOTH** reports commission information for sales channels that have been paid as well as sales channels that have not been paid. However, there is no indicator in the report differentiating between the two.

Note: The Sales Commission Transaction Reporting/Posting report is used to indicate that a Sales Agent has been paid their commission. This report is explained after the completion of this report.



NOTE: If your database is setup **AS PAID**, then commissions are only posted in Sales Agent's profile when accounts pay their invoices in full.

If your database is setup **AS BILLED**, then commissions are posted in the Sales Agent's profile when your database is in the Permed status.

Date Option

The date options are based on your **REPORT ORIENTATION** selection.

REPORT ORIENTATION – ACCOUNT INVOICE ANALYSIS

Two options exist – Invoice Cycle End Date or Cycle End Date Rate

- **INVOICE CYCLE END** (latest cycle end date defaults)

Report Orient. Account Invoice Analysis

Invoice Disposition
 Paid
 Unpaid
 Both

Cycle Sets: 100

Cycle Ends: 01/31/2008

- **INVOICE CYCLE END DATE RANGE** (enter the range to report on).

Report Orient. Account Invoice Analysis

Invoice Disposition
 Paid
 Unpaid
 Both

to



REPORT ORIENTATION – CHANNEL EARNINGS ANALYSIS

- **INVOICE CYCLE END DATE**

Transaction Disposition

Released

Not Released

Both

Report Orient.
Channel Earnings Analysis

Invoice Cycle End
Transaction Post Date

Cycle Set: 100

Cycle End: 01/31/2008

- **TRANSACTION POST DATE**

If your market is set up **AS PAID**, the **TRANSACTION POST DATE** represents the date an account paid their balance due and the system posted the commission transaction(s) to the sales channel profile. Selecting Transaction Post Date displays two date fields.

If your market is set up **AS BILLED**, the **TRANSACTION POST DATE** represents the date invoices were generated and the system posted commission transaction(s) to the sales channel profile.

Transaction Disposition

Released

Not Released

Both

Report Orient.
Channel Earnings Analysis

Invoice Cycle End
Transaction Post Date

to

Group By Tab

The **GROUP BY** tab lets you group the report by various fields.

Report Parameter Selection - Channel Cycle Commission Analysis

Acct. Level Parameters | Screening and Sorting | Report Specific-Parms | **Group By** | Output Parameters | Report Scheduler

Channel
Acct Type
Acct Num
Scat
Line Num
Sub Level
Comm Plan
Rate Type
Chan Type



CHANNEL COMMISSION TRANSACTION REPORTING/POSTING P

The **CHANNEL COMMISSION TRANSACTION REPORTING/POSTING** screen contains two tools to manage and report all commission transactions (not just commissions calculated at the time of your bill run):

1. Report and Post All Unpaid Commission Transactions.
2. Query Commissions Transactions Only (without posting). This is the default reporting option when the Commission Processing/Reporting button is selected.

NOTE: The two Commission reports discussed previously report on commissions calculated as a result of a Bill Run only, not any commissions manually added to a Sales Agents profiles, such as a one time bonus. This report displays all manually added transactions.

Refer to Section I **“Report Options”** for details on each available option.

REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS

As commissions are calculated and entered on the Sales Channel’s profile, two columns exists called **Pd** and **Paid Date** within the Transactions tab of a Sales Channels profile. The **Pd** column initially displays **N** indicating commissions have not yet been paid to the Sales Channel.

Single Channel		Transactions				Messages		Web Controls (OmniAgent)		
Date	Code	Amount	+/-	Description	From Acct #	Invoice #	Inv Date	Comm Bill \$	Pd	Paid Date
05/18/2004	COMPY	\$2.71	-	Commission F	10000001558	013340009	11/30/2001	\$39.95	N	
05/18/2004	COMPY	\$5.30	+	Commission F	10000001558	013650009	12/31/2001	\$131.66	N	

When the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** option is run, the system changes the **Pd** column from an **N** to a **Y**, indicating the sales channel has been paid their earned commission. The **PAID DATE** column in the Sales Channel Transactions tab fills in with the date the Report and Post All Unpaid Commission Transactions option is run.

The **MINIMUM AGGREGATE POSTING VALUE** option is used to Set a threshold amount that agents must meet in **UNPAID COMMISSION TRANSACTIONS** before the system posts commissions transactions as **PAID**.



When selecting the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** option, the **MINIMUM AGGREGATE POSTING VALUE** options displays.

Sales Commission Transaction Reporting/Posting	
<input checked="" type="radio"/> Report and Post All Unpaid Commission Transactions	Minimum Aggregate Posting Value: <input type="text" value="0"/>

NOTE: USE THE POST ALL UNPAID COMMISSION TRANSACTIONS FEATURE WITH CAUTION! Once unpaid commission transactions have been posted as paid, all **CHANNEL** profiles are affected cannot be reversed.

POSTING UNPAID COMMISSION TRANSACTIONS

Action	Description
--------	-------------

- | | |
|--|---|
| <p>1. Click SALES COMMISSION TRANSACTION REPORTING/POSTING.</p> | <p>The REPORT PARAMETER SELECTION screen displays with QUERY COMMISSION TRANSACTION ONLY selected as the default.</p> |
|--|---|

- | | |
|---|--|
| <p>2. Select REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS.</p> | <p>The Minimum Aggregate Posting Value option is enabled.</p> |
|---|--|

Sales Commission Transaction Reporting/Posting	
<input checked="" type="radio"/> Report and Post All Unpaid Commission Transactions	Minimum Aggregate Posting Value: <input type="text" value="0"/>



MINIMUM AGGREGATE POSTING VALUE

The **MINIMUM AGGREGATE POSTING VALUE** field is used to set a threshold amount an agent must meet in **UNPAID COMMISSION TRANSACTIONS** before the system will post commission transactions as **PAID**. The default entry is \$0.00.

In the below example, two agents have unpaid transactions. Bill Bigbux has a total of \$1.32 in unpaid commission transactions and Sam Jones has a total of \$5.28 in unpaid commission transactions.

BILL BIGBUX

Channel Information Display											
Channel ID: BILLBBUX		Channel Name: Bill Bigbux									
Channel Type: 001		Channel Orientation: Single Channel		Channel Logo: [dropdown]							
Assign Date: 02/11/2003		Termination Date: //		Cycle Tolerance: 99							
Single Channel		Transactions			Messages			Web Controls		OmniAgent	
Date	Code	Amount	Description	From Acct #	Invoice #	Inv Date	Comm Bill	Pd	Inv Date	Comm Bill	Pd
04/29/2004	COMPY	\$0.33	Commission	F10000001212	022120007	07/31/2002	\$8.38	N			
04/29/2004	COMPY	\$0.33	Commission	F10000001212	022430007	08/31/2002	\$8.38	N			
04/29/2004	COMPY	\$0.33	Commission	F10000001212	023040007	10/31/2002	\$8.38	N			
04/29/2004	COMPY	\$0.33	Commission	F10000001212	022730007	09/30/2002	\$8.38	N			

SAM JONES

Channel Information Display											
Channel ID: SAMJONES		Channel Name: Sam Jones									
Channel Type: 001		Channel Orientation: Single Channel		Channel Logo: [dropdown]							
Assign Date: 04/11/1998		Termination Date: //		Cycle Tolerance: 99							
Single Channel		Transactions			Messages			Web Controls		OmniAgent	
Date	Code	Amount	Description	From Acct #	Invoice #	Inv Date	Comm Bill	Pd	Inv Date	Comm Bill	Pd
04/29/2004	COMPY	\$1.32	Commission	F10000001212	022120007	07/31/2002	\$33.3	N			
04/29/2004	COMPY	\$1.32	Commission	F10000001212	022430007	08/31/2002	\$33.3	N			
04/29/2004	COMPY	\$1.32	Commission	F10000001212	023040007	10/31/2002	\$33.3	N			
04/29/2004	COMPY	\$1.32	Commission	F10000001212	022730007	09/30/2002	\$33.3	N			

If the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** query is run with a Minimum Aggregate Posting Value of \$5.00, only Sam Jones will have his commission transactions posted as paid because he exceeds the minimum posting value by \$.28.

If the report is run with the default value (\$0.00), both Bill Bigbux and Sam Jones will have their commission transactions posted as paid.

After the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** option runs, the **TRANSACTIONS** tab displays a **Y** in the **Pd** column for all Channels. The **PAID DATE** column fills in with the date the Report and Post All Unpaid Commission Transactions option is run.

Channel Information Display											
Channel ID: BILLBBUX		Channel Name: Bill Bigbux									
Channel Type: 001		Channel Orientation: Single Channel		Channel Logo: [dropdown]							
Assign Date: 02/11/2003		Termination Date: //		Cycle Tolerance: 99							
Single Channel		Transactions			Messages			Web Controls		OmniAgent	
Amount	+/-	Description	From Acct #	Invoice #	Inv Date	Comm Bill	\$	Pd	Paid Date	Operator	
\$0.33	+	Commission	F10000001212	020590007	02/28/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	020900007	03/31/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	021200007	04/30/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	021510007	05/31/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	021810007	06/30/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	022120007	07/31/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	022430007	08/31/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	023040007	10/31/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.33	+	Commission	F10000001212	022730007	09/30/2002	\$8.38		Y	1/24/2003	SYSTEM	
\$0.60	+	Commission	F10000000174	030900001	03/31/2003	\$0.60		Y	1/24/2003	SYSTEM	
\$0.60	+	Commission	F10000000174	030590001	02/28/2003	\$0.60		Y	1/24/2003	SYSTEM	
\$0.60	+	Commission	F10000000174	030310001	01/31/2003	\$0.60		Y	1/24/2003	SYSTEM	
\$0.60	+	Commission	F10000000174	023650001	12/31/2002	\$0.60		Y	04/01/2003	SYSTEM	



OUTPUT PARAMETERS TAB

Selecting **OUTPUT TO DELIMITED TEXT FILE** offers a Long Form and a Short Form output option.

The Long Form file consists of a **CR**, **TR**, and **CT** record, as well as a Header and Trailer record. Records will be variable length and tilde (~) delimited. Each field is explained below.

- **FILE HEADER RECORD (RECORD TYPE FH)** – This is the first record in the data file and indicates run date and operator.

Record Type (Value = FH)
Run Date (YYYYMMDD)
Run OPR (VC 8)
Mode (Q uery or (P ost)

- **CHANNEL RECORD (RECORD TYPE CR)** The CR record is the first record and contains the Channel ID, Name, and Address information. Only one (1) Channel record is produced for a sales channel.

Record Type (Value = CR)
Channel ID (VC 8)
Channel Name (VC 30)
Channel Address 1 (VC 30)
Channel Address 2 (VC 30)
Channel City (VC 20)
Channel State (C 2)
Channel Zip (VC 9)
Channel Contact Name (VC 30)

Channel Type (VC 3)
Channel Start Date (YYYYMMDD)
Channel End Date (YYYYMMDD)
Channel Soc Sec # (C 9)
Channel Federal ID (C 9)
Current Unpaid Comm Amount (N 12,2)*
YTD Paid Comm Amount (N 12,2)*
*Not Currently Populated



- **CHANNEL TRANSACTION RECORD (RECORD TYPE TR)** The TR record always follows the Channel Record and contains the commission amounts to be paid. The number of Transaction Records will vary by cluster as the number of paid transactions will vary by channel.

Record Type (Value = TR)
Channel ID (VC 8)
Transaction Date (YYYYMMDD)
Transaction Code (VC 5)
Transaction Description (VC 30)
Paid Status Flag (Y/N)
Commission Amount (N 12,2)
Invoice Number (N 9)
Invoice Cycle End Date (YYYYMMDD)
Commissionable Revenue Amount (N 12,2)
Market ID (VC 5)
Customer Account Number (N 11)
Customer Name (VC 30)
Associated Structure Code (VC 8)
Structure Share Percentage (N 7,4)

- **CHANNEL TOTAL RECORD (RECORD TYPE CT)** This is the last record in each channel cluster and provides final totals from the Transaction Records. Only one (1) Total Record will be produced per record cluster.

Record Type (Value = CT)
Channel ID (VC 8)
Total Number of Items (N 9)
Total Commission Amount (N 12,2)
Total Revenue Amount (N 12,2)

- **FILE TRAILER RECORD (RECORD TYPE FT)** This is the last record in the data file and presents final grand totals for balancing.

Record Type (Value = FT)
Total Channels in File (N 9)
Total Number of Trans. Items (N 9)
Total Commission Amount (N 12,2)
Total Revenue Amount (N 12,2)



Example of the LONG FORM data file is below:

```

FH~20040422~JENNIFER~Q
CR~ABC~ABC Sales Agency~245 Center Street~~Hartford~CT~065098999~Dan Halpern~001~20011004~~~
22222222~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~021510014~20020531~117.02~SAMP1~10000002423
~Atlantic Seafood~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~021810014~20020630~117.02~SAMP1~10000002423
~Atlantic Seafood~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~022120014~20020731~117.02~SAMP1~10000002423
~Atlantic Seafood~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~022430014~20020831~117.02~SAMP1~10000002423
~Atlantic Seafood~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~023040014~20021031~117.02~SAMP1~10000002423
~Atlantic Seafood~~
TR~ABC~20040419~COMPY~Commission Payment~Y~3.76~022730014~20020930~117.02~SAMP1~10000002423
~Atlantic Seafood~~
CT~ABC~6~22.56~702.12
TR~HOUSE~20040419~COMPY~Commission Payment~Y~5.13~013650029~20011231~112.82~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~020310029~20020131~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~020590029~20020228~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~020900029~20020331~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~021200029~20020430~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~021510029~20020531~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~021810029~20020630~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~022120029~20020731~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~022430029~20020831~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~023040029~20021031~71.00~SAMP1~10000005191
~Thomas Jameson~~
TR~HOUSE~20040419~COMPY~Commission Payment~Y~3.25~022730029~20020930~71.00~SAMP1~10000005191
~Thomas Jameson~~
CT~HOUSE~11~37.63~822.82
FT~2~17~60.19~1524.94

```

The SHORT FORM is exported in a comma-delimited format.

The file contains the POST DATE (YYYYMMDD), CHANNEL ID, TRANSACTION COUNT, TOTAL BILLED AMOUNT, TOTAL COMMISSION AMOUNT, CHANNEL NAME, CHANNEL CONTACT, CHANNEL ADDRESS 1, CHANNEL ADDRESS 2, CHANNEL CITY, CHANNEL STATE, CHANNEL ZIP, CHANNEL EMAIL, CHANNEL SS#, CHANNEL FED ID#, CHANNEL PHONE, CHANNEL START DATE, CHANNEL END DATE, and TRANSACTION DATE.

An example of the data file exported in the SHORT FORM is below:

```

FH,20040422,JENNIFER,Q
TR,20040422,ABC,6,702.12,22.56,ABC Sales Agency,Dan Halpern,245 Center
Street,,Hartford,CT,065098999,Jminervino@profitecinc.com,,22222222,,20011004,,20040419
FT,2,17,60.19,1524.94

```



QUERY COMMISSION TRANSACTIONS ONLY (WITHOUT POSTING)

This Query option does not post commissions as paid to the Sales Channel profile; it is used for reporting only.

Action	Description
--------	-------------

- | | |
|---|--|
| 1. Click Channel Commission Transaction Reporting/Posting P | The SALES COMMISSION TRANSACTION REPORTING/POSTING screen displays. |
|---|--|

The screen defaults to **QUERY COMMISSIONS TRANSACTIONS ONLY (without posting)**. The below example shows the default selections when the screen displays.

The screenshot shows the 'Report Parameter Selection - Sales Commission Transaction Reporting/Posting' interface. It has three tabs: 'Report Specific-Parms', 'Output Parameters', and 'Report Scheduler'. The main title is 'Sales Commission Transaction Reporting/Posting'. There are two radio buttons: 'Report and Post All Unpaid Commission Transactions' (unselected) and 'Query Commission Transactions Only (without posting)' (selected). A 'Minimum Aggregate Posting Value' field is set to 0. There is an unchecked checkbox for 'Include Bill Trans Amt Totals'. Under 'Query Options', there are three radio buttons: 'Unpaid Transactions' (unselected), 'Paid Transactions' (unselected), and 'Both Paid and Unpaid' (selected). Below these are two date range options: 'Use Transaction Date Range' (selected) and 'Use Post Date Range' (unselected). A date range selector is set to 'All Dates'. On the right, there are three checked checkboxes: 'Include Address/Contact Info', 'Page Break Between Channels', and 'Include Structure %'. A dropdown menu is open, listing various sales channel names: 'All | All', 'ABC | ABC Sales Agency', 'BILLBBUX | Bill Bigbux', 'COMMJUNCT | Commission Junction', 'GUEST710 | Guest 710', 'HOUSE | House Channel', 'JIMGREEN | James Green', 'SAMJONES | Sam Jones', 'TEST | Test', and 'TTT | Ttt'.

QUERY OPTIONS

UNPAID TRANSACTIONS

Unpaid Transactions are transactions that have not been paid to the sales channel. These are transactions that appear with an **N** in the paid column on the sales channel transaction tab. Unpaid Transactions is selected as a default.

PAID TRANSACTIONS

Paid Transactions are transactions that have been paid to the sales channel and appear with a **Y** in the paid column on the sales channel transactions tab.

Selecting **BOTH PAID AND UNPAID** transactions reports on all transactions. The report does not distinguish between transactions that are paid or transactions that are unpaid.



Action	Description
--------	-------------

DATE RANGE OPTIONS

There are two date ranges that can be used when reporting on Sales Commission Transactions, **TRANSACTION DATE RANGE** and **POSTED DATE RANGE**.

Use Transaction Date Range to

 Use Post Date Range to

All Dates ▼

USE TRANSACTION DATE RANGE

The **USE TRANSACTION DATE RANGE** option is used to report on the date the commission transaction appears on the Sales Channel profile. If the date fields are left blank, all transactions dates are reported on.

- If your database is set-up to pay commissions “**AS BILLED**”, the **TRANSACTION DATE** is the date your database imports the bill run to a PERM basis each month.
- If your database is set-up to pay commissions “**AS PAID**”, the **TRANSACTION DATE** is the date the account posted a payment, satisfying an invoice balance. The system releases the commission transaction to the Sales Channel profile at this time.

Channel Information Display									
Channel ID: SAMJONES		Channel Name: Sam Jones							
Channel Type: 001		Channel Orientation: <input checked="" type="radio"/> Single Channel		Channel Logo: ▼		Cycle Toleration: 99			
Assign Date: 04/11/1998		Termination Date: / /							
Single Channel			Transactions			Messages		Web Controls (OmniAgent)	
Date	Code	Amount +/-	Description	From Acct #	Invoice #	Inv Date	Comm Bill \$	Pd	Paid Date
04/16/2004	COMPY	\$1.32 +	Commission F	10000001212	020590007	02/28/2002	\$33.53	Y	04/16/2004
04/16/2004	COMPY	\$1.32 +	Commission F	10000001212	020900007	03/31/2002	\$33.53	Y	04/16/2004

USE POSTED DATE RANGE

The **USE POSTED DATE RANGE** report option is used to report on commission transactions posted **PAID (Y)** on the sales channel profile. If the **USE POSTED DATE RANGE** is selected, the Query Option **PAID TRANSACTIONS ONLY** should also be selected.

Use Transaction Date Range to

 Use Post Date Range to

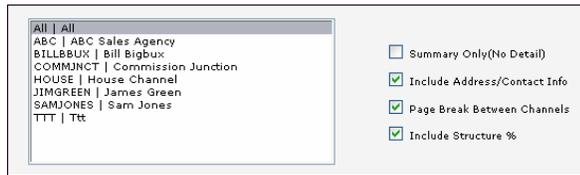
All Dates ▼

NOTE: If the **UNPAID TRANSACTION ONLY** Query Option is selected when the **USE POSTED DATE RANGE** is selected, the report will be blank.

1. Select a **QUERY OPTION**.



Action	Description
2. Select the DATE RANGE to report on.	If the date fields are left blank, all dates are reported on.
3. Select ALL CHANNELS or Select SPECIFIC CHANNELS .	SELECT ALL CHANNELS is selected as the default. If only specific Channel(s) are needed, highlight the channels requested.



Highlight the channels that are to display in the report.

ADDITIONAL OPTIONS

Select any or all of the four additional items that display.

NOTE: If you have Sales Channels that are members of sales structures, the Sales Structure % for individual channels can be suppressed or included on the report. If the **INCLUDE STRUCTURE %** is checked, the structure % appears on the report. Uncheck this option to suppress the Structure %.



CREDIT/CHECK CARD PROCESSING ANALYSIS P

The CREDIT/CHECK CARD PROCESSING ANALYSIS report is used to list credit/check card transactions based on CYCLE SETS and CYCLE END DATES.

Action	Description
--------	-------------

1. Select **CREDIT/CARD CHECK PROCESSING ANALYSIS**.

The **CREDIT/CHECK CARD PROCESSING ANALYSIS** screen displays.

Refer to Section I “*Report Options*” for details on each available option.

2. Select a credit card(s) type. Press the CTRL key while selection multiple types.
3. **DETAIL** is selected as the default **OUTPUT**. Selecting **SUMMARY** displays a total for your credit cards only.

4. Selecting **INVOICED TRANSACTIONS** and/or **UNINVOICED TRANSACTIONS** enable additional fields.

The Cycle Set and Cycle End fields fill in with **ALL** selected.



Action	Description
--------	-------------

- Select a specific **CYCLE SET** and **CYCLE END DATES** are available for selection in the **CYCLE END** drop down list.
- Enter a **POST DATE RANGE** and or **EFFECTIVE DATE RANGE** to narrow your report results.

The **POST DATE** is the date the transaction was applied to the account. This date is system generated and cannot be changed by the user when posting a transaction.

The **EFFECTIVE DATE** defaults with the date the transaction is applied to the account, but the user has the ability to change the date if needed. The Effective Date is informational only.

The **TRANSACTION STATUS** drop down list is used to select the type of transaction, **ACTIVE**, **DELETED**, or **BOTH**.

A sample **SUMMARY** and **DETAIL REPORT** are shown below.

SUMMARY REPORT

Run Time: 2/1/2008 3:51:02 PM		Credit Check Card Processing Analysis						
	Date	Trans Code	Amount	Account Number	Account Name	Cycle	Inv #	Eff. Date
<input type="checkbox"/> Market :		20	1123.39					
<input type="checkbox"/> Market : SAMP1		284	42619.76					

DETAIL REPORT

Run Time: 2/1/2008 3:50:07 PM		Credit Check Card Processing Analysis						
Market:		Source : OIV						
Status : A		Cycle Set : All						
Card Type : Mastercard		Cycle End Date : All						
		Report Type : Detail						
	Date	Trans Code	Amount	Account Number	Account Name	Cycle	Inv #	Eff. Date
Market :		20	1123.39					
Status : A		2	250.00					
Card Type : Mastercard		2	250.00					
	01/02/2008	CRDPY	150.00	10000002596	Hillside Florist			01/02/2008
	01/02/2008	CRDRV	100.00	10000002596	Hillside Florist			01/02/2008



CYCLE PROCESSING SUMMARY – P/T

The **CYCLE PROCESSING SUMMARY** report is used to report on billing information for a specific **MARKET**, **CYCLE SET**, **CYCLE END DATE**, and if applicable geographic **REGION**. This report is not account specific. The Cycle Processing Summary report is a valuable tool when reviewing bill run data prior to importing your bill run to permanent status. It is highly recommended that this report is run and reviewed for each billing cycle.

When the report is selected, the Cycle Processing Summary screen displays. The Market, Cycle Set, Cycle End Date, and Use Perm Tables option are selected by default. These values can be changed if needed.

Refer to Section I “**Report Options**” for details on each available option.

If your database has geographic regions defined in the **BASIS/REGION DEFINITION MAINTENANCE** utility found in the **REFERENCE** tab in **SYSTEM UTILITIES**, an additional drop down list **REGION** appears. Refer to Section 21 – System Utilities for more information on the **BASIS/REGION DEFINITION MAINTENANCE** utility.

The following categories are represented in the Cycle Processing Summary report:

- Traffic Level Items (Usage)
- Account Level Items
- Service Level Items
- Service Feature/Recurring Level Items
- Equipment/Accessory Level Items
- Late Fees
- Discounts
- Revenue Items (Transactions)
- Deposit Information
- General Summary



The Rate Type **CODE**, Rate Type Code **DESCRIPTION**, Service Detail record **COUNT**, and total dollar **AMOUNT** display for each category in the report.

SAMPLE CYCLE PROCESSING REPORT – PAGE 1 ONLY

Run Time: 3/1/2010 1:59:13 PM		Cycle Processing Summary		Page 1 of 3
Traffic Level Items	Code Description	Count	Amount	
Landline				
	Local01 Local RLRN 01	7	115.470000	
	Local05 Local RLRN 05	1	6.420000	
	Local07 Local RLRN 07	2	33.750000	
	Local12 Local RLRN 12	3	4.860000	
	Local15 Local RLRN 15	1	1.410000	
	IntraST Intrastate - Intralate	37	375.820000	
	IntraER Intrastate - Interstate	9	117.450000	
	InterST Interstate	46	1466.820000	
	Canada Canada	3	17.890000	
	Overseas Overseas	2	29.840000	
	DialITsv Dial-It Service (976-Like Codes)	1	3.000000	
	LocalDA Local Directory Assistance	3	2.400000	
	LongDA Long Distance Directory Assistance	15	31.750000	
	UserIntF User Initiated Feature	1	58.284000	
	SpclUEvt Special Use Events	2	105.000000	
	DTransp Data Transport	1	154.910000	
	Traffic Traffic	1	173.480000	
	Total Landline	135	2698.554000	
Wireless				
	HomeAir Home System Air	2	138.840000	
	HomeIST Home System Interstate	2	47.588000	
	RoamAir Roam System Air	2	11.200000	
	RoamIST Roam System Interstate	2	15.440000	
	Total Wireless	8	213.068000	



CYCLE RATE TYPE SUMMARY - P

The **CYCLE RATE TYPE SUMMARY** report is used to report on billing information for a selected **MARKET**, **CYCLE SET**, and **CYCLE END** Date.

This report is not account specific and billing information is either summarized by **RATE TYPE CODE** or summarized by **RATE TYPE CODE**, **STATE**, **OCN** and line **ORIENTATION** (business or residential). A record count and total dollar amount for each rate type is listed when **GENERAL SUMMARY** is selected. Setting the scope to display by **STATE/OCN/ORIENT** page breaks the information by state, OCN and orientation.

Refer to Section I “**Report Options**” for details on each available option.

The Market, Cycle Set, Cycle End, and Scope fields default with values. These values can be changed if needed.

Action	Description
--------	-------------

1. Select the **RATE TYPE CODES** you want to report on by highlighting them in the list. Multiple codes can be selected by holding down the **CTRL** key on your keyboard while clicking the codes.

To **SELECT ALL** rate types, cursor to the bottom of the list; press the shift key down and click on the last rate type. **NOTE:** This option should be used with *caution* because the report has the potential to return large amounts of data when selecting all rate type codes.

2. Click the **GREEN CHECKMARK** to run the report. The report displays in print preview mode by default.



Sample Report with **GENERAL SUMMARY** selected as the **SCOPE**.

Run Time: 2/1/2008 4:24:30 PM Page 1 of 3

Cycle Rate Type Summary

Source : OIV
Cycle Set : 100
Cycle End Date : 10/31/2007
Report Type : Summary

Rate Type Code	Rate Type Description	Count	Amount
Market : SAMP1		1994	29606.64186
Local01	Local RLRN 01	7	115.47000
Local05	Local RLRN 05	1	6.42000
Local07	Local RLRN 07	2	33.75000
Local12	Local RLRN 12	3	4.86000
Local15	Local RLRN 15	1	1.41000
IntraST	Intrastate - Intralata	37	375.82000
IntraER	Intrastate - Interlata	9	117.45000
InterST	Interstate	46	1466.82000
Canada	Canada	3	17.89000
Overseas	Overseas	2	29.84000

Sample Report with **STATE/OCN/ORIENT/BREAKS** selected as the **SCOPE** and **TRAFFIC BASED RATE TYPE CODES** selected.

Run Time: 9/26/2007 4:47:54 PM Page 1 of 146

General Rate Type Detail

Market: SAMP1 **Source :** OIV
State: CA **Cycle Set :** 100
OCN: - **Cycle End Date :** 08/31/2007
Orient: - **Report Type :** Summary
SCAT: OE
COS: -
Order Type: Total Non-Traffic Types

Rate Type Code	Rate Type Description	Period 1		Period 2		Period 3		Period 4		Non-Traffic	
		Count	Cost	Count	Cost	Count	Cost	Count	Cost	Count	Cost
Market : SAMP1		5178	2193.812000	933	560.650000	1449	255.600000	0	0.000000	2009	27156.846208
State : CA		0	0.000000	0	0.000000	0	0.000000	0	0.000000	10	4.123100
OCN : -		0	0.000000	0	0.000000	0	0.000000	0	0.000000	10	4.123100
Orient : -		0	0.000000	0	0.000000	0	0.000000	0	0.000000	10	4.123100
SCAT : OE		0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	1.351760
COS : -		0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	1.351760
Order Type : Total Non-Traffic Types		0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	1.351760
DisTable	Discount - Table Level	0	0.000000	0	0.000000	0	0.000000	0	0.000000	1	-1.080000
USFSUH	Federal Universal Service Fund Surcharge	0	0.000000	0	0.000000	0	0.000000	0	0.000000	1	2.431760



CYCLE TRANSACTION SUMMARY P/T

The **CYCLE TRANSACTION SUMMARY** report is used to report on all transactions posted for a selected Market, billing Cycle Set and Cycle End date. The report is not account specific.

Report Parameter Selection - Cycle Transaction Summary

Report Specific-Parms | Output Parameters | Report Scheduler

Cycle Transaction Summary Options

Use Perm Tables

Market: SAMP1

Cycle Set: 100

Cycle End: 02/28/2010

✓ ✗

Refer to Section I **“Report Options”** for details on each available option.

The following categories display in the report:

- Adjustments to Revenue
- Tax Adjustments to Revenue
- Write-Off Summary
- Cash Item Summary
- Total for all Transactions
- Deposit Summary

The **CYCLE TRANSACTION SUMMARY REPORT** displays in the print preview mode by default.

Run Time: 2/1/2008 4:28:58 PM

Cycle Transaction Summary

Page 1 of 3

Code	Description	Count	Amount
Debit Adjustment Items:			
Adjustments to Revenue:			
MINCH	Minimum Charge-Acct	74	1272.75
MINPL	Minimum Charge-Plan	1	50.00
SRVCH	Service Charge	78	795.00
	Debit Adjustments	153	2117.75
	Debit Adjustments Items	153	2117.75
Credit Adjustment Items:			
EPDSC	Early Payment Discount	1	-39.47
REFCR	Referral Discount	52	-69.14
	Credit Adjustments	53	-108.61
	Credit Adjustments Items	53	-108.61
Total Adjustments to Revenue:		206	2009.14



DATABASE/OPEN INVOICE AUDIT REPORTS – P

The **DATABASE/OPEN INVOICE AUDIT REPORTS** is used to select 11 individual reports. Each report displays unique information from the following 11 open invoice areas:

- Feature/USOC
- Line (Rate) Plan
- (Line Rate) Plan Traffic
- One Time
(Service Level One Time Charges)
- COS (Line Class Of Service)
- Line Equipment/Accessory
- Account Recurring Items
- Account Action Tickets
- Account Discounts
- Account Taxes
- Account General Items

DATABASE/OPEN INVOICE AUDIT REPORTS are useful when trying to itemize charges by State and service category. Each Database Report displays the **MARKET**, **STATE**, and **SERVICE CATEGORY** by default. If charges are tied to specific lines, the line **OCN**, **OCN NAME**, **LINE ORIENTATION**, and if applicable line **COS** display in the report.

Refer to Section I “*Report Options*” for details on each available option.

FEATURES/USOCs

The **LINE FEATURE/USOC** report is used to report on charges invoiced for line **FEATURES** during a selected **CYCLE END DATE**. The **SELECTION PARAMETERS** default with Report Area, Cycle Set, Cycle End Date, Summary Counts, and Open Invoice Orientation selected. The **OPEN INVOICE ORIENTATION** option cannot be changed.



Below is an example of the **FEATURES/USOCs** report run with **SUMMARY** selected. The Feature/USOC Code, Feature Name, COS (Class of Service Code), TA (Term Agreement code), service detail record **COUNT**, and the **COST** associated with each **RATE TYPE** also display in the report. All the available rate type codes that can potentially invoice for a feature charge display in the report. Explanations for the code are found below the **RATE TYPE CODE**.

Run Time: 9/27/2007 8:24:36 AM Page 1 of 44

Features USOCS Report

Market: SAMP1 Source : OIV
 State: CT Cycle Set : 100
 OCN: ---- Cycle End Date : 08/31/2007
 Orient: Business Report Type : Summary
 SCAT: AC
 COS: -

User Code	Feat Name	COS	TA Code	LFR99B Partial-Flow		LFR99B Partial-Rate/Date		LFR99S Partial-Suspend		LFR99C Partial-Cost		LFR99C Cycled		LFR99A Actuals		LFR99B Stop	
				Count	Cost	Count	Cost	Count	Cost	Count	Cost	Count	Cost	Count	Cost	Count	Cost
Market : SAMP1				0	0.000000	0	0.000000	0	0.000000	0	0.000000	102	623.340000	0	0.000000	0	0.000000
State : CT				0	0.000000	0	0.000000	0	0.000000	0	0.000000	180	613.300000	0	0.000000	0	0.000000
COS : ---				0	0.000000	0	0.000000	0	0.000000	0	0.000000	12	60.000000	0	0.000000	0	0.000000
Orient : Business				0	0.000000	0	0.000000	0	0.000000	0	0.000000	12	60.000000	0	0.000000	0	0.000000
SCAT : AC				0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	10.000000	0	0.000000	0	0.000000
COS : -				0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	10.000000	0	0.000000	0	0.000000
SWFIT	Simple Service Feature(1)	LF	STGHD	0	0.000000	0	0.000000	0	0.000000	0	0.000000	2	10.000000	0	0.000000	0	0.000000

If **DETAIL** is selected, various fields in the **ACCT. LEVEL PARAMETERS** tab are available.

Report Parameter Selection - Database/Open Invoice Audit Reports

Acct. Level Parameters
 Report Specific-Parms
 Output Parameters
 Report Scheduler

Report Setting Stored Profiles:

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
USOC Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feat Name	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
TA Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Quantity	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Channel	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Comm Plan	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Bill Amount	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
COS	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
USOC Code	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

The **ACCT. LEVEL PARAMETERS** tab is used to select any additional information you want to include in the report.

NOTE: **DETAIL** is only available for the Features USOC report.



LINE PLAN

The **LINE PLAN** report is used to report on charges invoiced during a selected cycle end date by Market, State, OCN, Orientation, SCAT, Line Plan, COS, and by Rate Type Code.

PLAN TRAFFIC

The **PLAN TRAFFIC** report is used to report on traffic invoiced during a selected cycle end date by **RATE PLAN(S)**. The **PLAN CODE** identifies the **RATE PLAN** and the **TYPE** identifies the **RATE TYPE** the traffic was generated from. The report details the **COST** for each traffic type by **TIME OF DAY** period.

ONE TIME

The **ONE TIME** report is used to report on One Time charges that were invoiced during a selected **CYCLE END DATE**.

COS

The **COS** (Class Of Service) report is used to report on charges that were invoiced during a selected **CYCLE END DATE** for Class of Service.

EQUIPMENT/ACCESSORY

The **EQUIPMENT/ACCESSORY** report is used to report on charges invoiced during a selected **CYCLE END DATE** for equipment and/or accessories. Any rate type codes that can potentially invoice for equipment and accessory charges display in the report.

ACCOUNT RECURRING

The **ACCOUNT RECURRING** report is used to report on Account Recurring Charges invoiced during a selected **CYCLE END DATE**. OCN information does not display because Account Level Recurring charges are not associated with a specific line. Any rate type codes that can potentially invoice for an account recurring charge display in the report.

ACCOUNT DISCOUNTS

The Account Discounts report is used to report on discounts generated during a selected cycle end date. The rate Plan Code and/or discount code, Plan Name, discount type, Discount Rate Type Code, Service Detail count, and Cost display in the report.

ACCOUNT TAXES

The **ACCOUNT TAXES** report is used to itemize taxes invoiced for a selected cycle end date. The **TAX RATE TYPE CODE**, **RATE TYPE DESCRIPTION**, Service Detail **COUNT**, and **COST** display in the report. The report groups taxes by State, Orientation, and Service Category.

ACCOUNT ITEMS

The Account Items report is used to report on miscellaneous account level charges invoiced during a selected cycle end date. These are charges that are customized on an account-by-account basis. Any rate type codes that can potentially invoice for miscellaneous account charges display in the report.

ACCOUNT TICKETS

The **ACCOUNT TICKETS** report is used to report on charges that were invoiced as a result of an action ticket having a **BILLABLE AMOUNT** entered.



FEATURE/USOC/RATE TYPE BILLING SUMMARY BY LOCATION P

The **FEATURE/USOC/RATE TYPE BILLING SUMMARY** report is used to report on billing summary information for the following three categories: **FEATURE/USOCS**, **RATE TYPES**, or **USER CODES**.

Report Parameter Selection - Feature USOC/Rate Type/User Code Billing Summary

Report Setting Stored Profiles:

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Market	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Region	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
State	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
County	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
City	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Borough	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Zip Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Orientation	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feat COS	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Feat TA	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Code	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Desc	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Lines	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Amt Billed	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

✓
✗

Refer to Section I **“Report Options”** for details on each available option.

FEAT/USOC REPORT

The **ACC. LEVEL PARAMETERS** screen is used to select the fields you want to display in your report.

The **REPORT SPECIFIC –PARMS** screen is used to select the:

- Type of report you want to create.
- Cycle Set
- Cycle End date.
- Depending on the report type selected, a grid of codes displays for your selection.
 1. Rate Types
 2. Feature Codes



3. User Codes – Master Rate Groups, Account Level Charges etc.

Acct. Level Parameters | Report Specific-Parms | Group By | Output Parameters | Report Scheduler

Feature USOC/Rate Type/User Code
Billing Summary Options

Report Selection

Feat/USOC
 Rate Type
 User Code

Cycle Set: 100

- 1B8 | Multi-Line Hunt
- 1EF | Flat Retail Business Line EMS
- 1EH | Multi-Line Hunt (EMS) Tier 1
- 1EL | Flat Retail Business Line EMS
- 1ER | 1 Res Line EMS (Tier 1)
- 1EW | 1 Res Line EMS (Tier 1)
- 1FB | 1 Business Line
- 1FH | Multi-Line Hunt
- 1FL | 1 Business Line
- 1FR | 1 Residential Line (Party)
- 1FW | 1 Residential Line (Party)

Cycle End: 02/28/2010

- ADDFEE | Additional Line Fee
- ALARM1 | Sentry Alarm Service(1)
- CABLE | Plan Misc Fee
- CAND1 | Canada Table 1
- CMPTK | Campus Talk Plan Misc
- CONTIG | Contiguous Service No Restr(1)
- CTLC1 | Single FSLC Line Fee
- CTLC2 | Plan Misc Fee
- CTRP1 | CT Resi Plan 1 Plan Misc
- DBS01 | Gold Satellite Service
- DESKPH | Standard Desk Phone(1)

Cycle Set: 100

- 900Serv | 900 Service
- Ac1Time | Accessory Purchase - One Time
- Accs1Tim | Access - Activation
- AccsCrD | Access - Partial - Deact
- AccsCrS | Access - Partial - Suspend
- AccsCrSB | Access - Partial - Stop Billing
- AccsPrN | Access - Partial - New
- AccsPrR | Access - Partial - Reinst
- AccsRecr | Access - Cycled
- AcCycld | Accessory Purchase - Cycled
- AcDep | Account Deposit

✓ ✗

NOTE: Changing the CYCLE END date clears any previously selected codes.



GENERAL LEDGER CODE DETAIL P

The **GENERAL LEDGER CODE DETAIL** is one of two general ledger reports used to report on General Ledger information created in the General Ledger Detail screen in System Profiles.

The **MARKET**, **CYCLE SET**, and **CYCLE END** date default with values. These default values can be changed if needed.

Report Parameter Selection - General Ledger Code Detail

Report Specific-Parms | Output Parameters | Report Scheduler

General Ledger Code Detail Options

Market: SAMP1

Cycle Set: 100

Cycle End: 02/28/2010

✓ ✗

Refer to Section I **“Report Options”** for details on each available option.

Print preview mode displays all rate type codes/transaction codes for each general ledger account code and totals the rate type codes/transaction codes after the last detail item.

Run Time: 9/27/2007 10:45:43 AM General Ledger Code Detail Report Page 1 of 16

Market: SAMP1 Record Type: Rate Type Account: 1000 Revenue Department: 100000 Usage Object: 10000 Local	Source: OIV Cycle Set: 100 Cycle End Date: 08/31/2007 Report Type: Detail
--	--

	Rate/Trans Type	Amount
Market : SAMP1		39550.950240
Record Type : Rate Type		11520.880240
Account : 1000		10581.322000
Department : 100000		2911.622000
Object : 10000		161.910000
	Local01	115.470000
	Local05	6.420000
	Local07	33.750000
	Local12	4.860000
	Local15	1.410000



GENERAL LEDGER CODE SUMMARY P

The **GENERAL LEDGER CODE SUMMARY** report uses the same data as the **GENERAL LEDGER CODE DETAIL** report, but presents it in summary format, leaving out the name fields (e.g. account name, department name, etc.) associated with each segment of the general ledger code.

Report Parameter Selection - General Ledger Code Summary

General Ledger Code Summary Options

Market:

Cycle Set: Cycle End:

✔ ✘

Refer to Section I **“Report Options”** for details on each available option.

Run Time: 9/27/2007 11:10:07 AM Page 1 of 7

General Ledger Code Summary Report

Market: SAMP1 Record Type: Rate type Account: 1000 Department: 100000	Source: OIV Cycle Set: 100 Cycle End Date: 08/31/2007 Report Type: Summary
--	---

	Object	Amount
Market : SAMP1		39550.950240
Record Type : Rate type		11520.880240
Account : 1000		10581.322000
Department : 100000		2911.622000
	10000	161.910000
	20000	1960.090000
	30000	17.890000
	40000	29.840000
	50000	213.068000
	60000	95.434000
	70000	433.390000



LINE STATUS ANALYSIS P

The purpose of the **LINE STATUS ANALYSIS** report is to provide summary counts, associated reasons, and associated revenue affects for lines with any major action invoked during a selected date range. The report can be used to analyze the following actions taken on a line:

- Lines **ADDED** during selected date range.
- Lines **ACTIVATED** during selected date range.
- Lines **SUSPENDED** during selected date range.
- Lines **REINSTATED** during selected date range.
- Lines **DEACTIVATED** during selected date range.
- Lines with **NO STATUS**, which are lines **ADDED PRIOR** to a selected date range with **NO ACTIVATION** date.

Click on the Line Status Analysis report, the **REPORT PARAMETER SELECTION** screen displays. The **ACTION DATE RANGE** is used to select any desired date range for the line analysis.

Refer to Section I “**Report Options**” for details on each available option.

There are four analysis options available:

1. **BREAK BY CHANNEL** – This option sorts data by sales channel assigned to the line and page breaks between each sales channel.
2. **ANALYSIS BY SERVICE CATEGORY** – This option provides analysis by Service Category of the line.
3. **ANALYZE REVENUE AFFECT** - This option summarizes the revenue affect under each line action based on the *last* produced cycle invoice.
4. **ANALYSIS BY ACTION REASON** - This option provides analysis by **REASON CODE** assigned to the line.

NOTE: Any combination of report options may be used however be aware that additional selected options will incrementally affect processing time for the resulting report. **NO STATUS** counts are not counted in the **NET TOTALS**, as a true status has not yet been established for lines in this category.



MASTER RATE GROUP ANALYSIS P

The **MASTER RATE GROUP ANALYSIS** report is used to analyze all charges invoiced from Master Rate Groups used during a bill cycle by **SERVICE CATEGORY**, **RATE TYPE CODE**, Service Detail record **COUNTS**, and **TIME OF DAY** period.

The report defaults with the **MARKET ID**, **CYCLE SET**, and **CYCLE END** date filled in. These values can be changed if needed.

Report Parameter Selection - Master Rate Group Analysis

Report Specific-Parms | Output Parameters | Report Scheduler

Master Rate Group Analysis Options

Market: SAMP1

Cycle Set: 100 Cycle End: 02/28/2010

✓ ✗

Refer to Section I “*Report Options*” for details on each available option.



Open Invoice Reports

The Open Invoice reports can be generated either from temporary billing data or permanent billing data. They are often used to verify billing integrity prior to importing billing information to a permanent status.

There are five available reports.

1. Open Invoice: Account Summary P/T
2. Open Invoice: Consolidated Summary P/T
3. Open Invoice: Service Detail P/T
4. Open Invoice: Service Summary P/T
5. Open Invoice: Usage Detail P/T

OPEN INVOICE: ACCOUNT SUMMARY P/T

The **OPEN INVOICE: ACCOUNT SUMMARY P/T** report is used to report on account specific information for a selected cycle set and cycle end date.

Report Parameter Selection - Open Invoice: Account Summary

Acct. Level Parameters | Report Specific-Parms | Group By | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank> Refer to Section I “*Report Options*” for details on each available option.

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
MKTID	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
CYCSET	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
CYCEND	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
ACCTNUM	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
INVNUM	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
PREV BAL	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
CREDIT ADJUST	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
DEBIT ADJUST	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
PAY AMOUNT	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
LATE FEE	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
CURR CHGS	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Screening and Sorting is not available for this report.



The **ACCOUNT SUMMARY (AS)** record contains account aging information at the time the invoice is created:

Previous balance	Late fees
Payments	Current charges
Credit and debit adjustments	Total Payable = Previous Balance – (Payments + Credits) + (Debits + Late Fee + Current Charges).

The Account Settlement Method, Settlement Type, Settlement Date, and an Invoice Settled indicator can also be reported on.

NOTE: The information that displays in this report can be found in the **ACCOUNT SUMMARY** tab that displays when viewing a customer invoice in the Customer Care module.

INVOICE: 072730001 ~ CYCLE ID: 100 ~ CYCLE End Date: 20070930

Account Summary | Consolidated Summary | Service Summary

Usage Detail | Transactions

Previous Balance	\$7,988.67	Settlement Method	Credit Card
Payments	-17,988.67	Settlement Type	Mastercard
Credit Adjustment	-11.14	Settlement Date	10/11/2007
Debit Adjustment	\$60.00	Invoice Settled	
Late Fee	\$0.00		
Current Charges	\$3,947.47		
Total Payable	\$4,006.33		

Aging Analysis	
1 - 30	\$7,998.80
31 - 60	\$3,411.26
61 - 90	\$3,672.50
91 - 120	\$4,151.66
120 +	\$42,656.64
Total Due:	\$61,890.86

Cancel | Print Image | OIV Data Output

REPORT-SPECIFIC PARMS TAB

The **REPORT-SPECIFIC PARMS** tab is used to select additional information for the report. The **CYCLE SET**, **CYCLE END DATE**, and **SETTLEMENT METHOD** defaults with information selected. These values can be changed if needed.

Report Parameter Selection - Open Invoice: Account Summary

Acct. Level Parameters | Report Specific-Parms | Group By | Output Parameters | Report Scheduler

Open Invoice: Account Summary Options

Use Perm Tables

Cycle Set: 100 | Cycle End: 02/28/2010

Check/Cash
Credit Card
ACH Debit

✓ | ✗



The **SETTLEMENT METHOD** defaults with **CHECK/CASH**. Other **SETTLEMENT METHODS** must be selected in order to see Account Summary information for accounts with **CREDIT CARD** or **ACH DEBIT** selected as their settlement method.

Below is a sample Account Summary report:

Run Time: 9/27/2007 11:57:41 AM Open Invoice Account Summary

Market: SAMP1

CYCSET	CYCEND	ACCTNUM	CU NAME
Market : SAMP1			
100	20070831	10000000693	National Auto Stores East
100	20070831	10000000866	National Auto Stores West
100	20070831	1000001039	National Auto Parts Store 1052
100	20070831	1000001385	Lyman Florist
100	20070831	1000001558	Northeast Roofing Inc



OPEN INVOICE: CONSOLIDATED SUMMARY P/T

The **OPEN INVOICE: CONSOLIDATED SUMMARY** report is used to report on billing information for **ALL CYCLE END** dates, or selected **CYCLE END** date(s).

Report Parameter Selection - Open Invoice:Consolidated Summary

Report Specific-Parms | Group By | Output Parameters | Report Scheduler

Open Invoice:Consolidated Summary Options

Summary Detail Use Perm Tables

Cycle Set: 100

All	All
AC Authorization Code	02/28/2010
AL Account Level	01/31/2010
BR Broadband	11/30/2009
CA Cable	11/30/2009
CB Callback	10/31/2009
CF Teleconferencing	09/30/2009
DS Digital Subscriber Line	08/31/2009
EA Equipment/Accessory	07/31/2009
FB Fax Broadcast	06/30/2009
GI Generic Service 1	05/31/2009

Refer to Section I **“Report Options”** for details on each available option.

This screen defaults to the most recent **CYCLE SET**, **SUMMARY** selected, **ALL** selected for both Cycle End Date and Service Category selections. The **USE PERM TABLES** option is also selected by default.

NOTE: The information that displays in this report can be found in the **CONSOLIDATED SUMMARY** tab when viewing a customer invoice in the Customer Care module.

OmniCare CRM
Customer Relationship Management System

Market - SAMP1/GUEST

INVOICE: 072730001 ~ CYCLE ID: 100 ~ CYCLE End Date: 20070930

Consolidated Summary

SCAT TYPE	PAGE	SECT	SEQ	RECURRING	NON RECURRING	USAGE	DISCOUNT	TAXES	TOTAL
AC	0	0	0	63.00	0.00	10.00	0.00	3.11	76.11
AL	0	0	0	200.75	0.00	0.00	-21.53	8.17	187.39
BR	0	0	0	22.50	0.00	154.91	0.00	0.21	177.62
CA	0	0	0	34.00	0.00	52.50	-2.25	3.92	88.17
CB	0	0	0	12.50	0.00	0.00	0.00	1.13	13.63

REPORT SPECIFIC PARMS

A single cycle end date or multiple cycle end dates can be selected. **Running the report with ALL as the cycle end date selection can take a very longer time.** If you want to run the report on temporary billing data, the Use Per Tables option must be unchecked.



SUMMARY BY SERVICE CATEGORY

Selecting **SUMMARY BY SERVICE CATEGORY** displays a summarized grand **TOTAL** for the following categories: **RECURRING CHARGES, NON RECURRING CHARGES, USAGE, DISCOUNTS, and TAXES.**

Run Time: 2/7/2008 3:15:12 PM		Open Invoice Consolidated Summary								Page 1 of 1	
CYCSET	CYCEND	ACCTNUM	INVTUM	SCAT TYPE	RECURRING	NON RECURRING	USAGE	DISCOUNT	TAXES	TOTAL CU NAME	
<input checked="" type="checkbox"/> Market : SAMP1					7637.44	0.00	2959.3000	-181.61	1239.17000	11654.30000	

NOTE: The **PLUS SIGN** can be used to view detail behind the summary.

Run Time: 2/7/2008 3:15:12 PM		Open Invoice Consolidated Summary								Page 1 of 1	
CYCSET	CYCEND	ACCTNUM	INVTUM	SCAT TYPE	RECURRING	NON RECURRING	USAGE	DISCOUNT	TAXES	TOTAL CU NAME	
<input checked="" type="checkbox"/> Market : SAMP1					7637.44	0.00	2959.3000	-181.61	1239.17000	11654.30000	
100	20071031	10000000174	073040001	AC	52.00	0.00	18.0000	-0.85	3.07000	72.22000 ACME Incorporated	
100	20071031	10000000174	073040001	AL	170.00	0.00	0.0000	-20.76	10.16000	159.40000 ACME Incorporated	
100	20071031	10000000174	073040001	BR	22.50	0.00	154.9100	0.00	0.21000	177.62000 ACME Incorporated	

DETAIL

Selecting **DETAIL** itemizes charges by Account Number, Invoice Number, Customer Name, and Service Category. Charges are summarized in the following categories: **RECURRING CHARGES, NON RECURRING CHARGES, USAGE, DISCOUNTS, and TAXES.**

Run Time: 2/7/2008 3:15:12 PM		Open Invoice Consolidated Summary								Page 1 of 1	
CYCSET	CYCEND	ACCTNUM	INVTUM	SCAT TYPE	RECURRING	NON RECURRING	USAGE	DISCOUNT	TAXES	TOTAL CU NAME	
<input checked="" type="checkbox"/> Market : SAMP1					7637.44	0.00	2959.3000	-181.61	1239.17000	11654.30000	
100	20071031	10000000174	073040001	AC	52.00	0.00	18.0000	-0.85	3.07000	72.22000 ACME Incorporated	
100	20071031	10000000174	073040001	AL	170.00	0.00	0.0000	-20.76	10.16000	159.40000 ACME Incorporated	
100	20071031	10000000174	073040001	BR	22.50	0.00	154.9100	0.00	0.21000	177.62000 ACME Incorporated	



OPEN INVOICE: SERVICE DETAIL P/T

The **OPEN INVOICE: SERVICE DETAIL** report retrieves line item billing information from the service detail tables. Not all fields are available for screening or sorting. The Open Invoice Service Detail report has the potential to be very large because you are reporting on detailed billing information.

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
MKTID	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CYCSET	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CYCEND	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCTNUM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INVNUM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SCAT TYPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LINE ID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUB LEVEL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITEM NUMBER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
QTY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RATE TYPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USER CODE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RATE TABLE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GRP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BILL AMOUNT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Refer to Section I **“Report Options”** for details on each available option.

NOTE: The information that displays in this report can be found in the **SERVICE DETAIL** tab when viewing a customer invoice in the Customer Care module. The categories found on this screen can be selected when running the Open Invoice Service Detail report. A large amount of data is found in this tab, the scroll bar should be used to view more information.

LINE ID	RATE TYPE	SUB LEVEL	ITEM NUMBER	RATE DESCR	USER CODE	RATE TABLE	GRP	BILL AMOUNT	PAGE	SECT	SEQ	QTY	FROM DATE	TO DATE	TOD1 RECS
	InterST			RATE TYPE TOTAL				98.90							131
	IntraER			RATE TYPE TOTAL				1.80							0
	IntraST			RATE TYPE TOTAL				4.50							2
	LocaID1			RATE TYPE TOTAL				96.96							880
	LocaID7			RATE TYPE TOTAL				30.33							2
	LocaID8			RATE TYPE TOTAL				0.69							20
	LocaDA			RATE TYPE TOTAL				0.80							2
	LongDA			RATE TYPE TOTAL				8.50							17
	Overseas			RATE TYPE TOTAL				29.26							0
2032653064	InterST	LDTR		Web Plan 1(1)	WEBP1	INTR1	U	21.90	2	25			20070904	20070928	20
2032653064	LongDA	LDTR		Web Plan 1	WEBP1	SUPSV	U	2.50	2	25			20070903	20070926	5
2032657975	InterST	LDTR		Super Saver Plan(1)	SUPSV	INTR1	U	19.10	2	25			20070901	20070928	38
2032657975	LongDA	LDTR		Super Saver Plan	SUPSV	SUPSV	U	3.00	2	25			20070903	20070915	6
2032693883	InterST	LDTR		Super Saver Plan(1)	SUPSV	INTR1	U	0.30	2	25			20070903	20070923	3
2032693883	LongDA	LDTR		Super Saver Plan	SUPSV	SUPSV	U	0.50	2	25			20070924	20070924	1



OPEN INVOICE: SERVICE SUMMARY P/T

The **SERVICE SUMMARY** report details recurring and non-recurring charges, usage, discounts, taxes, and totals the amount by account, by line and by service category.

Report Parameter Selection - Open Invoice: Service Summary

Screening and Sorting
Report Specific-Parms
Group By
Output Parameters
Report Scheduler

-- Screening Fields --

CYCEND
ACCTNUM
SCAT TYPE

-- Sorting Fields --

(Empty)

Click on any item above to move it to the bottom of the Sort Order list.

-- Top Level Control Break --

Break for Totals on

 And Page Break ?

-- Screening Method --

All Values [] to []
 Range from [] to []
 Selected Values

Refer to Section I
“Report Options” for
 details on each available
 option.

NOTE: The information in this report can be found in the **SERVICE SUMMARY** tab when viewing a customer invoice in the Customer Care module.

INVOICE: 072730001 ~ CYCLE ID: 100 ~ CYCLE End Date: 20070930 ~ SCAT Type: OE										
Service Summary										
LINE ID	LINE NAME	RECURRING	NON RECURRING	USAGE	DISCOUNT	TAXES	TOTAL	PAGE	SECT	SEQ
2032653064	Rollover	13.95	0.00	24.40	0.00	5.22	43.57	0	0	0
2032656345		19.50	0.00	0.00	0.00	1.94	21.44	0	0	0
2032657975	Rollover	0.00	0.00	22.10	0.00	3.97	26.07	0	0	0
2032692886	Secondary Line	29.25	0.00	0.00	0.00	2.74	31.99	0	0	0
2032693883	Main Line	67.75	0.00	0.80	0.00	6.01	74.56	0	0	0



OPEN INVOICE: USAGE DETAIL P/T

The **OPEN INVOICE: USAGE DETAIL P/T** report retrieves data from the usage detail tables. Reports can be generated to show usage for all service categories for all accounts or select accounts and specific service categories. This report has the potential to be very large and can take some time to generate depending on the amount of call records your company processes.

Refer to Section I **“Report Options”** for details on each available option.

NOTE: The information in this report can be found in the **USAGE DETAIL** tab when viewing a customer invoice in the Customer Care module.

SCAT TYPE	BTN	BILLTO NUMBER	FROM NUMBER	TO NUMBER	DATE	TIME	TO PLACE	TO STATE	TOD	OPCODE HNDL	OPCODE CTY	OPCODE TRAV	OF
OE	2032693883	2032653064	2032653064	6155551212000	20070903	134800	Dir Asst		1	CC	DA		
OE	2032693883	2032653064	2032653064	9375488444000	20070904	084800	GREENVILLE	OH	1	CC			
OE	2032693883	2032653064	2032653064	2125554141000	20070904	153800	Dir Asst		1	CC	DA		
OE	2032693883	2032653064	2032653064	5035551212000	20070904	162700	Dir Asst		1	CC	DA		
OE	2032693883	2032653064	2032653064	9146935060	20070909	093800	DOBBSFERRY	NY	1	CC			
OE	2032693883	2032653064	2032653064	9785445193	20070909	114700	ORANGE	MA	1	CC			
OE	2032693883	2032653064	2032653064	9087198956	20070909	183400	PEAPACK	NJ	2	CC			
OE	2032693883	2032653064	2032653064	9147451702	20070910	091300	PLEASANTVL	NY	1	CC			
OE	2032693883	2032653064	2032653064	9142421100	20070910	093400	MOUNTKISCO	NY	1	CC			
OE	2032693883	2032653064	2032653064	9782755200	20070910	102100	LOWELL	MA	1	CC			
OE	2032693883	2032653064	2032653064	9732922535	20070918	094600	MORRISTOWN	NJ	1	CC			
OE	2032693883	2032653064	2032653064	9038936310	20070918	151900	SHERMAN	TX	1	CC			
OE	2032693883	2032653064	2032653064	9147234221	20070923	100500	SCARSDALE	NY	1	CC			
OE	2032693883	2032653064	2032653064	9147451702	20070923	163900	PLEASANTVL	NY	1	CC			
OE	2032693883	2032653064	2032653064	9042628398	20070923	172000	JACKSONVL	FL	2	CC			



The **REPORT SPECIFIC PARMS** tab is used to select specific account(s), specific cycle end date(s), and/or Service Categories you want to report on. The **CYCLE SET** defaults with a value. The **ACCT NUM** and **SERVICE CATEGORY FIELDS** default with **ALL** selected. These values can be changed if needed. Multiple **CYCLE END DATES** cannot be selected when running this report. **USE PERM TABLES** is checked by default. If you want to run the report on temporary billing data this field must be unchecked.

Report Parameter Selection - Open Invoice: Usage Detail

Acct. Level Parameters | Screening and Sorting | **Report Specific-Parms** | Group By | Output Parameters | Report Scheduler

Open Invoice: Usage Detail Options

Summary
 Detail

Use Perm Tables

Cycle Set: 100
Cycle End: 02/28/2010

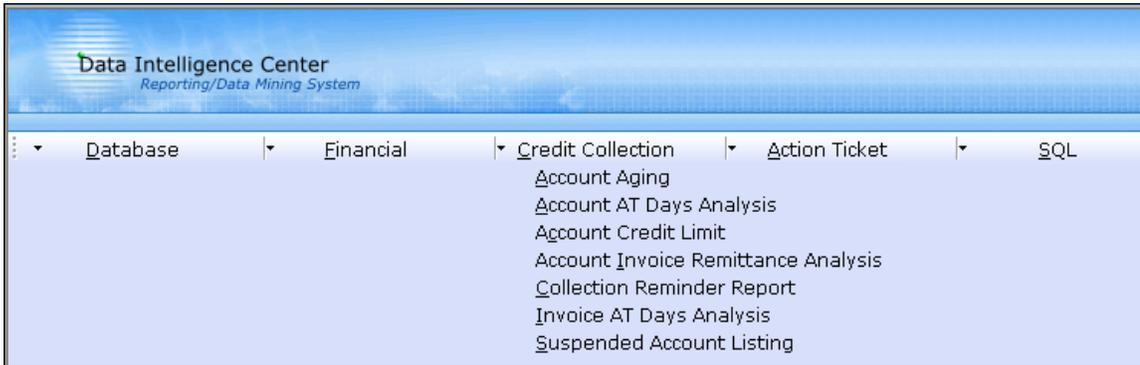
✓ ✗

NOTE: The **USAGE DETAIL** report can be lengthy and take time to run if you have large amounts of call records.



Credit/Collection Reports

The CREDIT/COLLECTION reports are based on aging and credit information collected on end-user accounts. The reports are used to retrieve information on customer aging, credit limits, collection reminders, and suspended accounts.

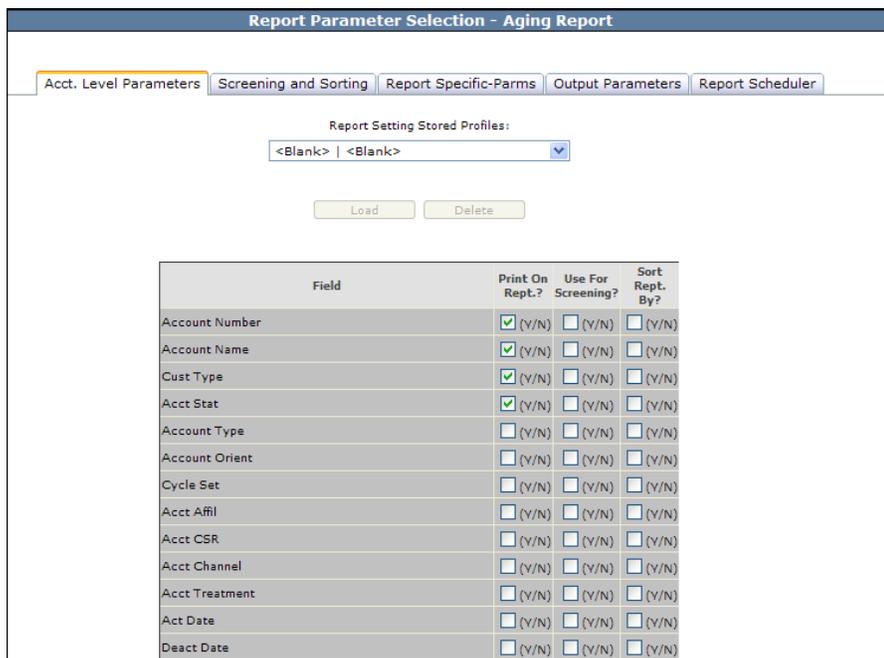


ACCOUNT AGING

The ACCOUNT AGING report is used to retrieve account aging information. Because aging is a dynamic process the results of the report can change daily are dependent on transaction activity.

ACCT. LEVEL PARAMETERS

ACCOUNT NUMBER, CUSTOMER NAME, CUSTOMER TYPE, and ACCOUNT STAT are selected as default values in the ACCT. LEVEL PARAMETERS tab.



Refer to Section I “*Report Options*” for details on each available option.



REPORT SPECIFIC PARMS

The **REPORT SPECIFIC PARMS** tab displays **AGING REPORT OPTIONS**.

Report Parameter Selection - Aging Report

Acct. Level Parameters | Screening and Sorting | **Report Specific-Parms** | Output Parameters | Report Scheduler

Aging Report Options

Display Customer Location Address

Include Credit Total Balance Customers

Only if they have Aging Amounts

Include Only Customers at least

1 To 30 Days past-due, for over

Sort by Total Due Amount

Ascending Descending

DISPLAY CUSTOMER LOCATION ADDRESS

The **DISPLAY CUSTOMER LOCATION ADDRESS** option is used to include the customer address in the aging report.

Selecting the **DISPLAY CUSTOMER LOCATION ADDRESS** automatically changes the **REPORT FORMAT** option to **LONG FORM**. The customer address is only displayed in the long form.

Run Time: 2/7/2008 4:14:57 PM Page 1 of 41

Aging Report (Long)

Report Type : 'All Categories / All Amounts / Credit Bal Included'
As Of Date : 2/7/2008

Account Number	Account Name	Cust Type	Acct Stat	Uninv Amt	Billed Amt Due
10000000174	ACME Incorporated	SA	A	2,28	3835.37
	Aging Category	Amount			
	1 To 30 Days	0.00			
	31 To 60 Days	0.00			
	61 To 90 Days	0.00			
	91 To 120 Days	0.00			
	121 Plus Days	3835.37			
	Unaged	0.00			
Location Address:	1 BARNES PARK RD N WALLINGFORD INDUSTRIAL CENTER WALLINGFORD CT 064921883		064921883		
	UNITED STATES				



NOTES ON THE REPORT LAYOUT

Two types of report layouts are available: **LONG FORM** or **SHORT FORM**. These options are displayed on the **OUTPUT PARAMETERS** tab; **SHORT FORM** is selected as the default layout.

INCLUDE CREDIT TOTAL BALANCE CUSTOMERS

The **INCLUDE CREDIT TOTAL BALANCE CUSTOMERS** option is selected by default. Selecting this option displays customers who have a credit balance as well as customers who have a past due balance.

Run On: 12/07/2004 03:40:19 PM		SAMP1		Aging Report							Page 1 of 3	
As Of: 12/07/2004		All Categories / All Amounts / Credit Bal Included							Run by: PROFITEC			
Account Number	Customer Name	Stat	Cust Type	Uninv. Amt	Billed Amt Due	1+	31+	61+	91+	121+	Unaged	
1000000174	ACME Incorporated	A	SA	-5.12	-11.00	0.00	0.00	0.00	0.00	0.00	-11.00	
1000000347	Family Medical Center	A	SA	-15,224.0	15,224.05	0.00	0.00	0.00	0.00	0.00	15,224.05	
1000000520	AI Appliance Center	A	SA	-4.75	-212.41	0.00	0.00	0.00	0.00	0.00	-212.41	
1000000693	National Auto Stores East	A	IP	0.00	-117.74	0.00	0.00	0.00	0.00	0.00	-117.74	
1000001212	Hill Associates Inc	A	SA	0.00	-427.44	0.00	0.00	0.00	0.00	0.00	-427.44	
1000001385	Lyzman Florist	A	SA	-3.08	-419.07	0.00	0.00	0.00	0.00	0.00	-419.07	
1000001731	USA Insurance Corp	A	SA	-500.00	499.80	0.00	0.00	0.00	0.00	0.00	499.80	
1000002769	Atlas Movers Inc	A	SA	0.00	-347.04	0.00	0.00	0.00	0.00	0.00	-347.04	
1000002942	US Insurance Group	A	SA	0.00	-1.00	0.00	0.00	0.00	0.00	0.00	-1.00	
1000003807	Clear Pools Corp	S	SA	0.00	1,470.69	0.00	0.00	0.00	0.00	0.00	1,470.69	
1000003980	Central Water Company	S	SA	0.00	15,238.14	0.00	0.00	0.00	0.00	0.00	15,238.14	
1000004153	Community Health Center LLC	S	SA	0.00	1,186.32	0.00	0.00	0.00	0.00	0.00	1,186.32	

If the **INCLUDE CREDIT TOTAL BALANCE CUSTOMERS** option is unchecked, customers with **CREDIT BALANCES** are not included in the Aging Report.

Run On: 12/07/2004 03:40:45 PM		SAMP1		Aging Report							Page 1 of 2	
As Of: 12/07/2004		All Categories / All Amounts / Credit Bal Excluded							Run by: PROFITEC			
Account Number	Customer Name	Stat	Cust Type	Uninv. Amt	Billed Amt Due	1+	31+	61+	91+	121+	Unaged	
1000003807	Clear Pools Corp	S	SA	0.00	1,470.69	0.00	0.00	0.00	0.00	0.00	1,470.69	
1000003980	Central Water Company	S	SA	0.00	15,238.14	0.00	0.00	0.00	0.00	0.00	15,238.14	
1000004153	Community Health Center LLC	S	SA	0.00	1,186.32	0.00	0.00	0.00	0.00	0.00	1,186.32	
1000004499	Madison Law Firm	S	SA	0.00	1,467.80	0.00	0.00	0.00	0.00	0.00	1,467.80	
1000004672	North Shore Imports	S	SA	0.00	1,134.65	0.00	0.00	0.00	0.00	0.00	1,134.65	



INCLUDE ONLY CUSTOMERS AT LEAST/PAST-DUE, FOR OVER

The **INCLUDE ONLY CUSTOMERS AT LEAST** drop down list is used to select customer accounts that meet the selected Aging criteria. The choices in the drop down list reflect aging buckets created in Market Defaults.

Acct. Level Parameters | Screening and Sorting | **Report Specific-Parms**

Aging Report Options

- Display Customer Location Address
- Include Credit Total Balance Customers
- Only if they have Aging Amounts
- Include Only Customers at least

1 To 30 Days past-due, for over

20

Sort by Total Due Amount

Ascending Descending

The dollar amount field can be used to further filter accounts in a selected aging bucket that owe more than a selected dollar amount.

SORT BY TOTAL DUE AMOUNT

The **SORT BY TOTAL DUE AMOUNT** option is used to sort the aging report totals. There are two sort choices, **ASCENDING** and **DESCENDING**. **ASCENDING** is selected by default.



OUTPUT PARAMETERS TAB

CHANNEL OUTPUT TO EMAIL and/or **CHANNEL OUTPUT TO FIXED LOCATION** is only available if Server Mode is selected and can be used.

SHORT FORM is selected as the default report option on the Output Parameters tab as shown in the below screen print.

If the report is generated with **SHORT FORM** selected, it may look like the following example:

Run Time: 2/7/2008 3:46:39 PM Page 1 of 5

Aging Report

Report Type : 'All Categories / All Amounts / Credit Bal Included'
As Of Date : 2/7/2008

Account Number	Account Name	Cust Type	Acct Stat	Uninv Amt	Billed Amt Due	1+	31+	61+	91+	121+	Unaged	Cust Total
Market : SAMP1 162												
10000000174	ACME Incorporated	SA	A	2.28	3835.37	0.00	0.00	0.00	0.00	3835.37	0.00	3837.65
10000000347	Family Medical Center	SA	A	0.00	6591.37	0.00	0.00	0.00	0.00	6591.37	0.00	6591.37
10000000520	AI Appliance Center	SA	A	4.28	269.31	0.00	0.00	0.00	0.00	269.31	0.00	273.59
10000000693	National Auto Stores East	IP	A	0.00	87.25	0.00	0.00	0.00	0.00	87.25	0.00	87.25
10000000866	National Auto Stores West	IP	A	0.00	46.66	0.00	0.00	0.00	0.00	46.66	0.00	46.66
10000001212	Hill Associates Inc	SA	S	0.00	1159.79	0.00	0.00	0.00	0.00	1159.79	0.00	1159.79



LONG FORM

If the report is generated with **LONG FORM** selected, it may look like the following example:

Run Time: 2/7/2008 3:56:55 PM Page 1 of 55

Aging Report (Long)

Report Type : 'All Categories / All Amounts / Credit Bal Included'
As Of Date : 2/7/2008

Account Number	Account Name	Cust Type	Acct Stat	Uninv Amt	Billed Amt Due
1000000174	ACME Incorporated	SA	A	2,28	3835,37
		Aging Category		Amount	
		1 To 30 Days		0,00	
		31 To 60 Days		0,00	
		61 To 90 Days		0,00	
		91 To 120 Days		0,00	
		121 Plus Days		3835,37	
		Unaged		0,00	
		Account Type	STD	Account Orient	Business
		Cycle Set	100	Acct Affil	NATBS
		Acct CSR	WILLIAM	Acct Channel	BILLBUX
		Acct Treatment	STNDR	Act Date	04/11/1998
		Deact Date	//	Location State	CT
		Location Zip	064921883	Settle Method	Credit Card
		Credit Class	STD		

NOTE: Long Form is the required layout if the **DISPLAY CUSTOMER LOCATION ADDRESS** is selected on the **REPORT SPECIFIC-PARMS** tab as show below.

Acct. Level Parameters	Screening and Sorting	Report Specific-Parms
Aging Report Options		
<input checked="" type="checkbox"/> Display Customer Location Address		



ACCOUNT AT DAYS ANALYSIS

The **ACCOUNT AT DAYS ANALYSIS** report generates a snapshot summary report displaying the number of accounts (**COUNT**) and percent of accounts **AT** various aging points. The aging results are displayed.

At Days	Count	Percentage	Total Due
0	54	24.43	-108842.75
0*	42	19	0.00
851	21	9.5	707.45
912	1	.45	43.01
1004	1	.45	1770.90
1124	3	1.36	2456.02
1155	1	.45	322.39
1186	1	.45	249.66
1369	4	1.81	12492.71
1400	1	.45	81.25

Refer to Section I **“Report Options”** for details on each available option.

Click the **PRINT GRID** checkbox to print the information in the grid.

The result shows the:

1. **AT DAYS** (actual number of days) the account(s) have a past due balance,
2. **COUNT** (number of accounts) at this aging point
3. **PERCENTAGE** of accounts at this aging point
4. **TOTAL DUE** (total dollar amount due from all accounts at this aging point)

In order to see which customers have a past due balance, click the checkbox corresponding to the AT Days in question; click OK. At this point do not check the Print Grid checkbox.

A report appears in print preview mode. If more than one list is retrieved, the account page breaks when the number of days changes.

Sample Account Aging AT Days Report (Detail)

Run Time: 2/7/2008 4:19:57 PM

Account At Days Detail Report

Market: SAMP1
 Invoice:
 At Days: 616

AcctNum	AcctName	Total Due	Acct Type	Acct Grp	CycleSet	Channel	Treatment	InternalAgent	ExternalAgency
Market : SAMP1									
Invoice :									
At Days : 616									
10000280607	Tom Jones	270.85	STD	SA	100	TEAM1000	STNDR		
10000283375	May Bay 2nd Pass	7151.22	STD	SA	100	BILLBUX	STNDR		
10000284586	May Bay	1348.06	STD	SA	100	BILLBUX	STNDR		
10000284932	May Bay 3rd Try	3722.58	STD	SA	100	BILLBUX	STNDR	Sally Repp	



ACCOUNT CREDIT LIMIT

The **ACCOUNT CREDIT LIMIT** report shows accounts that are either at or above a specified percentage of their credit limit.

Field	Print On Rep.?	Use For Screening?	Sort Rep. By?
Account Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Group	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Credit Limit	<input type="checkbox"/> (Y/N)	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Total Due	<input type="checkbox"/> (Y/N)	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Credit Limit Delta	<input type="checkbox"/> (Y/N)	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Orientation	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Cycle Set	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.

REPORT SPECIFIC-PARMS (required information)

The percentage amount entered here is used to determine which accounts display on the report. Customer at or over their credit limit by that percentage will be listed.

Enter percent amount greater than zero and less than 1000:

 Accounts at or above ##% of Assigned Credit Limit

NOTE: Only accounts that have a credit limit set are considered for this report. Credit Limits are set in OmniCare on the **ACCOUNT CREDIT/SETTLEMENT** screen.

Invoice Settlement Method		Credit Card	
ID	Description	Card Type	MC - Mastercard
1	Check/Cash	Card #	5105105105100
3	ACH Debit	CSC/CID	
2	Credit Card	Expires	12/2009 Format: mm/yyyy
		Cardholder Name	John Manager
		<input type="button" value="Verify Credit Card"/>	
Credit Type	Corporation	Social Security #	120-12-1222
Driver's License		Date of Birth	
Corporate Tax ID	091201221	State	IL Illinois
SIC	3041	Industry Note	Widget Manufacturer
Other ID	1234546	ID Description	Other ID
Credit Limit	500	<input type="checkbox"/> Unlimited	
Total Deposit	\$275.00	<input type="button" value="Deposit Detail"/>	



SAMPLE ACCOUNT CREDIT LIMIT REPORT

Run Time: 2/7/2008 4:41:26 PM

Account Credit Limit Report

Market: SAMP1

Account Number	Account Name	Account Credit Limit	Account Total Due	Account Credit Limit Delta
Market : SAMP1		83500.00	1167473.06	-1083973.06
10000000174	ACME Incorporated	1000.00	3837.65	-2837.65
10000000347	Family Medical Center	1000.00	6591.37	-5591.37
10000001212	Hill Associates Inc	1000.00	1159.79	-159.79
10000001385	Lyman Florist	1000.00	2512.72	-1512.72



ACCOUNT INVOICE REMITTANCE ANALYSIS

The **ACCOUNT INVOICE REMITTANCE ANALYSIS** report displays detailed invoice information by account number or summary. Select the detail needed from the Account Level Parameters screen.

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Market	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Channel	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Acct Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Total Invoices Rendered	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Paid Invoice Count	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Paid Invoice Amt	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Min Remit Days	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Max Remit Days	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Avg Remit Days	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Unpaid Inv Count	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Unpaid Inv Amt	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Oldest At Days	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.

The Report Specific-Parms tab includes two Options – Summary or Detail.

Below is a sample report with the Detail option selected.

Run Time: 9/28/2007 10:17:12 AM

Account Invoice Remittance Analysis

Market: SAMP1

Channel	Acct Number	Paid Invoice Amt	Unpaid Inv Amt
Market : SAMP1			
	198	3585.26	2371.98
BILLBUX	10000000174	405414.54	6227.86
JIMGREEN	10000000347	367.00	12376.65
ABC	10000000520	29638.59	469.35
ABC	10000000693	8829.19	195.02
ABC	10000000866	2810.00	-49.34
TEAM1000	10000001212	4589.55	1090.22
TEAM1000	10000001385	2729.77	2169.55



If **SUMMARY ONLY** is selected, the report displays as follows:

Run Time: 9/28/2007 10:18:04 AM		Account Invoice Remittance Analysis	
Channel	Acct Number	Paid Invoice Amt	Unpaid Inv Amt
<input checked="" type="checkbox"/> Market : SAMP1	198	3585.26	2371.98

Click the + Sign to display further details.

Run Time: 9/28/2007 10:18:04 AM		Account Invoice Remittance Analysis	
Channel	Acct Number	Paid Invoice Amt	Unpaid Inv Amt
<input checked="" type="checkbox"/> Market : SAMP1	198	3585.26	2371.98
BILLBUX	10000000174	405414.54	6227.86
JIMGREEN	10000000347	367.00	12376.65
ABC	10000000520	29638.59	469.35
ABC	10000000693	8829.19	195.02



COLLECTION REMINDER REPORT

Reminders entered in the **DUNNING** area of the Customer Care screen can be retrieved and printed using the **COLLECTION REMINDER REPORT**.

The report will only be informative if operators complete all fields when entering the collection reminder note. Only one-date criterion per report is allowed, but reminder notes from multiple operators can be retrieved for one report.

Refer to Section I **“Report Options”** for details on each available option.

The following fields print on this report: **REMINDER DATE, ACCOUNT NUMBER, ACCOUNT NAME, ACCOUNT TYPE, COMMITMENT AMOUNT, DATE THE NOTE WAS ENTERED, PRIORITY, EVENT CODE, AND COMMENT CODE**

Run Time: 9/28/2007 10:29:37 AM		Collection Reminder Report						
	REMINDER DATE	ACCOUNT NUMBER	ACCOUNT NAME	ACCOUNT TYPE	COMMITMENT AMOUNT	PRIORITY	EVENT CODE	COMMENT CODE
Market : samp1		8						
NOTE OPEN OPR : JOHNM		8						
	05/21/2006	10000000174	ACME Incorporated	STD		H	CALLB	NOANS
Note Text: Call Regarding Something								
	12/18/2002	10000000174	ACME Incorporated	STD	500.00		COMMT	NOANS
Note Text:								
	07/27/2001	10000014879	Western Manufacturing Company	STD	300.00	L	CHKBL	



INVOICE AT DAYS ANALYSIS

The **INVOICE AT DAYS ANALYSIS** report searches all unpaid invoice amounts for NEWCH transactions and places that value into the appropriate **AT** days point.

Report Parameter Selection - Invoice Account At Days Report

Report Specific-Parms Output Parameters Report Scheduler

Invoice At Days Report

At Days	Count	Percentage	Total Due
852	141	2.34687000	24897.03
883	119	1.98069200	21839.15
913	119	1.98069200	21971.89
944	119	1.98069200	24131.35
975	119	1.98069200	21828.77
1005	119	1.98069200	21603.00
1036	118	1.96404700	21582.45
1066	118	1.96404700	21869.64
1097	118	1.96404700	21621.31
1125	118	1.96404700	15942.07
1156	115	1.91411400	16438.67
1187	114	1.89747000	16295.58
...

Refer to Section I “**Report Options**” for details on each available option.

The result shows the:

1. **AT DAYS** (actual number of days) the invoices(s) are past due,
2. **COUNT** (number of invoices) at this aging point
3. **PERCENTAGE** of invoices at this aging point
4. **TOTAL DUE** (total dollar amount) from all accounts at this aging point.



SUSPENDED ACCOUNT LISTING

The **SUSPENDED ACCOUNT LISTING** report presents a list of all accounts in suspended mode. The report shows the **ACCOUNT NUMBER**, **ACCOUNT NAME**, **SERVICE SUSPEND DATE**, and **SUSPEND REASON**. Only accounts that have suspended service appear on this report. *Accounts that are deactivated do not appear on this report.* Account suspension is a result of collection policies enforced against aging buckets.

Report Parameter Selection - Suspended Account Report

Acct. Level Parameters | Screening and Sorting | Output Parameters | Report Scheduler

Report Setting Stored Profiles:
 <Blank> | <Blank>

Load Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Account Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Service Suspend Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Suspend Reason	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I “**Report Options**” for details on each available option.

This report is not eligible for **SCREENING**.

SAMPLE REPORT

Run Time: 9/28/2007 10:39:11 AM

Suspended Account Report

Account Number	Account Name	Service Suspend Date	Suspend Reason
Market : SAMP1			
10000001212	Hill Associates Inc	03/03/2003	AGE
10000001558	Northeast Roofing Inc	03/03/2003	AGE
10000001731	USA Insurance Corp	03/03/2003	AGE
10000002250	Midwest Transportation Service	03/03/2003	AGE
10000002423	Atlantic Seafood	03/03/2003	AGE
10000002942	US Insurance Group	11/26/2002	AGE



SQL Access Reports

The predefined reports in OmniBill encompass numerous reporting scenarios, but there may be times when you would like to customize how data is retrieved. For those special situations, a query must be written and executed. All queries must be written in **SQL** (**S**tructured **Q**uery **L**anguage).

The SQL queries are run against data stored in tables, and only records matching the specified criteria are selected and displayed. Data retrieved is available for viewing only. Data cannot be manipulated or edited. Queries can be saved, edited or sent to a delimited file.

The following query is written to retrieve all the exchanges with a 203 area code.

SQL Access

764 Records Returned

Browse... Open Query

Save Query Print Query Export Grid

```
select * from ld_area_code_exchange where ldacex_npa= '203'
```

E x a m p l e

- Click **SUBMIT** to run the query.

LDACEX_ID	LDACEX_NPA	LDACEX_NNX	LDACEX_FILLER1	LDACEX_V_COORD	LDACEX_H_COORD	LDACEX_MODIFIE
1347	203	200		04897	01388	8
1348	203	201		04792	01342	7
1349	203	202		04886	01383	8
1350	203	204		04771	01308	7
1351	203	205		04829	01423	8
1352	203	206		04761	01391	7
1353	203	207		04829	01423	8
1354	203	208		04785	01324	7

- Click **SAVE QUERY** to save the query string.
- Click **PRINT QUERY** to display the information in Excel format.

A	B	C	D	E	F	G	H	I	J
LDACEX_ID	LDACEX_NPA	LDACEX_NNX	LDACEX_FILLER1	LDACEX_V_COORD	LDACEX_H_COORD	LDACEX_MODIFIER	LDACEX_RATE_AREA	LDACEX_LATA	LDACEX_CARRIER
1	1347	203	200	4897	1388	8	1	920	STAMP
2	1348	203	201	4792	1342	7	1	920	NEWHAM
3	1349	203	202	4886	1383	8	1	920	DARIE
4	1350	203	204	4771	1308	7	1	920	GUILFO
5	1351	203	205	4829	1423	8	1	920	DANBL
6	1352	203	206	4761	1391	7	1	920	WATER
7	1353	203	207	4829	1423	8	1	920	DANBL
8	1354	203	208	4785	1324	7	1	920	BRANF

- Click **EXPORT GRID** to save the results of the query to a file.



Action Tickets

The **ACTION TICKETING** module is used to create and manage trouble tickets, work tickets, and return authorization information for individual customer accounts in a centralized module in OmniBill.

The Action Ticket reporting module is used to reports information about Action Tickets entered into your database. There are three reports available:





DETAIL REPORTING ENGINE

The **DETAIL REPORTING ENGINE** is used to report on various items concerning action tickets.

Report Parameter Selection - Action Ticket Report

Acct. Level Parameters
Screening and Sorting
Group By
Output Parameters
Report Scheduler

Report Setting Stored Profiles:

<Blank> | <Blank>
v

Load
Delete

Field	Print On Rept.?	Use For Screening?	Sort Rept. By?
Ticket Number	<input checked="" type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Account Name	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Open Date	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Open Time	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Open CSR	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Open Originator	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Ticket Status	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Ticket Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Service Category	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Number	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Type	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Line Status	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)
Associated Severity	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)	<input type="checkbox"/> (Y/N)

Refer to Section I **“Report Options”** for details on each available option.

SAMPLE REPORT

Run Time: 9/28/2007 11:23:13 AM		Action Ticket Report		
Market: samp1				
Ticket Number	Account Number	Account Name	Ticket Type	Ticket Action Code
Market : samp1	283			
0000041	1000007613	Center Pharmacy	Trouble	STNDR
0000042	10000057264	Central Contractors	Work	STNDR
0000007	10000011938	Smith & Smith Law Firm LLC	Work	STNDR
0000024	10000019377	Key Construction Inc	Work	STNDR



DUE ITEMS REPORT

The **DUE ITEMS REPORT** is used to list only Action Tickets with a date listed in the **OVERALL TARGET DUE DATE** field.

Action Ticket Screen

This report generates information on:

- Open Tickets Missed
- Open Tickets Due Today
- Open Tickets Due Tomorrow
- Open Tickets Due Date Range

Overall Target Due	
Appointment	1
Date	11/03/2003
Time	02:59 PM

REPORT BY:

The screen defaults with **OPENING OPERATOR(S)** and **OPEN TICKETS DATE RATE** selected. This report lists all **OPEN TICKETS MISSED** created by users selected in the **REPORT FOR OPEN OPERATOR(S)** list.

The information in the Report for Operators grid is based on which option you select: Groups, Members, or Opening Operators.

To create the report based on Opening Operators, select the **REPORT ORIENTATION** (defaults to Tickets Date Range). Select the user(s) in the **REPORT FOR OPEN OPERATORS** list. If you do not select an operator, **ALL** operators will be listed in your report.

Refer to Section I *“Report Options”* for details on each available option.



Selecting **GROUPS** displays *Groups within the grid*. This report lists **OPEN TICKETS MISSED** for Action Tickets assigned to the Group(s) selected.

Action Ticket Due Item Report Options

Groups
 Members
 Opening Operators

Date Range: to

Report Orientation:
 Open Tickets Missed
 Open Tickets To Do Today
 Open Tickets To Do Tomorrow
 Open Tickets Date Range

Report for Operator:
 SYSTEM
 PROVIS
 MARKET
 TRBLCT
 CUCARE

Selecting **MEMBERS** display *Members in the grid*. This report lists **OPEN TICKETS MISSED** for Action Tickets assigned to the Member(s) selected.

Groups
 Members
 Opening Operators

Date Range: to

Report Orientation:
 Open Tickets Missed
 Open Tickets To Do Today
 Open Tickets To Do Tomorrow
 Open Tickets Date Range

Report for Operator:
 Admin
 Omnibill
 John Manager
 Sally Repp
 ABC Sales Access
 Sam Jones

SAMPLE REPORT - DUE ITEMS REPORT

Run Time: 9/28/2007 11:49:21 AM Page 1 of 21

Action Ticket Due Item Report

Ticket Due Date	ACCOUNT NUMBER	ACCOUNT NAME	ACCOUNT TYPE	Ticket Number	Open Date	Priority	Action Code	Ticket Type	note open opr	MEMBER
259										
USER GROUP : 2										
06/28/2001	1000000174	ACME Incorporated	SA	0000022	06/27/2001	8	JINST	W	-	N/A
Note Text: Customer has requested that new jack be installed in reception area. See contact for exact location.										
05/14/1999	1000000174	ACME Incorporated	SA	0000004	05/05/1999	1	NOOTN	T	-	N/A
Note Text: Test shows bad ground - Customer in process of remodeling offices, possible cause of problem.										



OPEN ACTION TICKET SUMMARY

The **OPEN ACTION TICKET SUMMARY** report provides an **AGING GRID** for all open Action Tickets found at the time the report is run.

Options for running the report are by:

- **ORIENTATION** – Work, Trouble, or Both.
- **DETAIL OPTION** – Summarized by Group, or Group Member Breakout.
- **AGING ORIENTATION** – Age of tickets based on days with current assignee or overall day’s ticket has been open.

Report Parameter Selection - Open Action Ticket Summary

Report Specific-Parms | Output Parameters | Report Scheduler

Open Action Ticket Summary

Orientation:

Work Tickets
 Trouble Tickets
 Both

Detail Option:

Summary By Group
 Member Break-Out

Agging Orientation:

Days with Current Group/Member
 OVERALL Ticket OPEN days

Search

Refer to Section I **“Report Options”** for details on each available option.

After selecting your desired options, click the **SEARCH FOR** button. The **ASSIGNED AGING** grid displays:

Report Parameter Selection - Open Action Ticket Summary

Report Specific-Parms | Output Parameters | Report Scheduler

Open Action Ticket Summary

Orientation:

Work Tickets
 Trouble Tickets
 Both

Detail Option:

Summary By Group
 Member Break-Out

Agging Orientation:

Days with Current Group/Member
 OVERALL Ticket OPEN days

Search

Code/Name	0 Days	1 Day	2-5 Days	6-10 Days	11-20 Days	21-30 Days	31-60 Days	61-90 Days	91+ Days	Total Open
HDESK	0	0	0	0	0	0	0	0	2	2
PR	0	0	0	0	0	0	0	0	2	2
CS	0	0	0	0	0	0	0	0	4	4
FF	0	0	0	0	0	0	0	0	0	0
AP	0	0	0	0	0	0	0	0	6	6
SS	0	0	0	0	0	0	0	0	10	10
CUCARE	0	0	0	0	0	0	0	0	7	7
TRBLCT	0	0	0	0	0	0	0	0	66	66



CODE/NAME – This column lists all the groups found with **OPEN** tickets at the time the report was run. If **SUMMARY BY GROUP** is selected, the column contains only Group Names. Individual member names display only if the **MEMBER BREAK-OUT** option is selected.

AGING BUCKETS – Assigned **OPEN COUNTS** display across aging buckets created by the system based on their assigned date. Counts in the **0 DAYS** bucket represent open counts assigned **TODAY**. Counts in the **1 DAY** bucket represents open counts assigned **YESTERDAY**.

The age of a ticket is based on the difference between today’s date and the assignment date to the current Group/Member or the Original Open Date of the Ticket (depending on which Aging Orientation option is used).

LISTING AGING DETAIL

Click any numerical coordinate on the Assigned Aging screen provides a quick detail listing of the tickets found in the selected category.

Example: Click on the 3 in the **ASSIGNED AGING** grid displays the following screen:

Group Name	Member	Ticket Number	Account Number	Ticket Action	Open Date	Assigned Date	Urgent?	Returned?	Due Date	Priority	Account Type
HDESK	No Member	421	10000262096	HDESK	03/22/2006	03/22/2006	NO	NO	04/03/2006	2	STD
HDESK	No Member	461	10000277666	HDESK	05/02/2006	05/02/2006	NO	NO	05/12/2006	2	STD
HDESK	No Member	714	10000000174	NODTN	03/19/2007	03/19/2007	NO	NO	N/A	1	STD