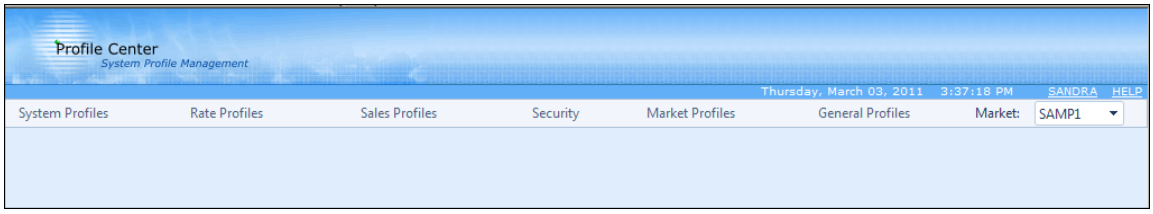
Profile Center



System Profiles

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CONTENTS

PROFILE CENTER 1

COMMON PROFILE BUTTONS 2
COMMON PROFILE CENTER FEATURES 3
CHARGES 4
DUPLICATING SYSTEM PROFILES CODES 5
ACCOUNT TYPE CODES 7
AFFILIATION CODES 1
CREDIT CLASS CODES 3
ACTIVATION/DEACTIVATION CODES 4
INVOICE REPORTS PROFILE 6
TRANSACTION CODES 9
SERVICE CATEGORIES 19
RESALE CODES 23
NETWORK CODES 27
SERVICE LEVEL ONE TIME CHARGE CODES 36
LINE LEVEL FEATURES/RECURRING CHARGE CODES 39
ACCOUNT LEVEL RECURRING CHARGE CODES 61
CLASS OF SERVICE CODES 70
EQUIPMENT/ACCESSORY CODES 76
ACCOUNT LEVEL OTHER DATA 88
ACTION CODES 90
GENERAL LEDGER 95
CREATING A GENERAL LEDGER ACCOUNT 98
DISCOUNT CODES 104
LATA REFERENCE INFORMATION 114
SUPPORTED CLLIS 116
PROMOTION CODES 120
RETENTION CODES 123

Profile Center

This document describes the components of the **SYSTEM PROFILES** module found in the Profile Center.

The **PROFILE CENTER** is divided into five modules. These six modules are used to create profile codes used throughout your database:

- The **SYSTEM PROFILES** module is used to create:
  1. Discounts and Non-Usage Charges
  2. Additional Profile Codes, such as Equipment, Features, Monthly Recurring Changes, and other Profiles that are used throughout the system
  3. Carrier Information codes
  4. Track Financial Activity
- The **RATES** module is used to create rate tables used to calculate:
  1. Terminating rates
  2. Recurring and Non-Recurring Fees
- The **SALES PROFILES** module is used to create:
  1. Codes representing your Sales Agents
  2. Commission Plans used during production to calculate commissions for your agents
  3. Reports that will assist in paying your agents commissions
- The **SECURITY PROFILES** module is used to create user ids and passwords for your users to access various areas of the system.
- The **MARKET PROFILES** module is used to setup default information used throughout your database. These items include:
  1. System wide messages
  2. State messages
  3. Market Defaults
  4. Cycle End Dates
  5. Market Settlements
- The **GENERAL PROFILES** module is used to perform various tasks within the system.

Common Profile Buttons

The following buttons are used throughout the Profile center.

The binoculars are used as the **SEARCH** button.

The eraser is used as the **CLEAR SEARCH CRITERIA** button.

The green circular plus is used as the **ADD** button.

The red circular white X is used as the **CLEAR ERROR MESSAGE** button that appears only when an error is encountered and trapped.

The small blue arrow right is used as the **SELECT** button in grids throughout System Profiles. Clicking this button only selects a row; clicking the blue underlined link-description to the right of the arrow does both a select and a go that displays detail for the selected summary record.

The small circular red circular white X is the used as the **DELETE** button in grids throughout System Profiles.

The large green check is used as the **OK** button on pages throughout the Profile Center.

The large red X is used as the **CANCEL** button on pages throughout the Profile Center.

The 'sign forbidden' is used as the 'No' button in popup message boxes where the question 'One or more data fields has changed. Do you wish to save these changes now?' is displayed.

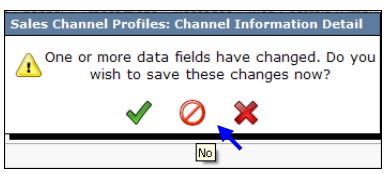
The floppy disk is used as the **SAVE** button. This is the enabled image.

The grayed out floppy disk is used as the **SAVE** button to create a disabled appearance.

The two cylinders are used as the **DUPLICATE** selected Row button to create an exact duplicate of the item selected.

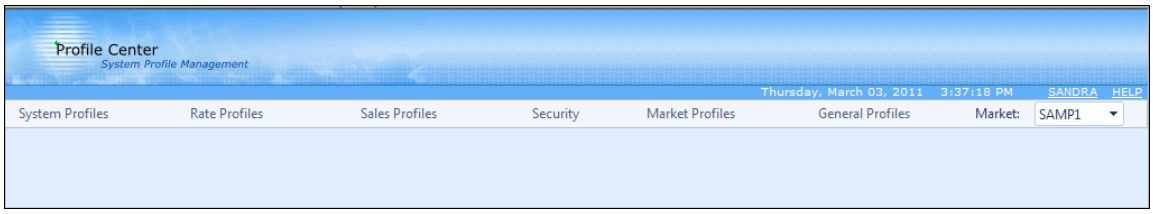
The add button is used where it's permissible to **ADD A NEW ROW** to a grid.

Icons used throughout the Profile Center include a tooltip or a short description specific to the button as you mouse over the item.

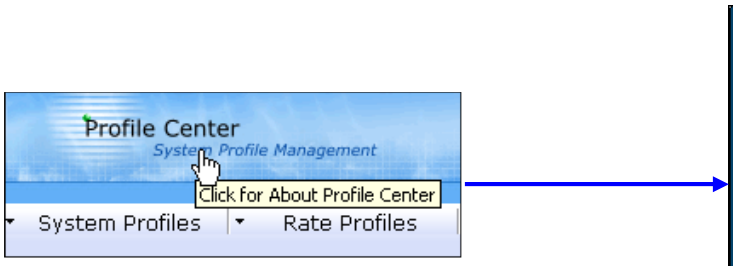


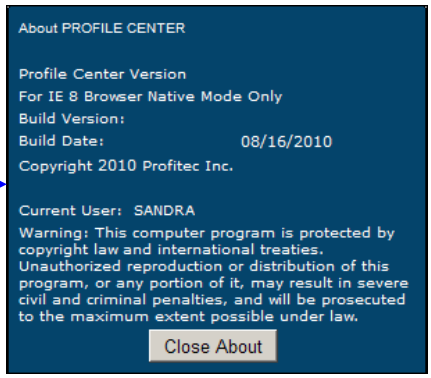
Common Profile Center Features

Many areas of the Profile Center include tooltips or short descriptions specific to the Profile Center as you mouse over items.

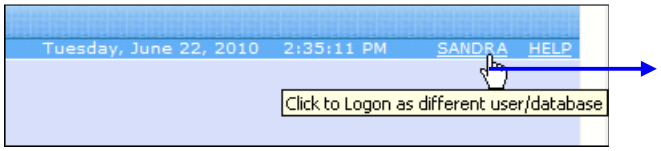


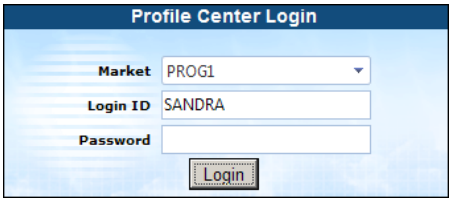
1. **MOUSING** over **/ CLICKING** the words **PROFILE CENTER** in the Profile Center banner displays information about the Profile Center. Build Version as well as Build Date display.



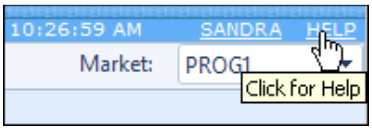


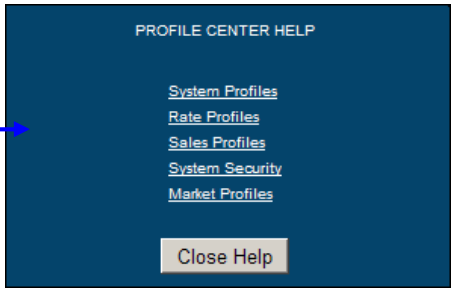
2. **MOUSING** over **/ CLICKING** your **LOGIN NAME** is use to logon as a different user or change databases as shown below.



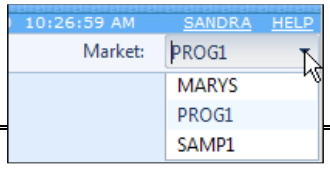


3. **MOUSING** over **/ CLICKING HELP** displays the Profile Center Help menu. Each module in the Profile center includes a help document as seen below.





4. The down arrow next to the current Market is used to switch to another market within your database.



Charges

Charges for non-traffic-based products and/or services are identified by codes that are applied to an account or line for billing. These charges can be customized to bill out one time or on a recurring basis. Charge can be established to accommodate the following billing scenarios:

- **Service Level One Time Charge**

  A charge billed to a line (service level) once.

- **Service Level Features/Recurring Charge**

  A charge billed for features applied to a line (service level). This type of charge can bill one-time, monthly, quarterly, semi-annually, or annually.

- **Account Level Recurring Charge**

  A charge billed at the account level. This type of charge can bill one-time, monthly, quarterly, semi-annually, or annually.

- **Class of Service Codes**

  A charge used to bill for:

  - Service restrictions or privileges (i.e. network security code or personal access code) in an internal (PBX) environment

    or

  - A sub grouping of users for the purpose of rate distinction in a public (switch) environment. (e.g. business, residence, or coin operated).

  This type of charge can bill one-time, monthly, quarterly, semi-annually, or annually.

- **Equipment/Accessory Codes**

  A charge used to bill for the purchase and/or lease of equipment and/or accessories.

- **Invoice Reports**

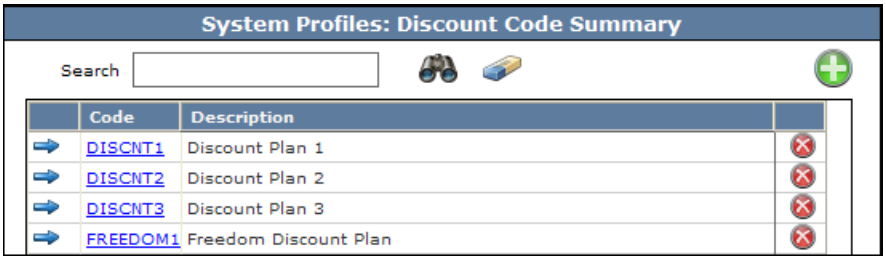
  A charge used to bill up to 9 optional reports, which are printed on the customer invoice. These reports are only available for Outbound, Inbound, and Wireless services.

Duplicating System Profiles Codes

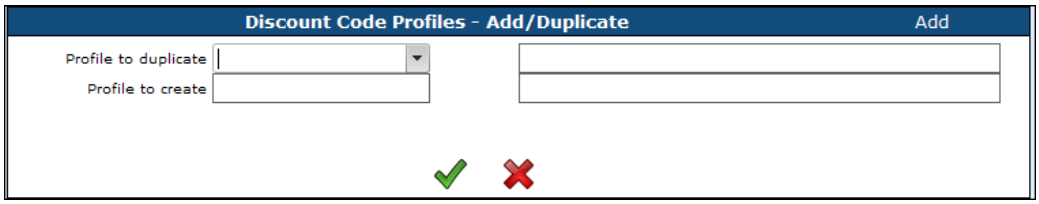
Certain profile codes in System Profiles have a duplicate option, which allows users to duplicate information found in an existing code.

The following steps apply to each profile code discussed in this document. The Discount Code is used as an example.

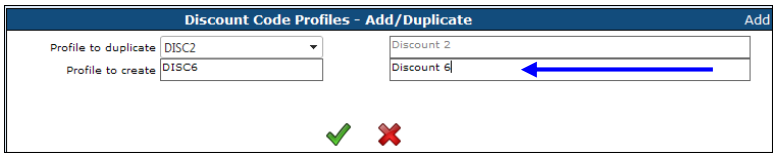
Action	Description
1. Select **DISCOUNT CODE** from the System Profile list.	The **DISCOUNT CODE SUMMARY** grid displays with existing codes.



2. Click the **GREEN PLUS** button. The **ADD/DUPLICATE** screen displays.



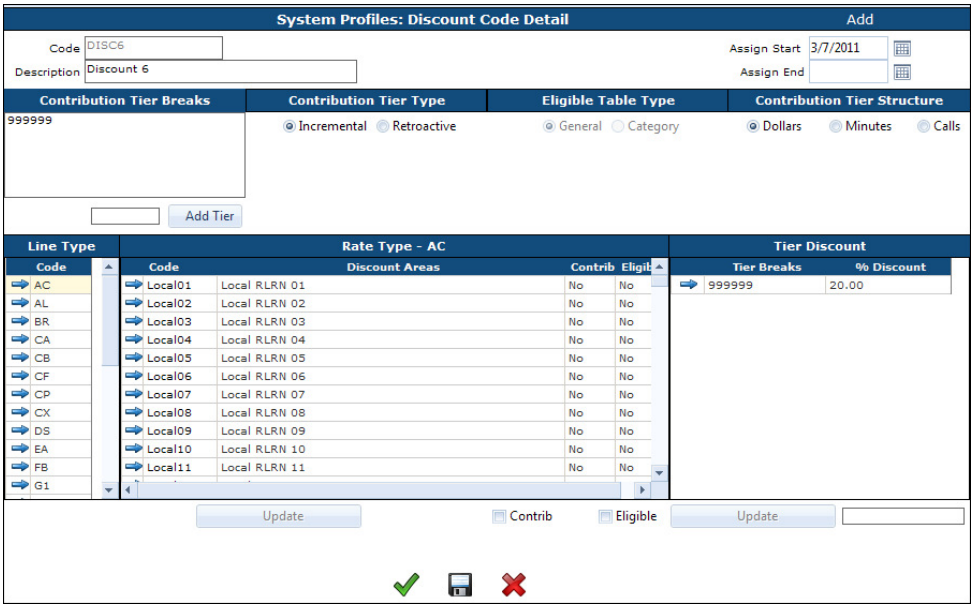
3. Existing codes are found in the **PROFILE TO DUPLICATE** drop down list. Select the code you want to duplicate. Enter the new Code and Description in the **PROFILE TO CREATE** fields. The code can be a maximum of five alphanumeric characters and the description can be a max of thirty alphanumeric characters.



New Discount Code and Description

4. Click the **GREEN CHECKMARK** to continue. The **DISCOUNT CODE DETAIL** screen displays with the properties from the duplicated discount code profile.

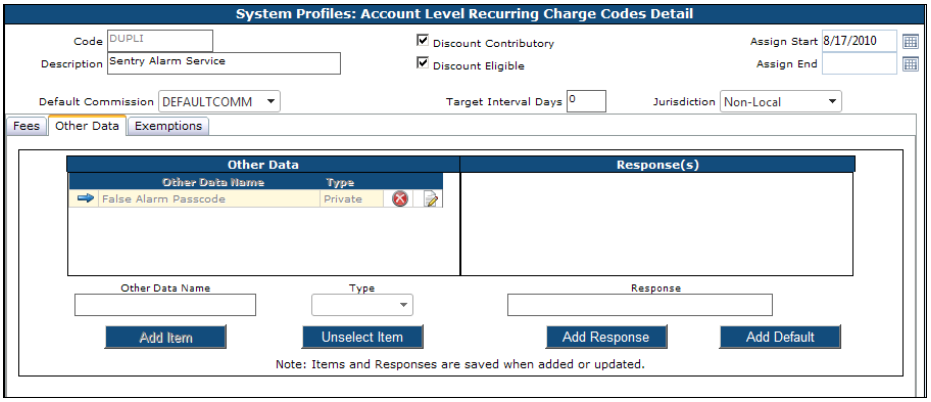
Action	Description



5. Make changes as needed.

6. Click the **GREEN CHECKMARK** or **DISC** to save the new code.

NOTE:
Three codes – **EQUIPMENT, ACCOUNT RECURRING** and **FEATURES** have an **OTHER DATA** option. If you duplicate a code that includes **OTHER DATA** information, the responses are not duplicated.

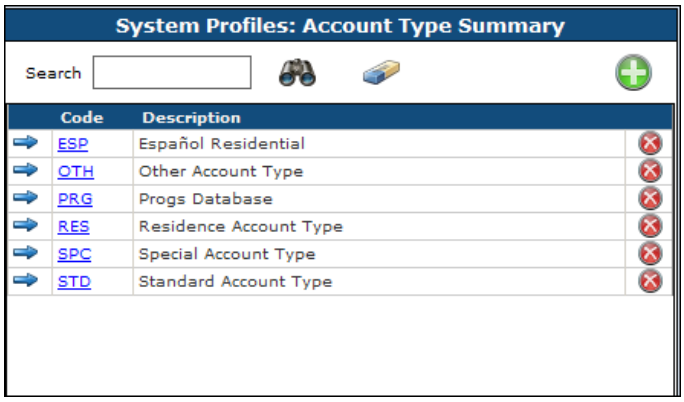


Account Type Codes

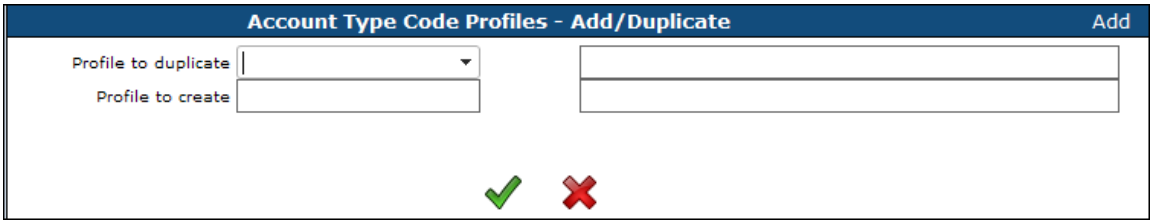
ACCOUNT TYPE CODES can be used to simplify account order entry by grouping accounts with similar account characteristics. These codes can also be used to send messages and designate default invoice templates for accounts assigned the selected Account Type Code. An **ACCOUNT TYPE CODE** is required when creating a new account. At least one Account Type Code must be created before accounts can be added to your database.

CREATING AN ACCOUNT TYPE CODE

Action	Description
1. Select **ACCOUNT TYPE CODE** from the **SYSTEM PROFILES** drop down list.	The **ACCOUNT TYPE SUMMARY** screen displays.



2. Click the **GREEN PLUS** button to add a new code.	The **ACCOUNT TYPE DETAIL** screen displays.



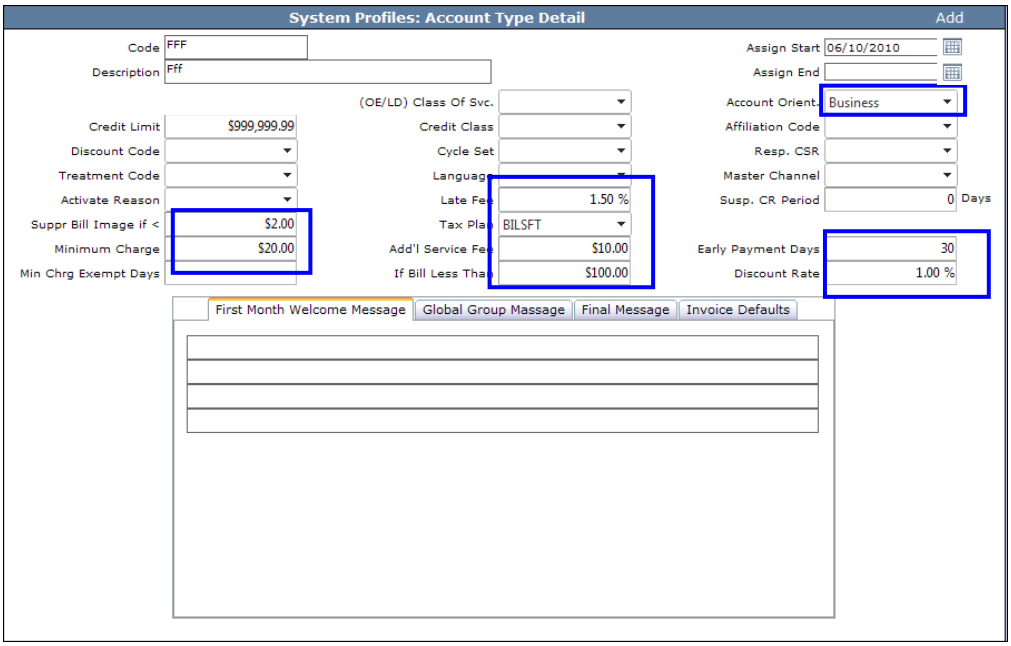
NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE** and a **DESCRIPTION**.	The **CODE** is an alphanumeric identifier that can be a maximum of three characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.

Action	Description
4. Click the **GREEN CHECKMARK** to continue.	The **ACCOUNT TYPE DETAIL** screen displays.

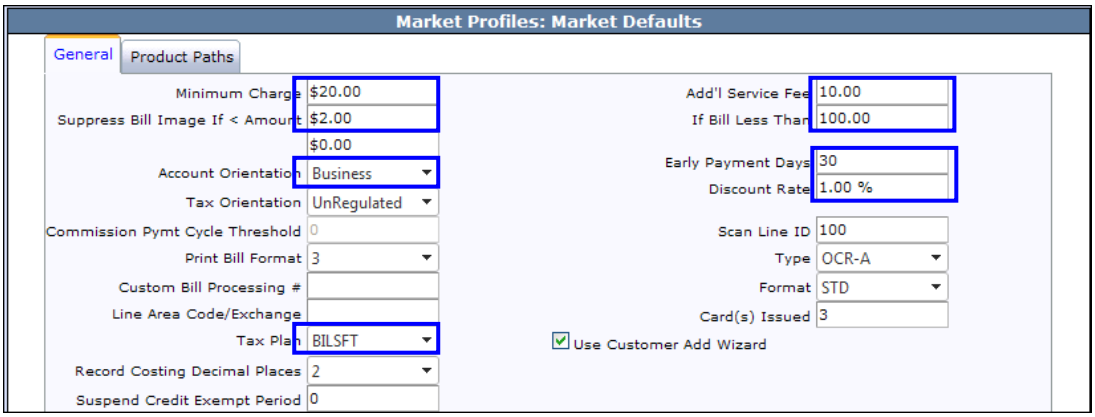
Outlined Items are retrieved from Market Defaults.



5. The **ASSIGN START** date defaults with the current date.	The **ASSIGN START** date is the first date the **ACCOUNT TYPE CODE** is available for assignment.

Information that fills in is retrieved from the Market Profiles – Market Defaults screen. Market Defaults are one of the first items completed when setting up your database.

SAMPLE: MARKET PROFILES – DEFAULT SCREEN



Action	Description

ASSIGN END DATE

The **ASSIGN END** date is the date the Account Type Code is *no* longer available for assignment. The **ASSIGN END** date does not affect any account currently assigned the Account Type code.

The only required fields for the Account Type Detail screen are the **CODE** and **DESCRIPTION**. OmniBill allows you to save an Account Type code with only these two fields filled in. Any default values filled in on the Account Type Detail screen will be applied to any account assigned the Account Type code.

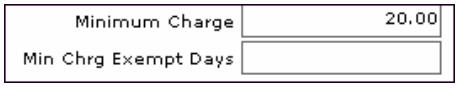
ACCOUNT ORIENT.

The **ACCOUNT ORIENTATION** identifies a customer as a Business or Residential account. The orientation impacts the calculation of PICC and FSLC charges. This field may default with a selection based on your Market Defaults or the Account Type code selected. The default selection can be changed here as well as within individual account profiles.

CREDIT LIMIT

The credit limit is an informational field. It only impacts an account when it is tied to an **ORDER EVENT** in the **DUNNING/COLLECTIONS MODULE**.

MINIMUM CHARGE & MIN CHRG EXEMPT DAYS



The **MINIMUM CHARGE** allows you to set a minimum billed amount for customer invoices. This field may default with a value based on your Market Defaults. The default amount can be changed here as well as within individual account profiles.

When the billed amount is below the minimum charge amount, OmniBill creates a system-generated debit transaction **MINCH** (Minimum Charge – Account Level). The transaction amount is the difference between the total bill (before taxes, discounts and PICC/FSLC fees) amount and the minimum charge amount.

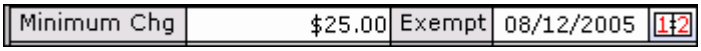
EXAMPLE: If the minimum charge amount is set at $20.00 and the total bill (before taxes, discounts, and PICC/FSLC fees) amount is $10.00, the system generates a debit transaction of $10.00.

The **MIN CHRG EXEMPT DAYS** value is used to define a default number of days a customer will be exempt from being charged the **MINIMUM** amount.

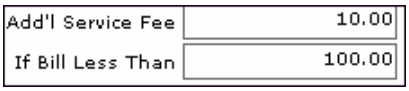
This value is added to the Account Activation date and is used to calculate the default **EXEMPT DATE** set on customer accounts. If the **MIN CHRG EXEMPT DAYS** field is left blank in the Account Type Detail screen, the Account Activation date defaults as the exempt date on the Account Information screen.

Action	Description

This example below displays the Minimum Charge and Exempt date fields as they appear in the *Customer Care Account Information* screen. This example shows the customer would be Exempt from the minimum charge of $25.00 until 8/12/2005.



ADD'L SERVICE FEE & IF BILL LESS THAN



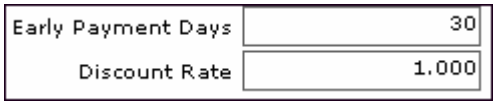
The **ADDITIONAL SERVICE FEE** amount is applied to accounts with a balance due that do not meet the amount set in the **IF BILL LESS THAN** field. These fields may default with values based on your Market Defaults. The default values can be changed here as well as within individual account profiles.

The example below illustrates:

- The Service Charge, Bill is Less Than, and Exempt date fields as they appear in the Customer Care Account Information screen.
- The customer would be Exempt from the Service Fee of $10.00 as long as their bill is less than $10,000. The date can be manually entered on customer profiles. This $10.00 charge is exempt until 11/20/2001 even if the Bill is Less than $10,000.

NOTE: The **IF BILL LESS THAN** criterion is based on the total amount of the bill before taxes, discounts, and PICC/FSLC fees. If account current charges do not meet minimum amount set, the system creates the debit transaction **SRVCH** (Service Charge) for the amount set in the **ADDITIONAL SERVICE FEE**.

EARLY PAYMENT DAYS & DISCOUNT RATE

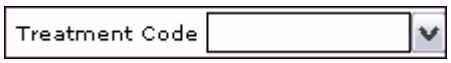


If a payment is posted for an account within the number of days set in **EARLY PAYMENT DAYS** field prior to the payment due date, the percentage set in the **DISCOUNT RATE** percentage is applied against the current charge amount for the account. These fields may default with values based on your Market Defaults. The default values can be changed here as well as within individual account profiles.

The following codes are created in System Profiles: **DISCOUNT CODES**, **ACTIVATE REASON CODES**, **CLASS OF SERVICE CODES, CREDIT CLASS CODES**, and **AFFILIATION CODES**. If there is no choice in the drop down list, codes have not been created for that profile.

Action	Description

TREATMENT CODE



TREATMENT CODES are created in the **DUNNING PROFILE** module. Assigning a Treatment code is required when creating a new account. The default value, **STANDARD TREATMENT**, ships with the database and satisfies this requirement.

LANGUAGE

LANGUAGE identifies the language that the customer's invoice will print. The choices in the drop down list are system generated.

At the time of this writing, six additional languages are supported: French, Spanish, German, Yiddish, Italian, and Other.

If one of the six languages is selected, production looks to see if a language table is completed for the selected language, if not, the invoice prints in English. Contact your assigned billing analyst or the OmniBill Help Desk for details on printing invoices in languages other than English.

RESP. CSR

The **RESP**. **CSR** drop down list contains the names of system users with the **CUSTOMER SERVICE REP** indicator set to **YES** on their **SECURITY** profile. Selecting a Resp. CSR from the drop down indicates the customer service rep is the default Resp CSR for all accounts assigned the Account Type Code.

SUSP CR PERIOD

The **SUSP. CR PERIOD** dictates the minimum number of days an account must be in a suspended status before any billable charges will be prorated and credited to the account. OmniBill generates credits for a suspended account only if the account is suspended before the end of the billing cycle. If line service(s), line feature(s), or account recurring item(s) have a suspend date but no reinstate date, the system determines the difference in days between the suspend date and the end of the billing cycle date. If the difference is greater than the days set in the SUSPEND CREDIT **EXEMPT PERIOD**, the normal prorate routine is used. If the difference is less than the **SUSPEND CREDIT EXEMPT PERIOD**, no proration occurs. If an account is reinstated within the current billing cycle, the system calculates the difference between the suspend date and the reinstate date.

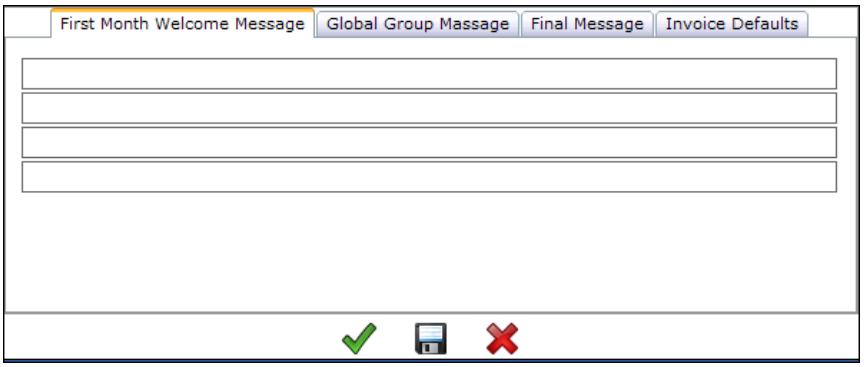
MASTER CHANNEL

Assigning a Master Channel is required when creating a new customer account. The default value, **HOUSE CHANNEL**, ships with the database and satisfies this requirement. **MASTER CHANNEL** codes are created in the **SALES** Profile module. The Master Channel selected in the Account Type Detail screen defaults as the Sales Channel on accounts assigned the Account Type Code and on all lines/services added to that account.

Action	Description

MESSAGE OPTIONS

Each message in the Account Type Detail screen has four lines and 70 characters, including spaces, per line. There is no spell check or word wrap features when creating a message.



FIRST MONTH WELCOME MESSAGE

The **FIRST MONTH WELCOME** message prints on the first invoice for a new customer account assigned the selected Account Type Code.

GLOBAL GROUP MESSAGE

The **GLOBAL GROUP** message is a recurring message that prints monthly for all customer accounts assigned the selected Account Type Code.

FINAL MESSAGE

The **FINAL** message prints on the invoice when an account is deactivated and assigned the selected Account Type Code.

INVOICE DEFAULTS

The **INVOICE DEFAULTS** area is used to define an **INVOICE** template for *all* customer accounts assigned the selected Account Type Code.

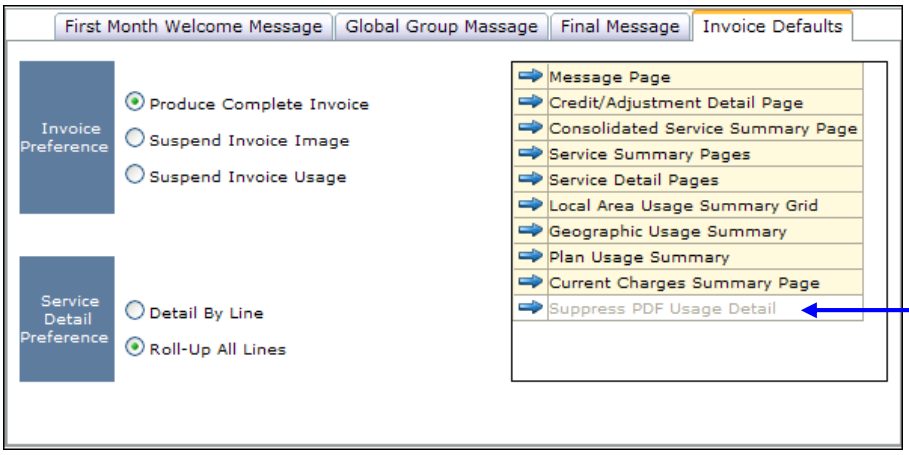
There are three available options:

- Produce Complete Invoice
- Suspend Invoice Image
- Suspend Invoice Usage

Action	Description

PRODUCE COMPLETE INVOICE

The Invoice Preferences default is **PRODUCE COMPLETE INVOICE**, which means every available page can be printed for the customer's invoice including usage. The choices in the grid are used to select which pages you want to print on the invoice. All pages are selected by default.



Click the blue arrow to unselect a page. Pages not highlighted, are **NOT** printed when the invoice is generated.

Available only when **THE SUSPEND INVOICE IMAGE** is selected.

NOTE: Residential customers only receive the Credit/Adjustment Detail, Service Detail and Usage pages if highlighted. Other highlighted pages will not print.

The **SERVICE DETAIL PREFERENCE** default is **DETAIL BY LINE,** which means the call detail is itemized by line on the invoice. The other option for the Service Detail Preference is to **ROLL UP ALL LINES**.

SUSPEND INVOICE IMAGE

Selecting **SUSPEND INVOICE IMAGE** suppresses the invoice from being **PRINTED** for *all* customer accounts assigned the selected Account Type Code. These accounts can still receive an electronic image of the invoice using the **VISIBILL** pdf files. If this is your selection, highlight the pages to display. **If you wish to suspend usage from PDF files, highlight the last option in the LIST: SUPPRESS PDF USAGE DETAIL**.

NOTE: Refer to Section 19 – VisiBill for more information on VisiBill files.

SUSPEND INVOICE USAGE

Selecting **SUSPEND INVOICE USAGE** suppresses all call usage detail from being ***printed*** on the invoices for *all* customer accounts assigned the selected Account Type Code.

Invoice defaults selected in the Account Type Detail screen can be changed on individual customer accounts in the **SPECIAL FEATURES/DISCOUNT** button found in Customer Care

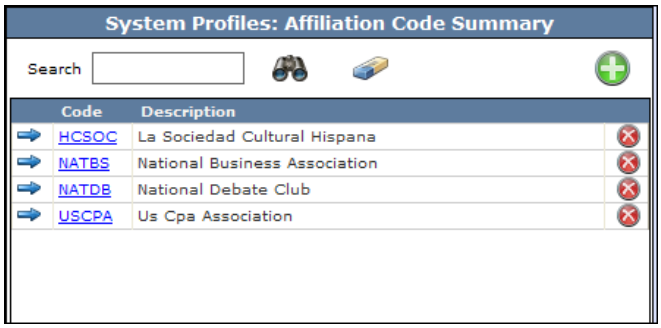
5. Click the **GREEN CHECKMARK** or **DISC** to save the **ACCOUNT TYPE CODE**.

Affiliation Codes

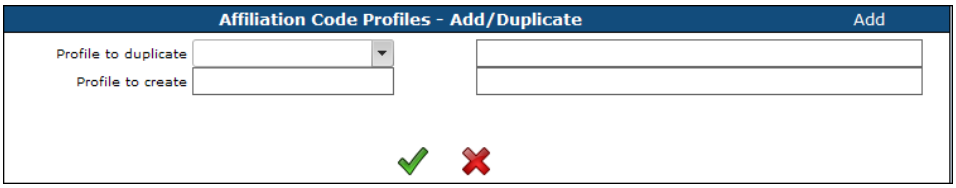
The **AFFILIATION CODE** is an optional code that can be used to identify an association a customer account has to an organization or market segment. In addition to identifying an association, the **AFFILIATION CODE** can be used to assign a specific **DISCOUNT** plan to customer accounts affiliated with a group and it can also be used to print specific messages on customer invoices.

CREATING AN AFFILIATION CODE

Action	Description
1. Select **AFFILIATION CODES** from the System Profile list.	The **AFFILIATION CODE SUMMARY** screen displays.



2. Click the **GREEN PLUS** button.	The **AFFILIATION CODE PROFILES** screen displays.

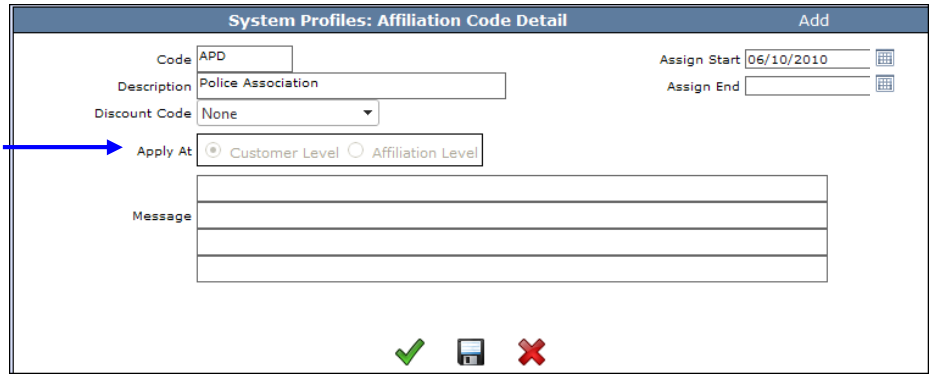


NOTE: Once the first Affiliation code is saved, if additional Affiliation Codes are created the system displays the **PROFILE – ADD/DUP** screen, not the Affiliation Code Summary screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the section ***"Duplicating System Profiles"*** for details on duplicating existing codes.

3. Enter a **CODE** and a **DESCRIPTION**.	The **CODE** is an alphanumeric identifier that can be a maximum of five characters. Once saved the code cannot be changed.
4. Click the **GREEN PLUS** screen to display the Affiliation Code Detail screen.	The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The description prints on the customer invoice.

Action	Description

Not available at the time of this writing.



ASSIGN DATES

The **ASSIGN START** date is the first date the code is available for assignment. It defaults with the current date, but can be changed.

The **ASSIGN END** date is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect on any profile currently using this code.

DISCOUNT CODE

The **DISCOUNT CODE** drop down list can be used to associate a discount plan for accounts assigned the selected Affiliation Code. The **DISCOUNT CODE** is optional. Only discounts created in Discount Codes in System Profiles appear in the drop down list. If the Discount Code is removed from the Affiliation Code, all accounts assigned the Affiliation code will no longer receive the associated Discount.

MESSAGE

The **MESSAGE** text field is limited to 70 characters per line and a maximum of four lines. The message prints on any customer account invoice where the Affiliation Code is assigned. The message field is optional.

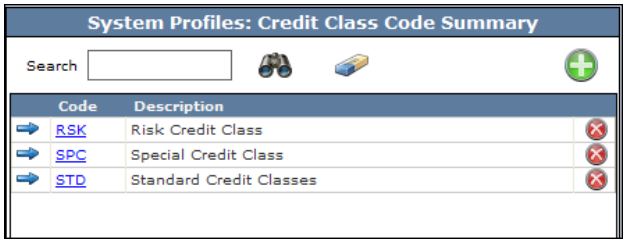
5. Click the **GREEN CHECKMARK** or **DISC** to save the **AFFILIATION** Code.

Credit Class Codes

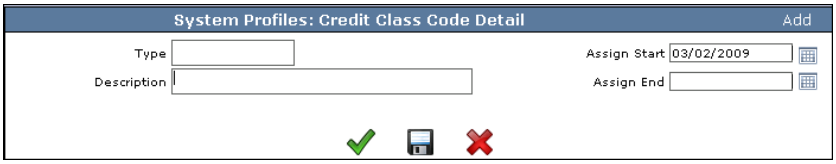
CREDIT CLASS codes can be used to define the credit status of a customer account. The credit class codes are optional and have *no* impact on billing. These codes are used on the Credit Information screen at the customer account level.

CREATING A CREDIT CLASS CODE

Action	Description
1. Select **CREDIT CLASS CODES** from the System Profiles list.	The **CREDIT CLASS SUMMARY** screen displays.



2. Click the **GREEN PLUS** button.	The **CREDIT CLASS DETAIL** screen displays.



TYPE

The **TYPE** field is used to create the credit class code. It is an alphanumeric field that can be a maximum of three characters.

DESCRIPTION

The **DESCRIPTION** is an alphanumeric field that can be a maximum of thirty (30) characters.

ASSIGN DATES

The **ASSIGN START** date is the first date the code is available for assignment. The current date fills in the **ASSIGN START** date field, but it can be changed.

The **ASSIGN END** date is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect accounts where the code was previously applied.

3. Click the **GREEN CHECKMARK** or disc to save the Credit Class Code.

Activation/Deactivation Codes

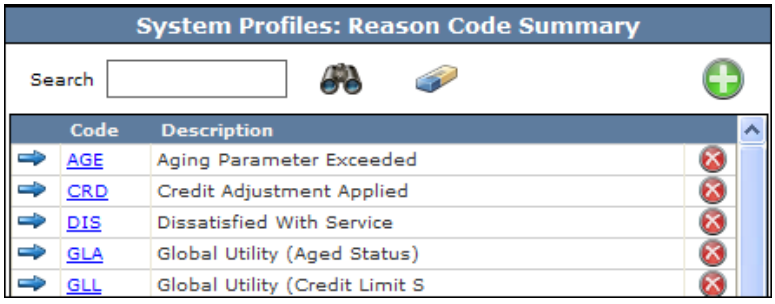
ACTIVATION and **DEACTIVATION** codes are used to provide a reason as to why account are activating service and deactivating service with your company.

An **ACTIVATION** code is required on the Account Information screen when creating a new customer account. The **DEACTIVATION** code is a required field when deactivating a customer account. The Activation/Deactivation codes can both be used to create management reports tracking the reasons why accounts and lines are activating service and terminating service. **ACTIVATION** and **DEACTIVATION** codes can also be used at the line/service level, which can then be used to create line management reports tracking the reasons why accounts are activating service(s) and why they are terminating service(s).

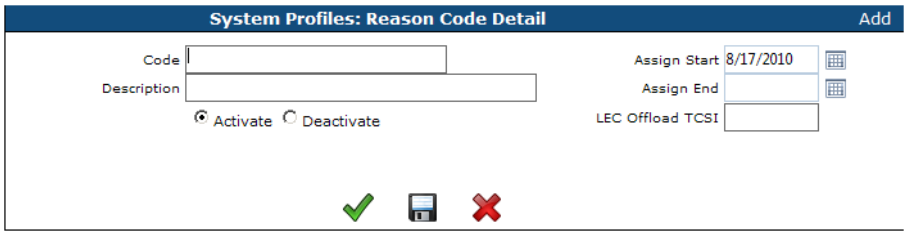
A default list of **ACTIVATION/DEACTIVATION** codes comes with the database. Please do not remove the following default codes from the list: **URA**, **URD**, **URR**, and **URS**.

CREATING ACTIVATION/DEACTIVATION CODES

Action	Description
1. Select **ACTIVATION/ DEACTIVATION** Code from System Profiles.	The **REASON CODE SUMMARY** screen displays with the default system codes.



2. Click the **GREEN PLUS** button.	The **REASON CODE DETAIL** screen displays.



Action	Description
3. Create a **CODE** and **DESCRIPTION.**	The **CODE** is an alphanumeric identifier that can be a maximum of three characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The description prints on the customer invoice.

ASSIGN DATES

The **ASSIGN START** date is the first date the code is available for assignment. It defaults with the current date, but can be changed.

The **ASSIGN END** date is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect on any profile currently using this code.

4. Select the **ACTIVATE** or **DEACTIVATE** radio button to indicate what type of reason code you are creating.

LEC OFFLOAD TCSI

The **LEC OFFLOAD TCSI** (**T**ransaction **C**ode **S**tatus **I**ndicator) field is used to associate a **LEC TCSI** code with a specific **ACTIVATE/DEACTIVATE REASON** code. A maximum of 4 digits is allowed.

TCSI codes entered here are looked at first by the **LEC PROVISIONING** module when generating a LEC offload file. The associated **LEC OFFLOAD TCSI** code is included in the offload file based on the activation/deactivation reason code selected on a line. This is an optional field.

5. Click the **GREEN CHECKMARK** or **DISC** to save the **ACTIVATION/DEACTIVATION CODE**.

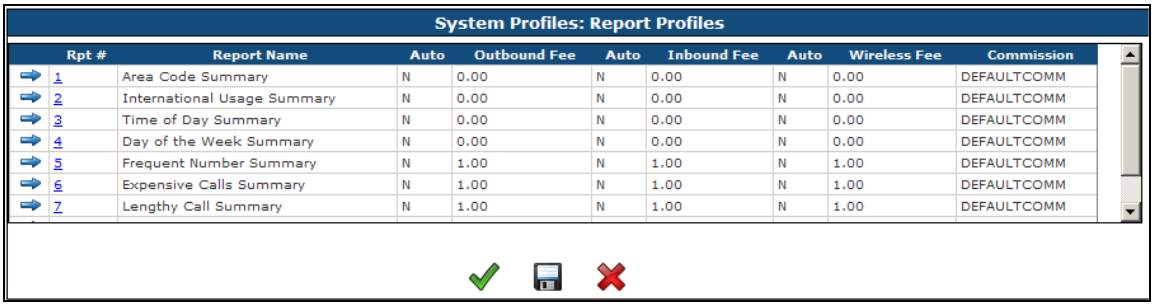
Invoice Reports Profile

The **INVOICE REPORTS PROFILE** area contains nine optional reports, which can be generated for each account and print as part of the customer invoice. Each of the nine reports can be generated for three services, Outbound, Inbound, and Wireless. Parameters set in the **INVOICE REPORTS PROFILE** act as defaults and affect every account in your database.

The invoice report parameters can also be set on an account-by-account basis in the **ACCOUNT REPORTS** button in Customer Care.

DEFINING THE INVOICE REPORTS DEFAULTS

Action	Description
1. Select **INVOICE REPORTS PROFILE** from the System Profiles list.	The **REPORT PROFILE** screen displays.



- **RPT#**

  The Rpt# is system-generated and identifies the report in the grid.

- **REPORT NAME**

  The Report Name is a system-generated description for each report. The **REPORT NAMES** cannot be edited in any way.

- **AUTO COLUMN**

  The **AUTO** column defaults to **N**, indicating the reports are *not* automatically generated for any accounts in the database.

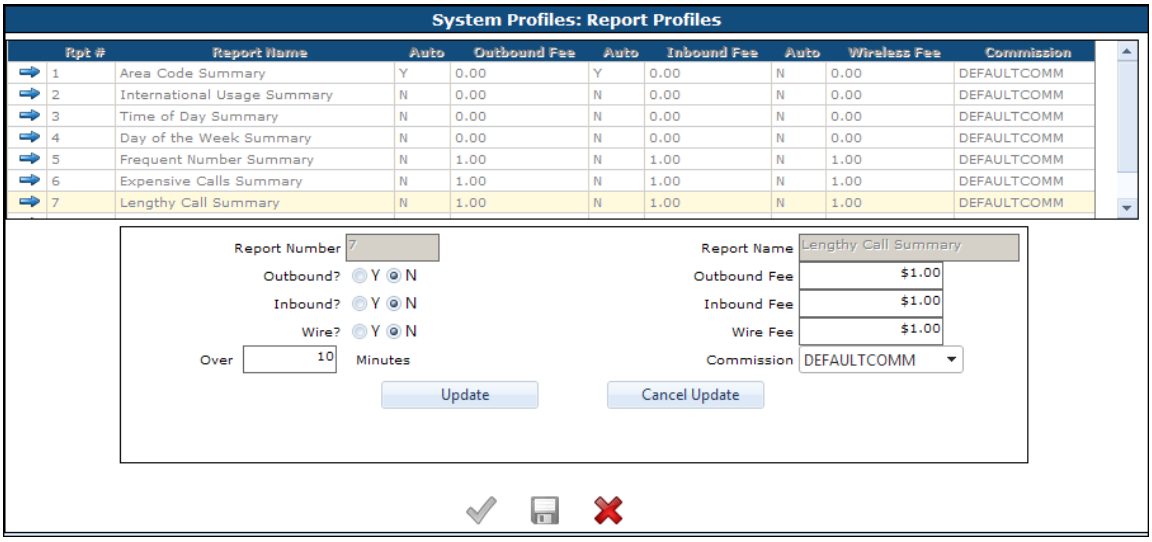
  If the **AUTO** column is set to **Y**, as a default the report is automatically generated for *every* account in the database. This field can be changed at the account level.

- **FEE COLUMN**

  Each of the three **FEE** columns, Outbound, Inbound, and Wireless, represents a monthly recurring cost that can be charged for each service the report is generated for.

2. Click the **BLUE ARROW** to select a report.	The selected report displays in edit boxes below the list of reports.

Action	Description



Each report can be generated for up to three service categories, Outbound, Inbound, or Wireless.

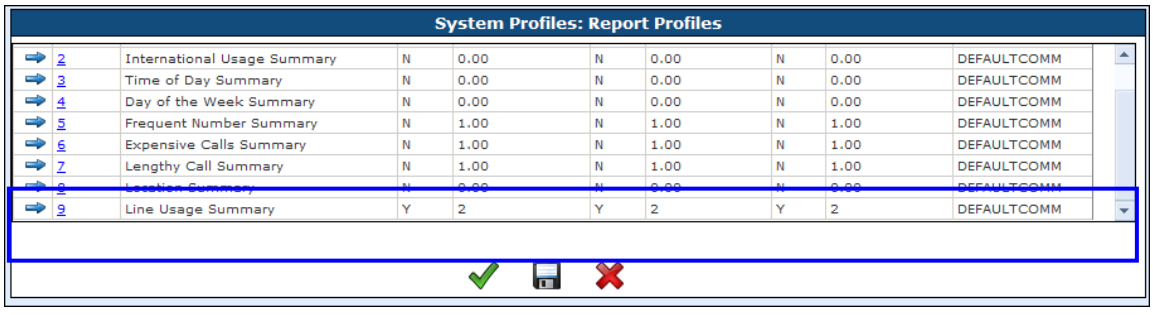
3. Select the service type(s) the report will print for by changing the selection from **NO** to **YES**.

An optional monthly recurring charge can be entered for each report, along with a default commission plan.

5. Click **UPDATE** to commit the report defaults to the grid. — The information appears in the list.

6. Click the **GREEN CHECKMARK** to save the report parameters. — Clicking the **DISC** saves the information but remains on the screen. The **GREEN CHECKMARK** saves the information and exits the screen.

The below example displays the **LINE USAGE SUMMARY** report. The report will print on every customer account with Outbound and Inbound services. The accounts will be charged a $2.00 monthly recurring charge for each report.

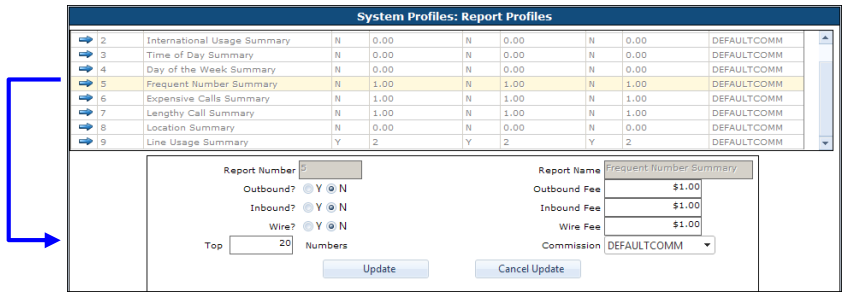


ADDITIONAL INVOICE REPORT PARAMETERS

Three of the nine reports have additional parameters that need to be defined when the report is selected.

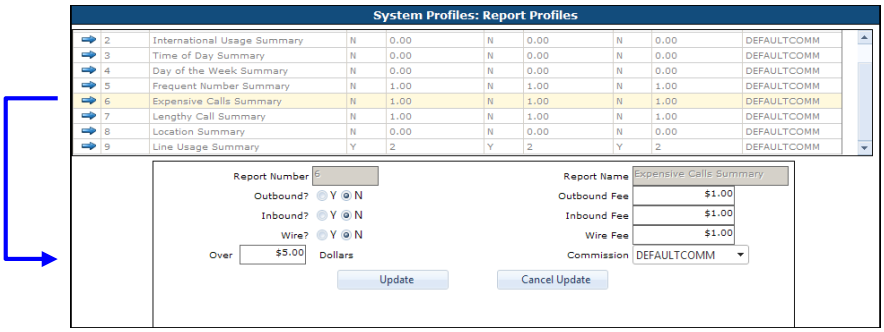
FREQUENT NUMBER SUMMARY

The Frequent Number Summary report details phone numbers called often by an account during a billing cycle. When the report is selected, the **TOP NUMBERS** called has to be defined. The report shows the ***most frequently called numbers***.



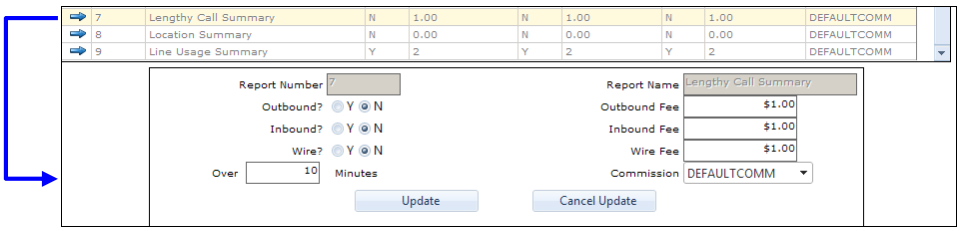
EXPENSIVE CALLS SUMMARY

The Expensive Calls Summary report details the most expensive calls made by an account during a billing cycle. When the report is selected, an **OVER DOLLARS** value has to be defined. The report shows all ***calls over the dollar value entered***.



LENGTHY CALL SUMMARY

The Lengthy Call Summary report details the calls with the longest duration made by an account during a billing cycle. When the report is selected an **OVER MINUTES** value has to be defined. The report shows all calls ***over the duration entered***.



Transaction Codes

TRANSACTION CODES define the type of monetary adjustment made to a customer account. All money applied to an account must be applied using a transaction code. The transaction code must be associated with a **GENERAL LEDGER CODE** definition. If the General Ledger function is not being used, the default **GENERAL LEDGER CODES** satisfy the system requirement so the transaction code can be saved.

TRANSACTION TYPE

A **TRANSACTION CODE** must have two indicators defined to specify how OmniBill should handle the transaction once it is applied to an account. The first indicator defines the **TRANSACTION TYPE** and the second (**SIGN**) defines whether the transaction amount should be a debit (**+**) or credit (**-**) to the account.

The **TRANSACTION TYPE** tells OmniBill how to handle the transaction. A **TRANSACTION TYPE** is categorized as one of the following:

- **CASH TRANSFER (T)**: All negative (-) **T** transactions are applied against the *oldest* aged amount. Cash transfers have an immediate impact on aging and usually indicate a payment or transfer of money has occurred.

- **INVOICED AMOUNT ADJUSTMENT (I)**: **I** transactions are used to post adjustments or credits to an account. All negative (-) **I** transactions are applied against the *oldest* aged amount and have an immediate impact on aging.

- **UNINVOICED AMOUNT ADJUSTMENT (U)**: **U** transactions are used to post a pending adjustment or credit to an account. **U** transactions have *no* immediate impact on aging. These types of transactions are not applied to an account balance until the production process is completed.

SIGN

The selected **SIGN** specifies whether the transaction amount should be debited (**+**) or credited (**–**) to the account.

Once a transaction code is saved, the **SIGN** cannot be changed if the code has been applied to account transactions.

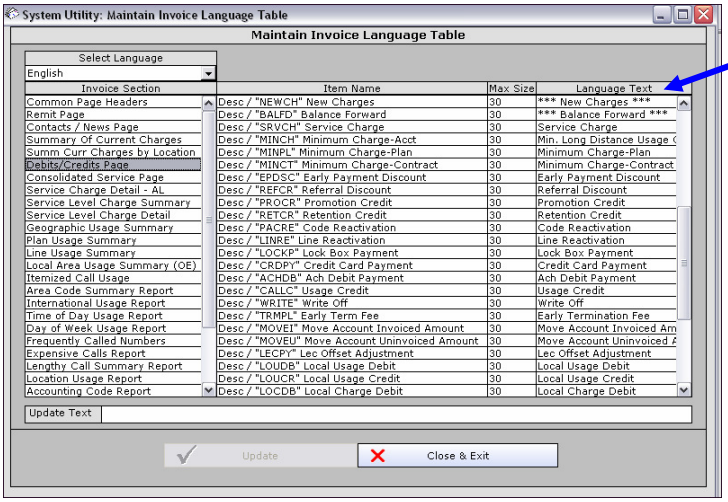
OmniBill includes 38 default Transaction Codes. The **DESCRIPTION** cannot be changed on this screen. The ***Invoice Language Table*** utility can be used to change any description that prints on a customer's invoice.

Refer to Section 21 for information on using the Invoice Language Table utility.

CODE	DESCRIPTION
ACHDB	ACH Debit Payment
BALFD	***Balance Forward***
CALLC	Usage credit
COMPY	Commission Payment (stored in Sales Profiles under Transaction Types)
COMRV	Commission Reversal (stored in Sales Profiles under Transaction Types)
CRDPY	Credit Card Payment
CRDRV	Credit Card Reversal
EPDSC	Early Payment Discount
IACCR	Intrastate Charge Credit
IACDB	Intrastate Charge Debit
IAUCR	Intrastate Usage Credit
IAUDB	Intrastate Usage Debit
IRCCR	Interstate Charge Credit
IRCDB	Interstate Charge Debit
IRUCR	Interstate Usage Credit
IRUDB	Interstate Usage Debit
LECPY	LEC Payment
LINRE	Line Reactivation
LOCCR	Local Charge Credit
LOCDB	Local Charge Debit
LOCKP	Lock Box Payment
LOUCR	Local Usage Credit
LOUDB	Local Usage Debit
MINCH	Minimum Charge-Account Level
MINCT	Minimum Charge-Contract
MINPL	Minimum Charge-Plan
MOVEI	Account Moved Invoiced Amount
MOVEU	Account Moved Uninvoiced Amount

CODE	DESCRIPTION
NEWCH	***New Charges***
OLPMT	Online Payment
PACRE	Code Reactivation
PROCR	Promotion Credit
REFCR	Referral Discount
REFCR	Referral Credit
RETCR	Retention Credit
SRVCH	Service Charge
TRMPL	Early line termination fee
WRITE	Write-Off

To have a different description print on customer invoices for anyone of these codes, you will need to use the System Utility –**INVOICE LANGUAGE TABLE**. The **DEBITS/CREDIT PAGE** Invoice section includes the items that need to be updated.



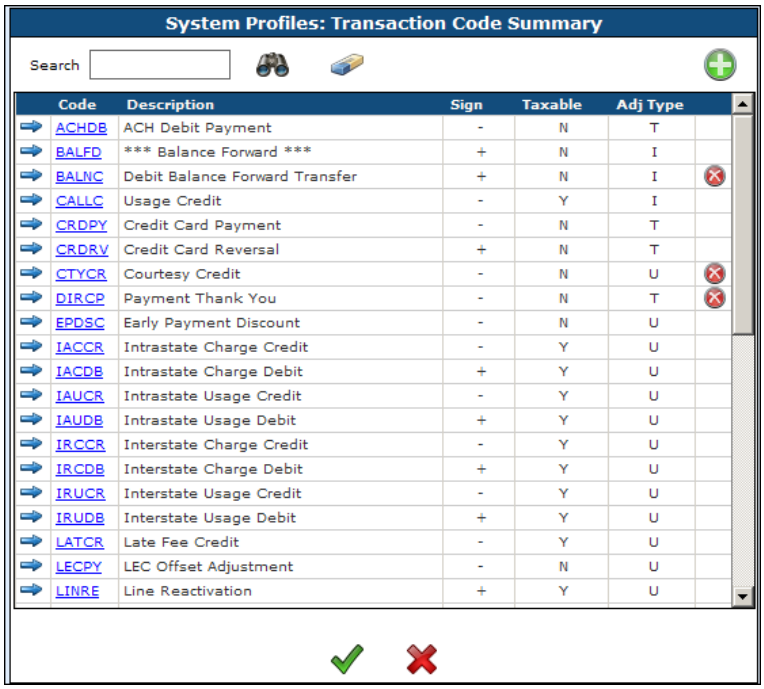
Text that needs to be updated

Refer to **SECTION 21 – SYSTEM UTILITIES** for instructions on how to use the Invoice Language Table utility.

When creating your own Transaction code, the description will print on the customer's invoice.

CREATING A NEW TRANSACTION CODE

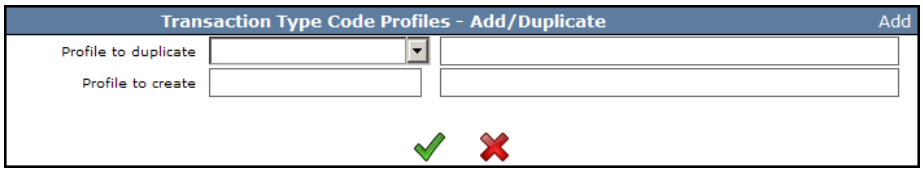
Action	Description
1. Select **TRANSACTION CODE** from the System Profile list.	The **TRANSACTION CODE SUMMARY** screen displays the default Transaction Codes.



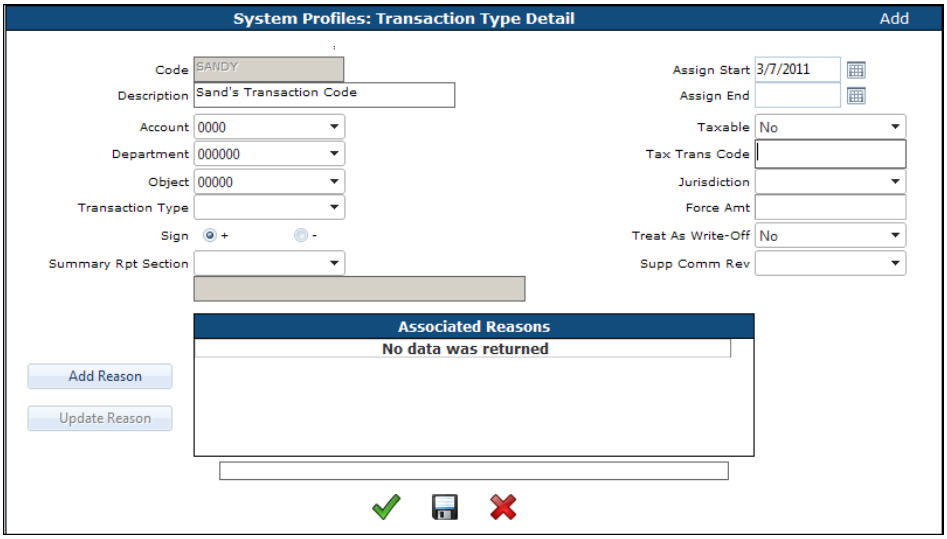
NOTE: The **RED X** next to a code indicates that it can be deleted as long as it has not been assigned.

Codes without a **RED X** indicator are System Transaction codes and cannot be deleted from the grid.

2. Click the **GREEN PLUS** button to create a new code.	The **TRANSACTION TYPE DETAIL** screen



Action	Description
3. Enter a **CODE** and **DESCRIPTION**. 4. Click the **GREEN CHECKMARK** to continue.	**CODE** The **CODE** is an alphanumeric field that can be a maximum of five (5) characters. Once the code is saved, it cannot be changed. The code is used when applying a transaction to a customer's account; therefore it is best to make it as descriptive as possible. The code does not appear on the customer invoice. **DESCRIPTION** The **DESCRIPTION** is an alphanumeric field that can be a maximum of thirty (30) characters. The description prints on the customer invoice on the Debits and Credits page.



NOTE: Once the Transaction Code is saved, if additional Transaction Codes are created the system displays the **PROFILE – ADD/DUP** screen, not the Summary screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to Part 1 – System Profiles Charge Codes for more information on duplicating an existing code.

START DATE

The **START DATE** is the first date the code is available for assignment. The current date fills in the **START DATE** field, but it can be changed.

END DATE

The **END DATE** is the date the code is no longer available for assignment. Accounts with transactions assigned this code are not affected.

GENERAL LEDGER CODE FIELDS (required)

The **ACCOUNT**, **DEPARTMENT**, and **OBJECT** represent user-defined codes created in the General Ledger in System Profiles. A transaction code must be associated with a general ledger code. If no general ledger codes exist, the default **GENERAL LEDGER CODES** of 0 is the default entries.

TAXABLE (required)

The **TAXABLE** field is a required **YES/NO** field used to determine whether a tax should be calculated on the transaction amount.

TAX TRANS CODE

The ability to override the default BillSoft tax category used when calculating taxes on **TRANSACTIONS** can be accomplished by entering the appropriate tax code in the Tax Trans Code grid. The **TAX TRANS CODE** field is used to enter a 4-digit BillSoft tax code. During the bill production process the **TAX TRANS CODE** is used to force the transaction into the desired tax category instead of the using the default BillSoft tax category.

Contact your assigned Billing Analyst to enable this option and to receive a list of the BillSoft tax codes.

The tax code entered must be a valid BillSoft tax code. If an invalid tax code is entered for a taxable transaction, production ignores the incorrect tax code and uses the default BillSoft tax code in its place. If the transaction is taxable and the **TAX TRANS CODE** is left blank, the default BillSoft tax category (0306 – Other Access Charge) is used.

NOTE: It is **VERY IMPORTANT** users entering **TAX CODES** have a **FULL UNDERSTANDING** of the consequences of **OVERRIDING** the default **BILLSOFT TAX CODE.**

JURISDICTION

The **JURISDICTION** is an optional, informational field. It is used to define whether the transaction code is being applied for local or non-local service.

FORCE AMOUNT

The **FORCE AMT.** is an optional field used to specify a particular dollar amount to charge when the transaction code is applied. When the transaction code is applied, the dollar amount fills in automatically, but the amount can be changed at that time.

TREAT AS WRITE OFF

This field determines whether or not commissions will be released to sales agents.

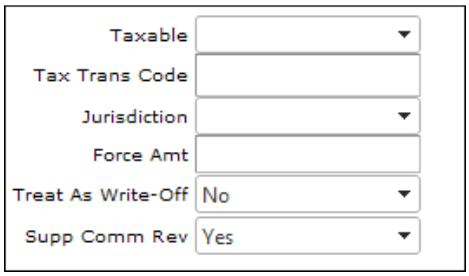
This **YES/NO** field is used to determine whether or not the transaction type will have the **WRITE** transaction type logic applied. The default for the field is **NO –** Indicating not to write off the commission payment. When this code is used, any pending commission payments are released.

Selecting **YES** marks the transaction as a **WRITE OFF** and when the transaction code is applied, pending commission payments are *not* released. The commissions are basically written off and not released to the sales agent.

This option only applies if your database has the "**AS PAID**" option selected as the method for releasing commissions. If you database is setup **"AS BILLED"** commissions are automatically release at the time your Bill Run is processed therefore this setting does not impact any transactions.

SUPPRESS COMMISSION REVERSAL

The Suppress Commission Reversal option is listed as **SUPP COMM REV** on the Transaction Type Detail screen. This is a **YES/NO** field to indicate if any earned commissions (commissions already released) should be reversed as a result of the credit.



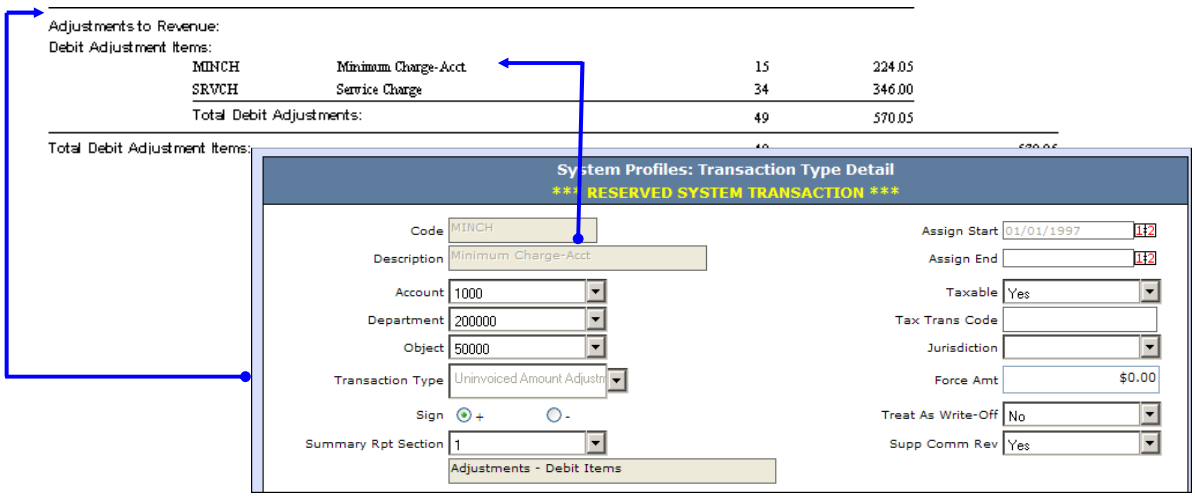
Selecting **YES** for this option indicates to the system that ***NO*** earned commissions should be reversed when issuing credits.

Selecting **NO** for this option indicates to the system to ***REVERSE*** any earned commissions; therefore penalizing the sales agent because the credit was issued. When a credit is issued using the "**CREDIT THIS ITEM**" method, the system reverses any earned commissions on that item.

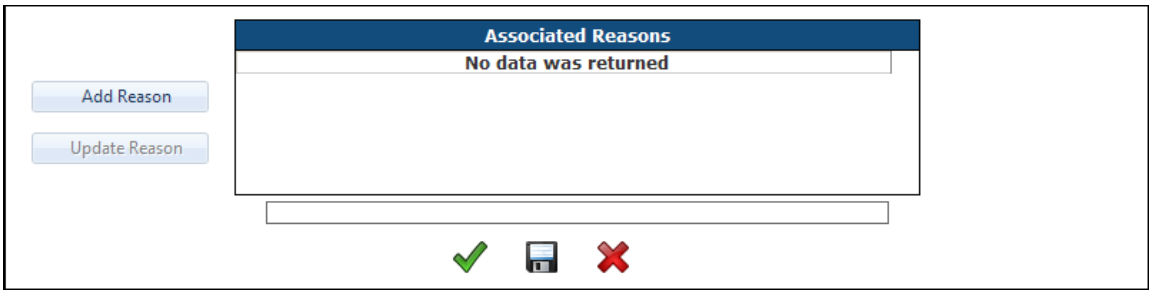
Please contact your Assigned Billing Analyst for information on the "Credit this Amount" method.

SUMMARY REPORT SECTION (required)

The possible selections for this mandatory field coincide specifically with categories found in the Cycle Processing Summary Report. This report summarizes all financial activity for a specific billing cycle. The report is located in the **REPORT GENERATOR** under **FINANCIAL** reports.



ASSOCIATED REASONS



You can add descriptive reasons to a Transaction code that will be available to your Customer Service Representative when applying the code.

1. Enter the reason in the space provided.
2. Click **ADD REASON**.

The descriptive reason will be available when applying the code to a customer's account.
NOTES:

- To delete an existing reason, click the Red X to the right of the Associated Reason.
- To edit an existing reason, click the Blue arrow, make the changes and click **UPDATE REASON**.

CREDITING CUSTOMER'S ACCOUNT USING OMNIBILL TRANSACTION CODES

When a credit is issued using a code that includes a taxable transaction code, the system calculates the tax and credits the tax amount to the respective transaction category during production.

The below list of transaction codes come as defaults in your database. Using these codes to apply credits and debits for usage and usage based charges pass the credited tax amount to the correct tax bucket in the BillSoft tax program.

➡	CALLC	Usage Credit	-	Y	I
➡	IACCR	Intrastate Charge Credit	-	Y	U
➡	IACDB	Intrastate Charge Debit	+	Y	U
➡	IAUCR	Intrastate Usage Credit	-	Y	U
➡	IAUDB	Intrastate Usage Debit	+	Y	U
➡	IRCCR	Interstate Charge Credit	-	Y	U
➡	IRCDB	Interstate Charge Debit	+	Y	U
➡	IRUCR	Interstate Usage Credit	-	Y	U
➡	IRUDB	Interstate Usage Debit	+	Y	U
➡	LOCCR	Local Charge Credit	-	Y	U
➡	LOCDB	Local Charge Debit	+	Y	U
➡	LOCKP	Payment Thank You	-	N	T
➡	LOUCR	Local Usage Credit	-	Y	U
➡	LOUDB	Local Usage Debit	+	Y	U

NOTE: When crediting a taxed transaction, credit the amount of the transaction *minus* the amount of tax charged. OmniBill calculates the tax that was charged on the transaction and credits the result to the appropriate tax category when one of the default transaction codes from the previous list is used. One item to consider when crediting back taxable charges is the potential for tax amounts to vary for Business and Residential service. There is no indicator available for a Transaction Code that distinguishes a credit or debit amount as Business or Residential types of service.

If you are using a taxable transaction code and not one of the default codes, the system passes the credited tax amount to a default tax category (0306 – Other Access Charge) unless a Tax Code is entered in the selected Transaction Code.

NOTES:

There have been several questions relating to how a customer writes off an account using taxable transactions. First, there is no 100% way to do this accurately. The below methodology will get the account to within cents. The following taxable transactions have been routed to specific tax buckets to back out taxes in the same manner in which they were originally taxed.

CALLC, IRUDB, IRUCR, IRCDB, IRCCR all get sent to the tax bucket in BillSoft (0101 - Interstate Toll)

This includes Interstate usage credits and debits and Interstate charge credits and debits. Note that the only interstate service charges are PICC and FSLC charges.

IAUDB, IAUCR, IRCDB, IRCCR all get sent to the tax bucket in BillSoft (0201 - Intrastate Toll)

This includes Intrastate usage credits and debits and Intrastate charge credits and debits. This includes all other service charges including Account Level Recurring Charges. I will warn you that if Acct. Rec. Charges are involved, they will not back out properly because they are originally taxed using the tax bucket 0306 - Other Access Charges.

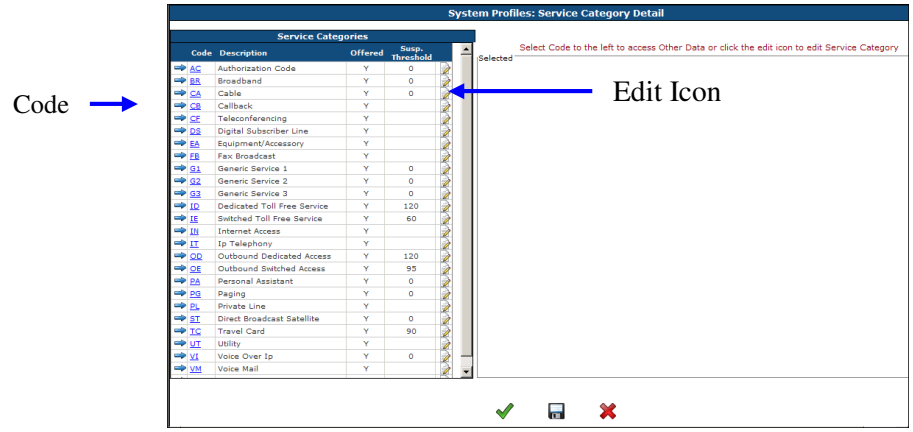
LOUDB, LOUCR, LOCDB, LOCCR all get sent to the tax bucket in BillSoft (0705 - Local Exchange Services)

This includes local usage credits and debits and any service charge on the local line inclusive of features.

If a customer wants to write-off an invoice and they want the taxes backed out, they must summarize their pre-taxed charges into the following categories and post transactions as described above. Again, this will not be 100% accurate, but will allow for a 99% recovery of their taxes. If the customer is not concerned about the recovery of taxes, then they should use a non-taxable transaction and credit the total balance due.

Service Categories

The list of **SERVICE CATEGORIES** available in your database is based on your contract signed with Profitec. Requests to add service categories must be done through your assigned Billing Analyst. Below is an example of some the possible service categories that can be invoiced in the OmniBill database. Additional **SERVICE CATEGORIES** cannot be added or deleted from the service categories list.



CODE

The **CODE** identifies the service category during the production process. It is hard coded and cannot be changed.

DESCRIPTION

The **DESCRIPTION** is an alphanumeric field that can be a maximum of 30 characters. The service category description displays throughout the database. Changing the description here will not change the description that prints on a customer's invoice.

The **INVOICE LANGUAGE TABLE** utility is used to change Service Category Descriptions that prints on customer Invoices. Refer to **SECTION 21 – SYSTEM UTILITIES** for information on this utility.

NOTE: The **OE – OUTBOUND EQUAL ACCESS** and VI – VOIP Service Categories includes both Local and Long Distance service. This should be considered when renaming this service category description.

OFFERED

The **OFFERED** column is used to indicate if the Service Category is available for assignment in your database.

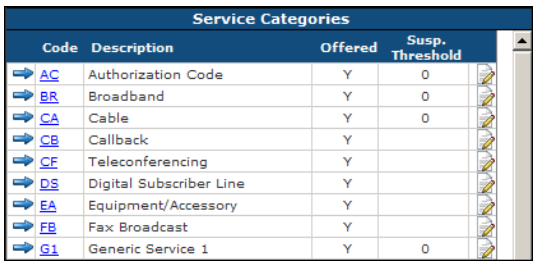
- "**Y**" indicates **YES** the service category is available for assignment to all accounts in the database.
- An "**N**" indicates **NO** the service category is not available for assignment to any accounts in the database. This setting *cannot* be changed for individual accounts. Once the **OFFERED COLUMN** is set it affects all accounts.

EDITING A SERVICE CATEGORY

Action	Description

1. Select **SERVICES CATEGORIES** from the System Profile list.

   The **SERVICE CATEGORY DETAIL** screen displays.

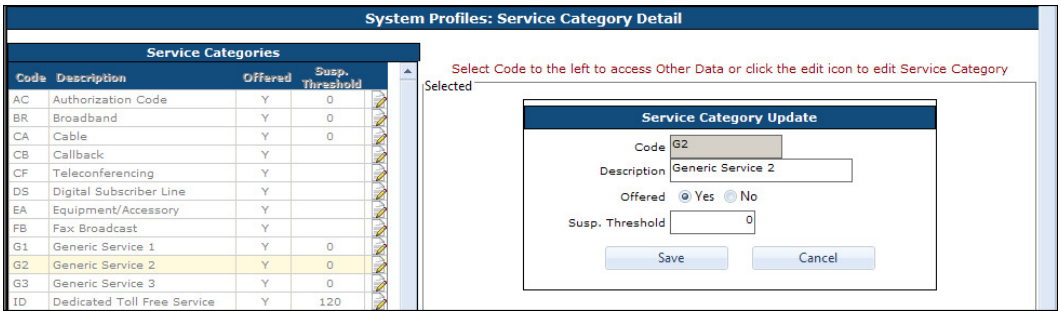


The **EDIT** button to the right of a service category is used to edit the **DESCRIPTION, OFFERED** selection **(Y/N),** and **SUSP. THRESHOLD** entries.

The **ARROW** or **CODE** to the left of the service category is used to **CREATE/EDIT** Other Data entries for the selected service category.

2. Click the **EDIT** button to access the Service Category Update area.

The **SERVICE UPDATE** grid displays.



3. Edit the **DESCRIPTION** by typing the new description in the grid

NOTE: The **DESCRIPTION** typed in the Service Categories grid appears on all screens in OmniBill; but will not print on the customer's invoice. To change descriptions on your customer invoices for your Service Categories, refer **– SYSTEM UTILITIES – INVOICE LANGUAGE TABLE** utility.

4. Select **YES** as the **OFFERED** indicator to enable the service category in OmniBill.

   Select **NO** if you wish to have the service category unavailable as a selection in OmniBill.

5. The Suspense Threshold is informational only.

6. Click **SAVE** to commit the change(s) to the grid.

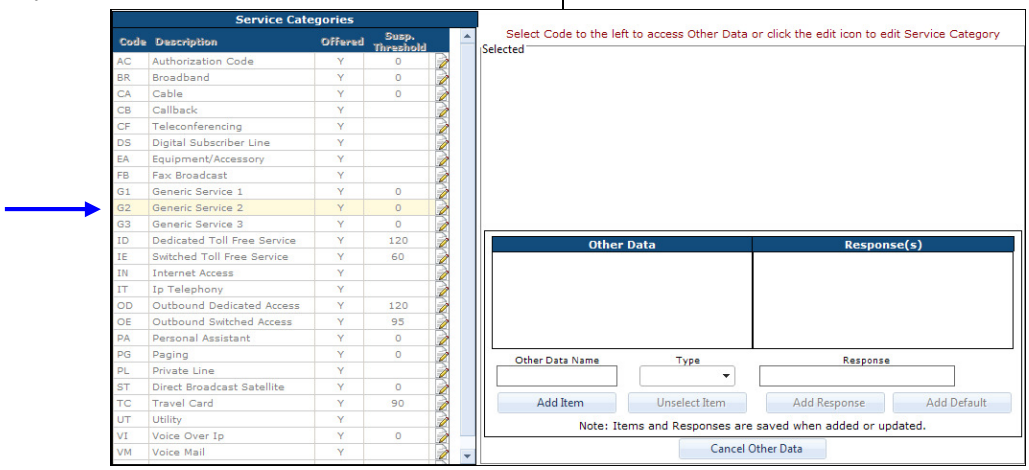
7. Click the **GREEN CHECKMARK** or the **DISC** to save the changes made to the Service Categories grid.

OTHER DATA

Each service category includes an area where Other Data codes can be created. The **OTHER DATA** area is used to track additional information about the selected service category that cannot be defined in a native OmniBill field. Other Data information classified as **PUBLIC** appears on the customer invoice. Only one **PUBLIC** data field can print on the invoice. Other Data that is **PRIVATE** does not appear on the customer invoice. Once other data is added to a service category, it is defined at the line/service level of an account.

ADDING OTHER DATA TO A SERVICE CATEGORY

Action	Description
1. Click on the Record Section button (blue arrow) to highlight the Service Category you want to add **OTHER DATA** to.	Two data grids display – Other Data and Responses.



The **CANCEL OTHER DATA** button is used:

- When you are finished creating Other Data and Response items for a specific Service category, click.
- To deselect a highlighted service category.

2. Enter the description in the Other Data Name field.

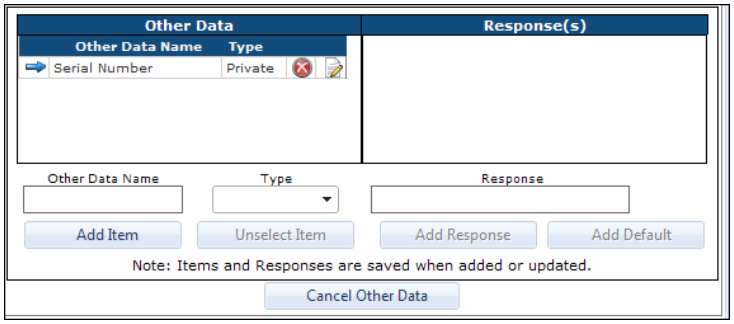
3. Select a **TYPE** for the data: **PUBLIC** or **PRIVATE**. Data defined as **PUBLIC** prints on the invoice. Data defined as **PRIVATE** appears only within OmniBill.

Action	Description

4. Click the **ADD ITEM** button to commit the description to the grid.

NOTE: To **DELETE** an Other Data Item or Response, click the corresponding **X**.

To **EDIT** the other data item or response, click the corresponding **NOTEPAD**.



NOTE: Items are saved automatically when added or updated.

5. To add available responses, click the Record Selector (blue arrow) to highlight the **OTHER DATA NAME.**

   The **DATA NAME** must be highlighted to associate the response to it.

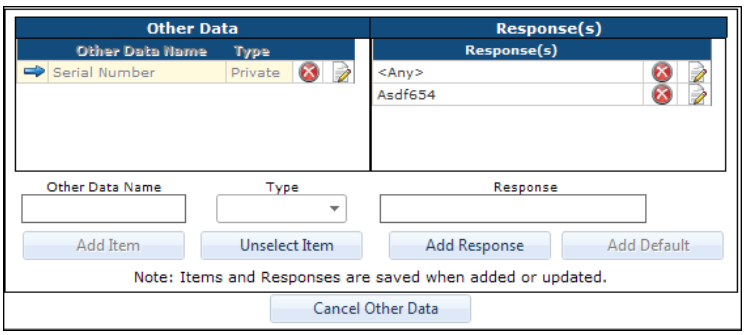
6. Add your response in the field provided.

7. Click **ADD RESPONSE**.

   The **RESPONSE** is added to the grid. Repeat these steps to add additional response items for this data name.

   Clicking **ADD DEFAULT** adds the word **<ANY>** to the grid, which allows the user to type up to a 30 character response when defining Other Data for a line.

Responses are saved to the grid immediately when added to the grid.



Repeat these steps to add **OTHER DATA** to additional Service Categories.

8. Click the **GREEN CHECKMARK** or the **DISC** to save all the work.

Action	Description

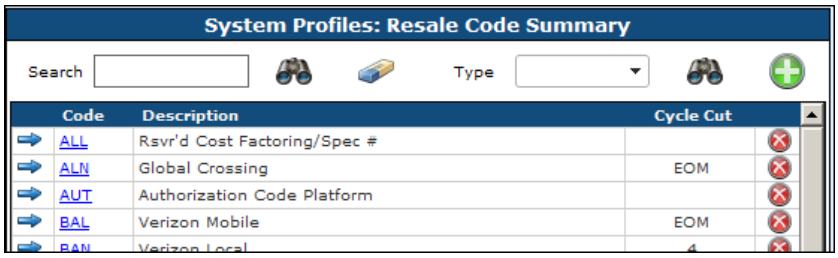
Resale Codes

RESALE CODES identify the carrier(s) providing services to your end users. A resale code is required when adding a line or service to an account. Resale codes are also used if you want to factor the wholesale network cost of a call.

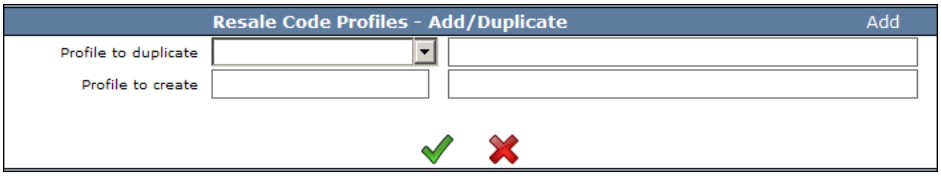
To add a line or service, it is necessary to specify the carrier providing the service and in which geographical location(s) the carrier provides that service. OmniBill does this by pairing **RESALE CODES** (carrier) and **NETWORK CODES** (geographical).

CREATING A RESALE CODE

Action	Description
1. Select **RESALE CODE** from the **SYSTEM PROFILES** drop down list	The **RESALE CODE SUMMARY** screen appears. The system-supplied resale code **ALL** is listed along with any resale codes already created and saved.



2. Click the **GREEN PLUS** button to add a new code.	The **RESALE CODE DETAIL** screen displays.

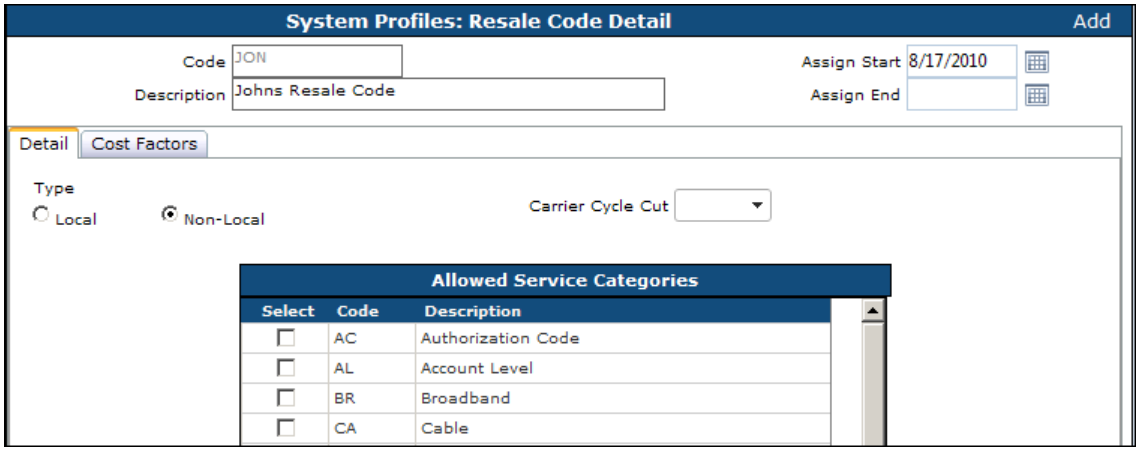


NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE**.	The **CODE** is an alphanumeric identifier that can be a maximum of three characters. Once saved, the code cannot be changed.

Action	Description
4. Enter a **DESCRIPTION**.	The **DESCRIPTION** is an alphanumeric field that describes the resale code. It can be a maximum of 30 characters.



ASSIGN START

The **ASSIGN START DATE** is the first date the code is available. The current date defaults in the **ASSIGN START DATE** field, but it can be changed.

ASSIGN END

The **ASSIGN END DATE** is the date the code is no longer available. The **ASSIGN END DATE** does not affect lines with the resale code already applied.

DETAIL TAB

The **DETAIL** tab stores specific *details* about the resale code. The **TYPE** (jurisdiction), **CARRIER CYCLE CUT**, and the **SERVICE CATEGORIES** (indicates what services the resale codes can be applied to) are defined on this tab.

Action	Description
1. Select the **TYPE**: Local or Non-Local. The screen defaults with **NON-LOCAL** selected	The **TYPE** associates the Resale code with a jurisdiction: *local* or *non local.* This selection limits which codes are available for selection when adding services.

Resale codes associated with Non-Local service will appear only when adding non-local services. Only resale codes associated with local service will be available when adding local services.

2. Select all Service Categories where the Resale Code can be assigned when adding a line.	The **SERVICE CATEGORIES** list displays all service categories in the database.

CARRIER CYCLE CUT

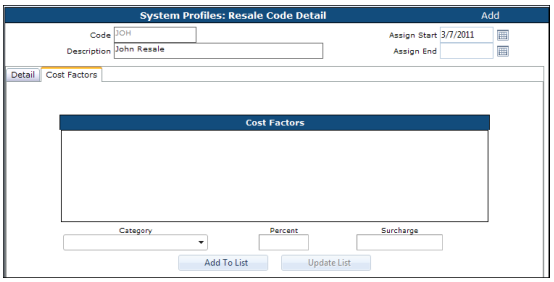
The **CARRIER CYCLE CUT** is an optional field. It indicates on which day of the month the carrier ends the billing cycle with the reseller. The **CARRIER CYCLE CUT** has no impact on billing and is informational only.

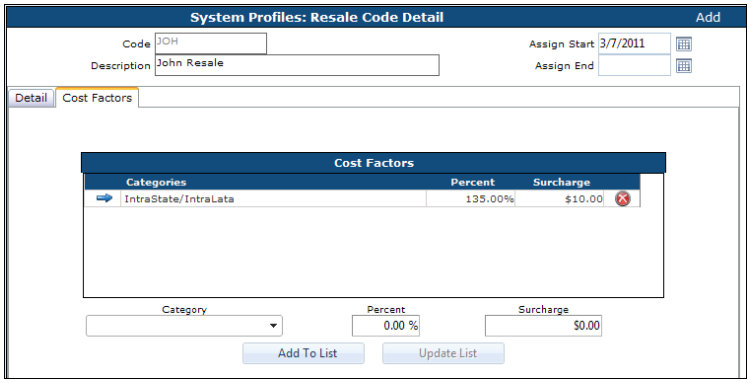
COST FACTOR

Cost factoring uses the carrier wholesale cost of a call and applies a percentage, surcharge, or both to that cost. This can be done on all or select traffic types.

Cost factoring is done during production to calculate the cost of a call. If you use cost factoring, an assigned rate plan is still required for the line.

DEFINING COST FACTORS

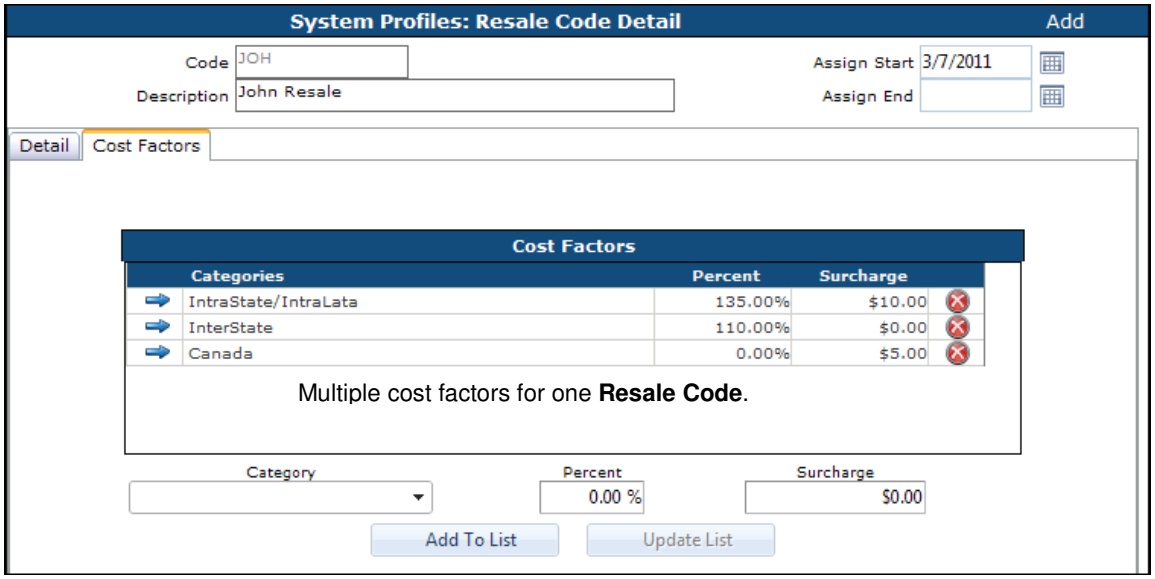
Action	Description
1. Click the **COST FACTORS** tab.	If no cost factor entries exist, the screen is blank.
2. Select a traffic type from the dropdown list.	
3. Start with 100% to represent the wholesale cost from the carrier and add the percentage of increase to represent the cost factor. The example below shows **INTERSTATE** calls will be factored by 35% and a surcharge of $10.00 will be added to the cost. The surcharge is added to the cost after the call has been factored.	
4. Click **ADD TO LIST**.	The entry appears in the grid.



Action	Description

5. Click the **GREEN CHECKMARK** or the **DISC** to save the **RESALE CODE**.

One Resale Code can have multiple traffic types with cost factoring applied.



In order for calls to be rated using Cost Factors:

- The **RESALE CODE** must be added to a **NETWORK CODE**.
- The **NETWORK CODE** must be added to the Customer's line.

NOTE: A Master Rate Group is required for all lines. However, during production, the Cost Factors of the entered Resale Code is examined first. If information is added to the Cost Factors tab, the calls are rated accordingly. The rating information on the Master Rate Group is ignored.

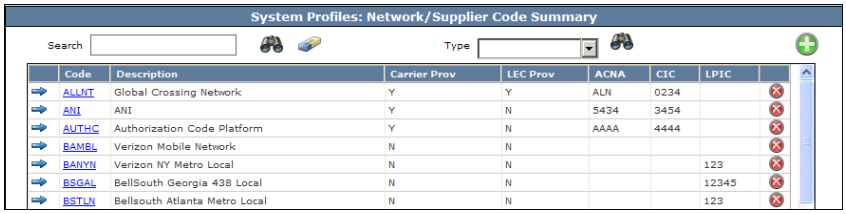
Network Codes

NETWORK CODES are used to define the geographic areas where you resell or provide service. A network code is required when adding lines or services to an account.

A network code *must* have at least one resale code associated with it. In this way, two important pieces of information are satisfied when adding a line or service: the carrier is identified (resale code) and the geographic area is defined (network code).

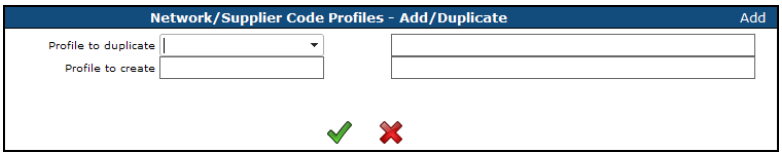
CREATING A NETWORK CODE

Action	Description
1. Select **NETWORK CODE** from the System Profiles drop down list.	The **NETWORK CODE SUPPLIER SUMMARY** screen displays existing codes.



OmniBill provides the network code **NONET** for use when lines or services are not associated with a specific carrier's network. The **NONET** network code is also used in production to calculate service charges and determine if state **PICC** fees should be charged on OE (outbound equal access) lines. OmniBill does not make this determination for any other service category. When **NONET** is applied to both Intrastate jurisdictions on an OE access line, state per line **PICC** fees (if they exist) are charged to the line.

2. Click the **GREEN PLUS** button to add a new code.	The **NETWORK / SUPPLIER CODE DETAIL** screen displays.

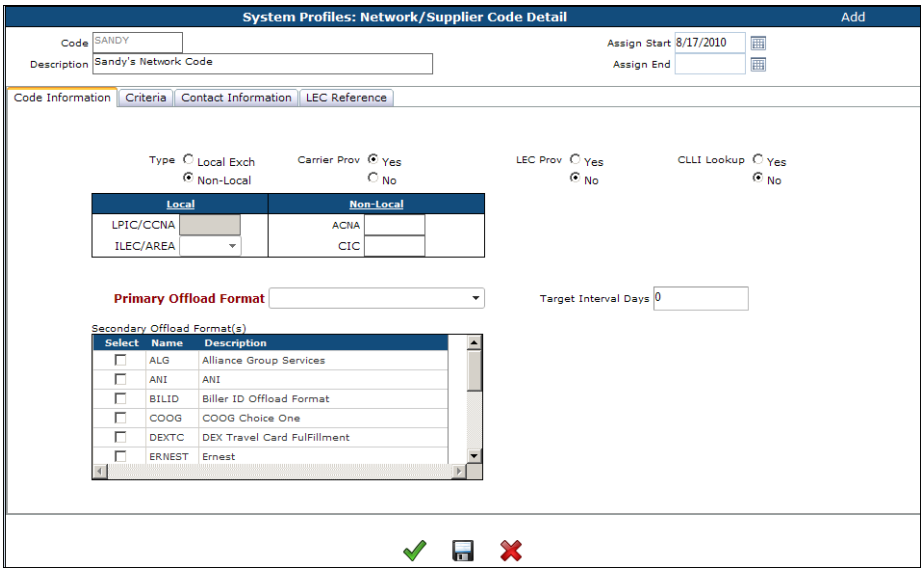


NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

Refer to the section "***Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE** in the Profile to create field.	The **CODE** is an alphanumeric identifier that can be a maximum of five characters. Once saved the code cannot be changed
4. Enter a **DESCRIPTION**.	The **DESCRIPTION** is an alphanumeric field that describes the resale code. It can be a maximum of 30 characters.

Action	Description



ASSIGN START

The **ASSIGN START DATE** is the first date the code is available for assignment. The current date defaults in the **ASSIGN START DATE** field, but it can be changed.

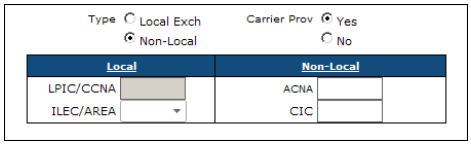
ASSIGN END

The **ASSIGN END DATE** is the date the code is no longer available for assignment. The **ASSIGN END DATE** does not affect on any lines where the network code is already applied.

TYPE

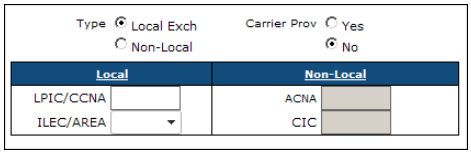
The **TYPE** associates the code with a jurisdiction: L*ocal* or N*on-Local*. The association limits the available codes for selection when adding services

When **NON-LOCAL** is selected, the **ACNA** (**A**ccess **C**arrier **N**ame **A**bbreviation) and **CIC** (**C**arrier **I**dentification **C**ode) fields are enabled.



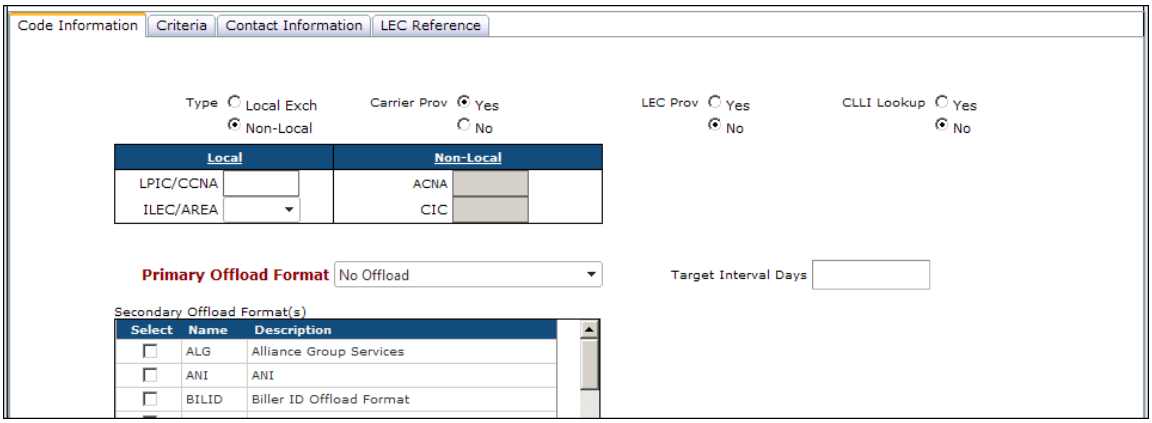
The carrier supplies the **ACNA** and **CIC** codes. This information is for reference only and has no impact on billing or OmniBill functionality.

When **LOCAL EXCHANGE** is selected, the **LPIC** (**L**ocal **P**rimary **I**nterexchange **C**arrier)/**CCNA** (**C**ustomer's **C**arrier **N**ame **A**bbreviation) fields are enabled. This information is for reference only and has no impact on billing or OmniBill functionality.



The **ILEC/AREA** (**I**ncumbent **L**ocal **E**xchange **C**arrier) field is also enabled when Local Exchange is selected.

LOCAL AND LONG DISTANCE PROVISIONING INDICATORS



The task of sending service orders to a carrier is known as provisioning. Five fields on the **NETWORK CODE DETAIL** screen work together to identify whether OmniBill will generate service orders to carriers and, if so, what file format will be used to generate the orders.

- **CARRIER PROV**
- **LEC PROV**
- **PRIMARY OFFLOAD**
- **SECONDARY OFFLOAD**

CARRIER PROV. is a **YES/NO** option.

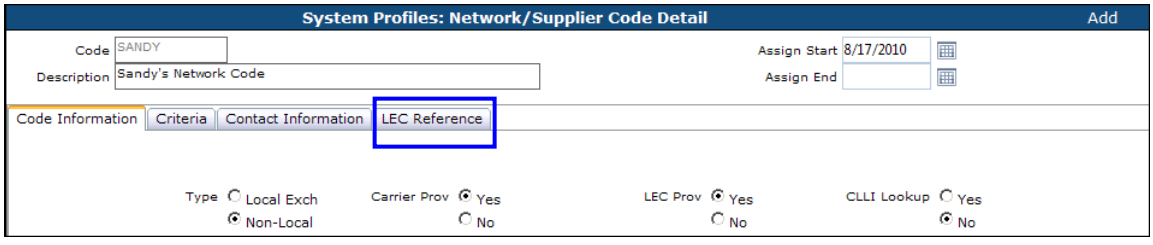
- Selecting **YES** indicates you are using OmniBill to generate electronic provisioning batch files for service orders.
- Selecting **NO** indicates you are not using OmniBill to generate electronic batch orders for provisioning.

LEC PROVISIONING

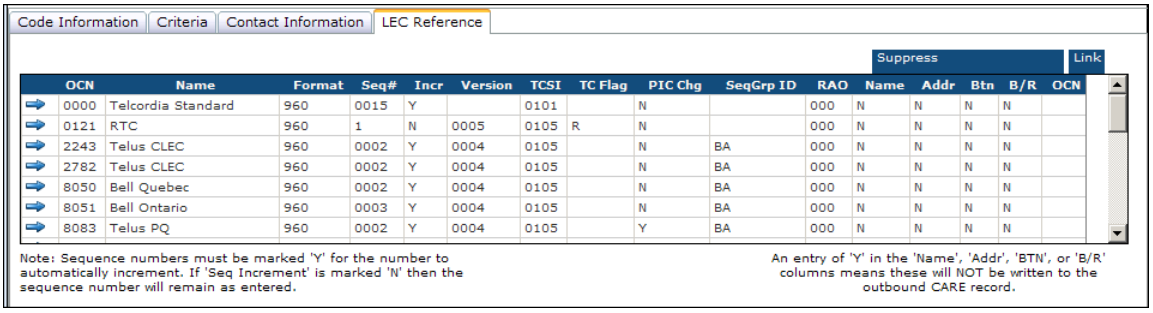
LEC PROVISIONING is used in conjunction with long distance provisioning. Selecting **YES** triggers the creation of an additional file during the long distance provisioning process.

The LEC files are called **PIC** (**P**rimary **I**nterexchange **C**arrier) **CARE** (**C**ustomer **A**ccount **R**ecord **E**xchange) request files. It is your responsibility to send this file to the LEC. The contents of the file notify the LEC of a PIC request, which identifies the long distance provider on a line.

- Selecting **NO** for **LEC PROV** indicates no additional LEC file will be generated.
- Selecting **YES** in the **LEC PROV** enables the **LEC REFERENCE** tab.

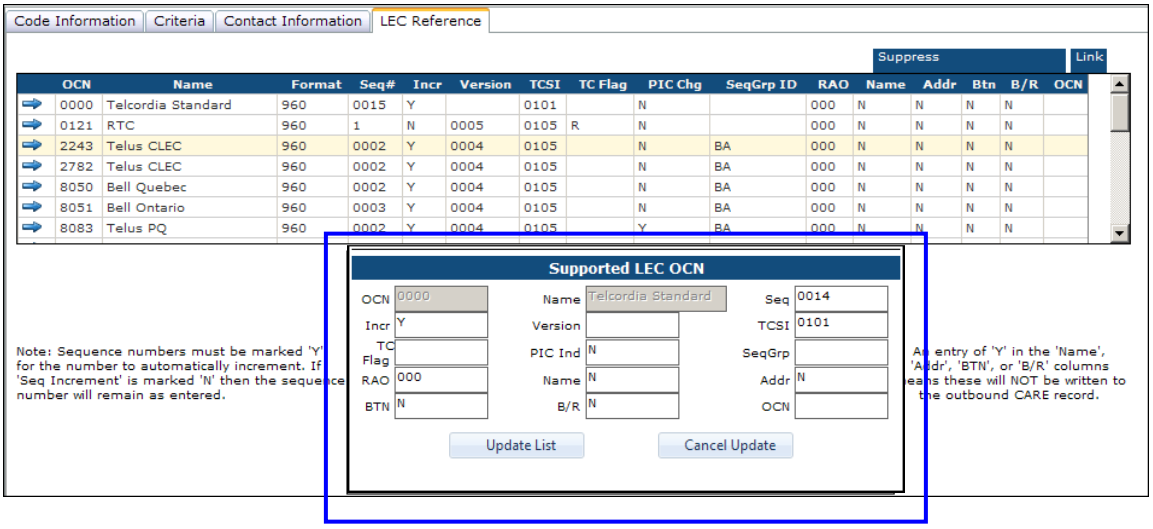


Clicking the **LEC REF** tab displays the **SUPPORTED LEC OCNs** (**O**perating **C**ompany **N**umbers) screen. This screen contains all LEC OCNs and file formats supported by OmniBill. OCNs cannot be added to the list of Supported LEC OCNs shipped with OmniBill. Customer-specific edits to fields other than the OCN number and OCN name are not allowed.



UPDATING THE LEC OCN VALUES:

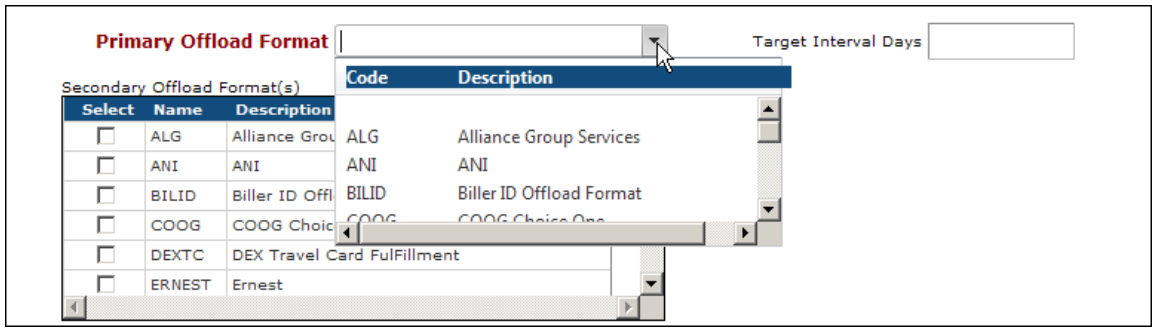
Action	Description
1. Click to Highlight the OCN to edit.	The update Support LEC OCN grid displays.



2. Make the desired changes

3. Click **UPDATE LIST**. The changes are reflected in the grid.

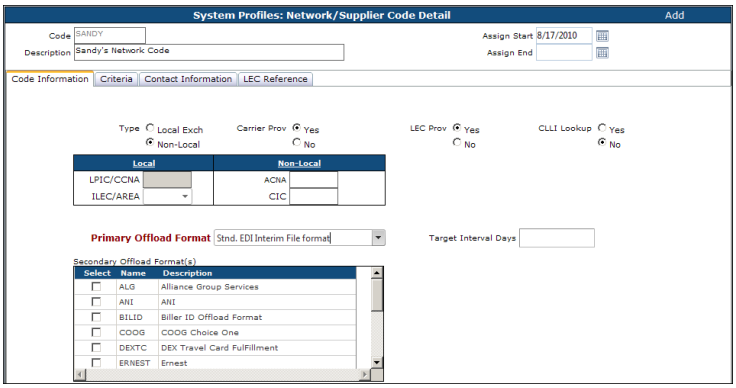
PRIMARY OFFLOAD FORMAT



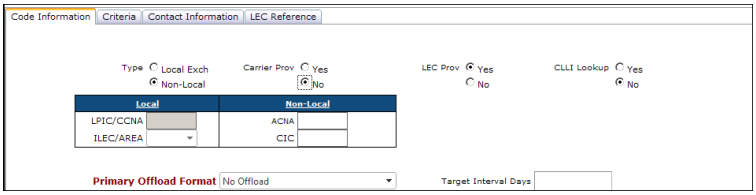
The **PRIMARY OFFLOAD FORMAT** is a system-generated list that defines which long distance carrier-specific formats OmniBill can use to generate an electronic provisioning batch file. Only supported carriers appear in the system-generated list. Carriers can be added to the list by submitting a written request to your Billing Analyst.

Before selecting a supported carrier from the **PRIMARY OFFLOAD FORMAT** list and saving the network code, the Non Native Maintenance screen in the **CARRIER PROVISIONING** module for that selected carrier must be completed. The screen is accessed by clicking the **MAINTAIN OFFLOAD FIELDS** button on the Carrier Provisioning toolbar.

When a carrier is selected from the **PRIMARY OFFLOAD FORMAT** list and the **CARRIER PROV** field is **YES**, new lines assigned that **NETWORK CODE** become part of a provisioning file for the selected carrier. The electronic provisioning batch file is generated in the Carrier Provisioning module.



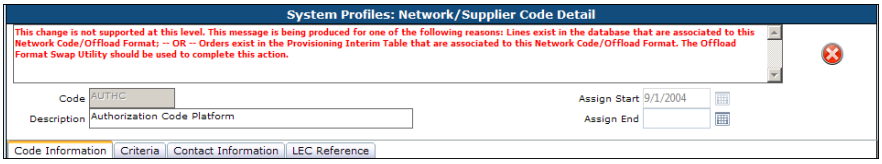
The **PRIMARY OFFLOAD FORMAT** list has a **STND EDI INTERIM FILE FORMAT** option, which can be used to export a flat file if you do not want to export orders in a specific carrier layout.



If you are not using OmniBill to generate electronic provisioning orders, select **NO** for **CARRIER PROV** and select **NO OFFLOAD** as the **PRIMARY OFFLOAD FORMAT** list include a **NO OFFLOAD** selection. When **NO OFFLOAD** is selected, no provisioning files are generated for lines with the referenced network code

NOTES:

The Primary Offload selection can only be change if either **NO OFFLOAD** or **STANDARD EDI INTERIM FILE FORMAT** is selected. You may receive the following message if you try and make a change indicating that the file cannot be changed.



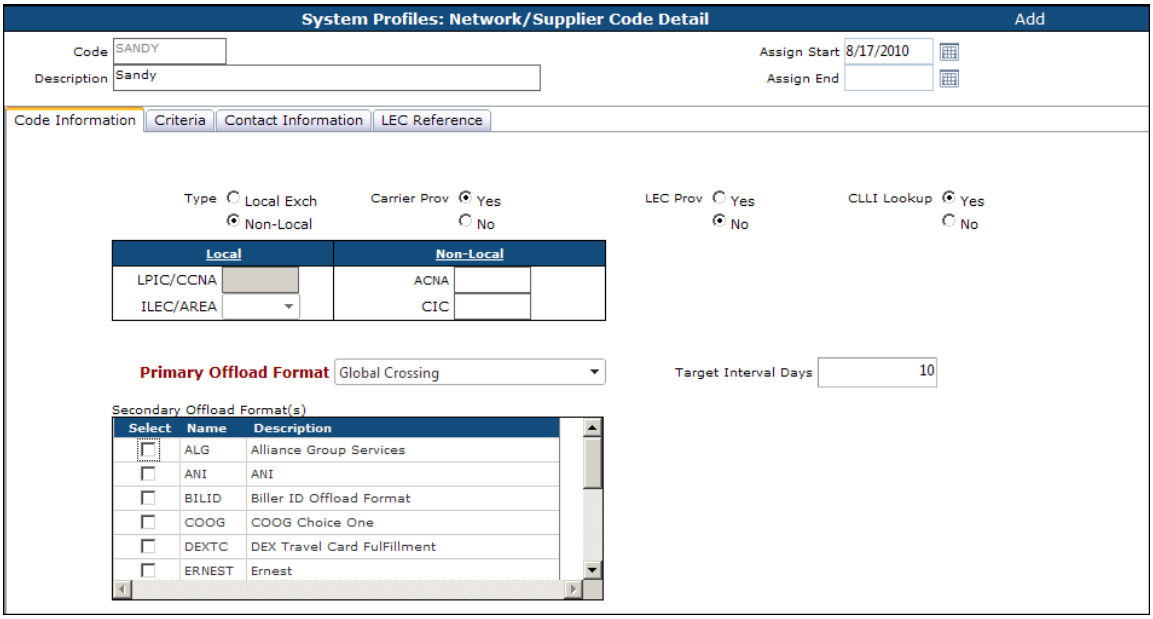
This message is being produced for one of the following reasons:

- Lines exist in the database that are associated to this Network Code/Offload Format; -- OR –
- Orders exist in the Provisioning Interim Table that are associated to this Network Code/Offload Format.

The Offload Format Swap Utility should be used to complete this action. Please refer to the **SYSTEM UTILITIES** documentation for information on this utility.

SECONDARY OFFLOAD FORMATS

The **SECONDARY OFFLOAD FORMAT(S)** defines the carrier-specific format OmniBill uses when generating an additional electronic provisioning batch file. If you are provisioning to a primary carrier but need a second provisioning file created for another carrier, travel card fulfillment house, or for your records, select a format from the selection list. If a carrier is selected, an additional file is generated when a provisioning file is generated for the primary carrier.



TARGET INTERVAL DAYS

TARGET INTERVAL DAYS is an optional setting that reflects the anticipated number of days it will take the carrier to activate the lines. When a **TARGET INTERVAL DAYS** value is set in the **NETWORK CODE DETAIL** screen, that value is used to calculate the **ACTIVATION TARGET** date for the line. When the **NETWORK CODE** is assigned to a line the number of **TARGET INTERVAL DAYS** is added to the line's **SERVICE ADDED DATE** to derive the **ACTIVATION TARGET** date.

EXAMPLES:

In the example to your right a **TARGET INTERVAL DAYS** setting of 10 was added to the network code. A line added on 12/03/2004 (**SERVICE ADDED** date) has an **ACTIVATION TARGET** set to 12/13/2004 (10 days later than the Service Added date). The **SERVICE ACTIVATED** date remains blank.

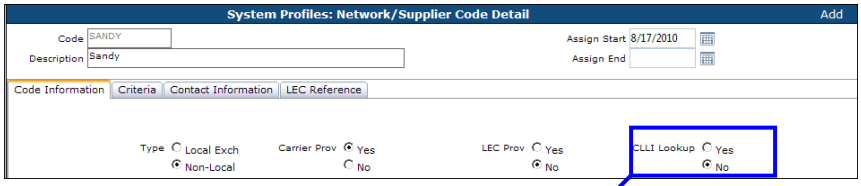
Description	Date
Service Added	12/03/2004
Activation Target	12/13/2004
Service Activated	/ /

If the **TARGET INTERVAL DATE** is blank, **THE ACTIVATION TARGET** and **SERVICE ACTIVATED** fields fill in with **THE SERVICE ADDED** date.

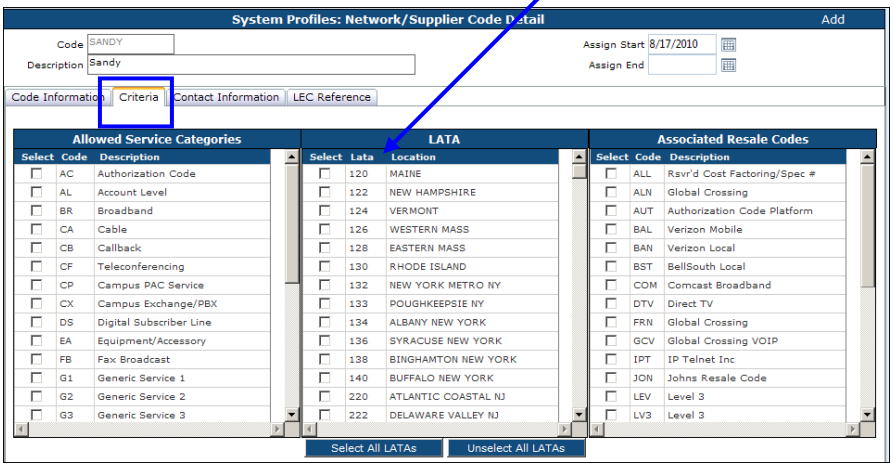
Description	Date
Service Added	12/03/2004
Activation Target	12/03/2004
Service Activated	12/03/2004

CLLI LOOKUP

A **CLLI CODE** is an alphanumeric code that identifies the location of switches at the **LEC**s (**L**ocal **E**xchange **C**arrier) and **CLEC**s (**C**ompetitive **L**ocal **E**xchange **C**arriers) central office.



The **CLLI LOOKUP** defaults to **NO** when you create a Network Code and the LATA grid located on the Criteria tab is populated with LATAs as shown below.

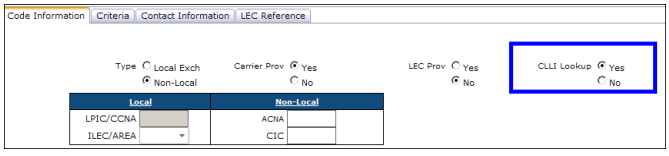


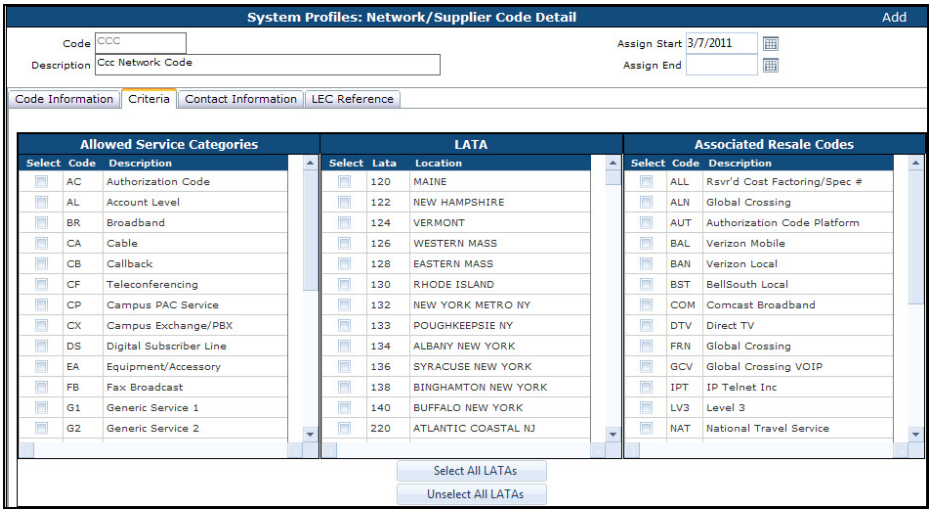
The **LATA** grid is a system-generated list that displays geographic areas where the network code can be assigned.

- You must highlight each **LATA** that you would like the Network Code available for assignment. The Network Code is only available for assignment to lines within LATAs selected in this list.
- Click **SELECT ALL LATAS** to have the Network Code available to all States.

The **CLLI LOOKUP** capability is highly specialized. It is used only when a reseller uses designated switches and does not offer service throughout a **LATA**.

Selecting **YES** for **CLLI LOOKUP** grays out the items in the **LATA** grid since the network references the **SUPPORTED CLLI**s stored in System Profiles for a supported CLLI switch when it is assigned. The switches must exist in the **SUPPORTED CLLI**s tables before assigning the network code to a line.





ALLOWED SERVICE CATEGORIES

The established network code is available as a choice only for selected service categories in the **ALLOWED SERVICE CATEGORIES** list.

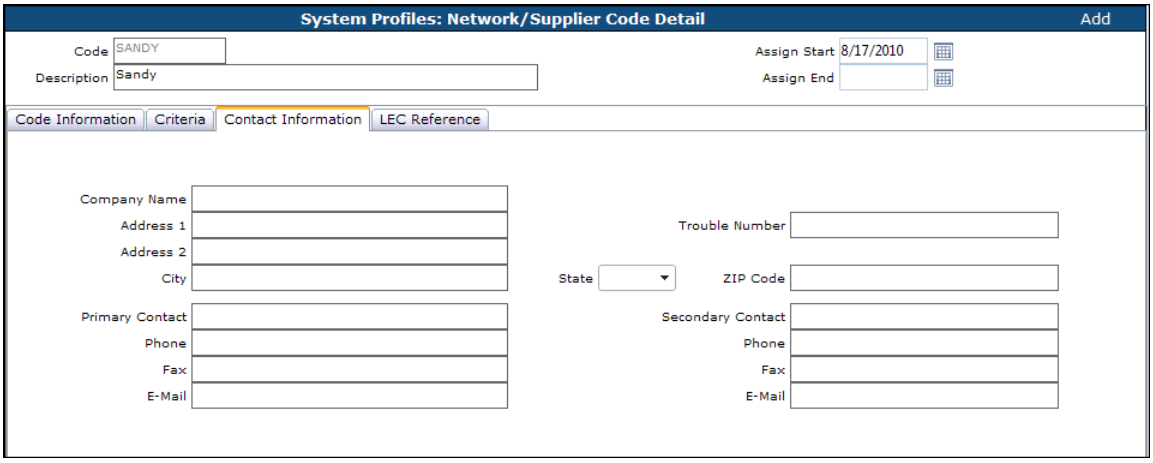
In this example, the network code is available only when adding an Broadband and Cable.

ASSOCIATED RESALE CODES

A **NETWORK** code must have at least one **RESALE** code associated with it that identifies the carrier. When a network code is assigned to a line, the associated resale code follows along. If more than one resale code is associated with a network code, all associated resale codes are options for the line.

CONTACT INFORMATION

CONTACT INFORMATION tab stores the contact information for the carrier. This is an optional area and has no impact on billing.

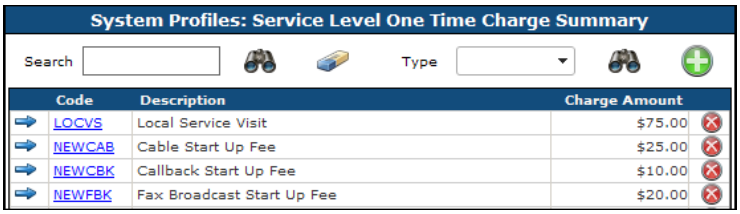


Service Level One Time Charge Codes

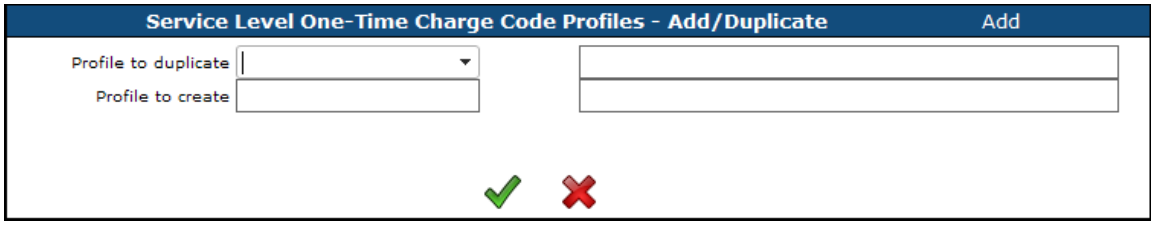
SERVICE LEVEL ONE TIME CHARGE CODES invoice **ONCE**. The default amount of the charge can be changed on a line-by-line basis. Charges for site visits, service orders, and directory listing changes are examples of service level one-time charges.

CREATING A SERVICE LEVEL ONE TIME CHARGE CODE

Action	Description
1. Select **SERVICE LEVEL ONE TIME CHARGE CODES** from System Profiles.	The **ONE TIME CHARGE – SERVICE LEVEL SUMMARY** screen displays.



2. Click the **GREEN PLUS** button.	The **ONE TIME CHARGE– SERVICE LEVEL DETAIL** screen appears.

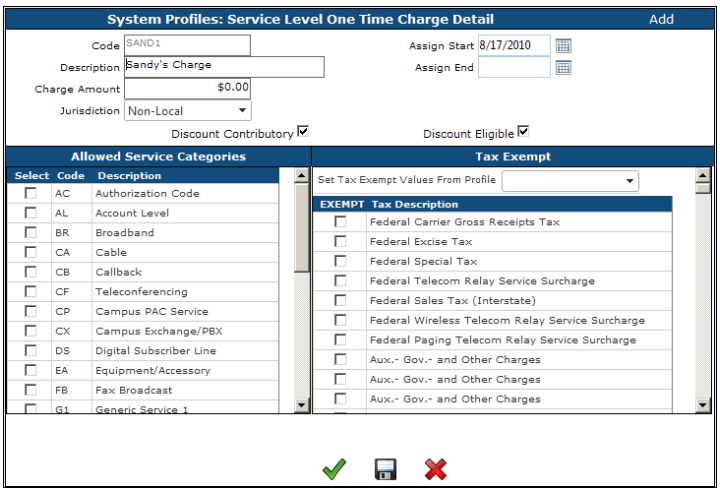


NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

Refer to the section ***"Duplicating System Profiles"*** for details on duplicating existing codes.

3. Enter a **CODE** and a **DESCRIPTION**.	The **CODE** is an alphanumeric identifier that can be a maximum of six characters. Once saved, the code cannot be changed. The **DESCRIPTION** is an explanation for the code. It can be a maximum of 30 characters. The **DESCRIPTION** prints on the customer invoice.
4. Click the **GREEN CHECKMARK** to continue.	The **SERVICE LEVEL ONE TIME CHARGE DETAIL** screen displays.

Action	Description



ASSIGN DATES

The **ASSIGN START** is the first date the code is available for assignment. The current date fills in the **ASSIGN START DATE** field, but it can be changed.

The **ASSIGN END** is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect any line where the code is currently assigned.

The **CHARGE AMOUNT** for a **ONE TIME CHARGE** code can be left zero or a default charge amount can be entered. This charge can be changed when the code is applied to a line. The Charge Amount and Jurisdiction fields are optional.

NOTE: *This is one of the few areas in the system where the default charge amount associated with a profile code can be changed within an account.*

The **JURISDICTION** value selected associates the One Time Charge code with either **LOCAL** or **NON-LOCAL** service. This association determines which codes are available for selection when adding services. Non-Local is selected as the default.

- When **NON-LOCAL** is selected, the code appears as a selection only when adding a charge to a long distance line.
- When **LOCAL** is selected, the code appears as a selection only when adding a charge to a local line.

DISCOUNT SETTINGS

The **DISCOUNT CONTRIBUTORY** and **DISCOUNT ELIGIBLE** fields work in conjunction with settings established in a **DISCOUNT CODE** profile.

- Selecting **DISCOUNT CONTRIBUTORY** indicates the associated charge amount contributes toward which discount tier is used when calculating an earned discount.

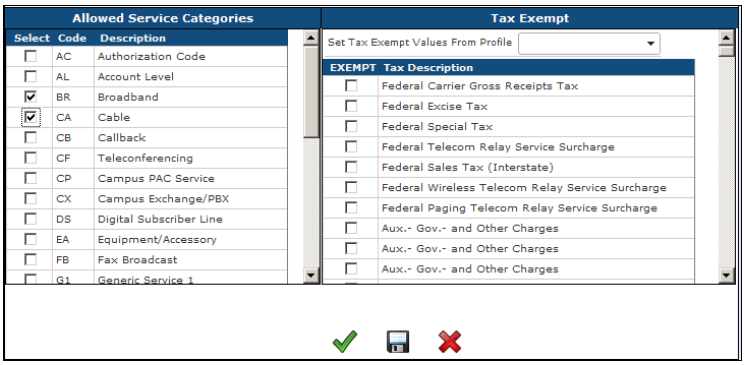
- Selecting **DISCOUNT ELIGIBLE** indicates any earned discounts determined by the discount tier structure should be applied to the charge amount for that **ONE TIME CHARGE** code.

NOTE: Discount Contributory and Discount Eligible settings only apply in the situation where an Account Level Discount Code is applied to an account that includes discount options for Service Level One Time Charge codes. Utilizing the Discount Contributory and Discount Eligible settings allows an administrator to decide which Service Level One Time Charges codes are contributing and/or eligible for a discount. ***When creating a new charge code, both discount settings are checked by default.***

ALLOWED SERVICE CATEGORIES

The **ALLOWED SERVICE CATEGORIES** list displays the available service categories in the database.

5. Select each service category the **ONE TIME CHARGE** code can be assigned to when adding a line.



This example shows the **BR** and **CA** service categories selected. The **ONE TIME CHARGE** code appears as an option only when adding BR or CA lines. It will not be available for any other service category.

TAX EXEMPTIONS

If tax exemptions are considered for this charge, there are two ways to specify which taxes should or should not apply.

- Select individual tax exemptions from the **EXEMPT TAX DESCRIPTION** grid – or –
- **SET TAX EXEMPT VALUES FROM PROFILE**

  Select a tax tables from the **SET TAX EXEMPT VALUES FROM PROFILE** drop down list to insert tax settings from that table. This eliminates the need to *manually* set each exemption. The tax settings can be changed once the profile is loaded. Tax tables are maintained in the **TAX JURISDICTION** area located in Rate Profiles.

6. Click the **GREEN CHECKMARK** to save and exit the screen. Click the **DISC** to save your information and remain on the current screen.

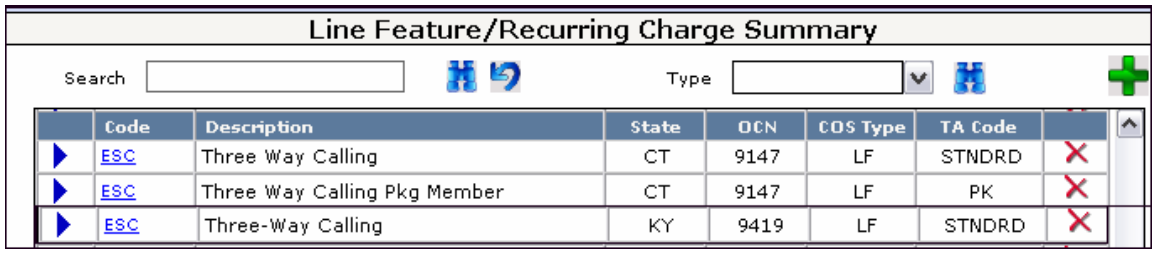
Line Level Features/Recurring Charge Codes

Service Level Charges associated with a line are created and stored in **SERVICE LEVEL FEATURES/RECURRING CHARGE CODES**. Call forwarding, caller ID, and three way calling are examples of service-level recurring charges. These types of charges are commonly referred to as F*eatures*.

A **USOC** (**U**niversal **S**ervice **O**rder **C**ode) can be used for the charge **CODE** or you can create your own codes. The USOC system is a common naming convention used by the telecommunication industry to describe services and equipment.

CODE IDENTIFIERS

A **SERVICE LEVEL FEATURES/RECURRING CHARGE CODE** is uniquely characterized by the combination of the **FEATURE CODE**, **STATE**, **OCN** (**O**perating **C**ompany **N**ame), **COS** (**C**ategory **O**f **S**ervice), and **TA** (**T**erm **A**greement) fields. A feature recurring charge **CODE** can be used multiple times if the combination of these five values is unique. This capability is only available with Feature Codes.



Code	Description	State	OCN	COS Type	TA Code
ESC	Three Way Calling	CT	9147	LF	STNDRD
ESC	Three Way Calling Pkg Member	CT	9147	LF	PK
ESC	Three-Way Calling	KY	9419	LF	STNDRD

In the example above, the **ESC** Feature Code exists three times in the Line Feature/Recurring Charge Summary screen.

The first example shows the **ESC** Feature Code available in Connecticut for **OCN** 9147, a **COS** of LF (Line Feature), and a **TA** (Term Agreement) code of STNDRD.

The second example shows the **ESC** Feature Code available in Connecticut for **OCN** 9147, a **COS** of LF (Line Feature), and a **TA** (Term Agreement) code of PK.

The third example shows the **ESC** Feature Code available in Kentucky for **OCN** 9419, a **COS** of LF (Line Feature), and a **TA** (Term Agreement) code of STNDRD.

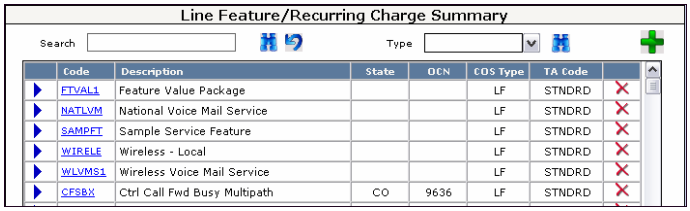
CODE	STATE	OCN	COS	TA
ESC	CT	9147	LF	STNDRD
ESC	CT	9147	LF	PK
ESC	KY	9419	LF	STNDRD

The Feature Code **ESC** can be used more than once as long as one or more of the code identifiers is unique.

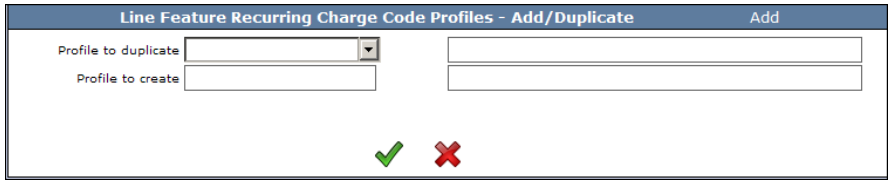
CREATING A LINE FEATURE/RECURRING CHARGE

The **LINE FEATURE/RECURRING CHARGE DISPLAY** screen contains information that defines the Feature Code.

Action	Description
1. Select **SERVICE LEVEL FEATURE** from System Profiles**.**	The **LINE FEATURE/RECURRING CHARGE SUMMARY** screen displays.



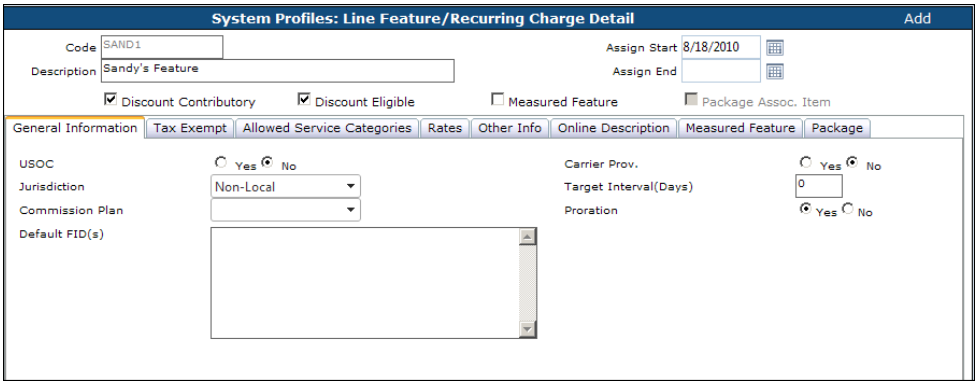
2. Click the **GREEN PLUS** button.	The **LINE FEATURE/RECURRING CHARGE CODE PROFILES** screen appears.



NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter the **CODE** and **DESCRIPTION** for the Feature being created.	The **CODE** is an alphanumeric identifier that can be a maximum of six characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The description prints on the customer invoice.
4. Click the **GREEN CHECKMARK** to continue.	The **LINE FEATURE / RECURRING CHARD DETAIL** screen displays

Action	Description



The **ASSIGN START** is the first date the code is available for assignment. It defaults with the current date, but can be changed.

The **ASSIGN END** is the date the code is no longer available for assignment. The **ASSIGN END DATE** does not affect any profile currently using this code.

DISCOUNT CONTRIBUTORY AND DISCOUNT ELIGIBLE

The **DISCOUNT CONTRIBUTORY** and **DISCOUNT ELIGIBLE** fields work in conjunction with settings established in a **DISCOUNT CODE** profile. Selecting **DISCOUNT CONTRIBUTORY** indicates the associated charge amount contributes toward which discount tier is used when calculating an earned discount.

Selecting **DISCOUNT ELIGIBLE** indicates any earned discounts determined by the discount tier structure should be applied to the charge amount for that **FEATURE CHARGE** code. ***When creating a new charge code, both discount settings are checked as a default.***

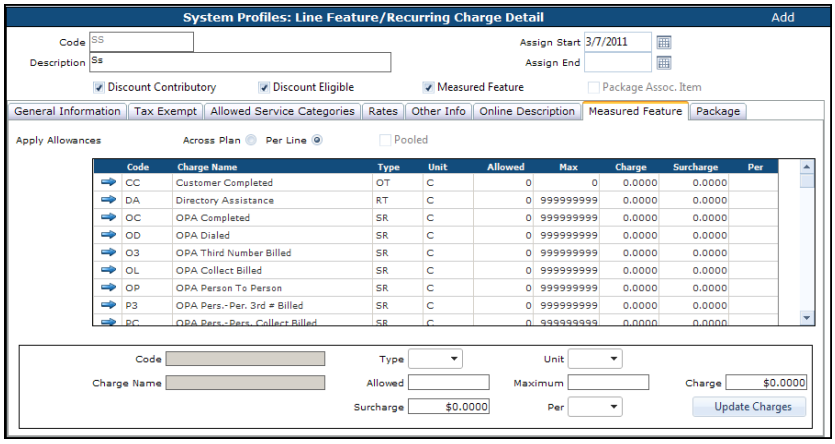
NOTE: Discount Contributory and Discount Eligible even though checked here, only apply in the situation where an Account Level Discount Code is applied to an account that includes discount options for Features.

MEASURED FEATURE

Measured Features is used to allow you to rate **OPCODES** independently of the rate plan a line is assigned to.

The **MEASURED FEATURE** tab includes **OPCODES** as found on **MASTER RATE PLANS**. Please note that there are additional opcodes associated with features. Any charges added to **OPCODES** on the **MEASURED FEATURE** tab takes precedence over **OPCODES** included in a Master Rate Group. This new option allows for great flexibility in how rate plans are created.

For Example: You may have a few basic plans (Master Rate Groups, Internet Plans etc.) that you offer your customers, but you offer various options with various prices. You can now create your basic Rate Plans and then create Features, which include prices for the **OPCODES** to handle the various options that you offer.



OPCODES must be present on call records for these items to be rated properly.

Please contact your assigned Billing Analyst for more information on **OPCODES**.

PACKAGE ASSOCIATED ITEMS

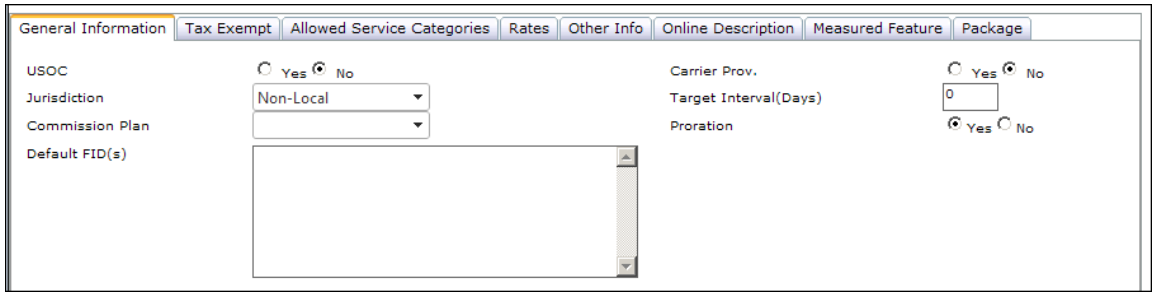
The **PACKAGE** tab becomes available once the code has been saved and is used to group multiple features.

Features Codes can be bundled as a **FEATURE PACKAGE**. The Feature Package is assigned to a line eliminating data entry steps. The **FEATURE PACKAGE** appears as a single line item on the customer invoice. Features included in the package ***may*** print on the customer invoice. Contact your assigned Billing Analyst prior to using this option.

Individual Feature Codes must be created before a Feature Package can be created. Refer to section ***"Creating a Feature Package***" for details on creating a Feature Package.

GENERAL INFORMATION TAB

The **GENERAL INFORMATION** tab stores miscellaneous information about the Feature Code. The USOC, Jurisdiction, Carrier Prov., Target Interval, and Proration fields default with system values.



USOC

The **U**niversal **S**ervice **O**rder **C**ode is a common naming device used by the telecommunication industry to describe services and equipment. It is a **YES/NO** field that defines the Feature Code as a **USOC** or as a user-defined code. The **USOC** indicator is used when a Feature Code is applied to a line. When applying the Feature Code to a line, the user has three options to choose from: **BOTH**, **USOC**, and **NON-USOC**. Based on the selection made by the user, OmniBill supplies only Feature Codes that match the selected criteria.

JURISDICTION

The **JURISDICTION** associates the Feature Code with either **LOCAL** or **NON-LOCAL** service. This association determines which codes are available for selection when adding services. Non-Local is selected as the default. The selection also determines which category Feature charges display on the invoice – Local or Non-Local.

- When **NON-LOCAL** is selected, the Feature Code appears as a selection only when adding the feature to a long distance line.
- When **LOCAL** is selected, the Feature Code appears as a selection only when adding the feature to a local line.

COMMISSION PLAN

The Commission Plan field is used to select a default commission plan for the charge generated from the Feature Code. The commission plan can be changed when the Feature Code is applied to a line. If commissions are earned from this charge, select the appropriate commission plan from the selection list. **DEFAULTCOMM** is the system supplied default commission plan. Only commission plans created in the Sales Profiles module appear in the list.

DEFAULT FID(S)

The **F**eature **ID** (FID) field is a reference field used to further define the feature. Any information added will fill in when the feature is added to a line. The **FID** does not print on the customer invoice.

CARRIER PROV

CARRIER PROV is a **YES/NO** option, which indicates if feature orders should be sent to a selected carrier in an electronic batch file. Selecting **YES** indicates the Feature Code, when applied to a line, is automatically included in a provisioning batch file in OmniBill for the selected carrier. Selecting **NO** indicates you are not using OmniBill to generate provisioning orders for features.

PRORATION

Selecting **YES** in the **PRORATION** field indicates partial charges should be assessed when the feature is activated or deactivated for a portion of a billing cycle.

Selecting **NO** indicates the full charge amount is invoiced even if the feature was not active the entire billing cycle.

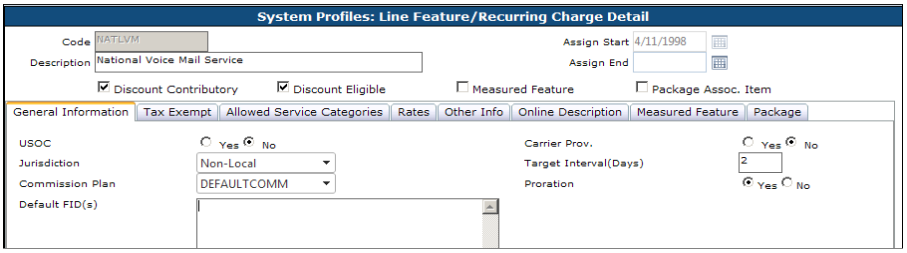
TARGET INTERVAL

The **TARGET INTERVAL DAYS** value is used to indicate the projected number of days the carrier or service provider takes to activate the feature. It is an optional field. The default value is zero.

Example of Target Interval Application – Customer Care Module

When adding a feature to a line, the number of days entered in the Target Interval field (from feature code) is **ADDED** to the **SERVICE ADDED** date field, and that newly calculated date is entered in the **ACTIVATION TARGET** field on the **LINE LEVEL FEATURE/RECURRING FEE DETAIL**.

In the below example, Feature Code **ESC** has a 2 in the Target Interval Days field. When the **ESC** Feature Code is applied, 2 days is added to the Service **ADDED** date to complete the **ACTIVATION TARGET** field.

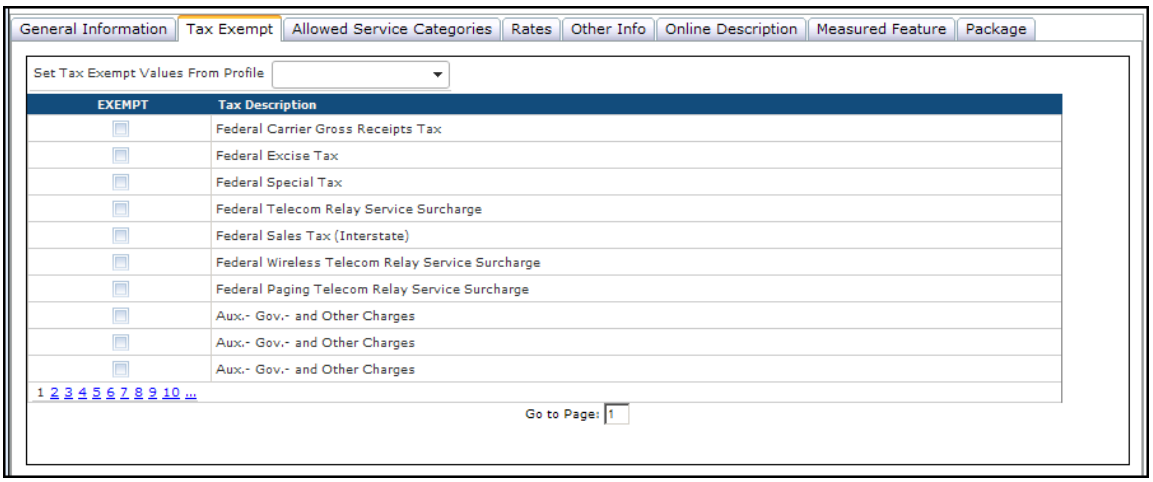


NOTE: Features with a target interval day defined are **NOT** automatically activated when the feature code is added to a line. The Activate date remains blank by default. The feature **WILL NOT BILL** until the **ACTIVATE DATE** is filled in.

You must add the Activate date manually before the feature will bill.

TAX EXEMPT TAB

By Default all tax items are taxable.



If tax exemptions are considered for this charge, there are two ways to specify which taxes should or should not be applied.

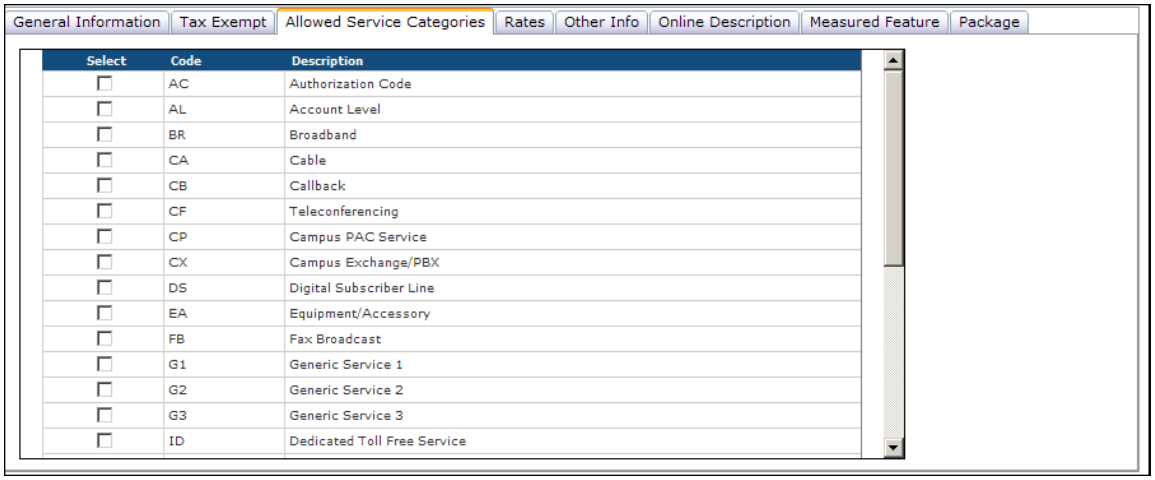
1. **TAX EXEMPT LIST** – Select the Tax Exempt status individually.

2. **SET TAX EXEMPT VALUES FROM PROFILE**

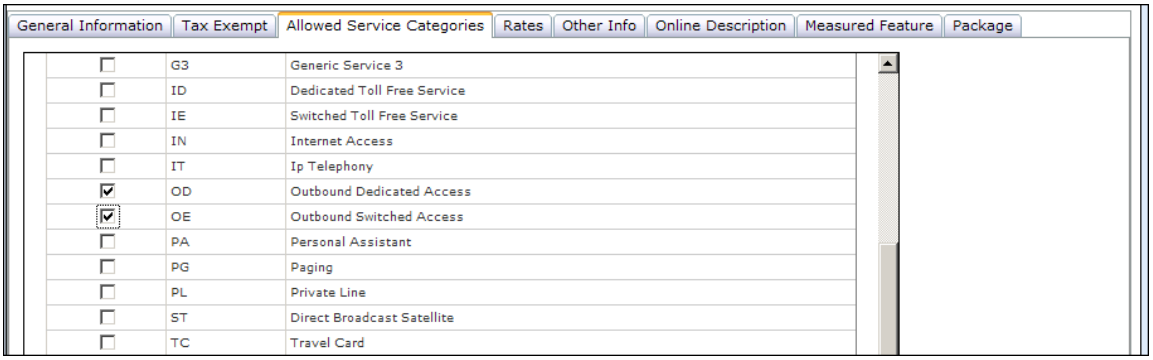
   Tax tables maintained in the **TAX JURISDICTION** area located in Rate Profiles are displayed in this list. Selecting a tax table from the list loads the tax settings from that table thus eliminating the need to manually set exemptions individually. The tax settings can be changed once the profile is loaded.

ALLOWED SERVICE CATEGORIES

The **ALLOWED SERVICE CATEGORIES** tab displays the service categories you are using in the database. Select each service category the **FEATURE CHARGE** code can be assigned to when adding a line.

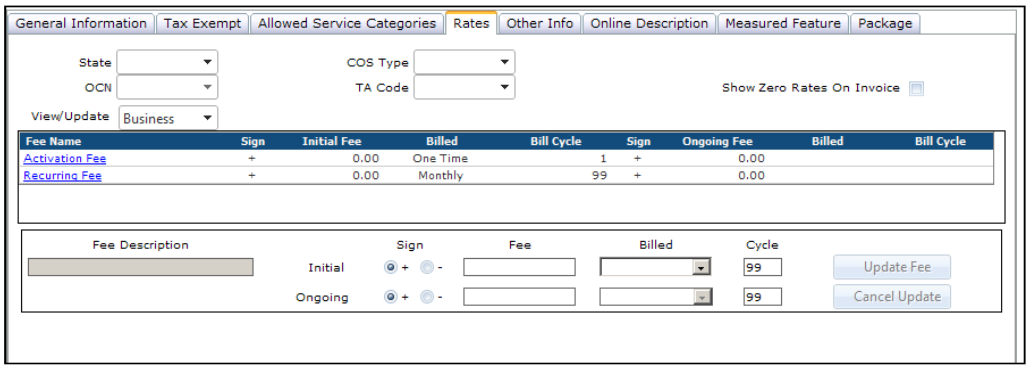


This example below shows that only the **OE** and **OD** service categories are selected. The **FEATURE CHARGE** code will appear as an option only when adding an OE or OD line. It will not be available for any other service category.



RATES TAB

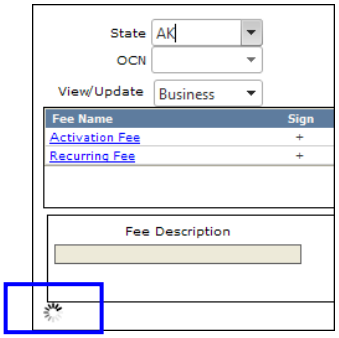
Additional Feature Code identifiers and fee information are defined and stored in the **RATES** tab. Only two fields are required in this tab, the **COS TYPE** and **TA CODE**.



STATE

A system generated list of states, Canadian provinces, and selected territories outside the United States are found in the **STATE** selection list. Selecting a State indicates the Feature Code can only be assigned to lines within the selected State. Leaving this field blank or selecting **XX-ALL STATES** makes of the feature available to all lines entered in the database.

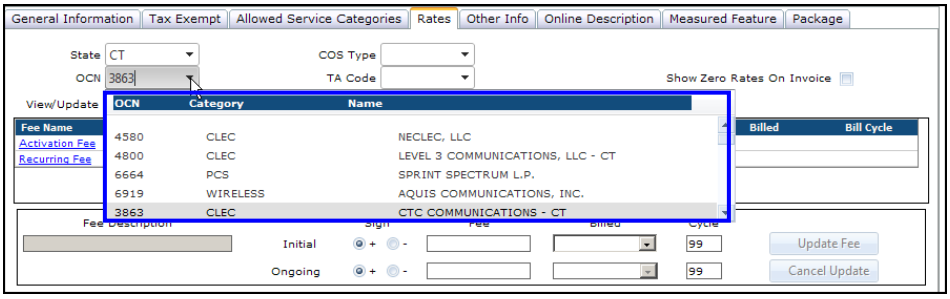
NOTE: When a state is selected, the system may display an indicator as you see below. This indicates the system is gathering information to display in the OCN field. Please wait until the symbol disappears before continuing.



OCN

If a **STATE** has been selected in the State drop down list, an additional field appears on the screen, **OCN** (**O**perating **C**ompany **N**umber). Selecting an **OCN** further limits the availability of the feature. Leave the OCN blank if the State is blank or XX is selected.

Every domestic exchange in the US is tagged to a specific OCN. OmniBill uses the **LERG** database to determine what OCN is associated with a particular State. Only **OCN**'s in the selected state appear in the drop down. The Feature Code is only available to lines that match the **STATE** and **OCN**.



COS TYPE

The **COS TYPE** acts as an additional filter when adding a Feature Code to a line. When adding a feature to a line, the user must select a matching COS Type in order for the Feature Code to appear. The **COS** (**C**ategory **O**f **S**ervice) drop down list defaults with system-generated codes.

AL	Access Line	**HC**	High Capacity
LF	Line Feature	**UF**	Usage Feature
SF	System Feature	**IF**	Invoked Feature
AM	Analog Mileage	**CX**	Centrex
DM	Digital Mileage	**TX**	Tax Surcharge

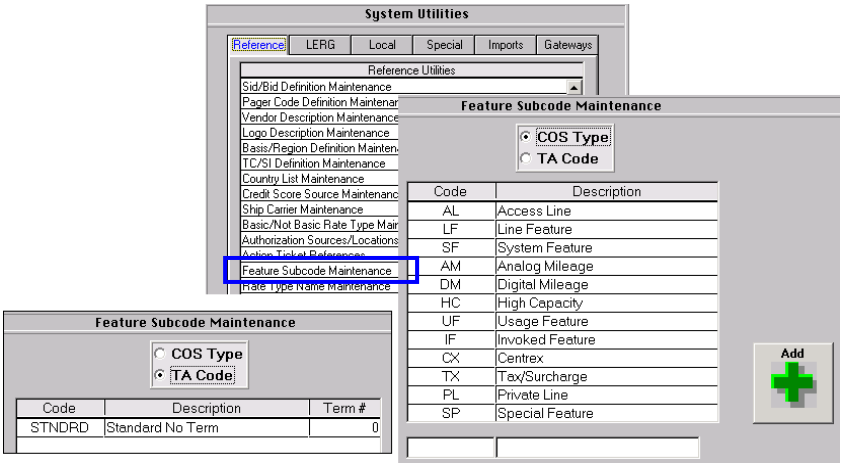
TA CODE

The **T**erm **A**greement code identifies the length of time a customer agrees to have a feature service on their line. This field is **INFORMATIONAL** only and has no impact on billing. The **STNDRD** (Standard No Term) code is the default code that ships with the database.

Additional **TA CODES** and **COS TYPE** codes can be added using the **FEATURE SUBCODE MAINTENANCE** utility located in System Utilities under the **REFERENCE** tab.

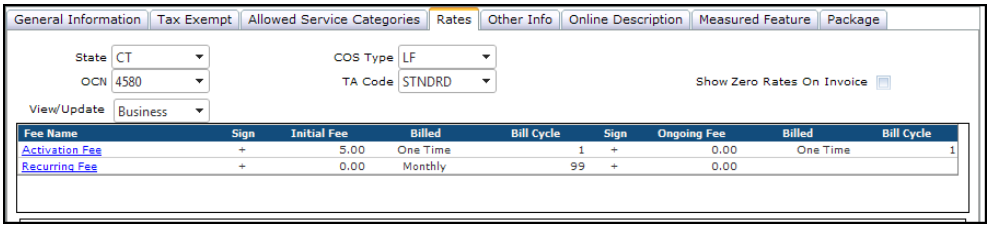
SYSTEM UTILITIES

FEATURE SUBCODE MAINTENANCE

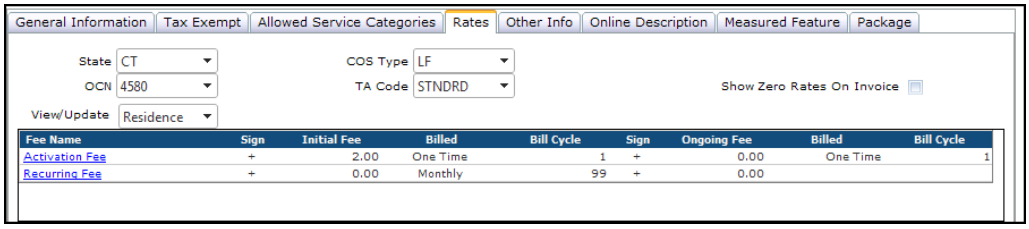


VIEW/UPDATE

Two different fees can be entered under the same **FEATURE CODE** for **BUSINESS** and **RESIDENTIAL** lines. By default the orientation of the account determines the line orientation, but the orientation of a feature on a line can be changed to a different orientation than what the account is. The selected orientation in the **VIEW/UPDATE** field indicates which rates you are defining and/or viewing. In the below example the $5.00 monthly recurring charge would be applied to Business lines with this feature.

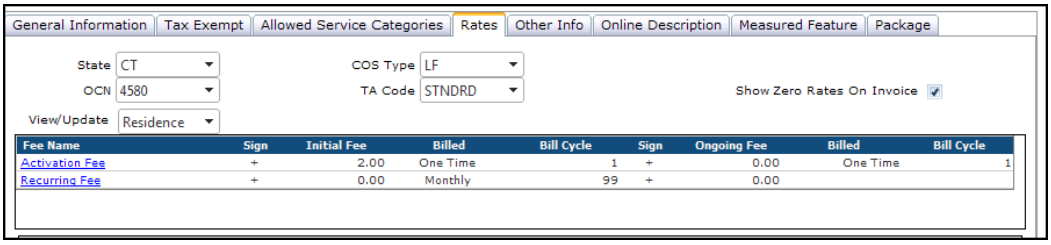


The next example shows a $2.00 monthly fee for Residential lines for the same feature.



SHOW ZERO RATES ON INVOICE

This option, if selected, indicates the **FEATURE CODE** will print on the customer invoice even if no cost is associated with the feature.



FEE GRID

The fee grid allows you to set fees for a feature. The grid is divided into two portions, **INITIAL** and **ONGOING**. The **INITIAL** fees default with a **BILL CYCLE** value of **99**, indicating the fee will bill for unlimited cycles. The **BILL CYCLE** value determines the number of billing cycles a fee is invoiced for. The **BILL CYCLE** value can be changed.

NOTE: The one exception is the Activation Fee, which is set to bill for just one cycle.

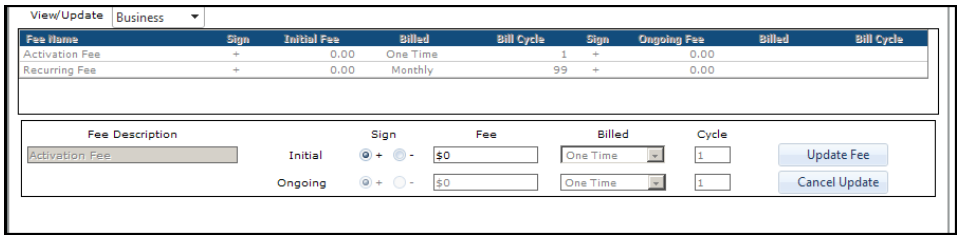
ONGOING Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL FEE BILL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

ACTIVATION FEE

An **ACTIVATION FEE** is billed only once in the cycle the line is activated in; therefore, only the **INITIAL** portion of the grid is used. An **ACTIVATION FEE** *cannot* be applied on an **ON-GOING** basis.

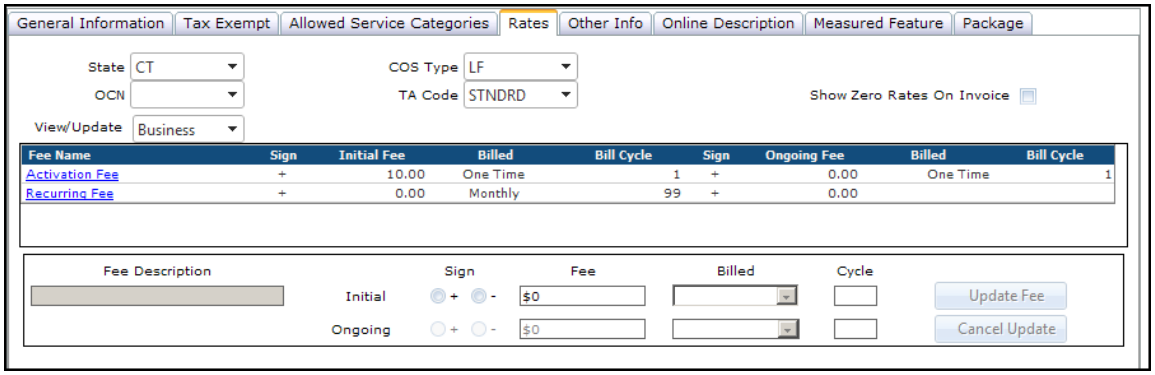
ENTERING AN ACTIVATION FEE

Action	Description
1. Click the **RATES** tab.	If a State is selected, the **OCN** field displays and can be filled in. If the OCN field is left blank, this by default indicates all OCNs are applicable.
2. Select a **STATE**, if applicable.	
3. Select a COS Type and a TA Code	
4. Select the account orientation you are entering the fees for in the **VIEW/UPDATE** field.	The **VIEW/UPDATE** field defaults with **BUSINESS.**
5. Click **ACTIVATION FEE.**	The Activation Fee drops down to the edit box below the fee grid. The **FEE NAME** cannot be changed.



6. Select the **SIGN** (**+/-**), enter a **FEE** amount, and click **UPDATE FEE** to commit the fee settings.	The **BILLED** and **BILL CYCLE** fields are locked for the Activation Fee option.

The below example shows a **ONE TIME ACTIVATION FEE** of $10.00 for this feature.

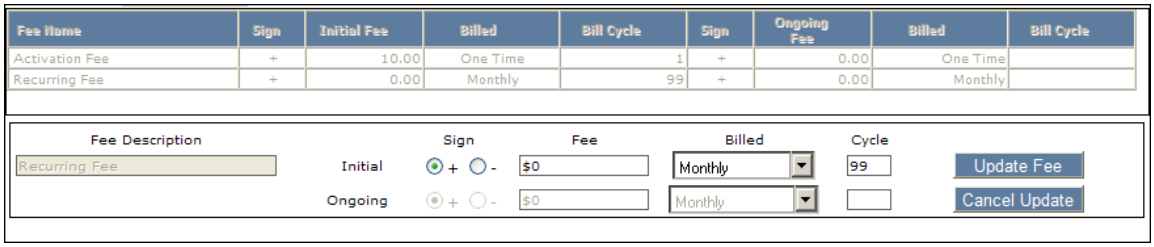


RECURRING FEE

Recurring fees are charged at specified billed intervals for a specified number of billing cycles. Unlike Activation fees, recurring fees can have an **ONGOING** fee as well as an **INITIAL** fee.

ENTERING A RECURRING FEE

Action	Description
1. Click **RECURRING FEE**.	The Recurring Fee drops down to the edit box below the fee grid. The Initial fee must be entered first before the Ongoing fee can be defined.

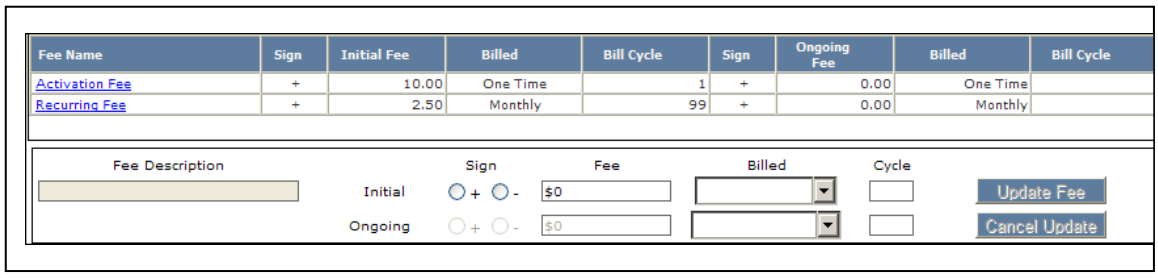


2. Select the **SIGN** (**+** or -) and enter the **FEE** amount.

3. Select the **BILLED INTERVAL** the recurring fee will bill out as (monthly, quarterly, semi-annually, annually, or one time). It defaults with **MONTHLY** selected.

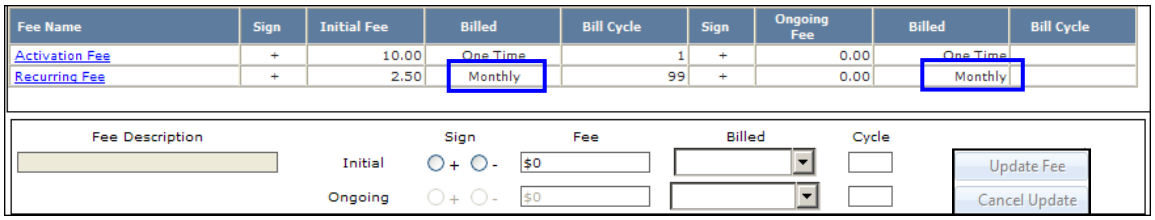
The **BILL CYCLE** field defaults to **99**, indicating the recurring fee will invoice for an *unlimited* number of billing cycles. The **ONGOING** portion of the fee grid is disabled when the **BILL CYCLE** field is 99.

4. Click the **UPDATE FEE** button to commit the **RECURRING FEE** to the grid.

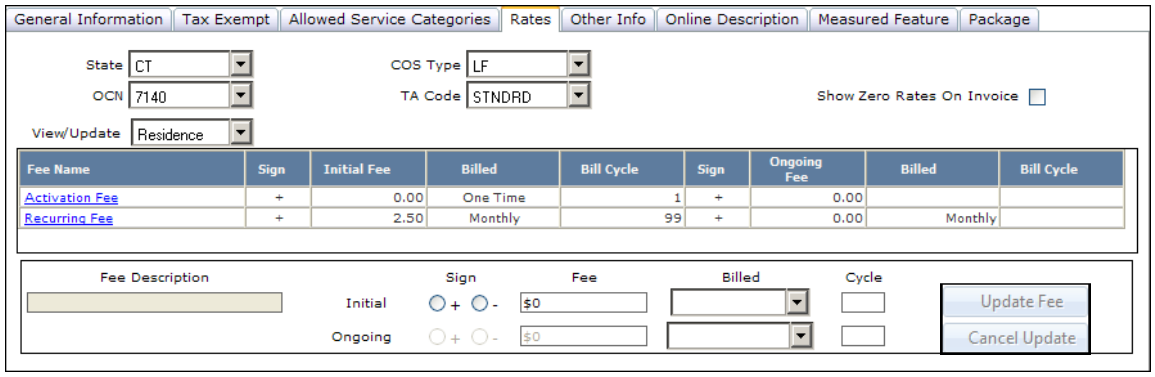


Action	Description

NOTE: If the **INITIAL BILL CYC** field is changed to anything other than **99**, the **ONGOING** portion of the fee grid is enabled. The ongoing portion can be used to change your fee based on defined number of billing cycles. Once the Initial billing cycles have passed, the on-going fees start to bill. If you are entering **ONGOING** fees, the **BILLED** interval selected will be the same for the **INITIAL** and **ONGOING** fields.



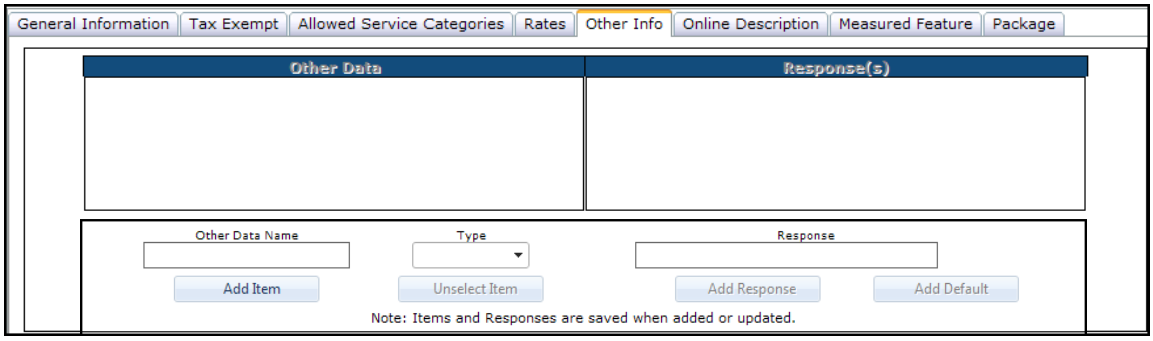
To enter rates for Residential customers, select **RESIDENCE** from the **VIEW /UPDATE** list and enter Activation and/or Recurring Fess following the above steps.



OTHER INFO TAB

The **OTHER DATA ITEMS** tab is used to track additional feature information not used by OmniBill, but of significance to your company. The information can be classified as **PUBLIC** (appears on the customer invoice - only one **PUBLIC** data field can print on the invoice.) or **PRIVATE** (does not appear on the customer invoice).

NOTE: Before you can enter Other Info information, ***the Feature must be saved***. Click the **DISC** to save the Feature and remain on the Other Info tab.



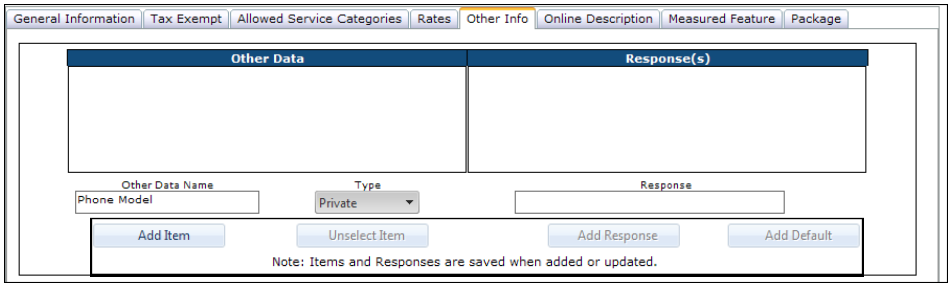
ADDING OTHER DATA ITEMS

Action	Description

1. Type the **OTHER DATA NAME** in the edit area above the **ADD ITEM** button.

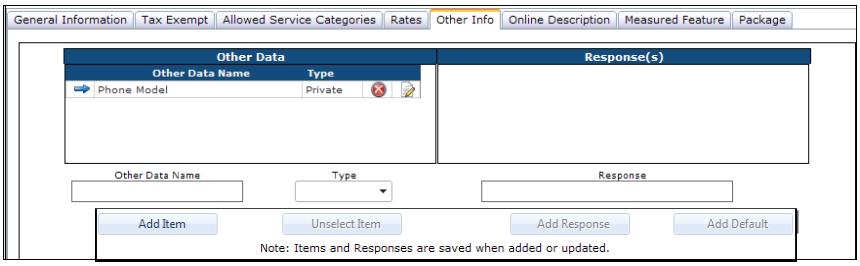
2. Select a **TYPE** for the data, there are two choices: **PUBLIC** or **PRIVATE**.

   Data defined as **PUBLIC** prints on the invoice. Data defined as **PRIVATE** appears only within OmniBill.

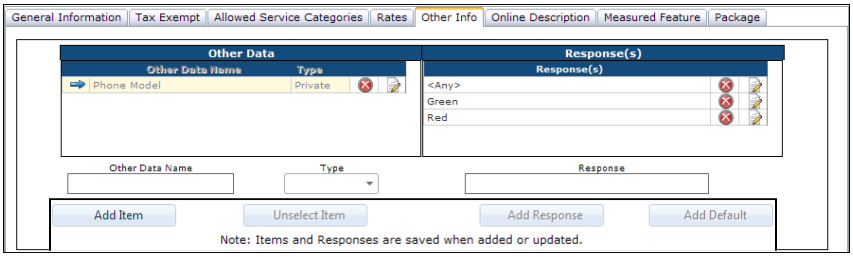


3. Click the **ADD ITEM** button to commit the Other Data Name to the grid.

   NOTE: Items and Responses are saved immediately when added or updated.



Action	Description
4. To add responses, highlight the **OTHER DATA DESCRIPTION** by clicking the blue arrow.	**NOTES**: Click **ADD DEFAULT** to add the <Any> response. The <Any> response allows the user to type in any response to the Other Data item. The screen print below will allow the user to select a response from a drop down list as well as type in a "Freehand" response.
5. Click in the **RESPONSE** edit area above the **ADD RESPONSE** button and type in your response.	
6. Click **ADD RESPONSE**.	The **RESPONSE** is added to the grid. Repeat these steps to add additional **RESPONSE** items for the selected Other Data Name.

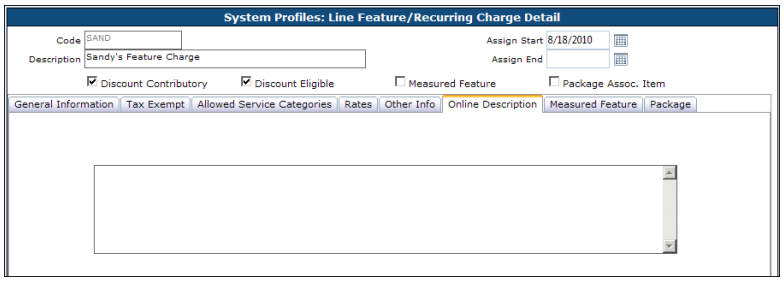


NOTES:

- Clicking the **RED X** next to an **OTHER DATA** Item removes the **OTHER DATA** Item an all its corresponding Responses. Clicking the **RED X** next to a **RESPONSE** removes the selected **RESPONSE**.
- The information is saved immediately. Clicking **CANCEL** (the Red X) does not reverse this step. The information is removed regardless.
- The Notepad with the Pencil is used to edit any of the items in the grids.

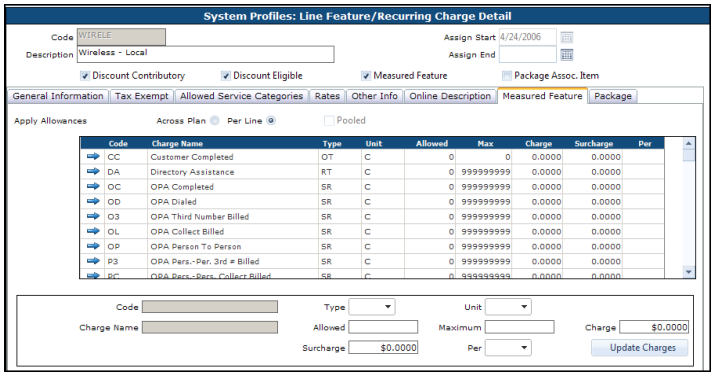
ON LINE DESCRIPTION

The **ONLINE DESCRIPTION** tab has been added in support of the OmniSignup web product. The Online Description tab can be used to enter additional information regarding the feature, but will not appear in any other form in OmniBill.



MEASURED FEATURES

Select the **MEASURED FEATURES** checkbox to display Measured Feature options.



Measured Features is used to let you rate **OPCODES** independently of the rate plan a line is assigned to. Opcodes are used to define per call surcharges or rates for **USAGE** sensitive features, such as collect call acceptance, payphone originated completion, directory assistance, and operator assisted calling.

Carrier call records must contain a value for these charges in order for them to bill properly during the production process. If your carrier does not provide this data, charges entered in this grid will not bill. Special coding may be required in some instances. Your assigned Billing Analyst can assist you in determining if special programming will be necessary.

The following columns in the grid are hard coded and cannot be changed, added to, or deleted: **CODE**, **CHARGE NAME**, and **TYPE**.

TYPE DEFINITIONS

The definitions for the TYPE field are based on Other Charges for Master Rate Groups and the other rate plans within OmniBill.

The rules listed may work differently with the Measured Feature option. Please contact your assigned Billing Analyst when implementing Measured Features.

OT	Indicates an opcode is flagged for **ALLOWED** and **MAXIMUM** rules only. Can be used only for the **CC –** Customer Completed and **DA –** Directory Assistance opcode. These charge types are not used for rating, but are used for free call allowances and/or billing call caps.
RT	Indicates the opcode will be rated straight from the charges table as a per record charge.
SR	Indicates the opcode will be rated from associated geographic table, plus the surcharge rate indicated in the charges tab.
SS	Indicates the opcode will be rated from the amount found on the source carrier data plus the surcharge indicated in the charges tab. Applies to Local Rates only.
FR	Applies a factor % as a multiplier to associated tables. See Note below.
FF	Applies a factor % as a multiplier to Source Rates tables. See Note below.

UNIT

The **UNIT** column is used to identify how records should be rated, **C** for Call, **M** for Minutes, or **T** for Tenths. The default value is C – Call, but can be changed.

ALLOWED

The **ALLOWED** column is used to designate the number of free units that will be given per billing cycle. Free units do not roll over to the next cycle if they are not used.

MAX

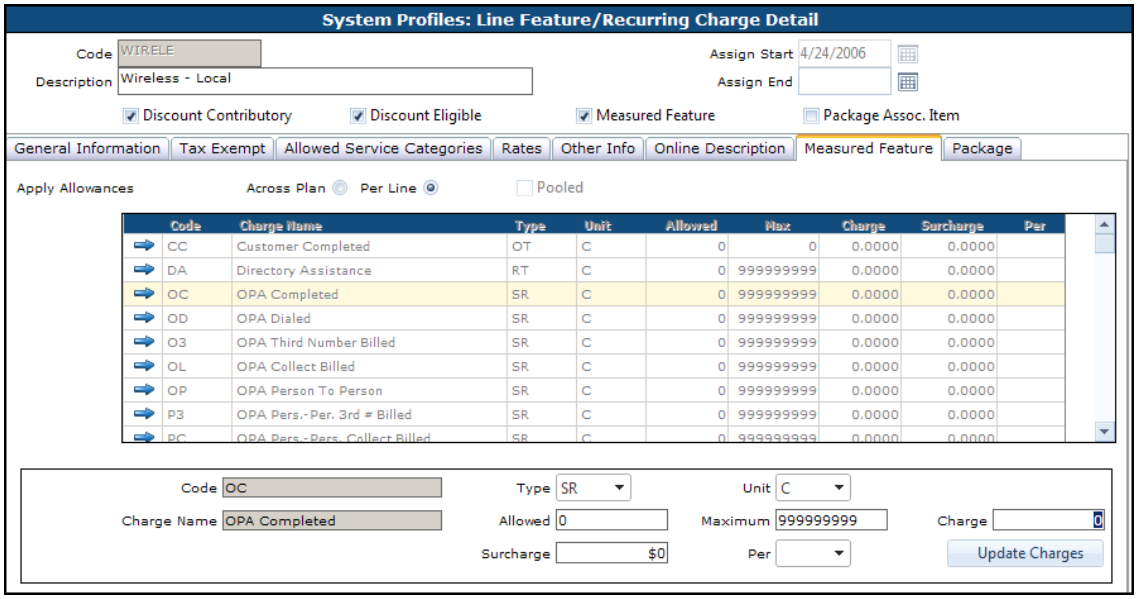
The **MAX** column is used to set a limit on how many units can be billed during a cycle. The default value is **999999999**, indicating an unlimited amount.

CHARGE

The **CHARGE** column is used to define the cost associated with the opcode.

ENTERING OPCODE CHARGES

Action	Description
1. Click the Blue Arrow corresponding to the **OPCODE** you are defining a charge for.	The **OPCODE** appears in the edit box below the grid. The **CODE**, **CHARGE NAME**, and **TYPE** are grayed out. The **UNIT** value defaults as **C- CALL.**



2. Select a TYPE from the drop down box.

3. Select the **UNIT** in the drop down list. The **UNIT** value can be **C** for Calls, **M** for Minutes, or **T** for Tenths.

4. Enter the **ALLOWED** (free) Units, if applicable.

5. Enter the **MAX** value.

6. Enter the **CHARGE** amount for the opcode.

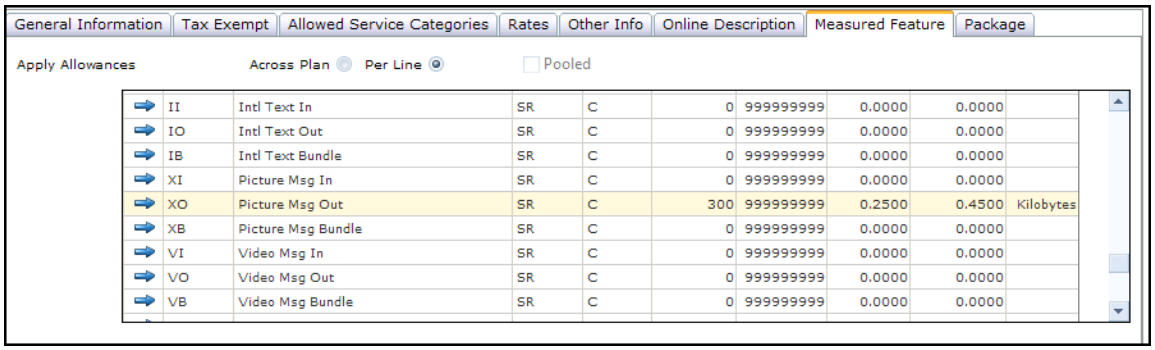
OPTIONAL:

Enter a Surcharge and Per value if needed.

7. Click **UPDATE CHARGES** to commit the charge to the grid. The charge appears in the grid.

Action	Description

In the below example, the **XO** – Picture Msg Out will be rated $.20 per call. There will be 300 free Picture Messages per billing cycle and no limit on the number of calls that will be charged. There will be a surcharge of $.45 / per Kilobyte



II	Intl Text In	SR	C	0	999999999	0.0000	0.0000	
IO	Intl Text Out	SR	C	0	999999999	0.0000	0.0000	
IB	Intl Text Bundle	SR	C	0	999999999	0.0000	0.0000	
XI	Picture Msg In	SR	C	0	999999999	0.0000	0.0000	
XO	Picture Msg Out	SR	C	300	999999999	0.2500	0.4500	Kilobytes
XB	Picture Msg Bundle	SR	C	0	999999999	0.0000	0.0000	
VI	Video Msg In	SR	C	0	999999999	0.0000	0.0000	
VO	Video Msg Out	SR	C	0	999999999	0.0000	0.0000	
VB	Video Msg Bundle	SR	C	0	999999999	0.0000	0.0000	

Repeat the above steps to define a charge for other Opcodes in the grid.

APPLY ALLOWANCES

When creating a Feature, you have choices on how you want Allowed Units (300 in the above Screen Print) applied. The default is **PER LINE**.

- **PER LINE** indicates that each line assigned the Feature receives 300 free units.
- Selecting **ACROSS PLAN** displays one additional Option – **POOLED**

- **ACROSS PLAN** selected indicates that you want to share the indicated allowed units (300 in the above screen print) with all the lines. For Example:

  300 Allowed Units for the XO opcode
  10 lines have this Feature assigned.

  All 10 lines share the 300 allowed units. If an eleventh line is added to the account, 11 lines share the 300 allowed units.

- **ACROSS PLAN AND POOLED** selected indicates that you want OmniBill to calculate the total free minutes based on the number of lines the feature is attached to. All the lines share to total allowed units. For Example:

  300 Allowed Units for the SF opcode
  10 lines have this Feature assigned.
  Total Free Units: 3000

  All 10 lines share 300 allowed units. If an eleventh line is added to the account, then there would be 3300 fee units to share across the 11 accounts.

NOTE: The Pooled option is not available when Per Line is selected.

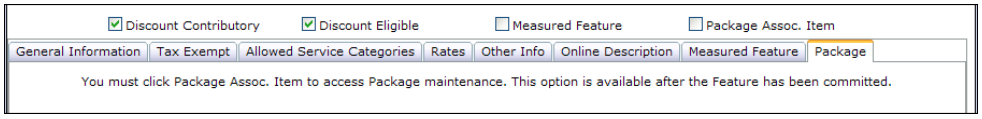
CREATING A FEATURE PACKAGE

Features Codes can be bundled as a **FEATURE PACKAGE**. The Feature Package is assigned to a line eliminating data entry steps. The **FEATURE PACKAGE** appears as a single line item on the customer invoice.

STATE, **COS** and **TA** must be completed from the Rates tab. OmniBill also verifies that the **SERVICE CATEGORIES**, and **JURISDICTION** selections are the same. If the Feature Code does not match exactly, it will not appear in the list of available codes.

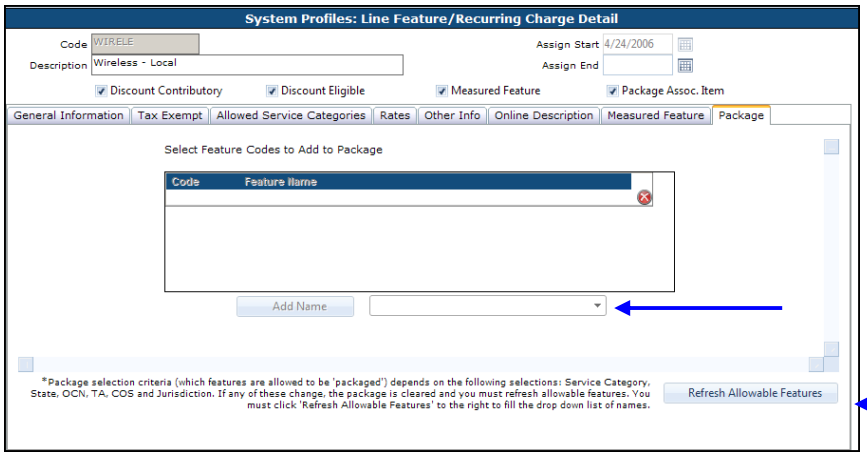
NOTES:

- The Feature you are working on must be saved prior to creating the package.
- Feature codes must be created before the **PACKAGE ASSOC. ITEM** capability can be used.
- You must click **PACKAGE ASSOC. ITEM** to allow information to display on this tab.
- Features included in the package may print on the customer invoice. Please check with your assigned Billing Analyst or the Helpdesk to ensure that the individual features included in the package prints on the invoice.



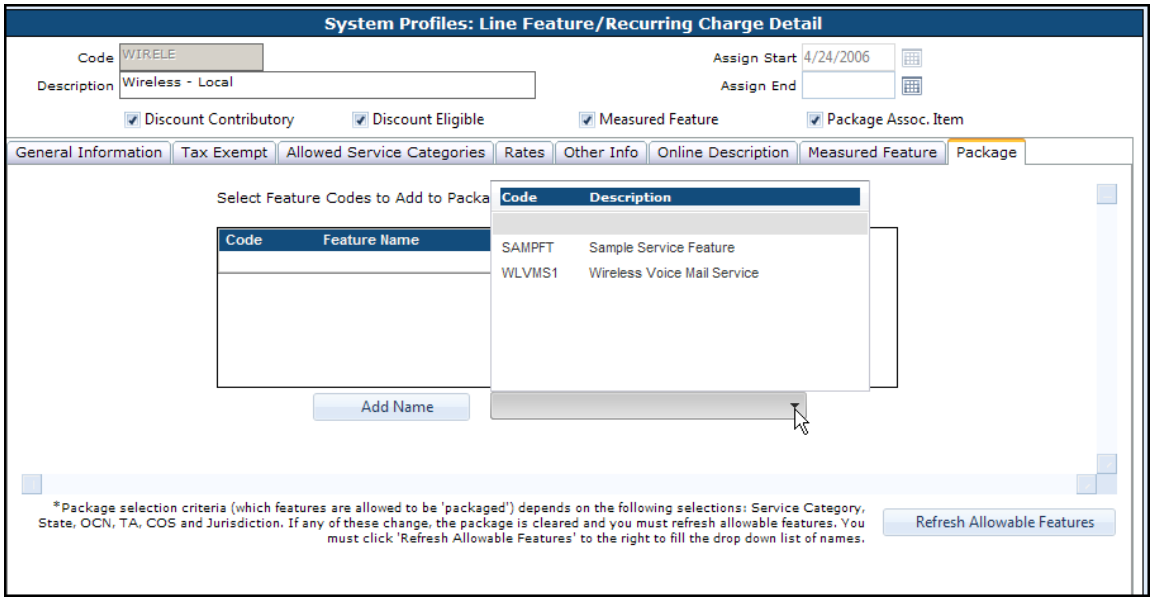
Action	Description
1. Click the **PACKAGE ASSOC. ITEM** check box.	The **ADD NAME** button and list box containing available Feature Codes becomes available.
2. Click **REFRESH ALLOWABLE FEATURES.**	The **ADD NAMES DROP DOWN LIST** populates with available Features.

3. Select the features included in the feature package from the drop down list.



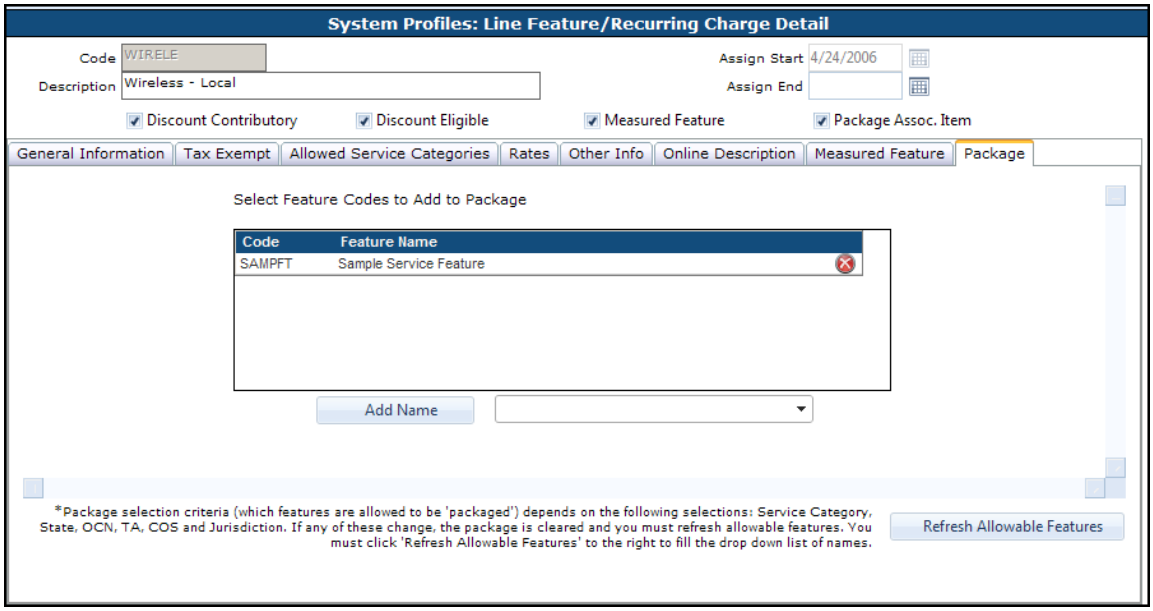
NOTE: You must click Refresh Allowable Features to populate the Add Names drop down list.

Action	Description



4. Select the Feature you wish to add to the package.

5. Click **ADD NAME** to commit the selected feature to the Feature Name grid.



6. Repeat steps 4 and 5 to add additional Feature codes to the package.

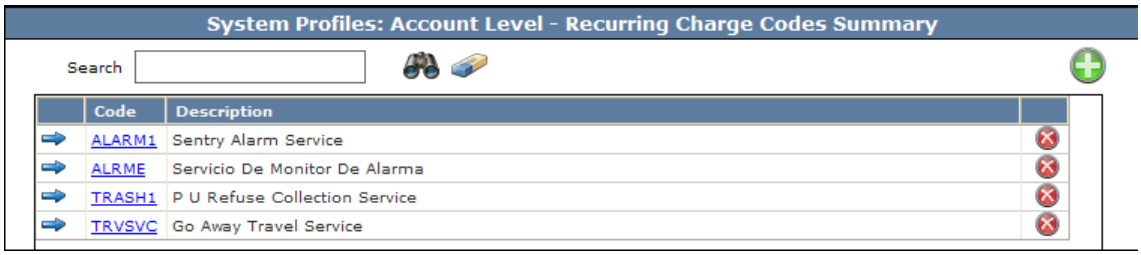
7. Click the **CHECKMARK** or **DISC** to save your Feature.

Account Level Recurring Charge Codes

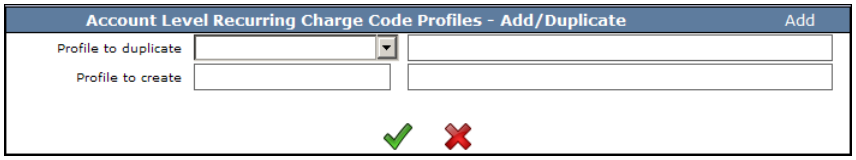
The **ACCOUNT LEVEL RECURRING CHARGES** are billed independently of lines, services or other charges.

CREATING AN ACCOUNT LEVEL RECURRING CHARGE CODE

Action	Description
1. Select **ACCOUNT LEVEL RECURRING CHARGE CODES** from the System Profiles list.	The **RECURRING FEE SUMMARY-ACCOUNT LEVEL** screen displays.



2. Click the **GREEN PLUS** button. The **ACCOUNT LEVEL RECURRING FEE DETAIL** screen displays.



NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

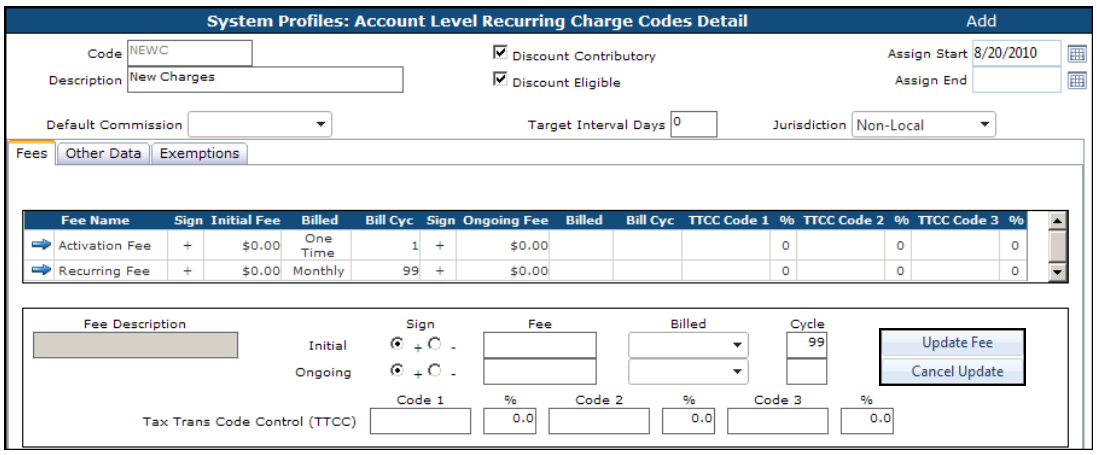
Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE** and a **DESCRIPTION** and click the **GREEN CHECKMARK** button.

The **CODE** can be a maximum of six alphanumeric characters. The code cannot be changed once it is saved.

The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The **DESCRIPTION** prints on the customer invoice.

Action	Description



The **ASSIGN START** is the first date the code is available for assignment. The current date fills in the **ASSIGN START DATE** field, but it can be changed.

The **ASSIGN END** is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect any line where the code is currently assigned.

DISCOUNT SETTINGS

The **DISCOUNT CONTRIBUTORY** and **DISCOUNT ELIGIBLE** fields work in conjunction with settings established in a Discount Code profile.

Selecting **DISCOUNT CONTRIBUTORY** indicates the associated charge amount contributes toward a discount tier used when calculating an earned discount.

SELECTING **DISCOUNT ELIGIBLE** INDICATES ANY EARNED DISCOUNTS DETERMINED BY THE DISCOUNT TIER STRUCTURE SHOULD BE APPLIED TO THE CHARGE AMOUNT FOR THAT **ACCOUNT LEVEL RECURRING CHARGE** CODE.

When creating a new charge code, both discount settings are checked as a default.

JURISDICTION

The **JURISDICTION** associates the code with either local or non-local service. This association determines which summary level the charges show up on the invoice.

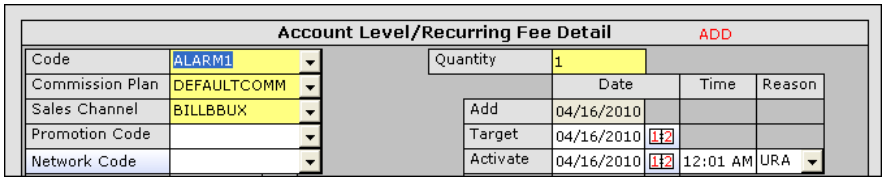
The **DEFAULT COMMISSION** field is used to select a default commission plan for the charge generated from the Account Level code. The commission plan can be changed when the Account Level code is applied to an account. If commissions are earned from this charge, select the appropriate commission plan from the selection list. **DEFAULTCOMM** is the system supplied default commission plan. Only commission plans created in the Sales Profiles module appear in the list. **DEFAULT COMMISSION** is an optional field.

TARGET INTERVAL DAYS

The **TARGET INTERVAL DAYS** value is used to indicate the *projected* number of days the **ACCOUNT LEVEL SERVICE** will be activated when adding to customer's account. The Default is 0. This number affects the Target and Activate Dates when adding the Account Level charge onto a customer's account.

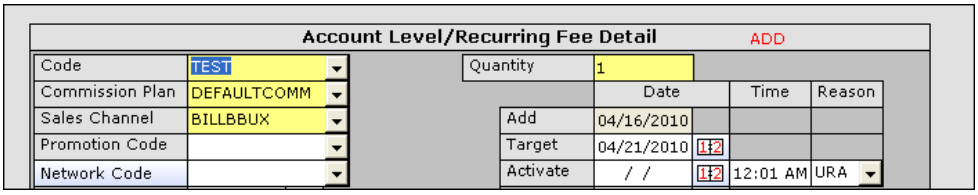
If the Target Interval Days is left at 0, the Target and Activate dates for are the day you enter the charge. Below are two examples of an Account Level Charge on a customer's account in OmniCare.

- If Target Interval is 0; dates fill in automatically.



If a Target Interval Day value is any number other than 0, the number of days entered in the Target Interval Days field is **ADDED** to the **ADD DATE** and the Activation date is left blank. ***The Account Level Charge will not bill until an Activate Date is entered.***

- If Target Interval is 5 dates then Target date is 5 days from the add date and the Activate Date is blank.



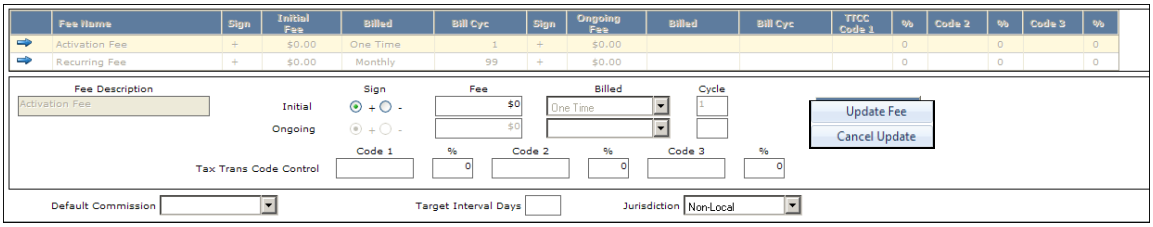
FEES GRID

The **FEES** grid contains Initial, Ongoing fees and Tax Trans Code Control fees. The Initial portion of the Fees grid is used to create Activation and Recurring fees. An **ACTIVATION FEE** is billed only once, in the cycle the line is activated in; therefore, only the Initial portion of the grid is used. An **ACTIVATION FEE** *cannot* be applied on an **ON-GOING** basis.

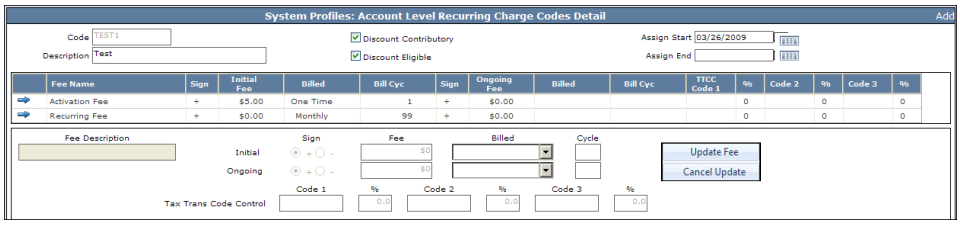
The **TAX TRANS CODE CONTROL** fields are used to apply a different tax rate to the charge other than the default tax rate. This is locked by default. Please contact your Assigned Billing Analyst for further information on these fields.

CREATING AN ACTIVATION FEE

Action	Description
1. Click the blue arrow next to the **ACTIVATION FEE** field.	The edit boxes display. The Fee Name cannot be changed. Ongoing Fees are disabled.



2. Select the **SIGN** (+ or -) and enter the **FEE** amount.	The **BILLED** and **BILL CYC** fields are locked for the Activation Fee.
3. Enter the amount in the Fee grid.	
4. Click **UPDATE FEE** to commit the fee to the grid.	The **ACTIVATION FEE** appears in the fee grid. The example shows a **ONE TIME ACTIVATION FEE** of $5.00.



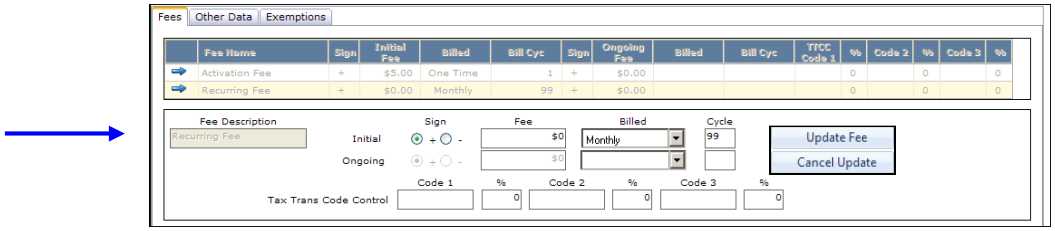
RECURRING FEE

Recurring fees are charged at specified billed intervals, for a specified number of billing cycles. Unlike Activation fees, recurring fees can have an **ONGOING** fee as well as an **INITIAL** fee.

Billing intervals greater than monthly (quarterly, semi-annual, and annual) are always calculated in **ADVANCE**, regardless of the database setting (which controls the monthly billed interval). Proration does not apply for account level charges that are billed one-time, quarterly, semi-annual, and annual.

CREATING AN ACCOUNT LEVEL RECURRING FEE

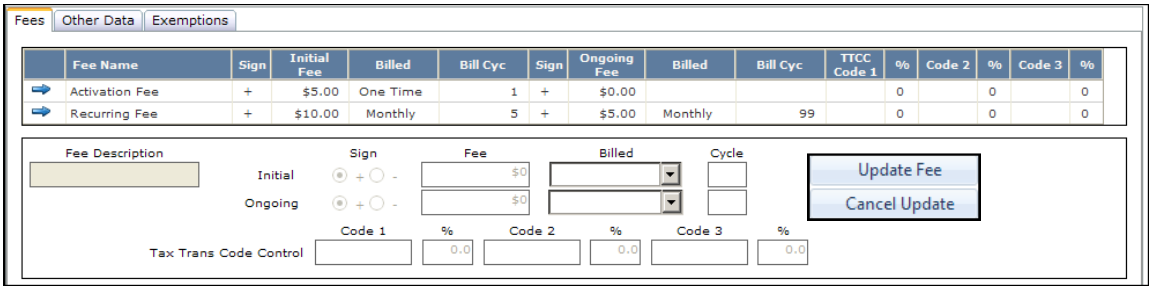
Action	Description
1. Click on the blue arrow next to the **RECURRING FEE** field.	The Edit Boxes display. The Fee Name cannot be changed.



2. Select the **SIGN** (+ or -) and enter the **FEE** amount in the **INITIAL FEE** grid.	**NOTE**: Account Level charge codes are normally taxed based on your OmniBill database settings.
3. Enter the **INITIAL FEE**.	If you feel taxes calculated by BillSoft will be inappropriate for the charge being created, you can use the Tax Trans Code fields to enter an appropriate Tax Code. Please contact your assigned Billing Analysts or the OmniBill Helpdesk for appropriate tax codes.
4. Select the **BILLED INTERVAL** you want the recurring fee to bill out as (monthly, quarterly, semi-annual, or annual). It defaults with **MONTHLY** selected.	

The **BILL CYC** field defaults to **99**, indicating the recurring fee will invoice for an *unlimited* number of billing cycles. The **ONGOING** portion of the fee grid is disabled when the **BILL CYC** field is 99.

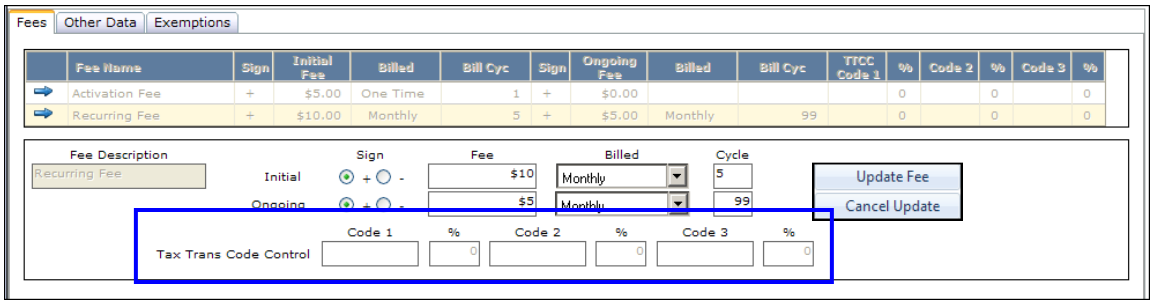
If the **INITIAL BILL CYC** field is changed to anything other than **99**, the **ONGOING** portion of the fee grid is enabled. The ongoing portion can be used to change your fee based on defined number of billing cycles. Once the Initial billing cycles have passed, the on-going fees start to bill.



If using the **ONGOING** fee grid, the **BILLED** interval selected must be the same for the **INITIAL** and **ONGOING** fields.

TAX TRANS CODES CONTROL GRID

The ability to override the default BillSoft tax category used when calculating taxes on **ACCOUNT RECURRING** can be accomplished using the **TAX TRANS CODE CONTROL GRID** for both Activation Fees and Recurring Fees.

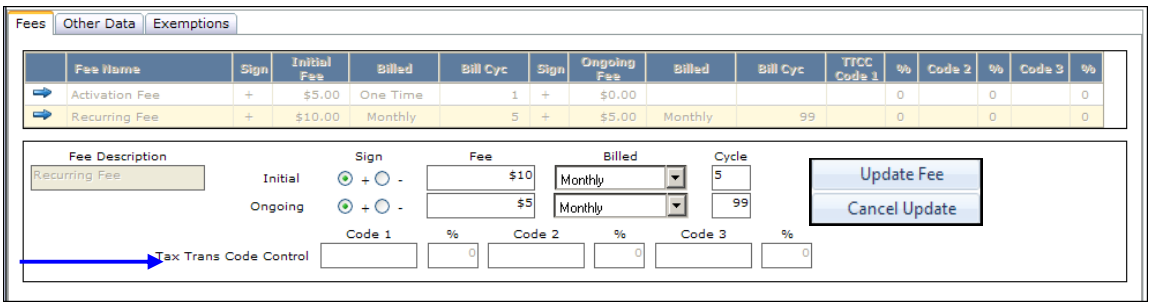


ACCOUNT RECURRING CHARGE codes can have up to three **TAX TRANS CODES** entered for both Activation Fees and Recurring Fees. Entering a **TAX TRANS CODES** forces the Account Recurring charge into the desired tax category, instead of using the default BillSoft tax category. In addition to forcing the tax categories used to tax an Account Recurring charge, users can also indicate what **PERCENTAGE** of the charge should go against specific tax categories.

Contact your assigned Billing Analyst in order to enable this option and to receive a list of the BillSoft tax codes.

The default BillSoft tax code for Account Recurring charges is **0306** – Other Access Charge. If the **TAX TRANS CODE CONTROL** grid is left blank, the default tax code is used. By default BillSoft uses the **ZIP CODE** in the **LOCATION ADDRESS** to calculate taxes on **ACCOUNT LEVEL CHARGES**.

Action	Description
1. Click the **ACTIVATION** or **RECURRING** Fee Name.	The selected fee name appears in the edit box below the grid. The below example is creating tax codes for Recurring fees.



The **TAX CODES** and **PERCENTAGES** are entered in the corresponding fields.

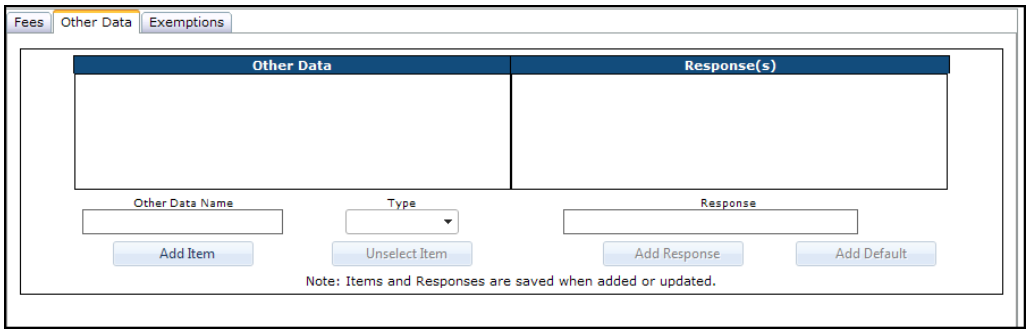
Action	Description
2. Enter the **TAX CODES** and **PERCENTAGES** in the corresponding fields.	Up to 3 tax codes can be entered. There is no minimum requirement.
3. Click **UPDATE FEE** to commit the Tax Trans Codes to the grid.	

NOTE: IT IS VERY IMPORTANT USERS ENTERING TAX CODES HAVE A FULL UNDERSTANDING OF THE CONSEQUENCES OF OVERRIDING THE DEFAULT BILLSOFT TAX CODE.

OTHER DATA ITEMS TAB

The Account Level Charge Code must be saved prior to adding Other Data codes.

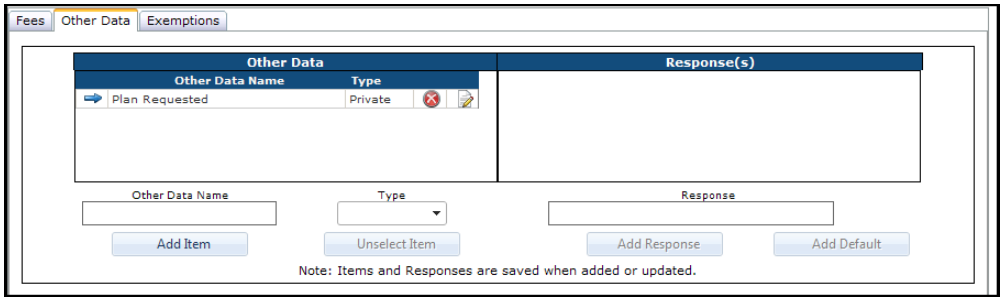
The **OTHER DATA ITEMS** tab provides a method to track additional information not used by OmniBill, but of significance to you. The information can be classified as **PUBLIC** (appears on the customer invoice) or **PRIVATE** (does not appear on the customer invoice). Due to invoice space constraints only *one* **PUBLIC** data field can print on the invoice.



ADDING OTHER DATA

Action	Description
1. Click the **DISC** to save the Charge.	
2. Click in the edit area above the **ADD OTHER DATA** button and type an **OTHER DATA NAME.**	The name should be descriptive.
3. Select a **TYPE** for the data: **PUBLIC** or **PRIVATE**.	Data defined as **PUBLIC** prints on the invoice. Data defined as **PRIVATE** appears only within OmniBill.
4. Click the **ADD ITEM** button.	The **OTHER DATA NAME** is added.

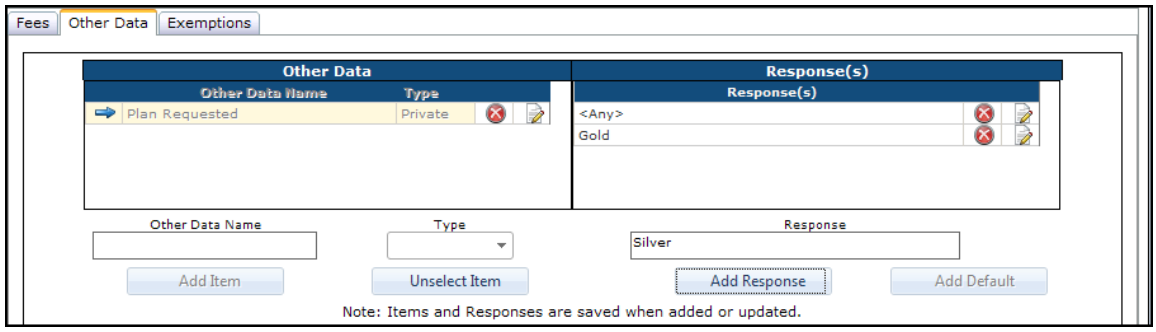
Action	Description
5. To add responses, highlight the **OTHER DATA NAME.** Click in the **RESPONSE(S)** area above the **ADD RESPONSE** button.	The **OTHER DATA NAME** must be highlighted in order to associate the response with the Other Data Name field.



Type Response entry. And click Add Response.

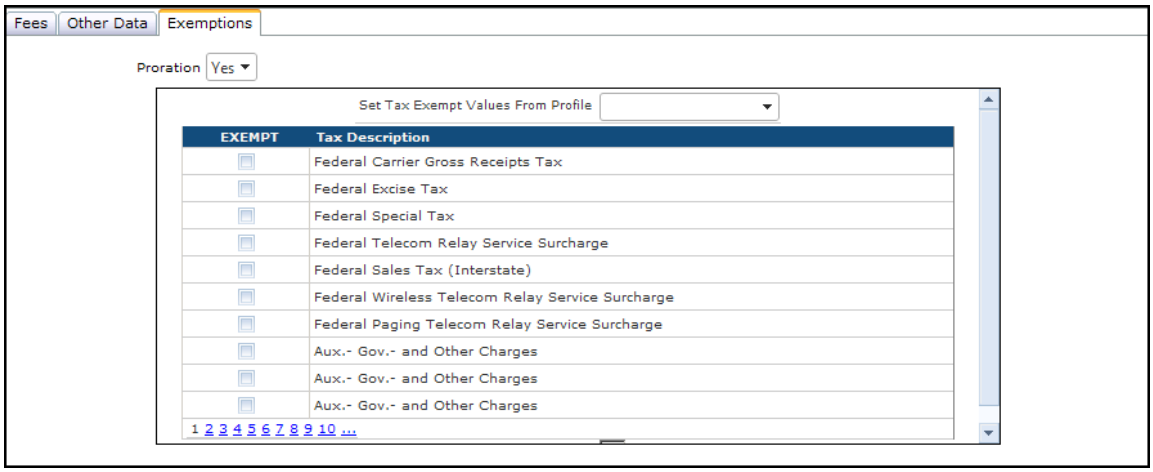
Selecting **ADD DEFAULT** allows a user to enter up to a 30-character response.

6. Click **ADD RESPONSE**. The **RESPONSE(S)** is added.



Repeat process to add additional response items.

EXEMPTIONS TAB



PRORATION

This **YES/NO** field specifies whether partial charges should be assessed if the Account Level Recurring charge code is active for only a portion of the billing cycle. When **NO** is selected, the full charge is invoiced even if the **ACCOUNT LEVEL RECURRING CHARGE** code was not active the entire billing cycle.

NOTE: The Proration **YES/NO** option only applies to Account Level Recurring Charge codes that are set to bill monthly.

TAX EXEMPT VALUES FROM PROFILE

If tax implications are considered for this charge, there are two ways to specify which taxes should or should not be applied.

1. **TAX EXEMPT LIST**

   Select a tax item in the list changes to change the **TAX-EXEMPT** status for that category. A selection indicates to exempt the code from taxes.

2. **SET TAX EXEMPT VALUES FROM PROFILE**

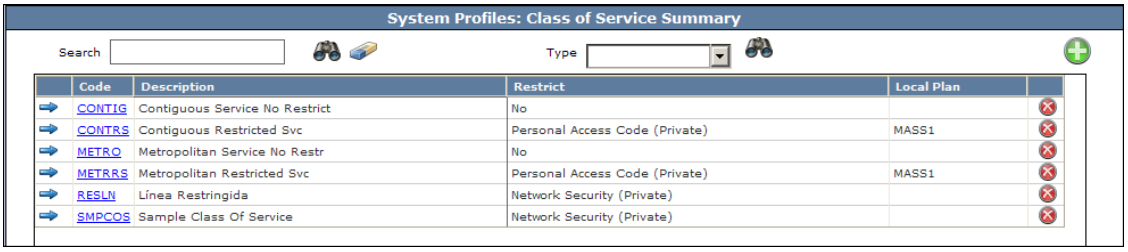
   Tax tables maintained in the **TAX JURISDICTION** area located in Rate Profiles are displayed in the drop down list. Selecting a tax table from the list loads the tax settings from that table thus eliminating the need to manually set exemptions individually. The tax settings can be changed once the profile is loaded.

Class of Service Codes

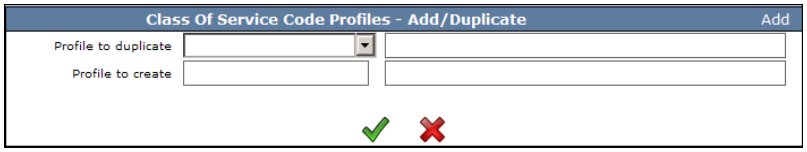
CLASS OF SERVICE (**COS**) codes designate service privileges or restrictions on a particular line or terminal (PBX environment) or act as a means of sub grouping accounts (e.g., business, residence, coin operated) for the purpose of rate distinction (switch environment). A charge can be associated with a **COS** code thus providing an additional means to attach charges to a line.

CREATING A CLASS OF SERVICE CODE

Action	Description
1. Select **CLASS OF SERVICE CODES** from the System Profile list.	The **CLASS OF SERVICE SUMMARY** screen displays.



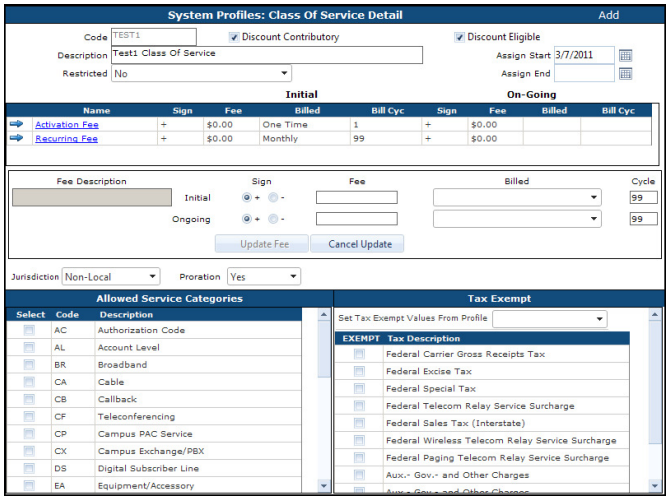
2. Click the **GREEN PLUS** button.	The **CLASS OF SERVICE DISPLAY** screen displays.



NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the Section ***"Duplication System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE** and a **DESCRIPTION**.	The **CLASS OF SERVICE** is an alphanumeric identifier that can be a maximum of six characters. Once saved, the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The **DESCRIPTION** prints on the customer invoice.

Action	Description



DISCOUNT SETTINGS

The **DISCOUNT CONTRIBUTORY** and Discount Eligible fields work in conjunction with settings established in a Discount Code profile (pages 1 – 8).

Selecting **DISCOUNT CONTRIBUTORY** indicates the associated charge amount contributes toward which discount tier is used when calculating an earned discount.

SELECTING DISCOUNT ELIGIBLE INDICATES ANY EARNED DISCOUNTS DETERMINED BY THE DISCOUNT TIER STRUCTURE SHOULD BE APPLIED TO THE CHARGE AMOUNT FOR THAT CLASS OF SERVICE CODE.

When creating a new charge code, both discount settings are checked as a default.

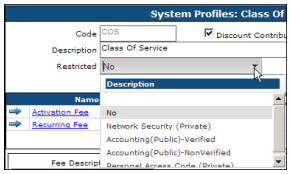
ASSIGN DATES

The **ASSIGN START** is the first date the code is available for assignment. The current date fills in the **ASSIGN START** field, but it can be changed.

The **ASSIGN END** is the date the code is no longer available for assignment. The **ASSIGN END** date does not affect any line where the code is currently assigned.

RESTRICTED

The **RESTRICTED** drop down list provides a list of system-generated codes used to describe the restriction level associated with the Class of Service code. The selected restriction level defaults on lines where the Class of Service code is applied.

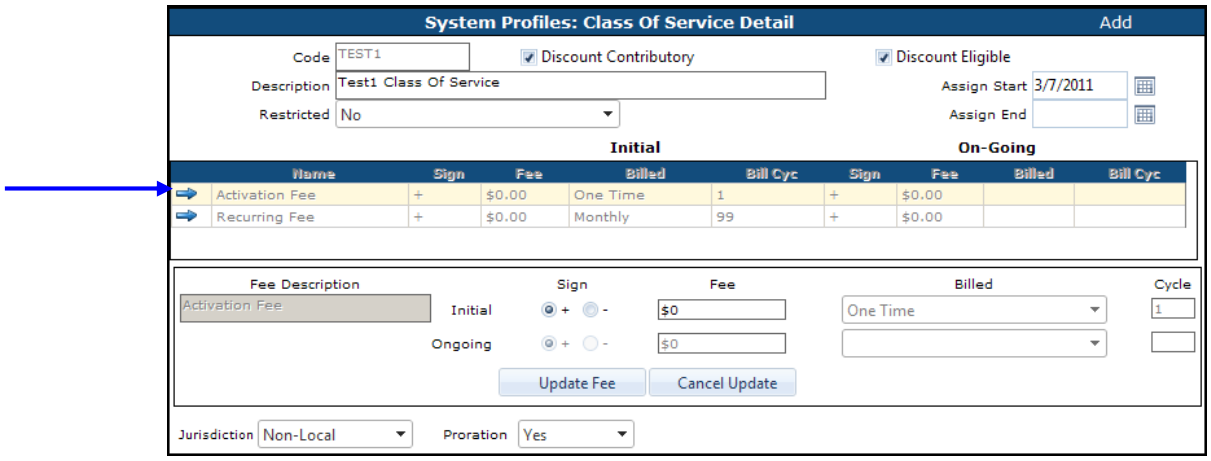


FEE GRID

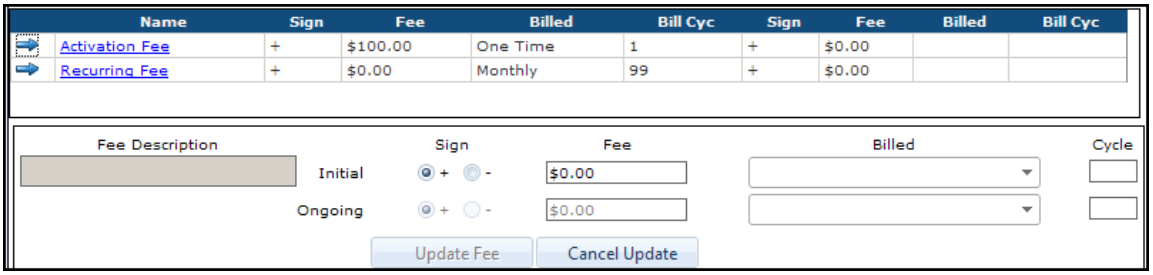
The fee grid contains Initial and On-going fees. An **ACTIVATION FEE** is billed only once, in the cycle the line is activated in; therefore, only the Initial portion of the grid is used. An **ACTIVATION FEE** *cannot* be applied on an **ON-GOING** basis.

CREATING AN ACTIVATION FEE

Action	Description
1. Click the **ACTIVATION FEE** link.	The Fee Description cannot be changed.



2. Select the **SIGN** (+ or -) and enter the **FEE** amount.	The **BILLED** and **CYCLE** fields are locked for the Activation Fee.
3. Click **UPDATE FEE** to commit the fee to the grid.	The Activation Fee appears in the fee grid. The example shows a **ONE TIME ACTIVATION FEE** of $100.00.

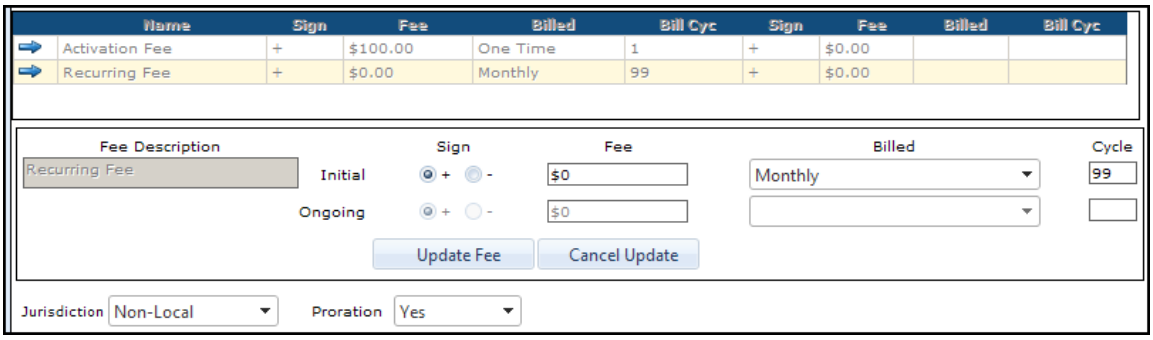


RECURRING FEE

Recurring fees are charged at specified billed intervals for a specified number of billing cycles. Unlike Activation fees, recurring fees can have an **ONGOING** fee as well as an **INITIAL** fee. The ongoing portion can be used to change your fee based on defined number of billing cycles. Once the Initial billing cycles have passed, the on-going fees start to bill.

CREATING A RECURRING FEE

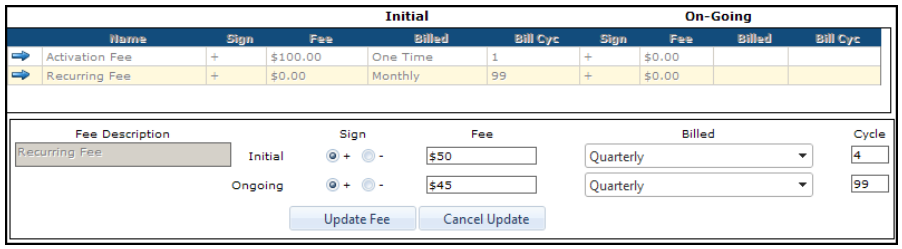
Action	Description
1. Click on the **RECURRING FEE** link.	Fee Description cannot be changed



2. Select the **SIGN** (+ or -) and enter the **FEE** amount in the **INITIAL FEE** field.
3. Select the **BILLED** value you want the recurring fee to bill out as (monthly, quarterly, semi-annually, annually, or one time). It defaults with **MONTHLY** selected.

The **BILL CYC** field defaults to **99**, indicating the recurring fee will invoice for an *unlimited* number of billing cycles. The **ONGOING** portion of the fee grid is disabled when the **BILL CYC** field is 99.

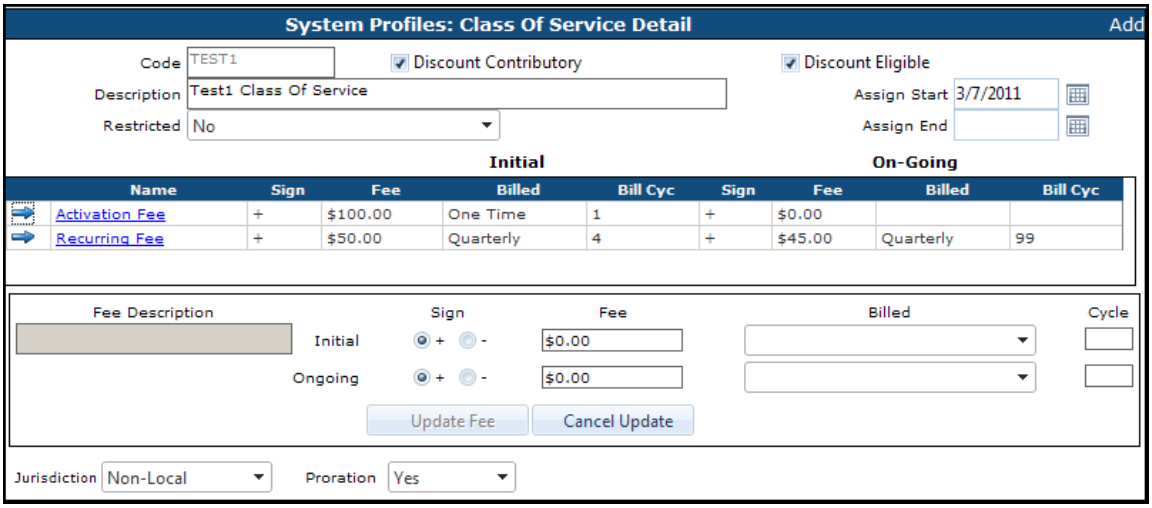
If the **INITIAL BILL CYC** field is changed to anything other than **99**, the **ONGOING** portion of the fee grid is enabled. The ongoing portion can be used to change your fee based on defined number of billing cycles. Once the Initial billing cycles have passed, the on-going fees start to bill.



NOTE: The Billed field defaults to the value selected in the Initial Billed field and cannot be changed

4. Enter the Ongoing Fee and the number of Cycles to bill out for as seen in the above screen print.
5. Click the **UPDATE FEE** button to commit the recurring fee to the grid.

Action	Description



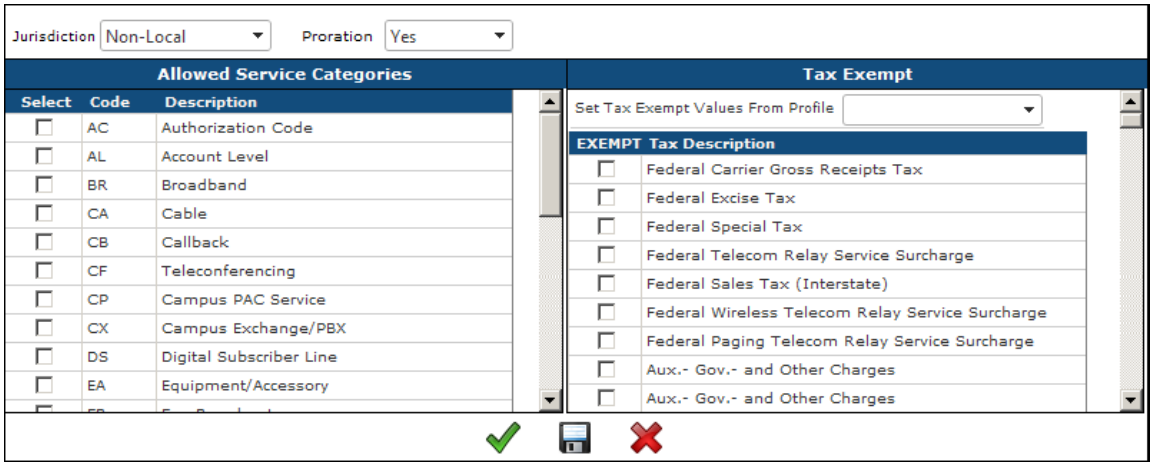
JURISDICTION AND PRORATION

The **JURISDICTION** selected associates the Class of Service code with local or non-local service. This association determines when the Class of Service code is available for selection when adding services. Non-Local is selected as a default.

- When **NON-LOCAL** is selected, the code appears as a selection only when adding a long distance line.
- When **LOCAL** is selected, the code appears as a selection only when adding a local line.

PRORATION is a **YES/NO** field that specifies whether partial charges should be assessed if the Class Of Service code is active for only a portion of the billing cycle. When **NO** is selected, the full charge is invoiced even if the Class Of Service code was not active the entire billing cycle.

ALLOWED SERVICE CATEGORIES AND TAX EXEMPT



The **ALLOWED SERVICE CATEGORIES** list displays the service categories you are using in the database.

- Select each service category the **CLASS OF SERVICE CODE** can be assigned to when adding a line.

TAX EXEMPTIONS

If there are tax implications to consider for this charge, there are two ways to specify which taxes should or should not be applied.

- **TAX EXEMPT LIST**

  Select a tax category in the list to change the **TAX-EXEMPT** status for that category. Selections indicate a Tax Exempt Status.

- **SET TAX EXEMPT VALUES FROM PROFILE**

  Tax tables maintained in the **TAX JURISDICTION** area located in Rate Profiles are displayed in the drop down list. Selecting a tax table from the list loads the tax settings from that table thus eliminating the need to manually set exemptions individually. The tax settings can be changed once the profile is loaded.

To complete the code, click the **GREEN CHECKMARK** button and you exit the screen. The **DISC** button saves the information but remains on the screen.

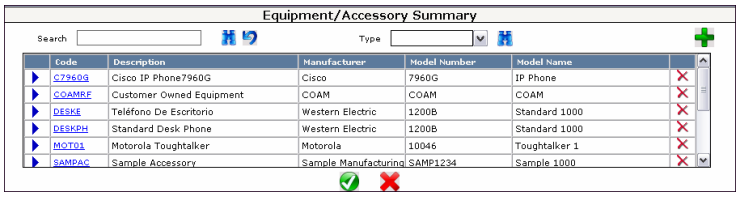
Equipment/Accessory Codes

Codes identifying equipment and/or accessories are created in the **EQUIPMENT/ACCESSORY** Codes profile. Equipment and/or accessories can be invoiced for purchase and/or leasing arrangements.

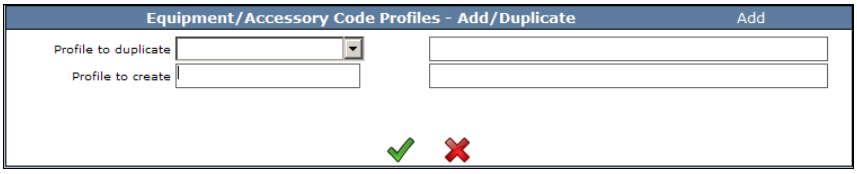
Equipment/Accessory codes can be assigned at the line level as an addition to service or on the account level as the service category EA (**E**quipment/**A**ccessory). At the account level equipment and/or accessories can be invoiced independent of a line.

CREATING EQUIPMENT/ACCESSORY CODES

Action	Description
1. Select **EQUIPMENT/ ACCESSORY CODES** from the System Profiles list.	The **EQUIPMENT/ACCESSORY SUMMARY** screen displays.



2. Click the **GREEN PLUS** button. The **EQUIPMENT/ACCESSORY CODE PROFILES** screen appears.



NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

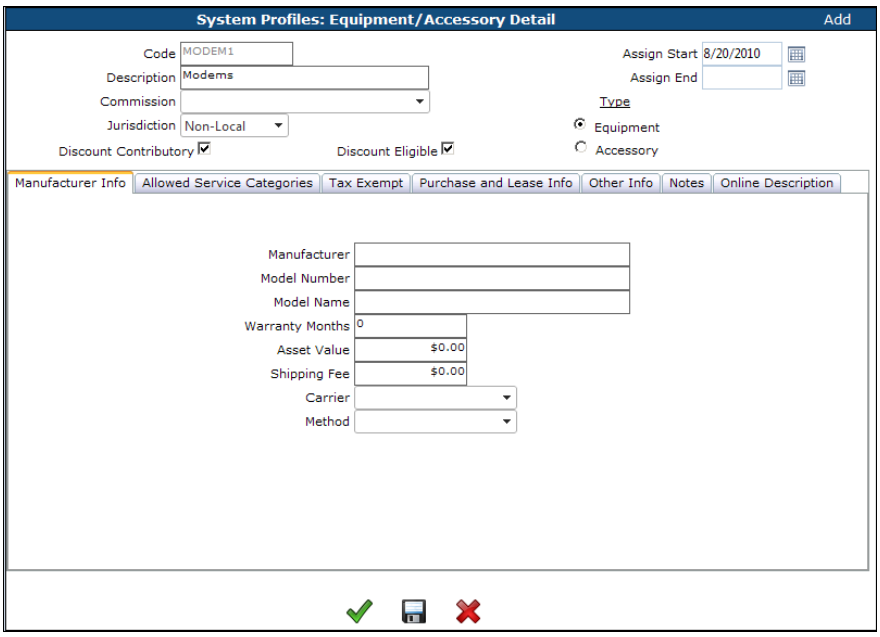
3. Enter a **CODE** and **DESCRIPTION**

The **CODE** is an alphanumeric identifier that can be a maximum of six characters. Once saved the code cannot be changed.

The **DESCRIPTION** is an alphanumeric field that can be a maximum of 30 characters. The **DESCRIPTION** prints on the customer invoice.

4. Click the **GREEN CHECKMARK** to continue.

Action	Description



ASSIGN DATES

The **ASSIGN START DATE** is the first date the code is available for assignment. The current date fills in the **ASSIGN START DATE** field, but it can be changed.

The **ASSIGN END DATE** is the date the code is no longer available for assignment. Accounts previously assigned the Equipment/Accessory code are not affected by the end date.

COMMISSION

The **COMMISSION** field is an optional field used to select a default commission plan for the charge generated from the Equipment/Accessory code. The commission plan can be changed when the Equipment/Accessory code is applied to an account or line. If commissions are earned from this charge, select the appropriate commission plan from the selection list. **DEFAULTCOMM** is the system supplied default. Only commission plans created in the Sales Profiles module appear in the list.

JURISDICTION

The **JURISDICTION** associates the code with either local or non-local service. This association determines which codes are available for selection when adding services. Non-Local is selected as a default. The selection also determines the category (local or Non-Local) the charges display in the summary section of the invoice.

- **NON-LOCAL** is selected as a default. The code appears as a selection only when adding a charge to a long distance line.
- When **LOCAL** is selected, the code appears as a selection only when adding a charge to a local line.

DISCOUNT SETTINGS

The **DISCOUNT CONTRIBUTORY** and **DISCOUNT ELIGIBLE** fields work in conjunction with settings established in a **DISCOUNT CODE** profile.

Selecting **DISCOUNT CONTRIBUTORY** indicates the associated charge amount contributes toward the discount tier established for equipment discounts. It is used when calculating an earned discount.

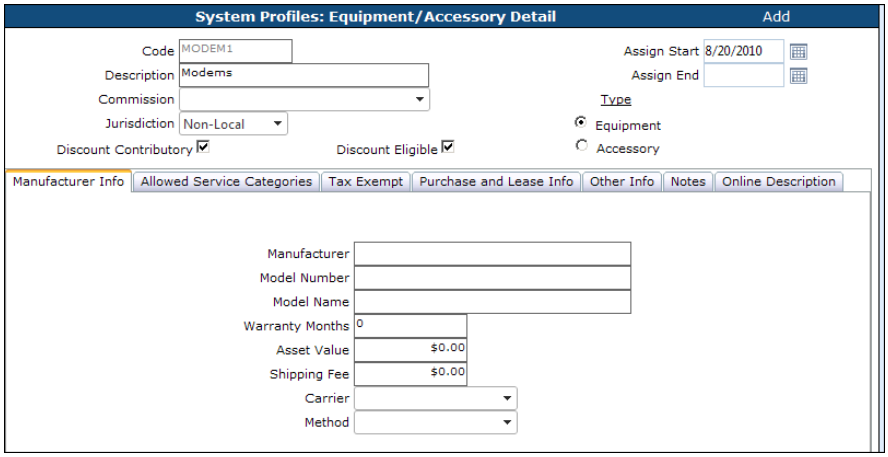
Selecting discount eligible indicates any earned discounts determined by the discount tier structure should be applied to the charge amount for that Equipment/Accessory code.

When creating a new charge code, both discount settings are checked as a default.

TYPE

EQUIPMENT is selected as the default **TYPE**. Select **ACCESSORY** if this is considered an Accessory.

This field acts as a filter when adding Equipment / Accessories to a line.



Manufacturer Information Tab

MANUFACTURER INFO TAB

The **MANUFACTURER INFO** tab is used to store manufacturer information for the equipment/accessory code. This information serves as a default when the equipment/accessory code is applied to a line or added as a separate service to an account.

MANUFACTURER (Required)

Manufacturer is an alphanumeric field that can be a maximum of 30 characters used to identify the manufacturer of the equipment/accessory.

MODEL NUMBER (Required)

M*odel Number* is an alphanumeric field that can be a maximum of 15 characters used to identify the model number of the equipment/accessory.

MODEL NAME (Required)

M*odel Name* is an alphanumeric field that can be a maximum of 30 characters used to identify the model name of the equipment/accessory.

WARRANTY MONTHS (Required)

W*arranty Months* is a numeric field that can be a maximum of two characters used to identify the number of months the equipment/accessory is under warranty.

ASSET VALUE (Optional)

Asset Value field is used to identify the monetary value of the equipment/accessory. The maximum value of this field is $999,999,999.00.

Shipping Fee, ***Carrier***, and ***Method*** fields have been added in support of the OmniSignup web product.

SHIPPING FEE (Optional)

Shipping Fee is a numeric field used to indicate the cost to ship the item. The amount is billed as a one-time charge to the customer during the equipment/accessory's first billing cycle.

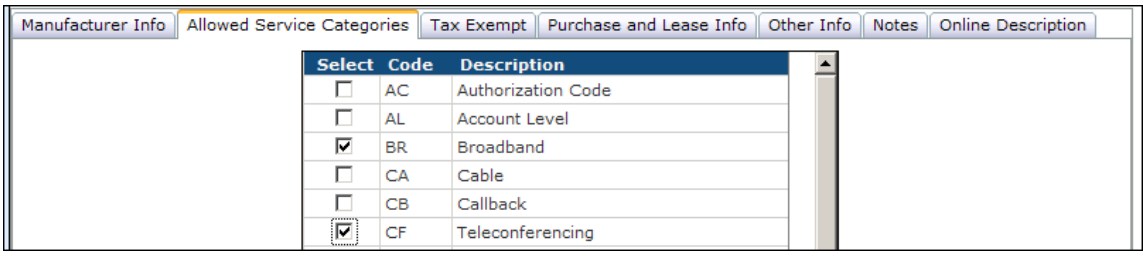
CARRIER (Optional)

Carrier is used to record the carrier that shipped the equipment/accessory. The carriers in the drop down list are created using the **SYSTEM UTILITY – SHIP CARRIER MAINTENANCE**. Refer to Section 21 – System Utilities for information on this utility.

METHOD (Optional)

Method is used to record how the carrier shipped the equipment/accessory. The information in the drop down list is based on the carrier selected. If the drop down list is empty, then the carrier selected did have shipment methods defined.

ALLOWED SERVICE CATEGORIES



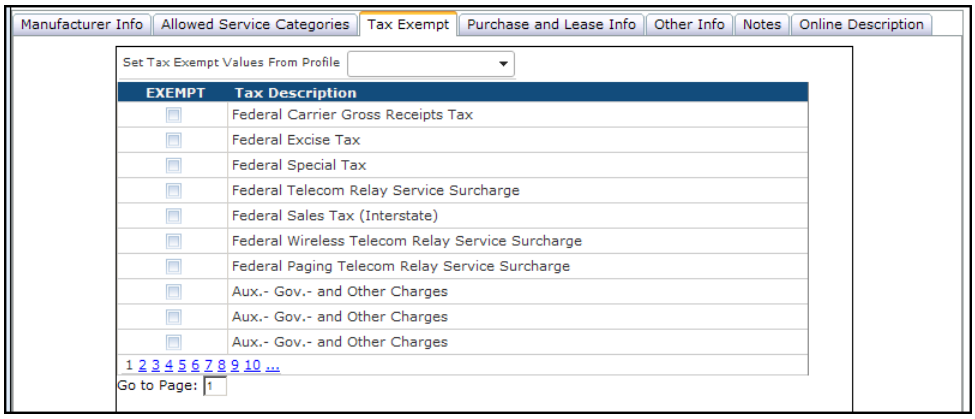
The **ALLOWED SERVICE CATEGORIES** list displays the service categories available in the database.

Select each service category the **EQUIPMENT/ACCESSORY** code can be assigned to when adding a line.

In the example above only the **BROADBAND** and **TELECONFERENCING** service categories are selected. This equipment code will not be available for any other service category.

TAX EXEMPTIONS

If tax exemptions are considered for this charge, there are two ways to specify which taxes should or should not be applied.



- **TAX EXEMPT LIST**

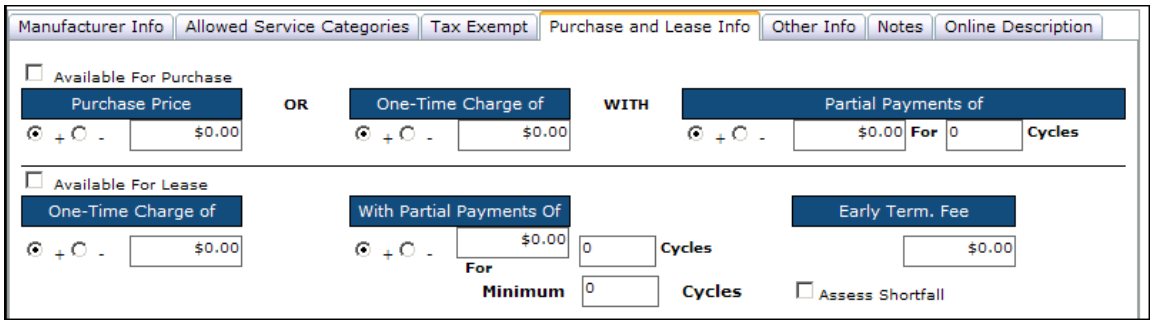
  Select a tax category in the list to changes the **TAX-EXEMPT** status for that category. Selections indicate a Tax Exempt Status.

- **SET TAX EXEMPT VALUES FROM PROFILE**

  Select a **TAX TABLE** from the **SET TAX EXEMPT VALUES FROM PROFILE** list. The tables in this drop down list are maintained and created in Rate Profiles. This method avoids *manually* setting each exemption. Individual tax settings can be changed once the profile is loaded.

PURCHASE AND LEASE INFO TAB

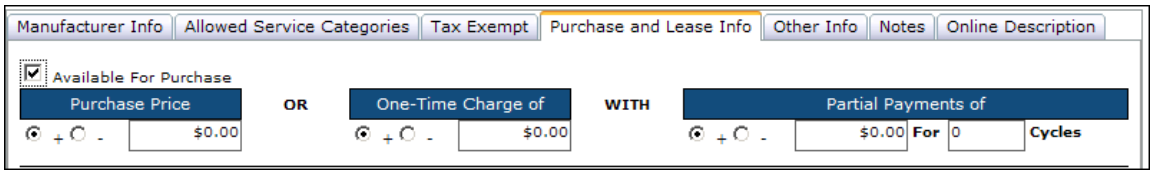
Purchase and Lease payment options for Equipment/Accessory codes are defined in the **PURCHASE AND LEASE INFO.** tab. Selections made here determine what payment options can be selected when the Equipment/Accessory code is applied to an account or line.



NOTE: The **PURCHASE AND LEASE INFO** tab is optional when using **EQUIPMENT** codes as a reference. When **EQUIPMENT/ACCESSORY CODES** are applied to a line or an account, an additional system-generated payment option, **COAM** displays. **COAM** indicates the equipment/accessory is **C**ustomer **O**wned **A**nd **M**aintained and has been added to the line or account for reference only. The equipment/accessory does not appear on an invoice when **COAM** is selected. There are *no* charges associated with the COAM selection.

AVAILABLE FOR PURCHASE

Selecting **AVAILABLE FOR PURCHASE** enables the purchase option when applying an equipment/accessory code to an account or line. If left unchecked, this payment option is not available.



PURCHASE PRICE

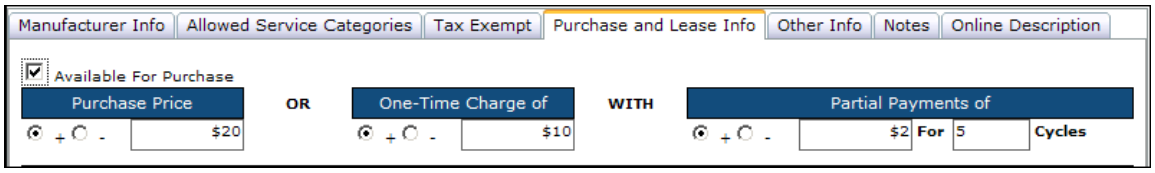
The purchase price is invoiced in the billing cycle the Equipment/Accessory is purchased in.

ONE TIME CHARGE OF, PARTIAL PAYMENTS OF, and **CYCLES** fields

The **ONE-TIME CHARGE** and **PARTIAL PAYMENT** charge options are used to define a purchase option where the cost of the Equipment/Accessory is billed in *installments*. Both charge types are invoiced in the billing cycle the Equipment/Accessory is purchased in.

The remaining partial payments are invoiced for the defined number of **CYCLES** indicated.

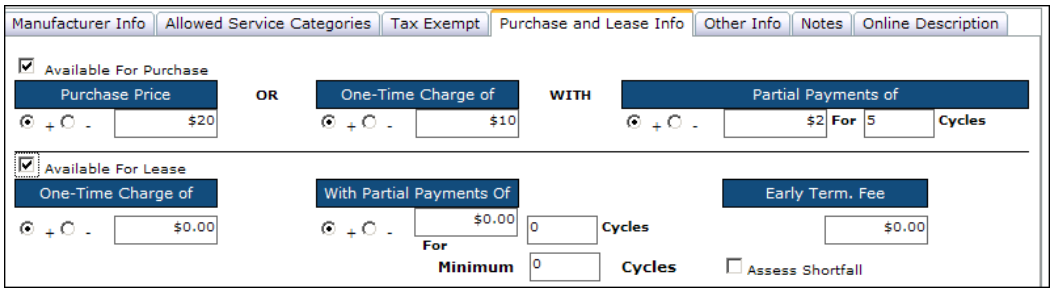
The below example shows the **SAMP** equipment code was created with a One-Time Purchase Price of $20.00 and an initial One-Time Charge of $10.00 and a $2.00 charge for the next five billing cycles.



When the equipment code is added to a **LINE** on a customer's account, the user can select 1 of 2 purchase options: **PURCHASE FOR $20.00** or **Purchase with Installments**:

AVAILABLE FOR LEASE

The **AVAILABLE FOR LEASE** option is used to set-up a lease for equipment and/or accessories. If left unchecked the lease option is not available when adding equipment and/or accessories to a line or an account.



ONE TIME CHARGE OF, PARTIAL PAYMENTS OF, and **CYCLES** fields

The **ONE TIME CHARGE OF** and **PARTIAL PAYMENTS OF** fields are used to define the cost of the lease. These charges are invoiced in the billing cycle the Equipment/Accessory is leased in.

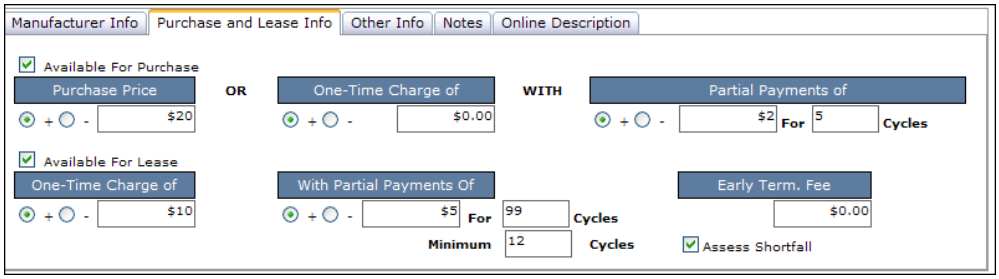
The remaining partial payments are invoiced for the defined number of **CYCLES** indicated.

Two types of leases can be created for equipment and/or accessories:

1. **OPEN ENDED**

   An open ended lease has the **FOR CYCLES** field set at **99**. Open Ended leases bill a monthly recurring charge every cycle *indefinitely*.

   An additional field, **MINIMUM CYCLES**, appears when **99** is entered in the **FOR CYCLES** field. The minimum cycle's value is used during production to indicate the minimum number of cycles the lease must be invoiced for.

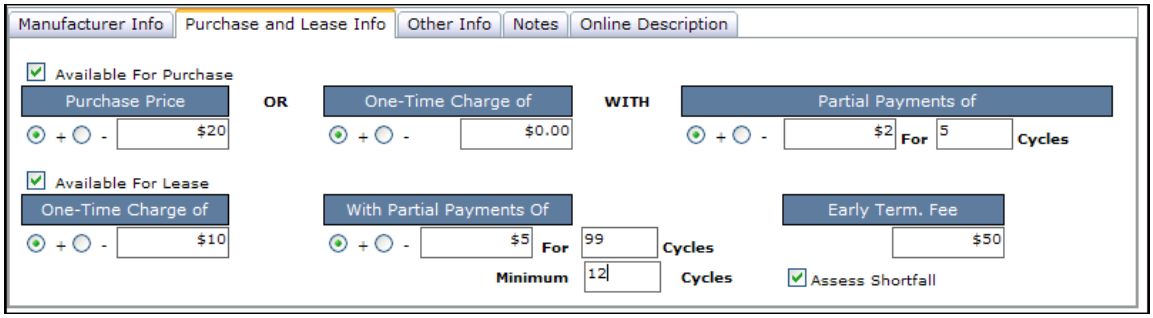


2. **CLOSED ENDED**

   When the **FOR CYCLES** field is set to anything *less than* **99**, OmniBill considers the lease **CLOSE ENDED**. Close Ended leases bill for the number of cycles defined in the **FOR CYCLES** field.

EARLY TERMINATION FEE

The **EARLY TERMINATION FEE** is a fee charged to an account when a lease terminates before the defined number of **MINIMUM CYCLES** has billed. If a **LEASE TERMINATES** date is entered on the equipment and/or accessories code at the service level and the lease has billed less than the minimum number of cycles, an **EARLY TERMINATION FEE** is charged.



ASSESS IMMEDIATE SHORTFALL

Selecting the **ASSESS IMMEDIATE SHORTFALL** check box penalizes an account if the lease is terminated before the number of **FOR CYCLES** or **MINIMUM CYCLES** have been invoiced. Unlike the Early Termination Fee, which charges a flat amount, the **ASSESS IMMEDIATE SHORTFALL** option charges the remaining balance due on the lease.

The **EARLY TERMINATION FEE** and **ASSESS IMMEDIATE SHORTFALL** penalties can be used together.

DEACTIVATING EQUIPMENT

When deactivating an account, equipment is the only service that is not automatically deactivated. Equipment continues to bill regardless of the status of the account. Equipment must be reviewed to determine whether to continue billing or manually stop billing the equipment. OmniBill handles Equipment in this manner for the following reasons.

1. Purchase – Under this method equipment can be added as a:

   a. Direct purchase (equipment value billed and customer owns it) or

   b. Purchase over Time (equipment value is billed over X cycles and customer owns it).

   In neither case there is no "Deactivation date field" If you want to stop billing for the "Purchase over Time" equipment, you will need to delete the equipment from the account.

2. Lease – Under this method the equipment can be added as a:

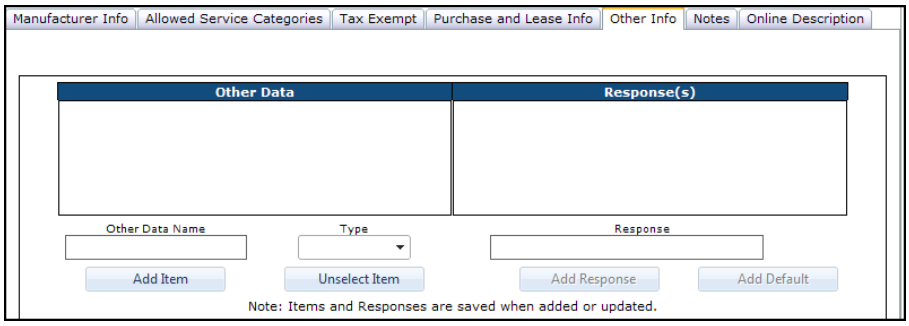
   a. Closed-ended lease (lease value billed over a contracted period of time). There is no deactivation date on a Closed Ended lease. If you want to stop billing for the "Closed Ended Lease," you will need to delete the equipment from the account.

   b. Open-ended lease (lease value billed ad-infinitum until ended). This type of lease allows for deactivation using the **LEASE TERMINATES** date file.

OTHER INFO TAB

The Equipment charge code must be saved before entering Other Data Items.

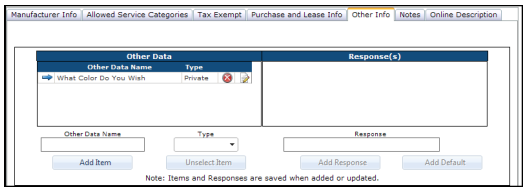
The **OTHER DATA ITEMS** tab provides a method to track additional equipment/accessory information not used by OmniBill, but of significance to you. The information can be classified as **PUBLIC** (appears on the customer invoice) or **PRIVATE** (does not appear on the customer invoice). Due to invoice space constraints only *one* **PUBLIC** data field can print on the invoice. Creating Other Data in the equipment/accessory code profile makes the information available for selection when the equipment/accessory is applied to an account or line.



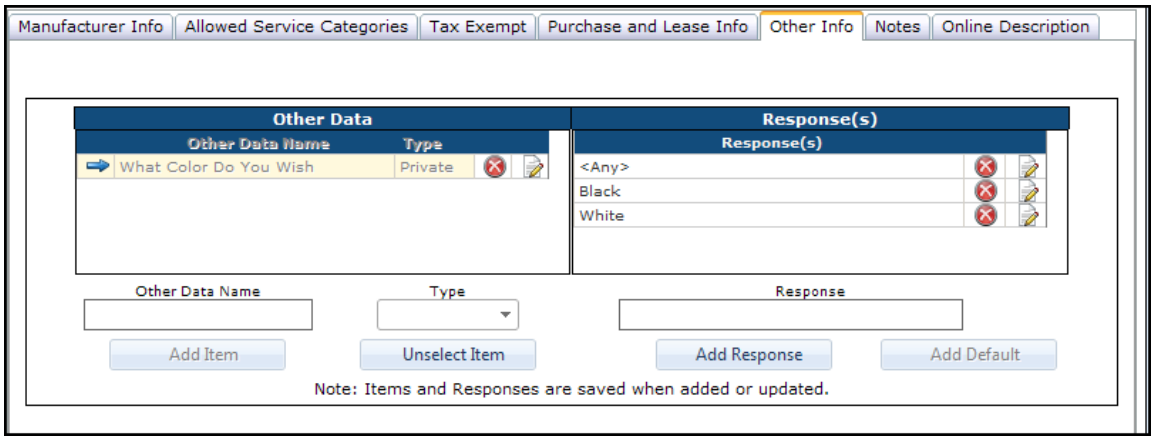
OTHER DATA ITEMS

The **OTHER DATA ITEMS** tab provides a method to track additional equipment/accessory information not used by OmniBill, but of significance to you. The information can be classified as **PUBLIC** (appears on the customer invoice) or **PRIVATE** (does not appear on the customer invoice). Due to invoice space constraints only *one* **PUBLIC** data field can print on the invoice. Creating Other Data in the equipment/accessory code profile makes the information available for selection when the equipment/accessory is applied to an account or line.

ADDING OTHER DATA ITEMS

Action	Description
1. Click the edit area above the **ADD NAME** button. Type a description and select a **DATA TYPE PUBLIC** or **PRIVATE.**	The name should be descriptive.
2. Click **ADD ITEM.**	
3. To add responses, highlight the **OTHER DATA NAME**.	The **OTHER DATA NAME** must be highlighted in order to associate the response with the field name.
4. Click in the **RESPONSE** edit area above the **ADD RESPONSE** button.	

Action	Description
5. Add your response and click **ADD RESPONSE**.	The **RESPONSE** is added.



Repeat the process to add additional Other Data items.

NOTES:

- Click **ADD DEFAULT** if you wish users to type in their own responses. Up to 30 characters is allowed.
- Items and responses are saved when added or updated.
- The **RED X** is used to delete an **OTHER DATA ITEM** or **RESPONSE**. If you press a Red X corresponding to an Other Data Item, all responses are immediately deleted as well.
- The **NOTEPAD** is used to edit an **OTHER DATA ITEM** or **RESPONSE**.

NOTES

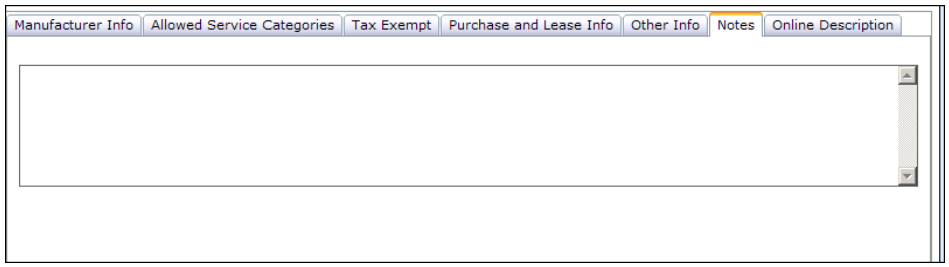
The **NOTES** tab contains a blank text box that can be used to store important notes on the equipment/accessory item.

ADDING NOTES TO EQUIPMENT/ACCESSORY CODES

Action	Description

1. Click on the **NOTES** tab.

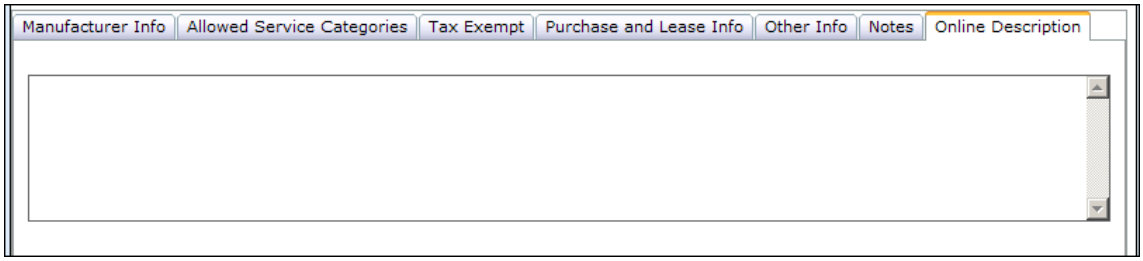
NOTES FIELD



2. Type text in the notes field. Alphanumeric and special characters ar e accepted.

ONLINE DESCRIPTION

The **ONLINE DESCRIPTION** tab has been added in support of equipment capabilities in the **OMNISIGNUP** web product. At the time of this writing, the Online Description is informational only. The Online Description tab can be used to enter additional information regarding the equipment, but does not appear in any other forms in OmniBill.



3. Click the Green Checkmark to save the equipment code.

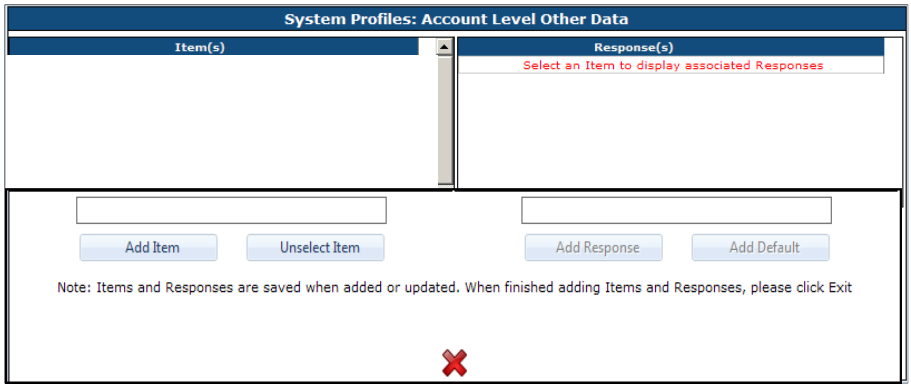
Account Level Other Data

ACCOUNT LEVEL OTHER DATA is used to track additional information about accounts not used by OmniBill, but of significance to your company. Using Account Level Other Data gives you the flexibility to create input fields in the database that are not native to the application.

Once **ACCOUNT LEVEL OTHER DATA** has been created, it can be defined for accounts in your database. Account Level Other Data can be used to search for customer accounts in the Customer Care Access screen and be used to run the Account Other Data report.

ADDING ACCOUNT LEVEL OTHER DATA

Action	Description
1. Select **ACCOUNT LEVEL OTHER DATA** from System Profiles.	The **ACCOUNT LEVEL OTHER DATA** screen displays.

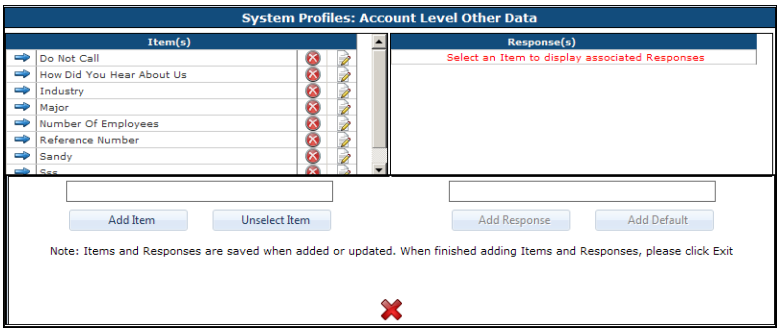


CREATING DATA ITEM DESCRIPTION

2. Enter the Account Level Other Data Item in the edit area above the **ADD ITEM** button. Click the **ADD ITEM** button to commit the item to the grid.

NOTE: Items are automatically saved when you click **ADD ITEM**.
Click the

- ✓ Red X to delete an Item.
- ✓ Click the Pencil/Notepad to edit an Item.



ENTERING THE RESPONSE(S)

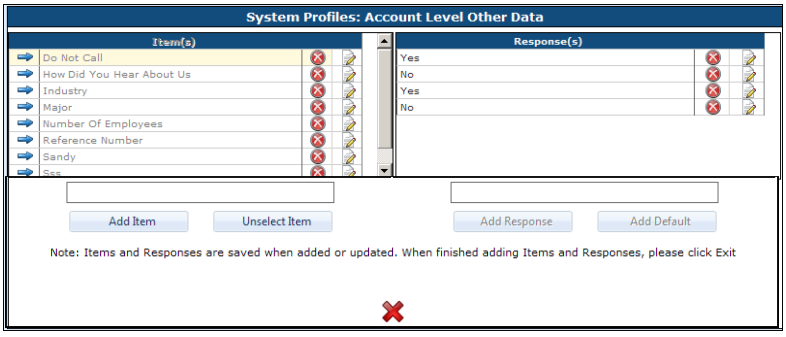
3. Click the blue arrow to highlight the **OTHER DATA ITEM** added to the grid.

4. Enter a response in the edit area above the **ADD RESPONSE** button.

Action	Description

5. Click the **ADD RESPONSE** button to commit the other data response to the grid.

NOTE: Click **ADD DEFAULT** to allow users to type up to a 30 character response when defining Account Level Other Data**. <ANY>** is added to the Response Grid.



NOTE: Responses are automatically saved when you click **ADD RESPONSE**.
Click the

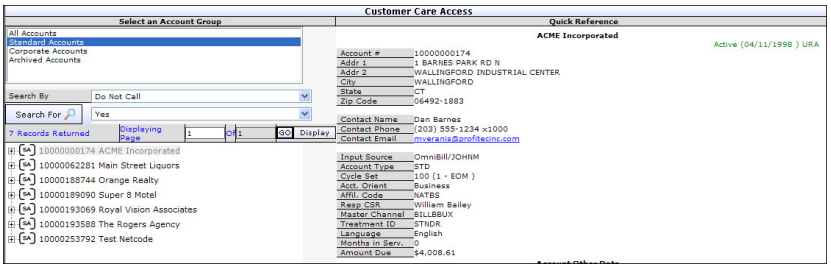
- ✓ Red X to delete a Response.
- ✓ Click the Pencil/Notepad to edit a Response.

Repeat these steps to add additional Other Data Items and Responses.

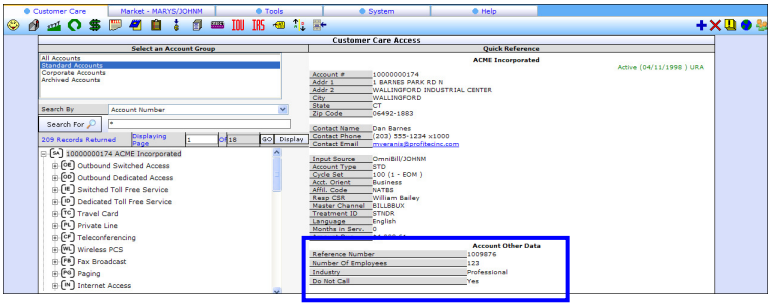
6. Click the **EXIT** button when finished with Account Level Other Data.

NOTES:

- Items and Responses are automatically saved to your database as added.
- To **DELETE** an Other Data Item or Response, click the corresponding **X**.
- To **EDIT** an Other Data Item or Response, click the **PENCIL/NOTEPAD** button.
- You can search your database for customers by Account Other Data Items / Responses



- Account Other Data Items/Responses can be viewed from the Quick Reference screen.



Action Codes

ACTION CODES are used to identify work order requests, customer inquiries in notes, and trouble with service. After Action Codes are created, they can be used in the following areas:

1. **ACTION TICKETING MODULE**

   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.

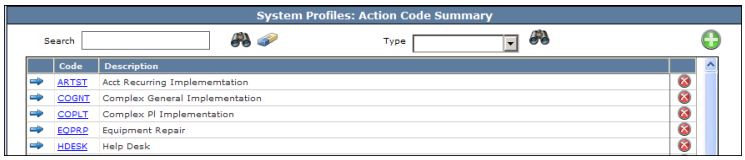
2. **CUSTOMER CARE MODULE**

   - Action Tickets
   - Account Notepad Detail
   - Equipment/accessory repair history tab on the line level
   - Collection Notes

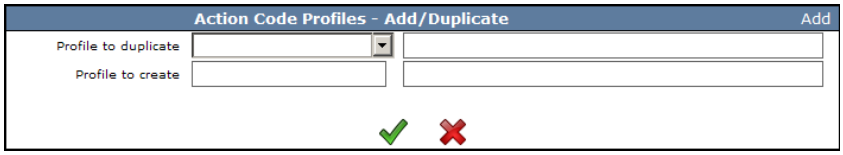
An Action Ticket Code is a required field when creating an Action Ticket. The Action Ticket Code **STNDR – STANDARD ACTION** ships with your database shell and satisfies this requirement. OmniBill® has a workflow management capability that can be utilized when creating action tickets. Action Codes can be created with or without Workflow Management.

CREATING AN ACTION CODE

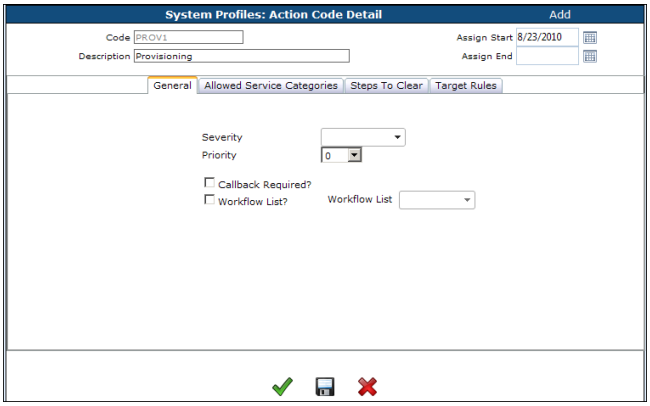
Action	Description
1. Select **ACTION CODES** from the System Profiles drop down list.	The **ACTION CODE SUMMARY** screen displays. In a new database – ***STNDR – Standard Action*** displays as the database default.



2. Click the **GREEN PLUS** button to add a new code.	The **ADD/DUPLICATE** screen displays.



Action	Description
3. Enter a **CODE** and a **DESCRIPTION**.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **GREEN CHECKMARK** to continue to the Action Code Detail screen.	



NOTE: Once the first Action Code is saved, if additional Action Codes are created the system displays the **ADD/DUPLICATE** screen, not the Action Ticket Summary screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the Section System Profiles on how to duplicate an existing code.

ASSIGN DATES

The **START** date is the first date the code is available for assignment. The current date defaults in the **ASSIGN START** date field, but it can be changed.

The **ASSIGN END** date is the date the code is no longer available for assignment. The **END** date does not affect any profile currently using this code.

SEVERITY (optional)

This drop down list defines the importance of the problem or action based on its impact to the customer. The three choices in the drop down are:

- **(AS) AFFECTING SERVICE**

  AS indicates an issue is affecting the customer from using subscribed service.
- **(NA) NOT AFFECTING SERVICE**

  NA indicates an issue does not currently impair the customer from using subscribed services.
- **(OS) OUT OF SERVICE**

  OS indicates the customer is currently not able to use subscribed services.

Action	Description

PRIORITY (optional)

The **PRIORITY** defaults to 0. A number can be selected indicating the importance of the Action Ticket. The significance of the numbers left to the user.

CALLBACK REQUIRED? (optional)

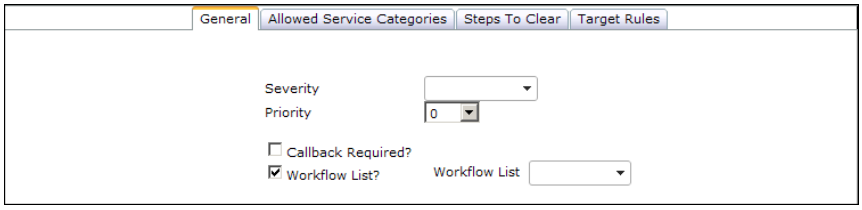
If the **CALLBACK REQUIRED?** field is checked, and the code is selected in an Action Ticket, then a **CALLBACK DATE** has to be entered on the Action Ticket detail screen before the Action Ticket can be closed.

WORKFLOW LIST?

The **WORKFLOW LIST** checkbox is used it indicate that the ticket is associated with a predetermined workflow.

ADDING WORKFLOW TO THE ACTION CODE

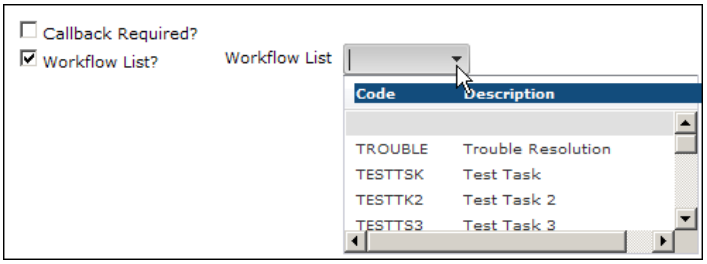
If the Action Code is going to be associated with Workflow, the **WORKFLOW LIST** checkbox must be selected and one **WORKFLOW LIST CODE** must be selected from the **WORKFLOW LIST** drop down list.



1. Click the **WORKFLOW LIST?** Checkbox.

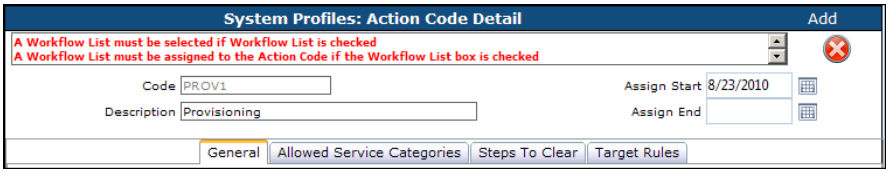
Selecting the **WORKFLOW LIST** checkbox enables the **WORKFLOW LIST** drop down.

2. Select the **WORKFLOW LIST CODE** from the **WORKFLOW LIST** drop down. The codes in the Workflow List are created using the System Utility – Manage Workflow List. The drop down list is empty if Workflow List Codes are not created.



Action	Description

Selecting a **WORKFLOW LIST** Code is required if the Workflow List option is checked. If you click **OK** or **APPLY** without selecting a **WORKFLOW LIST** Code, the following message displays.

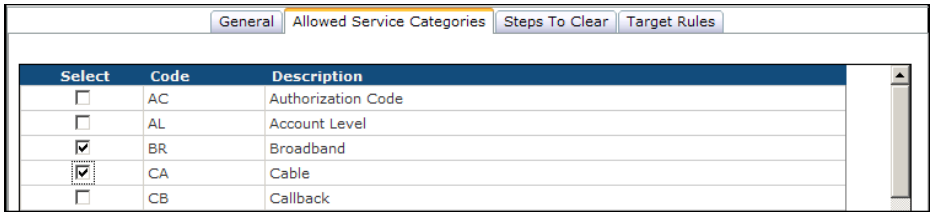


Click the **RED X** to remove the message,

ALLOWED SERVICE CATEGORIES

3. Select Service Categories the **ACTION CODE** can be assigned to when creating an Action Ticket.

The **ALLOWED SERVICE CATEGORIES** list displays the service categories available in your database.

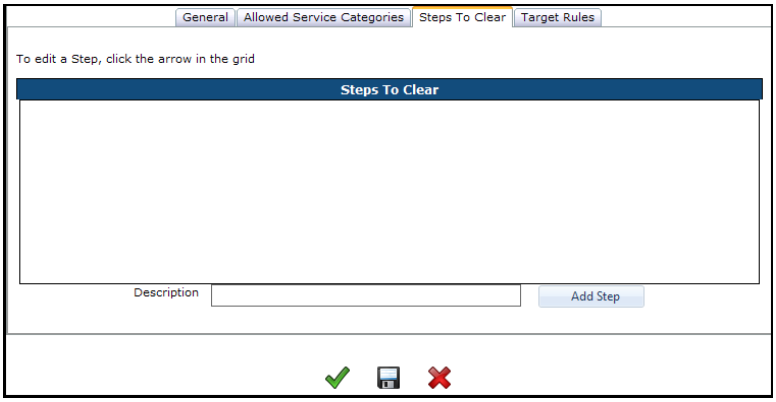


The example above shows that only the **BR** and **CB** service categories are selected. The **ACTION CODE** appears as an option only when creating Action Tickets for **BR** or **CB** lines. It is not available for any other service category.

STEPS TO CLEAR (optional)

The **STEPS TO CLEAR** area is used to enter helpful hints or solutions to the specific problem the Action Code represents. The steps display when the Action Code is selected within an Action Ticket.

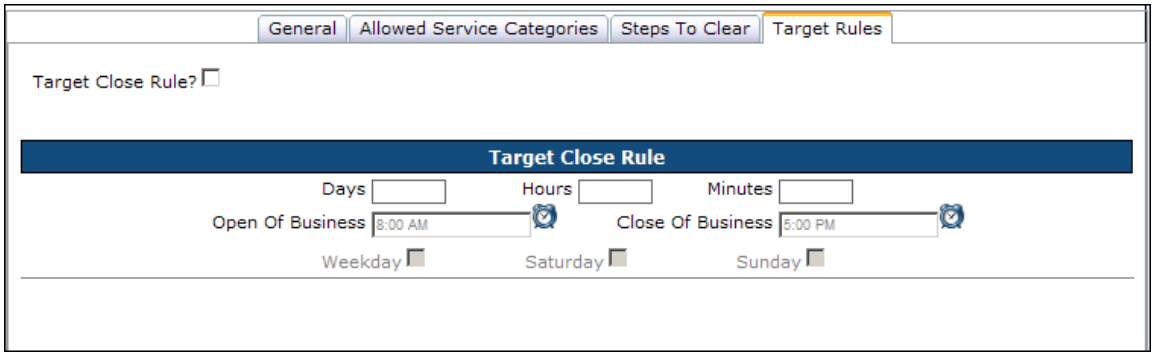
- Type a brief description in the input field (limit 30 characters per line).



- Click the **ADD STEP** button to move the description to the list-box.
- Continue adding steps to the grid as needed.

Action	Description

TARGET RULES



ADDING TIME MANAGEMENT TO THE ACTION CODE

If the Action Code is going to be associated with **TIME MANAGEMENT** the **TARGET CLOSE RULES** must be defined.

TARGET CLOSE RULE?

The **TARGET CLOSE RULE** area is used to define the overall length of time the entire task should take to complete. The **TARGET CLOSE RULE** checkbox needs to be checked if you are tracking the status of the task.

1. Select the **TARGET CLOSE RULE**? Checkbox.

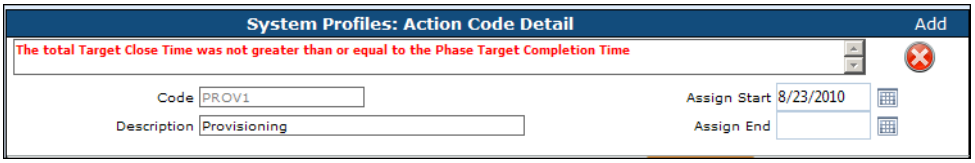
   Selecting the **TARGET CLOSE RULE** checkbox activates the **TARGET CLOSE RULE** area, which must be filled in before the code can be saved.

The **TARGET CLOSE RULE** fields are required when the **TARGET CLOSE RULE** checkbox is selected.

2. Enter the total **DAYS**, **HOURS**, and/or **MINUTES** needed to complete the entire task assigned this Action Code. The screen defaults with 8:00 am and 5:00 pm as the times.

When determining the time needed to complete the task when workflow is involved, it is recommended to add the total workday parameters (Days, Hours, and/or Minutes) for each member listed in the Workflow List Code assigned to the Action Code.

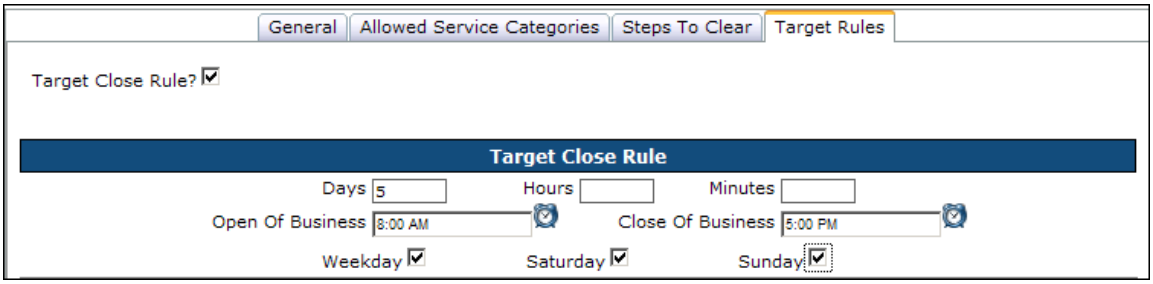
If the **TARGET DAYS**, **HOURS**, and/or **MINUTES** are less than the sum total of the **DAYS**, **HOURS**, and/or **MINUTES** of all Individuals or Groups listed in the Workflow List Code, the following message displays when the Action Ticket is saved.



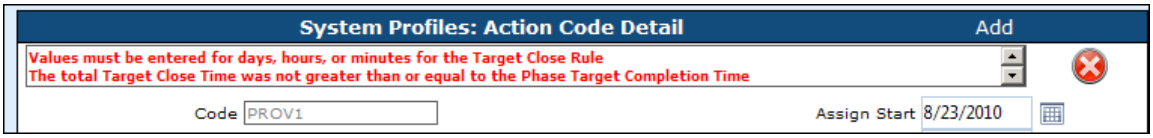
Action	Description
3. Check the days of the week Individuals or Groups are available to work.	The choices are: **WEEKDAY**, **SATURDAY**, and/or **SUNDAY**.
4. Select an **O**pen **O**f **B**usiness time.	
5. Select a **C**lose of **B**usiness time.	

The screen defaults with 8:00 am and 5:00 pm as the times.

6. Click the **GREEN CHECKMARK** to save the **ACTION CODE** and return to the Action Code Summary screen. The **DISC** saves the information but you remain on the screen.



NOTE: If any of the Target Close Rule fields are left blank, a message such as the following displays indicating the missing information.



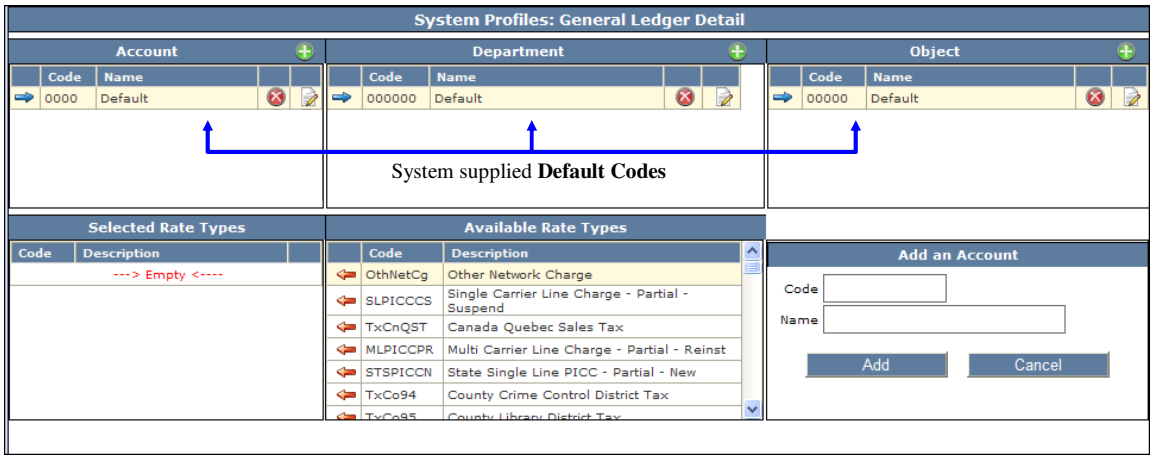
General Ledger

The **GENERAL LEDGER** makes it possible to manage, track, and report on OmniBill financial activity. You can create and administer a general ledger coding system that associates general ledger codes with **AVAILABLE RATE TYPES** and their corresponding charges.

Once general ledger codes are in place, they can be used for financial reporting via the **GENERAL LEDGER CODE DETAIL** report and the **GENERAL LEDGER CODE SUMMARY** report found under **FINANCIAL REPORTS** in the **REPORT GENERATOR** module.

Selecting General Ledger displays the **GENERAL LEDGER DETAIL** screen. The detail screen is divided into six (6) panes: **ACCOUNT**, **DEPARTMENT**, **OBJECT**, **SELECTED RATE TYPES, AVAILABLE RATE TYPES** and the Add Codes Area. The **DEFAULT** general ledger code displays

four (4) zeroes for the **ACCOUNT** code, six (6) zeroes for the **DEPARTMENT** code**,** and five (5) zeroes for the **OBJECT** code.

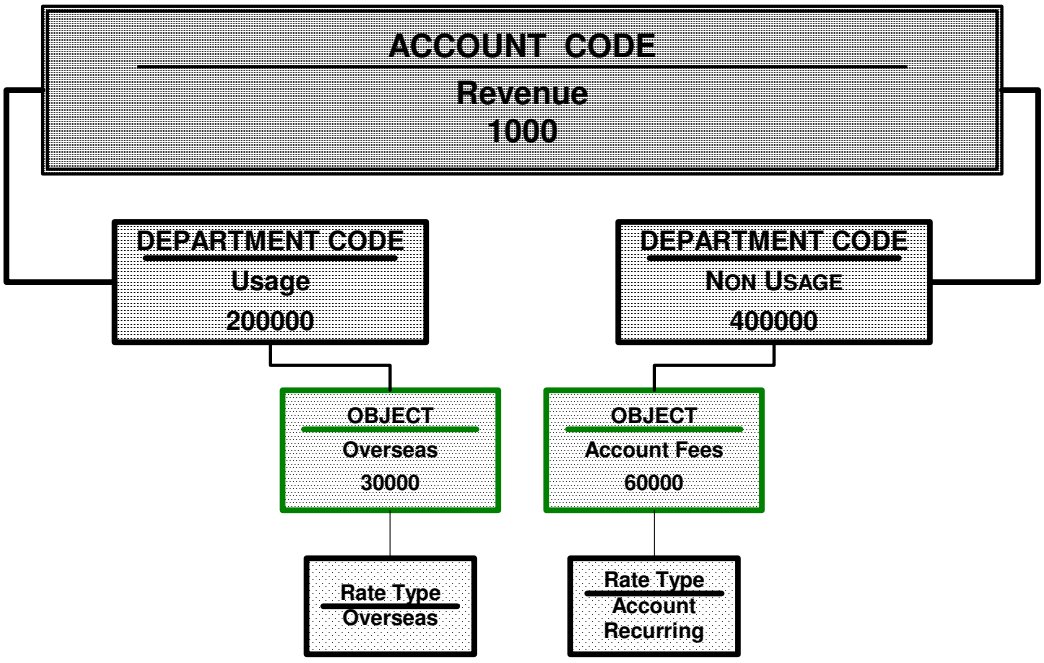


The **AVAILABLE RATE TYPES** displays approximately four hundred rate type codes that represent all revenue- and expense-generating item codes not currently associated with a general ledger code.

Associating all **AVAILABLE RATE TYPES** to a specific Account | Department | Object codes is optional, but strongly recommended for an accurate representation of all revenue. In theory, a properly designed General Ledger should have each available rate type assigned to a general ledger code. One general ledger code can include multiple rate types, but one rate type can be included in only one general ledger code.

The example below represents the structure for two general ledger codes:

- General Ledger code **1000-200000-30000** represents revenue from overseas usage.
- General Ledger code **1000-400000-60000** represents revenue from account recurring fees which are a non-usage item.



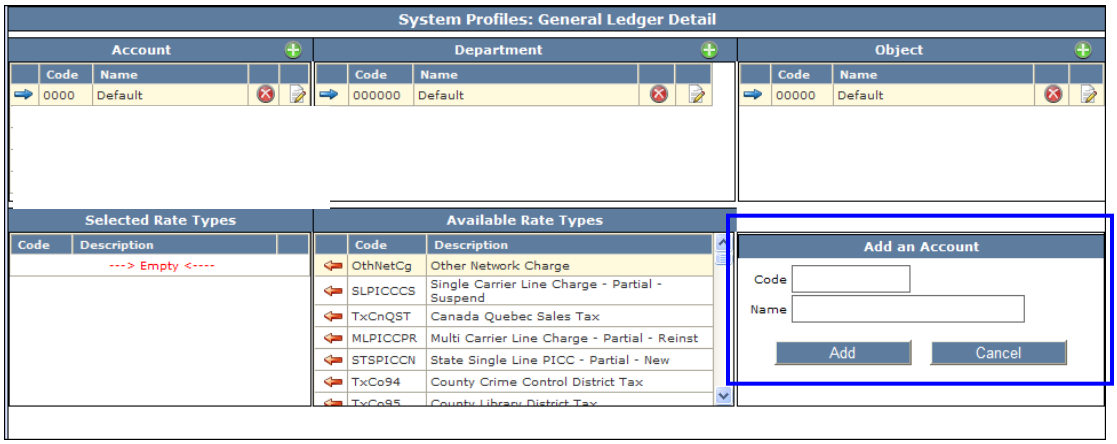
NOTE: Ideally, when building a General Ledger in OmniBill all rates types should be assigned to a general ledger code.

Creating a General Ledger Account

Each General Ledger code must consist of an **ACCOUNT**, **DEPARTMENT**, and **OBJECT** code. Combined codes represent a unique General Ledger classification for a financial transaction.

CREATING ACCOUNT CODES

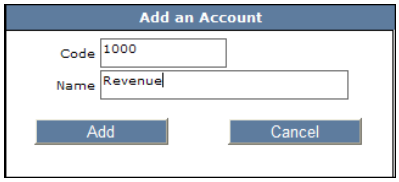
Action	Description
1. Select **GENERAL LEDGER** from the System Profiles list.	The **GENERAL LEDGER DETAIL** screen displays with the **DEFAULT** code selected.



When you first enter the General Ledger, your cursor is automatically positioned on the screen to add additional **ACCOUNT** Codes. The following steps walk you through adding an Account Code and associating it to a Department, Object and Available Rate Types.

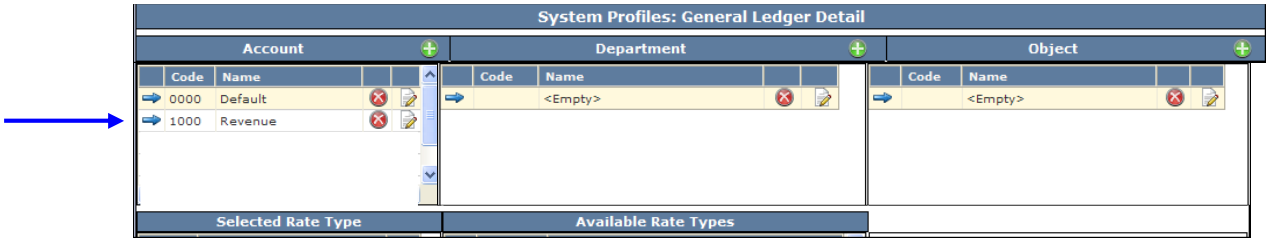
2. Type a 4-character **CODE** and **NAME** for the **ACCOUNT** in the space provided.

The **CODE** *must* be 4 characters and can be alphanumeric.



3. Click **ADD**.

The **ACCOUNT CODE** and **NAME** displays in the Account grid.



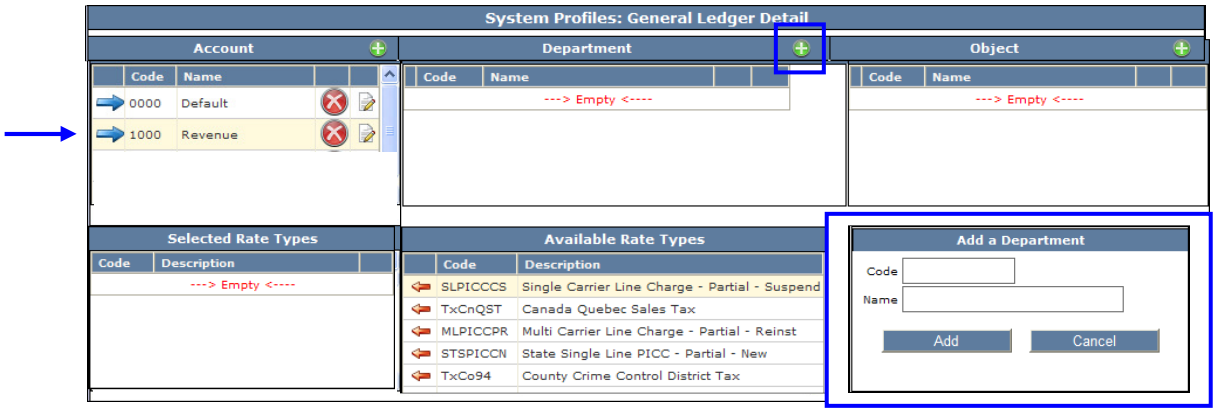
Action	Description

Please notice the additional entry within the Department and Object grids.

Create as many Account Codes as needed.

CREATING DEPARTMENT CODES

1. Click the **BLUE RECORD SELECTOR** (blue arrow) corresponding to the desired **ACCOUNT** code.



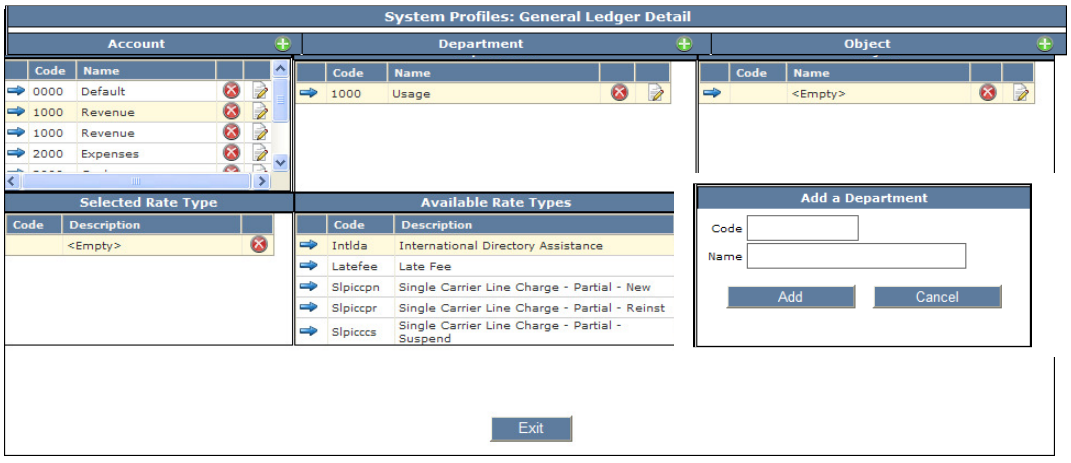
2. Click the Green Plus button next to the Department Grid. The **EDIT BOX** is now labeled **ADD DEPARTMENT**.

3. Type a 6-character **CODE** and **NAME** for the **DEPARTMENT** in the space provided.

   The **CODE** and **NAME** is added to the **DEPARTMENT** grid.

4. Click **ADD**.

   The **NAME** cannot exceed 15 characters.



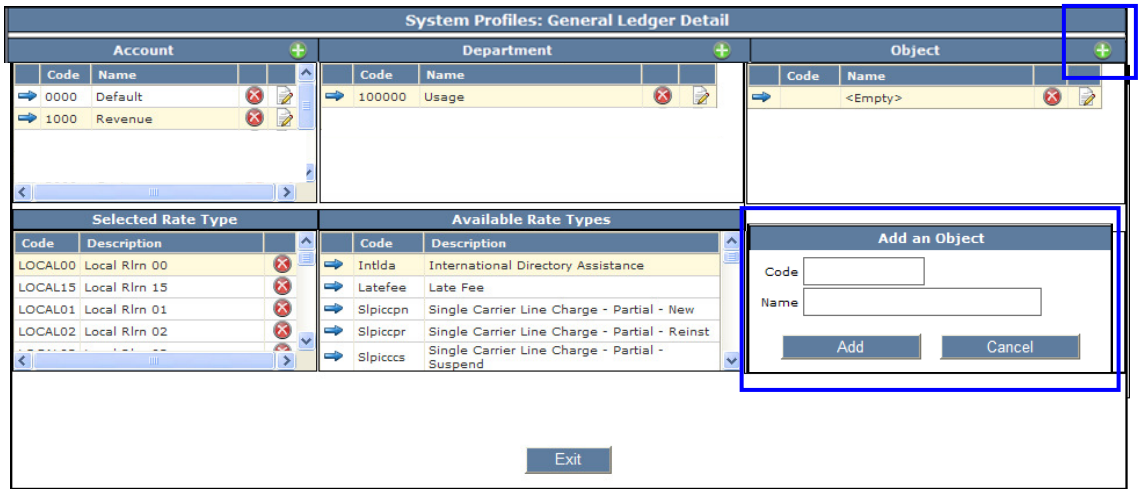
Create as many Department Codes as needed.

Action	Description

CREATING OBJECT CODES

1. Click the Record Selector for the desired **ACCOUNT CODE** then click the Record Selector for the desired **DEPARTMENT CODE**. There will be one <Empty> entry in the **OBJECT** grid.

2. Click the **GREEN PLUS** button within the **OBJECT GRID**. The **EDIT BOX** is now labeled **ADD OBJECT**.

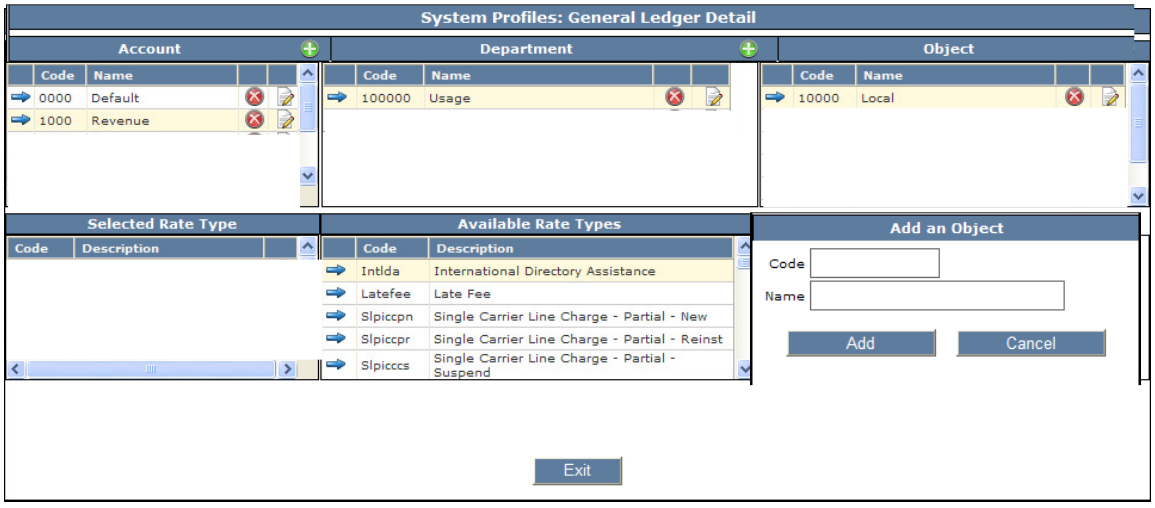


3. Type a 5-character **CODE** and **NAME** for the **OBJECT** in the space provided.

4. Click **ADD**.

The **CODE** and **NAME** are added to the **OBJECT** grid.

The below screen print shows 1 objects added to the **OBJECT**.



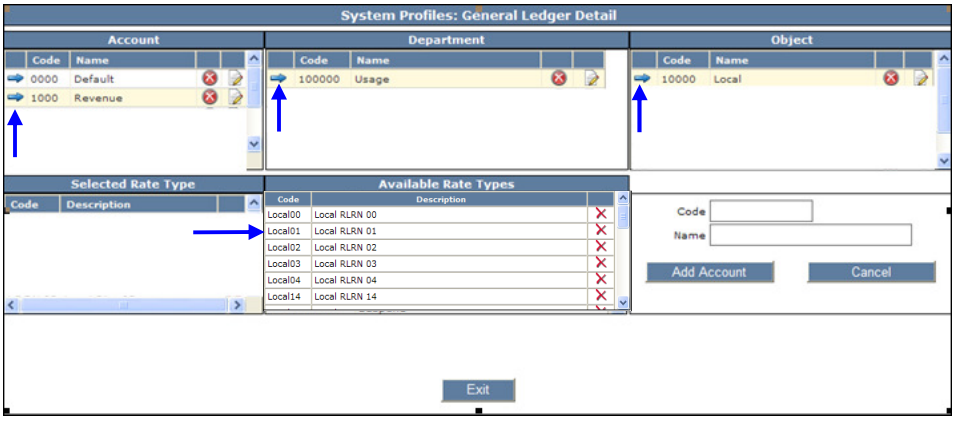
AVAILABLE RATE TYPES

The **AVAILABLE RATE TYPES** grid includes approximately four hundred rate type codes that represent all revenue and expense-generating item codes not currently associated with a general ledger code. When you click a code, it is selected and it moves from **AVAILABLE RATE TYPES** list to the **SELECTED RATE TYPES** list. Each time this rate type is assigned the revenue/expense generated from this item is categorized using the general ledger code defined by the **ACCOUNT**, **DEPARTMENT**, and **OBJECT** codes selected.

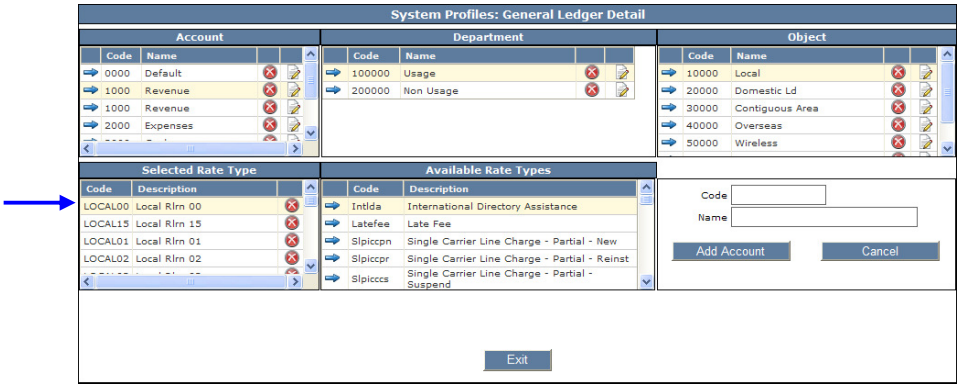
INCLUDING AVAILABLE RATE TYPES IN A GENERAL LEDGER CODE

Action	Description

1. Click the Record Selector for the desired:
   - ✓ Account Code
   - ✓ Department Code
   - ✓ Object Code



2. Click the desired **RATE TYPE** from the Available Rate Type grid. The **RATE TYPE** moves to the **SELECTED RATE TYPE** grid.



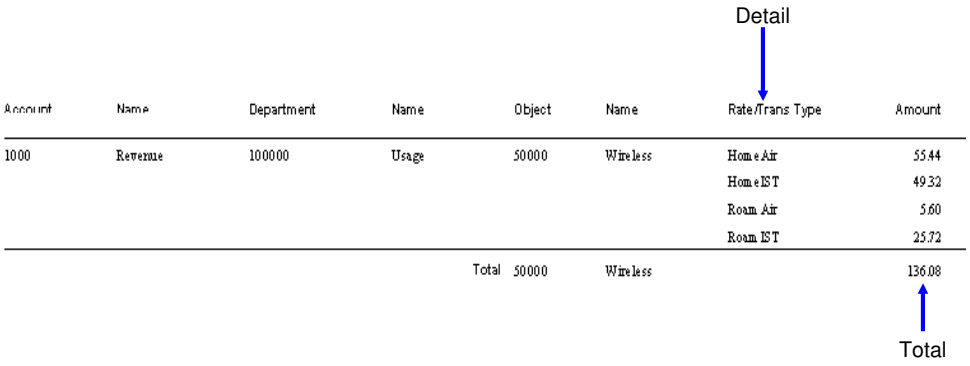
3. Click **EXIT** to return to the Profile Center. **ALL CODES** are saved immediately when added their respective grids.

GENERAL LEDGER REPORTS

The General Ledger Reports are located in the Data Intelligence Center.

GENERAL LEDGER CODE DETAIL

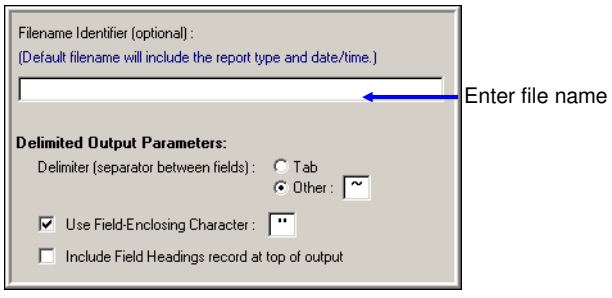
The **GENERAL LEDGER CODE DETAIL** is one of two (2) General Ledger reports. The report details rate information for a specific billing cycle. The output lists all rate type/transactions for each account code and totals the rate type/transaction after the last detail item.



This report can be output to a delimited file that includes the following fields:

- Account Code
- Account Code Name
- Object Code
- Market ID
- Cycle Set
- Cycle End Date
- Department Code
- Department Code Name
- Object Code Name
- Rate/Transaction Type Code
- Rate/Transaction Type Total Amount

The delimited file is sent to the OmniBill application path. Assigning a file name is optional but you may want to assign a name that makes more sense to you.



GENERAL LEDGER CODE SUMMARY

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.

GENERAL LEDGER CODE DETAIL

Account	Name	Department	Name	Object	Name	Rate/Trans Type	Amount
1000	Revenue	100000	Usage	50000	Wireless	Home Air	55.44
						Home IST	49.32
						Roam Air	5.60
						Roam IST	25.72
				Total 50000		Wireless	136.08

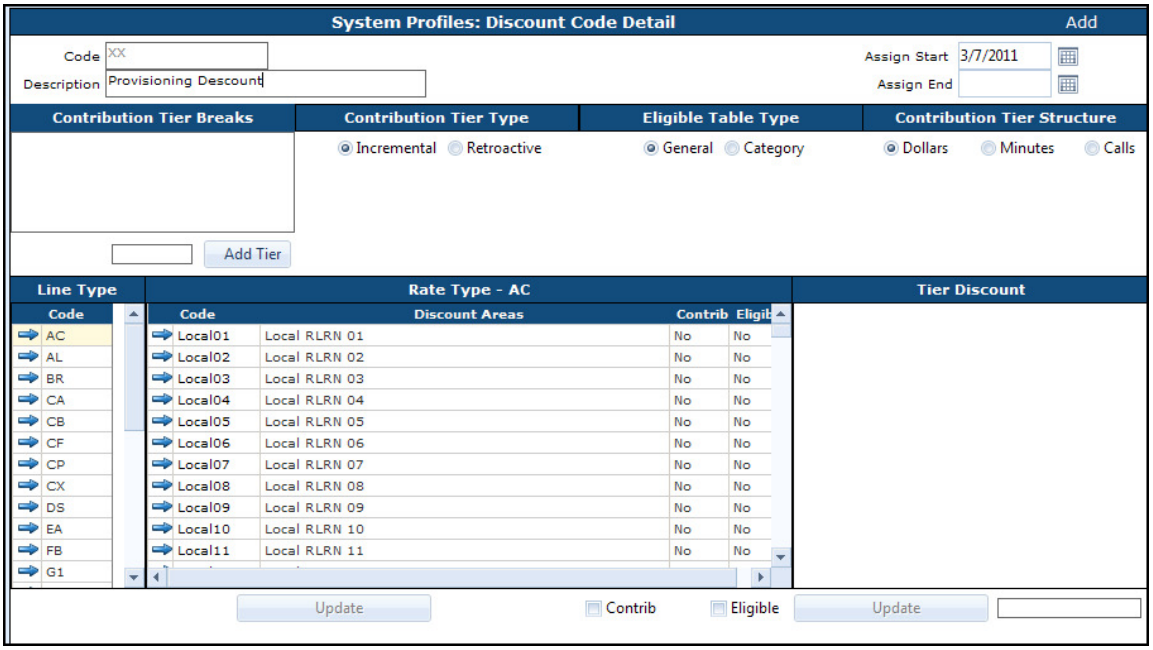
GENERAL LEDGER CODE SUMMARY

Account	Department	Object	Amount
1000	100000	10000	161.91
1000	100000	20000	1,858.79
1000	100000	30000	17.89
1000	100000	40000	29.84
1000	100000	50000	136.08
1000	100000	60000	88.93
Total	100000		2,293.45

Discount Codes

The **DISCOUNT CODE** profile is used to create Account Level discounts based on Account spending levels, volume of call minutes used, or the volume of calls made by an account. Once a **DISCOUNT CODE** is created, it is available for assignment on an account.

Discounts should be managed very carefully. The system allows for multiple discounts to be applied to a single account. The **DISCOUNT CODE DETAIL** screen has many fields that work in conjunction with one another.



CODE

The **CODE** is an alphanumeric identifier that can be a maximum of eight characters. Once saved the code cannot be changed.

DESCRIPTION

The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters. The description prints on the customer invoice.

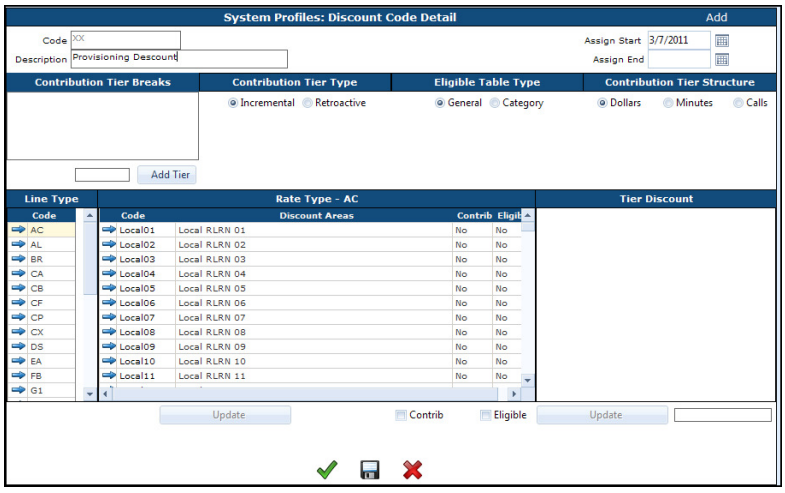
ASSIGN DATES

The **ASSIGN START DATE** is the first date the code is available for assignment. It defaults with the current date, but can be changed.

The **ASSIGN END DATE** is the date the code is no longer available for assignment. The **ASSIGN END DATE** does not affect any account currently using this code.

CONTRIBUTION TIER TYPE

The **CONTRIBUTION TIER TYPE** is an indicator used during production. This indicator instructs the production program on what type of discount calculation should be used. Two options are available: **INCREMENTAL** or **RETROACTIVE**.



INCREMENTAL

Selecting **INCREMENTAL** for the Contribution Tier Type indicates the discount should be spread out over the total dollar amount eligible. Multiple calculations are performed during production when a discount is incremental.

Example: A customer is eligible for a discount on $300.00. The Contribution Tier Type selected is **INCREMENTAL** and the below discount grid is used, production calculates the following discount for the account:

The first $100 of the $300 eligible is discounted at 1%= $1.00

The remaining $200 is discounted at 3% = $6.00

Total discount earned = $7.00

Tier Discount

Tier Breaks	% Discount
100	1.00
1000	3.00
999999	5.00

RETROACTIVE

Selecting **RETROACTIVE** for the Contribution Tier Type indicates the discount percentage is calculated on the total dollar amount eligible. Only **ONE** calculation is used during production.

Example: A customer is eligible for a discount on $300.00. If the Contribution Tier Type selected is **RETROACTIVE** and the below discount grid is used, production calculates the following discount for the account:

The total $300 is discounted at 3% = $9.00

Total discount earned = $9.00

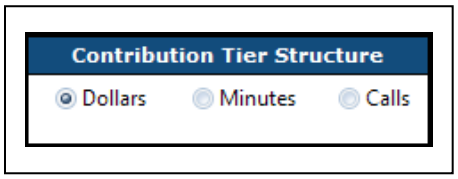
Retroactive discounts are typically more beneficial to consumers than Incremental discounts.

Tier Discount

Tier Breaks	% Discount
100	1.00
1000	3.00
999999	5.00

CONTRIBUTION TIER STRUCTURE

The **CONTRIBUTION TIER STRUCTURE** defaults with **DOLLARS** selected. There are three choices: **DOLLARS**, **MINUTES**, and **CALLS**.



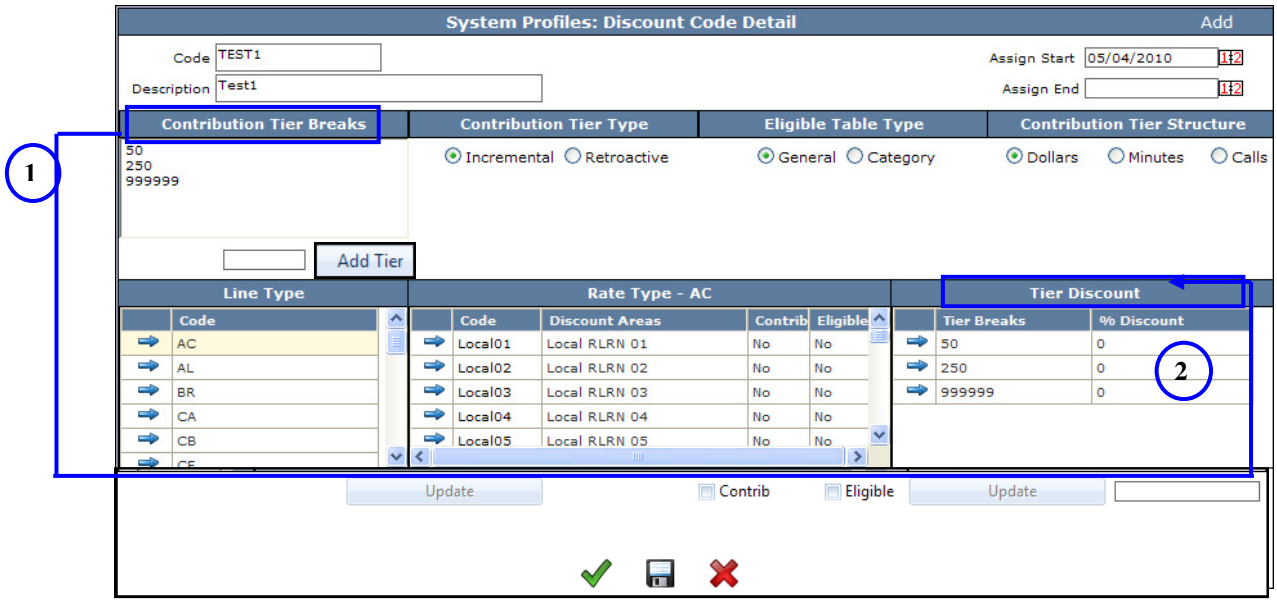
- If **DOLLARS** is selected, the discount is determined by the amount of money spent by the account.
- If **MINUTES** is selected, the discount is determined by the number of minutes of usage used by the account.
- If **CALLS** is selected, the discount is determined by the number of calls made by the account.

CONTRIBUTION TIER BREAKS

The **CONTRIBUTION TIER BREAKS** grid is user defined and works in conjunction with the **CONTRIBUTION TIER STRUCTURE** fields and the **TIER BREAKS/% DISCOUNT** grid.

During production the tier breaks are used to know which corresponding discount percentage should be used when calculating a discount. Once a Contribution Tier Break is added (1), it appears in the **TIER DISCOUNT** grid (2).

Each tier break entered indicates the value an account must reach in order to earn a defined discount percentage. Entering **999999** in the **CONTRIBUTION TIER BREAKS** grid indicates an unlimited value.

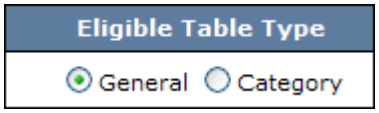


LINE TYPE GRID

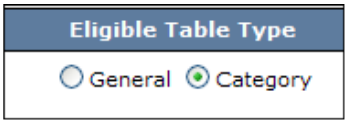
The available Service Categories are listed in the **LINE TYPE** grid. Selecting a Line Type indicates which services should be included in the discount.

ELIGIBLE TABLE TYPE

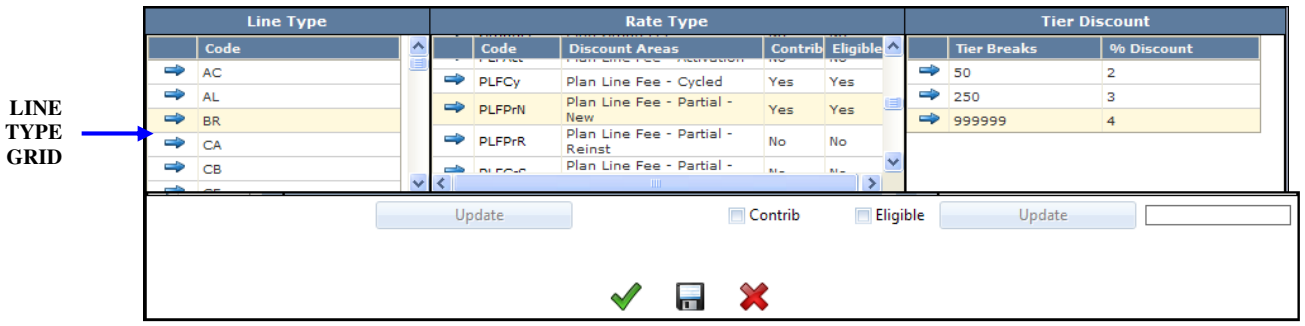
GENERAL is selected as the default **ELIGIBLE TABLE TYPE**. Selecting General indicates the same **DISCOUNT PERCENTAGE** grid is used for all **LINE TYPES** (service category) selected.



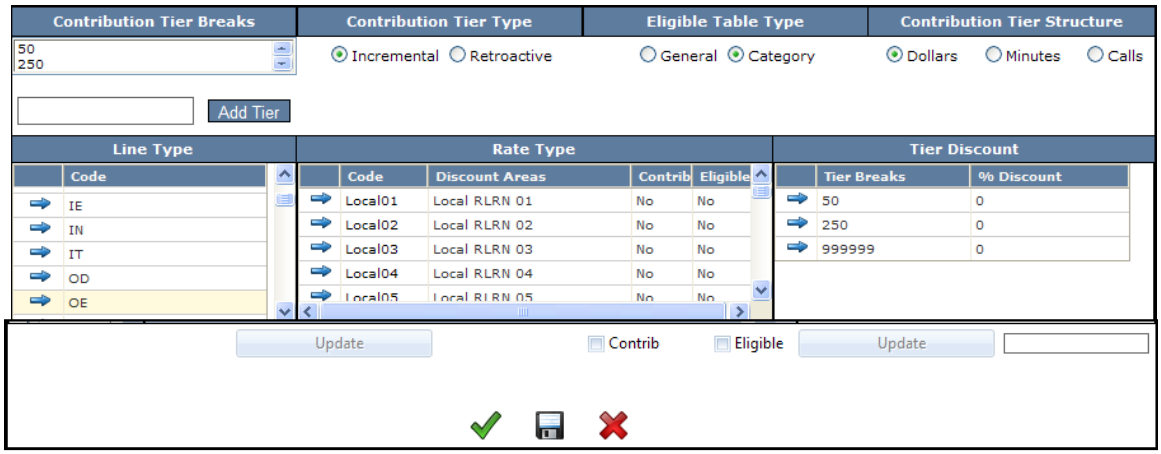
If **CATEGORY** is selected, the **TIER BREAKS** are the same, but the **DISCOUNT PERCENTAGE** can be changed for each **LINE TYPE** (service category) selected. This gives you great flexibility when creating discounts.



- The below example shows the discount with **CATEGORY** selected as the **ELIGIBLE TABLE TYPE** and the **BR LINE TYPE** selected.



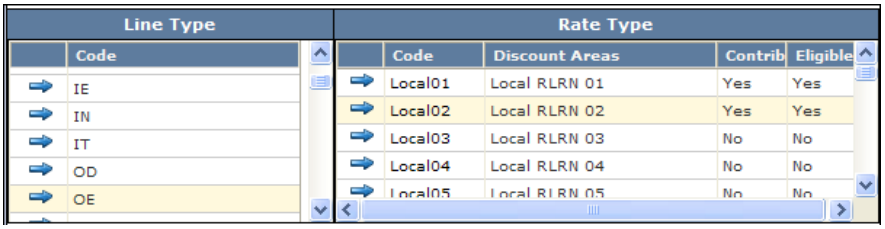
- The below example shows how the **% DISCOUNT** column changed to zero when the **OE LINE TYPE** was selected, allowing a different discount % to be entered for the selected Line Type Code.



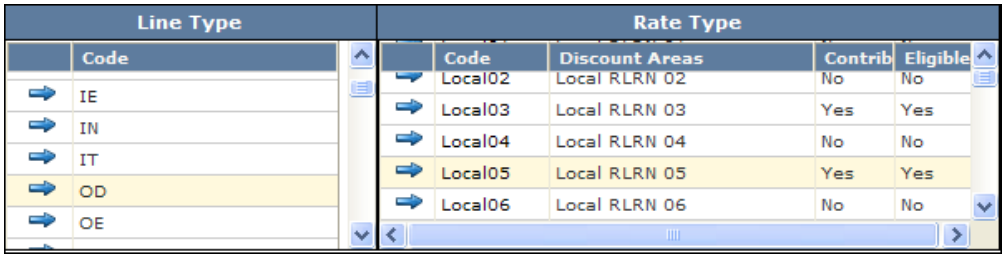
DISCOUNT AREAS

The **DISCOUNT AREAS** grid is used to select which traffic based and non-traffic based items are included in the Discount Code. The Discount Areas grid can be unique for each **LINE TYPE** selected in the **LINE TYPE** grid.

- The below example shows the **OE LINE TYPE** highlighted and Local RLRN 01 - 06 discount areas (rate types) set to be contributory and eligible for a discount.



- The next example shows the **OD LINE TYPE** highlighted and Local RLRN 03 and Local RLRN 05 discount areas (rate types) set to be contributory and eligible for a discount.



CONTRIB

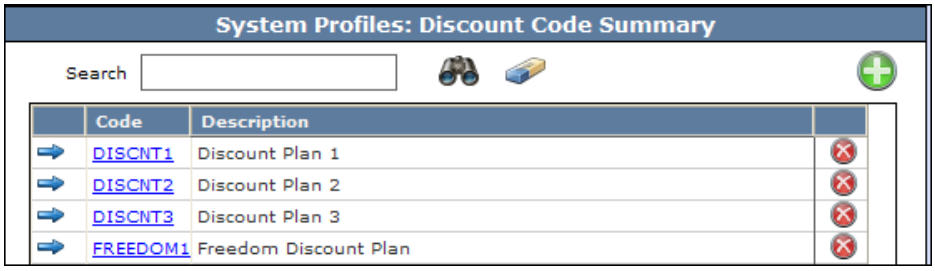
Changing the **CONTRIB** column in the Discount Areas grid from **NO** to **YES** indicates that the associated charge amounts for the selected discount area is going to determine which contribution tier break and discount should be used when calculating an earned discount.

ELIGIBLE

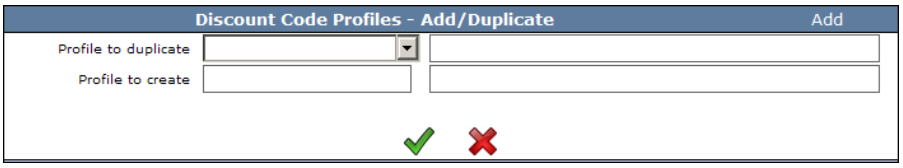
Changing the **ELIGIBLE** column in the Discount Areas grid from **NO** to **YES** indicates any earned discounts determined by the discount tier structure should be applied to the charge amount for the selected discount area.

CREATING AN ACCOUNT LEVEL DISCOUNT CODE

Action	Description
1. Select **DISCOUNT CODES** from the System Profile list.	The **DISCOUNT CODE SUMMARY** grid displays.



2. Click the **GREEN PLUS** button.	The **DISCOUNT CODE PROFILES – ADD/DUPLICATE** screen displays.

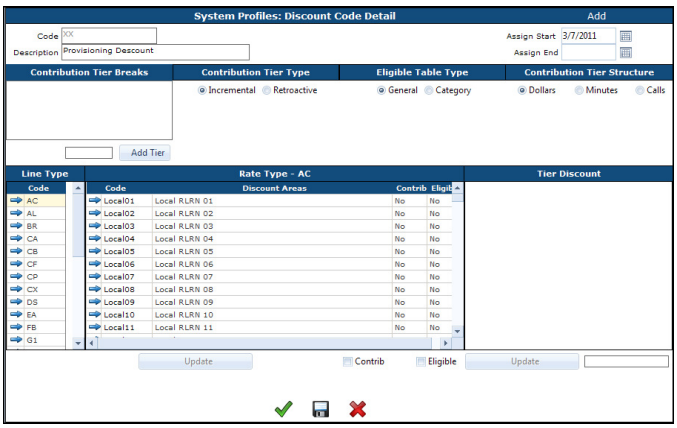


NOTE: Once the first code is saved, if additional Codes are created the system displays the **PROFILE – ADD/DUP** screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code.

Refer to the section ***"Duplicating System Profiles***" for details on duplicating existing codes.

3. Enter a **CODE,** a **DESCRIPTION** and click the **GREEN CHECKMARK**.	The **CODE** is an alphanumeric identifier that can be a maximum of five characters. Once saved, the code cannot be changed. The **DESCRIPTION** is an explanation for the code. It can be a maximum of 30 characters. The **DESCRIPTION** prints on the customer invoice.
4. Select a **CONTRIBUTION TIER TYPE**, **CONTRIBUTION TIER STRUCTURE**, and **ELIGIBLE TABLE TYPE**.	Each field defaults with a value.

Action	Description



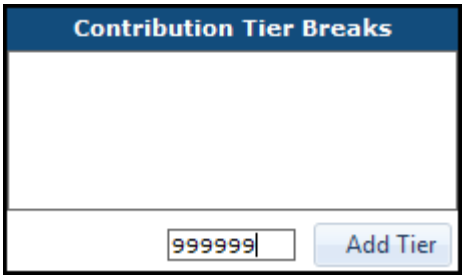
CREATING YOUR CONTRIBUTION TIER BREAKS:

A Tier Break is required. If your discount is not based on individual tiers as the example below illustrates, enter 999999 as your indicated tier.

5. Enter the tier break in the **ADD TIER** input box.

6. Click **ADD TIER** to commit the tier break to the grid.

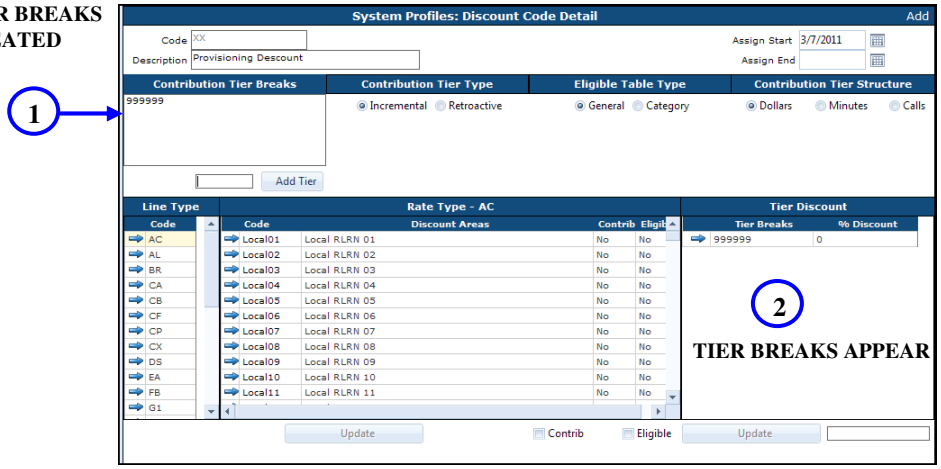
Repeat steps five and six to add multiple tier breaks.

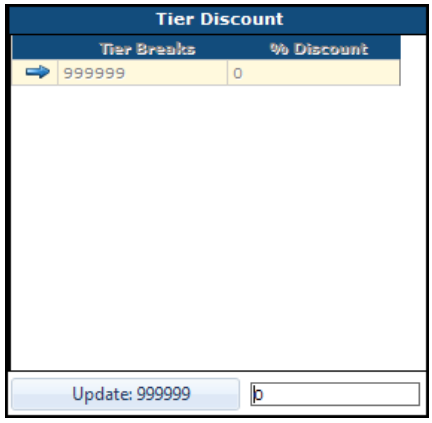


ENTERING YOUR DISCOUNT RATES

Once **CONTRIBUTION TIER BREAKS** are added (1), they appear in the **TIER DISCOUNT** grid (2). The column labeled % Discount is where your discount is entered.

TIER BREAKS CREATED



Action	Description
7. Click the **TIER BREAK** (2) and enter a discount percentage. 8. Click **UPDATE** to commit the discount to the grid. Repeat these steps for each tier break.	The **TIER BREAK** appears in the edit box below the grid. 
9. Select a **LINE TYPE**.	The **RATE TYPE CODES** selected in the Discount Areas grid are associated with the specific **LINE TYPE** highlighted.

NOTE: Multiple **LINE TYPES** can be selected within one Discount Code profile. The following steps need to be completed for each line type highlighted.

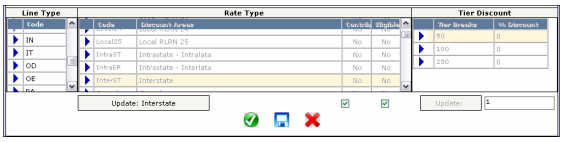
CONTRIB – A **YES** in this column indicates to the system that the Discount Area contributes to the overall total amount to be discounted. A **NO** in this column indicates to the system that the amount does not contribute to the overall total amount.

ELIGIBLE – A **YES** in this column indicates to the system that the amount is edible for the discount.

NOTE: Any number of **YES/NO** combinations can be made using the **CONTRIB** and **ELIGIBLE** check boxes.

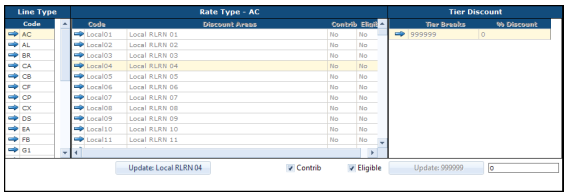
10. Highlight a **RATE TYPE** code in the **DISCOUNT AREAS** grid.

11. Determine if the rate type selected is **CONTRIBUTORY** and/or **ELIGIBLE** by selecting the respective check boxes.



Action	Description

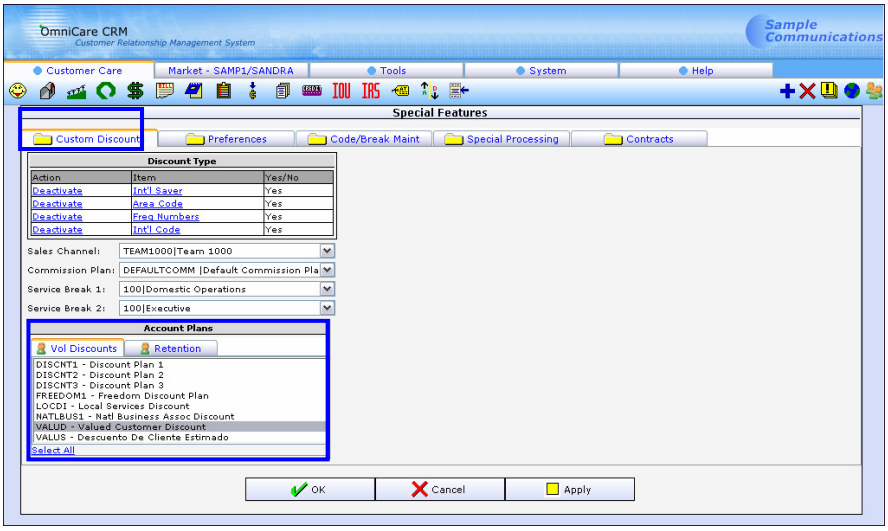
12. Click **UPDATE** to commit the selections to the grid. **YES** displays in the **CONTRIB.** and/or **ELIGIBLE** columns.



Repeat steps 10-12 to select additional **RATE TYPES** in the discount areas grid. To add additional **LINE TYPES** to the Discount Plan repeat the above steps beginning with step 9 before clicking the **OK** button.

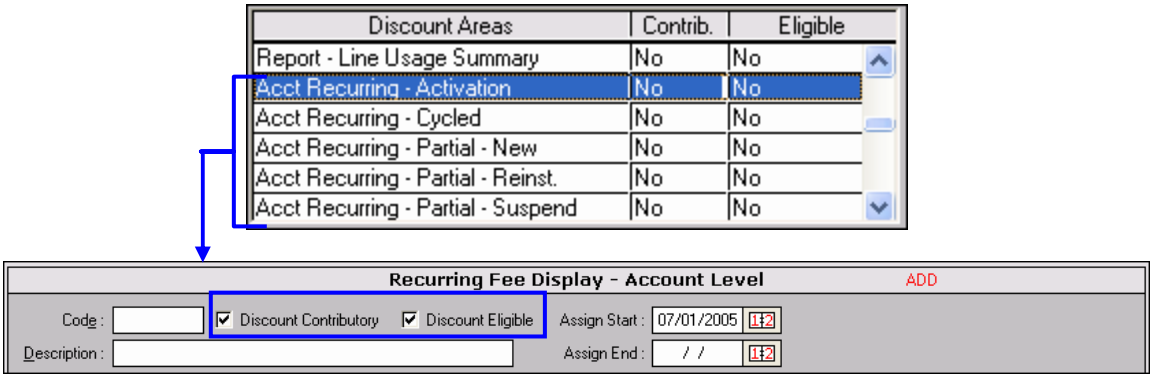
13. Click the **GREEN CHECKMARK** or **DISC** to save.

Discount Codes created in System Profiles appear in the **SPECIAL FEATURES/DISCOUNTS** screen in the Customer Care toolbar. The **CUSTOM DISCOUNTS** tab displays **VOLUME DISCOUNT CODES** in the **VOL DISCOUNTS** tab at the bottom of the screen. Refer to Section 12 – "***Customer Care Additional Account Information***" for details on how to apply volume discounts to a customer account.



NOTE: If any non-traffic rate types are selected in the discount areas grid, one important thing to remember is each non-traffic profile code created has the **DISCOUNT CONTRIBUTORY** and **DISCOUNT ELIGIBLE** fields selected as a default. **TRAFFIC** rate types selected are not tied to any other codes in the database.

For example, if Account Level Recurring rate type codes are selected in the Discount Areas grid, a choice can be made as to which Account Level Recurring Codes are included in the discount by checking the Discount Contributory and/or Discount Eligible checkboxes on Recurring Fee Display – Account Level screen.

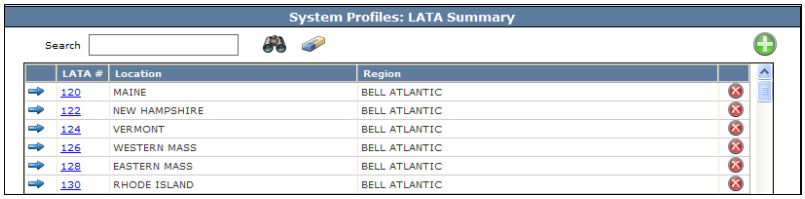

Discount Areas
Contrib.
Eligible
Report - Line Usage Summary
No
No
Acct Recurring - Activation
No
No
Acct Recurring - Cycled
No
No
Acct Recurring - Partial - New
No
No
Acct Recurring - Partial - Reinst.
No
No
Acct Recurring - Partial - Suspend
No
No
Recurring Fee Display - Account Level
ADD
Code :
Discount Contributory
Discount Eligible
Assign Start :
07/01/2005
Description :
Assign End :
/ /

LATA Reference Information

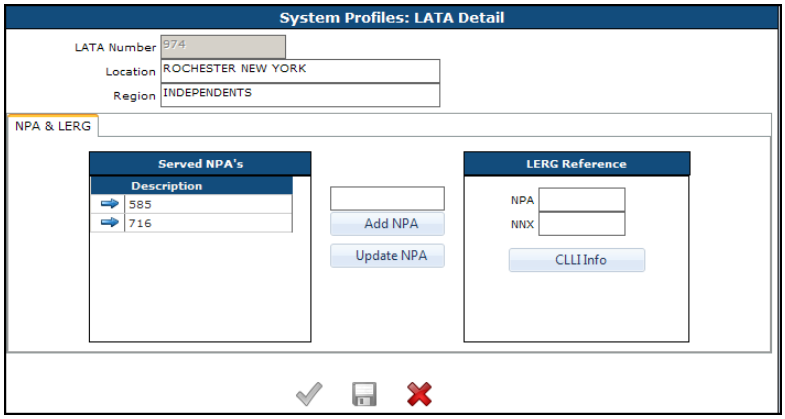
LATA REFERENCE INFORMATION is a tool used to view area codes in a particular **LATA** and research **CLLI** information for a specific area code and exchange within a **LATA**. The information is obtained from the **LERG** (**L**ocation **E**xchange **R**outing **G**uide). The information is updated when the quarterly LERG CD is imported into OmniBill. To update your LERG, you must have a subscription with Telcordia.

HOW TO USE THE LATA REFERENCE TABLE

Action	Description
1. Select **LATA REFERENCE INFORMATION** from the System Profiles list.	The **LATA SUMMARY** screen displays.



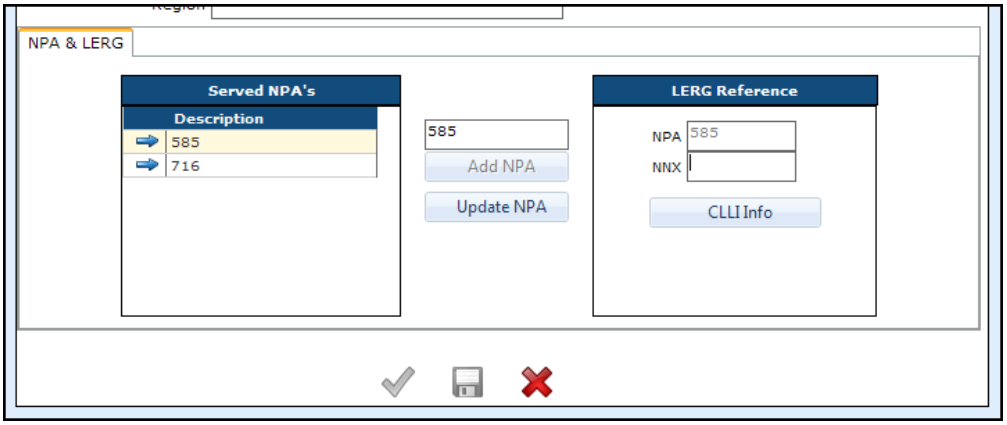
2. Click a **LATA #** from the **LATA SUMMARY** list.	The **LATA DETAIL** screen displays a list of Area Codes in the referenced LATA.



NOTE: The **ADD NPA** and **UPDATE NPA** buttons can be used to check NPA/NXX regardless of the LATA selected. You can enter a desired NPA into the Served NPA's grid by entering the NPA in the field provided and clicking **ADD NPA**. Continue with the steps listed below to get information for the desired NPA. Keep in mind that this area is informational only.

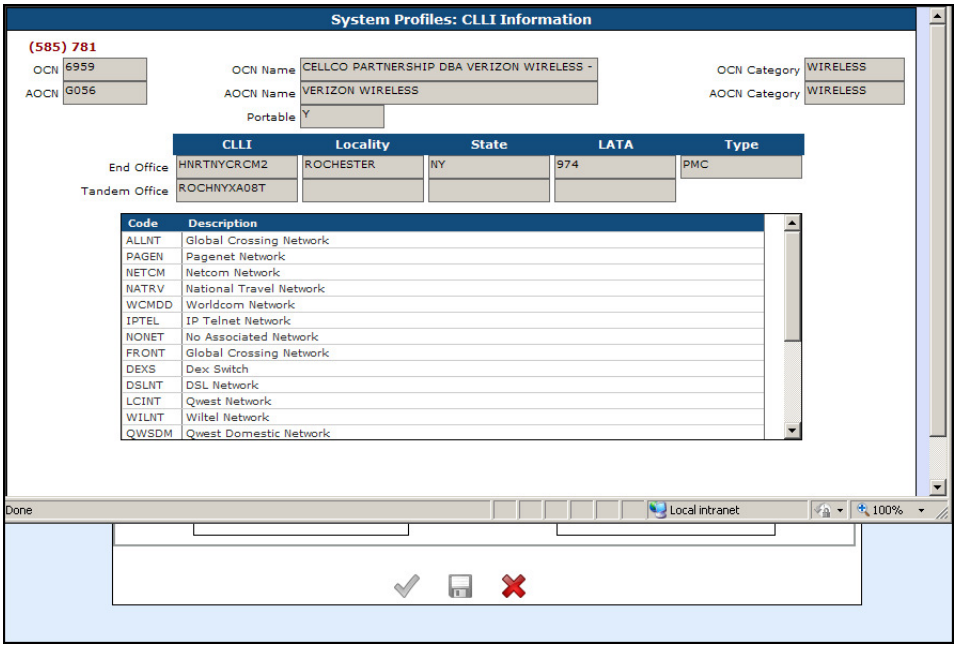
3. Click the **NPA** (Area Code) to research.	The area code appears in the **NPA** field under the **LERG REFERENCE**.

Action	Description



4. Type the exchange in the **NNX** field and click the **CLLI INFO** button.

The **CLLI INFORMATION** screen references the LERG and displays switch information. The **AVAILABLE NETWORK CODES** list at the bottom of the screen displays existing network codes that can be used for lines in the referenced area code and exchange.



The **CLLI INFORMATION** screen references the LERG and displays switch information.

The **AVAILABLE NETWORK CODES** listed at the bottom of the screen displays existing network codes that can be used for lines in the referenced area code and exchange.

Supported CLLIs

A **CLLI CODE** is an alphanumeric code that identifies the physical location of a switch at the Central Office of **LEC**s and **CLEC**s. The **CLLI LOOKUP** capability is highly specialized. It is used only when reselling designated switches.

A **SUPPORTED CLLI**s profile works in conjunction with a network code profile.

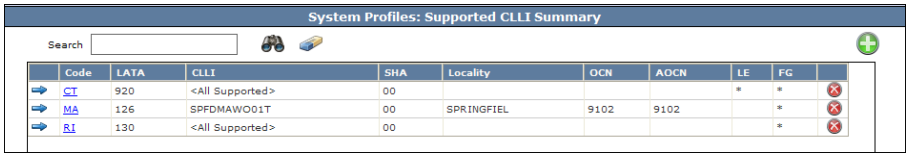
When a network code with **YES** selected in the **CLLI LOOKUP** field is assigned to a line, the system performs a search in the **SUPPORTED CLLI**s tables. The system is looking for two items:

- A supported switch for the **STATE** and **LATA** the line belongs to.
- The network codes that were selected for the supported switch.

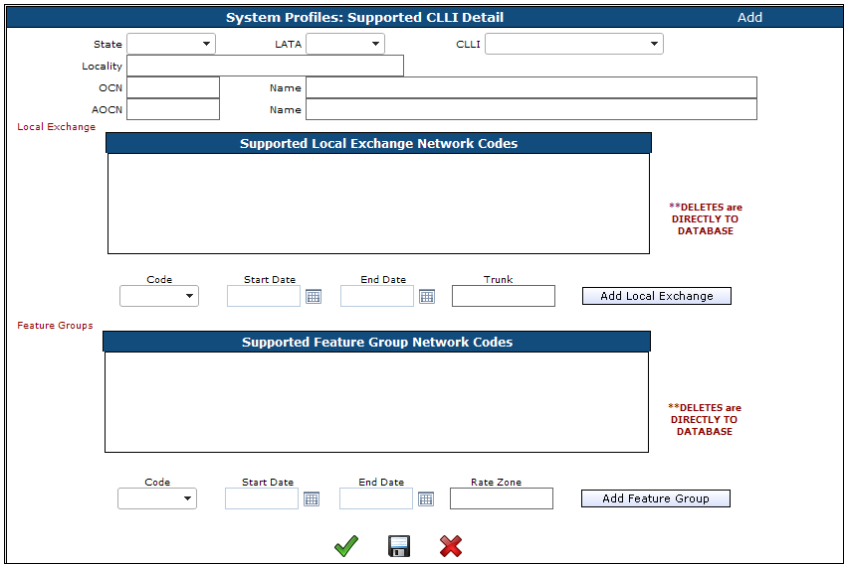
If the system finds no supported switch when the line is added, there will not be any network codes available for assignment to that line.

ADDING A CLLI CODE

Action	Description
1. Select **SUPPORTED CLLI'S** from the System Profile list.	The **SUPPORTED CLLI SUMMARY** screen displays. It will be empty if no Supported CLLI codes have been created.



2. Click the **GREEN PLUS** button.	The **SUPPORTED CLLI DETAIL** screen displays.



Action	Description
3. Select a **STATE** from the list.	The **LERG** is checked and a list of **LATA**s in the state is returned.
4. Select a **LATA** from the list.	A pause may occur after a LATA is selected because the LERG is being referenced. Once a **LATA** is selected the CLLI information becomes available.
5. Select a **CLLI** code from the list.	The **LOCALITY**, **OCN**, **NAME**, and **AOCN** fill in when a **CLLI** is selected.

Before the code can be saved, you must assign a **LOCAL EXCHANGE NETWORK CODE** and/or a **FEATURE GROUP NETWORK CODE**.

SUPPORTED LOCAL EXCHANGE NETWORK CODES

Network codes with **YES** in the **CLLI LOOKUP** field and **LOCAL EXCHANGE** as the **TYPE** appear in the **SUPPORTED LOCAL EXCHANGES NETWORK CODES** list.

SUPPORTED FEATURE GROUP NETWORK CODES

Network codes with **YES** in the **CLLI LOOKUP** field and **NON-LOCAL** as the **TYPE** appear in the **SUPPORTED FEATURE GROUP NETWORK CODES** list.

Determine if you are entering switches that will be used for **LOCAL**, **NON-LOCAL** or both.

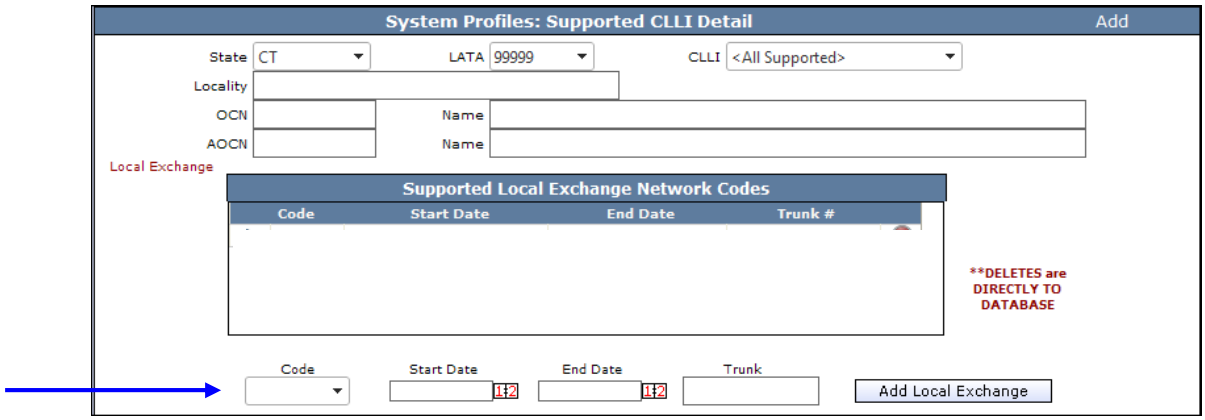
- If you are using the switch for local service, you only have to select the Local Exchange network codes.
- If the switch is used for non-local, you have to select a Feature Group Network Code.
- If the switch is for both, then you have to select Network Codes for both the Local Exchange and the Feature Groups.

ASSIGNING LOCAL AND FEATURE GROUP NETWORK CODES

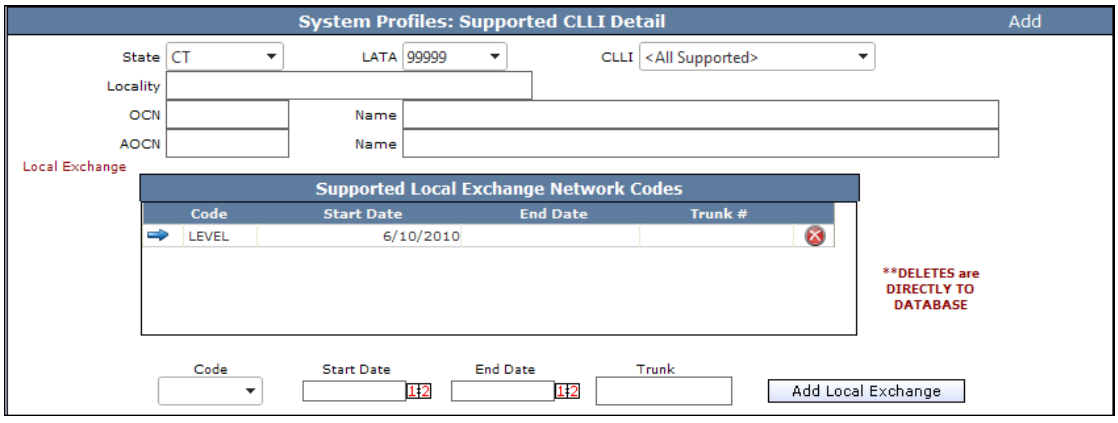
Action	Description
1. Select a **NETWORK CODE** from the Code list in the **SUPPORTED LOCAL EXCHANGE** area.	Existing Network Codes set up as local with **Y** set in the **CLLI LOOKUP** display.

Four fields – Network Code, Start Date, End Date, and Trunk display.

Network Code and Start Date are the two required fields.



2. Select a **START DATE**.	The **START DATE** is the first date the code is available for use.
3. Click **ADD LOCAL EXCHANGE** to add the code.	



Action	Description

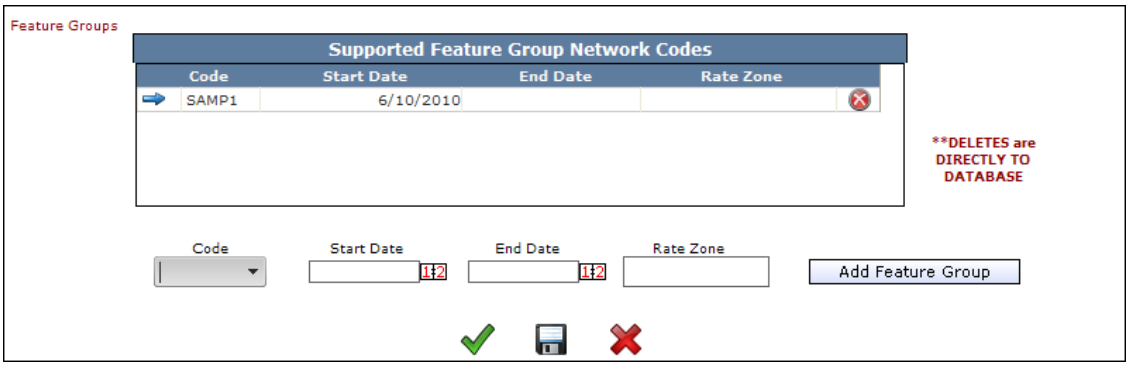
ADDING A NETWORK CODE FOR YOUR FEATURE GROUPS

1. Select a Network Code from the Code list in the **SUPPORTED FEATURE GROUP** Network Code area.

   Existing Network Codes set up as non-local with **Y** set in the **CLLI LOOKUP** display.

2. Assign a **START DATE**.

3. Click the **ADD FEATURE GROUP** button to add the code.



4. Click the **GREEN CHECKMARK** or **DISC** to save the information.

Promotion Codes

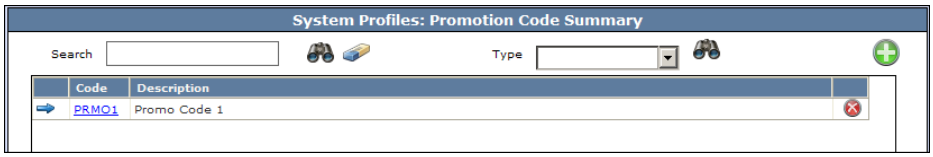
PROMOTION CODES are unlike other System Profile codes because these codes require programming by Profitec in order to work and the specific rules surrounding the promotion code must be submitted in *writing* to your Billing Analyst. The Billing Analyst will submit the request to the programming department for a time and cost estimate. If the programmers determine the promotion can be supported and you approve the time and cost estimate, your Billing Analyst will then provide you with a specific **PRODUCTION CODE** that must be added to the **PROMOTION CODE** profile in OmniBill.

PROMOTION CODES are assigned at the **SERVICE** and **FEATURE LEVEL** and are most suited to short-term specific service discounting, for example: 50% discount on all Outbound Equal Access International calls for the 1st three cycles of active line service.

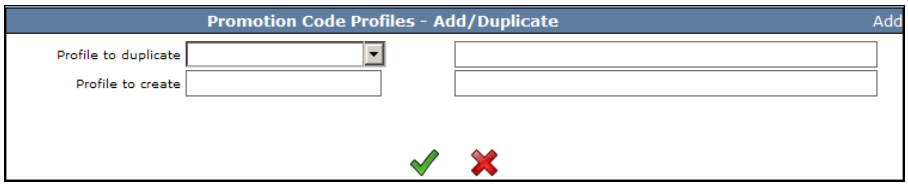
Promotion codes created *without* a **PRODUCTION CODE** will not function during the billing process.

CREATING A PROMOTION CODE

Action	Description
1. Select **PROMOTION CODES** from the System Profiles list.	The **PROMOTION CODE SUMMARY** screen displays.

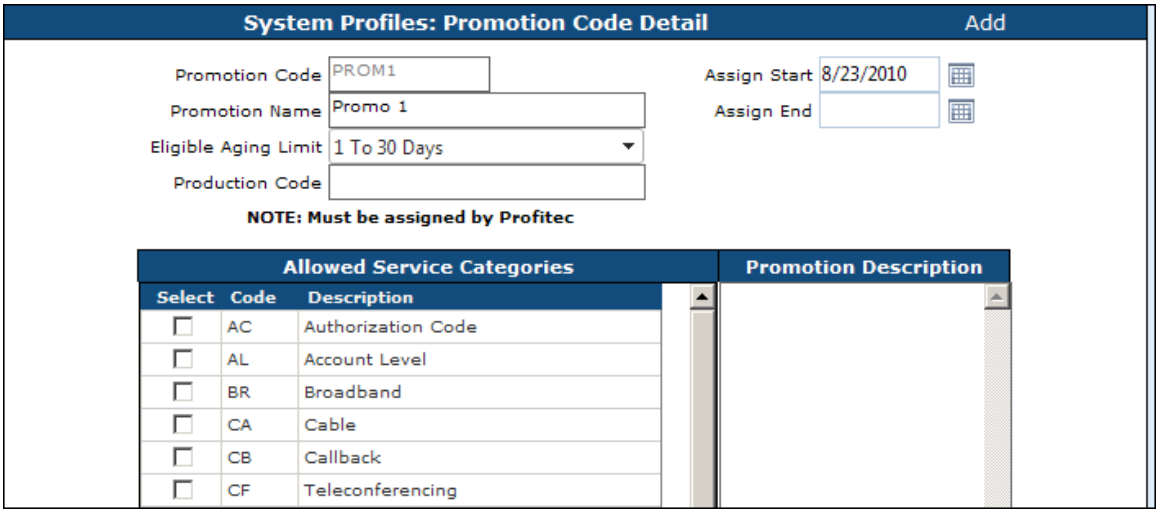


2. Click the **GREEN PLUS** button.	The **PROMOTION CODE PROFILES** screen displays.



NOTE: Once the first Promotion Code is saved, if additional Promotion Codes are created the system displays the **PROFILE – ADD/DUP** screen, not the Promotion Summary screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the section ***"Duplicating System Profiles"*** for details on duplicating existing codes.

Action	Description
3. Enter a **PROMOTION CODE** and **PROMOTION NAME**.	The **CODE** is an alphanumeric identifier that can be a maximum of five characters. Once saved the code cannot be changed.
4. Click the **GREEN CHECKMARK** to continue.	The **NAME** is an explanation of the code that can be a maximum of 30 characters. The name prints on the customer invoice.



ASSIGN DATES

The **START** date is the first date the code is available for assignment. The current date defaults in the **ASSIGN START** date field, but it can be changed.

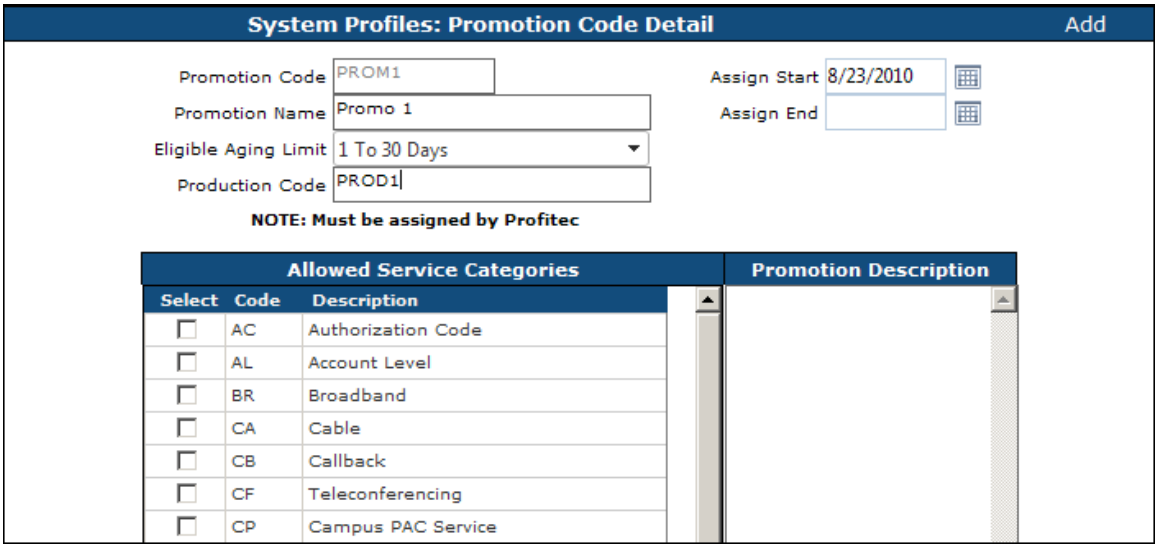
The **ASSIGN END** date is the date the code is no longer available for assignment. The **END** date does not affect any profile currently using this code.

ELIGIBLE AGING LIMIT

The **ELIGIBLE AGING LIMIT** is used to ***LIMIT*** the availability of the promotion code in the database. Accounts *over* the selected aging limit are ***NOT*** eligible for the promotion and users won't see the promotion code on lines in those accounts. The aging parameters in the **ELIGIBLE AGING LIMIT** drop down list come from the Market Defaults in Market Profiles.

5. Enter the **PRODUCTION CODE** given to you by your assigned Billing Analyst in the Production Code field.

Action	Description



The **PROMOTION DESCRIPTION** text box can be used as a reference to define the terms of the promotion.

6. Se1ect the **SERVICE CATEGORIES** the Promotion Code can be applied to.

7. Click the **GREEN CHECKMARK** or the **DISC** to save the Promotion Code.

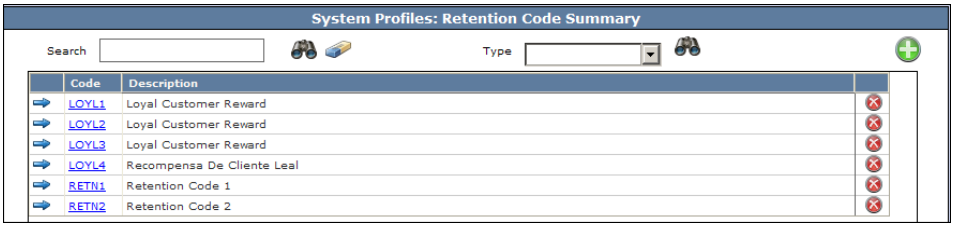
Retention Codes

RETENTION CODES are unlike other System Profile codes because these codes require programming by Profitec in order to work and the specific rules surrounding the retention code must be submitted in *writing* to your Billing Analyst. The Billing Analyst will submit the request to the programming department for a time and cost estimate. If the programmers determine the retention program can be supported and you approve the time and cost estimate, your Billing Analyst will then provide you with a specific **PRODUCTION CODE** that must be added to the **RETENTION CODE** profile in OmniBill.

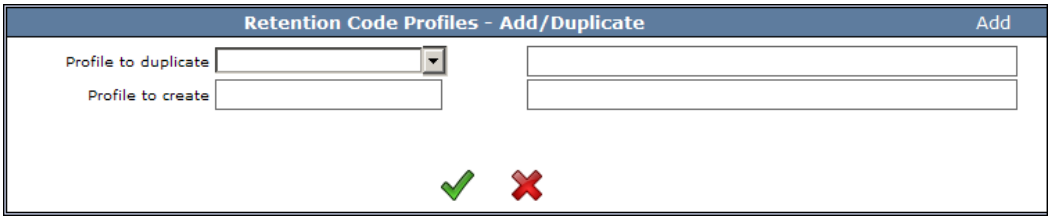
RETENTION CODES are assigned at the **ACCOUNT LEVEL** (Special Features / Discounts) and can be used for across the board long term discounting, for example: 50% off all account usage in the 13th month of service. **RETENTION CODES** created *without* a **PRODUCTION CODE** will not function during the billing process.

CREATING A RETENTION CODE

Action	Description
1. Select **RETENTION CODES** from the System Profile list.	The **RETENTION CODE SUMMARY** screen displays.



2. Click the **GREEN PLUS** button.	The **RETENTION CODE PROFILES** screen appears.



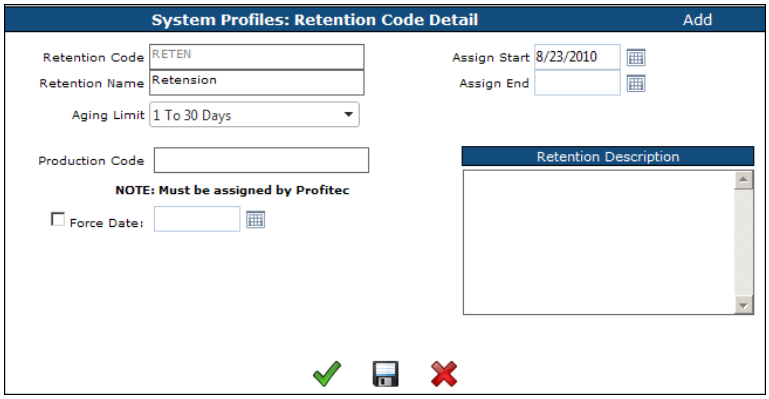
NOTE: Once the first Retention Code is saved, if additional Retention Codes are created the system displays the **PROFILE – ADD/DUP** screen, not the Retention Summary screen. The **ADD/DUP** screen gives the user the option to create a **NEW** code or **DUPLICATE** an existing Code. Refer to the section ***"Duplicating System Profiles"*** for details on duplicating existing codes.

3. Enter a **RETENTION CODE** and **RETENTION NAME** and click the **GREEN CHECKMARK** button.

Action	Description

The **CODE** is an alphanumeric identifier that can be a maximum of five characters. Once saved the code cannot be changed.

The **NAME** is an explanation of the code that can be a maximum of 30 characters. The name prints on the customer invoice.



ASSIGN DATES

The **ASSIGN START** date is the first date the code is available for assignment. The current date defaults in the **ASSIGN START** date field, but it can be changed.

The **ASSIGN END** date is the date the code is no longer available for assignment. The **END** date does not affect any accounts currently using this code.

AGING LIMIT

The **AGING LIMIT** is used to limit the availability of the retention code in the database. Accounts *over* the selected aging limit are *not* eligible for the retention plan. Users won't see the retention code on accounts greater than the aged limit. The aging parameters in the Aging Limit drop down list come from the Market Defaults in Market Profiles.

4. Enter the **PRODUCTION CODE** given to you by your assigned Billing Analyst in the Production Code field.

RETENTION DESCRIPTION

This area can be used to enter a description about the retention code. It is informational only.

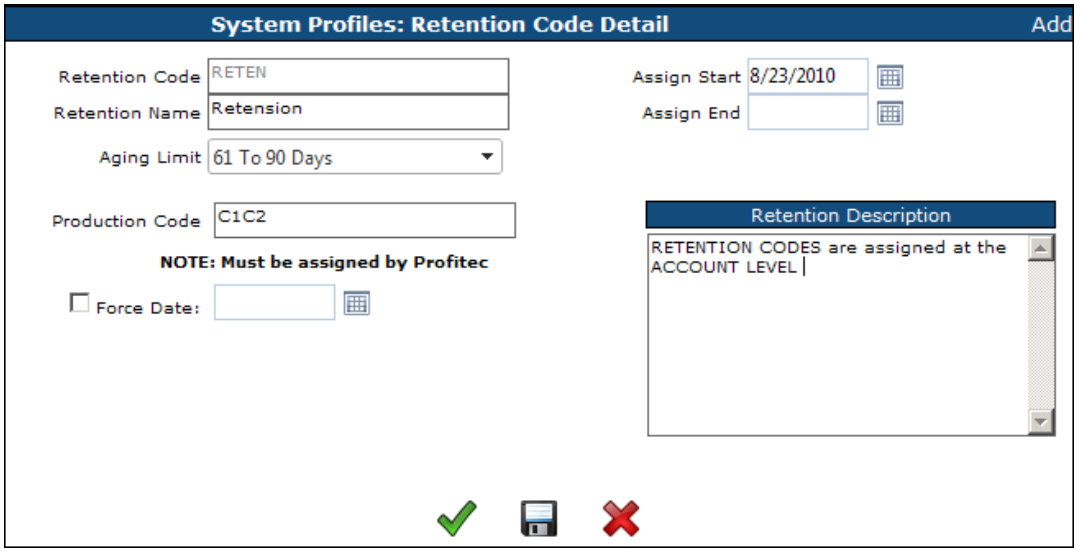
FORCE DATE

The **FORCE DATE** can be used to force a **REFERENCE DATE** when a user assigns the **RETENTION CODE** to a customer account. The reference date is used by production to assist in determining the effective start date of a **RETENTION** plan. Unless the retention code starts on a uniform date, for example spanning accounts, the **FORCE DATE** should not be used.

Action	Description

The reference date is filled in one of two ways on the customer account:

- If the force date has been defined in the **RETENTION CODE** profile, the Reference Date fills in with the **FORCE DATE**.
- If the force date is not defined, the Reference Date fills in with the date the Retention code is applied. A calendar control is near the date entry field in cases where a different date setting is desired.



5. Click the **GREEN CHECKMARK** or the **DISC** to save the Retention Code.