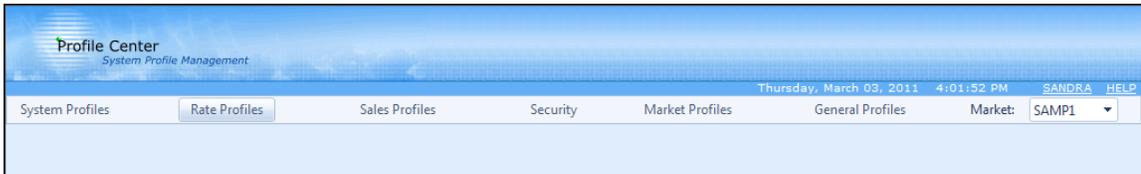


Profile Center



Market Profiles



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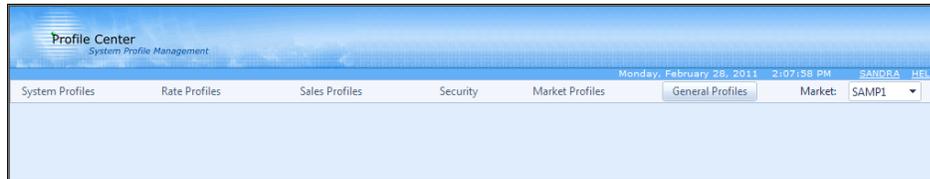
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Profiles Center

This document describes the components of the **MARKET PROFILE** module found in the Profile Center.



The **PROFILE CENTER** is divided into six 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. And Track Financial Activity
- The **RATE PROFILES** 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. General 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.

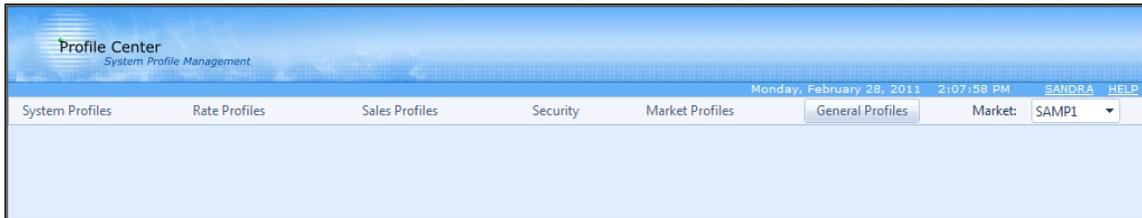
Icons used throughout the Profile Center include a tooltip or a short description specific to the button as you mouse over the item.



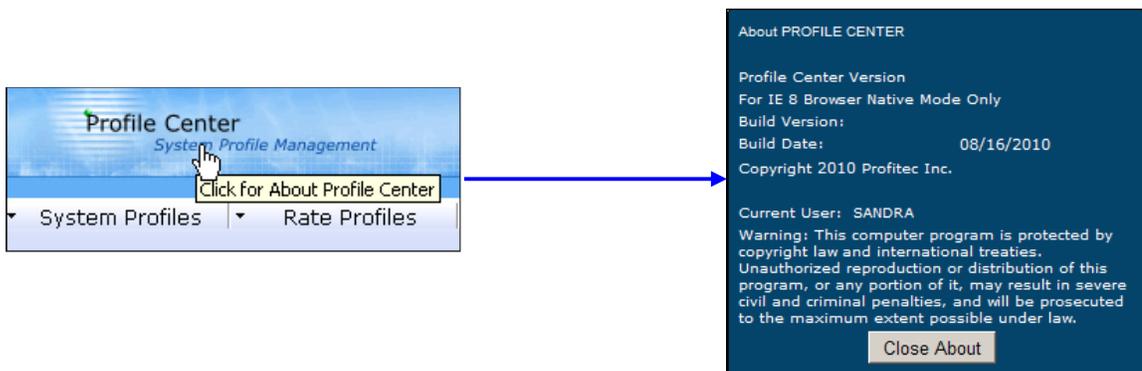


Common Profile Center Features

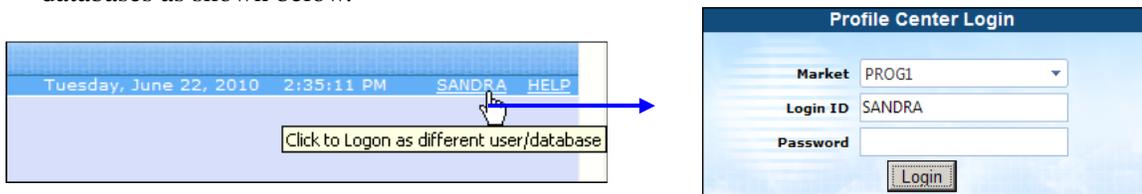
Many areas of the Profile Center include tooltips or short descriptions specific to the Profile Center as you mouse over items.



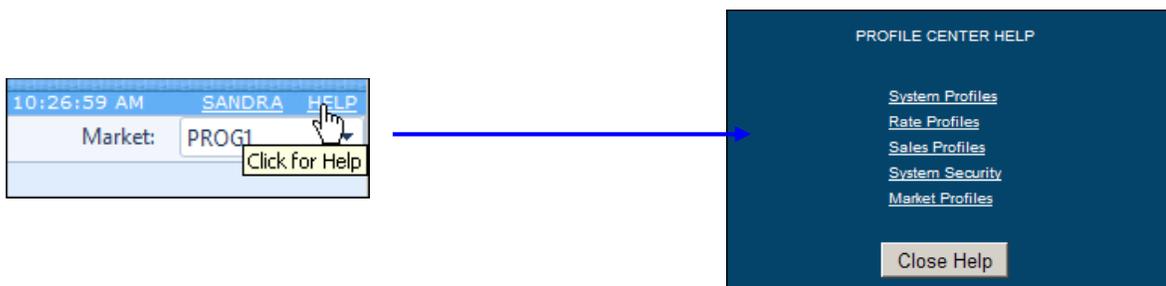
1. **MOUSING** over / **CLICKING** the words **PROFILE CENTER** in the Profile Center banner displays information about the Profile Center. Build Version as well as Build Date display.



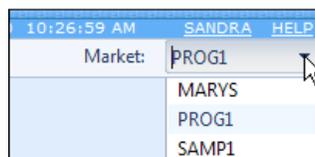
2. **MOUSING** over / **CLICKING** your **LOGIN NAME** is used to logon as a different user or change databases as shown below.



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.





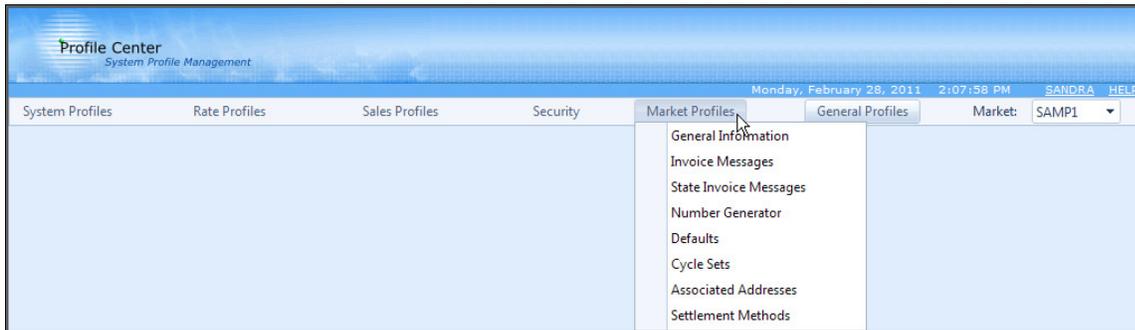
Market Profiles

Before you attend training you are asked to complete a document called “*Database Default Settings.*” These defaults are incorporated into your database shell and can only be changed by a Profitec Database Administrator.

However, additional profiles, located in the Market Profiles module, are managed by you and affect an entire Market.

A *Market* represents an array of customers who share predefined system settings. The **MARKET PROFILES** module is where some of these settings for your Market(s) are created and stored. Within your database shell at least one Market is created.

Before you can begin adding customers into your database, information within Market Profiles must be completed.



When would you consider more than one Market?

You may do business under different names for different customers and use different logos. In order to separate customer to utilize different information, different markets have to be created. If your business rules require more than one Market, the information within Market Profiles must be created for each Market.

When would you consider more than on Database?

Many of the profiles entered into your database, such as System Profiles, Sales Profiles or Rate Profiles are shared between Markets. If your business rules require you to separate such information between your markets, you will need Profitec to create an additional database along with a new market within that database.

An OmniBill system user cannot create a Market or a Database. A Profitec Database Administrator must create both Markets and Database.

Please consult with your assigned Billing Analyst for additional information.

Setting up **MARKET PROFILE** information is described below.

Setting up a New Market

Once the Profitec Database Administrator creates a New Market within your database, the following steps must be done in order to have the market available in your database.

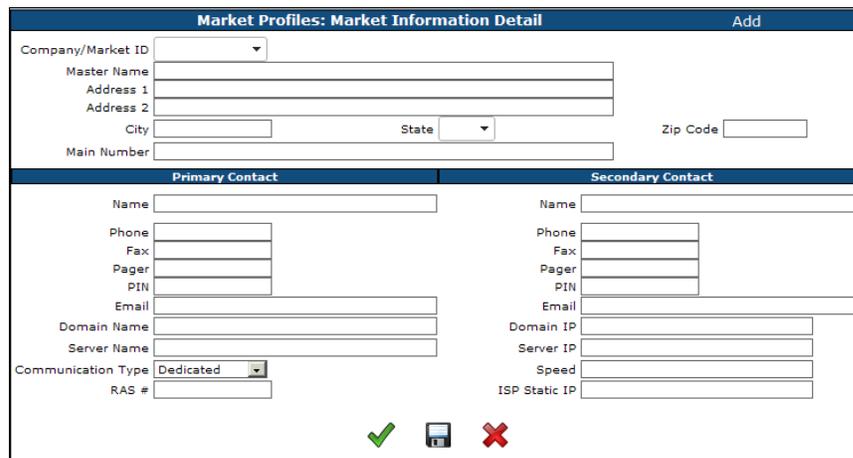
Action	Description
--------	-------------

1. Select **GENERAL INFORMATION** from the Market Profiles drop down list. The Market Information Summary screen displays.



Market	Description
SAMP1	Sample Communications Corp
SAMP2	Muestra de Comunicaciones
UNIV1	Sample University

2. Click the **GREEN PLUS** button. The Market Information Detail Screen displays.
3. Select your new Market ID from the **COMPANY/MARKET ID** drop down list.



Market Profiles: Market Information Detail Add

Company/Market ID:

Master Name:

Address 1:

Address 2:

City: State: Zip Code:

Main Number:

Primary Contact	Secondary Contact
Name: <input type="text"/>	Name: <input type="text"/>
Phone: <input type="text"/>	Phone: <input type="text"/>
Fax: <input type="text"/>	Fax: <input type="text"/>
Pager: <input type="text"/>	Pager: <input type="text"/>
PIN: <input type="text"/>	PIN: <input type="text"/>
Email: <input type="text"/>	Email: <input type="text"/>
Domain Name: <input type="text"/>	Domain IP: <input type="text"/>
Server Name: <input type="text"/>	Server IP: <input type="text"/>
Communication Type: <input type="text"/>	Speed: <input type="text"/>
RAS #: <input type="text"/>	ISP Static IP: <input type="text"/>

4. Complete the remaining required fields. Note: You may not see the new Market in the grid until you have access to the Market.

In order for you or anyone else in your company to be able to access the new Market, you need to:

1. Log into the Security Profile module as SUPER. The password for SUPER was given during training. If you do not remember the password, change the SUPER password in the Security Module.
2. Access your security profile first, select the new market as available, and grant appropriate rights. You must then grant access and rights to all user ids that need access to the new market.

Refer to the System Security documentation for information on granting rights to users.



General Information

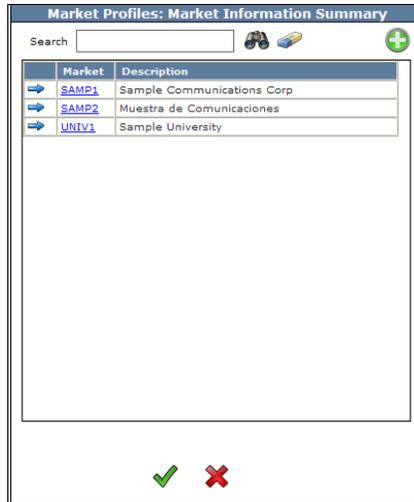
Company address and contact information is maintained in **GENERAL INFORMATION**.

ENTERING GENERAL INFORMATION

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

- | | |
|--|--|
| 1. Select GENERAL INFORMATION from the Market Profile drop down list. | The MARKET INFORMATION SUMMARY screen displays. |
|--|--|

MARKET and **DESCRIPTIONS** display in the summary grid for your existing market(s).



To view market information, highlight the Market and click the **CHECK MARK**. Or click the Market name.

Default return address filled in by database administrator.

Who Profitec contacts if issues arise

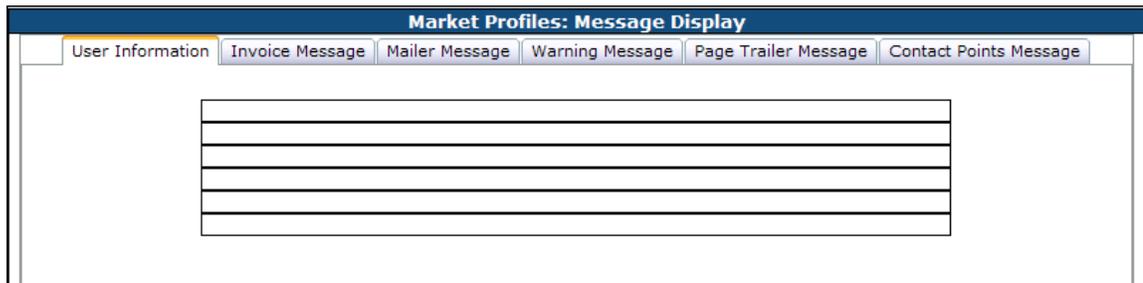
Connectivity Information

Market Profiles: Market Information Detail	
Company/Market ID	MARYS
Master Name	Sample Communications Corp
Address 1	1 Barnes Park South
Address 2	
City	Wallingford
State	CT
Zip Code	064921427
Main Number	(203) 269-3883
Primary Contact	
Name	Frank Smith
Phone	(203) 679-7000
Fax	(203) 284-1137
Pager	(800) 555-4444
PIN	12345
Email	fsmith@sample.com
Secondary Contact	
Name	Jim Wallace
Phone	(203) 269-3883
Fax	(203) 284-1137
Pager	(800) 555-4444
PIN	12333
Email	jwallace@sample.com
Domain Name	Domain
Domain IP	123.123.123.123
Server Name	Server
Server IP	124.124.124.124
Communication Type	Dedicated
Speed	T1
RAS #	(203) 555-1111
ISP Static IP	125.125.125.125



Invoice Messages

INVOICE MESSAGES provide a means of communicating high-level generic information on monthly invoices for every account within a defined market. The Market messages are considered global messages. With the exception of the warning messages, messages print on the invoice each month until deleted. Each message appears in a specific area on the monthly invoice. Because OmniBill has no word processing capabilities (formatting, word wrap, spell check, etc.), text appears on the invoice exactly as it is entered. There are six (6) types of optional messages that can be created.

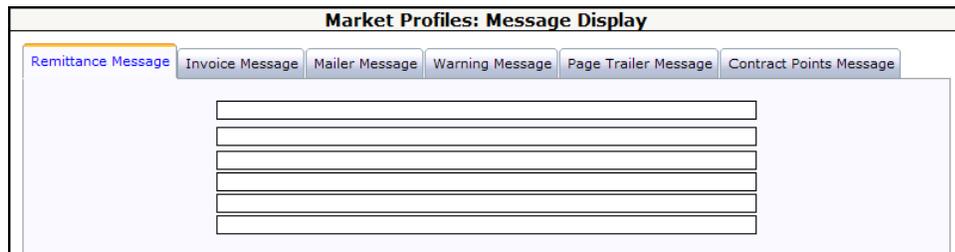


Remittance Message

The **REMITTANCE MESSAGE** appears on the **remittance coupon** section (first page) of the customer invoice. This message can be six lines with 61 characters per line.

Creating a Remittance Message

Action	Description
1. Select INVOICE MESSAGES from the Market Profile list.	The MESSAGE DISPLAY dialog box displays 6 tabs. Invoice messages for ALL customer invoices in a defined Market are created here.



The **REMITTANCE MESSAGE** tab is selected by default. Type in your message. Message text appears on the invoice exactly as typed here. You cannot apply special formatting.

The **REMITTANCE MESSAGE** is located on the first page of the customer invoice. The message is limited to 6 lines and 61 characters per line.



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

- | | |
|---|---|
| 2. Click the DISC button to save the message and remain on the Message Display screen. | The Remittance Message is saved and remains as entered until edited or deleted. |
|---|---|

SAMPLE REMITTANCE MESSAGE

Sample Communications Corp
One Barnes Park South
Wallingford, CT 06497
800-555-1234

CHECK HERE FOR CHANGE OF ADDRESS
SEE REVERSE FOR DETAILS

Remittance Section
 Invoice Date: 05/06/2004
 Account Number: 1000000174
 Invoice Number: 041210001
 Due Date: 05/16/2004
 Total Due: \$4,108.43

This Invoice is Due and Payable Upon Receipt.
Please enclose this remittance document with your payment.
Please allow 5 Days for payment processing.
It is our pleasure to serve you!

Amount Enclosed:

ACME INCORPORATED
1 BARNES PARK RD N # 44444
WALLINGFORD INDUSTRIAL CENTER
WALLINGFORD, CT 06492-1883

Sample Communications Corp
P.O. Box 12000
Hartford, CT 06112

10010000000174400041084326

Mailer Message

The **MAILER MESSAGE** is located on the first page of the customer invoice. The message is limited to 15 lines and 76 characters per line.

Creating a Mailer Message

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

- | | |
|---|---|
| 1. Click the MAILER MESSAGE tab and type your message. | Message text appears on the invoice exactly as typed here. You cannot apply special formatting. |
|---|---|

Market Profiles: Message Display

Remittance Message Invoice Message **Mailer Message** Warning Message Page Trailer Message Contract Points Message

[15 empty lines for message text]



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

2. Click the **DISC** button to save the message and remain on the Message Display screen.



Your message is saved and remains as entered until edited or deleted.

SAMPLE MAILER MESSAGE

Summary of Charges	Remarks Section										
<p>Account History</p> <table> <tr> <td>Previous Balance</td> <td>\$22,208.09</td> </tr> <tr> <td>Payments Applied</td> <td>\$22,208.09CR</td> </tr> <tr> <td>Credits and Adjustments</td> <td>\$6.72CR</td> </tr> <tr> <td>Late Charges</td> <td>\$.00</td> </tr> <tr> <td>Past Due Balance</td> <td>\$6.72CR</td> </tr> </table>	Previous Balance	\$22,208.09	Payments Applied	\$22,208.09CR	Credits and Adjustments	\$6.72CR	Late Charges	\$.00	Past Due Balance	\$6.72CR	<p>Thank you for using Sample Communications. Our goal is to provide you with the best communications products and services at competitive prices.</p> <p>Watch this space each month for important NEWS and special offers.</p> <p>Thank You For Choosing Sample Communications!</p>
Previous Balance	\$22,208.09										
Payments Applied	\$22,208.09CR										
Credits and Adjustments	\$6.72CR										
Late Charges	\$.00										
Past Due Balance	\$6.72CR										



The Invoice Message

The **INVOICE MESSAGE** appears on the **NEWS AND INFORMATION** page. The message is intended to communicate general business news information you would like to pass on to your customers. Special promotions and new service offerings might appear as invoice message. The message is limited to 5 lines and 70 characters per line.

Creating an Invoice Message

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

1. Click the **INVOICE MESSAGE** tab. Type your message.

Message text appears on the invoice exactly as typed here. You cannot apply special formatting.

Market Profiles: Message Display

Remittance Message **Invoice Message** Mailer Message Warning Message Page Trailer Message Contract Points Message

Sample Communications now provides Nationwide Internet Access!

Superior Service, Fast Connections, Free Access Software!

Call your service representative today to find out more!

2. Click the **DISC** button to save the message and remain on the Message Display screen.



Your message is saved and remains as entered until edited or deleted.



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

SAMPLE INVOICE MESSAGE (PAGE 3 OF INVOICE)

```

CONTACTING US AT Sample Communications Corp
Your Customer Care Representative is William Bailey at extension 2235

IMPORTANT NEWS AND INFORMATION FROM Sample Communications Corp

*****
Sample Communications is pleased to serve the Standard Account Type.
Watch this space for services designed especially for your group.
*****

The National Business Association thanks you for subscribing to Sample
Communications! We hope you are enjoying your service.
*****

Your Sample Communications Sales Team is eager to serve any of your
communication needs. Call us any time at 800-555-1234 and ask for
Jim Green or Sam Jones.

*****
Sample Communications now provides Nationwide Internet Access!
Superior Service, Fast Connections, Free Access Software!
Call your service representative today to find out more!
*****

```

Sample Message

Warning Message

A **WARNING MESSAGE** will appear on the first page of **customer invoices** above the remittance coupon and is based on the customer's oldest aged balance. Each aging bucket can have its own message and **BALANCE THRESHOLD**.

A **BALANCE THRESHOLD** sets a base dollar amount that must be met before the Warning Message displays. If an amount is entered in the Balance Threshold field, an invoice with an amount over the balance threshold will receive a message.

Market Profiles: Message Display

Remittance Message Invoice Message Mailer Message **Warning Message** Page Trailer Message Contract Points Message

30
60
90
120
150
179
210

An account that carries a balance forward over this amount will receive the warning message entered below.

Balance Threshold : \$0.00

Thank you for maintaining a current balance with Sample Communications
We appreciate having prompt-paying customers like you!

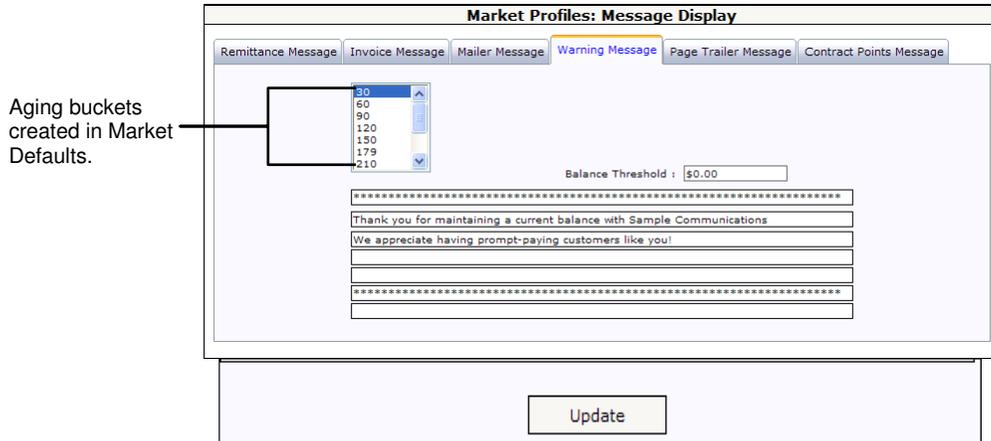


Creating a Warning Message

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

1. Click the **WARNING MESSAGE** tab. Type your message.

The aging bucket **END POINTS**, **BALANCE THRESHOLD** input area, and **MESSAGE** area display. Aging buckets must be created in Market Defaults before they will appear here.



Aging buckets created in Market Defaults.

2. Highlight an aging **END POINT**. Enter a **BALANCE THRESHOLD** if applicable.

When a billed invoice amount falls within the specific aging bucket's **END POINT**, the corresponding message prints on the invoice.

3. Enter the corresponding message.

In the above example, 30 is highlighted; customer's who have current balances see the entered message display on their invoice.

4. Click **UPDATE** to save the End Point message.

Your message is saved and remains as entered until edited or deleted.

NOTE:

Each Aging Bucket can have its own message and balance threshold. To create a message for each aging bucket, repeat steps 2, 3 and 4.

5. Click the **DISC** button to save the messages and remain on the Message Display screen.



Your messages are saved and remains as entered until edited or deleted.

Sample Warning Message

Aging Analysis		*****
1-30 Days	\$4,108.43	Thank you for maintaining a current balance with Sample Communications
31-60 Days	\$.00	We appreciate having prompt-paying customers like you!
61-90 Days	\$.00	
91-120 Days	\$.00	
121 Plus Days	\$.00	



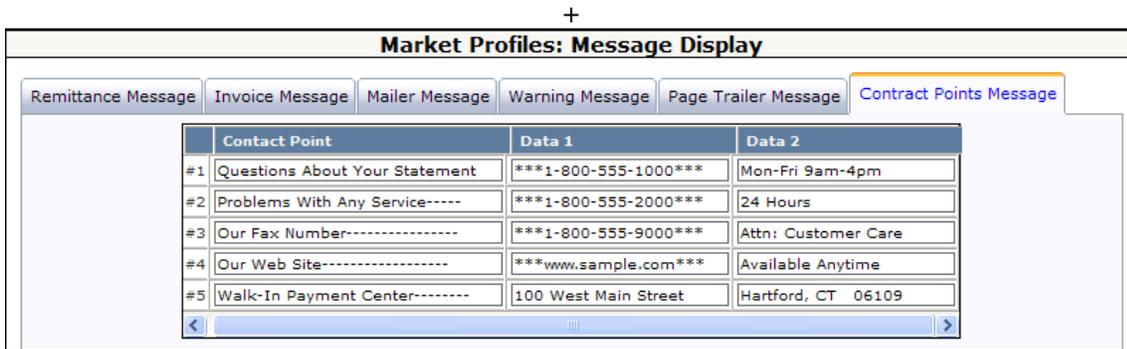
Contact Points Message

The CONTACT POINTS MESSAGE is a way to tell customers whom to contact in certain situations. This message prints on the first page on the customer invoice. You can provide up to five different contact points and two entry areas (Data 1 and Data 2) for detail information such as a phone number or hours of operation for each contact point. Each contact point area allows 30 characters. Each Data field allows 20 characters.

Creating a Contact Points Message

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

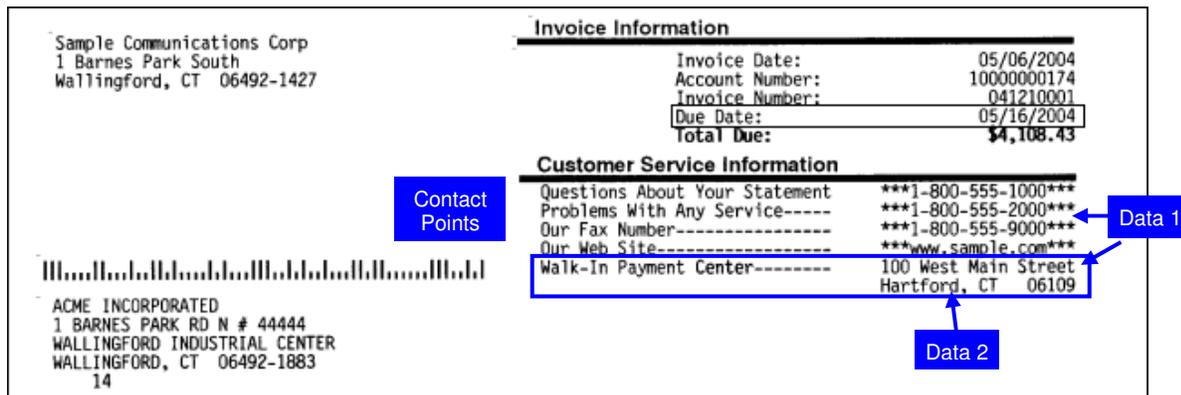
1. Select the **CONTACT POINTS MESSAGE** tab on the **MESSAGE DISPLAY** dialog screen. There are five available Contact Point fields. Each contact point field has two corresponding data fields.



2. Type up to 5 contact points. If **DATA2** information is entered, the information displays under the corresponding **DATA1** information.

3. Click the **DISC** button to save the messages and remain on the Message Display screen.  Your Contact Points are saved and remains as entered until edited or deleted.

SAMPLE CONTACT POINTS MESSAGE





Page Trailer Message

The **PAGE TRAILER MESSAGE** appears at the bottom of **each summary and detail page** of the customer invoice. This message is limited to a single-line, 60-character message.

Creating a Page Trailer Message

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

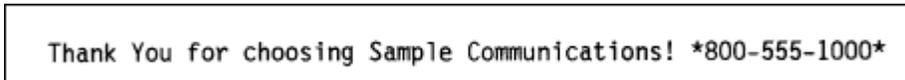
1. Select the **PAGE TRAILER MESSAGE** tab on the **MESSAGE DISPLAY** screen. A single-line input area appears.



2. Type a page trailer message. This message is limited to 60 characters and appears at the bottom of the page on the invoice.

3. Click the **DISC** button to save the messages and remain on the Message Display screen.  Your message is saved and remains as entered until edited or deleted.

SAMPLE PAGE TRAILER MESSAGE





Market State Invoice Messages

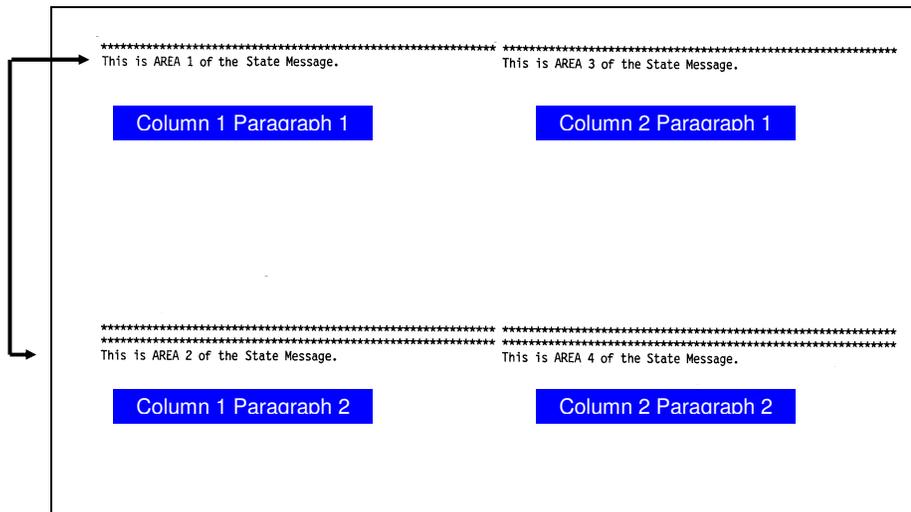
MARKET STATE MESSAGES provide a way to send a global message to all customers located in the same state. State-specific messages are a convenient way to convey regulatory information to your customer base. The LOCATION ADDRESS on the customer account determines what state messages display on the customer invoice.

State messages appear on **the reverse side of the Remittance Coupon page**. The state message area is divided into four (4) sections. Each section can contain a message with a maximum of 23 lines, and 60 characters per line.

If a STATE logo is selected, it replaces the company logo on all invoices for only that state. Use of a state logo must be coordinated with your Billing Analyst.

The MAXIMUM LATE FEE value has no impact on Billing and is informational only.

The screenshot shows a web form titled "Market Profiles: State Messages Display" with an "Add" button in the top right. Below the title, there are three input fields: "State" (a dropdown menu), "Logo" (a dropdown menu), and "Maximum Late Fee" (a text box containing "0.00%"). Below these fields, there are four tabs labeled "Column 1 Paragraph 1", "Column 1 Paragraph 2", "Column 2 Paragraph 1", and "Column 2 Paragraph 2". The main area of the form is a large grid of 23 rows and 2 columns. At the bottom of the form, there are three icons: a green checkmark, a floppy disk, and a red X.



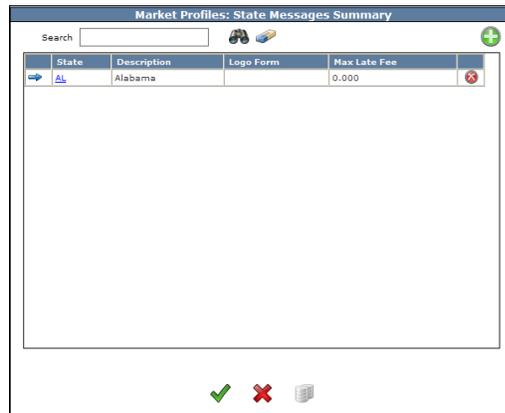


Creating a State Message

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

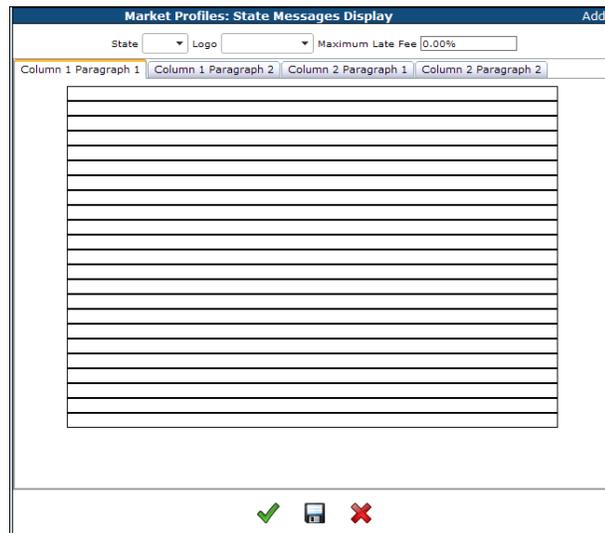
1. Select **MARKET STATE INVOICE MESSAGES** from the Market Profile drop down list.

The **STATE MESSAGES SUMMARY** dialog screen lists existing state messages.



2. Click the **GREEN PLUS** button to create new a state message.

The **STATE MESSAGE DISPLAY** screen appears.



The Maximum Late Fee field is optional only.

3. Select a state from the **STATE** list. Optional: Select a logo. Type the message.
4. Click the **CHECKMARK** or **DISC** to save your message.

States with stored messages do not appear in the list. Logos must be coordinated with your billing analyst.

NOTE: Selecting **XX** (All States) as your state selection enters the specific message on all invoices that do not have a specific state message. If you have state specific messages and want the XX state message to appear as well, then retype the message entered for XX in those state entries.

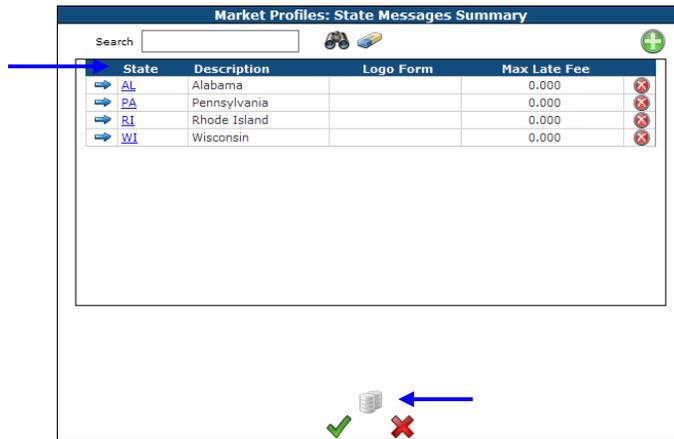


If you have a state message that can apply to more than one state, you can duplicate the message rather than entering it into the system again.

Duplicating a State Message

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

1. Click to blue arrow to highlight the State where the message you want to duplicate. The **DUPLICATE** button becomes available.

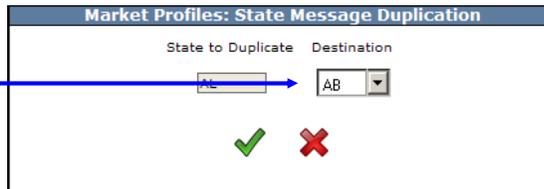


DUPLICATE BUTTON

2. Click the **DUPLICATE** button. The **STATE MESSAGE DUPLICATION** dialog screen appears.

The **STATE TO DUPLICATE** field fills in with the selected state.

Select the state that will use the duplicated message from the **DESTINATION** list.

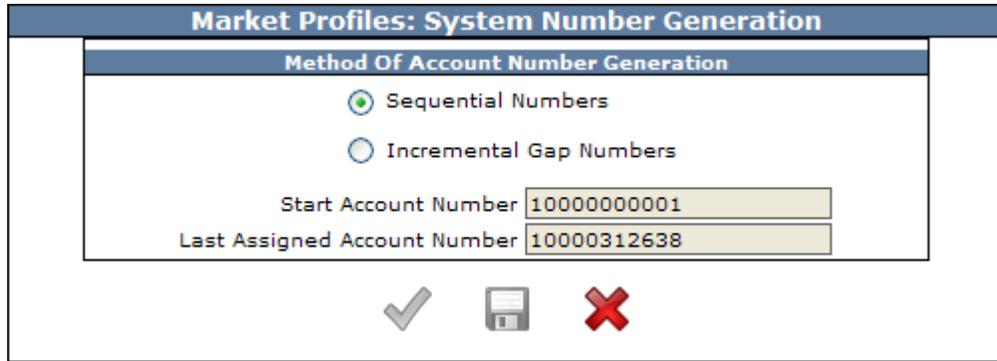


3. Click the **CHECKMARK** to save. The message is duplicated and saved.



Market Number Generator

Account Numbers are automatically assigned by the system when new accounts are created in OmniBill. Before an account number can be assigned, a user-defined preference for account number generation must be defined and the first account number for the Market must be selected. Once chosen, this initial account number cannot be changed. However, you can change the method of account number generation.



Market Profiles: System Number Generation	
Method Of Account Number Generation	
<input checked="" type="radio"/>	Sequential Numbers
<input type="radio"/>	Incremental Gap Numbers
Start Account Number	10000000001
Last Assigned Account Number	10000312638

Account numbers can be generated in two methods: **SEQUENTIALLY** or **INCREMENTALLY**.

- When account numbers are assigned sequentially, the system increments the last assigned account number by one to create the next account number.
- When account numbers are assigned incrementally, you determine the incremental gap between account numbers. The increment can be changed at any time, but this change is reflected only for accounts created after the increment change has been made.

All account numbers are 11 digits and must contain only numbers. The **LAST ASSIGNED ACCOUNT NUMBER** field is dynamically updated by the system. It cannot be edited. Once the system generates an account number, that number can never be assigned again. This remains true even if the creation of a new account is terminated before it is saved.

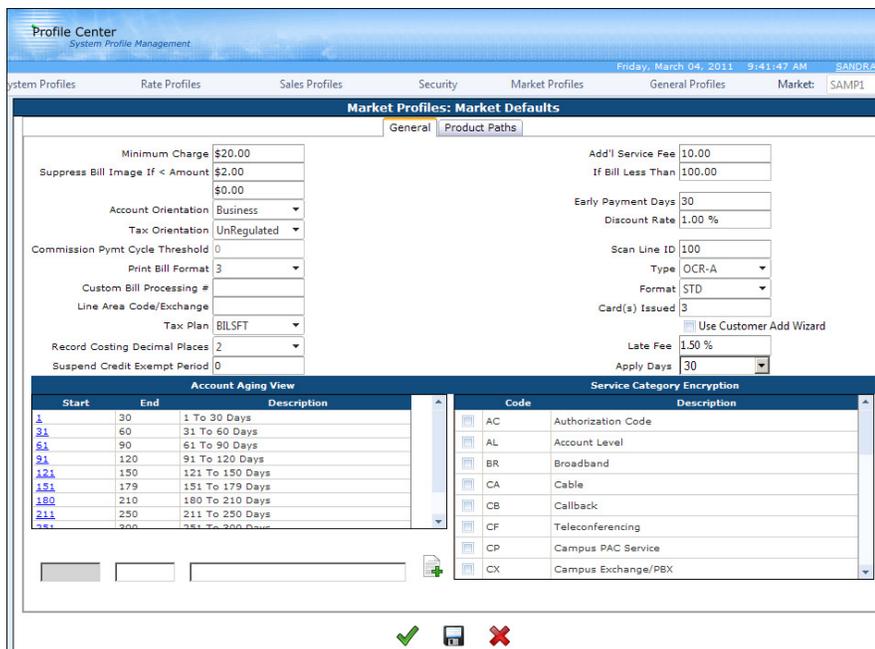


Defaults

DEFAULTS contain the most important information in the market profile area. Business rules for the market and many default settings are defined. Information input in Market Defaults appears on customer accounts, and is used by production for the call costing. The Market Defaults screen is divided into two (2) tabs: **GENERAL** and **PRODUCT PATHS**.

General Tab

The **GENERAL** tab contains business rules for the Market. Many of the settings can be changed on the Customer Account screen or within Account Type profiles created in System Profiles.



Market default settings affect **ALL** accounts in the Market and impact many areas in OmniBill.

MINIMUM CHARGE

The **MINIMUM CHARGE** allows you to set a minimum billed amount for customer invoices. 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 \$25.00 and the total bill (before taxes, discounts, and PICC/FSLC fees) amount is \$10.00, the system generates a debit transaction of \$15.00.

This setting can be changed for a single account in the **ACCOUNT TYPE** profile and in the **CUSTOMER ACCOUNT INFORMATION SCREEN**.



SUPPRESS BILL IMAGE IF <AMOUNT

The **SUPPRESS BILL IMAGE IF <AMOUNT** sets a conditional dollar amount that controls whether or not a customer invoice is printed. Customers whose balance due falls below the specified dollar value will not receive a printed invoice regardless of any current transaction.

This default can be changed only on the **ACCOUNT TYPE** profile in System Profiles.

Minimum Charge	\$20.00
Suppress Bill Image If < Amount	\$2.00
	\$0.00
Account Orientation	Business
Tax Orientation	UnRegulated
Commission Pymt Cycle Threshold	0
Print Bill Format	3
Custom Bill Processing #	223
Line Area Code/Exchange	
Tax Plan	BILSFT
Record Costing Decimal Places	2
Suspend Credit Exempt Period	1

ACCOUNT ORIENTATION

The **ACCOUNT ORIENTATION** identifies an account as either Business or Residential. The orientation impacts the calculation of PICC and FSLC charges. The orientation can be changed in the Account Type Profile in System Profiles and on an individual accounts. The Account Orientation selected can also be used to indicate the costing decimal setting. Please refer to the **RECORD COSTING DECIMAL PLACES** section below for additional information.

TAX ORIENTATION

The **TAX ORIENTATION** impacts the method used to calculate taxes for your database. The choices are Regulated or Non Regulated. This field is not referenced during the billing production process.

COMMISSION PYMT CYCLE THRESHOLD

This field currently does not function.

PRINT BILL FORMAT

This setting is referenced during the production billing process and controls the layout orientation of the printed bill. The two choices are **2-STANDARD LANDSCAPE** and **3-CUSTOM BILL PRINTING**. Custom formats require special consideration during the production process and therefore carry a higher cost.

CUSTOM BILL PROCESSING #

When **CUSTOM (3)** is selected for the **PRINT BILL FORMAT** field, a **CUSTOM BILL PROCESSING #** field becomes available and allows you to fill in the custom information.

LINE AREA CODE/EXCHANGE

This field currently does not function.

TAX PLAN

During initial set up of the database, **BillSoft®** is the only choice available. If additional tax profiles are created in **RATE PROFILES**, those profiles become selections as a **TAX PLAN**. The default **TAX PLAN** can be changed on the Account Type profile in System Profiles and at the account level for individual accounts.



RECORD COSTING DECIMAL PLACES

The **RECORD COSTING DECIMAL PLACES** field determines to what decimal place usage is rated at. You can rate up to six decimal places. The cost of the call displays on an invoice based on your selection. The rounding process always rounds up.

For example, if the setting for record costing is three decimal places, a call that rates at \$ **.0215** appears on the invoice as \$ **.022**. If you want .0215 to rate usage and display on your invoice, your Record Costing Decimal Place must be set to 4.

Since this setting is market wide, all accounts will have usage rate and display using the same record costing decimal place.

NOTE:

If for any reason you wish to rate and display usage differently by account, please contact your Assigned Billing Analyst.

Profitec’s DBA will assign a decimal setting to an Account Orientation code (Business, Residence, Military, Wholesale etc; the Account Orientation would be assigned to the account. Accounts with that specific Account Orientation code would have usage rate and displayed according to assigned decimal amount.

SUSPEND CREDIT EXEMPT PERIOD

The **SUSPEND CREDIT EXEMPT 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.

Suspend Credit Exempt period set to 10 days			
No Reinstade Date	Reinstade Date 1/25/01	No Reinstade Date	Reinstade Date 1/10/01
Cycle 1/1/01 – 1/31/01	Cycle 1/1/01 – 1/31/01	Cycle 1/1/01 – 1/31/01	Cycle 1/1/01 – 1/31/01
Line Suspended 1/10/01	Line Suspended 1/10/01	Line Suspended 1/25/01	Line Suspended 1/5/01
Suspended 21 days	Suspended 15 days	Suspended 7 days	Suspended 5 days
✓Proration	✓Proration	✗NO Proration	✗NO Proration
21>10	15>10	7<10	5<10



ADDITIONAL SERVICE FEE AND IF BILL LESS THAN

The **ADDITIONAL SERVICE FEE** works in conjunction with the **IF BILL LESS THAN** field. 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.

The **IF BILL LESS THAN** field 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**. The **IF BILL LESS THAN** and **ADDITIONAL SERVICE FEE** fields can be changed in the Account Type profile in System Profiles and in the customer account screen.

Example:

Add'l Service Fee	\$10.00
If Bill Less Than	\$100.00

If the current charges are less than \$100, an additional \$10 fee will be applied to the account.

EARLY PAYMENT DAYS AND DISCOUNT RATE

Early Payment Days	30
Discount Rate	1.00 %

EARLY PAYMENT DAYS and the **DISCOUNT RATE** field work together.

If a payment is posted within the number of days set in **EARLY PAYMENT DAYS** field prior to the payment due date, the percentage set in the **DISCOUNT RATE** is applied against the current amount. An **EPDSC** (Early Pay Discount) credit transaction is posted to the customer account after the payment is posted to the account.

Example:

- An account pays the 3/31/05 invoice on 4/20/05.
- The Statement Date entered on the Billing Cycle Maintenance screen is 4/05/05.
- The **EARLY PAYMENT DAYS** posted on the account is **20** (using 4/05/05 as a reference date, any payment posted before 4/25/05 qualifies the account for the discount).
- The 3/31/05 **CURRENT CHARGES** for this account are \$100.00.
- The **DISCOUNT** percentage is set at 1%.
- A \$1.00 CR **EPDSC** (Early Pay Discount) transaction is generated and posted to the account.

When **EARLY PAY DAYS** and a **DISCOUNT** rate are set, the following cycle profile dates are referenced in the following order: 1. Payment Received Date, 2. Mail Date, 3. Statement Date, and 4. Cycle End Date.

SCAN LINE ID

The **SCAN LINE ID** is a 3-digit, user-assigned number that uniquely identifies a market. This number precedes the standard system-generated scan line. When remittances are received, the **SCAN LINE ID** identifies to which market payment should be applied.



TYPE

The **TYPE** field indicates the type of scan lines generated by the system. Although there are multiple choices, **OCR-A** is the only choice currently supported by production. Any other choice must be coordinated with your billing analyst.

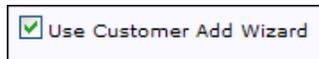
FORMAT

The scan line **FORMAT** setting is locked on Standard (STD). Currently, it is not possible to customize the scan line format.

CARD(S) ISSUED

The **CARDS ISSUED** field defaults to two and is used to determine the default number of cards that appear in the **CARDS ISSUED** field in the **TC LINE TYPE DETAIL** screen. This default value can be changed on a line-by line basis.

USE CUSTOMER ADD WIZARD



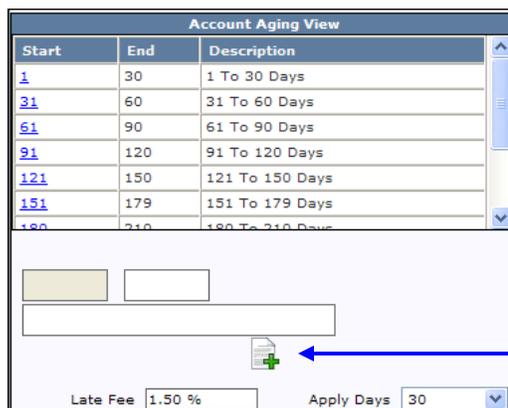
Checking the **USE CUSTOMER ADD WIZARD** option in Market Defaults enables the **CUSTOMER ADD WIZARD** screen when Standard accounts are created in the Customer Care module. The **CUSTOMER ADD WIZARD** screen can perform the following tasks before saving a Standard account in OmniBill:

- Verify **Address information**.
- Validate **Credit Card Number**.
- Request and view consumer **Credit Report**.
- Verify **ACH Debit** information.
- Create a **LOCAL CSR** file to begin local provisioning.

NOTE: Each one of these processes must be setup in the **GATEWAY** tab found in **SYSTEM UTILITIES** before they are available. Refer to Section 12 – Customer Care in the OmniBill® user manual for more information on the Customer Add Wizard screen.

ACCOUNT AGING VIEW

Market aging buckets are created and maintained in the **ACCOUNT AGING VIEW**. Aging buckets directly impact Dunning and Collections capabilities and appear on invoices.



Add Button



During initial setup, only one aging bucket is defined. The **START** day is **1** and the **END** day is a + (plus sign). The first **START** day *must* be **1**. When editing the first aging bucket, the **START** day **1** cannot be changed. The next **START** day is the **END** day of the previous bucket. The **END** day of the last aging bucket *must* be a + (plus sign).

Must be 1 →

Start	End	Description
1	30	1 To 30 Days
31	60	31 To 60 Days
61	90	61 To 90 Days
91	120	91 To 120 Days
121	150	121 To 150 Days
151	179	151 To 179 Days
180	210	180 To 210 Days

EDITING AN AGING BUCKETS

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

- | | |
|---|---|
| 1. Click the aging bucket you want to edit. | The selected aging bucket drops below to the edit area. |
|---|---|

START of bucket is determined by END value entered in the previous bucket.

Start	End	Description
1	30	1 To 30 Days
31	60	31 To 60 Days
61	90	61 To 90 Days
91	120	91 To 120 Days
121	150	121 To 150 Days
151	179	151 To 179 Days
180	210	180 To 210 Days

- | | |
|---|--|
| 3. Change the END day for the aging bucket. Change the end date for the Description . | The START day of the next bucket changes to reflect the END day of the previous bucket when the UPDATE button is clicked. |
| 4. Click the ADD button. | |

LATE FEE

The **LATE FEE** determines the percentage charged on past due balances each month. The Late Fee default percentage entered in Market Defaults can be changed on an account-by-account basis.

The date an account is eligible for the late fee is based on the **APPLY DAYS** field. If the account balance is older than the apply days value, the system applies the late fee. The **STATEMENT DATE** of the bill run is used to determine the age of an account balance.

APPLY DAYS

The **APPLY DAYS** field indicates when the **LATE FEE** begins to be applied to an account. The **APPLY DAYS** values in the drop down list are derived from the **END** days specified in the aging buckets.

Late Fee	<input type="text" value="1.50 %"/>	Apply Days	<input type="text" value="30"/>	<input type="button" value="v"/>
----------	-------------------------------------	------------	---------------------------------	----------------------------------



SERVICE CATEGORY ENCRYPTION

Service Category Encryption is used to suppress line numbers from displaying on the customer invoice. Line Numbers for the selected Service Categories from the Service Category Encryption list appear on the invoice as a series of asterisks (*****) and a text description. This affects all accounts in the Market.

Service Category Encryption		
	Code	Description
<input type="checkbox"/>	AC	Authorization Code
<input type="checkbox"/>	AL	Account Level
<input type="checkbox"/>	BR	Broadband
<input type="checkbox"/>	CA	Cable
<input type="checkbox"/>	CB	Callback
<input type="checkbox"/>	CF	Teleconferencing



Product Paths Tab

Default output file paths and additional system file paths are recorded in the **PRODUCTS PATHS** tab. If these defaults are not defined errors will occur causing the product to function incorrectly or not at all.

The screenshot shows a web application interface for configuring market profiles. The main window is titled "Market Profiles: Market Defaults" and has a "Product Paths" tab selected. The interface is divided into two main sections: a left-hand navigation pane with blue headers for different product categories, and a right-hand configuration area with text input fields. The categories in the left pane are: Default Output Paths, OmniView, OmniCare, Reports, VisiBill Files Root Directory, Attachments Directory, DIC Scheduled Reports Directory, Online CSR URL, Client Utility Remote Location, Client Utility Local Directory, and Omnibill Usage Database Selection. The configuration area contains the following fields and values:

Access-A-Bill	
Data File	
Admin URL	http://www.omnisuite.net/omnviewadmin05/AdminInitCust.aspx
Cust URL	http://www.omnisuite.net/omnview05/default.aspx
Server Name	webprog2\webprog05
URL	
URL	http://reportservera/reportserver
	\\Dev01\H_Misc\Sample Communications Visibill File Warehouse
	\\Dev01\h_misc\Omnibill Attachments
	http://reportservera/reportserver
	https://www.omniviewonline.com/olcsr/olcsr/_initiate.asp
	\\dev01\h_misc\prog1\Client Utilities
	c:\cu_io_files\prog1
Omnibill Usage Database Selection	MODE 2: Separate Omnibill Usage Database
Usage DB Name	omnibillusage

At the bottom of the configuration area, there are three icons: a checkmark, a floppy disk, and a red X.

DEFAULT OUTPUT PATHS define the destination location for data exported out of OmniBill (Data File) and Access-a-Bill.

OMNIVIEW

If you offer OmniView to your customer base and you want your Customer Service Representatives to have access to your OmniView web site, you must enter your OmniView web address locations in the fields provided.

- The Admin URL is used to initialize customers to use OmniView.
- The Cust URL is used to access the OmniView web pages from OmniView to assist customers using OmniView.

Your technical staff should be able to provide this information.

OMNICARE, REPORTS, DIC SCHEDULED REPORTS DIRECTORY

In order to access OmniCare, the Data Intelligence Center and the Scheduled report, these fields must be completed by your system administrator.

Examples:

<http://servername/reportserver>

<http://servername/omnicare/Default.aspx>



VISIBILL FILES ROOT DIRECTORY

The network location where the parsed PDF files are stored must be defined on the Market Defaults screen in order for your Customer Service Representatives to view VisiBill PDF files while in OmniBill. **NOTE:** Users will need to have network rights to a shared drive in order to access the VisiBill files.

ATTACHMENTS DIRECTORY

Users can add and view documents attached to customer accounts and Action Tickets. However, before documents can be added to customer accounts, Action Tickets, or viewed by users from OmniBill, a directory must be created as a shared drive and then defined in Market Profiles. Subfolders can also be created off of the main directory. The subfolders do not need to be defined in OmniBill.

When documents are added to Accounts or Action Tickets, the documents are automatically stored to the defined directory for access by all users.

NOTE: If a user does not have permissions or rights to save documents to the directory entered in the Attachments Directory field, the user receives the following error when trying to save attachments. This is not an OmniBill related error. An Administrator must grant the user permissions to save files to the specified directory.



ONLINE CSR URL

OmniBill has the capability to create an online instant chat with customer service representatives. This option requires third party software, such as SCR, to be purchased and installed on your OmniBill server. Purchasing and setting up the Online Representative software is your responsibility. After the software is setup, the following information must be provided.

OMNIBILL USAGE DATABASE SELECTION

OmniBill allows call record usage to be stored in one of three available choices:

1. In the OmniBill Database. (Default selection)
2. In a separate database from the OmniBill database.
3. In a separate database from the OmniBill database on a separate server.

One million stored call records takes up approximately 1 gig of space in your database. Storing call record usage outside of the OmniBill database can reduce the size of your OmniBill database.

Having a smaller OmniBill database allows you to perform quicker database back-ups and quicker database restores. You also have the option of storing call record usage for longer periods of time because the call records are not impacting the size of your OmniBill database.



Depending on where the call record usage is stored, a **MODE** is assigned by Profitec and the selected mode displays in the **OMNIBILL USAGE DATABASE SELECTION** field in the **PRODUCT PATHS** tab.

MODE 1

The default choice is **MODE 1**. Mode 1 indicates call record usage is stored in the OmniBill database. This mode is set at the time the OmniBill database shell is created by Profitec and can be changed by Profitec upon request. Requests should be submitted to your assigned Billing Analyst.

MODE 2

MODE 2 indicates call record usage is stored in a separate database, but on the same server as the OmniBill database. If you decide to choose **MODE 2** you must submit a request to your assigned Billing Analyst. After Profitec changes the mode, you must enter the **DATABASE NAME** where the call records are being stored in the **USAGE DB NAME** field.

Market Profiles: Market Defaults	
General	Product Paths
Default Output Paths	Access-A-Bill
	Data File
OmniView	Admin URL
	Cust URL
	Server Name
OmniCare	URL
Reports	URL
VisiBill Files Root Directory	\\Dev01\H_Misc\Sample Communications Visibill File Warehouse
Attachments Directory	\\Dev01\h_misc\Omnibill Attachments
DIC Scheduled Reports Directory	\\Dev01\h_misc\DIC
Online CSR URL	https://www.omniviewonline.com/olcsr/olcsr/i_initiate.asp
Client Utility Remote Location	\\dev01\h_misc\marys\Client Utilities
Client Utility Local Directory	c:\cu_io_files\marys
Omnibill Usage Database Selection	MODE 1: Single Omnibill Database

NOTE: If you decide to store your call usage in a separate database, you are responsible for creating the SQL database.

MODE 3

MODE 3 indicates call record usage is stored in a separate database on a separate server.

If you decide to choose **MODE 3** you must contact your assigned Billing Analyst. After the mode is changed, the **OMNIBILL USAGE DATABASE SELECTION** fields in the **PRODUCT PATHS** tab must be filled in with the **DATABASE NAME**, the **LINKED SERVER NAME**, and the **LINKED PASSWORD** where the call records are stored.



Market Cycle Sets

The **MARKET BILLING CYCLE** is used to determine the time frame as to when the current charges are assessed for an account. For example, are charges invoiced from the 1st to the end of month or the 15th to the 14th of the month? Call usage is not date sensitive.

One market may have multiple billing cycles. Markets with a large number of customers might have multiple billing cycles to stagger billing and maintain a cash flow. New cycles can be added at any time. Cycles can be deleted, provided no accounts have the cycle assigned.

Clicking the **MARKET CYCLE SET** button displays the **BILLING CYCLE SUMMARY** screen. All billing cycles within the database are listed. New cycles can be added or existing cycles can be edited.

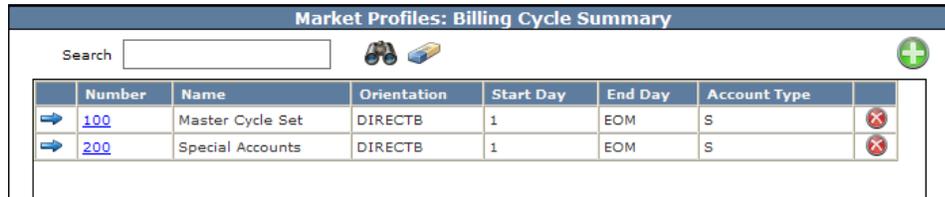
Number	Name	Orientation	Start Day	End Day	Account Type	
100	Master Cycle Set	DIRECTB	1	EOM	S	
200	Special Accounts	DIRECTB	1	EOM	S	

Caution: It is important to consider the billing implications if editing billing cycle Start and End days. Revenue can be lost and customers may be charged for services incorrectly.

Creating a Billing Cycle

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

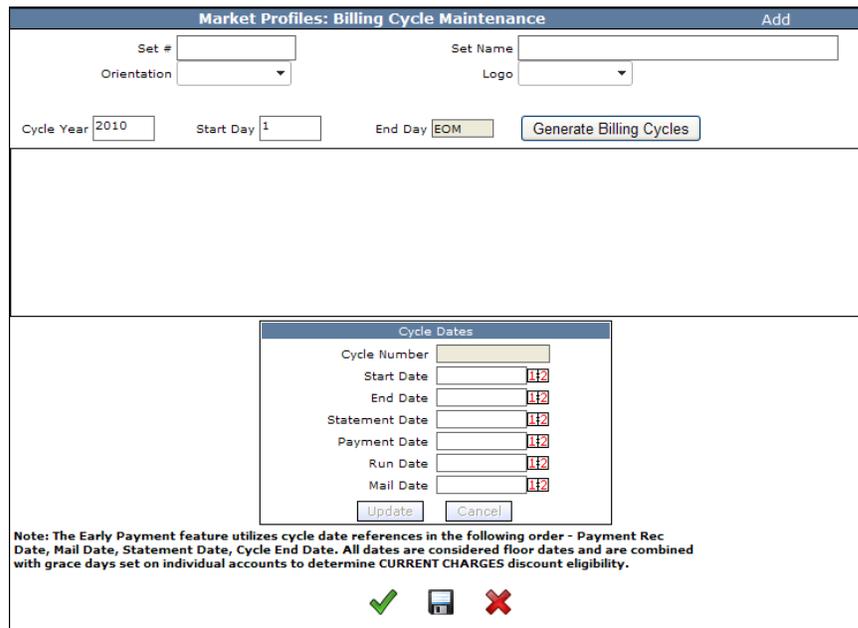
1. Select **CYCLE SETS** from the Market Profile drop down list. The **BILLING CYCLE SUMMARY** screen displays



The screenshot shows the 'Market Profiles: Billing Cycle Summary' interface. It features a search bar at the top left, a green plus icon at the top right, and a table with the following data:

Number	Name	Orientation	Start Day	End Day	Account Type	
100	Master Cycle Set	DIRECTB	1	EOM	S	
200	Special Accounts	DIRECTB	1	EOM	S	

2. Click the **GREEN PLUS** sign. The **BILLING CYCLE MAINTENANCE** screen displays.



The screenshot shows the 'Market Profiles: Billing Cycle Maintenance' interface. It includes fields for 'Set #', 'Set Name', 'Orientation', and 'Logo'. Below these are 'Cycle Year' (2010), 'Start Day' (1), and 'End Day' (EOM), along with a 'Generate Billing Cycles' button. A 'Cycle Dates' dialog box is open, showing fields for Cycle Number, Start Date, End Date, Statement Date, Payment Date, Run Date, and Mail Date, each with a calendar icon. At the bottom, there is a note: 'Note: The Early Payment feature utilizes cycle date references in the following order - Payment Rec Date, Mail Date, Statement Date, Cycle End Date. All dates are considered floor dates and are combined with grace days set on individual accounts to determine CURRENT CHARGES discount eligibility.' and navigation icons (green checkmark, printer, red X).

3. Fill in the following fields:
 - **SET #** - The Set # is a maximum of 3 digits used to identify the billing cycle. Leading zeroes are not recommended when creating the set number.
 - **SET NAME** - The Set Name is an alphanumeric description used to describe the billing cycle. The name can be up to 30 characters long.



Action	Description
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4. Select an **ORIENTATION**.

There are three options in the Orientation drop down list: **DIRECTB**, **DIRECTR**, and **LEC**. **DIRECTB** and **DIRECTR** are informational settings only and have no impact on the bill run.

The screenshot shows the 'Market Profiles: Billing Cycle Maintenance' form. The 'Orientation' dropdown menu is open, displaying three options: DIRECTB (Direct To Customer - Business), DIRECTR (Direct To Customer - Residence), and LEC (Via Local Exchange Carrier). Other fields include Set # (400), Set Name, Logo, Cycle Year (2009), and a 'Generate Billing Cycles' button.

Selecting the **LEC** orientation invokes special production rules during the bill run process. **LEC** bill runs must be coordinated with your Billing Analyst.

5. **SELECT YOUR LOGO CODE.**

Your assigned Billing Analyst formats your company logo. They provide a code once the formatting is completed and the code displays in the **LOGO** drop down list. This code identifies the image used on printed invoices.

CYCLE YEAR

The **CYCLE YEAR** defaults with the current set calendar year. This identifies the starting year for your billing cycles.

The screenshot shows the 'Market Profiles: Billing Cycle Maintenance' form with the following values: Set # 600, Set Name 'New Set', Orientation 'DIRECTB', Logo 'SAMP1', Cycle Year 2010, Start Day 1, and End Day EOM. A 'Generate Billing Cycles' button is visible.

START DAY

The **START DAY** defaults with 1. The Start Day identifies the day of the month the billing cycle begins. This can be changed.

END DAY

The End Day defaults with EOM (End of Month). The System generates the **END DAY** value based on the **START DAY** entered.

For example, if the Start Day is 15, the End Day field is automatically filled in with 14.

6. Click the **GENERATE BILLING CYCLES** button. The system generates 240 billing cycles.



Once the billing cycles are generated, the **PRINT BILL FORMAT** field displays. There are three choices in the Print Bill Format drop down.

1. Standard Portrait
2. Standard Landscape
3. Custom Bill Printing

Standard Landscape (2) should be selected unless special arrangements have been made.

CYCLE DATES

Cycle Billing dates can be changed provided the cycle **END DATE** is a date in the future. Changing the cycle dates may cause unexpected results if prorating is involved. Proceed with caution when editing a billing cycle. A Billing Cycle can be deleted only if it is not assigned to any accounts.

STATEMENT DATE

Defining a **STATEMENT DATE** impacts the calculation of aging and late fees. Entering a default **STATEMENT DATE** is recommended to ensure consistent and predictable results for aging presentation and late fee calculation.

During production two *system-generated* transactions are posted to accounts: **BALANCE FORWARD (BALFD)** and **NEW CHARGES (NEWCH)**. If a default **STATEMENT DATE** does not exist for the billing cycle, both transactions are date stamped with the server date of the bill run. The post dates for the **BALANCE FORWARD** and **NEW CHARGES** transactions are referenced during the next billing cycle to determine the start date for aging and late fee charges. If the production cycles are not run consistently, the aging and late fees do not represent an accurate thirty-day period. Using a **STATEMENT DATE** eliminates this problem. Also, if the billing cycle is rerun for any reason, regardless of how many days have elapsed, the late fees and aging are calculated the same.



PAYMENT RECEIVED DATE

The **PAYMENT RECEIVED DATE** is a baseline reference date that is used in conjunction with the **EARLY PAY DAYS** to qualify an account for an early payment discount. It is recommended that a date that is a few days greater than the actual mail date of the statements be used as the **PAYMENT RECEIVED DATE**. This gives the customer an opportunity to get a payment in on time. A note at the bottom of the **BILL CYCLE MAINTENANCE** screen details how various dates are used for the Early Pay Discount feature.

RUN DATE

This field does not function.

MAIL DATE

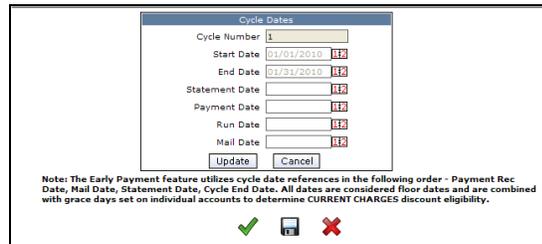
The **MAIL DATE** is the date the invoices were mailed to the customers. It also serves as the second date checkpoint for the Early Pay discount. If no **PAYMENT RECEIVED DATE** exists, the system uses the **MAIL DATE** to calculate the Early Pay discount. This field is not system-generated. You can use this field to track the date invoices were actually mailed by the Post Office.

NOTE: A Cycle can only be deleted if it has not been added to an account.

ADDING OR EDITING DATES IN THE GRID

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

1. Click to highlight the Cycle Number to edit.
2. Click the two down arrow heads to display the Cycle Dates entry screen.



3. Click the Calendar Icon to display the calendar; select the date desired.
4. Once the dates have been entered, click the **UPDATE** button to commit the information to the grid.



Cycle#	Start Date	End Date	Statement Date	Pay Rec Date	Run Date	Mail Date
1	01/01/2010	01/31/2010	06/01/2010			
2	02/01/2010	02/28/2010				
3	03/01/2010	03/31/2010				

Continue updating each Cycle # as needed.

Market Associated Addresses

The MARKET ASSOCIATED ADDRESSES screen is used to add relevant addresses for the market. By default, the address entered in the MARKET GENERAL INFORMATION screen appears in the ASSOCIATED ADDRESSES screen. This default address will be used for all company addresses. The Number identifier is generated by the system and by default associates the default address with the Mailer Remit, Coupon Remit, and Dunning Statement Remit.

Market Profiles: Associated Addresses Summary

Search   +

→	Number	Name	Address	
→	1	Sample Communications Corp	1 Barnes Park South	✘
→	2	Sample Communications Corp	P.O. Box 12000	✘
→	3	Sample Communications Corp	Collections Department	✘

Address to be used as Mailer Remit 1 ▼

Address to be used as Coupon Remit 2 ▼

Address to be used as Dunning Statement Remit 1 ▼

Address to be used as End-User Location Default ▼

✓
✘

- **MAILER REMIT** – The Return Mailing address used for undeliverable invoices.
- **COUPON REMIT** – The Coupon Remit Address prints on the invoice remittance coupon of the invoice identifying where payments are sent.
- **DUNNING STATEMENT REMIT** - Address that prints on Dunning/Collection letters identifying where payments are sent.
- The **END-USER LOCATION DEFAULT** address no longer functions.

NOTE: If security settings are set to block the addition of new addresses a message displays.

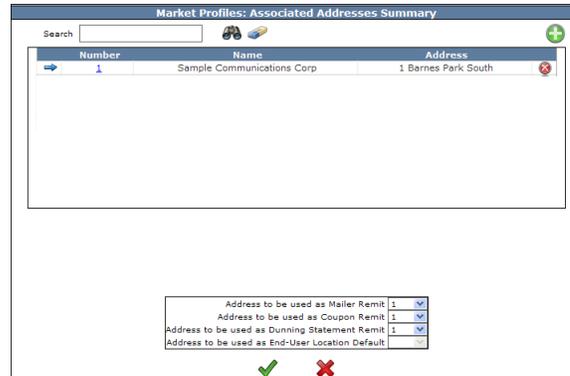
Only Profitec can grant rights to allow users to add additional addresses when this message appears.

Adding a Market Associated Address

Action	Description
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1. Select **MARKET ASSOCIATED ADDRESSES**.

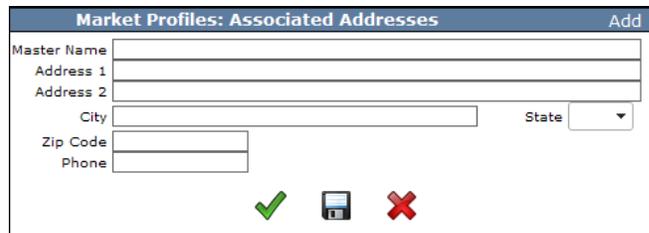
The **ASSOCIATED ADDRESSES** screen displays with the default address entered in Market General Information.



The screenshot shows the 'Market Profiles: Associated Addresses Summary' window. It features a search bar at the top left and a table with columns for 'Number', 'Name', and 'Address'. The table contains one entry: '1', 'Sample Communications Corp', and '1 Barnes Park South'. Below the table, there are four checkboxes for address usage: 'Address to be used as Mailer Remit' (checked), 'Address to be used as Coupon Remit' (checked), 'Address to be used as Dunning Statement Remit' (checked), and 'Address to be used as End-User Location Default' (unchecked). A green plus icon is visible in the top right corner of the window.

2. Click the **GREEN PLUS** button.

The **ASSOCIATED ADDRESSES** screen appears in Add mode.



The screenshot shows the 'Market Profiles: Associated Addresses' window in 'Add' mode. It contains several input fields: 'Master Name', 'Address 1', 'Address 2', 'City', 'State' (a dropdown menu), 'Zip Code', and 'Phone'. At the bottom of the window, there are three icons: a green checkmark, a floppy disk icon, and a red X icon.

3. Complete the address fields in the Associated Addresses screen. All fields, except the phone number are required.

4. Click the **DISC** to save the information and remain on the screen or click the **CHECKMARK** to save the information and close the screen.

The new address displays in the **ASSOCIATED ADDRESSES** screen.



A **NUMBER** is assigned to each address entered into the system. You can create unlimited addresses in the Associated Addresses screen.

Number	Name	Address	
1	Sample Communications Corp	1 Barnes Park South	X
2	Sample Communications Corp	P.O. Box 12000	X
3	Sample Communications Corp	Collections Department	X
4	Hill Associates	100 Main Street	X

The corresponding address number is then associated with sections of the customers Invoice and the Dunning Statement Remit coupon as seen in the below screen print.

As seen below: the first address is assigned to the Mailer Remit and Dunning Statement Remit. The second address is assigned t the Coupon Remit portion of the customer’s invoice.

Address to be used as Mailer Remit: 1

Address to be used as Coupon Remit: 2

Address to be used as Dunning Statement Remit: 1

Address to be used as End-User Location Default: []

✓ ✗

Example from an Account in OmniBill

Only the **COUPON REMIT** address can be changed at the account level.

The **COUPON REMIT** address **NUMBER** appears in the **REMIT TO FLAG** drop down list under **ADDRESSING OPTIONS** on the **ADDRESS INFORMATION** tab on the Account Information screen.

Account # 10000000174 Account Name ACME Incorporated

Account Information Account Address

Account Addresses

Addressing Options

Remit To Flag: 2 - Sample Communications Corp - P.O. Box 12000, Hartford, CT

Invoiced To: Location Address

Location Address Format: 0 - Standard

Alt Dunning eMail Address: []

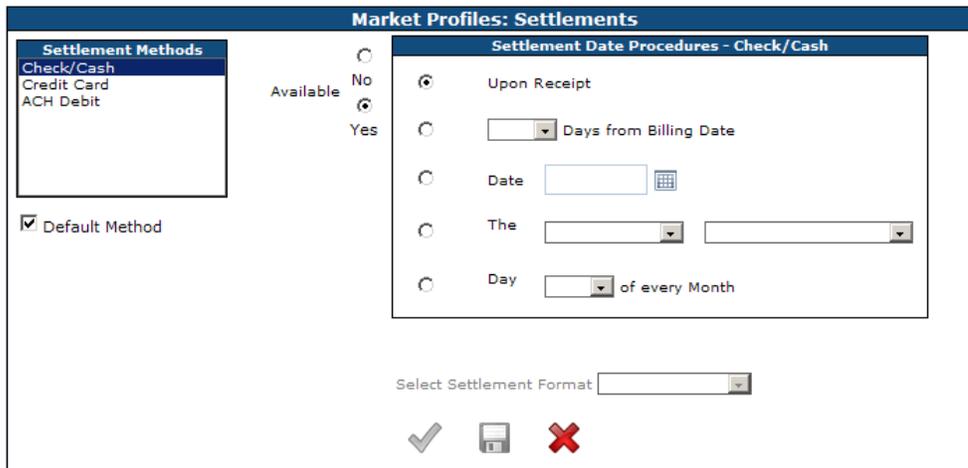
Market Settlements

The MARKET SETTLEMENTS module is used to establish bill payment options for the market and define accepted payment types.

There are three settlement methods:

1. CHECK/CASH
2. CREDIT CARD
3. ACH DEBIT.

CHECK/CASH is selected as the **DEFAULT** method. If this default is not changed, the Check/Cash settlement method is applied to all accounts in the Market. The **SETTLEMENT METHOD** can be changed on an account-by-account basis.



SETTLEMENT DATE PROCEDURES

- **UPON RECEIPT**

Upon Receipt is used to indicate the invoice is due and payable as soon as the end-user receives it in the mail. The verbiage **UPON RECEIPT** prints on the customer invoice.
- **DAYS FROM BILLING DATE**

The **DAYS FROM BILLING DATE** drop down is used to indicate the due date that will print on the invoice based on the selected number and adding that number to the Statement date of the bill run. For example, if you select **5 Days from Billing Date** and the Statement Date is the 10th of the month, the Due Date that prints on the invoice will be the 15th of the month.
- **DATE**

The **DATE** option is used to specify a unique due date that will print on the invoice each billing cycle. Using this option requires you to update the date monthly prior to the sending the database to Profitec for billing.



- The _____

The

These two drop down fields are used to designate an exact day of the month the invoice is due. The system translates the selected values into a specific date of the month on the invoice.

Day _____ of every Month

Day of every Month

This drop down is used to designate a specific day of the month an invoice is due. The system translates the selected value into a specific date of the month on the invoice.

Day of every Month

1
2
3

A settlement procedure must be selected for each type of settlement method allowed.

Selecting Settlement Methods

Action	Description
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- | | |
|--|---|
| 1. Select MARKET SETTLEMENTS from the Market Profiles drop down list. | The SETTLEMENTS screen displays with CHECK/CASH highlighted and the Available option set to NO by default. |
|--|---|

SETTLEMENT METHODS – CHECK CASH

If your customers can pay by **CHECK/CASH**, click the **AVAILABLE** option to **YES**.

- 2 Select the **SETTLEMENT DATE PROCEDURE** for all customer accounts paying by Check/Cash.

Market Profiles: Settlements

Settlement Methods	Available	Settlement Date Procedures - Check/Cash
<input checked="" type="checkbox"/> Check/Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> ACH Debit	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Upon Receipt <input type="radio"/> <input type="text"/> Days from Billing Date <input type="radio"/> Date <input type="text"/> <input type="text"/> <input type="radio"/> The <input type="text"/> <input type="text"/> <input type="radio"/> Day <input type="text"/> of every Month
<input checked="" type="checkbox"/> Default Method		
Select Settlement Format <input type="text"/>		
<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>		

Decide if Check/Cash is your default settlement method for all accounts in the market by selecting the **DEFAULT METHOD** check box. Selecting **CHECK/CASH** as the default method is recommended.



Action	Description
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The **DEFAULT METHOD** is the payment method for *all* accounts. One Default payment must be selected – Check/Cash, Credit Card, or ACH Debit. The default payment method can be changed on an individual account basis on the **CREDIT INFORMATION** screen in the Customer Care area.

NOTE:

If **CREDIT CARD** or **ACH DEBIT** is selected as the **DEFAULT SETTLEMENT** method for all accounts in the market every account added to the database will require credit card or ACH debit information to be added before the account can be saved.

The system will prompt the user adding the account if the credit card or ach debit information is not provided.

SETTLEMENT METHODS

Two Settlement gateways are available: **VERISIGN/PAYPAL** and **AUTHORIZE.NET**. You do not need to use the same Gateway for both Credit Card and ACH Debit. For example, VeriSign/PayPal can be used to accept Credit Card payments and Authorize.Net can be used to accept Ach Debit transactions, or visa versa.

VeriSign/PayPal

Before you can begin processing Credit Card and/or ACH payments using VeriSign/PayPal, please ensure the following requirements have been met:

- Establish a Merchant Account with VeriSign/PayPal.
- Purchase PayFlow Pro from VeriSign/PayPal.
- Complete the VeriSign setup process.
- Setup the VeriSign Gateway parameters in OmniBill.

Authorize.Net

Before you can begin processing Credit Card and/or ACH payments using Authorize.net, please ensure the following requirements have been met:

- You have a U.S. based merchant bank account that allows Internet transactions.
- You have contacted Authoize.net and setup an e-commerce Card Not Present (Advanced Integration Method) Authoize.Net payment Gateway account.
- If you are offering ACH payment as an option, you must complete the eCheck.Net application and underwriting process with Authoizrzi.Net. This application is required to submit electronic check transactions through an Authorized.net (Card Not Present) Payment Gateway account.
- Setup the Authorize.Net Gateway parameters in OmniBill.



Action	Description
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SELECT SETTLEMENT FORMAT

- Select **VERISIGN PAYFLOW PRO** or **AUTHORIZE.NET** from the drop down list.

ACH DEBIT

If **ACH DEBIT** transactions are an accepted payment option:

- Highlight **ACH DEBIT**.
- Select Available - **YES**.

- Select a **SETTLEMENT DATE PROCEDURE** for all accounts in the market paying by ACH Debit. At least one settlement method must be selected.
- Select the Settlement Gateway.

NOTE: The **UPON RECEIPT** option cannot be selected for ACH Debit transactions.

Refer to **SECTION 16 – SETTLEMENT REQUIREMENTS** for information on the VeriSign Payflow Pro process and Authorize.Net.



The below grid outlines the supported functions for both VeriSign/PayPal and Authorize.Net

SETTLEMENT METHOD	ACTION	PROCESSING PLATFORM/PRODUCTS		ALTERNATE METHOD
		PAYPAL/VERISIGN Payflow Pro	AUTHORIZE.NET AIM & eCheck	
Credit/Debit Card	Sale	Supported	Supported	----
	Void	Supported	Supported	----
	Credit	Supported	Supported	----
	Authorize	Supported	Supported	----
ACH Debit	Sale	Supported	Supported	----
	Void	Supported	Not Supported	Issue Negating Credit
	Credit	Supported	Supported	----
	Authorize	Supported (Prenote) Routing Number and Account Number verified in a Pre-note.	Routing Number supported only. Account number is not verified. No Pre-note	None

NOTE: Authorize.Net does not support a Void when using ACH Debit. If a mistake is made when entering an ACH payment type, you must issue a negating credit. You cannot click the Delete key in OmniBill.