

**Oracle® Communications
Billing and Revenue Management**

Glossary

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Glossary

Preface

This document contains the glossary associated with Oracle Communications Billing and Revenue Management (BRM).

Audience

This document is intended for developers and system administrators.

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Document Revision History

The following table lists the revision history for this book.

Version	Date	Description
E16705-01	November 2011	Initial release.

Version	Date	Description
E16705-02	May 2012	Documentation updates for BRM 7.5 Patch Set 1. <ul style="list-style-type: none"> ▪ Made minor formatting and text changes. ▪ Added the following entries: <ul style="list-style-type: none"> service life cycle service state ▪ Updated service status.
E16705-03	March 2013	Documentation updates for BRM 7.5 Patch Set 4. <ul style="list-style-type: none"> ▪ Made minor formatting and text changes. ▪ Replaced multidatabase information with multischema information, which affected the following entries: <ul style="list-style-type: none"> primary database schema primary installation machine secondary database schema secondary installation machine
E16705-04	May 2014	Documentation updates for BRM 7.5 Patch Set 8. <ul style="list-style-type: none"> ▪ Added the following terms: <ul style="list-style-type: none"> distributed transaction global transaction two-phase commit process XA transaction
E16705-05	August 2014	Documentation updates for BRM 7.5 Patch Set 9. <ul style="list-style-type: none"> ▪ Documentation added for RADIUS Manager.
E16705-06	August 2015	Documentation updates for BRM 7.5 Maintenance Patch Set 1. <ul style="list-style-type: none"> ▪ Updated the following terms: <ul style="list-style-type: none"> data access system Data Manager (DM) ▪ Removed Taxware information.

Glossary

2G and 3G services

A service that runs on a second generation (2G) or third generation (3G) wireless network. Association with either of these service types determines whether a plan is a 2G or 3G plan. Transitions between 2G and 3G plans are handled by the generation change feature of Pricing Center.

A number

The originating telephone number.

AAC

Automatic Account Creation. Accounts are created automatically when customers register by using the Web.

access code

See "[security code](#)".

access group

Also called access control list (ACL). A group that enables one or more users to perform customer management tasks on a particular hierarchical account group or brand.

An access group can contain only one account group or brand. Users who do not belong to a given access group cannot manage customer accounts and other data associated with that access group's account group or brand.

access privileges

Permissions that enable a user to access customer accounts, price lists, and other data in a brand or hierarchical account group. You set up these privileges by creating an access group in the Access Privileges application.

When users log in to an application that uses access privileges, such as Customer Center or Configuration Center, they can choose to work with any brand or account group for which they have privileges.

Access Privileges

The application you use to assign customer service representatives (CSRs) or other personnel permission to work with accounts in a brand, sub-brand, or account group. Access Privileges is part of the Configuration Center.

account

A record of a customer's information, including name and address, billing date, account balance, service, and payment method. Accounts keep track of transactions such as credits, debits, and payments.

Account information is stored in the BRM database in an **/account** object.

account balance

See "[balance](#)".

account currency

The currency used by a customer. All balance impacts are recorded in the customer's account currency, and the customer pays bills by using the account currency. The account currency can be different from the system currency.

Customers from EMU countries have a primary currency and a secondary currency.

account deal

A deal that is associated with an account rather than with the services associated with the account. The financial parameters defined in an account deal are valid even if all services in the account are discontinued. You use account deals to charge customers for having an account, apart from any services they use.

account group

A collection of accounts that are linked for billing, reporting, resource sharing, or topping up. There are several types of account groups:

- **Hierarchical groups** contain one parent account and any number of child accounts or other hierarchical groups. They are created for two purposes:
 - To have parent accounts pay all of charges in a nonpaying bill unit in their child accounts. See "[subordinate bill unit](#)".
 - To organize accounts visually in Customer Center. In this case, the child accounts might be A/R accounts that pay their own bills and therefore pay their own charges. See "[A/R account](#)".
- **Resource sharing groups** consist of a sharing group owner account and one or more member accounts. Resource sharing groups are created so that an owner can share discounts and charges with participating member accounts.
- **Sponsor groups** contain one sponsor group owner account and one or more member accounts. They are created so that bills and payments can be split between accounts. For example, a corporate sponsor owner account can pay monthly fees for employees by sponsoring cycle forward charges while the employee member accounts pay their own usage charges. The sponsor owner account receives sponsored charges from member accounts immediately after the events generating the charges occur. In a sponsor group, the account's bill units are the actual sponsored or sponsoring entities.
- **Sponsored top-up groups** contain one sponsored top-up group owner account and one or more member accounts. They are created so that the owner account can top up member account balances.

account listener

Pipeline Manager data module (DAT_Listener) that receives updates from the BRM database.

account number

A unique number that identifies a customer's Automatic Account Creation (AAC) in the database. The default account number format begins with the database number and is followed by one or more digits, for example, 0.0.0.1-9310.

account password

A customer password that is not used for accessing a service (for example, a password to a Web page).

account status

An account attribute that determines the level of activity that a customer can perform. There are three types of status:

- **Active:** The customer can perform normal account and service activity.
- **Inactive:** The customer is restricted from using any service, usually because the customer exceeded a credit limit or did not pay a bill. Depending on how your system is configured, the customer might be able to use Web account-access pages. Inactive status implies that the customer will use the account again.
- **Closed:** The customer has no access to services and typically, cannot use Web-access pages. Closed status implies that the customer will not use the account again.

See also "[service status](#)".

Account Synchronization Data Manager

A data manager (DM) that informs Pipeline Manager when account data has changed.

accounting

A process that gathers information about customer sessions, such as the duration of a session, the time of day the session occurred, and the amount of data sent or received during the session. The BRM rating process uses this information to determine how much to charge customers for the service they use.

accounting cycle

A one-month period during which all billable events are recorded and the charges are calculated, but not billed. Charges are recorded in the customer's balance and in bill items. See also "[billing cycle](#)".

accounting type

The way customers are billed, and how payments are applied to their bills. There are two accounting types:

- With open item accounting, a customer is billed only for charges from the bill items in the current bill. If a customer does not pay a bill, the next bill does not include charges for the bill that the customer did not pay.

By default, if a customer account with open item accounting has an underpayment, the payment must be allocated manually.
- With balance forward accounting, a customer's bill includes all the charges that a customer owes, including those from previous billing cycles. If a customer does not pay a bill, the next bill includes charges from the previous bill.

By default, if a customer account with balance forward accounting has an underpayment, the payment is automatically allocated to the oldest bill.

account-level balance group

The balance group that is automatically created for an account. By default, this balance group tracks resources for all the services owned by the account. You can add additional service-level balance groups to track resources for one or more specific services.

accounts receivable (A/R)

A current asset representing money owed to a company for services performed or merchandise sold. Also, an accounting system that tracks this information.

ACL

Access Control List. See "[access group](#)".

action owner

A classification for a person or group in your company assigned to one or more suspended payments in The person or department responsible for correcting a suspended payment. Action owners are specified through action owner codes and assigned through Payment Center.

action owner code

An identification number that indicates the action owner responsible for correcting a suspended payment. These codes are configured in the **reasons.en_US** file. BRM reads the string values for the action owner codes and displays them in Payment Center. When payment analysts review suspended payments, they can select an action owner code for each suspended payment. See "[reasons.locale](#)".

active change set

In Pricing Center when pipeline data migration is enabled, you must activate a change set before making any changes. All changes made while a particular change set is active become part of that change set. Only one change set can be active at a time in an instance of Pricing Center.

active status

The normal status for an account or service. The customer can perform normal account and service activity.

See also "[inactive status](#)" and "[closed status](#)".

activity

An event that occurs at a single point of time, such as an address or password change.

add-on deal

A deal that can be purchased only by a customer who already has an account.

add-on plan

A plan that can be purchased only by a customer who already has an account.

adjustment

A transaction that credits or debits a customer's account by changing the amount due for a bill or by changing the non-currency resource balances.

adjustment event

When rerating, if the original event being rerated has already been billed, the GL has already been posted, or both, an adjustment event gets recorded. This adjustment event generates a balance in the next bill for the difference in the amount.

admin_client service

A special service required for logging in to Customer Center. Both the root account and CSR accounts include the admin_client service.

administrative event

An event generated by changes to account information, such as a password or name change.

advanced customization

The process of customizing resource balance impacts in a product's real-time rates and pipeline price models. Advanced customization results in the creation of a customer-specific customized product.

aged money

Accounts receivable that has not been paid. It is usually grouped in time periods, for example, 30-day, 60-day, or 90-day. At some point your company might conclude that they are never going to get paid and decide to write off A/R, that is, remove it from the books as an asset.

aggregation

Pipeline Manager functionality used for combining data from EDRs, usually for gathering business intelligence.

aggregation counter

A non-currency account balance used by discounting to track subscribers' total usage charges or units used (such as minutes or bytes) for the cycle. Aggregation counters are incremented when subscribers use their services. A discount (typically a billing-time discount) is then applied based on the aggregated balance.

aging bucket

Time-based category into which overdue balances are divided for reporting in Collections Manager. For example, overdue balances can be divided into 30-, 60-, and 90-day aging buckets.

AL32UTF8

An Oracle character set for the SQL CHAR data type, which is used for the database character set. It encodes Unicode data in the UTF-8 encoding format. AL32UTF8 is the default character set for BRM 7.5.

See "[UTF8](#)".

allocate

To distribute the amount of a payment or adjustment between bills in the customer's account and reduce the amount the customer owes. You can use Customer Center or Payment Tool to allocate payments and adjustments.

answer_b

A program that simulates the Paymentech credit card processing service. When setting up credit card payments, use **answer_b** for testing batch processing.

answer_s

A program that simulates the Paymentech credit card processing service. When setting up credit card payments, use **answer_s** for testing online processing.

APN (Access Point Name) device

A device such as a router, that provides access to a network. BRM IP Address Manager enables you to manage the APNs in your system as devices in **/device/apn** objects.

A/R

See "[accounts receivable \(A/R\)](#)".

A/R account

Accounts receivable account. An account that pays the charges in its own bill unit. A parent account in a hierarchical account group that pays the charges of the subordinate bill unit in a child account is also an A/R account.

In Customer Center, an A/R account is called a paying bill unit.

A/R action

An adjustment, dispute, refund, settlement, or write-off. The balance impact of an A/R action is stored in an A/R item.

See also "[item](#)" and "[item charge](#)".

A/R bill unit

A paying bill unit in a parent account that pays the charges of a subordinate bill unit in a child account. If there are multiple levels of hierarchy, the A/R bill unit is the top-most, paying bill unit.

A/R item

An object in the BRM database that stores the balance impact of an A/R action such as a payment, adjustment, dispute, settlement, refund, payment reversal, or write-off. See also "[bill item](#)".

associated charge breakdown record

A block of data added to an EDR by a function module in a pipeline. For example, the FCT_CustomerRating module adds an associated charge breakdown record to the EDR. Each associated charge breakdown record includes one or more charge packet. Each charge packet includes a single charge, for example, the charge for a telephone call for a single time zone.

association

In Pricing Center when pipeline data migration is enabled, an association indicates that a pipeline pricing data object has a relationship with another object that has been modified in a change set. Pricing Center maintains a list of associations for each change set.

An associated object is not locked and can be modified by another change set. Associated objects are not exported with the change set.

audit objects

Store the revenue assurance data generated by running the billing utilities and pipeline rating process.

authentication

Verification of a customer's identity, which typically is accomplished by checking the customer's login name and password. By default, authentication takes place prior to authorizing access to a service. You can specify which checks should be performed to validate a user for a specific action.

See also "[authorization](#)".

authorization

1. Verification that occurs when a customer accesses a service to ensure that the customer is allowed to do so.

Authorization is generally based on account information (for example, the product a customer owns or whether the customer has exceeded a credit limit).

Authorization occurs after authentication.

2. A process performed by a credit card processor to determine whether a credit card is valid (for example, whether the card has not expired).

See also "[validate](#)".

Automatic Number Identification (ANI)

A telephony feature that determines from what number a caller is dialing. Also known as caller ID.

automatic registration

See "[AAC](#)".

automatic rerating

The process of automatically creating a rerate job for an account's events when certain events occur. For example, when an deal purchase event is backdated, a rerate job is created for the purchase event so that it is automatically rerated the next time **pin_rerate** is run with the **-rerate** parameter.

You can also configure rerating to create rerate jobs based on custom criteria by using trigger-dependent rerating.

automatic top-up

A top-up initiated by BRM. BRM supports the following types of automatic top-ups:

- An automatic standard top-up is made when an account balance falls below a specified threshold.
- An automatic sponsored top-up is initiated by the **pin_balance_transfer** utility at specified intervals. These top-ups are based on information in the **/group/topup** object associated with the account that receives the top-up.

AVS

Address Verification Service. The a credit card processing service that verifies the name and address for a credit card transaction.

B number

The destination phone number.

backdate

To change the date of a payment, adjustment, dispute, settlement, transfer, or write-off so that it takes effect in the proper period instead of the date that it occurred. You

cannot backdate a transaction previous to the last run `pin_ledger_report` that used the `-posted` option.

back-end process

A process used by system components, such as a DM, that use queuing.

- DM back-end processes connect to a database.
- Back-end processes with which client applications connect to a connection manager (CM).

See also "[front-end process](#)".

balance

The amount of a resource in an account balance group, such as dollars, that a customer owes to your company or that your company owes to a customer.

balance due

The total amount due on a customer's bill. This amount includes the charges from cycle forward items and usage items but does not include disputed or transferred charges.

balance element

See "[resource](#)".

Balance Element ID Object (BEID)

See "[resource](#)".

balance forward accounting

One of two accounting types that determine how to create bills and apply payments. With balance forward accounting:

- The customer's bill includes amounts from previous bills.
- The customer's payment applies to all open accounts receivable items, regardless of the bill they are from.

By default, if a payment is not enough to cover the entire amount due, the payment is allocated to the oldest open items.

Customer accounts that use an automated payment method, such as a credit card, should always use balance forward accounting.

See also "[open item accounting](#)".

balance group

A collection of sub-balances that track what customers owe or are credited with for one or more services. The sub-balances are grouped by resource. A balance group contains sub-balances for any number of currency and non-currency resources such as free minutes, number of bytes, and number of email messages. To collect payments from customers, every balance group is associated with a bill unit.

balance impact

The impact that rating has on a customer's account balance.

You can apply balance impacts to any type of resource; for example, a rate of one dollar per hour applies a balance impact to the US Dollars resource.

A rate that credits one hour of Internet access applies a balance impact to the IP Hours resource.

base class

A programming component. A base class is a top-level object definition from which all other object types are derived.

For example, `/config` is a base class and `/config/payment` and `/config/glid` are subclasses.

See also ["class"](#).

base expression

The discount expression in a discount balance impact that defines the amount to discount. The base expression can specify the balance that contains the amount or quantity of usage, a fixed value, or a calculation. After the amount in the base expression is discounted, the results of the discount are applied to the specified balance.

base product

The original, uncustomized product from which a customized product is derived.

Batch Controller

A BRM software component used for running applications automatically. See also ["batch handler"](#), ["metronomic execution"](#), and ["scheduled execution"](#).

batch handler

A program that you can use to run another program automatically. For example, Universal Event (UE) Loader has a batch handler that can run the UE Loader automatically. Batch handlers are in turn run by the Batch Controller. See also ["metronomic execution"](#) and ["scheduled execution"](#).

Batch Suspense Record

A record in the BRM database for a CDR file that was suspended (also called a `/suspended_batch` object). This is *not* the file itself, but simply a record of the file and information about its suspension.

beat

The minimum ratable or discountable quantity:

- In a price model, the beat is the minimum number of units to which a charge is applied. For example, if the event is measured in seconds, entering a beat of 30 means the smallest increment you can charge for is 30 seconds.
See ["price model step"](#).
- In a discount model, the beat is the number of units to which a discount is applied. For example, to give a monetary credit for each 10 seconds of call usage, the beat is 10. The beat is relevant only for amount discounts.

You can also define the minimum discountable quantity by using a calculation in the base expression. In this case, if you also include a beat greater than 1, the beat divides the base expression into further discountable increments.

See ["discount balance impact"](#).

BEID

Balance Element ID.

See also ["resource"](#).

bill

This term has multiple meanings:

- (Noun) An object in the BRM database that stores the balance impacts in the bill item of a customer's account during one billing cycle. Bills contain information about the customer's account, the account's billing cycle, and the amount billed. See also ["billing"](#).
- (Verb) To assemble all amounts recorded in an account during one billing cycle into a **bill** object.
- (Verb) To send a request for payment to a customer, for example, to send an invoice or to debit a credit card.

bill cycle management

A systematic way to allocate accounts to accounting days of month that enables users to load-balance their billing operations.

bill item

An object in the BRM database that stores the total of the balance impacts for billable events during an account's billing cycle. There are several types of bill items:

- Usage items record the balance impacts from service usage, canceling products, and purchasing products. In addition, the first month's cycle forward rate is recorded in a usage item.
- Cycle forward items track the A/R for cycle forward events.
- Cycle arrears items track the A/R for cycle arrears events.
- Custom items track the A/R for customized bill items that you create.

You can see information about bill items in the Bill Details panel in Customer Center. Bill items might appear on a customer's bill.

An item has three possible states:

- **Pending:** The item is still accumulating charges.
- **Open:** The amount due has not been paid.
- **Closed:** The total amount has been paid; the amount due is zero.

bill number

A unique number that identifies a specific bill. Each invoice contains a bill number.

bill object

An object created at the close of a billing cycle. The bill object contains the total amount due for a customer.

See also ["bill"](#).

bill run management

A feature that enables you to do the following:

- Reduce the load and duration of billing runs.

- Fine-tune bill due dates.

bill suppression

A feature that enables you to postpone finalizing a bill until the end of a future billing cycle.

You use bill suppression to avoid sending out unnecessary bills and incurring wasteful expenses. For example, if the cost to create and mail a bill is greater than the balance due, you can suppress the bill until its balance due is greater than its production costs.

bill unit

A collection of balance groups for which the customer receives a bill. The bill unit represents the `/billinfo` storable object, which contains the account's billing information, such as billing status, billing and accounting cycle, and hierarchy. The `/balance_group` storable object contains information about the `/billinfo` storable object that it belongs to.

billable event

An event that you charge a customer for, such as an Internet connection or an IP phone call.

billed revenue

Revenue from charges that have been included in a bill. Billed revenue is not necessarily earned. See also "[unbilled revenue](#)".

You track billed revenue by running general ledger (G/L) reports.

billing

A BRM process, typically run daily, that compiles the fees incurred by customers into bills and requests payments from the customer.

billing application

A command-line application, such as the `pin_collect` and `pin_bill_accts` applications, that you use to request and deposit customer payments.

billing calendar

A list of days on which bill payments cannot be due. Each billing calendar is stored in a separate `/config/calendar` object.

Billing calendars enable you to implement payment terms based on business days. To calculate due dates for bills associated with such payment terms, BRM must determine which days of the year are considered business days and which are not. To do so, it uses billing calendars to exclude days such as weekends, holidays, and other user-specified nonbilling days from the calculation.

billing contact

The person who receives the bill for an account. The billing contact is usually the owner of the account or the parent account of an account group. However, the billing contact might be different from the person who uses the service. For example, a corporate account can use a different billing contact for a number of nonsubordinate employee accounts.

billing cycle

The time period during which charges accumulate in an account before a bill is finalized. One billing cycle can contain one or more accounting cycles.

billing provider

An organization, such as a content aggregator or Internet service provider, that provides billing services to content providers.

billing status

An account attribute that determines whether an account is billed when the billing applications are run. There are two types of status:

- **Active:** The account is billed when billing is run.
- **Inactive:** The account is not billed when billing is run.

billing transactions

The debits, credits, charges, refunds, adjustments, disputes, and settlements made to a customer's account.

billing type

See "[accounting type](#)".

billing-time discount

A discount that is determined at the end of the billing cycle, and can be granted for the current billing cycle or the next one. This allows you to grant discounts based on resources used during a billing cycle.

Billing-time discounts are calculated and balance impacts are applied when billing is run.

You create discounts in Pricing Center.

brand

A type of account that you use to separate the customer accounts and pricing plans of branded service management.

Brands are similar to hierarchical account groups in that they can contain many levels. Each brand or sub-brand can contain account groups, accounts, and other sub-brands.

brand administrator

A person who manages a specific brand. This administrator can create sub-brands and price lists, assign access privileges, and carry out any other brand-specific tasks.

Brand Manager

The application you use to create a brand so you can provide services under a new brand name. Brand Manager is part of Configuration Center.

Branded service management

A feature that lets a single hosting BRM site support multiple virtual BRM sites.

BRM database

An Oracle database used for storing, retrieving, and processing information about accounts, events, pricing, billing, and payments. See also "[Pipeline Manager database](#)".

BRM Data Manager

The DM that provides a link between the CM and the BRM database. BRM includes DM for Oracle (**dm_oracle**) database server.

BRM_Home

The directory where you install BRM components. By default, *BRM_Home* is `/opt/portal/relnum`, where *relnum* is the number of the release you installed.

BRM-initiated payment

Payment processing triggered by BRM. Payment methods processed this way are those for which a customer is automatically charged, such as credit card or direct debit payments.

There are two types of BRM-initiated payment processing: transactional and nontransactional.

See also "[transactional payment](#)", "[nontransactional payment](#)", and "[externally initiated payment](#)".

bulk adjustment

An adjustment you apply concurrently to a block of accounts. You perform bulk adjustments to correct a widespread problem such as misapplication of rates across the board or to accommodate changes in policy that affect a large number of accounts.

Business Application SDK (BAS)

Business Application SDK (BAS) is a Java programming framework that aids in creating customizable applications, such as Self-Care Manager and Customer Center.

business event

A business operation comprising one or more BRM events. Business events are used by EAI Manager and features that rely on the Enterprise Applications Integration (EAI) framework to do the following:

- Capture information needed by external applications or internal BRM components.
- Establish the circumstances under which EAI publishers send information to these applications or internal components.

For example, the Account Synchronization DM uses the EAI framework to alert Pipeline Manager of BRM activities that affect rating. When a customer initiates an action, such as a product purchase, that could change the basis used to rate events, a business event is created to capture information about this activity. The EAI framework then publishes the business event to Pipeline Manager, which adjusts the rating basis accordingly.

A business event is created only after all BRM events included in its definition have occurred. BRM includes a set of default business events and their definitions, but you can also define custom business events.

business policies

How your company handles certain customer situations, for example:

- What to do when a customer pays only part of a bill
- The required number of characters for passwords
- The minimum credit card charge amount

You change the default business policies by editing a configuration file, using the Field Validation Editor in Configuration Center, or customizing BRM source code.

business profile

A method of validating bill units and other objects to determine how they are used in BRM. Business profiles can be used to classify bills as prepaid, postpaid, or convergent to determine how bills and payments should be handled and to determine whether objects need to be stored in Pipeline Manager memory.

business type

A way to categorize your customer base. BRM supports two business types by default: consumer and business. You can add to the default business type definitions in the `pin_config_business_type` file and use the `load_pin_config_business_type` utility to load them.

cache residency

The eligibility of an object instance for the Pipeline Manager memory cache.

calendar

A set of holidays used for Pipeline Manager. For example, if the calendar defines January 1 as a holiday, you can define special rates for that day. A single calendar can be used by different rate plans. Calendars are defined in the IFW_CALENDAR table.

call details record (CDR)

Data created by IP telephony gateways and telephone switches to record telephony usage, such as call origin and destination.

call event

The event generated when a telephone call occurs. A call event is one of the event types you can include in the event map when you create a product.

cancel event

The event generated when a product is canceled. Cancel events are used to assess fees associated with canceling a product. A cancel event is one of the event types you can include in the event map when you create a product.

cancel rate

The rate used when a customer cancels a product.

canonicalization

The process of presenting strings of characters in a standard way, called canonical form. For example, the strings "àbc" and "abc" are equivalent, but the second one is in canonical form. BRM uses a set of rules to convert character strings into canonical form. Strings in canonical form are easier to compare for searches or sorts.

CDR

See "[call details record \(CDR\)](#)".

CDR batch ID

A unique ID number assigned to each original CDR batch file, also called a mediation batch. When event data records (EDRs) pass through a pipeline to be rated, rerated, or recycled, they can originate from multiple CDR batches. The CDR batch ID indicates to which CDR batch file the EDRs originally belonged.

CDR file

Call-details record file; a log file created by IP telephony gateways and telephone switches to record telephony usage, such as call origin and destination.

cell

A complete BRM installation containing at least one instance of a Connection Manager (CM) server and a DM server.

change set

In Pricing Center, when pipeline data migration is enabled, a change set is a group of related changes to pipeline pricing data that you manage as a whole by using the Change Set Manager. A change set can be exported from one Pipeline Manager database and imported into another Pipeline Manager database.

Change Set Manager

In Pricing Center, when pipeline data migration is enabled, the Change Set Manager window enables users to manage, import, and export change sets.

change set state

In pipeline data migration, a change set moves through states that describe its current status and how the change set can be used. There are four default states, and you can create custom states.

charge packet

A block of data in an event data record (EDR) that stores data about a single charge, (for example, the charge for a telephone call). A charge packet can also include data about part of a charge. For example, if an event is rated by two different rates based on time, each charge is stored in a separate charge packet.

Charge packets are stored in EDRs as part of an associated charge breakdown record.

charge sharing

The ability for a charge sharing group owner account to assume all or part of the charges for services owned by group member accounts. For example, a business may want to pay for some or all of the wireless charges for its employees.

You set up charge sharing groups in Customer Center or a third-party client application. Charge sharing is based on chargeshares. You set up chargeshares and chargeshare models in Pricing Center.

charge sharing group

A group that consists of one group owner account and one or more member accounts. The group owner account receives the balance impact of sponsored charges incurred by the member accounts.

chargeshare

The top-level price list component for charge sharing. A chargeshare object includes a name, information about validity dates, and a usage map that links event types to chargeshare models.

You create chargeshares in the Pricing Center.

chargeshare master

A filter used by Pipeline Manager that determines which charge packets contain charges that are shared among two or more accounts or services. Chargeshare masters

are used in chargeshare models, which define the conditions and rules for charge sharing. You define chargeshare masters and models in Pricing Center.

chargeshare model

A set of pricing components that determine when and how charge sharing applies to a particular event data record (EDR).

Each model contains one or more versions, which lets you administer chargeshare models that share the same configuration but differ in their validity dates.

Chargeshare models are structured the same way as discount models and include most of the same components. See also "[discount rule](#)", "[discount trigger](#)", and "[discount master](#)".

chart of accounts (COA)

The list of all accounts in the general ledger.

checkpoint record

A record in the BRM database that shows an incomplete credit card transaction. Checkpoint records are indicated by the number 999 in the charge event result field.

child account

A member of a hierarchical account group. Child accounts have either a nonsubordinate bill unit or a subordinate bill unit.

child process

See "[system process](#)".

class

See "[storable class](#)".

client

An application or system process that connects to the BRM system. For example:

- A client application, such as Customer Center or Pricing Center
- Applications that capture billable events, such as a RADIUS Manager back-end process

closed status

An account or service status that prevents the customer from using any service or accessing any administrative Web pages. Closed status implies that the customer will not use the account again.

You can reopen a closed account, but all products need to be repurchased, since closing an account cancels all products.

See also "[active status](#)" and "[inactive status](#)".

closed user group

A group of phone numbers, for example, a group of all mobile numbers in a company. Calls between members of the closed user group can be rated differently from other calls, for example, given a special discount.

cluster

One or more servers that perform identical functions and are managed as a set for load balancing and failover. These servers can run on the same or different nodes.

CM

See "[Connection Manager \(CM\)](#)".

CM Proxy

A system process (**cm_proxy**) that provides a fast authentication Connection Manager (CM) connection for BRM applications. CM Proxy allows access to the database without a login, which improves performance.

CMMP

See "[Connection Manager Master Process \(CMMP\)](#)".

collections

A proactive process to collect overdue accounts receivable (A/R). See "[Collections Manager](#)".

collections action

An individual activity in the collections process, such as sending a dunning letter. Actions are organized into collections scenarios, which define the order in which actions take place.

From the point of view of Collections Center users, actions are collections tasks that need to be completed.

collections agency

A third-party business that specializes in recovering overdue accounts receivable (A/R). Companies can refer accounts to a collections agency if their internal collections policy fails to collect the overdue funds. Collections agencies generally use more aggressive methods than internal collections departments.

collections agent

An employee in an internal collections department. In BRM, these employees use the Collections Center application to keep track of bill units in collections.

Collections Center

A BRM application that enables collections agents and collections managers to oversee accounts in collections, including the progress of both automatic and manual collections actions. See "[Collections Manager](#)".

Collections Configuration

An application used to configure Collections Manager features.

collections manager

An employee in an internal collections department who supervises collections agents. Managers can use special features in Collections Center to assign agents to accounts.

Collections Manager

An optional product that enables collections functionality. Collections Manager includes both client and server components.

collections profile

Used in Collections Manager to group bill units according to criteria that you define. Collections profiles are used to determine which collections scenario applies when a bill unit enters collections. You define profiles in the Collections Configuration application and implement them by modifying a policy opcode.

collections scenario

Used in Collections Manager to define the entry criteria that determine whether a bill unit enters collections. Scenarios also determine the sequence of collections actions that takes place while a bill unit is in collections and the exit criteria that determine when it leaves collections.

collections task

In Collections Center, an individual collections action that must be completed for a bill unit in collections. Some tasks, such as phone calls, are completed manually by a collections agent or collections manager. Other tasks, such as a dunning letter or a bill unit inactivation, are completed automatically by the system.

Configuration Center

A program that includes these applications: Brand Manager, Access Privileges, and Field Validation Editor.

configuration file

A system file used for connecting system components and defining BRM behavior. Most configuration files are named **pin.conf** for C programs and **Infranet.properties** for Java programs.

Configurator

A graphical wizard for customizing certain panels and default behaviors in Customer Center. The wizard wraps the API provided with the Customer Center SDK to enable easy modification without programming.

Connection Manager (CM)

A group of processes used by client applications to establish connections to the BRM database. CMs also contain the facilities modules (FMs) that carry out BRM functions.

CMs function as daemons; an active CM is a parent process with multiple child processes.

Connection Manager Master Process (CMMP)

A system process that redirects client connections to a CM. If a CM goes offline, the CMMP reroutes connections to another CM.

connection pool

A set of connections maintained between an application, such as Content SDK, and the CM. An incoming request is assigned a connection from this pool and uses the connection to perform operations. When the operation is completed, the connection is returned to the pool.

container description loader

A utility for loading the EDR container description into the Pipeline Manager database.

content aggregator

An organization that resells content created by content providers. A content aggregator is also a billing provider for content providers.

Content Connector

The collective name for the Content Manager and Content SDK products.

continuation call

Phone calls can sometimes terminate unexpectedly due to technical reasons. A continuation call is when a customer makes another call to the same phone number to resume the connection.

Content Manager

An optional component that you install on your BRM system. Content Manager includes a set of opcodes that enable billing providers to offer authentication, authorization, rating, and billing services to content providers.

content provider

An organization that sells content. Content can be any type of information distributed via the Internet or other electronic media.

Content SDK

A set of Java classes that content providers install on their host systems. Content servers use methods in the Java classes to make AAA requests to your Content Manager installation.

context

A communication channel between a client application and the BRM database.

contributor

A value that tracks resources for service usage in detail. You use contributors to keep separate sub-balances for each service, call session, product, or any other attribute of the usage event or record. This provides flexibility for tracking non-currency resources such as free minutes and shared discounts.

Contributors associated with a sub-balance specify the following:

- Which event updates the sub-balance resource
- Which sub-balance is updated by a balance impact
- Which sub-balance resources are included when the total available resource is retrieved

You specify contributors for your entire system in a configuration file. The sub-balances that contributors create, however, are limited to an individual balance group in an account.

control point

A logical point where BRM collects revenue assurance data.

Controller

A Pipeline Manager component. You use the Controller to stop and start the Pipeline Manager framework and the pipelines. The Controller uses the registry and semaphore to manage the pipelines. It also logs all error messages.

corrective bill

A bill that is generated after corrections are made to a regular bill or a bill that was previously corrected.

credit

A decrease in a resource balance in a customer's account. Credits can be applied to both currency and non-currency resources, such as US Dollars and Bulk Hours.

You can set up rates to automatically give credits, for example, 10 free Internet access hours per month, and you can give credits in Customer Center.

See also ["debit"](#).

credit balance

An account balance where your company owes the customer a resource, such as US Dollars. See also ["debit balance"](#).

credit card processor

A company that handles credit-card verification, authorization, and payments.

credit card processor DM

The Data Manager (DM) used for connecting to a credit card processor, for example, the Paymentech DM (`dm_fusa`).

credit floor

A numeric value that sets the starting point for a credit threshold. The amount that represents 0% consumption of the credit limit value. The default value is 0.

credit limit

The maximum amount of a resource, such as currency or hours, that can accumulate in an account before the customer is prevented from logging in, using a service, or purchasing new products.

credit limit override rate

The rate used when no other rate in a tiered rate structure can be applied because a resource's credit limit is reached.

The limit override rate sets a baseline charge for an event. After all of the rates set for a given event have been applied without exceeding any credit limits, there might still be some quantity of the event that has not been rated. If this quantity is not rated, the customer will not be charged for it. In this case, the highest-priority override rate is applied to the remainder of the event.

Generally, override rates use currency to charge for an event. However, you can define override rates using any resource.

credit threshold

A percentage of a credit limit that alerts customers that they are approaching a credit limit or triggers BRM to perform a particular action, such as topping up an account.

CSR

Customer service representative. A CSR uses Customer Center or a third-party client application to create and manage customer accounts.

CSR plan

A plan used by CSRs for logging in to Customer Center.

custom event analysis

A method by which the rating module selects a rate plan. You create a list of rate plans in Pricing Center and write a policy opcode to analyze some attribute of the event to be rated and then select a rate plan.

Customer Center

The BRM customer management application that you use to create, display, and change customer and account information in your BRM database.

Customer Center is a Java application that can be fully customized and localized.

Customer Center SDK

An application framework and toolkit for customizing the default implementation of Customer Center and Self-Care Manager. The SDK provides three ways to customize the application: a set of custom properties and resource files you edit to override the default implementation at run-time, a graphical wizard for modifying certain Customer Center panels, and a set of controllers to subclass for modifying Customer Center or Self-Care Manager to suit your business needs.

customer segment

A user-defined customer category such as **early bill payer**, **reliable bill payer**, and **delinquent bill payer** that you can use to group accounts according to customer billing and payment practices. An account can belong to multiple customer segments.

You can use customer segments to charge payment fees, to provide payment incentives, and for bill suppression.

customer type

A customer classification defined by your company. For example, customer types can be used for identifying the level of customer commitment and customer usage behavior, such as Platinum, Gold, or Silver.

customized product

The modified version of a base product containing changes to the product's pricing data and copies of unchanged data. BRM uses the customized product for rating in place of the base product as long as the customized product is valid. You create customized products individually for each subscriber in Customer Center or by opcode calls from another CRM tool. The process of creating a customized product is called advanced customization.

cycle arrears event

An event generated at the end of the accounting cycle. Cycle arrears events are used to charge for services provided during that month. A cycle arrears event is one of the event types you can include in the event map when you create a product.

cycle arrears fee

A fee charged on the last day of each accounting cycle for services that were provided during that cycle.

See also "[cycle forward fee](#)".

cycle arrears item

A bill item that includes balance impacts resulting from cycle forward items.

cycle event

A recurring event, typically used for charging a fee. A cycle forward event charges in advance, and a cycle arrears event charges for the previous cycle period. A cycle forward arrears event is generated at the beginning of an accounting cycle and billed at the end of the cycle.

Cycle events are not affected by how much a customer uses a service.

cycle event discount

A cycle event is a recurring event typically used for charging subscription fees. You can apply a discount to one or more cycle events.

You create discounts in Pricing Center.

cycle fee

A recurring monthly fee applied on the first or last day of each accounting cycle, for example, a \$15 monthly subscription fee for email service. There are two types of cycle fees: cycle forward fee and cycle arrears fee.

cycle forward arrears event

An event generated on the first day of each accounting cycle. Cycle forward arrears events are used to include the fee for services that will be provided during that cycle at the beginning of the cycle, and bill the fee at the end of the cycle. A cycle forward arrears event is one of the event types you can include in the event map when you create a product.

cycle forward arrears fee

A recurring fee applied on the first day of each accounting cycle but billed at the end of the accounting cycle for services that will be provided during that cycle.

You use cycle forward arrears fees to recognize revenue in G/L reports for cycle fees that are not yet billed

See also "[cycle arrears fee](#)".

cycle forward arrears item

A bill item that includes balance impacts resulting from cycle forward arrears fees.

cycle forward event

A recurring event that is typically used for charging a fee in advance of service. A cycle forward event is one of the event types you can include in the event map when you create a product.

There are five cycle forward events:

- Cycle forward monthly
- Cycle forward bimonthly
- Cycle forward quarterly
- Cycle forward semiannually
- Cycle forward annually

You can also define your own cycle events, for example, weekly cycle events.

cycle forward fee

A recurring fee for services that will be provided during that cycle.

There are five cycle forward rates:

- cycle_forward_monthly
- cycle_forward_bimonthly
- cycle_forward_quarterly
- cycle_forward_semiannually

- cycle_forward_annually

You can define your own cycles, for example, weekly cycles.

See also "[cycle arrears fee](#)".

cycle forward item

A bill item that includes balance impacts resulting from cycle forward fees.

daemon

A process that runs in the background and performs administrative tasks for the operating system at predefined times or in response to certain events.

data

A value, such as a telephone number or IP address, that you can include in a zone for the purpose of setting up a rate.

data access system

A database or other data storage system such as the Paymentech credit card processor.

data dictionary

A data management facility that contains all field and storable class definitions for the current BRM database.

Data Manager (DM)

A group of processes that translate BRM operations into a database language. BRM uses DMs to communicate with the Oracle database and credit card processor. You can write custom DMs to interact with third-party or legacy systems.

data module

A type of Pipeline Manager component that stores data used by function modules. For example, the FCT_Dayrate module gets data from the DAT_Dayrate module.

database number

A number that identifies a BRM database. For an application to access a particular database, the application, the Data Manager (DM), the Connection Manager (CM), and the Connection Manager Master Process (CMMP), if any, must all use the same database number, which is defined by an entry in the configuration file.

data-ready indicator

A flag for each event listed in the **/channel** object that shows whether the event has occurred.

day code

In pipeline rating, a group of days that you use to define a time period. For example, to charge different rates for weekdays and weekends, you could create the following day codes:

- WD is the day code for weekdays.
- WE is the day code for Saturday and Sunday.

deal

A pricing component that consists of one or more product and discount objects. By bundling products into a deal, you can provide discounts for those products. For

example, you can create a deal that waives the sign-up fee if the customer registers before a certain date.

You can associate a deal with a particular service or with any service owned by an account.

debit

An increase in a resource balance in a customer's account. Debits can be applied to both currency and non-currency resources, such as US Dollars and Bulk Hours.

See also "[credit](#)".

debit balance

An account balance where the customer owes your company a resource, such as US Dollars. See also "[credit balance](#)".

debugging message

An indication that the system has rejected an operation because of illegal input. BRM displays debugging messages in a log file. Developers use them to diagnose errors in applications.

See also "[error](#)" and "[warning](#)".

default balance group

The balance group in a bill unit that receives balance impacts for events that are not associated with any service.

default product

See "[system product](#)".

delayed billing

Postpone billing for a period of time that you specify. Use delayed billing to ensure that events that occur during a given accounting cycle are recorded properly before you run billing applications.

delayed event

A prerated event that is loaded into the BRM database by Rated Event (RE) Loader. The delayed event storable class type is `/event/delayed/service_type`.

deposit

A sum of money given as security for a device acquired for temporary use or to ensure payment for services rendered.

destination

The telephone number where a call is received. The destination can be identified by a country code, area code, or a specific telephone number.

Developer Center

A suite of applications that enables developers to add storable classes and fields, test and run opcodes, view the contents of objects in the BRM database, and map data from event log files to objects in the BRM database. Developer Center includes four applications: Storable Class Editor, Opcode Workbench, Object Browser, and Universal Event Mapper.

device

An item managed by an optional manager such as the Number Manager, or a custom application created with the Device Management framework. A device can be a physical item such as a set-top box or a “virtual” one such as a telephone number.

Device Management framework

A set of storable classes, opcodes, and utilities that enable you to create or customize applications for managing devices. Optional managers such as Number Manager use the Device Management framework.

device state

The status of a device, for example, New, Assigned, or Released. For example, before a telephone number is assigned to a service, the device state is New. After it is assigned, the state is Assigned.

Dialed Number Identification Service (DNIS)

The ability to determine which telephone number(s) the caller has dialed.

dialup connection

A customer connection to the Internet or to an intranet service by using a modem. Dialup attempts and connections are recorded as events in the BRM database.

discount

A reduction in the charge for a billable event or a change in a balance of a resource such as free minutes or loyalty points. You specify when and how discounts are applied by configuring discount objects and discount models. You can discount usage charges, purchase fees, and recurring charges.

Discounts can be configured for events rated by either real-time rating or rated by Pipeline Manager.

discount balance impact

A pricing component that determines the amount of a discount and which balances are impacted. One or more discount balance impacts can be linked to a discount step, which is part of a discount rule. A discount balance impact can be a percentage or a fixed amount and can increase or decrease the balance.

You create discount balance impacts in Pricing Center.

discount exclusion rule

A rule that establishes a mutually exclusive relationship between discounts so that two discounts cannot be owned by and account at the same time. Exclusion rules between discounts can be applied at billing time or when cycle fees are applied.

Exclusion rules can also be applied between plans, or between a discount and a plan.

discount expression

An expression that the pipeline evaluates to determine a value that is used in calculating a discount. A discount expression can include one or more individual elements such as decimal values, arithmetic operators, and other discount expressions. You can use discount expressions in discount triggers and discount rules.

discount master

A filter that determines which charge packets are discounted in a pipeline. Discount masters determine which charge packets apply to the threshold value for determining

which discount step in a discount rule is used. You define discount masters in the Pricing Center.

Discount masters are used in a similar way with chargeshares.

discount model

A set of pricing model components that determine which events are discounted, the amount of the discount, and the conditions under which the discount applies. Each model contains one or more versions, which lets you administer discount models that share the same configuration, but differ in their validity dates.

Discount models are linked to event types in discount usage maps that are included in discount objects. You create discount models in Pricing Center.

See also "[discount rule](#)", "[discount trigger](#)", and "[discount master](#)".

discount model selector

A set of one or more ranked configurations that map a price/discount model selector rule to a discount model. When a rule is satisfied, Pipeline Manager uses the associated discount model. You can use a discount model selector instead of a discount model in a discount usage map.

See also "[price model selector](#)".

discount object

The top-level pricing model component for discounting. A discount object determines which event types are mapped to discount models. It also includes information about processing multiple discounts and validity dates.

Discount objects are purchasable items that you can include with products in deals. You create discount objects in the Pricing Center.

discount rule

The part of a discount model that specifies the type and amount of a discount. Each discount rule can have one or more steps, which define threshold values. Each step in turn can contain one or more discount balance impact. A rule is linked to a specific discount trigger.

You create discount rules in Pricing Center.

discount rule type

Defines whether a discount rule is tiered or threshold:

- A *tiered rule type* means that the amount to consider for discounting can overlap the threshold values for which the discount is applied. For example, if the threshold is 0 to 60 and the amount to consider for discounting is 80, the discount is applied. The discount amount and the balances impacted are defined in the discount balance impact.
- A *threshold rule type* means that the amount to consider for discounting must fall entirely within the threshold values for which the discount is applied. For example, if the threshold is 0 to 60 and the amount to consider for discounting is 80, the discount is not applied.

You create discount rules in Pricing Center.

discount sharing

The ability for a discount sharing group owner account to share discounts for particular services with group member accounts that also own the service. For

example, a Mrs. Smith may purchase discounts on her e-mail services and want these discounts to apply to all her children's e-mail services as well.

You set up discount sharing groups in Customer Center or a third-party client application. You set up discounts in the Pricing Center. For an example of discount sharing using snowball discounts, see "[snowball discount](#)".

discount sharing group

A group that consists of one group owner account and one or more member accounts. The group owner shares discounts that it owns with the member accounts. Events generated as a result of member activity are discounted using the group owner's shared discounts.

discount step

The part of a discount rule that defines the amount of usage for which a discount is applied. The amount of usage is specified by using threshold values. For example, to apply a discount to all usage exceeding \$100.00, the threshold for the discount is from \$100.00 to infinity.

If you use multiple steps, the discount is applied to the amount that falls within the threshold. If only one step is used, the discount can be applied to the amount within the threshold, or another account balance.

discount trigger

Conditions that must be met before applying a discount. For example, a discount might be given after the first 100 minutes of telephony usage. A trigger is linked to a specific discount rule in a discount model. You define discount triggers in Pricing Center.

Triggers are also used in chargeshare models.

discount usage map

The part of a discount object that maps event types covered by the discount to the discount models that will be used to process them. You create discount usage maps and discount objects in Pricing Center.

discount validity rule

A rule that specifies the time period during which a discount is valid. Each discount validity rule you apply in Pricing Center defines start and end dates for a discount, and can be applied to both cycle and usage events.

dispute

An item that records a customer's objection to an amount billed to an account or to an event that affected the non-currency resources of an account. Use the Bill Details panel in Customer Center to open, track, and settle disputes.

distributed payment

A portion of a larger suspended payment. A suspended payment can be broken into any number of distributed payments, each of which can be applied to a customer account. Distributed payments are tracked in BRM by their transaction ID and transaction ID values.

distributed transaction

See "[XA transaction](#)".

DM

See "[Data Manager \(DM\)](#)".

dm_email

The DM that enables email notification and invoicing.

dm_fusa

The DM that provides an interface to the Paymentech credit card and direct debit processing service.

dm_ldap

An optional DM that maps the BRM object model to the LDAP directory server object model.

dm_oracle

The DM that provides an interface to an Oracle database.

See also "[BRM Data Manager](#)".

dm_vertex

The DM that provides an interface to Vertex Communications Tax Q Series, which handles telecommunications taxation, and Vertex Sales Tax Q Series, which calculates taxes for sales and use.

DNIS

See "[Dialed Number Identification Service \(DNIS\)](#)".

DNS

Domain Name System (DNS). A database that translates an IP address into a domain name.

domain name

On the Internet, a domain is a group of computers whose host names share a common suffix known as the domain name. The domain name typically follows the @ sign in an email address.

dropped call

A phone call that terminated unexpectedly for a variety of technical reasons, such as the mobile phone moving out of the wireless network's range or network interference.

DRUM

A discount ratable usage metric (DRUM) defines the amount or quantity to consider for discounting. The *DRUM type* specifies whether the DRUM is a currency charge or a non-currency quantity such as minutes. The *DRUM expression* specifies the actual amount or quantity. You specify the DRUM type and DRUM expression when defining discount rules.

dunning letter

A letter sent as part of the collections process to customers with overdue balances. The content and severity of the letter can vary based on the situation.

EAI

See "[Enterprise Applications Integration \(EAI\)](#)".

EAI Manager

An optional component that publishes business events and lets you integrate BRM with other data-sharing applications in your enterprise.

earned revenue

Revenue that is earned at the time that a G/L report is run. Revenue from usage, purchase, cancel fees is always earned. Revenue from cycle forward fees can be earned or unearned, depending on when the G/L report is run. See also "[unearned revenue](#)".

EDR

See "[event data record \(EDR\)](#)".

EDR container

The data structure that carries EDRs through a pipeline.

EDR container description

A configuration file for pipeline rating or for processing AAA requests by AAA Gateway Manager that contains the definition of the EDR container. For example, the container description includes the fields in the EDR container, their field types, and their default values.

EDR Factory

The Pipeline Manager component that creates and manages EDR containers.

Email Manager

A optional component that integrates your company's email service with the BRM system. Use Email Manager to authentication and authorization email users.

EMU

Economic and Monetary Union. A group of countries that share the euro as a common currency.

enrichment

The process during pipeline rating where data is added to an EDR, or data is normalized. For example, telephone numbers are normalized to be represented in a consistent format.

Enterprise Applications Integration (EAI)

An optional component enabling the use of BRM with other data-sharing applications in your enterprise.

error

A message notifying you that a system component is not operating correctly. BRM displays errors in a log file.

See also "[warning](#)" and "[debugging message](#)".

error log file

See "[log file](#)".

error tolerance

The allowable error due to rounding when converting euro and EMU currencies. You use the Resource Editor to set the currency error tolerance for each EMU currency. It

can be based on a percentage or minimum and maximum amount of the total amount billed.

euro

The common currency of the Economic and Monetary Union (EMU).

event

An online action that is recognized by BRM and recorded in the BRM database, for example:

- Connecting to the Internet
- Placing an IP phone call
- Changing a password
- Creating an account

BRM tracks events and bills users for them.

See also "[cycle forward event](#)" and "[cycle arrears event](#)".

event attribute

A component of an event that you can use as input to the rating module at rating time, for example, the origin or destination of a telephone call. You use event attributes to implement a rate plan selector or custom event analysis.

event balance

A temporary balance used to store a discount balance impact when more than one discount applies to the same event. You use event balances when you need the results of one discount to calculate another discount.

You specify an event balance ID when you set up discount balance impacts. You reference an event balance by using the discount expression **EBal** (*event_balance_ID*). You can reference an event balance in discount rules, discount triggers, and discount balance impacts.

Event Browser

An application available in Customer Center that displays information about events. You use the Event Browser to correct charges or payments by adjusting events. When you adjust the general ledger impact of the event, you can also adjust the tax impact of the event.

event data record (EDR)

In pipeline rating, the representation of an event. For example, multiple call detail records (CDRs) for a single telephone call can be assembled into a single EDR that represents the telephone call event.

Event Extraction Tool

A utility that extracts prerated events from the BRM database for rerating. This utility is an optional component that is packaged with the Rated Event (RE) Loader.

event handler

A Pipeline Manager component that you can use to start external programs based on events occurring in a pipeline. You can use the event handler to automate operations such as archiving files or notification of errors.

event import template

A template used by the Universal Event (UE) Loader that maps data in log files to fields in an event list. Use the UE Mapper to create the event import template.

event log file

A file that records events that you load into the BRM database by using the Universal Event (UE) Loader. Event log files are created by programs such as IP telephony gateways and Web servers.

event map

A configuration file, **pin_event_map**, that maps services to the event types that are valid for the service. This file also includes a description of each event type, which Pricing Center displays when you add the event to a product. Pricing Center uses the event map to ensure that only events valid for a given service are associated with that service.

For example, an event map might contain the following matrix for the IP service:

Services	Events	Event Descriptions
/service/ip	/event/session/ip	IP Session Event
	/event/session/dialup	IP Dialup Event
	/event/billing/product/fee/cycle/monthly	Monthly Cycle Fee
	/event/billing/product/action/purchase	Product Purchase Fee

Configure the event map before you create a price list.

event notification

A feature that you use to carry out actions automatically based on the occurrence of a specified event.

event rating map

The events that can be rated by a product. You define an event rating map for each product when using Pricing Center.

event type

The specific type of event stored in the BRM database as a storable class. All events of the same type have the same *object type* specified in the storable class POID. For example, all billing events have **/event/billing** as the object type and all customer information changes have **/event/customer** as the object type.

exchange rate

An exchange rate specifies the respective values of one currency to another. For example, 1 euro is worth 1.75 US dollars. In Pricing Center, you can define exchange rates between any listed currencies as becoming valid on a specific date.

extended rating attribute

An attribute of a service or account used to provide a special rate or discount. You include an ERA in a provisioning tag, which you then add to a product or discount.

When an account purchases a product or discount with the provisioning tag, you specify values for that ERA for that account.

There are two types of ERAs:

- **Service-level:** An ERA that is used with a specific service, such as a telephone service. Friends and family and closed user group discounts are examples of service-level ERAs.
- **Account-level:** An ERA that can be used with any service (for example, a birthday discount).

For some types of ERAs, such as friends and family, you can include multiple individual lists in the same ERA. Each list is identified as an ERA *label*. This enables you to set up rating and discounting to select the rate or discount based on the label name.

ERAs are configured for a specific service or account in Customer Center, where they are called promotions. After they are configured, ERAs are stored in profiles. ERAs can be shared between services and accounts using profile sharing groups.

external code

The value of a field in a call detail record (CDR) before it is converted to an internal code and added to an event data record (EDR). The external code is the raw field data that is used by the network. The converted code in the EDR is used by Pipeline Manager for rating. The conversion is performed in a pipeline by the input module.

External Module (EM)

A component similar to a Facilities Module (FM) that performs functions such as rating. An EM is not linked to a CM in the same way that an FM is. Instead, it runs as a separate process that you need to start and stop.

externally initiated payment

Payments that are triggered by an action from a financial institution.

Examples of payment methods processed this way are check and cash payments. Typically, after such payments are received from a customer, they are sent to a bank. The bank then initiates the payment processing by sending you a list of payments that have been received and deposited. If the payment information is not sent to BRM through a payment gateway, you use Payment Tool to allocate the payment and update the account.

See also "[BRM-initiated payment](#)".

Facilities Module (FM)

A set of opcodes that are called by a BRM application or a system process that manages BRM activity and ensures that data is processed correctly.

There are several types of FMs, for example, FMs that include opcodes for running billing.

failed payment

A payment that doesn't comply with the financial practices of your company because, upon collection, it has been dishonored or rejected by the bank. For example, payments can fail due to expired credit and debit cards, incorrect account details, and insufficient funds.

failover

A backup component that is used if the primary component fails or is otherwise unavailable.

field

A programming component for developers. A field is the simplest data item in BRM. Each field in the BRM system has a unique ID, name, and type.

You can use fields in many different object and opcode definitions. Objects consist of variable numbers of field/value pairs.

You use the `PIN_FLIST_FLD_GET` and `PIN_FLIST_FLD_SET` macros to retrieve and set field values.

Field Validation Editor

A BRM client application in Configuration Center used to define how to validate customer data. For example, you can determine what login names are prohibited when a customer signs up for a service.

filter set

A feature in Pipeline Manager that enables you to apply system products and discounts to a select group of customers. For example, you can specify that only calls made to London by customers with great credit qualify for a special 20% discount.

You create filter sets by using Pricing Center. Each filter set defines:

- The filter criteria, that is, the list of required EDR fields and values.
- The applicable system products and system discounts, along with their priorities and validity dates.

BRM stores data about each filter set in `/filter_set/product` objects.

finalized bill

A bill that is ready to be paid. The status of all the bill items associated with the bill has been changed from pending to open so that they stop accumulating charges and payments can be applied to them. In addition, a payment due date has been added to the bill. If necessary, an invoice is generated for the bill. A new bill is created to handle bill items for the next billing cycle.

fixed impact

A component of a balance impact that specifies the amount of a resource that should be charged or credited to an account's balance. It is called a *fixed* impact because the amount of the impact is not affected by changes in account usage or the quantity of events being rated.

You use a fixed impact to charge for a set quantity of item products and calculate charges for rates.

A fixed impact can be used in conjunction with a scaled impact to determine the total cost of a rate. The fixed impact sets the base price and the scaled impact is then added to it.

flist

A *field list*. An flist is a variable-length list of field/value pairs. Flists provide input and output parameters to BRM opcodes and functions.

flow

An ordered collection of one or more control points in a rating pipeline. For example, the flow describing a complete rating process can include two control points, start of rating and after rating.

FM

See "[Facilities Module \(FM\)](#)".

fold event

A special event usually generated at the end of the accounting cycle. You rate a fold event to affect a resource balance based on another resource's balance. For example, you could rate a fold event to credit frequent flyer miles for every \$500 a customer spends on a service. You could also rate a fold event to cancel unused free hours at the end of each month.

format description

A file that specifies how to read and map an incoming record in a CDR, or a record in pipeline output.

For example, the input format description defines the parts of a record (header, trailer, and so forth), and where each part of the data is located in the record.

frame relay

A telecommunication service for cost-efficient, high-speed, data transmission. A frame relay is appropriate for intermittent traffic between local area networks (LANs) and between end-points in a wide area network (WAN). A frame-relay service does not perform error detection or correction.

framework

See "[pipeline framework](#)".

front-end process

A Data Manager (DM) or daemon process that communicates with Connection Managers (CMs) and client applications.

See also "[back-end process](#)".

function module

A Pipeline Manager component that performs a specific rating or processing function. For example:

- The FCT_Reject module rejects EDRs that contain errors.
- The FCT_CustomerRating module applies rates to events.

function pool

In a multithreaded pipeline, a group of one or more consecutive pipeline function modules that are processed by one thread. You can configure function pools to improve pipeline performance.

fusa

See "[Paymentech](#)".

general ledger (G/L) interface

A feature that allows the BRM system to provide data to a general ledger (G/L) system. You assign G/L IDs to events that impact an account's balance, such as credit card payments. Each G/L ID is mapped to a pair of G/L accounts such that positive (debit) changes in one G/L account are matched by negative (credit) changes in another G/L account.

general ledger (G/L) report

A report that you run monthly to collect and report revenue data.

generation change

A type of plan transition between a second generation (2G) and third generation (3G) wireless plan in which the plans are not required to share a common primary service. Plans are considered to be 2G or 3G, depending on whether they are associated with 2G and 3G services. A generation change transition can be from a 2G to a 3G plan, or vice versa.

geocode

A geographic code used to determine a fee or tax jurisdiction.

geographical zoning

In Pipeline Manager, the definition of zones based on geographical coordinates. For example, you can rate phone calls based on the geographic distance between the call origin and destination.

G/L account

G/L (general ledger) accounts in BRM and Pricing Center are equivalent to G/L accounts in commercial accounting software packages.

See also "[G/L ID](#)" and "[general ledger \(G/L\) interface](#)".

G/L ID

General Ledger ID. An ID assigned to events to record revenue. For example, you keep a record of revenue from usage fees by mapping usage fees to G/L IDs.

G/L IDs are defined in the **pin_glid** configuration file. You map G/L IDs to events by using Pricing Center.

You load G/L IDs into the BRM database by using the **load_pin_glid** application.

G/L segment

A set of customer accounts that share a common general ledger (G/L) report.

By using G/L segments, you can create general ledger reports that include data for specific sets of customers, for example:

- You want to record the revenue for a product in different G/L accounts depending on who bought the product.
- You host multiple Internet service providers (ISPs) and need to deliver individualized accounting data to each ISP.

global charge sharing group

A charge sharing group whose members include either every account in the system or every service of a specific type. You specify every account or every service of a specific type as members by using a type-only POID.

global transaction

See "[XA transaction](#)".

GPRS AAA Manager

An optional component that integrates customer management and billing systems with your GPRS network services. Use GPRS AAA Manager to perform authentication, authorization, and accounting (AAA) for prepaid GPRS services.

GPRS Manager

An optional component that integrates customer management and billing systems with your GPRS network services. Use GPRS Manager to authenticate and authorize your GPRS customers and track service usage.

graphical user interface (GUI)

The appearance of an application, for example, the windows and dialog boxes.

group object

A BRM database record that stores information about an account group.

GSM AAA Manager

An optional component that supports real-time rating of prepaid GSM services.

GSM Manager

An optional component that supports integrating GSM services with your BRM system.

GSM Manager Customer Center Extension

An optional component that supports creating and managing accounts that own GSM services.

guaranteed sponsorship

A sponsored rate that is guaranteed to be paid by the sponsor account, even if the sponsored account exceeds a credit limit. See ["sponsor group"](#).

GUI

See ["graphical user interface \(GUI\)"](#).

handle

See ["statement handle"](#).

helper opcode

A helper opcode is an operation used by the Services Framework to perform administrative functions for a specific service type. For example, helper opcodes build search templates or generate input flists.

You can modify the default helper opcodes to suit your business needs. BRM includes the source code for all helper opcodes.

See also ["opcode"](#).

hierarchical account group

See ["account group"](#).

host administrator

The person who administers the entire BRM system at a company that hosts branded services for external companies, or at a company that is sub-divided internally. This

manager has root access to BRM, creates the top-level brand accounts, and carries out system-wide tasks.

impact category

- **In real-time rating:** A rate attribute you use to apply different balance impacts when using the same rate plan. For example, to rate calls made to two different countries, you create impact categories for each country. When the call event occurs, the impact category determines which rate to apply. For example:

Rate: /telephony/minute

- Impact category: **France**

Balance impact: .05

- Impact category: **Bolivia**

Balance impact: .10

- **In pipeline rating:** A combination of zoning and other event attributes, such as service codes. You can define separate rate plans based on the impact category.

inactive status

A temporary status for an account or service. Inactive status implies that the customer will use the account again in the future, as opposed to closed status. Inactivating an account does not cancel the products that the account owns.

Inactive status usually means one of the following:

- The account or service is new and is waiting for provisioning.
- An existing account or service has been temporarily suspended from normal activity, usually because the customer exceeded a credit limit or did not pay a bill.

Depending on how your system is configured, a customer with an inactive account might be able to use Web account-access pages.

See also "[active status](#)" and "[closed status](#)".

Infranet.properties file

See "[configuration file](#)".

instrumentation

A pipeline framework feature that measures, in microseconds, the time taken by each pipeline module to process EDRs. Instrumentation results are posted to the pipeline process log.

inter operator tariff

With pipeline rating, part of a roaming agreement that defines the pricing and settlement methods for roaming events.

interconnect product

A Pipeline Manager rating component consisting of the source and destination network and the service used for a roaming or interconnection call. Pipeline Manager compares the EDR data with the IC products to determine the associated rate plan to use for rating the service, and the network operator associated with the call. You set up IC products in Pricing Center.

interconnection

The process of handling usage events over physical lines between two or more network operators.

internal code

The value of a field used in an event data record (EDR) after it is converted from an external code in the call detail record (CDR). The converted code in the EDR is used by the function modules for rating. The conversion is performed in a pipeline by the input module.

introductory message

An HTML file you display during Web-based registration, usually to confirm the customer's plan choice. See "[welcome message](#)".

invoice

An itemized list of all charges included in a bill. BRM can generate physical invoices to request payments from invoice accounts. You can also generate virtual invoices for accounts that use non-invoice payment methods, such as credit card accounts.

Invoice files are stored in the BRM database.

invoice account

An account that uses the invoice payment method.

invoice reminder

A message printed on invoices to remind customers of overdue balances. Used as part of the collections process. You set up invoice reminders by using the Universal Message Store (UMS) framework.

IP Address Administration Center

The BRM device management application that you use to create and manage your IP address device and APN device inventories. This application is provided with IP Address Manager.

IP Address Administration Center is a Java application that can be fully localized.

IP address device

The BRM IP Address Manager allows you to manage your IP address inventory by storing IP addresses as devices in **/device/ip** objects.

IP Address Manager

BRM IP Address Manager is an optional component that you use to manage your APN and IP address inventories. Using IP Address Manager, you store IP addresses and APN devices as objects in the BRM database.

iRule

An iScript that is run only when specific conditions are met. iRules should be used to implement functions that apply only to certain EDRs or under certain conditions.

iScript

A script used by Pipeline Manager to perform custom processing, for example:

- Normalizing data, such as phone numbers
- Triggering events

- Custom enrichment

Use iScripts when the script can be run for every EDR.

item

An object in the BRM database that stores information used for billing and maintaining the balance of an account. See also "[bill item](#)" and "[A/R item](#)".

item charge

The total cost of the billable events tracked by an item during an account's billing cycle. Item charges are stored in usage items, cycle items, and custom items. They contribute to the balance of a bill and are listed in Customer Center.

See also "[balance](#)", "[bill](#)", "[billable event](#)", "[billing cycle](#)", and "[item](#)".

item product

A product associated with a one-time purchase fee that contains no cycle or usage fees.

jurisdiction

See "[tax jurisdiction](#)".

LDAP

Lightweight Directory Access Protocol, a set of protocols for accessing data directories. LDAP is based on the X.500 standard and supports TCP/IP, for Internet access. LDAP Manager is a service integration component that you install on top of a BRM system. The LDAP DM interfaces with an LDAPv3-compliant directory server.

LDAP Data Manager

A DM that is a queue-based daemon. It maps the BRM object model to the LDAP directory server object model. This daemon is known functionally as **dm_ldap**. The LDAP Manager uses the **dm_ldap** daemon.

LDAP directory server

A server that stores customer information and provides access to the information by using LDAP. LDAP directory servers provide a way to name, manage, and access collections of attribute-value pairs. The LDAP documentation refers to the LDAP directory server as *directory server*.

limit override rate

A rate that applies to an event even if a credit limit has been reached. Using a limit override rate ensures that all of an event is rated.

linking

Linking revenue assurance data **/process_audit objects** to compare and analyze the revenue assurance data generated at different control points.

lock

When pipeline data migration is enabled in Pricing Center, a lock indicates that a change set has modified a pipeline pricing data object. When one change set has a lock on an object, that object cannot be modified by other change sets.

All the locks for a change set are removed when the change set is closed or backed out. Objects that have locks on them are exported with the change set.

log file

A text file that records the status of a system component. A system administrator checks log files to find and fix problems in the system. See also "[pinlog](#)".

login name

A unique name that a customer uses to access a service, such as Internet access. Login names and passwords identify customers with their accounts.

mandate

An authorization from a customer allowing the bank to debit the customer's account for any payment that the customer needs to make using direct debit. A mandate is implemented only once during the life of the account: before charging the customer for the first time.

manual top-up

A top-up initiated through a CSR tool or a customer self-care application.

BRM supports the following types of manual top-ups:

- A manual standard top-up is made by a customer to his own account.
- A manual sponsored top-up is made from one account to another account. These top-ups can be initiated by the paying account or by the receiving account. When they are initiated by the receiving account, they must be accompanied by a valid top-up PIN.

master process

A system process that handles an initial connection and then hands the connection off to a child process. For example, a Data Manager (DM) master process handles the initial connection request from Connection Manager (CM).

MBCS

Multibyte character set. A mixed-width character set that contains single byte and double byte characters.

member account

An account that belongs to any of the following account groups:

- Discount sharing group or charge sharing group
If a sharing group owner account has invited a member account to participate in a discount or charge sharing group:
 - Sponsored charges incurred by member accounts are paid by the owner account.
 - Sponsored discounts belonging to the owner account are shared with member accounts.An account can be a member of more than one sharing group.
- Sponsor group
As long as the status and credit limit of the group's sponsor group owner account permit, sponsored charges incurred by member accounts are paid by the owner account. An account can be a member of more than one sponsor group.
- Sponsored top-up group

A member of a sponsored top-up group receives top-ups from the sponsored top-up group owner account. To join a sponsored top-up group, an account must have its **/topup** object linked to the appropriate **/group/topup** object. An account can be a member of only one sponsored top-up group.

member service

A service in a subscription group that subscribers purchase and use such as telephony, text messaging, and data transfer. Member services can share the resource balances owned by the subscription service or be limited to using their own resources balances.

merchant

A name that tells the credit card processor DM which merchant number to use when sending transactions to a credit card processor. By default, all accounts use the merchant defined in the Connection Manager (CM) configuration file.

merchant number

The number that identifies an account with a credit card processor.

metronomic execution

Repeated execution of a batch handler at a specified interval. See also "[scheduled execution](#)".

model selector

A set of rules used to choose between multiple price models or discount models during rating based on EDR values. See "[discount model selector](#)" and "[price model selector](#)".

MSID

Mobile station ID.

An MSID is usually composed of one or both of the following numbers:

- MSISDN: Mobile Station ISDN (Integrated Services Digital Network) number. An MSISDN is a standard international telephone number.
- IMSI: International Mobile Subscriber Identity number. An IMSI number is a unique 15-digit serial number hard-coded into a Subscriber Identity Module (SIM) card.

MSID is a standard term in the cellular phone industry. MSIDs are used to identify subscribers to wireless networks. For example, in GSM-based networks, MSIDs are stored on SIM cards. When a SIM card is associated with a *mobile terminal* (typically a cell phone), a *mobile station* is created. An MSID can be moved from terminal to terminal via the SIM card, enabling a subscriber to gain access to the same service from a variety of terminals.

multi-segment rating

A method of rating usage events by using Pipeline Manager. Use multi-segment rating to collect data about rate plan usage and revenue-generation for different customer segments, for example, customers in a specific geographic area, or customers that use a specific network provider.

network operator

The owner of a physical network responsible for the physical structure and operation of the network components.

node

A computer that runs one or more servers.

Node Manager

A program that controls and manages server processes running on a computer node. Each computer node has one Node Manager which is responsible for managing BRM on that node.

nonpaying bill unit

A bill unit in a child account whose charges roll up to a paying bill unit in the parent account. The bill for a nonpaying bill unit is paid by the parent account.

A nonpaying bill unit is also known as a subordinate bill unit.

nonrated event

An event, such as a payment or refund event, that is not rated, but might have a balance impact.

non-service password

A password that does not access an IP service. You use non-service passwords to access password-protected Web sites.

nonsubordinate bill unit

In a hierarchical account group, a bill unit in a child account responsible for its own charges. Charges in a nonsubordinate bill unit are paid by the child account.

See also "[subordinate bill unit](#)" and "[A/R account](#)".

nontransactional payment

A BRM-initiated payment that occurs in two or more communication sessions between BRM and a payment processing service. Subsequent sessions can occur online or offline; for example, processing service personnel may send payment information to you over a network or on CDs.

See also "[transactional payment](#)".

notes

Comments about changes in a customer's account that explain transactions and record communication with the customer.

NPA-NXX

In North American telephony, the combination of the area code and the three-digit prefix of a phone number. The NPA (Number Plan Area), or area code delineates a toll area in the US, Canada, and Mexico. NXX refers to the exchange, which is the three digits following the area code.

Number Administration Center

A GUI tool used for creating and managing an inventory of telephone numbers in the BRM system.

See also "[Number Manager](#)".

Number Manager

A set of BRM server components that support managing telephone number inventory.

See also "[Number Administration Center](#)".

object

Also called storable object. A collection of data and the methods by which the data is transferred to and from the database. Objects are referenced by client applications that use the BRM API. They map directly to SQL objects in the database tables.

For example, there are storable objects to represent BRM items such as accounts, bills, events, and services, and you can have unlimited instances in your system.

Object Browser

An application in Developer Center that you use to view the contents of storable objects in the BRM database.

object ID

See "[POID](#)".

off-cycle discount

A discount that is not dependent on a billing cycle or monthly accounting cycle.

You can set up daily, weekly, or monthly flexible cycles that do not coincide with billing cycles or monthly accounting cycles. An off-cycle discount is a discount that applies to the flexible cycle event.

You create discounts in Pricing Center.

on-demand billing

A feature you use to bill a customer immediately for a purchase rather than when the customer's billing cycle ends.

one-time discount

A discount that can be valid either for a specified number of billing cycles or for a specified time period. For example, you can grant 100 free minutes that can be used over a period of 6 months.

You can also create multiple one-time discounts for an account.

You create discounts in Pricing Center.

one-to-one mapping scheme

An alternate LDAP DM mapping scheme. This scheme maps one directory server entry to one storable object. To use this mapping scheme, you set the **user_mapping** entry to **0** in the CM **pin.conf** file.

opcode

An operation used by client applications and scripts to carry out BRM functionality, such as create accounts and run billing.

There are two types of opcodes: system opcodes, and policy opcodes. System opcodes perform basic operations; you cannot change them. Policy opcodes perform higher-level operations and you can change their default behavior. For example, you can modify a policy opcode to rate IP-access usage by the number of bytes downloaded instead of total access time.

Opcode Workbench

A GUI application in Developer Center that you use to test applications and customized components. You use Opcode Workbench to run opcodes. Opcode Workbench includes all the functionality of the command-line utility **testnap** plus additional features.

open item accounting

One of two accounting types that determine how to create bills and apply payments. With open item accounting:

- The customer's bill does not include amounts from previous bills. If a customer does not pay a bill, the next bill does not include charges for the bill that the customer did not pay.
- By default, if a payment is not enough to cover the entire amount due, the payment is allocated to the oldest open items.

Customer accounts that use an automated payment method, such as a credit card, should always use balance forward accounting.

Order Management framework

You use the *Order Management framework* to manage orders and sub-orders or to connect an existing order management system to BRM. The Order Management framework is used by optional BRM products such as voucher manager to facilitate their order management features.

ordered balance group

An object in the BRM database containing links to the charge sharing group and discount sharing group that a member has joined, listed in order by rank. The ordered balance group belongs to the group member rather than to the group owner. The ordered balance group list determines the sequence in which the sharing groups' resource balances are impacted by the member-generated events.

origin

The telephone number from which a call is made. Depending on how your IP gateway is configured, the origin can be identified by a country code, area code, or a specific telephone number.

original payment

The first instance of a payment that is saved to BRM, either through Payment Tool or a payment processor. Original payments can be saved initially to suspense or to a customer account, but have never been moved back and forth between the two.

parent account

An account in a hierarchical account group that has child accounts under it. Parent accounts can also be A/R accounts.

partitioning

An optional feature that splits database tables and indexes into smaller, more manageable units. When you no longer need the objects stored in a partition, you can purge them from your database by deleting the partition. This helps control the growth of your BRM database.

password

A word or series of characters, known only to a customer, that provides access to your services or the BRM system.

paying bill unit

A bill unit in a hierarchy that is responsible for its own charges. The bill for the bill unit is paid by the account to which the bill unit belongs.

Payload Generator External Module (EM)

A component of EAI Manager and other EAI-based applications. The Payload Generator EM collects events, generates the data necessary to publish business events, and sends the data to the EAI-based application.

Payment Center

The BRM client application used to assign, investigate, and correct suspended payments, and to suspend payments that have been posted in customer accounts.

Payment Center is a Java application that can be fully customized and localized.

payment channel

A payment property that identifies the delivery method by which customer payments are sent to a financial institution. For example, payment channels include the Internet, Interactive Voice Response (IVR) phone service, Automated Clearing House (ACH), and lockbox.

payment fee

A one-time, non-recurring penalty that can be charged to an account for a payment that fails due to financial errors. For example, if a customer check is denied due to insufficient funds, or a credit card is invalid because it has expired, you can charge the customer a payment fee.

payment gateway

A third-party BRM-initiated payment transaction application that supplies payment information to BRM.

A payment gateway receives payment files from multiple sources (for example a bank or automatic clearing house), preprocesses them, formats the files, and calls opcodes to record the payments in the database.

payment ID

Alternative term for transaction ID, a unique number that identifies a specific payment. You use payment IDs to process payments, refunds, and payment reversals with Payment Tool.

payment incentive

A special compensation for a customer who pays a bill early and in full. Payment incentives can take the form of free gifts, certificates, free minutes, and so forth. Payment incentives typically reward customers by reducing their bill amount or by adding resource credits to their accounts.

payment method

The way by which customers pay their bills. The most common payment methods are credit card, invoice, and subordinate bill unit (nonpaying bill unit).

payment reversal

Reverses the record of a payment in the BRM database. For example, if a customer makes a credit card payment that is recorded in the database, but the payment cannot be deposited because of an expired credit card, you can reverse the payment so that the payment is still open.

payment suspense account

An ownerless account that stores suspended payments along with the details of each suspended payment, such as credit card number, payment channel, payment method, and so forth.

payment term

Specifies how to calculate the due date of a bill. All the payment terms in a BRM system are stored in the same `/config/payment_term` object. You use payment terms to set due dates a specified number of days after the billing cycle end date or on a specified day of the month.

Payment Tool

A BRM client application used for processing payments, refunds, and payment reversals.

Paymenttech

A credit card and direct debit processing service that BRM supports.

The initials FUSA are sometimes used to represent Paymenttech in BRM file names. For example, the Paymenttech DM is named `dm_fusa`.

Paymenttech Manager

An optional component that integrates BRM with the Paymenttech software.

paytransaction ID

A unique identifier generated by BRM for each payment reversal that occurred due to suspended payment recycling. BRM uses paytransaction IDs internally to track a recycled payment back to its original payment. The paytransaction ID of a payment reversal is equal to the transaction ID of the payment it reversed.

PCM

See "[Portal Communications Module \(PCM\)](#)".

pcm_client service

A special service that BRM utilities and programs, such as service integration components, use to log in to the BRM system. The root account includes the `pcm_client` service.

PCP

Portal Communications Protocol. A protocol that uses an object/transaction model to allow interprocess communications.

pending

A status for a bill item. A pending item is still collecting charges, and has not been included in a bill.

pending close

An account status option that allows you to set a future date for closing an account.

permission

Authorization for a user to access a particular BRM application or to perform a particular task in an application.

A role is a set of permissions for a given application, such as Customer Center or Pricing Center. For example, you can specify which users can change a password, apply credits, and give refunds.

Permissioning Center

The BRM application that you use to manage the roles and permissions of your customer service representatives (CSRs).

PID

Process ID. A number that identifies a master process, child process, or thread. Each CM or DM process is identified by a unique PID.

PIN

The library that contains routines for managing and manipulating flists and objects, handling errors, and using configuration files.

pin_beid

A file that you use to manually load resources in the BRM database by using the **load_pin_beid** application.

Use the Resource Editor in Pricing Center to create and edit resources.

pin.conf file

See "[configuration file](#)".

pin_event_map

See "[event map](#)".

pin_glchartaccts

A utility used to create and customize charts of accounts (COAs).

pin_glid

The configuration file that contains G/L ID definitions.

pinlog

A log file that records errors or other activity. Most **pinlog** files are named *program.pinlog*, as in **dm_oracle.pinlog**, but some BRM applications use **default.pinlog**.

pipeline

The mechanism by which EDRs are processed and rated by Pipeline Manager. A pipeline consists of input modules, function modules, data modules, and output modules.

Pipeline Configuration Manager

Pipeline Configuration Manager is a set of scripts and utilities you can use to configure pipelines and load pricing data into the Pipeline Manager database

pipeline data migration

An optional feature in Pricing Center that you use to manage, export, and import change sets. You enable data migration during Pricing Center installation or by changing a configuration file entry.

Pipeline Manager database

The database used by Pipeline Manager. This database holds pipeline rating and pricing data.

pipeline framework

The Pipeline Manager system platform. The framework includes the components that run Pipeline Manager, for example, the Controller and the Transaction Manager.

pipeline log

The log file that includes messages and statistics generated by a pipeline.

Pipeline Manager

A BRM application used for rating wireless usage events. Pipeline Manager processes call details record (CDR) using a series of task-specific modules.

plan

A package of deals that customers purchase to use your services. For example, you can offer one service with two different ways of charging for it, each defined in a separate deal. When you create the plan, you choose which of the deals to include in the plan.

You cannot create a customer account without a plan, because the plan specifies which services a customer can use. Accounts for customer service representatives use the CSR plan, which includes the service required for logging in to Customer Center.

See also "[plan with options](#)".

plan list

A list of plans that you offer to customers. You can offer different plan lists to different customers, for example, one plan list for customers who register by using the Web, and another plan list for customers who register with a CSR.

plan with options

A plan in which you define deals as required or optional.

- *Required deals* must be purchased when the plan is purchased by the customer.
- For *optional deals*, purchase is not mandatory; CSRs using Customer Center can choose whether to include optional deals when the plan is purchased.

You use Pricing Center to create plans with options.

POID

Portal object ID. A unique 64-bit identifier assigned to each BRM database object when it is created. A POID enables you to have multiple instantiations of the same storable class. For example, every account object has a unique POID. An account POID looks like this:

0.0.0.1 /account 8606 0

A POID consists of four components:

- A database number. In the preceding example, "0.0.0.1."
- An object type. In the preceding example, "/account."
- A unique ID. In the preceding example, "8606."
- A revision number. In the preceding example, "0."

You cannot change an object's POID, except for the revision number, which is updated automatically each time the object changes.

See also "[type-only POID](#)".

point of title passage

When calculating taxes, the point of title passage indicates whether the title to tangible property transfers at the ship-from location (origin) or at the ship-to location (destination). In most cases, the point of title passage is the destination.

policy

See "[Policy FM](#)" and "[business policies](#)".

Policy FM

A Facilities Module (FM) that implements policy opcodes. You use policy opcodes to change the default behavior of the BRM system.

policy opcode

A policy opcode is an operation that implements business policy decisions. A policy opcode takes a description of a situation, makes a business policy decision based on the logic you implement, and returns that decision to the System FM for execution. For example, a policy opcode determines how many days before an invoice is past due. You can modify the default policy opcodes to suit your business needs. BRM includes the source code for all policy opcodes.

See also "[opcode](#)".

POP

Point of Presence. A telephone number that permits dialup access to the Internet. Internet service providers (ISPs) generally provide many POPs so that users can make local calls to access the Internet and read email.

port

TCP/IP port. Each BRM system process is associated with a particular port on a specific computer.

Portal Communications Module (PCM)

A library of functions that package opcodes and send them through the BRM system. The PCM is used to manipulate objects in the BRM database and control communications channels to the database.

The PCM API runs on top of the PCP and controls all object manipulation and access to the BRM database.

prerated event

An event for which charges are assigned by a policy opcode or through the reason codes file. These prerated events *are not* processed by the rates defined in your price list.

Also, an event rated by Pipeline Manager. These events *are* processed by the rates defined in your price list.

See also "[rated event](#)".

price list

A model that you set up to determine when, how, and how much to charge customers. Price lists consist of the following components: resources, rates, products, deals, and plans.

price model

In pipeline rating, a price model defines the charges that apply to an EDR when it is rated. The price model used to rate an EDR is determined by the rate plan configuration. Each price model comprises one or more price model step.

price model selector

A set of one or more ranked configurations that map a price/discount model selector rule to a price model. When a rule is satisfied, Pipeline Manager uses the associated price model in rating. You can use a price model selector instead of a price model in a rate plan configuration.

See also "[discount model selector](#)".

price model step

In pipeline rating, a component of a price model that defines charges for a specific usage level. A price model can have any number of price model steps. Within a price model step, charges can be based on any combination of events, duration, and volume.

price/discount model selector rule

An association of one or more EDR fields with a specific value that you use when you configure a discount model selector and a price model selector.

Pricing Center

The application you use to create price lists that determine how much your customers pay for your services and merchandise.

Price lists define how BRM rates events, and consist of the following components: resources, rates, products, deals, and plans.

You can use Pricing Center to create and edit rate plans for real time rating and batch pipeline rating.

pricing object

One of the components that make up a price list. A price list includes rates, products, deals, plans, and plan lists. You use Pricing Center to create and maintain your price lists.

primary currency

Accounts for customers in EMU countries use a primary and secondary currency. The primary currency is the currency that the customer uses to pay bills. The secondary currency is required to convert one EMU currency to another, and to support the transition to the euro.

The primary currency can be either the native currency for an EMU country, such as French Francs, or the euro. For example:

- If the primary currency is a native EMU currency, the secondary currency is the euro.
- If the primary currency is the euro, the secondary currency can be any EMU native currency.

primary database schema

In multischema systems, the database schema that contains all the configuration, pricing, audit trail, and uniqueness objects. All applications that modify those objects must be connected to the primary schema.

Modifications to configuration, pricing, and audit trail objects are always performed by the primary DM in the primary schema. Secondary DMs can modify uniqueness objects in the primary schema by using schema qualifications.

The primary schema also contains subscriber data, such as events and account objects.

primary installation machine

In multischema systems, the machine containing the primary CM and primary DM and that connects to the primary database schema.

process

See "[system process](#)".

process audit information

Revenue assurance information obtained from billing and pipeline rating.

process log

The log file that stores messages from the Pipeline Manager framework.

product

A pricing object that defines how to charge your customer for goods and services. A product consists of one or more rate plans, that specify the cost of each billable event that affects a customer's account.

By bundling rate plans into a product, you define how to charge for all the resources that apply to the product. For example, the rate plans for a dialup service can charge our customers by using two resources: money and hours of connection time.

See "[base product](#)" and "[customized product](#)".

product-level provisioning

The ability to configure a customer's service based on an attribute defined in a product instead of having to create multiple services. For example, you can define different levels of an email service, with different mailbox sizes, and present these service variations as product attributes.

profile

A method of storing custom information about customer accounts.

When you configure an extended rating attribute (ERA) for an account, BRM stores the values in a profile.

You can also create custom profiles to store information such as the following:

- Results of a marketing survey.
- Legacy account numbers.
- Additional service information, such as chat room nicknames.

You can perform database searches on profiles. You can also customize Customer Center to display profile information with the Customer Center SDK.

See also "[profile sharing group](#)", "[business profile](#)", and "[collections profile](#)".

profile sharing group

A group that enables a profile created for an account’s service to be shared with services owned by other accounts. A profile stores extended rating attribute (ERAs) or other types of information about an account.

A profile sharing group can be used to make an ERA, such as a friends and family list, available to multiple customers. When a profile sharing group generates an event, shared profiles are checked to see if they are valid to rate or discount the event.

promotional code

A code entered by customers during registration that specifies which plans they can purchase. With Web registration, you can associate plans with promotional codes.

proration

To assess fees based on partial use. If a product includes a cycle forward fee and a customer can purchase or cancel the product in the middle of a billing cycle, you can prorate the charge to reflect the amount of time that the product was owned.

protocol

A format for transmitting data between two devices. Protocols determine the following transmission requirements:

- Type of error checking to be used.
- Data compression method, if any.
- How the sending device indicates it has finished sending a message.
- How the receiving device indicates it has received a message.

provisioning

A predefined product attribute used to configure a service. Use provisioning to define multiple service configurations without having to define multiple services, and to rate each configuration differently. For example, when a customer purchases a product at a specific provision level, the BRM system configures the associated service accordingly.

In this example, the email service is associated with three products. Each product has an associated provisioning tag. Each provisioning tag defines a different service configuration based on mailbox size. When a customer signs up for email service, and purchases a product package, the mailbox size is configured according to the associated provision tag.

Service	Product	Provisioning Tag	Description
/service/email	Basic Email	Basic	Sets the minimum mailbox size to 0MB, the maximum mailbox size to 10MB, and specifies the path to the mail server.
/service/email	Regular Email	Regular	Sets the minimum mailbox size to 0MB, the maximum mailbox size to 20MB, and specifies the path to the mail server.
/service/email	Power Email	Power	Sets the minimum mailbox size to 0MB, the maximum mailbox size to 30MB, and specifies the path to the mail server.

You define provisioning tags by using policy opcodes.

provisioning tag

Provisioning tags configure a service after an account purchases a product or a discount that contains a tag. For example, a provisioning tag can be used to set up one or more of the following:

- An extended rating attribute (ERA) that can enable rating or discounting to vary for the same service based on a specific attribute.
- For GSM telco services only, a supplementary service (or feature), such as call forwarding.
- For telco services only, a bearer service or other service extension.

Provisioning tags are used in product-level provisioning.

purchase event

An event that generates a one-time fee, for example, an installation fee. A purchase event is one of the event types you can include in the event map when you create a product.

See also ["event"](#).

purchase fee

A one-time charge, for example, an installation fee.

See also ["rate"](#).

purchase level

An attribute that specifies whether a product, discount, or deal applies to a specific service or to the account.

For example, if a product has a purchase level of `/service/ip`, the rate plans in that product are used to track and rate only the IP service and no other services. If a product has a purchase level of `account`, the rate plans in that product are valid for as long as the account is active regardless of the services owned by the account.

quantity discount bracket

A group of balance impacts that provide real-time volume discounting. For example, you can charge different amounts based on the quantity of a resource that has already been used.

queuing

A mechanism used by Data Managers (DMs) and some client applications to reduce the number of connections to the database.

RADIUS Manager

An optional component that provides an interface between your terminal server and the Billing and Revenue Management (BRM) system by authenticating customers and tracking service usage.

ratable usage metric (RUM)

The method for measuring an event.

In real-time rating, you can measure events by usage or occurrence. When measuring usage, you can use different units of measurement, for example, minutes or hours.

For example, a `/session/ip` event has the following RUMs defined:

RUM Name	Event Description	Measurement Type	Units
Duration	IP Session	Total length of time	Minutes
Occurrence	IP Session	Single instance	<none>

In pipeline rating, RUMs are of three types:

RUM Type	RUM Code	Measurement Type	Units
Duration	DUR	Total length of time	Seconds, minutes, hours, or days
Event	EVT	Single instance	<none>
Normal	REC SND	Volume received or sent	Bytes, kilobytes, megabytes, or gigabytes

rate

A pricing object that defines the cost of a specific billable event under a specific set of circumstances.

rate plan

- In real-time rating:** A group of one or more rate tiers. Typically, a rate plan is mapped to a single event type, for example, a purchase or usage event. For example, within a product, you can create multiple rate plans for rating multiple event types.

See also "[event map](#)".

- In pipeline rating:** The criteria used to determine how an event data record (EDR) is charged. A rate plan defines a range of charges and differentiates them according to service, impact category, day type, and time interval. A rate plan can exist in several versions. Each rate plan version in turn has one or more rerate plan configurations.

rate plan configuration

In pipeline rating, a component of a rate plan version that maps a combination of criteria to determine which price model is used to calculate the charges for a particular EDR. A rate plan version can have any number of rate plan configurations.

rate plan selector

A real-time rating feature you use to rate events based on any event attribute. In Pricing Center, you configure a matrix that associates one or more event attributes with a rate plan and an impact category. When an event occurs, the rate plan selector analyzes the incoming event and specifies which rate plan to use to calculate the charges for the event.

For example, when rating telephone calls, you can use a rate plan selector to determine which rate plan to use based on call origins and destinations.

rate plan version

In pipeline rating, a component of a pipeline rate plan defined by its validity period. Only one rate plan version can be valid for any period. Different rate plan versions can use different zone and discount models. Each rate plan version has one or more rate plan configurations.

rate tier

In real-time rating, one or more rates grouped together by date and time ranges. Within a rate plan, you can create multiple rate tiers, each with its own unique range of dates and times. For example, a rate plan can include the following rate tiers:

- Rate tier 1: Usage occurring on weekdays
- Rate tier 2: Usage occurring on weekends

rated event

Events for which charges are assessed by the rates defined in the price list.

See also "[prerated event](#)".

Rated Event (RE) Loader

Application that loads pipeline prerated events into the BRM database. It includes two utilities: **pin_rel** loads prerated events, and **pin_rerel** loads prerated events that have been rerated.

rating

A process that determines how much to charge customers for the use of your services.

Rating is performed on events. To rate an event, BRM does the following:

1. Measures the event.
2. Applies a charge to the resulting measurement.
3. Adds the charge to the customer's account balance.

See also "[rate](#)".

real time

Instantaneously. For example, BRM rates in real time so that a customer's account balance reflects service usage as it occurs.

real-time rating

The BRM functionality that rates purchase, cycle, and usage events when they occur. Some types of usage events, for example, wireless calls, are rated in batch by Pipeline Manager.

reason code

An identification number that indicates the reason why the following events have occurred in the BRM system:

- An adjustment such as a charge, debit, or refund was made to an account or service.
- A suspended payment was recycled *to* or *from* suspense.
- An unallocatable payment was removed from the BRM system.

These codes are configured in the **reasons.en_US** file. BRM accesses the string values for the reason codes and displays them in Customer Center, Payment Center, and other applications. When CSRs make changes to individual accounts they can select a reason code for the adjustment. See "[reasons.locale](#)".

reasons.locale

A configuration file that contains localized reason codes and G/L IDs. The locale is indicated by the file suffix (for example, **reasons.en_US**).

recycle key

A string added to EDRs that are stored by BRM during rating interruptions. When the rating interruption is over, you use the **pin_recycle** program to search for and rate all EDRs with the recycle key. Recycle keys are added to EDRs by programs such as triggered-billing and Account Migration Manager (AMM) that initiate EDR rating interruptions.

recycled payment

A payment that has moved back and forth between the payment suspense account and one or more customer accounts. Recycled payments have been reversed from a source account and applied to a destination account due to payment suspense processing.

Recycled payments include:

- Payments that have been distributed from the payment suspense account into customer accounts.
- Payments that posted to a customer account when they entered BRM, but were later suspended.

Recycled payments are created when you use Payment Center to distribute payments or undo an allocation.

recycling state

The EDR state that indicates a pipeline is attempting to process a previously failed EDR. The EDR state is set by the standard recycling tools or Suspense Manager. The other EDR states are the following:

- Succeeded
- Suspended
- Written off

reference mapping

Maps each service that a pipeline is rating to a usage event. The reference map tells the pipeline which products to synchronize from the BRM database.

refund

A payment made to a customer. Refunds return existing credit in the customer's account to the customer.

refund item

An A/R item that includes the amount that you owe to a customer.

registration

Creation of a customer account. Your customers either register by calling your CSR or by using your registration Web site.

registry

The primary configuration file for Pipeline Manager.

remittance

Payment to a third party based on a service provided or transaction handled by the third party. Also called *settlements*. You use the remittance feature to calculate the share of the revenue you receive that you need to pay to a third party.

remittance account

An account set up to receive remittance funds. This type of account owns only remittance products.

remittance field

An attribute of a storable class mapped to a custom name and used to define remittance criteria. In a remittance specification, you create statements with remittance fields that determine the conditions under which remittance takes place. For example, **service_type = /service/ip** is from a list of criteria in a remittance profile. In this example, **service_type** is the remittance field.

remittance product

A product that contains rates used to calculate payment owed to a third party.

remittance specification

The information BRM uses to calculate remittance. A specification includes the criteria that determine which third party receives remittance and the product BRM uses to calculate remittance when the criteria are met. You define one or more specifications in the remittance specification file.

remittance specification file

A text file that contains all the remittance specifications defined for your BRM system.

replica POID

A replica POID is a transformed POID. For example, if the POID is **0.0.0.1 /account 12345 0**, the replica POID is **0.0.5.1/r_user 12345 0**.

request

One type of connection to a BRM database. The other is a transaction. A request is a read operation that is not part of a transaction. A request does not require that the data remain the same for the duration of the connection.

request for response (RFR) file

A file used by Paymentech to recover failed credit card transactions.

rerate job

A combination of **/job/rerate** and **/job_batch/rerate** objects in the BRM database that store information about the accounts and events selected for rerating and about the status of the rerating process.

There is a one-to-one correlation between **/job/rerate** and **/job_batch/rerate** objects and they are created in the same transaction.

rerate reason code

An identification number assigned to a rerate job that indicates the reason why rerating has been requested.

The automatic rerating sets the reason code to **0** (no rerate reason) by default. All rerate jobs with no reason code are automatically rerated when you run the **pin_rerate** utility with the **-rerate** parameter.

You can assign unique rerate reason codes to rerate jobs by customizing automatic rerating or by using the **pin_rerate** utility.

rerating

The process in which the balance impact for ratable transactions are recalculated so that the rate changes or corrections may be retroactive. Rerating performs the recalculation of previously rated events based on modified rating attributes, for example, changes in pricing configuration, account attribute, account product attribute, etc. Rerating can be done for usage events as well as transactions that are calculated during the billing run, for example, cycle fees, folds, etc.

rerating batch ID

A unique batch ID number assigned to a batch of event data records (EDRs) when they pass through a pipeline to be rerated.

resource

An asset of economic value, such as US Dollars. A resource can also be a non-currency asset such as Internet access hours. The total amount of each resource that a customer owes, or is credited with, is tracked in the customer's balance.

In real-time rating, each resource includes the following attributes:

- An ID, such as 840 (US Dollars). IDs for currency resources are defined in an ISO standard.
- A name, such as US Dollars or Bulk Hours.
- Rounding data, which determines how many decimal places to use for calculations. For example, if a usage event is rated with a balance impact of \$10.4082, the value can be rounded up to \$10.41.

In Pricing Center, each resource includes the following attributes:

- A name, such as DOLLAR.
- A symbol, such as \$.
- A type, such as Money or Other.
- A currency code, if applicable, such as USD or EUR.

You define these resources by using the Resource Editor.

Resource Editor

A client application in Pricing Center used to define a resource for your price list.

resource ID

A numeric identification of a resource, such as 840 (US Dollars), that is used by the BRM system. Resource IDs for currency resources are defined in an ISO standard. When you create your own resources, you give them a resource ID.

resource reservation

Reservation of customer account balance resources in advance of a network session, allowing for use of multiple concurrent sessions or services.

Resource Reservation Manager

An optional component that enables you to reserve customer account balance resources in advance of a network session, allowing for use of multiple concurrent sessions or services.

resource sharing group

A group in which the resources of a group owner account are shared with one or more member accounts. The group owner account receives the balance impact from events generated by the member accounts. There are two types of resource sharing groups: charge sharing group and discount sharing group.

Revenue Assurance Center

The application you use to search for and display revenue assurance data.

revenue assurance data

Data that BRM collects to verify the accuracy of revenue producing operations.

Revenue Assurance Manager

An optional component used to obtain revenue assurance data by running billing utilities and pipeline rating process.

revenue group

You need to set up revenue groups in Pricing Center if you want to apply split billing rules to various groups of customers. In split billing, multiple customers share and split the cost of one service.

reversed payment

A payment whose effect on the customer's account balance in the BRM database has been undone. For example, if a customer makes a credit card payment that is recorded in the database but the payment cannot be deposited because of an expired credit card, the payment can be reversed. The net balance impact of a payment and its reversal is zero (0).

roaming

Use of a mobile network by a customer who is a subscriber to a different mobile network.

roaming agreement

An agreement that defines the terms under which roaming partners provide roaming services to each other's customers, and how to manage settlement of roaming financials.

roaming partner

When two network operators sign a roaming agreement they become roaming partners.

role

A specific set of permissions that determine what your customer service representatives (CSRs) can and cannot do with BRM applications. You assign CSRs to roles based on the tasks they perform.

Roles can be set up in a hierarchy, with child roles inheriting permissions from their parent roles.

rollover

Unused resources from one cycle that are credited to an account resource balance in succeeding cycles. For a resource granted in a cycle, you can specify how many resource units remaining at the end of a cycle can be rolled over to the next cycles and how many succeeding cycles it can be roll over into. You also specify the maximum

total balances for a resource from previous cycles that can be rolled over into a new cycle.

An example of a resource that is commonly rolled over is free minutes.

root account

An account created during installation that provides general access permission to the BRM system. This account includes two services, **admin_client** and **pcm_client**, used by BRM applications. System administrators use this account to create accounts and set permissions for CSRs.

RUM

See "[ratable usage metric \(RUM\)](#)".

RUM group

A group of two or more RUMs that share a unit of measurement (UoM) with each RUM in the group.

RUM groups help determine the basis for charges and depend on the service code.

RUM group link

Associates a ratable usage metric (RUM) with a unit of measurement (UoM) or a RUM group with one or more RUM/UoM pairs.

scaled impact

A component of a balance impact that specifies what amount of a specified resource should be credited or debited to an account balance. It is called a *scaled* impact because its affect on an account balance depends on the amount of usage or quantity of events being rated.

Use a scaled impact to define the amount to charge and to measure events that accumulate in an account, such as minutes of connection time.

You can use a scaled impact in conjunction with a fixed impact. After the fixed impact is applied to the event, the scaled impact is applied.

scheduled execution

Execution of a batch handler at specified times. See also "[metronomic execution](#)".

secondary currency

See "[primary currency](#)".

secondary database schema

In multischema systems, a database schema that contains subscriber data, such as events and account objects. Each secondary schema also has access to the configuration, pricing, audit trail, and uniqueness objects stored in the primary schema.

secondary installation machine

In multischema systems, a machine that contains a secondary DM and connects to a secondary database schema.

security code

A code used by a CSR to verify that the customer calling is the owner of the specified account. Security codes are chosen by customers, for example, the customer's social security number or the maiden name of the customer's mother.

A security code is also called an access code.

segment

When using pipeline rating, a class of customer, for example, customers from a specific geographic region.

Self-Care Manager

The Web-based customer self care application. You can customize the appearance of the default Web pages by modifying Java Server Pages (JSPs).

Self-Care Manager enables customers to log into their accounts, use vouchers to top up their account balance, and view their account and product information by using a Web browser.

semaphore

A Pipeline Manager configuration file used for configuring a system during operation, for example, reloading data or inactivating Pipeline Manager modules.

sequence log

A log maintained by the optional Sequencer Pipeline Manager component to store information about processed sequence numbers for CDR files.

There are two sequence logs: one for sequence checking and one for sequence generation. Each log includes information about the processed sequences, such as stream name, sequencer name, and number of records processed. Each log also contains tracking information about the process, such as number of records and date and time they were processed.

sequence number

A number associated with a CDR file. The optional Sequencer Pipeline Manager component can be configured to check sequence numbers to prevent processing a CDR file more than once and to identify gaps in incoming sequence numbers.

sequencer

A Pipeline Manager component that performs CSR file sequence checking or sequence generation in pipeline rating.

Sequence checking prevents Pipeline Manager from processing a CDR file more than once. It also logs any gaps in sequence numbers.

Sequence generation assigns sequence numbers to output files (for example, when a CDR file does not have a sequence number and when an input file is split into multiple output files).

server

An instance of a BRM server process (CM or DM). See also "[node](#)".

service

A commodity sold by your company and that your customers can purchase and use, such as an email address or an Internet connection. When customers use a service, they generate billable events, which you use to bill customers.

Each customer account can have an unlimited number of services.

service class

In pipeline rating, an internal code that represents a variation on a service, for example, the quality of service for GPRS, or a telephone service used only for emergency calls.

service code

In pipeline rating, an internal code that represents a type of service, for example, telephony or GPRS.

service definition

A record in a service definition file that defines attributes of a provisioning tag. When the service definition file is loaded using a load utility, provisioning tags with the name specified in the **Provisioning_tag** field of the service definition are created.

service definition file

A file containing a collection of service definitions for a particular service, such as Content Manager. You load service definition files into the BRM database by using a load utility designed for that service definition file.

When service definition files are loaded, provisioning tags are made available for product-level provisioning.

service establishment

See "[merchant number](#)".

service integration component

An optional component that integrates BRM with a system used for provisioning a service. For example, RADIUS Manager integrates BRM with terminal servers to support the dialup Internet access service.

service life cycle

A set of statuses or states and status or state transitions through which a service passes from its initial status or state to its final status or state.

By default, all BRM service types use the default service life cycle, which has three statuses: Active, Inactive, and Closed. The default life cycle cannot be customized.

The default service life cycle status is stored in the PIN_FLD_STATUS field in **/service** objects.

If you need a life cycle that better represents the phases of a particular service type, create a custom service life cycle for that service type. BRM includes a sample prepaid service life cycle that has the following states: Preactive, Active, Recharge Only, Credit Expired, Dormant, Fraud Investigated, Suspended, and Closed.

The custom service life cycle state is stored in the PIN_FLD_LIFECYCLE_STATE field of **/service** objects.

See also "[service state](#)" and "[service status](#)".

service password

A password for a service.

See also "[account password](#)".

service provider

A company, such as a wireless service provider, that provides customers the ability to access information via electronic media. A service provider is also a billing provider for content providers.

service state

A service attribute that determines the level of activity that a customer can perform with a service that uses a custom service life cycle.

For example, the sample prepaid service life cycle has the following states: Preactive, Active, Recharge Only, Credit Expired, Dormant, Fraud Investigated, Suspended, and Closed.

The service state is stored in the PIN_FLD_LIFECYCLE_STATE field of **/service** objects.

See also "[service life cycle](#)" and "[service status](#)".

service status

A service attribute that determines the level of activity that a customer can perform with a service that uses the default service life cycle, which has the following statuses:

- **Active:** The customer can perform normal service activity.
- **Inactive:** The customer is restricted from using the service, usually because a credit limit was exceeded or a bill was not paid. Inactive status implies that the customer will use the service again in the future.
- **Closed:** The customer is restricted from using the service. Closed status implies that the customer will not use the service again.

The service status is stored in the PIN_FLD_STATUS field in **/service** objects.

See also "[account status](#)", "[service life cycle](#)", and "[service state](#)".

service-level agreement (SLA)

A service attribute that defines the Quality of Service (QoS) of a service. You can use Pipeline Manager to rate usage based on service-level agreements.

service-level balance group

A balance group that you add to an account to track resources for one or more specific services.

session

An event that spans a period of time, such as a telephone call or an Internet connection.

settlement

An item that records the settlement of a dispute of the currency or non-currency resources of a customer's account. A settlement can grant the customer's dispute in part or full. A settlement can also deny the dispute, resulting in no change to resources. Use the Bill Details panel in Customer Center to open, track, and settle disputes.

shadow adjustment

An event adjustment treated as unbilled for proper G/L reporting. Creating a shadow adjustment is important if the adjusted bill item has not been posted to the G/L (for example, when billing has not yet been run).

The event created for the shadow adjustment has a complement of each balance impact from the original event and new balance impact as a result of the adjustment. This event is of the same type as the event being adjusted but has a different time stamp than the original event.

shadow event

While rerating events, a shadow event gets recorded for unbilled events or events for which the GL has not been posted yet. The shadow event has a complement of each balance impact from the original event and new balance impact as a result of rerating. This shadow event is of the same type as the original event being rerated and is recorded at the same time as the original event.

sharing group owner account

The account that pays all shared charges incurred by a charge sharing group member account or the account that shares selected discounts with a discount sharing group member account. Owner accounts receive charges eligible for charge sharing from member accounts immediately after the event generating the charges occur. An account can own multiple discount and charge sharing groups.

SIM Administration Center

A GUI tool used for creating and managing an inventory of SIM cards in the BRM system.

See also:

- [Subscriber Identity Module \(SIM\) card](#)
- [SIM Manager](#)

SIM card

See "[Subscriber Identity Module \(SIM\) card](#)".

SIM Manager

BRM server components that support managing SIM card inventory.

See also:

- [Subscriber Identity Module \(SIM\) card](#)
- [SIM Administration Center](#)

SM

See "[Storage Manager](#)".

smartcard

A small electronic device similar to a credit card that contains electronic memory and possibly an embedded integrated circuit (IC).

Smartcards are used for a variety of purposes, including generating network IDs, storing digital cash, personal data, and business data. Smartcards are access control devices that make the embedded information of the card available only to authorized users.

snowball discount

A billing-time discount configured as snowball discount. A snowball discount allows distribution of group discounts to group members.

See "[discount sharing](#)".

soft decline

A credit card status that indicates a temporary condition, such as exceeding a credit limit.

soft descriptors

Data fields in the Paymentech DM configuration file (*BRM_Home/sys/dm_fusa./pin.conf*) that enable you display the following information about your customer's checking account or credit card statement:

- The name under which you do business (your DBA name)
- Product name
- Customer service number on your customer's checking account or credit card statement

This feature is available with Paymentech credit-card or direct-debit processing.

soft parsing

Making use of a prior parsing efforts for commonly used SQL statements, to avoid the performance impact of parsing the same statements repetitively. BRM statement caching eliminates the need for Oracle soft parsing.

source file

A file created and edited by programmers that is compiled into a software program or program component. You can customize BRM by editing BRM source code files.

split revenue assurance data

Data collected in Revenue Assurance Manager by breaking up the total revenue billed data into various categories by billing segment or DOM. The split revenue assurance data is collected using the **pin_bill_accts** utility.

sponsor group

An account group that consists of one sponsor group owner account and one or more member accounts. The sponsor group owner receives the balance impact of sponsored charges incurred by the members.

sponsor group owner account

The account that pays all sponsored charges incurred by a sponsor group member account. Owner accounts receive sponsored charges from member accounts immediately after the event generating the charges occur. An account can sponsor more than one group.

sponsored account

See "[member account](#)".

sponsored rate

A rate whose balance impact can be applied to a different account than the account that generated the rated event.

sponsored top-up

A top-up made from one account's debit balance to another account's debit or credit balance. For example, a mother can top up her teenage son's account balance with a \$50 payment from her account.

For account A to top up account B, account A must be the sponsored top-up group owner account of a sponsored top-up group, and account B must be a member account of that group.

BRM supports the following types of sponsored top-ups:

- Manual top-up
- Automatic top-up

sponsored top-up group

An account group that consists of one sponsored top-up group owner account and one or more member accounts. A member account receives top-ups from the group owner account. To be a member of a sponsored top-up group, an account must have its **/topup** object linked to the group's **/group/topup** object.

See also "[sponsored top-up](#)".

sponsored top-up group owner account

An account that owns a **/group/topup** object. A sponsored top-up group owner account can make top-ups to other accounts that become member accounts of its group.

See also "[sponsored top-up](#)".

standard recycling

The default tools used to recycle or delete EDRs that have failed pipeline processing and have a suspended state. These tools include the **pin_recycle** utility and the FCT_Suspense and FCT_PreSuspense modules.

Suspense Manager, which you purchase separately, offers a more comprehensive mechanism for suspending EDRs.

standard top-up

A top-up that a customer makes to his or her own account. For example, a customer can use a voucher to add 100 minutes to the balance associated with his mobile phone service.

BRM supports the following types of standard top-ups:

- Manual top-up
- Automatic top-up

statement handle

A descriptor that identifies an SQL statement that has been sent to the database management system.

The BRM use of the term *handle* differs from the standard programming term *handle*, which means "a pointer to a pointer."

status

The state of an account, service, or product.

The status of an account or service can be active, inactive, or closed. See "[account status](#)" and "[service status](#)". The status of a product can be active, inactive, or canceled.

storable class

The system definition of a storable object that contains all structural and behavioral information about the storable object. Classes do not contain actual data; they are object definitions.

Basic field information determines the object's behavior and includes a structure of the storable object.

See also "[subclass](#)" and "[super class](#)".

Storable Class Editor

An application in Developer Center that you use to create and modify storable classes and fields. Storable Class Editor includes windows that display the hierarchy of classes and fields in the data dictionary. It can also generate the C and Java source files needed to use custom fields with BRM applications.

storable object

An instance of a storable class. A storable object is a collection of related data that is transferred to and from the database. Storable objects include accounts, bills, events, services, and more.

Storage Manager

A back-end Data Manager (DM) process that translates BRM operations into the language of the data access system. Each DM has a front end that communicates with CMMP and a back end that communicates with a data access system. You can write your own Storage Manager to translate BRM operations to another database.

stream log

In pipeline rating, part of the output module. The output module creates a log file for every output stream transaction. The log file contains every error message per stream. The stream log file serves as a kind of multi-error handler, since configuration errors are detected and recorded. Within this file, error evaluation and post-processing of rejected EDRs is carried out.

sub-balance

The amount of a resource in an account balance group that a customer owes to your company or that your company owes to a customer. Sub-balances can contain currency resources such as dollars, or non-currency resources such as free minutes, number of bytes, and number of email messages.

subclass

A storable class derived from a storable class. For example, `/event/activity` is a subclass of the `/event` storable class.

subordinate bill unit

In a hierarchical account group, a bill unit in a child account whose charges are rolled up to the paying bill unit in the parent account. Charges in a subordinate bill unit are paid by the parent account.

See also "[nonsubordinate bill unit](#)" and "[A/R account](#)".

Subscriber Identity Module (SIM) card

A chip in a mobile phone that stores GSM service information, for example, the International Mobile Subscriber Identity (IMSI).

subscription group

A set of services associated with a subscription. For example, telephony and text messaging services associated with a wireless connection. A subscription group consists of a subscription service and zero or more member services.

subscription product

A product that has a recurring impact on a customer account. Subscription products contain rates that are tracked and tallied throughout each accounting cycle. For example, a monthly membership for a service and an hourly charge for Internet usage are both subscription products. The default product type is subscription.

subscription service

The service in a subscription group that represents the subscription. The subscription service can be a service that subscribers use such as telephony or IP, or it can be a representational service with no associated usage fees.

substruct

A type of field (PIN_FLDT_SUBSTRUCT) that consists of a set of named fields of any type, similar to an array. Unlike an array, there is exactly one instance of a substruct within an object. Substructs do not have element IDs like arrays; instead, they are fully identified by the field name in an object.

subtransaction ID

A unique identifier generated by BRM for each payment that was reversed due to suspended payment recycling. BRM uses subtransaction IDs internally to track a recycled payment back to its original payment. The subtransaction ID of a recycled payment is equal to the transaction ID of the payment from which it originated.

Payments that have never been recycled have a SUB_TRANS_ID value of NULL.

succeeded state

The EDR state that indicates a call record was successfully processed by Pipeline Manager. The EDR state is set by the standard recycling tools or Suspense Manager. The other states are the following:

- Recycling
- Suspended
- Written off

super class

Any object class from which a subclass has been derived.

supplementary service

A feature added to a basic GSM service that enhances the basic service. Examples are call forwarding and call blocking.

Supplementary services are not implemented as BRM services. Instead, they are implemented by using product-level provisioning. For example, a GSM price list might include a product associated with GSM telephony, with a provisioning tag that implements the call forwarding supplementary service. Supplementary services cannot be used without a GSM service.

supplementary zone packet record

In pipeline rating, a block of data containing information about the zone model, which is added to an EDR by a function module. This data block is added only when standard and segment zoning are performed.

suppressed account

An account whose services and products are inactive and whose bills are suppressed. Optionally, charges associated with one account-level deal can accumulate in suppressed accounts.

suppressed bill

A bill that is not finalized at the end of its billing cycle but is instead extended for another full billing cycle. Charges generated during the original billing cycle will not age, get invoiced, go into collections, or have a payment due date set for them until the bill is unsuppressed.

Suspended Event (SE) Loader

Application used by standard recycling and Suspense Manager to load suspended (failed) pipeline prerated events into the BRM database. This application is very similar to Rated Event (RE) Loader.

suspended payment

A payment that does not meet payment criteria and requires evaluation by a payment specialist before it can be posted to the correct account.

Conditions that result in suspended payment include:

- The account number and bill number are missing or incorrect.
- The account number and bill number are correct, but the bill belongs to a different account.
- The account is closed.

You can resolve suspended payments before submitting the payment batch to BRM. Or, you can submit them to BRM as suspended, and they will be placed in a payment suspense account for later evaluation by a payment analyst.

suspended state

The EDR state that indicates a call record failed pipeline processing. The EDR state is set by the standard recycling tools or Suspense Manager. The other states are the following:

- Succeeded
- Recycling
- Written off

Suspense Manager

An optional service integration component that you purchase separately. Suspense Manager offers a comprehensive and flexible set of tools for managing failed EDRs. Suspense Manager includes the Suspense Management Center GUI application to analyze, edit, recycle, test recycle, write off, archive, and delete failed call records. Also included is an API interface to Suspense Management Center, and a set of reports for analyzing suspended call records are also included in Suspense manager.

Suspense Manager augments the default BRM standard recycling tools.

system currency

The default currency for the BRM system, typically the currency used by your business for financial transactions. Your customers in other countries can use a different currency as their account currency.

system discount

A type of discount that is applied to all accounts in the system. For example, you can use a system discount to discount all items purchased during a holiday period.

system events

For rating, the class of predefined event types as listed below:

Event type

- /event/billing/product/fee/purchase
- /event/billing/product/fee/cancel
- /event/billing/product/fee/cycle/cycle_forward_monthly
- /event/billing/product/fee/cycle/cycle_forward_bimonthly
- /event/billing/product/fee/cycle/cycle_forward_quarterly
- /event/billing/product/fee/cycle/cycle_forward_semiannual
- /event/billing/product/fee/cycle/cycle_forward_annual
- /event/billing/product/fee/cycle/cycle_arrear

System Manager

System Manager is a program that you use along with Node Manager to monitor Connection Manager (CM), CMMP, and Data Manager (DM); to detect server failures; and to centralize log management.

system process

The BRM system consists of a number of system processes that are always running, for example, Connection Manager (CM) and Data Manager (DM).

A master process spawns child processes to handle connections as needed.

system product

A product that applies for all customers. For example, you could create products to charge for IP usage with various limitations for various customers. You could then create a system product to charge a default usage rate of \$0.10 per minute for all your customers when those other products are not valid.

System products are only valid for events and services for which they are defined. System products are applied according to their priorities. However, if a system product has the same priority as a normal product, BRM applies the normal product first.

System products do not apply to the following event types: cycle forward, cycle arrears, purchase, and cancel.

TAPI

Telephony Application Programming Interface. An API that enables hardware-independent access to telephone-based communication. TAPI covers a wide area of services, such as initializing modems and placing calls.

tax code

A code that identifies a type of product, such as a subscription or a physical commodity. You map tax codes to taxation packages that calculate the tax on the products or to custom tax rates that you define.

tax exemption

The percentage of a taxable amount that a customer is exempt from paying. For example, some customers are exempt from paying part of local government taxes. If a customer has a 20% exemption, taxes are calculated based on 80% of the total amount.

tax jurisdiction

The government entity that charges a tax, for example, local, state, or federal.

tax nexus

A method of determining if a company pays state taxes. A company has a tax nexus if it does business within a state, for example, by maintaining an office, leasing telephone lines, or sending in sales representatives regularly.

tax supplier

A company or company division responsible for collecting taxes. Taxes can be calculated differently depending on the location of the tax supplier.

terminal server

A server that your customers connect to when dialing in to your IP services. Also known as a Network Access Server (NAS).

See also "[RADIUS Manager](#)".

testnap

An application used by developers to test custom applications and to read and manipulate data in the BRM database.

Third-Party software

Software that enables you to install BRM software packages that use the InstallShield MultiPlatform (ISMP) installation method. The software includes the Perl libraries and JRE required for ISMP installation.

threshold discount

A discount configuration that has one discount rule that contains multiple steps. The steps have contiguous, non-overlapping threshold ranges.

You create discounts in Pricing Center.

See also "[tiered discount](#)".

threshold type

For pipeline discounts, the threshold type defines whether customers earn their discount based on the minutes they use or based on a monetary amount.

tiered discount

A discount configuration that has multiple steps with contiguous threshold ranges. In a tiered discount, each discount rule contains only one discount step.

You create discounts in Pricing Center.

See also "[threshold discount](#)".

time interval

In pipeline rating, the time range a time period covers. For example, a time interval of 08:00-17:00 might be used to cover peak calling times of 8:00 a.m.-5:00 p.m.

The combination of a time interval and a day code defines a time period.

time model

In pipeline rating, a combination of time period that together cover a full week without any gaps or overlap. Time models are used to charge different fees for the same service depending on the day and time. Time models are included in pipeline rate plans.

time period

In pipeline rating, a time period covers a time range for one or more days in a week. For example, one time period might cover 8:00 a.m.-5:00 p.m., Monday-Friday.

Time periods are defined by a combination of a day code and a time interval. You include time periods in a time model.

top-up

A resource amount, such as \$50 or 10 Internet access hours, that is a credit to an account balance. An account balance can be topped up manually through a CSR or customer self-care tool or automatically by BRM.

BRM supports the following types of top-ups:

- Standard top-up
- Sponsored top-up

transaction

One type of connection to the BRM database. The other is a request. A transaction is a connection that requires that the data being read or written must not change during the connection.

A transaction adheres to the "ACID" properties, which means the transaction is:

- Atomic: Either the entire transaction completes successfully, or none of it does.
- Consistent: The transaction takes the database from one consistent state to another.
- Isolated: Only the process that opened the transaction can see the intermediate results of the transaction.
- Durable: After the transaction is committed to the database, the changes are permanent and cannot be changed except by another transaction.

transaction caching

Temporary storage of a transaction's objects in the CM to avoid having to read them from the database multiple times. The `PCM_OPFLG_CACHEABLE` flag enables transaction caching.

transaction date

The date recorded in the BRM database for a transaction. Often this is the date the transaction occurred, but you can backdate payments, adjustments, disputes, settlements, and write-offs so they appear in the accounting reports for the proper period.

You cannot backdate an A/R transaction prior to the time of the last posted G/L transaction report or prior to the account creation date. If you backdate an A/R transaction into a billing cycle for which billing has already been run, the transaction does not appear on the bill for the current billing cycle.

transaction ID

A unique identifier generated by BRM for each payment, payment reversal, and refund. BRM uses transaction IDs internally to manage A/R, for example, to identify a payment that needs to be reversed or to identify a failed payment for application of a payment fee.

For online payments and refunds, the transaction ID also identifies the transaction that occurred between BRM and the external processor, such as Paymentech.

For payments that have been recycled due to suspense, the subtransaction ID is equal to the transaction ID of the payment's original payment.

Transaction Manager

A Pipeline Manager component used to manage transactions.

transaction time range

Includes revenue assurance data collected on the earliest and the latest call start timestamps for a subgroup of EDRs.

transactional payment

An BRM-initiated payment that occurs in its entirety in one communication session between BRM and a payment processing service. The communication session is bidirectional and occurs entirely online. By default, all BRM-initiated payments are processed this way.

See also "[nontransactional payment](#)".

transfer

To move an amount from one bill item, payment item, or payment refund item to another. Transfers are made in Customer Center, typically by CSR to correct misapplied payments.

transition rule

A rule that filters the list of available options that are presented to a customer during the purchase process. You can define deal-to-deal and plan-to-plan transition rules in Pricing Center.

There are three types of transitions you can define between plans: upgrade, downgrade, and generation change.

trigger-dependent rerating

A BRM rerating feature that allows you to customize rerating to create rerate jobs based on any event criteria.

Twin Talk Enabler

Twin Talk Enabler allows you to configure twin talk services for customers. A twin talk service allows subscribers to direct usage charges for outbound calls to a primary or secondary account, such as a business or personal account.

two-phase commit process

A process comprising the following phases, which ensure that all data stores (resources) involved in extended architecture (XA) transactions remain synchronized:

- **Phase 1: Prepare.** After verifying whether its data store is accessible and the changes can be successfully committed, each participating resource manager votes either to commit or to roll back the transaction.
- **Phase 2: Commit.** If all participating resource managers vote to commit, the transaction manager instructs them to finalize the operation. If one or more vote to roll back, all participating resources are instructed to roll back the prepared changes.

See also "[XA transaction](#)".

type-only POID

A special type of POID used in flists to specify the database and type of an object without specifying the unique ID number. You can use type-only POIDs to perform actions on all objects of the same type, such as all accounts or all services of a specific type.

In a type-only POID, the number **-1** takes the place of the ID:

0.0.0.1 /device/sim -1

UMS

See "[Universal Message Store \(UMS\)](#)".

unbilled revenue

Revenue from charges that have not been included in a bill, such as usage fees that have been accrued, but not billed. Unbilled items become billed at the end of the customer's billing cycle. See also "[billed revenue](#)".

Unbilled revenue is tracked by running general ledger (G/L) reports.

unconfirmed payment

A BRM-initiated payment that was posted as successful by the payment DM before confirmation from the bank or payment processor.

You must create a custom payment DM to enable unconfirmed payment processing.

unearned revenue

Revenue that has not been earned at the time that a general ledger (G/L) report is run. Unearned revenue only applies to revenue from cycle forward fees. See also "[earned revenue](#)".

Unicode

A 16-bit universal character encoding. Unicode applications can display characters from several different languages. You use Unicode when you have customers in multiple countries.

units of measurement

Create names of units you will use to measure events, such as seconds or bytes, specifying a three-character code and descriptive name.

Universal Event Mapper

A component of Developer Center used to map data from event log files to objects in the BRM database. You use the Universal Event (UE) Mapper to create an event import template and save it to the BRM database. The event import template is read by the Universal Event (UE) Loader for instructions on loading data from event log files to the BRM database.

Universal Event (UE) Loader

A command-line application used to load event data from event log files into the BRM database. The UE Loader reads an event import template for instructions on how to load event data. You create an event import template by using the Universal Event Mapper.

Universal Message Store (UMS)

A framework that enables you to include system-generated messages in customer documents such as invoices.

UoM

See "[units of measurement](#)".

usage class

In pipeline rating, an internal code that represents a secondary service, for example, call forwarding.

usage event

An event generated by service usage. Usage events are rated based on how much the service is used. A usage event is one of the event types you can include in the event map when you create a product.

usage fee

A fee based on how much the customer uses a service, for example, a fee for hourly Internet access.

usage item

A bill item that includes balance impacts from usage fees, purchase rates, cycle arrears rates, and cancel rates. These fees are stored in the `/item/misc` storable object.

An `/item/misc` object is created for each account, and for every service that the account owns. This allows you to manage fees for each service independently, for example, you can display the usage fees for separate telephony services.

usage type

In pipeline rating, an internal code that represents an attribute of a customer account (for example, a friends and family discount).

user mapping scheme

The *user mapping scheme* maps `/account` and `/service` objects to one entry in an LDAP directory server. This is the default mapping scheme for replicating data to the directory server.

The parameter that controls whether BRM uses this scheme is the CM `user_scheme` entry in the CM `pin.conf` file.

LDAP DM uses this mapping scheme to form `/r_user` objects by merging the information it finds in the `/account` and `/service` objects.

UTF8

Universal Character Set Transformation Format 8. UTF8 is an 8-bit encoding of the characters in the Universal Character Set (UCS). BRM clients need to convert data to and from UTF8 format.

See "[AL32UTF8](#)".

validate

1. To make sure that information is entered correctly, for example, that a phone number has the correct number of digits.

You can specify how to validate customer registration information by using the Field Validation Editor.

2. To make sure that a credit card is valid.

By default, credit card validation checks the card holder's name and address.

validation template

A template object that contains a set of iScript rules used to determine whether the following objects meet the requirements of the business profile to which the template is linked:

- **/balance_group**
- **/billinfo**
- **/group/sharing**
- **/group/sharing/***
- **/ordered_balgrp**
- **/profile**
- **/profile/***
- **/purchased_discount**
- **/purchased_product**
- **/service**
- **/service/***

vanity flag

A telephone number attribute that can be used to rate the number differently from other numbers.

VAT certificate

Value Added Tax certificate. If you do business in countries outside of the US, you need a VAT certificate to collect VAT taxes. Alternatively, your customers can have buyer's VAT certificates, in which case they pay the VAT tax.

Vertex

The company that produces Communications Tax Q Series, which calculates telecommunications taxation, and Sales Tax Q Series, which calculates tax for sales and use. BRM supports both of those Vertex programs.

Vertex Manager

An optional component that integrates BRM with the Vertex Communications Tax Q Series and Sales Tax Q Series software.

Vertex Quantum Manager

An optional component that integrates BRM with the Vertex Sales Tax Q Series software.

virtual invoice

An invoice generated for an account that uses a BRM-initiated payment method, such as a credit card account. You display virtual invoices in Customer Center.

voucher

To the customers of a company that implements BRM, a voucher is a physical representation, such as a phone card, of one or more prepaid resource amounts.

To BRM, a voucher is a device object (**/device/voucher**) linked to a deal containing products that credit specified resources to an account. When the voucher device is associated with an account, BRM transfers the resource credits from the voucher to the account.

voucher manager

You use a voucher management system to create orders for voucher cards and to load and modify the order details.

VPDN

Virtual Private Dialup Network. A VPDN enables a customer to access a private network by using a public dialup Internet service provider (ISP). VPDN is used when an organization needs to allow dialup access to its private network from a number of locations, but does not want to manage its own network infrastructure.

warning

An indication that BRM cannot perform a task because of incorrect or inconsistent data in the database. The system can still operate properly, but you should check and resolve the data problem immediately. BRM displays warnings in a log file.

See also ["error"](#) and ["debugging message"](#).

welcome message

An email message sent to customers after they have registered.

Wireless Provisioning Data Manager

A DM used for sending service and device provisioning requests to a provisioning system.

write-off

A transaction that removes an uncollectable accounts receivable from a customer's account so it is not considered as an asset for accounting purposes.

written off state

The EDR state that indicates that a suspended call record will not be recycled. This state is set in two ways:

- BRM standard recycling sets EDRs to this state briefly before deleting them. This is useful for generating revenue assurance data.

- The *Suspense Management Center* application allows you to set EDRs to this state manually, and maintain them in the database for as long as you need them. You can then delete these EDRs at any time.

The other states are the following:

- Suspended
- Recycling
- Succeeded

XA transaction

A group of operations implemented as a single transaction involving multiple data stores (resources) on multiple network hosts. Each data store is represented by a resource manager (such as JCA Resource Adapter), and the transaction is presided over by a global transaction manager. To ensure that all data stores involved in an XA transaction remain synchronized, each data store must participate in a two-phase commit process.

Also called a distributed transaction or a global transaction.

See also "[two-phase commit process](#)".

XML

An XML (Extensible Markup Language) developed by the World Wide Web Consortium (W3C) to create common information formats to share on the World Wide Web, intranets, and elsewhere.

zone

In the BRM database, a group of values that apply to a single event attribute, such as a group of call origins (event attribute CALL.ANI).

In the Pipeline Manager database, a combination of origin and destination area codes or the distance between those area codes.

You use zones to simplify your price list. For example, instead of creating a rate plan for each area code, you can group area codes into zones in the BRM database or into zone models in the Pipeline Manager database and apply different balance impacts to multiple zones in a single rate plan.

You set up zones in the BRM database by using Zone Mapper. You set up zones in the Pipeline Manager database by using Pricing Center. You use zones when you create your price list in Pricing Center.

zone map

A hierarchical structure of zones and zone values, for example:

Zone: California area codes

- Zone: Northern California area codes
 - Value: 408
 - Value: 415
 - Value: 510

You set up zone maps in the Zone Mapper, and use zone maps when you create your price list in Pricing Center. For example, to define the charges for telephone calls to all area codes in California, you create a rate plan that applies a single balance impact to all calls made to the California zone.

Zone Mapper

The BRM application you use to create a zone and organize them into a zone map. Using zones allows you to simplify your price list, for example, by creating a single rate plan for a zone that includes multiple area codes. Zone Mapper is part of Pricing Center.

zone model

A collection of zones that you set up for Pipeline Manager to rate calls based on origin and destination.

