**Oracle® Communications Billing Care**

Online Help

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# Preface

Billing Care Help is designed to assist in using the Billing Care user interface to perform tasks.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

# 1

# Getting Started with Billing Care

You use Oracle Communications Billing Care to manage billing, payments, and accounts receivable for customer accounts. Billing Care provides an account view containing the functionality described below for performing account transactions. An interface for viewing and allocating suspended payments is also included.

For an introduction to Billing Care, see the following topics:

- About the Billing Care User Interface
- About Authorization
- About the Account Bar
- About the Actions Menu
- About the Home Section
- About the Bills Graph
- About the Bills Section
- About Exporting Grid Contents

For more information about suspended payments, see "Working with Suspended Payments".

## About the Billing Care User Interface

The Billing Care user interface works in a web browser. When using Billing Care:

- To avoid losing data, do not use browser commands, such as Back, Forward, and Refresh. If you do accidentally use a browser command, navigate to the main link, and, if required, sign in to Billing Care again.
- Do not open multiple instances of Billing Care in different browser windows or tabs of the same browser.
- Ensure that cookies are enabled in your browser.

## About Authorization

Depending on your job and company policies, you might not be able to access all areas of Billing Care. For example:

- You might not be able to see all the menus and dialog boxes described in the Help.
- You might be able to view the results of actions, such as adjustments, but not be able to perform them yourself.

Additionally, you might have limits on how much and how little you can write off, adjust, and so on.

## About the User Menu

The user menu located at the top right corner of the Billing Care user interface contains links to Billing Care Online Help, application version information, and sign-out functionality.

To access the user menu:

1. From the Billing Care user interface, click the drop-down list in the top right containing the signed-in user's name.

2. Do one of the following:

   - To view Billing Care Online Help, click **Help**.

   - To view release version and build version information, click **About**.

   - To sign out of Billing Care, click **Sign Out**.

## About the Account Bar

When you open a customer account, the account bar appears at the top of the page. This area displays the following account information:

- Contact.

- Account number.

- Security hint and answer.

- Account status if an account is closed or inactive.

- Billing cycle for the account, or if the account has multiple bill units, the selected bill unit.

- If the account is in collections, the number of days past due, the minimum payment required, the last action performed, and the next action scheduled for the account.

- If the account is a member of an organization hierarchy, the hierarchy type.

- (Optional) The three-letter abbreviation of the currency used with the account, or if the account has multiple bill units, with the bill unit.

**Related Tasks**

Finding an Account

## About the Actions Menu

The **Actions** menu lists the actions that can be performed on the viewed account. Using this menu, you perform actions such as updating account information, researching and creating payments, viewing accounts receivable, and setting up financial information such as taxation configuration.

| Action | Description |
|---|---|
| **Account** | Click to update an account's profile or status. See "Account Information". |
| **Payments** | Click to make a new payment or allocate existing payments. See "Payments". |
| **Accounts Receivables** | Click to perform currency adjustments, distribute existing adjustments, or write off an account. See "Accounts Receivable". |
| **Organizational Hierarchy** | Click to create or modify the relationship among accounts in the same company or organization. See "Account Hierarchies". |
| **Financial Setup** | Click to update payment methods, configure bill units, or set up taxation. See "Financial Setup". |
| **Close** | Click to return to the landing page. See "Returning to the Landing Page". |

## About the Home Section

The Home section provides a high-level overview of an account's assets, account history, current balances, and News Feed of account activity. You initiate new payments from the Home section by using the **Make Payment** button.

| Field | Description |
|---|---|
| **Assets** | Lists the services, including charge offers and discounts, purchased for this account. Select this section to view the details of each service in the center of the account page. Services can also be inactivated or terminated in each asset's card. |
| | See "About Account Assets" for more information. |
| | If the account has multiple bill units, a menu appears in the center of the account page: |
| | ■ Select **Bill Unit (All)** to view details of the assets of all bill units. |
| | ■ Select the name of the bill unit whose asset details you want to view. |
| **Account History, All Bill Units, Bill Unit** | Displays service, payment, and billing information for an account or for a bill unit, if the account has multiple bill units. The Account History area or an individual Bill Unit area must be selected to make the Bills Graph area, the Balance area, and **Balance** and **News Feed** links appear. |
| | Depending on the age of the account and payment history, information about past due amounts, current amounts, and the bill in progress is shown here. |
| | ■ **Past Due**. Click to view past due items. |
| | ■ **Unallocated A/R**. Click to allocate. See "Allocating Currency Adjustments". |
| | ■ **Unallocated Payments**. Click to allocate. See "Allocating a Payment". |
| **Make Payment** | Click to make a payment on the account or bill unit. If the account has multiple bill units, select a bill unit to make this button appear. See "Making a Payment". |

| Field | Description |
|---|---|
| Show Bill Units | Click to see information about each bill unit if the account has multiple bill units. |
| | If an account has multiple bill units, you must select a bill unit to see the billing cycle, the Bills graph, and the Balances section. |
| Balances | Click to see an graphic overview of the account or the bill unit information and balances. The Bills graph displays information about bills, purchases, payments, A/R transactions, and customer interactions. See "About the Bills Graph" and "About Balances". |
| News Feed | Click to see a listing of account information. You can view a listing of all events, or you can view only A/R transactions, payments, charges, or account changes. See "Working with the News Feed". |

**Related Tasks**

Making a Payment

Viewing Balances

**Related Topics**

About the Bills Graph

About Balances

## About the Bills Graph

The Bills graph is a visual overview of account activity, including billing and customer interactions.

- The horizontal axis shows information about the last 12 bills and the bill in progress.
- The vertical axis shows account information regarding customer communication and A/R.

**Bill Information**

This table describes the indicators for bills and payments.

| Indicator | Description |
|---|---|
| ● | Bill paid on time (including any overage from the last cycle). |
| ● | Bill paid after the due date. |
| ⟳ | Bill in progress for the current billing cycle. |
| Horizontal line through indicators | Recurrent charge. |

You can click an indicator to get more information about the bill it represents. The information can include the following, depending on the bill and bill history:

- Bill ID and Billing cycle dates
- My Charges
- Charges from Other Accounts

- A/R actions

  Click the link to view the A/R Actions dialog box.

- Payment applied

- Due for this period

- For overdue bills that have been paid, the number of days late for full payment

- Details

  Click the link to view the bill in the **Bills** section. See "About the Bills Section".

  > **Tip:** To close the details information, click inside the Bills graph.

### Account Information

The following table describes indicators for account information that are not related to bills. Account information indicators are for adjustments, disputes, and comments from CSRs. The indicators appear above the Bills graph. You can click an indicator to read further information about the interaction and to enter comments.

If multiple instances of the same type of interaction occur in a brief time span, Billing Care displays a single indicator with the number of occurrences.

> **Tip:** To close the details information, click inside the Bills graph.

| Indicator | Description |
| --- | --- |
| 💬 | General customer inquiry. |
| $ | Payment, account adjustment, bill adjustment, item adjustment, event adjustment, open dispute, closed dispute, write-offs.<br><br>For payments, disputes, and adjustments, you can drill down to see further details, such as effective dates, transaction IDs, payment methods, and comments depending on the type of A/R. |
| ⚠ | Unresolved status for inquiries and A/R changes. This indicator is shown in combination with customer inquiries and A/R changes. |
| ✿ | Award. |

You can click an indicator to read more information about the transaction or interaction it represents. You can also enter a comment.

## About the Bills Section

The Bills section provides information about specific bills. The upper area is an overview of the selected bill. The initial view is of the bill in progress. If there are multiple bill units, the bill in progress for the default bill unit is shown.

The information shown depends on the bill and bill history. The information may include:

- The payment method. If there is no payment method, the **Assign** link appears. Click to add a payment method. See "Adding a Payment Method" for more information.

- The account's service charges.

- Charges from other accounts. If there are charges from other accounts, click the link to see the charge details.

- A/R actions. If there are A/R actions, click the link to see the adjustment or dispute details.

- Payment applied. If there is a payment, click the link to see the payment details.

- Total due for this period.

- Number of days overdue.

| Field | Description |
|---|---|
| **Switch Bills** | Click to access other bills. If there is more than one bill unit, select the one you want to work with. The list displayed includes the bill in progress and the bills for the 12 past billing cycles. |
| **Actions** | Use this menu for these bill-related activities:<br><br>- **Make Payment**<br>- **Adjust Bill**<br>- **Dispute Bill**<br>- **Settle Bill Dispute**<br><br>The **Actions** menu does not appear until a bill is selected. |
| **Bill Details** | Use this field to find specific charges. Enter all or part of the service type, service ID, or device ID. |
| **My Charges** | Shows the charges for the selected bill that are generated by the account. Click the charges in the following areas to view more information:<br><br>- Account Charges<br>- Account and Sharing Charges<br>- Service Charges<br><br>You can view an invoice from the details window. |
| **Charges from Other Accounts** | Shows the charges for the selected bill that are generated by other accounts. Click the charges in the following areas to view more information:<br><br>- Account Charges<br>- Account and Sharing Charges<br>- Service Charges<br><br>You can view an invoice from the details window. |

**Related Tasks**

Making a Payment

Adjusting a Bill

Disputing a Bill

**Related Topics**

Account Profile Dialog Box

# About Exporting Grid Contents

The following Billing Care account information grids contain data that can be exported to comma separated values (CSV):

- All Unallocated Payments
- All Unallocated Adjustments
- Allocate Payments - Simple
- Allocate Payments - Advanced
- Allocate Adjustments - Simple
- Allocate Adjustments - Advanced
- Payment Details
- Adjustment Details
- Payment Details Item Affected
- Adjustment Details Item Affected
- AR Actions
- All Open Disputes
- Bill Adjustments Details
- Bill Adjustments Details Item Affected
- Payment Applied
- Past Due

To export grid data to CSV:

1. View the grid in Billing Care.
2. Click **Export**.
3. Save the file.

# 2

# Creating and Finding Accounts

Find existing accounts using the Oracle Communications Billing Care's search function to view and manage existing account information such as contact details, payment methods, account notes, and hierarchial account relationships. Create new customer accounts using the new account function.

To find an existing account and to view hierarchial account relationships, see "Finding an Account". See "Viewing and Changing Account Information" for more information on updating an account's information after finding it.

## Finding an Account

To find an account:

1. Click **Search**.

   The Search dialog box appears. See "Search Dialog Box" for more information.

2. From the **Search** list, keep the default **Accounts**.

3. Enter search criteria.

   > **Tip:** Use an asterisk (*) as a wildcard to match one or more characters at the start or end of words or numbers.

4. Click **Search**.

   Billing Care displays search results at the right side of the Search dialog box. If there are many results, you can enter more criteria to refine the search, and you can sort the search results. See "Sorting Search Results".

5. Select an account, and click **Open**.

   > **Tip:** You can also open an account by double clicking the account in the results list.

   Billing Care displays the selected account.

## Search Dialog Box

Use the Search dialog box to search for accounts. Narrow your search results by using the filters provided under **Account Information**.

Search is not case sensitive.

> **Tips:**
>
> - You must use an asterisk (*) as a wildcard to match any missing characters at the start, middle, or end of words or numbers when entering search criteria.
>
> - You can scroll down to view recently accessed accounts.

| Search list | Description |
| --- | --- |
| Account Information | Enter search criteria in one or more boxes in the Account Information area. |
| Results | Lists the items that meet your criteria. <br><br> If an account has more than one match for a Service ID, <multiple> appears. You can see the service IDs and service types in the tooltip. <br><br> You can do the following: <br><br> - Sort the results by a given column in either ascending or descending order. See "Sorting Search Results". <br> - Select a result and open it. <br><br> When you search by a particular service ID, the asset associated with that service ID is automatically displayed when you open the account from the search results. <br><br> Search returns a maximum of 50 results. Refine your search criteria if the account you are searching for is not initially found. |

## Sorting Search Results

Initially, search results are sorted by last name. You can change how the results are sorted by clicking on a different column heading. Click the heading again to change from ascending to descending sort.

| If you sort results by: | The second sort is: | And the third sort priority is: |
| --- | --- | --- |
| Account Number | Last Name | First Name |
| Last Name | First Name | Account Number |
| Company Name | Last Name | First Name |
| First Name | Last Name | Account Number |

# Creating an Account

To create a new account:

1. Click **New Account**.

   The **Profile** screen appears.

2. Enter the following information for the new account:

| Field | Description |
|---|---|
| Contacts | Account contact information. Provide one or more contacts for the new account. |
| Security | Security question and response. Provide a secure question used to verify the new account's owner during future interactions. |
| Customer Type | Select the customer type for the new account. |
| Language | Select the default language for the new account. Billing Care sets the default language based on your browser locale. |
| Organization Hierarchy Type | (Optional) Select the organization hierarchy type. Billing Care creates organizational hierarchy relationships for accounts with the same **company name** value specified. See "About Organization Hierarchies" for more information. |

3.  Click **Continue**.

The **Select** screen appears. Use this screen to select a plan for the new account.

4.  Select a plan for the new account. Use **Filter the list** to filter available plans by service and tags.

> **Note:**  See additional details about a plan by selecting the plan and viewing:
>
> - Charge Offers and Discount Offers Included
>
> - Services Included
>
> - Purchase Options
>
> - Promotional expiration dates (if configured)

5.  Click **Continue**.

The **Configure** screen appears. Use this screen to configure individual services included in the selected plan.

6.  Click on each service listed under **Service Configuration** and enter the required information.

7.  Click on a charge and discount offering listed under **Configure Purchase** to customize purchase, recurring, and usage fees if needed.

8.  Select a **Purchase** reason and enter notes if required.

9.  Click **Continue**.

The **Pay** screen appears. Use this screen to configure a payment method and bill unit for the new account. See "Financial Setup" for more information on configuring payment methods and bill units.

10. Enter the required information for the selected payment method.

11. Select a **Reason** from the drown-down list and enter notes if needed.

12. Click **Finish** to create the new account.

   The new account is created and displayed in Billing Care. See "Financial Setup" for additional information on managing account financial information.

# Terminating or Inactivating Account Services

Use Billing Care's asset management functionality to terminate or inactivate an account's services. See "Working with Assets" for more information on managing account assets, including how to terminate, inactivate, or reactivate account services.

# 3

# Account Information

Use Oracle Communications Billing Care to view and change customer account information.

For information on working with accounts and performing some basic tasks, see:

- Viewing and Changing Account Information
- Changing the Account Status
- Working with the News Feed
- About Balances
- Viewing Balances
- Purchasing Additional Products and Services
- About Account Assets
- Viewing Assets
- Working with Assets
- Finding a Bill
- Viewing Bill Details
- Viewing Refunded Bills
- Viewing an Invoice
- Working with Events
- Working with an Account in Collections
- Returning to the Landing Page

## Viewing and Changing Account Information

An account can have multiple contacts and each contact can have multiple phone numbers.

The first account contact appears in the account bar. You can see any additional contact information and add, change, or delete contact information on the Account Profile dialog box.

> **Note:** The first contact can be edited, but it cannot be deleted.

To view or change account information, do any of the following:

1. From the **Actions** menu, select **Account**, and then select **Account Profile**.

   The Account Profile dialog box appears.

2. To add a new contact, click **New Contact**, and enter the customer information.

   > **Note:** Enter a pre-existing email address, not one associated with a service the customer is purchasing now.

3. To change existing contact information, update the information in any of the contact fields.

   > **Note:** If you enter a company name, it is the name displayed in dialog boxes.
   >
   > If the company name is blank, the first name and last name of the first contact in the account profile are displayed in dialog boxes.

4. To change the phone number information, select the type, and enter the new number.

   > **Note:** Each phone type can be used by only one phone number.

5. In **Security**, enter new text to change the hint or answer.

   For more information, see "Changing Customer Security Hints and Answers".

6. For **Customer Type**, select a new value.

7. For **Language**, select a new value.

8. For **Organization Hierarchy Type**, select a new value.

9. Click **Save**.

See "Financial Setup" for information on updating payment, bill unit, or tax information.

**Related Tasks**

Changing Customer Security Hints and Answers

Working with Payment Methods

## Changing Customer Security Hints and Answers

To change customer security hints and answers:

1. From the **Actions** menu, select **Accounts**, and then select **Account Profile**.

   The Account Profile dialog box appears.

2. In the Security section, enter new text to change the hint or answer.

3. To delete a hint and answer pair, click the minus icon.

4. Click **Save**.

**Related Tasks**

Viewing and Changing Account Information

# Account Profile Dialog Box

Use the Account Profile dialog box to view and change information for the active account. You can:

- Add new contacts.

- Add, change, or remove phone numbers.

- Add, change, or remove security hints.

- Set or change the customer type.

- Set or change the customer's preferred language.

**Related Tasks**

Viewing and Changing Account Information

Changing Customer Security Hints and Answers

# Changing the Account Status

If an account is inactive or closed, that information appears in the account bar.

Changing the status of an account affects services, products, and hierarchical groups. For more information, see:

- Products and Account Status

- Hierarchical Groups and Account Status

To change the account status:

1. From the **Actions** menu, click **Account status**.

   The Account Status dialog box appears.

2. From the **Status** list, select an account status.

3. Do one of the following:

   - Keep the default **Effective immediately**.

   - Select **Defer the action until**, and enter the date.

   - Select **Backdate the action to**, and enter the date.

4. From the **Account Status Change** list, select the reason.

5. (Optional) Enter a note.

6. Click **Save**.

## Products and Account Status

Inactivating an account inactivates all active products in the account. Reactivating an inactive account reactivates all products that were active when the account was active. Products that were inactive when the account was active remain inactive.

Closing an account cancels all the account's products and services. Reactivating a closed account does not reinstate the canceled products. To regain the canceled products, the account must repurchase the deals that contain them.

Individual products and services can be inactivated or terminated without affecting an account's other products and services. See "Working with Assets" for more information on how to inactivate or remove products from a customer's account.

## Hierarchical Groups and Account Status

By default, changing the status of the parent account's services in a hierarchical account group changes the status of all child accounts' services in the group, independent of their type of bill unit (paying or nonpaying).

See "Account Hierarchies" for more information on managing organizational hierarchies.

# Account Status Dialog Box

Use the Account Status dialog box to change an account's status.

| Field | Description |
|---|---|
| **Status** | Select the new status. |
| **Status change effective date** | If you select **Inactive** or **Closed** for the new status, you can make the change take effect immediately, schedule the change in the future, or backdate the change. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |

**Related Tasks**

Making a Payment

Allocating Payments

# Working with the News Feed

The News Feed provides a history of the bill unit in list form. If an account has one bill unit, the list appears to be for the account.

You can select any entry to open a dialog box or section with more information about the entry. Depending on the type of entry, you can add a comment or perform a related action.

To work with the News Feed:

1. Select the **Home** section.

2. Do one of the following:

   - Select **Account History**, and click the **News Feed** link.

   - Select **All Bill Units**, click the **Show Bill Units** link, select the bill unit, and click the **News Feed** link.

   The News Feed appears.

3. Do any of the following:

   - To view the complete list, click **All**.

   - To view the list for a specific category, click **A/R**, **Payments**, **Charges**, or **Account**.

   **4.** Click an entry for details.

## News Feed

The News Feed provides a history of the bill unit in list form.

| Field | Description |
|---|---|
| Categories | The top row lists the main categories. Click a category link to view only that category:<br><br>■ **All**, which includes all entries.<br><br>■ **A/R**, which includes currency adjustments, adjustment allocations, noncurrency adjustments, open disputes, closed disputes, refunds, write-offs, and collections.<br><br>■ **Payments**, which includes payments, payment allocations, payment method changes, payment reversals, when a payment for the account is moved to suspense, and when a suspended payment is allocated to the account.<br><br>■ **Charges**, which includes bill issued, bill became overdue, one time charges, recurring charges, purchase, purchase cancelled, corrective bill issued, and bill issued mid-cycle.<br><br>■ **Account**, which includes name or contact information changes, service status changes, and services attached (for example, a SIM card) or detached from the account. Also, bill unit created, bill unit deleted, billing frequency changed, billing day change, billing type change are included.<br><br>When an account status change or service status change is scheduled in the future, it is listed as a deferred action. |
| **Date** | The date the entry occurred. |
| **Type** | For the category, the particular types of entries. Click a link to access details about the entry, and depending on the type, comment or perform a related action. |
| **Amount** | If the type involves currency, the amount appears. |
| **Details** | Summary of the entry. |
| **Show More** | If there are more than 50 records, this link appears. |

## About Balances

The Balances area shows what the customer owes and what credits the customers has. There are two main types of balances:

■ Currency balances, which are shown in green and have a currency symbol. The balance represents money owed for the services associated with the balance. If there is a credit limit for the amount owed, that is shown with the balance.

■ Noncurrency balances, which are shown in blue and do not have a currency symbol. Noncurrency balances represent tokens, minutes, loyalty points, and so on, that are associated with the service.

## Viewing Balances

To view balances:

1. On the account page, click the **Home** tab, and then select the Account History section or the section for the bill unit whose balances you want to view.

   If the account or bill unit has multiple balances, the **Balance** list appears; otherwise, the single balance appears.

2. In the **Balances** list, select the services whose balances you want to view.

   The name of the services and the related balances appear below the list.

3. (Optional) Click a noncurrency balance to view further details.

**Related Tasks**

Making a Noncurrency Adjustment

# Purchasing Additional Products and Services

To purchase additional products and services for an account:

1. Find the account. See "Finding an Account" for more information.

2. Click **Purchase**.

   The Purchase Catalogue screen appears.

3. Do one of the following:

   - To view packages available for adding a new service to the account, click **New Service**.

   - To view packages available for adding to an existing account service, click **Add to a service**.

4. (Optional) Use filters to help you find a specific package.

5. Select the new package to purchase.

6. Click **Configure**.

7. Enter the required service identifier.

8. (Optional) Click the charge and discount offers listed under **Configure Purchase** to customize purchase options including activation, recurring fees and usage dates.

9. Select a purchase reason from the drown-down list.

10. Click **Finish**.

# About Account Assets

The Assets area shows the services and related charge offers and discount offers a customer owns. Each service is displayed in an asset card. The cards are organized by purchase date with the most recent on top.

See "Viewing Assets" for information on how to view assets and "Working with Assets" for information on how to perform actions on assets.

# Viewing Assets

To view assets:

1. On the account page, click the **Home** tab, and then select the Assets section.

A list of asset cards appears. Each card contains information about one service and the related charge offers and discount offers owned by the customer.

If a service is active, its status is not displayed on the asset card. All other standard or custom service statuses are displayed under the service ID.

2. Expand the card for the asset on which an action is to be performed.

3. (Optional) Click an asset card's action menu and select Show Asset Details to view more information about the asset.

**Note:** In the detail view, customized charge offers are displayed with an asterisk.

## Working with Assets

To perform an action on an asset, such as inactivating, reactivating, or terminating a service:

1. View the customer's assets. See "Viewing Assets".

2. Expand the card for the asset on which an action is to be performed.

3. Click the asset card's action menu.

4. Select the action to complete.

**Note:** For account assets, the action menu service options are not applicable.

| Action | Description |
|---|---|
| Terminate Products/Discounts | Displays a list of service charge offers and discounts which can be individually selected for termination. |
| Inactivate Products/Discounts | Displays a list of service charge offers and discounts which can be individually selected for inactivation. |
| Reactivate Products/Discounts | Displays a list of inactivated charge offers and discounts which can be individually selected for reactivation. |
| Terminate Service | Terminates a service and applies any early termination fees if applicable. Terminating a parent service also terminates any child services. |
| Inactivate Service | Temporarily inactivates a service. Inactivating a parent service also inactivates any child services. |
| Reactivate Service | Reactivates a previously inactivated service. Reactivating a parent service also reactivates any child services. |

| Action | Description |
|---|---|
| *Custom Service Life Cycle State* | Transitions the service to the selected custom service life cycle state. |
| | Custom service life cycle states are available on the action menu only if Service Lifecycle Management (SLM) is enabled in your BRM system and a custom service life cycle is configured for the service type. |
| | When those conditions are met, the action menu does not display the Terminate Service, Inactivate Service, and Reactivate Service options. Instead, it lists all the states in the specified service's custom life cycle to which the service can transition from its current state. |
| | For more information, see the discussion about SLM in *BRM Managing Customers*. |
| **Show Rate Customizations** | Displays any charge offer rate customizations applied at purchase time. This action is only available when an asset contains a customized charge offer. |
| **Show Asset Details** | Displays additional details about an asset including information on recurring monthly charges, rate customizations, and expired promotions. Click **Edit** to make changes to the asset. |

**5.** (Optional) Click **Backdate** to set a past date for the action.

> **Note:** You cannot backdate a custom life cycle state transition.

## Finding a Bill

To find a bill (including refunded bills):

**1.** On the account page, click the **Bills** tab.

The bill in progress appears by default.

**2.** To select another bill by its date, click **Switch Bills**.

The bill in progress and up to 12 billing cycles are listed.

**3.** If the account has multiple bill units, select the bill unit.

> **Tip:** You can also find a bill by clicking its indicator in the Bills graph, and in the dialog box that appears, clicking **Details**.

**Related Tasks**

Making a Payment

Adjusting a Bill

Refunding a Bill

## Viewing Bill Details

View detailed information for a selected bill using the **My Charges** area in the **Bills** tab. This area provides information on both bill item account level charges and service level charges, allows adjustment to individual bill items, and provides access to a bill's invoice.

> **Note:** Charges in bills containing unsettled disputes are shown in the bill detail.

To view detailed account or service level charge information on a bill in My Charges:

1. Find the bill. See "Finding a Bill" for more information.

2. In the **My Charges** area, do one of the following:

   - To view account level charges, click **Charges not related to services**.

   - To view service level charges, click the service listed under **Service Charges**.

3. View events related to a charge by clicking on the charge amount link. Clicking a charge amount displays all of the events that are included in the charge.

4. Click Show Charge Changes to view individual charge change detail, such as one-time discounts.

5. To view a bill's invoice, click **View Invoice**.

6. (Optional) To adjust a bill item charge, click the charge's action menu and select **New Adjustment**.

**Related Tasks**

Finding a Bill

Adjusting an Item

Refunding a Bill

# Viewing Refunded Bills

To view previously refunded bills, use one of the following options:

- In the **Bills** tab, select the refunded bill.

- In the **A/R** News Feed, click the action with a type of **Refund**.

- In the **Home** tab, **Bills** chart, click the red dot for the refunded bill.

**Related Tasks**

Refunding a Bill

# Viewing an Invoice

To view an invoice:

1. Select a bill.

   For more information, see "Finding a Bill".

2. In the Bills section with a bill open, do one of the following:

   - From the **Actions** menu, select **View Invoice PDF**.

   - Under My Charges or under Charges from Other Accounts, select the charges to view, and click **View Invoice**.

# Working with Events

You can view the charges for usage events included in the bill.

To view events:

1. On the account page, click the **Bills** tab.

2. Select the bill you want to work with.

   To locate a bill, see "Finding a Bill".

3. In the Service Charges area of the **Bills** section, select a service for the selected bill.

   The Charges by service list appears.

4. Select a charge by clicking on the amount.

   The Events screen appears containing a list of events included in the charge.

5. (Optional) Change the events shown by doing any of the following:

   - Sort by **Date**.

   - Sort by **Destination Network**.

   - Limit by date:

     – Click **Search**.

     – Enter dates for **From** and **To**.

     – Click **Search**.

   - Limit by phone number:

     – Click **Search**.

     – Enter a **Phone number**.

     – Click **Search**.

   - Limit the displayed:

     – Select the relevant events.

     – Change **Show all** to **Show Selected**.

   - Select the events to hide:

     – Select the non-relevant events.

     – Change **Show all** to **Show unselected**.

6. Do one of the following:

   - Select an event and click **Adjust selected**.

   - Click **Close**.

     **Tip:**   You can view event adjustment details by clicking its indicator in the **A/R actions** graph, and in the dialog box that appears, clicking **Details**.

**Related Tasks**

Adjusting an Event

## Events Dialog Box

Use the Events dialog box to see information for the type of event selected. If the event has a noncurrency impact, tabs describing the impact are also display. If the selected event, for example, telephony, has an impact on seconds or SMS, tabs for **Seconds** or **SMS** are displayed. Depending on the plan, the impact can be a grant or consumption.

You can reduce the list of events, by selecting events, and then select an option from the **Show all** menu.

You can sort by date or destination network.

| Field | Description |
|---|---|
| Tabs area | Shows a tab for the selected event and a tab for each noncurrency impact. Click a tab for more information. You can also click the link under Non Currency Impact. |
| **Adjust selected** | Click to adjust the selected items. |
| **Search** | Click to search with criteria relevant to the event. |
| **Show More** | Click to add five more events. **Show More** appears until all events are visible. |

### Related Tasks

Working with Events

Adjusting an Event

Adjusting an Item

## Working with an Account in Collections

If an account is in collections, collections information appears in the account bar. If the account has multiple bill units, the name of the bill unit in collections appears. You can:

- View the two next scheduled actions.

- View the number of days the account is past due and the amount that is owed.

  Click to see the details of all past due items.

- View the minimum payment required to stop the collections process.

  Click to make a payment.

- View all collections actions.

  If more than two actions are scheduled, the **All Collections Actions** link appears. Click the link to view all scheduled actions.

### Related Tasks

Making a Payment

## Collections Section

The Collections section of the account bar appears if an account is in collections. Your company's policies determine the schedule of actions and the repercussions of the actions. Common scheduled actions are:

- When services are inactivated.

- When an account is referred to an outside agency.

Other information includes:

| Field | Description |
|---|---|
| **Days past due** | The number of days that payment is past due. Click the link view the details of all unpaid items. |
| **Minimum Payment** | The minimum amount the customer must pay to stop the collections process. Click to make a payment. |
| **All Collections Actions** | The field appears if there are more than two scheduled actions. Click to see all scheduled collections actions. |

**Related Tasks**

Working with an Account in Collections

Making a Payment

# Returning to the Landing Page

To close the account view and return to the landing page:

1. On the account page, select **Actions**.

2. Select **Close**.

   The landing page is displayed.

# 4

# Payments

To work with payments in Oracle Communications Billing Care, see the following topics:

- Making a Payment
- Viewing Payment Details
- Allocating Payments
- Allocating a Payment
- Reversing a Payment
- Working with Suspended Payments
- About Batch Payments

## Making a Payment

You can initiate a payment from any of the following locations:

- From the **Actions** menu above the account bar, select **Payments**, and then select **Make a Payment**.

- From the **Home** section or the **Bills** section, click **Make Payment**.

- From the Account details page of the account for which you want to make the payment.

> **Note:** A payment amount does not need to match a bill amount. You determine where a payment is applied when you allocate the payment.

Billing Care supports the following payment methods:

- Credit Card
- Debit Card
- Cash
- Check
- Wire-Transfer
- Inter Bank Payment Order
- Postal Order

To make a payment:

1. From the **Actions** menu, select **Payments**, and then select **Make a Payment**.

   The Make a Payment dialog box appears.

2. Enter the amount.

3. (Optional) To use a payment method other than the one displayed, select **Use a different payment method** and select a method from the **Payment Method** list.

   a. Enter the account information for the new payment method.

   b. Select **Use name and billing address from primary contact**, or enter the name and address for the card holder.

   c. (Optional) Select **Save to Payment Methods on file** for credit card and debit payment methods.

      If you are making a payment for an account, the payment method applies to the account. If you are making a payment for a bill unit, the payment method applies to the bill unit.

4. For **Select a reason**, select the reason that matches the situation.

5. (Optional) Enter notes.

6. Do one of the following:

   ■ Click **Continue to manually allocate** to make the payment and to allocate the payment.

   ■ Click **Save** to make the payment without allocating.

See "Allocating Payments" for information about allocating payments.

**Related Tasks**

Allocating a Payment

Adding a Payment Method

## Make a Payment Dialog Box

Use the Make a Payment dialog box to enter a customer's payment and to add new payment methods.

| Field | Description |
|---|---|
| **Bill Unit** | For accounts with multiple bill units, select a bill unit. If an account has only one bill unit, the field does not appear. |
| **Use a different payment method** | Select if you want to change the payment method. |
| **Payment method** | If multiple payment methods are available, select a payment method. If you selected **Use a different payment method**, select a new payment method option.<br><br>For a new payment method, new fields appear for you to enter the details. |
| **Amount** | Enter the payment amount. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |

| Field | Description |
|---|---|
| **Continue to manually allocate** | Click to save and allocate the payment. |
| **Save** | Click to make the payment without allocating the payment. You can allocate the payment later. |

**Related Tasks**

Making a Payment

Allocating Payments

# Viewing Payment Details

You can view details of a payment, including an audit trail of related payment actions, and enter notes from several places in Billing Care.

To view payment details:

1.  Click the **Bills** tab, and select a bill that has a payment.

2.  Click **Payment Applied**.

    One of the following happens:

    ■   If only one payment has been made, the Payment Details dialog box appears.

    ■   If more than one payment has been made, the All Payments dialog box appears first. See "All Payments Dialog Box" for more information. Click **Payment Details** to go to the Payment Details dialog box.

3.  View payment allocations in the **Allocation** tab.

4.  View the payment's audit trail in the **Audit Trail** tab.

5.  (Optional) If all or part of the payment has been allocated, to see details about the allocated items, do any of the following;

    ■   Click the **Show all items affected** link.

    ■   Under **Items Affected**, click the item links.

    The Items Affected dialog box appears.

6.  (Optional) Click **Comment** to add a note to the payment.

7.  Click **Close**.

**Related Tasks**

Allocating a Payment

Making a Payment

## Payment Details Dialog Box

Use the Payment Details dialog box to view information about payments:

- Additional Fields for Postal Orders
- Additional Fields for Cash
- Additional Fields for Checks
- Additional Fields for Wire Transfers
- Additional Fields for Interbank Payment Orders
- Additional Fields for Postal Orders

### Fields for All Payments

| Field | Description |
|---|---|
| Effective | The payment's effective date. |
| Payment ID | An automatically generated ID for a payment transaction. Accounting can use this number to process payments, refunds, and payment reversals. |
| Original Payment ID | The payment ID generated for a payment when it first enters Billing Care. Subsequent transactions in Billing Care involving the same payment, such as suspension, allocation, or reversal, are often assigned a new payment ID.<br><br>To link subsequent transactions to the original payment, this field appears in the payment details of those transactions. |
| Transaction ID | Similar to a payment ID, a transaction ID is automatically generated for each payment, payment reversal, and refund. Additionally, the transaction ID identifies transactions involving third parties, such as transactions with credit card processing companies. |
| Original Transaction ID | The transaction ID generated for a payment when it first enters Billing Care. Subsequent transactions in Billing Care involving the same payment, such as a reversal or a refund, are often assigned a new transaction ID.<br><br>To link subsequent transactions to the original payment, this field appears in the payment details of those transactions. |
| Original Payment | The original payment amount and method. |
| Show all items affected | If any part of the payment has been allocated, click for details on the items. |
| Items Affected | If any part of the payment has been allocated, click the links under Items Affected for details on the items. |
| Effective (reversal) | The payment reversal date (if a payment has been reversed). |
| Reverse Payment | The payment reversal amount and method. |
| Audit Trail | The audit trail information for any payment reversal or suspense actions. |
| Payment Details | The amount (with payment method), time, reason, and notes (if notes are available) for the payment. Billing Care also lists any reversed payment amounts or amounts that have been moved into suspense. |
| Comment | Click to add a note to the payment. |

### Additional Fields for Cash

| Fields for Cash | Description |
|---|---|
| Receipt Date | The date the cash payment was submitted. |
| Receipt No. | The serial number on the cash receipt. |

### Additional Fields for Checks

| Field for Checks | Description |
|---|---|
| Check Date | The date the check payment was submitted. |
| Check Number | The ID number on the customer's check. |
| Bank Code | The Receiving Depository Financial Institution number of the customer's bank. This is the bank's branch ID number. |
| Bank Account Number | The customer's personal account number. |

### Additional Fields for Wire Transfers

| Fields for Wire Transfers | Description |
|---|---|
| Date | The date the wire transfer was submitted. |
| Wire-transfer ID | The serial number of the wire-transfer receipt. |
| Bank Code | The Receiving Depository Financial Institution number of the customer's bank. This is the bank's branch ID number. |
| Bank Account Number | The customer's personal account number. |

### Additional Fields for Interbank Payment Orders

| Fields for Interbank Payment Orders | Description |
|---|---|
| Date | The date the interbank payment order was submitted. |
| Order ID | The serial number of the interbank payment order. |
| Bank Code | The Receiving Depository Financial Institution number of the customer's bank. This is the bank's branch ID number. |
| Bank Account Number | The customer's personal account number. |

### Additional Fields for Postal Orders

| Fields for Postal Orders | Description |
|---|---|
| Date | The date the postal order was submitted. |
| Order ID | The serial number of the postal order. |

## All Payments Dialog Box

Use the All Payments dialog box to view detailed payments information for a bill's payments.

| Field | Description |
|---|---|
| Effective Date | The effective date of the applied payment. |
| ID | An automatically generated ID for a payment transaction. Accounting can use this number to process payments, refunds, and payment reversals. |
| Payment Amount | The payment amount. |
| Payment Actions | A description of reversed and suspended payment amounts. |

# Allocating Payments

You allocate payments to distribute the payments among the bills of an account. If the account has multiple bill units, you can allocate payments to specific bill units. You can also allocate payments to specific items.

Customers are credited for all payments. The company needs payments to be allocated for accounting purposes.

You can allocate to bills or to specific items or bill units. For information, see:

- Allocating a Payment
- Allocating a Payment to a Bill Unit or an Item

# Allocating a Payment

To allocate a payment:

1. From the **Actions** menu, select **Payments**, and then select **Allocate**.

   If there is only one unallocated payment, the Allocate Payment dialog box appears, and you can skip the next step. If there is more than one unallocated payment, the All Unallocated Payments dialog box appears.

2. In the All Unallocated Payments dialog box, select the payment you want to work with, and click **Next**.

   The Allocate Payment dialog box appears.

   > **Note:** To see more details about a bill or to allocate to a specific bill unit, or item, click the Advanced View icon. See "Allocating a Payment to a Bill Unit or an Item".

3. Click a bill.

   The amount available for allocation is automatically applied to the balance.

   > **Tip:** Press Shift+select to contiguously select Allocate cells.

4. (Optional) Select an allocation cell, and enter a specific amount to allocate.

5. (Optional) Continue allocating funds to other bills.

6. (Optional) Click **Payment Details** for more information about a payment.

7. Click **Save** to complete allocating the payment, or **Save, select another payment** to allocate more payments.

## Allocating a Payment to a Bill Unit or an Item

You allocate payments to distribute the payment amount among multiple bills or bill units of an account. If the account has multiple bill units, you can allocate payments to specific bill units. You can also allocate to specific items.

To allocate a payment to specific bill units or items:

1. From the **Actions** menu, select **Payments**, and then select **Allocate**.

   You can also allocate a payment while making the payment.

2. In the Allocate Payment dialog box, click the Advanced View icon.

3. (Optional) In **Search**, enter text to find bills, bill units, services, or items.

4. Click the bill, bill unit, or item that you want to allocate a payment to.

   The amount available for allocation is automatically applied to the balances.

   > **Tip:** Press Shift+click to contiguously select and enter amounts in Allocate cells.

5. (Optional) Click an allocation cell, and enter a specific amount to allocate.

6. (Optional) Continue allocating funds to other bills.

7. (Optional) Click **Payment Details** for more information about a payment.

8. Click **Save**.

**Related Tasks**

Making a Payment

# Allocate Payment Dialog Box

Use the Allocate Payment dialog box to allocate a payment to one or more bills. There are two views for allocating payments:

| View | Description |
|---|---|
| **Simple view** | Includes the headings Bill ID, Due Date, Balance, and Allocate. |
| | In this view, you can sort the columns. |
| **Advanced view** | Includes the above headings and Name, Bill Unit, Service, and Item. In this view, you can: |
| | ■   Filter the list of bills using any value that appears in the table. |
| | ■   Allocate payments to specific items. |

# Reversing a Payment

Payment reversals are necessary when a payment is recorded in Billing Care, but the payment is not deposited. For example, you could record a check payment for a check that does not clear. To reopen the bill so the payment can be made again, you reverse the payment. Reversing the payment enables Billing Care to treat the payment as if it never happened.

To permanently reverse a previously applied payment:

> **Note:** You can also reverse payments from the Payments Details Dialogue box (see "Payment Details Dialog Box" for more information) or from the Suspended Payments Details dialogue box (see "Suspended Payment Details" for more information).

1. Click the **Bills** tab.

2. Click **Switch Bills** and select the bill containing the payment to reverse.

3. Click **Actions**, and then select **Reverse Payment**.

   The Reverse Payment dialog box appears.

4. Set the effective date for the payment reversal. The effective date cannot be set in the future.

5. Select a reason for the payment reversal.

6. (Optional) Enter notes for the payment reversal.

7. Click **Reverse Payment**.

# Working with Suspended Payments

Oracle Billing and Revenue Management automatically suspends payments that cannot be posted immediately to customer accounts due to insufficient information, account closure, or other criteria.

You manage suspended payments in Billing Care by viewing and allocating suspended payments to customer accounts when the payment error is resolved. You also use Billing Care to identify any incorrectly posted payments and move them into suspense for future resolution.

## Finding a Suspended Payment

To find a suspended payment:

1. From the landing page, click **Payment Suspense**.

   The Payment filter appears along with a list of suspended payments that meet the filter criteria. The Payment filter assists you in narrowing the suspended payments shown and helps you find a suspended payment for allocation. Billing Care sets a default 30 day search criteria for suspended payments. See "Payment Filter" for more information on using filters to set search criteria.

2. Click **Add Filter** to add additional filters to the suspended payments shown.

3. To enable or disable a filter, click the filter button.

4. Click **Update**.

   The filtered suspended payments are shown.

   > **Tip:**
   > - In the Payment filter, click **X** to remove a filter or click **Reset** to return to the default filter of less than 30 days.

5. Select a suspended payment to view it.

Billing Care displays the selected suspended payment details. See "Suspended Payment Details" for more information.

> **Tip:** Click **Close** to return to the Billing Care home page.

## Payment Filter

Narrow your suspended payment search results by using the filters provided under **Payment**, **Suspense**, and **Account**.

> **Tips:**
>
> - You can sort filtered results by date, amount, reason, and currency code using the **Sort** menu.
>
> - Scroll down to view additional suspended payments.
>
> - Search for payments using the information from the original suspended payment entry. Search criteria will not filter payments with changes made after the original payment.

| Payment Filter | Description |
|---|---|
| **Payment** | Contains the following payment attributes used for filtering suspended payments:<br><br>- Amount: The amount of the suspended payment<br>- Date: The date the payment was made<br>- Method: The payment method (Cash, Check, Wire-Transfer, Inter Bank Payment Order, Postal Order, or Failed)<br>- Currency: The payment currency<br>- Channel: The payment channel |
| **Suspense** | Contains the following suspense reasons for suspended payments:<br><br>Reason:<br>- Unclassified<br><br>Detailed Reasons:<br>- Account No not found<br>- Account status is closed<br>- Bill not found<br>- Invalid Transaction Id<br>- Missing Transaction Id<br>- Multiple Account Distribution<br>- Payment due to recycling<br>- MBI Distributed Payment<br>- MBI Distribution Required<br>- Default Reason Id<br><br>Handler (see "Assigning Suspended Payments to Billing Care Users" for more information):<br>- Assigned to me<br>- Unassigned |

| Payment Filter | Description |
|---|---|
| **Account** | Contains the following filters for account information:<br><br>■ Account Number<br><br>■ Bill Number<br><br>■ Payment Transaction ID |

## Suspended Payment Details

The suspended payment detail includes the following information:

| Field | Description |
|---|---|
| **Payment ID** | Contains the following suspended payment information:<br><br>■ Payment ID<br><br>■ Suspense reason<br><br>■ Suspense Date<br><br>■ Payment amount, currency, and method<br><br>■ Allocated and Unallocated payment amounts |
| **Account Distribution** | Contains the eligible accounts for which a suspended payment can be allocated. See "Allocating a Suspended Payment" for more information. |
| **Details** | Contains the following suspended payment information (if available):<br><br>■ Bank Code<br><br>■ Bank Account Number<br><br>■ Effective Date<br><br>■ Bill Number<br><br>■ Check Number<br><br>■ Pay Order Id<br><br>■ Postal Order Id<br><br>■ Transfer ID |
| **Notes** | Contains a text field for adding notes to the suspended payment. See "Adding Notes to a Suspended Payment" for more information. |
| **Audit Trail** | Contains the audit trail for the suspended payment. The audit trail records the following activities:<br><br>■ Payment Made<br><br>■ Allocation<br><br>■ Moved Into Suspense |

## Allocating a Suspended Payment

Billing and Revenue Management stores suspended payments in a system account until allocation to a customer account's open balances and billable items. Use Billing Care to allocate suspended payments to one or more customer accounts after resolving the issues that caused the initial payment suspension.

To allocate a suspended payment to an account:

1. Find the suspended payment to allocate. See "Finding a Suspended Payment" for more information.

2. Click on the suspended payment to allocate to view the payment details. A list of accounts eligible to receive the suspended payment allocation is shown in Account Distribution. Each account contains associated allocation details including the account owner's name.

3. If no distribution accounts are configured for the suspended payment, click **Add Account** in Account Distribution to add one or more accounts.

4. Use the search dialog to add an account for allocating a suspended payment to. The search dialog supports the following search parameters:

   - Account number

   - First name

   - Last name

   - Company

   Billing Care searches for the account and adds the account to Account Distribution. Billing Care supports allocating a suspended payment to multiple accounts. However, you must complete the initial distribution account's allocation before adding an additional distribution account.

   ---

   **Note:**   To remove an account from the distribution accounts list, click the account's menu icon, and then click **Remove Account.** Remove any accounts not receiving a payment distribution before performing allocation.

   ---

5. Enter an amount in **Add Allocation** to allocate to each distribution account. This amount must be less than or equal to the suspended payment amount. Multiple separate allocations to the same distribution account can be made if the payment still contains funds awaiting allocation. Billing Care groups and displays such allocations by account in Account Distribution.

6. Select a required reason from the drop-down menu.

   The **Auto Allocate** and **Allocate** buttons are enabled.

7. Do one of the following:

   - Click **Auto Allocate** for Billing Care to automatically select the account's bill items to which to allocate a suspended payment. If an allocation amount is greater than all of the account's bills, or if allocation amounts are made to accounts with no balance due, the remaining balance is assigned a status of Awaiting Allocation and available when a future payment is due.

   - Click **Allocate** to perform manual allocation.

   - Click **Cancel** to reset the allocation amount to zero, remove the reason code, and disable the allocation buttons.

> **Note:** If a selected distribution account contains no open balance or billable items you must either:
>
> - Click **Continue** to apply the suspended payment to the distribution account as unallocated.
>
> - Click **Cancel** to reset the allocation amount to zero.

The Allocate Payment dialog is displayed.

8. Do one of the following:

   - To allocate a payment to one or more Bill IDs, click the simple view button ( ⬜ ) and enter in the amount to allocate for each Bill ID row.

   - To allocate a payment to one or more Bill Units, click the advanced view button ( ☰ ) and enter in the amount to allocate for each Bill Unit row.

9. Click **Save**.

   If a suspended payment has been fully allocated, the payment suspense search screen is shown.

> **Note:** Fully allocated suspended payments no longer appear in payment suspense search results. Additionally, if more than one payment has been applied to a bill, including any payments allocated from suspended payments, the total payment applied for the bill will include all payments applied.

**Related Tasks**

Finding a Suspended Payment

## Allocating a Suspended Payment across Multiple Accounts

A suspended payment can be allocated across multiple accounts. For example, a customer may make one large payment that they want allocated to multiple accounts.

To allocate a payment across multiple accounts:

1. Make a new payment in Billing Care. See "Manually Creating a Suspended Payment" for more information.

2. Under Account Distribution, click **Add Account**.

3. Search for and add an account to allocate the payment to.

4. Repeat the search to add additional accounts to the payment.

5. (Optional) Select a new payment administrator from the **Assigned to** drop-down list.

6. (Optional) Enter notes and click **Post** for the payment.

7. Do one of the following:

   a. Manually enter the amounts to allocate for each account and click **Allocate**.

   b. Click **Auto Allocate** for Billing Care to automatically allocate payment amounts to the selected accounts until the full payment amount is allocated.

> **Note:** Unallocated payments are placed into a suspense. You can use the payments search filter to find unallocated payments ready for multiple account distribution. Select the suspense reason as **Unable to Process**, and the detailed reason as **Multiple Account Distribution** to filter for unallocated payments

## Adding Notes to a Suspended Payment

To add a note to a suspended payment:

1. Open the suspended payment details. See "Finding a Suspended Payment" for more information.

2. Enter your notes in **Notes**.

3. Click **Post**.

> **Note:** Additional comments can be made to existing notes in a suspended payment. To add a comment to an existing notes thread, click **Comment**.

**Related Tasks**

Finding a Suspended Payment

## Assigning Suspended Payments to Billing Care Users

Production Billing Care installations configured securely with Oracle Identity and Access Management (IAM) allow suspended payments to be assigned to users with a suspense payment management role and permissions. See *Oracle Communications Billing Care Installation Guide* for more information on production installations and securing Billing Care with IAM.

By default, suspended payments are not assigned to any Billing Care user. Users with access to suspended payments functionality can assign an authorized handler to manage the payment.

To assign a suspended payment to an authorized user:

1. Find the suspended payment. See "Finding a Suspended Payment" for more information.

2. From the search results, select and open the suspended payment.

3. In the **Assigned to** drop-down list, select a Billing Care user with permissions to manage suspended payments.

## Reversing a Suspended Payment

Suspended payments that cannot be allocated can be reversed for accounting purposes. See "Reversing a Payment" for more information on reversing a suspended payment.

## Withdrawing a Posted Payment into Suspense

Posted payments may contain errors requiring manual resolution. You can withdraw incorrectly posted payments into suspense for resolving errors and correcting payment allocations using Billing Care.

> **Note:** You can also withdraw posted payments from the Payments Details Dialogue box (see "Payment Details Dialog Box" for more information) or from the Suspended Payments Details dialogue box (See "Suspended Payment Details" for more information).

To withdraw a posted payment into suspense from the **Bills** tab:

1. Open the account containing the payment to suspend.

2. In the **Bills** tab, select the bill with the posted payment to suspend using the **Switch Bills** menu. See "Viewing Payment Details" for more information.

   > **Note:** If a bill contains more than one applied payment, click **Payments applied** to view the **All Payments** dialogue box to select the payment to move into suspense.

3. Confirm that the correct amount is shown in **Payment applied**.

4. Click **Actions**, and then select **Move Payment to Suspense**.

   The Move to Suspended Payments dialog box is displayed.

5. In the **Effective** field, enter a date.

6. Select a reason for suspending the payment.

7. Do one of the following:

   - Click **Move** to move the payment into suspense.

   - Click **Move and view into Payment Suspense** to move the payment into suspense and return to the suspended payments detail screen.

Payments withdrawn into suspense remain viewable in the customer's account.

**Related Tasks**

Finding an Account

Viewing Payment Details

Allocating a Suspended Payment

## Manually Creating a Suspended Payment

To manually create a suspended payment in the Payment Suspense interface for allocation:

1. From the landing page, click **Payment Suspense**.

2. In the filters section, click **Make Payment**.

   The Make payment screen appears.

3. Select a Payment method from the drop-down list.

4. Enter a payment amount and select a currency.

5. Enter the additional payment detail required for the selected payment method.

6. Select a reason for the payment from the drop-down list.

7. (Optional) Enter notes.

8. Click **Continue**.

   The payment allocation screen is displayed. Use this screen to allocate the new payment to one or more accounts. See "Allocating a Suspended Payment" for more information.

# About Batch Payments

Process customer payments collected by banks and payment processors by providing batch payment (lockbox) files to Billing Care for allocation to customer accounts. Batch payment files are text files containing payment information, such as account number, payment amount, and payment date, in delimiter-separated rows.

Transfer batch payments files to Billing Care for processing and allocation using one of the following methods:

■ Uploading Batch Payment Files to the Billing Care Server

■ Importing Batch Payment Files Manually Using Billing Care

Uploaded and imported files are displayed with a summary and status in the Batch Payment interface.

## About Batch Payment File Directories

Billing Care stores uploaded and imported batch payment files in the following directories on the Billing Care server:

■ *Middleware_home*/**BatchPaymentFiles/unprocessed** contains unprocessed files

■ *Middleware_home*/**BatchPaymentFiles/processed** contains processed files

■ *Middleware_home*/**BatchPaymentFiles/processing** contains processing files

■ *Middleware_home*/**BatchPaymentFiles/error** contains files with processing failures

where *Middleware_home* is the home directory of the Oracle WebLogic Server installation where Billing Care is installed.

## Configuring Auto Processing of Batch Payment Files

Configure Billing Care to either automatically process transferred batch payment files, or require manual processing in the Batch Payment interface. This setting applies to batch files uploaded to the Billing Care server or imported in the Batch Payment interface.

> **Note:** When auto processing is enabled, Billing Care continues to automatically process files uploaded or imported even when Batch Payment interface browser sessions are closed.

To configure Billing Care auto processing behavior:

1. Log into Billing Care.

2. Click **Batch Payment**.

3. Click **Auto Process** to enable or disable auto processing of batch files immediate after upload.

## About Batch Payment Template Files

Batch files must conform to one of the following supported template formats:

- Cash payment

- Check payment

- Failed payment

- Interbank pay order

- Postal order

- Wire-transfer payment

- Custom payment (configured with the Billing Care SDK)

Batch payment templates are installed during Billing Care installation. See your administrator for more information on ensuring your batch payment files are formatted according to a supported template or creating a custom template to support custom payment types. Billing Care will not process batch files that are not properly formatted.

See "*Enabling Custom Payment Types in Batch Processing*" in *Oracle Communications Billing Care SDK Guide* for more information on batch payment templates.

## Uploading Batch Payment Files to the Billing Care Server

Upload batch payment files in supported formats to the following directory on your Billing Care server:

 *Middleware_home*/**BatchPaymentFiles/unprocessed**

where *Middleware_home* is the home directory of the Oracle WebLogic Server installation where Billing Care is installed. This is the default location for unprocessed batch payment files. The Billing Care installation allows specifying an alternative location. Confirm with your administrator to determine where your unprocessed folder is located.

Batch payment files placed into the unprocessed folder are uploaded into Billing Care and viewable in the Batch Payment interface.

To view uploaded files:

1. Log into Billing Care

2. Click **Batch Payment**.

> **Note:** If Auto Process is enabled, uploaded batch payment files are automatically processed by Billing Care.

## Importing Batch Payment Files Manually Using Billing Care

To manually import and process batch payment files:

1. Log into Billing Care.

2. Click **Batch Payment**.

3. Click **Import** to upload a batch payment file.

4. Select the batch payment file.

5. Click **Open**.

The payment file is imported and listed as **Unprocessed**.

6. (Optional) Click **File Details** to view general information about the payment file.

7. Click **Continue**.

8. Click **View File** to confirm the contents of your payment file.

    The payment file is rendered in a separate tab or window.

9. Click **Process** to process the batch payment.

    Billing Care processes the batch payment file.

## Viewing Imported File Status and Errors

Uploaded and imported batch payment files are displayed as summary cards, each containing a status, in the **Active** tab of the Batch Payment interface. The displayed status indicates which Billing Care server batch payment folder a file is currently located in. See "About Batch Payment File Directories" for more information of file locations.

Billing Care displays each payment batch in either the Unprocessed or Processed areas of the Batch Payment interface.

The Unprocessed area includes:

■ Files that transferred but not been manually processed

■ Files currently being processed by Billing Care

■ Files placed into error status

The Processed area includes:

■ All successfully processed batch payment files from the past 24 hours

    Select the **Stay on This Page if Suspended Payments Remain** check box to retain processed payments containing outstanding suspended payments until all suspended payments in the batch have been resolved. See "Viewing Suspended Batch Payments" for more information on suspended batch payments.

### About Batch Processing Errors

Unprocessed failed batch payment files result from one of the following errors.

| Error | Description |
|---|---|
| Older Version Found | An older version of the same batch payment file has been previously loaded and not processed. Click **Continue** to overwrite the older file version with the newly imported version. |
| Processing Error | Billing Care system error or connection failure has occurred. Clear the error and retry processing. Contact your administrator if the problem persists. |
| Threshold Exceeded | The number of suspended payments in a batch has exceeded a pre-configured threshold. Successful allocations in the payment batch are rolled back. Check the batch payment file for errors before reattempting processing. |

| Error | Description |
|---|---|
| Unknown Bank | The batch payment file is readable but cannot be processed due to an unknown/unidentifiable bank. This error occurs when a valid template for the batch payment file cannot be determined. A drop-down list of valid templates is shown. If the file complies with an existing template select the template and click **Retry**. |
| Unrecognizable File Type | The file uploaded or imported is not a recognizable batch payment file. |

## Processing Payments in Foreign Currencies

Billing Care can process batch payment files in a currency different from an account's primary currency if the connected Oracle Communications Billing and Revenue Management system has been configured with currency conversion rates. An error is displayed if a batch payment file contains payments for accounts in a currency different from the accounts' profile currency.

See "*Changing Currency Conversion Rates*" in *Oracle Communications Billing and Revenue Management Managing Customers* for more information about configuring currency conversion rates.

## Viewing Batch Payment Processing History

The batch payments **History** tab includes information on:

- Currency totals
- Number of records
- Process completion date
- Processing duration
- Queue duration
- Source

To view batch payments history:

1. Click **Batch Payment**.
2. Select **History**.
3. Sort batch payment processing history using the **Sort** drop-down list.

## Viewing Suspended Batch Payments

Payments within a batch that Billing Care cannot apply to a customer account are automatically placed into suspense. Payments can be suspended due to improper information, such as account number, in the batch payment file.

To view suspended payments in a processed payment batch:

1. Navigate to the Processed section in the Batch Payment interface.
2. In the payment's card summary, click **Suspended**.

   The Payment Suspense interface with the suspended payments from the processed batch is displayed.

> **Note:** The Suspended link is also available in the History tab of the Batch Payment interface for payment batches containing suspended payments.

See "Working with Suspended Payments" for more information on managing suspended payments.

## Reversing Failed Batch Payments

Use Billing Care's batch payment functionality to reverse multiple failed payments within a batch processing file. Failed batch processing files contain a list of payments and amounts by payment ID instead of account number.

To reverse a batch of failed payments, upload a batch processing file that complies with the Failed payment template and follow the same procedures for either "Importing Batch Payment Files Manually Using Billing Care" or "Configuring Auto Processing of Batch Payment Files" for uploading reversal batch payment files. Billing Care identifies the payment IDs listed in the batch processing file and reverses the listed amount.

Individual payments can be reversed when viewing an account. See "Reversing a Payment" for more information on reversing payments when viewing an account.

# 5

# Accounts Receivable

You can use Oracle Communications Billing Care to manage accounts receivable. Accounts receivable (or A/R) tracks the money that customers owe to your company for services performed or merchandise sold.

To work with accounts receivable information, see the following topics:

- About Adjustments
- Making a Currency Adjustment
- Allocating Currency Adjustments
- Creating a Bill on Demand
- Adjusting a Bill
- Adjusting an Item
- Adjusting an Event
- Making a Noncurrency Adjustment
- Viewing Account Adjustment Details
- Disputing a Bill
- Settling a Bill Dispute
- Refunding a Bill
- Writing Off an Account

## About Adjustments

An adjustment is a transaction that credits or debits a customer's account by changing:

- The amount due for a bill, which is currency.
- The minutes, tokens, loyalty points, and so on, which are noncurrency.

If you want to work with multiple customer bills or items, you may want to make adjustments on the account level. If you need to adjust one bill or an item on one or two bills, it may be easier to make an adjustment on the bill level.

- Making a Currency Adjustment
- Adjusting a Bill
- Adjusting an Item
- Adjusting an Event

- [Making a Noncurrency Adjustment](#)

To review and manage A/R information in Billing Care, you need the appropriate permissions.

# Making a Currency Adjustment

To make a currency adjustment:

1. From the **Actions** menu above the account bar, select **Account Receivables**, and then select **Adjust Currency Balance**.

   The Account Adjustment dialog box appears.

2. Enter the amount or percentage you want to adjust.

   To increase the amount due, enter a negative number.

3. For **Effective**, select the date.

4. (Optional) Select **Exclude taxes from the adjustment**.

5. From the list, select a reason.

6. (Optional) Enter a note.

7. Do one of the following:

   - Click **Continue to manually allocate** to make the adjustment and to allocate the adjustment.

   - Click **Save** to make the adjustment without allocating.

See "Allocating Currency Adjustments" for information about allocating adjustments.

**Related Tasks**

Allocating Currency Adjustments

Adjusting a Bill

Making a Noncurrency Adjustment

## Account Adjustment Dialog Box

Use the Account Adjustment dialog box to make an adjustment on the account level.

| Field | Description |
|---|---|
| **Bill Unit** | For accounts with multiple bill units, select a bill unit. If an account has only one bill unit, the selection does not appear. |
| **Adjustment** | Enter an amount or a percentage. |
| **Effective** | Enter a date. |
| **Exclude taxes from the adjustment** | Select if appropriate. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |
| **Continue to manually allocate** | Click to save and continue allocating the adjustment. |

| Field | Description |
|-------|-------------|
| Save | Click to save the information you entered without allocating the adjustment. You can allocate the adjustment later. |

**Related Tasks**

Adding a Payment Method

Making a Currency Adjustment

# Allocating Currency Adjustments

To allocate currency adjustments:

1. From the **Actions** menu above the account bar, select **Account Receivables**, and then select **Allocate Currency Adjustments**.

   You can also allocate an adjustment while making the adjustment.

   If more than one unallocated adjustment exists, the All Unallocated Adjustments dialog box appears first. Otherwise, the Allocate Adjustment dialog box appears.

2. In the All Unallocated Adjustments dialog box, select the adjustments you want to work with.

3. Click **Next**.

   The Allocate Adjustment dialog box appears.

   > **Tip:** To see more details about the bill or to allocate to a specific bill unit, item, or service, click the Advanced View icon. See "Allocating an Adjustment to a Specific Bill Unit or Specific Items".

4. Select a bill.

   The amount available for allocation is automatically applied to the balance.

   > **Tip:** Press Shift+select to contiguously select Allocate cells.

5. (Optional) Select an allocation cell, and enter a specific amount to allocate.

6. (Optional) Continue allocating funds to other bills.

7. Enter the amount to allocate for each bill.

   To increase the unallocated amount in a bill, enter a negative number preceded by a minus symbol (-).

8. (Optional) Click **Adjustment Details** for more information about an adjustment.

9. Click **Save** to complete the adjustment allocation, or click **Save, select another adjustment** to allocate more unallocated adjustments.

**Related Tasks**

Making a Currency Adjustment

## Allocating an Adjustment to a Specific Bill Unit or Specific Items

You allocate adjustments to distribute the adjustment amount among multiple bills or bill units of an account. If the account has multiple bill units, you can allocate adjustments to specific items.

To allocate an adjustment to a specific bill units or items:

1. From the **Actions** menu above the account bar, select **Account Receivables**, and select **Allocate Currency Adjustments**.

   If there is only one unallocated adjustment, the Allocate Adjustment dialog box appears, and you can skip the next step. If there is more than one unallocated adjustment, the All Unallocated Adjustments dialog box appears.

2. In the All Unallocated Adjustments dialog box, select the adjustment you want to work with, and click **Next**.

   The Allocate Adjustment dialog box appears.

3. In the Allocate Adjustment dialog box, click the Advanced View icon.

4. (Optional) In Search, enter text to view the items of interest.

5. Click the item row that you want to allocate the adjustment to.

   Click in the allocation cell to automatically apply the available amount to the balance.

   > **Tip:** Press Shift+click to contiguously select Allocate cells.

6. (Optional) Click an allocation cell, and enter a specific amount to allocate.

7. (Optional) Click **Adjustment Details** for more information about an adjustment.

8. Click **Save** to complete the adjustment allocation, or click **Save, select another adjustment** to allocate more unallocated adjustments.

### Related Tasks
Making a Currency Adjustment

## Allocate Adjustment Dialog Box

Use the Allocate Adjustment dialog box to allocate an adjustment to one or more bills. There are two views for allocating adjustments:

| View | Description |
| --- | --- |
| **Simple view** | Includes the headings Bill ID, Due Date, Balance, and Allocate. <br> In this view, you can sort the columns. |
| **Advanced view** | Includes the above headings and additionally, Name, Bill Unit, Service, and Item. In this view, you can: <br> ■ Filter the list of bills using any value that appears in the table. <br> ■ Allocate payments to specific items. |

### Related Tasks
Allocating Currency Adjustments

# Creating a Bill on Demand

Use Bill Now to create a bill on demand for a customer's unbilled items.

To create a bill using Bill Now:

1.  On the account page, click the **Bills** section.

2.  Click **Bill Now**.

3.  Click **OK**.

# Adjusting a Bill

From the Bills section, you can adjust and allocate the bill you are working with.

> **Note:** The **Actions** menu is disabled for written off bills. No adjustments can be made to written off bills.
>
> You cannot adjust bills from a child account.

To adjust a bill from the Bills tab:

1.  On the account page, click the **Bills** section.

    In the Bills section, select the bill you want to work with.

    To locate a bill, see "Finding a Bill".

2.  From the **Actions** menu in the Bills section, select **Adjust Bill**.

    Bill Adjustment dialog box appears.

3.  For **Adjustment**, enter the amount or percentage you want to adjust.

    To increase the amount due, enter a negative number.

4.  For **Effective**, select the date.

5.  (Optional) Select **Exclude taxes from the adjustment**.

6.  From the list, select a reason.

7.  (Optional) Enter a note.

8.  Do one of the following:

    - To have the allocation distributed automatically, click **Auto Allocate**.

    - To specify allocation amounts, click **Continue to manually allocate**, and enter the amounts to allocate in the Allocate Adjustment dialog box.

**Related Tasks**

Making a Currency Adjustment

# Bill Adjustment Dialog Box

Use the Bill Adjustment dialog box to adjust a bill.

| Field | Description |
| --- | --- |
| Adjustment | Enter an amount or a percentage. |

| Field | Description |
|---|---|
| **Effective** | Enter a date. |
| **Exclude taxes from the adjustment** | (Optional) Select if appropriate. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |
| **Continue to manually allocate** | Click to specifically allocate items. |
| **Auto Allocate** | Click to save adjustment and to allocate the adjustment evenly to all items. |

**Related Tasks**

Adjusting a Bill

## Allocate Adjustment Dialog Box

Use the Allocate Adjustment dialog box to allocate an adjustment to specific items in a bill. Information about the adjustment includes: Name, Bill Unit, Bill ID, Due Date, Service, Item, and Balance. You can filter the list of adjustments using any value that appears in the table.

**Related Tasks**

Adjusting a Bill

## Adjusting an Item

You can adjust account or bill unit charges on the item level. You can adjust service charges on the item level or on the event level.

To adjust an item:

1. On the account page, click the **Bills** tab.

2. In the Bills section, select the bill you want to work with.

   To locate a bill, see "Finding a Bill".

3. Select the charge.

   The Charges dialog box appears.

4. Click a charge description.

   A dialog box opens.

5. Click **New Adjustment**.

   The **Item Adjustment** dialog box opens.

6. For **Adjustment**, enter the amount or percent to adjust.

7. For **Effective**, enter a start date.

8. (Optional) Select **Exclude taxes from the adjustment**.

9. Select a reason.

10. (Optional) Enter notes.

**11.** Click **OK**.

**Related Tasks**

Adjusting a Bill

Adjusting an Event

# Item Adjustment Dialog Box

Use the Item Adjustment dialog box to adjust an item.

| Field | Description |
| --- | --- |
| Adjustment | Enter an amount or a percentage. |
| Effective | Enter a date. |
| Exclude taxes from the adjustment | Select if appropriate. |
| Select a reason | Select the reason that most closely matches the situation. |
| Notes | (Optional) Enter notes. |
| OK | Click to save and close. |

**Related Tasks**

Adjusting an Item

# Adjusting an Event

To adjust an event:

**1.** If the Events dialog box is not open, see "Working with Events".

**2.** In the Events dialog box, select events and click **Adjust**.

The Event Adjustment dialog box appears.

**3.** Select one of the following:

- **Adjust amount and tax**
- **Adjust amount only**
- **Adjust tax only**

**4.** For **Adjustment**, enter the amount or percentage you want to adjust.

To increase the amount due, enter a negative number.

**5.** For **Effective**, select the date.

**6.** From the list, select a reason.

**7.** (Optional) Enter a note.

**8.** Click **OK**.

**Related Topics**

About Adjustments

**Related Tasks**

# Event Adjustment Dialog Box

Use the Event Adjustment dialog box to adjust events. You can adjust the amount and tax.

| Field | Description |
|---|---|
| Events | Click to return to the Events dialog box. |
| Adjust amount and tax | Select to adjust both the amount for the events and the tax levied on the amount. |
| Adjust amount only | Select to adjust the amount on the events. |
| Adjust tax only | Select to limit the adjustment to the tax levied on the events. |
| Adjustment | Enter an amount or a percentage. |
| Effective | Enter a date. You can backdate the adjustment. |
| Select a reason | Select the reason that most closely matches the situation. |
| Notes | (Optional) Enter notes. |
| OK or Cancel | Click to close dialog box. |

**Related Tasks**

# Making a Noncurrency Adjustment

To make a noncurrency adjustment:

1. On the account page, click the **Home** tab, and then select the Account History section or the section for a bill unit.

   By default, in the Balances section, the balances for all services appear.

2. In the **Balances** list, select the service that has the noncurrency balance you want to adjust.

   The name of the services and the related balances appear below the menu.

3. Click the noncurrency balance.

   The details for the noncurrency balance appear.

4. Click **New Adjustment**.

   The Non-Currency Adjustment dialog box appears.

5. For **Adjustment**, enter the amount to adjust.

6. (Optional) For **Valid from**, enter a date.

7. (Optional) For **Valid to**, enter a date or leave as **never ends**.

8. Select a reason.

9. (Optional) Enter notes.

10. Click **OK**.

**Related Tasks**

Making a Currency Adjustment

# Non-Currency Adjustment Dialog Box

Use the Non-Currency Adjustment dialog box to make a noncurrency adjustment.

| Field | Description |
|---|---|
| **Adjustment** | Enter an amount. |
| **Valid from** | Enter a date. |
| **Valid to** | Enter a date. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |
| **OK** | Click to save and close. |

**Related Tasks**

Making a Noncurrency Adjustment

# Viewing Account Adjustment Details

To view account adjustment details:

1. In the account page, from the Bills graph, click an adjustment icon, and click View Adjustment.

   **Tip:** You can also access adjustment details through the News Feed, **Unallocated A/R** in the Home section, or **A/R actions** in the Bills section.

   The Adjustment Details dialog box appears.

2. (Optional) To allocate any unallocated funds, click **Unallocated**.

   The Allocate Adjustment dialog box appears. See "Allocating an Adjustment to a Specific Bill Unit or Specific Items".

3. (Optional) To see all items affected by an adjustment, click **Show all items affected**.

   The Items Affected dialog box appears.

4. (Optional) To see specific items affected by an adjustment, click the item or items link.

   The Items Affected dialog box appears.

5. (Optional) Click **Comment**, and enter a note.

6. Click **Close**.

# Viewing Event Adjustment Details

To view event adjustment details:

1. On the account page, click the **Bills** tab.

2. Select the bill you want to work with.

    To locate a bill, see "Finding a Bill".

3. In the Service Charges area of the **Bills** section, select a service for the selected bill.

    The Charges by Service dialog box appears.

4. Select a charge.

    A details box appears.

5. Click the charge description.

    The Events dialog box appears.

6. View event adjustments in the **Event Adjustment** column.

**Related Tasks**

Working with Events

Adjusting an Event

# Account Adjustment Details Dialog Box

Use the Account Adjustment dialog box to view or comment on an account adjustment.

| Field | Description |
|---|---|
| **Unallocated** | If listed, click the link to allocate the amount. |
| **Comment** | (Optional) Enter notes. |
| **Allocated to** | Lists information about allocated amounts. For more information, click **Show all items affected** or the individual items. |

**Related Tasks**

Making a Currency Adjustment

Allocating Currency Adjustments

# Disputing a Bill

From the Bills section, you can open a dispute on the bill you are working with.

> **Note:** You can open disputes only on bills that have money owed and that do not already have another open dispute.
>
> You cannot open or settle a dispute on a child account.

To dispute a bill:

1. On the account page, click the **Bills** tab.

   In the Bills section, select the bill you want to work with.

   To locate a bill, see "Finding a Bill".

2. From the **Actions** menu in the Bills section, select **Dispute Bill**.

   The Dispute Bill dialog box appears.

3. For **Dispute**, enter the amount you want to dispute.

4. For **Effective**, select the date.

5. (Optional) Select **Exclude taxes from the dispute**.

6. From the list, select a reason.

7. (Optional) Enter a note.

8. Click **OK**.

**Related Tasks**
Settling a Bill Dispute

## Dispute Bill Dialog Box

Use the Dispute Bill dialog box to dispute on the bill level.

| Field | Description |
|---|---|
| **Dispute** | Enter an amount. |
| **Effective** | Enter a date. |
| **Exclude taxes from the dispute** | Select if appropriate. |
| **Select a reason** | Select the reason that most closely matches the situation. |
| **Notes** | (Optional) Enter notes. |

**Related Tasks**
Disputing a Bill

## Settling a Bill Dispute

You can settle disputes on bills that have an open dispute.

To settle a dispute on a bill:

1. On the account page, click the **Bills** tab.

   In the Bills section of the account page, select the bill you want to work with.

   To locate a bill, see "Finding a Bill".

2. From the **Actions** menu in the Bills section, select **Settle Bill Dispute**.

   The Settle Bill Dispute dialog box appears.

3. Select one of the following:

   ■ **Grant in full**.

   ■ **Grant partial amount**, and enter the amount.

   ■ **Deny**.

4. If you selected **Grant partial amount**, enter the amount.

5. For **Effective**, select the date.

6. (Optional) To get a list of the open disputes for this account, select **Other open disputes**.

7. (Optional) Click **Comment**, and enter a comment.

8. Click **OK**.

## Settle Bill Dispute Dialog Box

Use the Settle Bill Dispute dialog box to settle a dispute on the bill level.

| Field | Description |
|---|---|
| **Grant in full** | Select to allow full amount of dispute. |
| **Grant partial amount** | Select to allow a partial amount. Enter the amount. |
| **Deny** | Do not allow dispute. Return disputed amount to bill. |
| **Effective** | Enter a date. |
| **Other open disputes** | (Optional) Click to view other open disputes. Your company may have policies regarding how many disputes can be granted. |
| **Comment** | (Optional) Click and enter a comment. |

### Related Tasks

Settling a Bill Dispute

## Refunding a Bill

To create a bill level refund:

1. Find the bill you want to refund.

2. In the **Actions** menu, select **Refund Bill**.

   The Refund Bill dialog box appears.

3. Enter the required information in the Refund Bill dialog box fields. See "Refund Bill Dialog Box" for more information.

4. Click **OK**.

> **Note:**  Billing Care only allows refunding of bills when the total amount due for the period is negative. The option is not displayed for bills with positive balances.

**Related Tasks**

Finding a Bill

Viewing Refunded Bills

# Refund Bill Dialog Box

Use the Refund Bill dialog box to enter and view bill refund information.

| Field | Description |
|---|---|
| **Refund Amount** | Enter an amount to refund. By default the entire credit balance is shown. A partial refund can be provided by reducing the amount. |
| **Refund Type** | The type of refund. By default, the following refund types are supported:<br><br>■ Cash<br><br>■ Check<br><br>■ Inter Bank Payment Order<br><br>■ Postal Order<br><br>■ Wire-Transfer<br><br>After selecting a refund type, provide the required information in the displayed fields. |
| **My charges** | The current bill's charges (credit). |
| **Charges from other accounts** | Additional charges from other accounts on the current bill. |
| **A/R actions** | The amount of any accounts receivable actions taken on the current bill. |
| **Payment applied** | The amount of any payments previously applied to the current bill. |
| **Tax** | The tax amount on the current bill. |
| **Total due for this period** | The total amount due of the current bill. |
| **Reason code** | The reason code for the bill refund. |
| **Notes** | (Optional) Text field to enter notes explaining the refund action. |

**Related Tasks**

Viewing Refunded Bills

# Writing Off an Account

To write off an account:

1. From the **Actions** menu, select **Account Receivables**, and then select **Write Off Account**.

   The Write Off Account dialog box appears.

**2.** (Optional) Select **Separate the tax portion from the write-off**.

**3.** Click **OK**.

**Related Tasks**

Making a Currency Adjustment

# Write Off Account Dialog Box

Use the Write Off Account dialog box to write off an account.

| Field | Description |
|---|---|
| **Amount** | The amount to write off, that is, the amount owed on the account. |
| **Effective** | The current date. |
| **Separate the tax portion from the write-off** | Select to keep the amounts separate. |

**Related Tasks**

Writing Off an Account

# 6

# Account Hierarchies

Oracle Communications Billing Care supports the configuration and maintenance of the following types of account hierarchies:

- **Organization Hierarchies** are relationships created among accounts specified in account profiles. Assign hierarchy types, classifying multiple accounts by functional roles, used for managing and grouping accounts within your organization's structure in Billing Care.

  Billing Care displays organization hierarchies in a graphical interface used for managing relationships. For more information on how to create, manage, and view organization hierarchies, see "About Organization Hierarchies".

- **Billing Hierarchies** are accounting relationships that enable an account to take financial responsibility for bill units in related accounts. Create billing hierarchies with a parent account responsible for paying a child account's bill units. For more information on how to create, manage, and view billing hierarchies, see "About Billing Hierarchies".

## About Organization Hierarchies

Billing Care includes the following organization hierarchy account types:

| Hierarchy Type | Description |
| --- | --- |
| Not Set | No type set for an account. |
| Site | A nonservice-owning account used for physical or logical sites in an organization. Classify other account types under a common site when defining an organization's hierarchy in Billing Care. |
| Legal Entity | A nonservice-owning account type used for legal entities in an organization with accounts in Billing Care. |
| Billing Account | An account type used for configuring billing hierarchies representing a parent billing account with financial responsibility for child account bill units. See "About Billing Hierarchies". |
| Service Account | An account type used for accounts with active, billable services. |

**Related Tasks**

Adding an Account to an Organization

Viewing Organization Hierarchies

# Adding an Account to an Organization

Add accounts to an organization in one of the following ways:

- During account creation, specify the **company name** and select a value from the **Organization Hierarchy Type**. Billing Care adds an account using an existing company name to an organization. For more information, see "Creating an Account".

- Move an existing account into a company organization. To move an existing account into an organization:

    1. From the **Actions** menu, select **Account**, and then select **Account Profile**.

       The account profile appears.

    2. Enter the **company name** for the organization hierarchy to add the account to.

    3. Select a value from the **Organization Hierarchy Type** drop-down list.

    4. Click **Save**.

After assigning an account to an organization based on the company name, use the Organization Hierarchy screen to create relationships among accounts. For more information, see "Creating Organization Hierarchy Relationships".

> **Note:** Billing Care uses the primary contact's **company name** value when assigning an account to an organization hierarchy.

# Viewing Organization Hierarchies

To view an account's position in an organization hierarchy:

- From the **Actions** menu, select **Organization Hierarchy**, and then select **Organization Hierarchy**.

The organization hierarchy for the account appears. Billing Care highlights the active account and displays connected accounts in the organization. Each account displays its type using a type icon. No accounts are displayed if no organization hierarchy relationships exist.

For more information, see "Creating Organization Hierarchy Relationships".

# Creating Organization Hierarchy Relationships

To create an account organization hierarchy relationship:

1. From the **Actions** menu, select **Organization Hierarchy**, and then select **Organization Hierarchy**.

2. In the **Company** field, enter the company name used for the account you want to create a relationship with. The search function supports the use of the **\*** wildcard character.

3. In the **Search** field, enter additional name, address, or account number information to help locate the account to add an organization hierarchy relationship to.

4. Click the search icon.

   A list of accounts identified by the search is displayed.

5. Select an account from the list to which to add an organization hierarchy relationship.

6. (Optional) Click **Preview Move** to preview the new organization hierarchy relationship.

7. Click **Move** to create the organization hierarchy relationship.

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**Note:** Billing Care displays a message if the account you are adding to an organization hierarchy contains a blank company name value. To update the company name, click **Add Now**.

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## Editing Organization Hierarchy Relationships

To edit an account's organization hierarchy relationship:

1. From the **Actions** menu, select **Organization Hierarchy**, and then select **Organization Hierarchy**.

2. Click **Edit**.

3. In the **Company** field, enter the company name used for the account you want to create a new relationship with. The search function supports the use of the **\*** wildcard character. A new relationship can be created with an account in the same or a different company.

4. Click the search icon.

   A list of accounts included in the company is displayed.

5. Select the new account from the list to which to add an organization hierarchy relationship.

6. (Optional) Click **Preview Move** to preview the new organization hierarchy relationship.

7. Click **Move** to update the account's organization hierarchy relationship.

## Removing an Account from an Organization Hierarchy

To remove an account's organization hierarchy relationship:

1. From the **Actions** menu, select **Organization Hierarchy**, and then select **Organization Hierarchy**.

2. Click **Remove From Hierarchy**.

   Billing Care displays a removal confirmation message.

3. Do one of the following:

   ■ To remove the account from the organization hierarchy and display the account's profile screen where the company name can be updated or removed, click **Remove, Continue to Account Profile**.

- To remove the account without displaying the account's profile page, click **Remove**. The company name for the account is not changed.

## About Billing Hierarchies

Billing hierarchies enable a parent account to assume financial responsibility for one or more child accounts' bill units. Configure billing hierarchies in the **Actions** menu after creating an account.

### Related Tasks

Configuring a Bill Unit for Payment by a Parent Account

Changing a Bill Unit's Parent Account

Returning a Bill Unit to an Account's Own Payment Method

## Configuring a Bill Unit for Payment by a Parent Account

To assign an account's bill unit to a parent account:

1. From the **Actions** menu, select **Financial Setup**, and then select **Bill Unit Setup**.

   The Financial Setup screen appears.

2. Click the pencil icon in the bill unit to assign, or click **New** to create a bill unit to assign.

3. In the **Payment method of Paying Account** drop-down list, select one of the following options under **Identify Other Account to Pay**:

   - Select **Account Search**.

     The account search screen appears. Use the search to find the parent account to assign the bill unit to. Select the account and click **Open** to assign the bill unit to the selected account.

     For more information on searching for accounts, see "Finding an Account".

   - Select **Choose From Billing Accounts:** *Company Name*

     where *Company Name* is the value set in the active account's profile.

     Billing Care displays a list of accounts using the same company name and configured as Billing Account types. Select the account to assign the bill unit to.

     For more information about account types, see "About Organization Hierarchies".

4. Click **Apply**.

## Changing a Bill Unit's Parent Account

To change the parent account responsible for a child account's bill unit:

1. From the **Actions** menu, select **Financial Setup**, and then select **Bill Unit Setup**.

   The Financial Setup screen appears.

2. Click the pencil icon in the bill unit to assign, or click **New** to create a bill unit to assign.

3. In the **Payment method of Paying Account** drop-down list, select **Account Search** under **Identify Other Account to Pay**.

   The account search screen appears.

4. Use the search to find the new parent account to assign the bill unit to.

   For more information on searching for accounts, see "Finding an Account".

5. From the list of search results, select an account, and click **Open**.

   The Choose Bill Unit to Pay screen appears.

6. Select the parent account bill unit to assign the child account's bill unit to.

7. Click **OK**.

   Billing Care returns to the Financial Setup screen with the new parent account number added to the bill unit as the paying account.

8. Click **Apply**.

## Returning a Bill Unit to an Account's Own Payment Method

To return an account's bill unit to one of its own payment methods:

1. From the **Actions** menu, select **Financial Setup**, and then select **Bill Unit Setup**.

   The Financial Setup screen appears.

2. Click the pencil icon in the bill unit to assign, or click **New** to create a bill unit to assign.

3. In the **Payment method of Paying Account** drop-down list, select an On File payment method or an option to create a new payment method.

   For more information on adding a new payment method, see "Adding a Payment Method".

4. Click **Apply**.

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# Financial Setup

Use Financial Setup in Oracle Communications Billing Care to perform the following tasks:

- Working with Payment Methods
- Adding a Payment Method
- Editing a Payment Method
- Deleting a Payment Method
- Adding Additional Bill Units to an Account
- Editing a Bill Unit
- Adding and Changing Basic Tax Information
- Adding Tax Exemptions

## Working with Payment Methods

Payment methods are assigned to bill units. If an account has only one bill unit, the method appears to be assigned to the account. Only one payment method can be assigned to a bill unit at any particular time. Assigned payment methods are listed before unassigned payment methods, and the last assigned appears first.

## Adding a Payment Method

To add a payment method to an account or bill unit:

1. From the **Actions** menu, select **Financial Setup**, and then **Payment Methods**.

   The Payment Method of the Financial Setup dialog box appears.

2. Click **New**.

   The New Payment Method section appears.

3. Select **Payment type**.

4. Do one of the following:

   - For **Credit Card** and **Direct Debit**, enter the account information.

   - For **Invoice**, enter the invoice ID.

5. Enter the contact information:

   - For credit card or direct debit, enter the delivery address, or select **Use name and billing address from primary contact**.

■ For invoices, select the delivery method, and enter the address (email or street). For a street address, you can select **Use name and billing address from primary contact**.

> **Note:** For email delivery invoices, a street address is also required.

6. (Optional) For **Bill unit assignment**, select one or more bill units to assign the new payment method to.

> **Note:** If another payment method is assigned to the bill unit, it is automatically unassigned.

7. Click **Apply**.

**Related Tasks**

Making a Payment

Editing a Payment Method

## Financial Setup New Payment Method Section

Use the New Payment Method section of Financial Setup to add a new payment method to an account.

| Field | Description |
|---|---|
| **Payment type** | Select the payment type. The payment type determines the other fields that display.<br>Enter the details for the payment type. |
| Contact area | Enter the contact information, or select **Use name and billing address from primary contact**.<br>For email delivery invoices, a street address is also required. |
| **Bill unit assignment** | Select to assign this payment method to one or more bill units.<br>If you assign a payment method to a bill unit that has already been assigned a payment method, that previous method is automatically unassigned. |

**Related Tasks**

Adding a Payment Method

## Editing a Payment Method

> **Note:** To change credit card numbers, you need to add a new payment method.

To change a payment method:

1. From the **Actions** menu, select **Financial Setup**, and then **Payment Methods**.

The Payment Method of the Financial Setup dialog box appears.

2. For the payment method that you want to work with, click the edit icon.

   The Edit Payment Method section appears. The contents of the section depend on the payment type.

3. (Optional) You can change the following:

   - For credit cards, change the expiration date.

   - For direct debit, change the bank number, account number, and account type.

   - For invoices, change the invoice ID and the contact method.

     For invoice payments that use email for delivery, the street address information is required.

4. (Optional) Change the contact information.

5. (Optional) For **Bill unit assignment**, select or deselect to assign the payment method to a bill unit.

   If you assign a payment method to a bill unit that has already been assigned a payment method, that previous method is automatically unassigned.

6. Click **Apply**.

## Financial Setup Edit Payment Method Section

Use the Edit Payment Method section to change an existing payment method.

| Field | Description |
|---|---|
| Payment type area | The payment type determines the fields that display. Enter the changed values for the payment type. |
| | For credit card payments: if you need to change more than the expiration date, you must add a payment method. See "Adding a Payment Method". |
| Contact area | Enter the contact information, or select **Use name and billing address from primary contact**. |
| | For invoice payments that use email for delivery, the street address information is also required. |
| **Bill unit assignment** | Select to assign or unassign the payment method to one or more bill units. |
| | If you assign a payment method to a bill unit that has already been assigned a payment method, that previous method is automatically unassigned. |

**Related Tasks**

Adding a Payment Method

## Deleting a Payment Method

> **Note:** You cannot delete a payment method:
>
> - If it is the only payment method for the account.
> - If it is assigned to one or more bill units.

To delete a payment method:

1. From the **Actions** menu, select **Financial Setup**, and then **Payment Methods**.

   The Payment Method of the Financial Setup dialog box appears.

2. On the payment method that you want to delete, click the delete icon.

3. Click **Delete**.

## Adding Additional Bill Units to an Account

Add additional bill units to an account used for setting up billing hierarchies. Billing hierarchies allow another account to assume financial responsibility of an account's bill unit. See "About Billing Hierarchies" for information on setting up billing hierarchies.

Each bill unit uses any payment method configured in an account, or assigned to another account for financial responsibility. Billing Care generates unique invoices at for each bill unit. See "Adding a Payment Method" for information on how to add additional payment methods to an account.

To add a bill unit to an account:

1. On the account page, select **Actions**, **Financial Setup** and then **Bill Unit Setup**.

   The Financial Setup screen appears.

2. In the Bill Units area, click **New**.

3. Enter the required information for the new bill unit including selecting a payment method from the drop-down list.

4. Click **Apply**.

## Editing a Bill Unit

You can edit a bill unit, but you cannot delete it.

> **Note:** You can change a non-paying bill unit, such as that for a child bill unit, into a paying bill unit. However, you cannot change a paying bill unit into a non-paying bill unit.

To edit a bill unit:

1. On the account page, select **Actions**, **Financial Setup**, and then **Bill Unit Setup**.

   The Bill Units section of Financial Setup appears.

2. Click the edit icon on the bill unit.

3. (Optional) For **Bill unit name**, enter the new name.

4. (Optional) For **Payment method**, select a new value.

   If you selected a payment method that is new to the account, perform the following steps:

   a. Do one of the following:

      For **Credit Card** and **Direct Debit**, enter the account information.

      For **Invoice**, enter the invoice ID.

   b. Enter the contact information:

      For credit card or direct debit, enter the delivery address, or select **Use name and billing address from primary contact**.

      For invoices, select the delivery method, and enter the address (email or street). For the street address, you can select **Use name and billing address from primary contact**.

      > **Note:** For email delivery invoices, a street address is also required.

5. (Optional) For **Accounting type**, select a new value.

6. (Optional) For **Billing frequency**, select a new value.

7. (Optional) To change the **Billing day of month**, select a new day.

8. Click **Apply**.

## Changing a Bill Unit's Invoice Template

Assign an alternative invoice template for a bill unit that determines which template Billing Care selects when creating a new or re-rated invoice. Templates can be customized in Oracle Business Intelligence Publisher.

To assign an alternative invoice template to a bill unit in an account:

1. Edit an existing account bill unit. See "Editing a Bill Unit" for more information on how to edit a bill unit.

2. In the **Invoice template** drop-down list, select a template for regular invoicing.

3. In the **Re-rated invoice option** drop-down list, select a template for re-rated invoices.

4. Click **Apply**.

## Assigning a Bill Unit for Payment by Another Account

You can assign a bill unit for payment by another account when editing or creating a new bill unit. See "Configuring a Bill Unit for Payment by a Parent Account" for more information on assigning an account's bill unit for payment by a separate account.

## Financial Setup Bill Unit Section

Use the Bill Unit section to find a bill unit.

| Field | Description |
|-------|-------------|
| General area | Describes the account's bill units or the selected bill unit if there several bill units. The information includes:<br><br>■ Payment method<br><br>■ Account that pays for the bill unit<br><br>■ Start and end dates for the current billing cycle<br><br>■ The services included in the bill unit<br><br>Click the edit icon to change. |
| Summary area | If there are several bill units associated with the account, the unselected bill units are listed in a summary area on the right. The services associated with a bill unit are listed.<br><br>Click **hide** to close a list of services. |

## Financial Setup Edit Bill Unit Section

Use the Edit Bill Unit section to change a bill unit.

| Field | Description |
|-------|-------------|
| **Bill Unit name** | Enter a new name. |
| Payment Method Area | Select an existing payment method, or select one of the options to create a new method.<br><br>For a new payment method, enter the account details and contact information. See "Adding a Payment Method". |
| **Accounting type** | Select either **Balance forward** or **Open Item**.<br><br>You cannot change the accounting type of a child bill unit. |
| **Billing frequency** | (Optional) Select a new interval. |
| **Billing day of month** | (Optional) Enter a new day of the month. |

## Adding and Changing Basic Tax Information

Whether an account is a business account or subject to city taxes can affect taxation.

To add or change basic tax information for an account:

1. On the account page, select **Actions**, **Financial Setup**, and then **Tax Setup**.

   The Tax Setup section of the Financial Setup dialog box appears.

2. If the account is a business account, select **This is a business account**.

3. If the account address is inside the incorporated area of a city, select **Inside incorporated area of a city**.

4. (Optional) Enter any notes that are required for the account's taxation setup. Select a **Reason** when entering notes.

5. Click **Apply**, or continue with adding exemptions.

   See "Adding Tax Exemptions".

## Adding Tax Exemptions

To add tax exemptions:

1. From the **Actions** menu, select **Financial Setup**, and then **Tax Setup**.

   The Tax Setup section of the Financial Setup dialog box appears.

2. Do one of the following:
   - If this is the first tax exemption, under **No tax exempt information**, click **Add**.
   - If this is not the first tax exemption, click the plus icon to add a new exemption.

3. For each exemption:

   a. For **Tax type**, select the type.

   b. For **Certificate number**, enter the number.

   c. For **Percent exempt**, enter the amount.

   d. For **From**, select the date the exemption starts.

      You can back date an exemption.

   e. For **To**, select the end date, or leave as **never ends**.

4. To add a new exemption, click the plus icon.

   > **Tip:** You can edit an existing exemption. To delete an exemption, click the minus icon.

## Financial Setup Tax Setup Section

Use the Tax Setup section to configure tax information for an account.

| Field | Description |
|---|---|
| **This is a business account** | Select for business accounts. |
| **Inside incorporated area of a city** | Select for customers whose billing address is inside the incorporated area of a city. |
| **Add** | Click to add first tax exemption. |
| **Tax type** | Select the type of tax exemption. |
| **Certificate number** | Enter the certificate number that authorizes the exemption. |
| **Percent exempt** | Enter the percentage of the bill that is exempt from taxation. |
| **From** | Select the date the exemption starts. The start date can be backdated. |
| **To** | Select the date the exemption ends, or select **never ends**. |
| ⊕ | Click the plus icon to add a new exemption. |
| ⊖ | Click the minus to delete an exception. |

**Related Tasks**

Adding and Changing Basic Tax Information

Adding Tax Exemptions