

Oracle CX

Using Oracle Subscription Management

22B



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Contents

Get Help i

1 About This Guide 1

Audience and Scope	1
Related Guides	1

2 Introduction to Subscriptions 3

Overview of Oracle Subscription Management	3
Overview of Creating a Subscription	3
What Makes Up a Subscription	4
Subscription and Coverage Products	5
Usage-Based Subscriptions	6
Coverage Entitlements	7
Subscription Lifecycle	9
Subscription Tasks and Actions	14
Subscription Renewals	15
Subscription Amendment	17
Subscription Termination	18
Evergreen Subscriptions	18
Subscription Audit History	20
Pricing Term	22

3 Subscription Pricing and Billing 25

Overview of Subscription Pricing	25
Overview of Subscription Billing	26
Partial Period Billing	28
Generate Billing Schedule for Full Subscription Term	30
Interface Bill Lines to Account Receivable	30
Manage Price Adjustments	31
Enable Periodic Billing for One-Time Charges	34
Enable Periodic Revenue Recognition	36

Rate Usage Readings for Assets	37
Bill Using Estimated Usage	37
Align Billing Dates	39
Enable Bill Immediately	41
Bill Total Charge Amount	42

4 Create and Update Subscriptions 45

Create Subscriptions	45
Add Subscription Products	47
Manage Standard Coverage Template	49
Schedule Product Change	50
Add Coverage Products	51
Associate Assets With Subscriptions	52
Add Early Termination Fees	53
Assign Subscriptions to Other Users	54
Manage Parties and Contacts	54
Manage Team Members	54
Manage Sales Credits	55
Create On-Account Credit Memos	55

5 Manage Subscriptions 57

Validate Subscriptions	57
Approve Subscriptions	57
Renew Subscriptions	59
Renew Included Warranty	61
Communicate Subscription Renewal Information	62
Review Churn Probability	62
Amend Subscriptions	63
Duplicate Subscriptions	65
Adjust Ad-hoc Bills	66
Manage Multiple Subscriptions	66
Activate Selective Products	69
Manage Subscription Approval Notifications	69
Update Multiple Products and Covered Levels	70
Manage Credit Cards	71

Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Use help icons Help icon to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons.

Get Support

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1 About This Guide

Audience and Scope

This guide contains information to help subscription specialists perform day-to-day business tasks using Oracle Subscription Management. This guide describes how to:

- Create subscriptions
- Add products to subscriptions
- Approve subscriptions
- Renew subscriptions

Related Guides

In addition to this guide, the following table provides summary information about other guides.

These may be important references as you use Enterprise Contracts:

Title	Description
Oracle CX Sales Implementing Enterprise Contracts	Describes tasks to configure and set up Enterprise Contracts.
Oracle Applications Cloud Using Common Features	Describes user tasks and features that are common across Oracle Applications Cloud.
Oracle CX Sales Using Sales	Contains information to help sales managers, salespeople, and other sales users perform daily sales tasks.
Oracle CX Sales Creating and Administering Analytics	Contains information about supplied reports and analytics, as well as how to create your own reports.

2 Introduction to Subscriptions

Overview of Oracle Subscription Management

Oracle Subscription Management provides a complete solution to sell subscriptions, services, and usage-based products that include tangible items, such as periodic copier ink delivery, or intangible items, such as complex usage-based software subscriptions.

Charge your customers based on how much they consume, with usage collected from any source via a web service. Increase customer lifetime value by improving renewal rates and reducing revenue leakage with the renewal capabilities in Oracle Subscription Management.

Subscription Management helps you:

- Create subscriptions using the UI, REST services, or import processes.
- Create subscriptions with subscription products and coverage products.
- Create line and subline hierarchies using coverage products with covered levels.
- Manually adjust product charges.
- Integrate with Accounts Receivables for billing.
- Integrate with third-party web services for acquiring usage quantity.
- Integrate with pricing application to setup discounts, promotions, and offers.
- View billing schedules.
- Preview subscriptions.
- Renew, amend, suspend, resume, and terminate subscriptions.
- Manually renew subscriptions using REST service.

Overview of Creating a Subscription

You can create subscriptions from the Subscription 360 subtab or the Subscriptions landing page.

- **Subscription 360 page:** Use the Subscription 360 subtab in the Account detail screen to create and manage subscriptions and review key metrics. You can see active subscriptions, draft subscriptions, subscriptions about to expire, and monthly recurring revenue of active subscriptions. Your administrator enables this page.
- **Subscriptions landing page:** The Subscriptions landing page lets you create subscriptions and view and edit all your subscriptions from one page.

Related Topics

- [Create Subscriptions](#)
- [Enable Subscription 360 in Accounts](#)

What Makes Up a Subscription

The Subscriptions UI consists of the following subtabs: Summary, Parties, Team, Renewal Controls, and Sales Credits.

Summary

The Summary page regions are:

- **Overview:** The Overview section comes pre-populated with information from the Create Subscription page. Additionally, you can add subscription contracts and other supporting documents.
- **Products:** The Products region displays a list of the products available or added to the subscription. Add products to the subscription using the Products section. You can add two types of products: subscription products and coverage products with covered levels. Covered levels can be of type asset, product, party, customer account, party site, asset group, and product group. Assets can be specific serialized or non-serialized assets. For a serialized asset, such as a laptop or a printer, the asset is always an individual product.
- **Tax Control:** The Tax Control region displays tax classification code and tax exemption related information.

Parties

The Parties page shows your customer and contact information. You can add and remove additional parties and contacts here. By default, the application shows primary party details that were added during subscription creation. You can't edit or delete the primary party.

You can replace the duplicate parties and related entities by merging them with the new party and consolidate all the subscriptions under one party for the ease of tracking. When you merge parties and related entities, such as accounts and sites in Oracle Customer Data Management, the application updates the corresponding subscriptions to reflect the merge results. The application replaces the acquired or duplicate parties and its related entities in a subscription with the new party and its entities. You need the Oracle Customer Data Management license to merge parties.

Here are the fields within Subscription Management that are updated after the parties and related entities merge:

Subscription Summary Tab

- Customer
- Billing Account
- Bill-to Site

Product Summary Tab

- Billing Account
- Bill-to Site
- Ship-to Party
- Ship-to Site

Parties Tab

- Name

Renewal Controls Tab

- Organization Name

Default Coverage Tab

- Default Level Value

Oracle Revenue Management, Oracle Pricing, and Oracle Tax don't support party merge. Therefore, here are the entities that aren't updated after the party merge:

- Tax exemption certificates
- Revenue contracts
- Pricing qualifiers
- Customer profiles
- Dynamic matrix

Team

The Team page displays details of the subscription owner and all the team members who are associated with the subscription. Additionally, you can add and delete team members.

Renewal Controls

The Renewal Controls page includes:

- **Negotiation Settings:** Use the Negotiation Settings region to override subscription profile details for a specific subscription.
- **Quote to Contact:** Use the Quote to Contact region to define the intended recipients who receive the quote notification emails, salespeople who are involved in the negotiation, and other parties who receive quotes and renewal reminder notifications.
- **Next Renewal:** Use the Next Renewal settings region to define attributes that include Renewal Process, Customer Acceptance, Internal Approval, and Price Adjustment Type. These override the renewal rules template attribute values.

Sales Credits

You can enter sales credits for each salesperson. You can add and delete sales credits at the subscription header level and at the product level. Subscriptions support quota and non-quota types of sales credits.

Subscription and Coverage Products

Products are of two types: subscription products and coverage products.

Subscription Products

Add subscription products for a one-time sale, recurring sales, or usage-based consumption of items associated with subscriptions over a period. Subscription products can include serviceable items and pricing terms within each line. Items can be both tangible and intangible in the lines. After creating a subscription product, you can review the billing schedule of each item within the product.

Coverage Products

Add coverage products that include the setup and maintenance of serviceable items for a specific period. Covered levels can be of type asset, product, party, customer account, party site, asset group, and product group.

Coverage lines describe the type of service required for covered assets within the line. They can include serviceable inventory items, with sales product type as coverage, preventive maintenance, software maintenance, or service-level agreements. Assets can be specific as serialized or non-serialized assets. For a serialized asset, such as a laptop or a printer, the asset is always an individual product. An asset can represent multiple quantities for non-serialized items. Assets include customer and related customer assets.

After you have added a coverage product, you can see the details of each covered asset, including unit price, amount, and invoice text in its billing summary. The one-time charges are the charges for each asset, such as a registration fee. The recurring charges are the charges for each covered asset for recurring periods, such as consumption fees. After creating a coverage product, you can review the billing schedule of each item within the product.

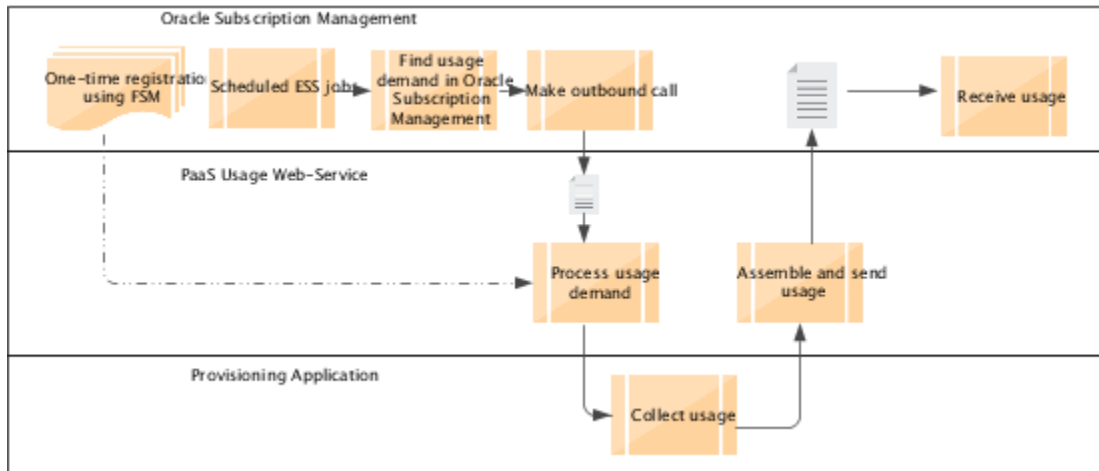
Related Topics

- [Add Subscription Products](#)
- [Add Coverage Products](#)

Usage-Based Subscriptions

Usage-based subscriptions let you bill your customers based on usage charges. Usage charges are set up in the Oracle Fusion Pricing application and then are available on subscription items.

Customer usage is periodically reported to Subscription Management via a web service. Reported usage is rated, and subscriptions are invoiced according to it. Here's a typical flow of how subscriptions receive usages.



Usage Billing

Usage billing involves these steps:

1. Add a usage-based subscription product to the subscription.
2. Activate the subscription.
3. Run the **Acquire Subscription Usage Data from an External Web Service** scheduled process.

This process gets the usage quantity from a registered third-party service and updates the eligible bill lines with the usage quantity.

4. Run the **Fetch Pricing Information for Subscriptions and Generate Billing Schedule** scheduled process.

This process calculates the usage price by multiplying the usage quantity with the price defined in the pricing application.

Additionally, you can manually enter usage on active subscriptions. Go to the Billing Summary page. On a specific billing line, you can enter the usage quantity. Once the usage quantity is entered, the application calculates the billing information, if tiered pricing is defined.

Related Topics

- [Add Subscription Products](#)
- [Add Coverage Products](#)

Coverage Entitlements

You can define standard coverages with entitlement rules and you can associate multiple coverages at the global or customer level, specific to the coverage product.

You can also provide users with configured entitlements processes. These processes support entitlements verification in an external customer service environment along with a list of exceptions mapped to the calendar or coverage time referred in an entitlement row.

Subscriptions receive details of entitlements provided to customers, during sales of coverage products, through service requests. The entitlement details can be coverage and can have various response times, such as first response, resolution, workaround, and so on.

You can add coverage entitlement to a specific coverage product and can move to another coverage from the existing list. You can provide entitlement details on these covered level types:

- Asset
- Product
- Party
- Customer account
- Party site
- Asset Group
- Product Group

By default, the application supports entitlement details for asset and product. See the Enable Entitlements Support for All Covered Levels topic to enable entitlement support for party, customer account, party site, asset group, and product group.

Use coverage-based services to:

- Create and manage included and extended warranties.
- Track coverage entitlements.
- Price and bill for one-time and recurring charges.
- Renew coverage-based services.
- Retain independent control on lines.

You can create custom attributes and use them in coverage templates to filter entitlements as per your business needs.

Let's consider an example where multiple coverages are applied to the same customer asset. If you want to select a pricing adjustment from a specific coverage, you can identify that coverage using a custom attribute.

You can create and enable a custom attribute in the coverage template to identify which template should be used at the time of pricing the debrief charges in Oracle Service Logistics.

You can select the custom attributes in the Subscription Entitlements service mapper and then customize the Get Subscription Entitlements Algorithm to filter entitlements that are deemed not applicable as per business rules.

Covered Products

Subscription Management supports coverages that lets customers purchase support plans that cover services for products or assets for a given time period. A support plan might be, for example, an extended warranty for a laptop, for car repairs, or for appliance services. You can create coverage lines in a subscription that help you track and manage coverage terms with your customer. A coverage line can consist of products and assets.

You create a coverage line by adding a product to a subscription. Along with entering product basic information, you can configure various attributes of the product that include pricing and billing information, covered levels, coverages, and sales credit.

Covered Levels

You can integrate your products with Oracle Asset Lifecycle Management to select assets and keep them updated, for example, as warranty and coverage services terminate when the assets are terminated.

When you replace an asset with another asset in Oracle Asset Lifecycle Management, the application automatically terminates coverage on the existing asset and covers the new asset in an included warranty. Whenever an alternate asset is shipped, Oracle Asset Lifecycle Management creates an event for Subscription Management. This event is automatically interfaced with Subscription Management. You can access event details using the Reprocess Installed Base Updates page. You can view the replaced asset in the Covered Levels subtab.

Subscription Management only supports the one-to-one replacement of assets and associated asset components. In Subscription Management, you can only replace:

- An asset with another asset
- An asset with an asset hierarchy

The replaced asset hierarchy retains the start date from the original asset. All asset components are assigned the start date set as one day after the asset transaction date.

- An asset hierarchy with an asset

An asset replaces the asset header in the hierarchy, and all other asset components in the asset hierarchy are closed.

- An asset hierarchy with another asset hierarchy

The entire asset hierarchy is replaced with another asset hierarchy, along with all its asset components. When an asset component transaction date is earlier than the current date, the application displays the asset components in the closed status. When an asset component transaction date is after the current date, the application displays the asset components in the active status.

Use covered levels to define what's covered under the service. The coverage dates of the covered levels can be independent of the header line.

You can use standard covered-level attributes, or any custom attribute created in a covered-level object, to search for a subscription in the application. To use covered-level attributes to search for subscriptions, go to **Advanced Search**, click **Add** and select the required covered-level attribute. The selected attribute is added as a search criterion in the advanced search options.

Related Topics

- [Enable Entitlements Support for All Covered Levels](#)

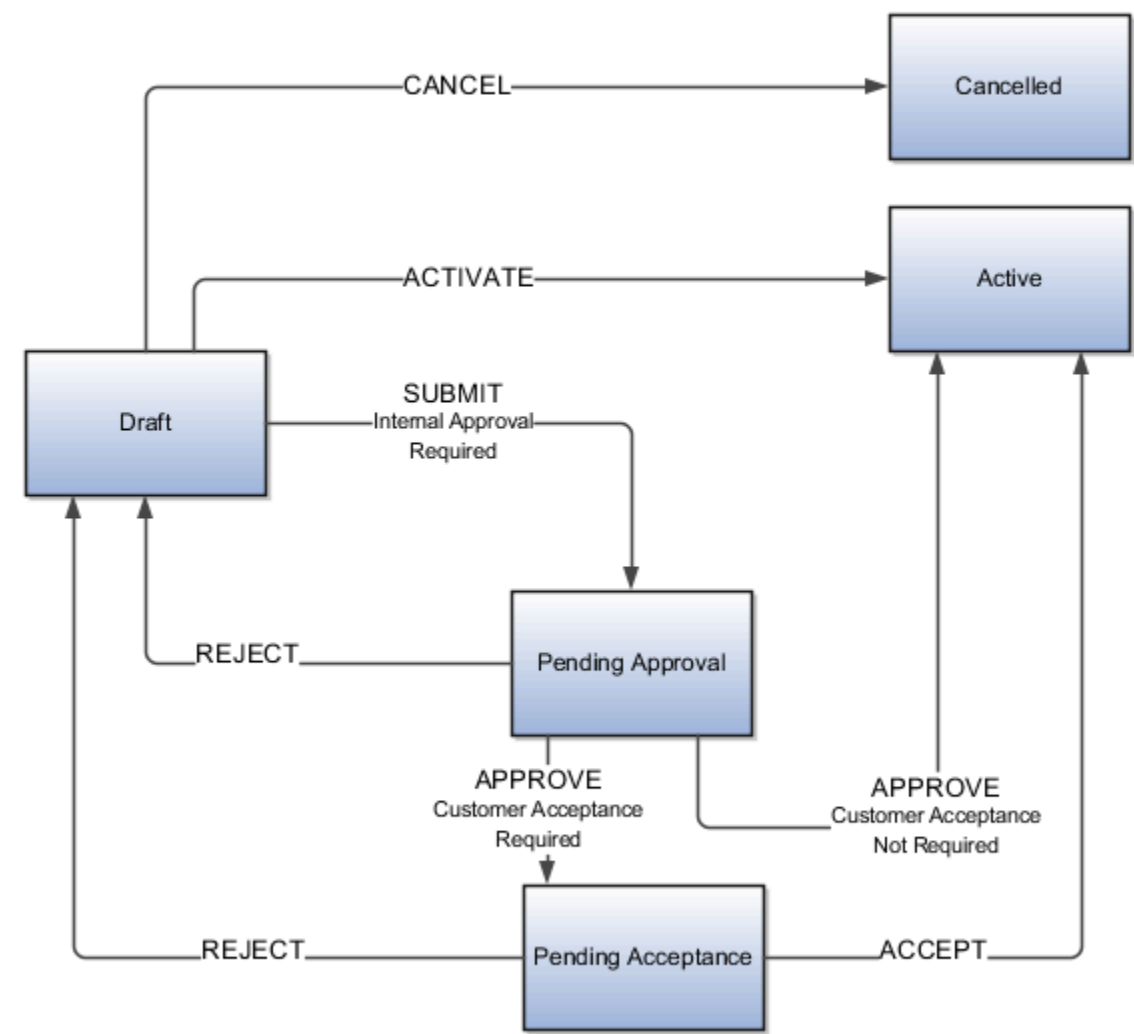
Subscription Lifecycle

Subscription statuses are predefined and you can't define new statuses. However, you can define user statuses and their transitions and use them.

For example, you can pass a subscription from one team to another for review before submitting the subscription for approval. The subscription goes through a series of statuses in its lifecycle. Statuses include Draft, Pending Approval, Active, Closed, and Under Amendment.

- Draft: The initial status of the subscription.
- Pending Approval: When you submit a subscription for internal approval, its status changes to Pending Approval.
- Active: When you approve a subscription, its status changes to Active.
- Under Amendment: When you amend a subscription line, its status changes to Under Amendment.
- Expired: When a subscription reaches its end date, the status of the subscription changes to Expired.

Here's a flow chart that shows how a subscription moves in its lifecycle, from its creation to its approval. A new subscription is created in the Draft status. Then, depending on different actions, some manual and some through workflow, the subscription goes through different lifecycle statuses.



Here are the sections that describe actions you can perform on a subscription and subscription lines under different lifecycle statuses.

Draft Subscriptions

Here are the different actions you can perform on a subscription and its lines when the subscription is in Draft status:

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Activate	Active	Add subscription line	Draft

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Preview	No change	Update subscription line	Draft
Reprice	No change	Reprice line	Draft
Regenerate Billing Schedule	No change	Regenerate Billing Schedule	Draft
Cancel	Canceled	Cancel	Canceled

Subscriptions Under Amendment

Here are the different actions you can perform on a subscription and its lines when the subscription is in the Under Amendment status.

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Activate	Active	Add subscription line	Draft
Email	No change	Amend subscription line (only if the line is active)	Under amendment
Preview	No change	Delete subscription line (only if the line is draft)	NA
Validate	No change	Reprice line (only if the line is draft)	Draft
Validate	No change	Regenerate billing schedule (only if the line is draft)	Draft
Validate	No change	Cancel (only if the line is draft)	Canceled
Validate	No Change	Close (only if the line is active or expired)	Closed

Subscriptions Pending Approval

Here are the different actions you can perform on a subscription and its lines when the subscription is in the Pending Approval status.

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Withdraw	Under amendment (if the previous state was under amendment)	NA	NA
Withdraw	Draft (if the previous state was draft)	NA	NA
Email	No change	NA	NA
Preview	No change	NA	NA

Active Subscriptions

Here are the different actions you can perform on a subscription and its lines when the subscription is in the Active status.

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Renew	Active	Add subscription line	Draft
Close	Closed	Close subscription line (only if the line is active or expired)	Closed
Email	Active	Amend subscription line (only if the line is active)	Under amendment
Preview	Active	NA	NA
Validate	Active	NA	NA

Expired Subscriptions

Here are the different actions you can perform on a subscription and its lines when the subscription is in the Expired status.

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Renew	Expired	Add subscription line	Draft
Close	Closed	Close subscription line (only if the line is active)	Closed

Subscription Action	Resulting Subscription Status	Subscription Line Action	Resulting Subscription Line Status
Email	Expired	Amend subscription (only if the line is active)	Under amendment
Preview	Expired	NA	NA
Validate	Expired	NA	NA

Subscription Tasks and Actions

Here are the different actions you can perform when subscriptions are in various statuses, along with the situations when these actions are possible.

Action	Status	Description
Validate	<ul style="list-style-type: none"> Draft Under Amendment Active Expired 	<p>Validates the subscription.</p> <p>You can approve a subscription only after it's validated.</p>
Cancel	<ul style="list-style-type: none"> Draft 	Cancels updates.
Delete	<ul style="list-style-type: none"> Draft 	Deletes the subscription from the application.
Activate	<ul style="list-style-type: none"> Draft Under Amendment 	Activates the subscription and sends the subscription to the activation hierarchy, depending on the setup.
Withdraw	<ul style="list-style-type: none"> Pending Approval 	Withdraws the subscription from the approval queue.
Renew	<ul style="list-style-type: none"> Active Expired 	Renews a subscription and moves it to draft.
Reprice	<ul style="list-style-type: none"> Draft 	Reprices a subscription and coverage lines when a new price is calculated for a new billing schedule.
Generate Billing Schedule	<ul style="list-style-type: none"> Draft 	Generates a new billing schedule.
Duplicate Subscription	<ul style="list-style-type: none"> Draft 	Creates a copy of the subscription.

Action	Status	Description
	<ul style="list-style-type: none"> Active Under Amendment 	
Apply Hold	Active	Puts billing on hold. Putting the subscription billing on hold has no effect on revenue recognition.
Email	<ul style="list-style-type: none"> Draft Active Expired Closed Canceled Under Amendment On Hold 	Opens the Email Subscriptions dialog box to create and send emails with attachments.

Related Topics

- [Validate Subscriptions](#)
- [Approve Subscriptions](#)
- [Renew Subscriptions](#)
- [Duplicate Subscriptions](#)

Subscription Renewals

When you renew a subscription, the application makes a copy of the existing source subscription.

The source subscription can be in active or expired status. The effectivity and the price details on the new renewal subscription are changed based on the default configuration done by the administrator.

Use the renewal feature to:

- Process renewals automatically using a scheduled process.
- Renew directly from the Subscriptions page.
- Consolidate eligible subscriptions into a single subscription.
- Notify customers using quote letters, emails, and reminders.

You can renew a subscription either manually or automatically. Here are the renewal settings:

- Automatic: The application automatically renews and activates the subscription.
- Manual: The renewed subscription is created and placed in draft status.
- Do not renew: The subscription isn't renewed after expiration.

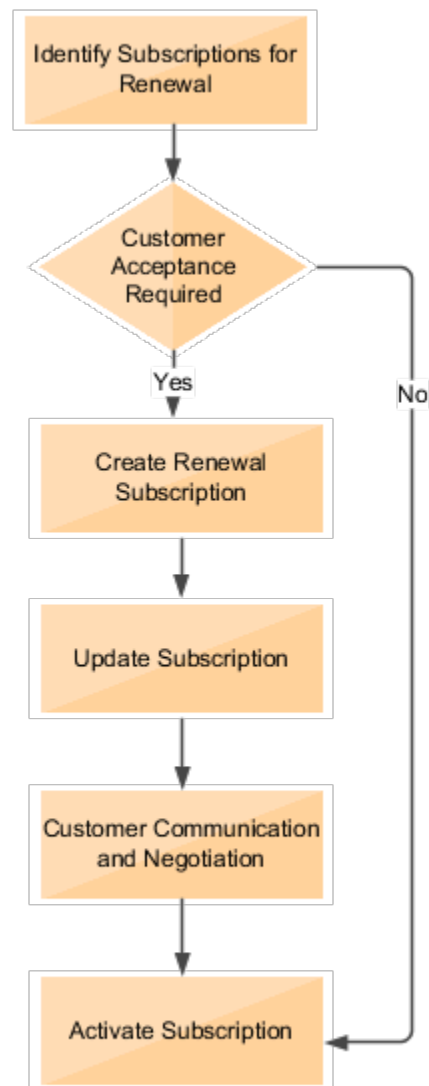
The application uses renewal rules to determine the appropriate actions to take during renewals. The lifecycle of a renewing subscription is similar to a newly authored subscription. However, administrators can configure a different

lifecycle for a renewing subscription using the Event Model configuration. You can also activate the subscription without either customer acceptance or internal approval. The application evaluates the renewal rules template to retrieve the renewal process, customer acceptance criteria, and internal approval criteria.

Here are the price adjustment types that you can apply to your subscriptions for the next renewal cycle:

- Markup: The subscription applies the markup percent on the net price.
- Markdown: The subscription applies the markdown percent on the net price.
- Reprice: The subscription reprices the item.

This graphic shows a typical renewal process:



Renewal Operation	Description
Identify Subscriptions for Renewal	<ul style="list-style-type: none">• Determine subscriptions eligible for renewal• Notify salespeople about the expiring subscriptions
Create Renewal Subscriptions	<ul style="list-style-type: none">• Application creates a new renewal consolidated subscription or a different subscription <p>See the Renew Subscriptions topic for more information</p>
Update Subscription	<ul style="list-style-type: none">• Update subscription with any changes, new effective dates, and compliance
Customer Communication and Negotiation	<ul style="list-style-type: none">• Send quotes to customer for acceptance• Send reminders• Negotiation
Activate Subscription	<ul style="list-style-type: none">• Post-acceptance internal approval• Communicate activation

Related Topics

- [Renew Subscriptions](#)

Subscription Amendment

Update the product of an active subscription by amending it.

When you amend a product, the action creates a duplicate product line, and you can update the duplicate line. The subscription moves to Under Amendment, the original product line moves to Under Amendment, and the new duplicate product line is in the Draft status. Use the Amend feature to do these:

- Assign product noncompliance
- Upgrade or downgrade products
- Change products
- Change quantity
- Change product term
- Change product
- Copy custom child objects
- Manage charges

You can also perform other actions on a product when amending it. These actions don't create a new line.

- Change payment method.
- Change billing owner or customer contact.
- Change tax control.
- Change renewal options.

Revert a Subscription

When you revert a subscription, changes made in the latest amendment are canceled. The subscription returns to its state prior to the amendment. You can revert a subscription only when it's under amendment. You can't revert the changes after the subscription is activated.

Related Topics

- [Amend Subscriptions](#)

Subscription Termination

When subscription amendments are approved, the application displays the new lines in an active status. The original lines that went through the amendment process are terminated or closed.

- If the amendment effective date is the current date or a past date, the original line and its covered levels move to the closed status after you approve the amendment.
- If the amendment effective date is a future date, the original line and its covered levels remain in an active status until a day before the amendment effective date. On the amendment effective date, the original line and its covered levels move to a closed status

The Update Subscription Status scheduled process moves these lines to the Closed status.

Close Credit Method

When a line is terminated, you must prorate the charges and calculate the bill for the remaining periods. You also need to refund any credit to the customer. Here are the credit methods you can apply on terminated lines:

- Prorate with credit: The new bill is calculated on a prorated basis, considering any credit from the terminated line.
- Prorate without credit: The new bill is calculated on a prorated basis and credits are dropped.
- Full: Full charges are waived as a refund upon termination.

Related Topics

- [Amend Subscriptions](#)

Evergreen Subscriptions

Evergreen subscriptions let you to create subscription lines that don't have end dates. Such lines and subscriptions are called perpetual, or open-ended. Subscription headers may or may not have an end date.

By default, the subscription lines inherit the subscription header end date. You can remove the end date at the line level. This creates an evergreen product line. You can add evergreen products to any subscriptions, including termed subscriptions with end dates. If you add an evergreen product to a termed subscription, then the subscription term end date is removed from the subscription.

You can add or remove the end date on an already existing draft line. This action causes the subscription to regenerate the billing schedule.

Evergreen Pricing and Billing

Evergreen charges are displayed similar to termed lines. The billing schedule is generated only for the subsequent billing cycle. If you have defined a specific pricing term, then the billing schedule is generated for the period of the pricing term. Whenever you interface an invoice with Accounts Receivables, the subsequent billing schedule is added to the billing schedule page.

For an evergreen subscription without an end date, the application generates the billing schedule for billing periods based on the billing frequency. You must run the Fetch Pricing for Subscriptions and Generate Billing Schedule scheduled process to generate the billing schedule for the next term. This scheduled process also applies the markup value provided by you to the billing schedules.

Evergreen subscription with calendar billing generates billing summary that adheres to the calendar month billing. For example, let's assume you have configured the application such as:

- Product

Product	Quantity	Start Date	End Date	Bill Frequency	Billing Date	Period Start
Product 1	1	15-Jan-21		Month	Period Start	Calendar Month

- Charges

Charge	Periodicity	Unit Price
Recurring fee	Month	\$1000

In this scenario, here's how the application generates the billing summary:

Period	Charge	Sequence	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Recurring Fee	1	15-Jan-21	15-Jan-21	31-Jan-21	548.39
1	Recurring Fee	2	1-Feb-21	1-Feb-21	28-Feb-21	1000

You can also generate billing summaries until the billing period that includes the current date for the evergreen and termed subscriptions with applicable pricing terms that are created with a historical start date.

Subscription Audit History

Audit lets you track the change history of attributes of a subscription or subscription product. However, those attributes must be selected for audit and auditing must be enabled for Subscription Management.

When you change the subscription attributes or subscription product attributes, the application logs who (user ID) changed what (add, or update, or delete) and when (date and time).

Your configuration settings determine which attributes to audit for a subscription or subscription product, and when the audit starts and ends. Contact your application administrator if this feature isn't available. Your application administrator can enable this feature.

You must have a role with the assigned privilege View Audit History (FND_VIEW_AUDIT_HISTORY_PRIV) to view the change history. For the appropriate assignment of roles and privileges, check with your security administrator.

Audit Reports

To access the data recorded by the audit process, you view audit reports in the **Audit** subtab. You can access the **Audit** subtab on the Subscription detail page and Edit Product page.

The default search in the **Audit** subtab displays a summary of the audit history in the search results table. It includes key data such as date, user, event type, and description. For a detailed report, search again with modified search criteria. You can export the report summary to Microsoft Excel.

This table lists the search parameters and the outcome of their selection in the detailed report.

Search Parameter	Result of Selection
Include Child Objects	<p>Displays all the child objects that were listed for that business object when audit was set up. For example, a sales order object that contains several items as child objects.</p> <p>Note: Displays the objects at the immediate parent-child level only. You can view the children at subsequent levels by selecting the child object as the business object type and then searching again.</p>
Show User-Related Details	<p>Displays the details of the impersonator who modified the objects during an impersonation session.</p> <p>Impersonation is a concept of delegating actions to some other users, in general, administrators assign impersonation rights to a group of users ("impersonators"), such as support representatives or application administrators, so that they can perform operations as other users ("impersonatee"). Note that this is subject to the impersonatee granting the impersonator additional rights to impersonate them. This concept may be useful in these instances:</p> <ul style="list-style-type: none">• A customer support representative may want to perform actions as another user in order to understand the issues being faced by that user.• An administrator may want to perform operations on behalf of a user.• A company executive may need to delegate someone to act on his or her behalf while away.

Search Parameter	Result of Selection
Show Attribute Details	Enables the attribute list so that you can select either all attributes or a specific attribute to view the changes. Based on the selection, the search results indicate whether the attribute is created, updated or deleted, and the corresponding old and replaced values.
Show Additional Object Identifier Columns	Displays the instances (contexts) in which the business object was used. The context values identify the objects and the transactions in which they were used. Each context is unique and assigns a unique description to the business object.

Supported Attributes

The audit records changes only for the objects and attributes enabled by your administrator. Here are the subscription attributes and subscription product attributes that support auditing:

Subscription Attributes	Subscription Product Attributes
<ul style="list-style-type: none"> Automate subscription line numbering Bill Service Billing Account Bill-to Site Communication Channel Contact Name Contract Layout Template Copy To Customer Acceptance Description Enable Electronic Signature Enable Renewal Reminders Exemption Reason Code Internal Approval Language Primary Salesperson Renewal Process Ship-to Party Ship-to Site Short Description Tax Exemption Certificate Number 	<ul style="list-style-type: none"> Accounting Rule Display Sequence Invoice Text Payment Method Code Payment Terms PO Number Renewal Type Ship-to Party Ship-to Site Transaction Type Wire Number

Along with these attributes, you can also configure auditing for user-defined business object attributes.

Pricing Term

You can select a specific pricing behavior for a subscription using the Pricing Term functionality.

You can apply a pricing term to an evergreen subscription and termed lines in draft status. The pricing term option is available on the Create Subscription page and when adding products. By default, the pricing term is disabled. When you enable a pricing term, you must enter the pricing method and the term.

When you enable the pricing term, the subscription regenerates the billing schedule for the duration of the pricing term, for both evergreen and termed lines. For example, a one-year pricing term results in a one-year billing schedule for an evergreen line, instead of one billing period. Similarly, for a termed line with three years' duration, the billing schedule is generated for one year. The billing schedule doesn't exceed the end date of the line. For example, a termed line valid for six months that has a pricing term of one year, generates a billing schedule of only six months.

When you change the pricing method, pricing term, or the start date, then the subscription regenerates the billing schedule when you save that subscription. These are the attributes of the pricing term:

Pricing Term Attribute	Description
Enable pricing term	Applies a pricing method to the product for the specified duration.
Pricing Method	<ul style="list-style-type: none"> Markup: Select this option to increase the list price. For example, if the list price is \$100 and you apply a markup of 10%, the calculated price becomes \$110. Markdown: Select this option to decrease the list price. For example, if the list price is \$100 and you apply a markdown of 10%, the calculated price becomes \$90. Reprice: Recalculates the latest price. This doesn't change the charges; only the latest charges are retrieved. <p>Markup and markdown apply to all recurring charges.</p>
Pricing Term	<ul style="list-style-type: none"> On evergreen lines, the subscription generates the billing schedule for the number of periods specified in the pricing term. On termed lines, the subscription generates the billing frequency, for example, reprice the line every month.
Starting On	Select the date when the pricing term becomes effective. If you keep this blank, the start date of the line is assumed to be the effective date of the pricing term.
Generate billing schedule for the full period	<p>Select this option to generate billing schedules for the entire subscription product duration.</p> <p>You can't use this option with evergreen subscriptions and reprice method.</p>

Let's see an example of a one-year subscription with 5% price increase every year. To achieve this, let's assume that you select:

- Pricing Method: Markup, 5%
- Pricing Term: 1 Year
- Starting On: Leave blank

If the list price is \$1000, the billing schedule is displayed as follows:

```
Invoice #1 - Year 1 - $1,000
Invoice #2 - Year 2 - $1,050
Invoice #3 - Year 3 - $1,102.50
```

Update Pricing Terms for Multiple Subscriptions

You can update the Pricing Terms for multiple subscriptions using the mass update functionality.

The mass update functionality lets you update the Pricing Method and the Pricing Term Adjustment Percentage Attributes

Note:

- You can perform a mass update for any product that has the Enable pricing term check box enabled.
- This is only applicable for those subscriptions that are in Draft, or Active status.
- Subscriptions that are in Expired status will be affected by the update in pricing terms if it undergoes an amendment.

Related Topics

- [Update Multiple Products and Covered Levels](#)

3 Subscription Pricing and Billing

Overview of Subscription Pricing

You must first set up the pricing strategy for the subscription.

The pricing strategy of the subscription is then retrieved when you enter the Business Unit, Legal Entity, Number, and Primary Party during subscription creation. When lines are added, the pricing information is retrieved automatically.

Here are the different pricing strategies:

Pricing Strategy	Description
Flexible Pricing Plan	Used for recurring and usage charges for a single SKU.
Tiered Pricing	Vary the unit price or discount based on the quantity or usage quantity.
Automatic Price Adjustments	Set up promotions and discounts on one or more charges of a SKU.
Manual Price Adjustments	Change the price manually on a subscription
Coverage Pricing	Price a support plan based on the assets and products it covers.
Anniversary Pricing	Periodic price increase on a termed or evergreen subscription.

Flexible Price Plan

Use this pricing strategy for subscriptions that use one-time charges, recurring charges, or usage-based charges. You have the flexibility to use the list price or net price as the pricing plan on which to calculate price adjustments.

Tiered Pricing

Use this pricing strategy for subscriptions that use quantity or amount based tiers for price lists. You can:

- Evaluate tiers for a subscription charge.
- Apply rules for different tiers.
- Apply discount percent, discount amount, markup percent, markup amount, or price override.

Automatic Price Adjustments

Use this pricing strategy in subscriptions that use discount rules at multiple levels, such as simple, tiered, and attribute based.

Manual Price Adjustments

Use this pricing strategy for subscriptions where the pricing administrator controls the price list. You can apply multiple discretionary discounts on the net price or list price.

Coverage Pricing

Use this pricing strategy for subscriptions where customers can purchase a support plan to cover services for a product or asset for a given period, for example, extended warranty for a laptop, car repair, or appliance services.

Anniversary Pricing

Use this pricing strategy for subscriptions where the planned pricing changes over time. For example, you can offer an introductory price for your customer for a lower entry price and then gradually increase it.

Overview of Subscription Billing

Subscription Management supports configurable billing frequencies, advance and arrears billing, and partial period billing. You can use any of these billing strategies for your subscriptions. You can also configure your billing for prepayments at the product level.

Subscription Management offers you the flexibility to bill customers monthly, quarterly, annually, or by your company-defined frequencies. Company-defined frequencies can be bi-monthly, weekly, and so on. Use the different billing capabilities to do these:

- Bill charges in advance or in arrears.
- Stop billing.
- Use company-specific billing rules.
- Schedule bill runs for business units or customers.
- Create company-specific billing schedules.
- Create a credit memo and capture the reason for creating a credit memo. You can create a credit memo only after the bill line is interfaced to Oracle Accounts Receivable.
- Create Bill adjustment and capture the reason for creating a bill adjustment.

Note: You can create and manage the reasons for creating the credit memo and bill adjustments using:

- The ORA_OSS_CREDIT_MEMO_REASON lookup type
- The ORA_OSS_BILL_ADJ_REASON lookup type

Invoice Text

To process the descriptions of the invoice by Accounts Receivables, you must add attributes for the subscription invoice text. This includes charge name, product name, bill to date, bill from date, and so on. The subscription invoice text supports up to 150 characters. By default the invoice text appears as follows: [Subscription Number] [Product Name] [Charge Name] [Bill from Date] [Bill to Date]. For more information, see the Subscription Profiles setup in Implementing Subscription Management.

Summarized Versus Detailed Billing

When you add a coverage product to your subscription, you have the option to view the summarized charges of each line item from multiple covered levels or separate line items for each charge. For summarized bills, bill lines across all covered lines are grouped by the charge definition for specific periods and displayed at the coverage product level.

Let's see an example of detailed and summarized billing. Here's a setup of a coverage product and its covered levels.

```
Coverage Line - Gold Support 1 Year
Charge - Activation Fee $1000
Covered Level Asset: A Qty: 6
Charge - Setup Fee $1000
Charge - Monthly Service Fee $100/Month
Covered Level Asset: B Qty:5
Charge - Setup Fee $500
Charge - Monthly Service Fee $50/Month
```

Here's how your detailed bill looks like:

Period	Charge Name	Amount	Invoice Text
0	Activation Fee	\$1000	
0	Setup Fee	\$1000	Asset A
0	Setup Fee	\$500	Asset B
1	Monthly Fee	\$100	Asset A
1	Monthly Fee	\$50	Asset B

Now, let see how your summarized bill looks like:

Period	Charge Name	Amount
0	Activation Fee	\$1000
0	Setup Fee	\$1500
1	Monthly Fee	\$150

Note that the covered lines aren't grouped but listed individually in the detailed bill. In the summarized bill, you can analyze that the charge items are grouped by Setup Fee and Monthly Fee.

Revenue Management Cloud Integration

Oracle Revenue Management Cloud Service needs subscriptions-related data to manage the revenue recognition process. Revenue is recognized for the performance obligations as and when different events occur. As part of this integration process, Revenue Management Service does the following:

- Automatically imports subscription lines for subscription products, coverage products, and usage products.
- Automatically imports subscription changes as revisions for Oracle Subscription Management. These are treated as retrospective accounting revisions in Revenue Management
- Imports subscription billing from Receivables to Revenue Management to clear contract asset balances, record discounts, and record initial performance events.

Here are the subscription events that initiate data transfer to Revenue Management:

- Subscription amendment
- Subscription renewal
- Subscription termination
- Usage billing
- Evergreen billing
- Pricing term

Note: You can only interface subscription records to Revenue Management when both subscription header and associated products are in the active status.

Related Topics

- [Create and Manage Subscription Profiles](#)

Partial Period Billing

You can implement rules, wherein, the billing engine calculates a partial period within the service duration driven by your business.

Let's take an example where we have a service running from 15th January 2019 to 10th April 2019. You can bill your subscription in either of these strategies.

- Two months of service and a partial period at the end. The partial period would be 15th March 2019 to 10th April 2019.
- Service period tied to a calendar period. Here, the first partial period is 15th January 2019 to 31st January 2019, then two full periods of February and March, and the second partial period of 1st April 2019 to 10th April 2019.

You can tie the period start date to the service start date of the calendar start date. For service start date, the period starts from the service start date. For the calendar start date, the period starts from the calendar start date, which can be the first day of the month.

The period type determines whether the partial period duration is based on fixed number of days or actual days in the period.

How Period Type Influences Duration

Let's take an example where a service starts on 1st March 2019 and ends on 10th February 2020, and the period start date is tied to the service start date.

If the period type is actual, here's how the application calculates duration:

Date	Duration
1st March 2019 - 31st January 2020	11 months
1st February 2020 - 10th February 2020	0.357 months (10/28)

Note that since February has 28 days, the partial period is calculated based on 28 days. The total duration is calculated as 11.357 months.

If the period type is fixed, here's how the application calculates the duration:

Date	Duration
1st March 2019 - 31st January 2020	11 months
1st February 2020 - 10th February 2020	0.333 months (10/30)

Note that a month is set as 30 days, hence the partial period is calculated based on 30 days. The total duration is calculated as 11.333 months.

How Period Start Influences Duration

Let's take an example, where a service starts on 15th January 2019 and ends on 10th April 2019 and the period type is actual.

If the period start is service start, here's how the application calculates the duration:

Date	Duration
15th January 2019 - 14th March 2019	2 months (2 full periods)
15th March 2019 - 10th April 2019	0.871 months (27/31)

The total duration is calculated as 2.871 months.

If the period start is a calendar month, here's how the application calculates the duration:

Date	Duration
15th January 2019 - 31st January 2019	0.548 months (17/31) - First partial period
1st February 2019 - 31st March 2019	2 months - 2 full periods tied to calendar months
1st April 2019 - 10th April 2019	0.333 (10/30) - Second partial period

The total duration is calculated as 2.881 months.

Related Topics

- [Bill Partial Periods](#)

Generate Billing Schedule for Full Subscription Term

You can generate billing schedules for the full subscription term when your customer agrees to the periodic adjustments over the pricing term of the subscription.

The application computes the total contract value for the full term and recognizes the revenue proportionately using the straight line method over the subscription term to comply with ASC 606 and IFRS 15.

The **Generate billing schedule for the full period** check box in the **Pricing** tab lets you generate billing schedules for the entire subscription product duration. The price for each term is calculated using the markup or markdown percentage entered by you.

For subscriptions starting with partial period, schedules are prorated based on the markup or markdown percentage for the specific term. A revenue contract is created for the entire duration of the subscription product.

Interface Bill Lines to Account Receivable

You can interface bill lines to account receivables by either:

- Running the Send Subscription Billing Information to Receivables scheduled process.
- Using the **Action > Send Bill Lines to Receivables** on the subscription or subscription products page to directly interface bill lines to Oracle Accounts Receivables

You can use **Send Bill Lines to Receivables** action when a subscription or subscription product is in the active, under amendment, closed, or expired status. You can view the **Send Bill Lines to Receivables** action only when your administrator enables it. Your application administrator can enable this feature using Application Composer.

On the **Billing Summary** tab, the **Sent Date** column displays the date on which a bill line is sent to Account Receivables. This field is disabled by default. To enable this field, see the Enable Sent Date in Billing Summary topic.

Related Topics

- [Enable Sent Date in Billing Summary](#)
- [Restrict Send Bill Lines to Receivables Option](#)

Manage Price Adjustments

You can make price adjustments to apply one or more discretionary discounts and markups. To make price adjustments for a subscription product:

1. Navigate to the **Pricing** subtab and click the **Add** icon in the Adjustment column.
2. On the Price Adjustments page, click **Add Adjustment**.
3. Enter the adjustment name.
4. Click the **Type** drop-down list and select a price adjustment type.
5. Enter the price adjustment value.
6. Select whether the price adjustment basis is list price or net price.
7. Click the **Effectivity** drop-down list and select the period when the adjustment is active.
8. Enter the reason.
9. Click **Save and Close**.

The Effectivity drop-down list enables you to select the duration for which you want to apply a discount or markup. In this drop-down list, you can select:

- **All terms:** Applies price adjustments for the entire term.
- **First periods:** Applies price adjustments only for specified first periods.
- **Last periods:** Applies price adjustments only for specified last periods.
- **Specific periods:** Applies price adjustments for the period range specified in the Effective From and Effective To fields.
- **First full periods:** Applies price adjustments correctly when a subscription starts mid-period and uses Calendar Month as the period start value. For example, when a subscription starts on January 8 and you select this option to give a discount for 3 months, the discount is applied starting January 8 till April 7.

Examples of Effectivity Values Impact on Billing Schedule

This example illustrates how the Effectivity drop-down list values affect the billing schedule:

Configuration

Let's assume you have configured the application such as:

- Product

Product	Quantity	Start Date	End Date	Bill Frequency	Invoice Rule	Billing Date	Period Start
Product 1	1	16-Jan-20	15-Jan-21	Month	Advance	Period Start	Calendar Month

- Charges

Charge	Periodicity	Unit Price
Recurring Fee	Month	\$100

- Price Adjustments

Charge	Adjustment	Adjustment Type	Value	Basis	Effectivity	Effective From	Effective To	Duration
Recurring Fee	100% off	Discount Percent	100	List Price	First full periods			3
Recurring Fee	30% off	Discount Percent	30	Net Price	First full periods	4	5	

Scenario 1: First Full Periods and Specific Period Adjustments

In this scenario, here's how the application generates the billing summary:

Period	Charge	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Recurring Fee	1/16/2020	1/16/2020	1/31/2020	0.00
2	Recurring Fee	2/1/2020	2/1/2020	2/29/2020	0.00
3	Recurring Fee	3/1/2020	3/1/2020	3/31/2020	0.00
4	Recurring Fee	4/1/2020	4/1/2020	4/30/2020	35.00
5	Recurring Fee	5/1/2020	5/1/2020	5/31/2020	70.00
6	Recurring Fee	6/1/2020	6/1/2020	6/30/2020	100.00
7	Recurring Fee	7/1/2020	7/1/2020	7/31/2020	100.00
8	Recurring Fee	8/1/2020	8/1/2020	8/31/2020	100.00
9	Recurring Fee	9/1/2020	9/1/2020	9/30/2020	100.00

Period	Charge	Interface Date	Bill-from Date	Bill-to Date	Amount
10	Recurring Fee	10/1/2020	10/1/2020	10/31/2020	100.00
11	Recurring Fee	11/1/2020	11/1/2020	11/30/2020	100.00
12	Recurring Fee	12/1/2020	12/1/2020	12/31/2020	100.00
13	Recurring Fee	1/1/2021	1/1/2021	1/15/2021	48.39

When you click the \$35 amount in period 4, the application displays:

Field	Amount
List Price	100
100% off List 4/1/20 - 4/15/20	-50
100% off List 4/1/20 - 4/15/20	-50
Net Price	35

Scenario 2: First Full Periods and Specific Period Adjustments with Termination

Now, let's look at the same configuration again. In this scenario, let's assume that you have invoiced the subscription till period 4, that's 1-Apr-20, and the user closes the line on April 11 with the **Close Credit Method** set as **Prorate with credit**. Here's how the application generates the billing summary:

Period	Charge	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Recurring Fee	1/16/2020	1/16/2020	1/31/2020	0.00
2	Recurring Fee	2/1/2020	2/1/2020	2/29/2020	0.00
3	Recurring Fee	3/1/2020	3/1/2020	3/31/2020	0.00
4	Recurring Fee	4/1/2020	4/1/2020	4/30/2020	11.67

Enable Periodic Billing for One-Time Charges

Instead of billing one-time charges at the start of a subscription, you can use the Enable periodic billing check box to bill the one-time charges throughout the subscription duration based on the billing frequency.

You can enable this check box for one-time charges in the **Pricing** tab.

Things to Keep in Mind

Here are some things to keep in mind:

- The application prorates one-time charges for partial periods. In this scenario, the full one-time charge is collected during subscription billing duration. For more information, see the Partial Period Billing topic.
- One-time charges can't be billed periodically for evergreen subscriptions.
- When you select the **Enable pricing term** check box, the one-time charges are billed periodically only over the duration of the initial term even when you enable the **Generate billing schedule for full period** check box in the **Pricing** tab.
- The application considers the charge adjustments while periodically billing one-time charges. For example, when you apply a 20 percent discount on a one-time charge, the same is reflected in the billing summary.

The application applies the charge adjustment for the entire duration of a subscription. Any rounding adjustment is added to the last billing period. However, the manual adjustments is applied on individual bill lines and rounding adjustment can be added to selected periods so that it doesn't apply to all periods.

- In case of termination, the application bills one-time charges based on the close credit method.
- Renewed subscriptions and duplicate subscriptions aren't impacted by this feature as one-time charges aren't copied to renewed or duplicated subscriptions.
- Interface date will always be the bill-from date or system date, whichever is later if you have an "in advance" invoice, and bill-to date if you have an "in arrears" invoice. The interface date won't change when you run the Send Subscription Billing Information to Receivables process.

Examples of Enable Periodic Billing

This example illustrates how the application generates the billing schedule when you enable the **Enable periodic billing** check box for one-time charges.

Configuration

Let's assume you have configured the application such as:

- Product

Product	Quantity	Start Date	End Date	Bill Frequency	Invoice Rule	Billing Date	Period Start
Product 1	1	1-Jan-20	31-Dec-23	Year	Advance	Period Start	Calendar Month

Product	Quantity	Start Date	End Date	Bill Frequency	Invoice Rule	Billing Date	Period Start

- Charges

Charge	Periodicity	Unit Price	Periodic Billing for the one-time charge
Software Fee (One-time charge)		\$4000	Enabled
Support Fee	Year	\$500	

Scenario 1

In this scenario, here's how the application generates the billing summary:

Period	Charge	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Software Fee	1-Jan-20	1-Jan-20	31-Dec-20	1000
1	Support Fee	1-Jan-20	1-Jan-20	31-Dec-20	500
2	Software Fee	1-Jan-21	1-Jan-21	31-Dec-21	1000
2	Support Fee	1-Jan-21	1-Jan-21	31-Dec-21	500
3	Software Fee	1-Jan-22	1-Jan-22	31-Dec-22	1000
3	Support Fee	1-Jan-22	1-Jan-22	31-Dec-22	500
4	Software Fee	1-Jan-23	1-Jan-23	31-Dec-23	1000
4	Support Fee	1-Jan-23	1-Jan-23	31-Dec-23	500

Note: The one-time charge of \$4000 has been distributed over the subscription duration of 4 years and billed as \$1000 per year.

Scenario 2

Now, let's look at the same configuration again. In this scenario, let's assume that you have invoiced the subscription from January 2020 to December 2021 and the subscription is terminated on 1st July 2021 with the **Close Credit Method** set as **Prorate with credit**. Here's how the application generates the billing summary:

Period	Charge	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Software Fee	1-Jan-20	1-Jan-20	31-Dec-20	1000
1	Support Fee	1-Jan-20	1-Jan-20	31-Dec-20	500
2	Software Fee	1-Jan-21	1-Jan-21	31-Dec-21	1000
2	Support Fee	1-Jan-21	1-Jan-21	31-Dec-21	500
2	Support Fee	1-July-21	1-July-21	31-Dec-21	-250
3	Software Fee	1-July-21	1-Jan-22	31-Dec-22	1000
4	Software Fee	1-July-21	1-Jan-23	31-Dec-23	1000

However, the subscription is terminated on 1st July 2021, the application generates period 3 and period 4 lines as the revenue recognition happen immediately for the one-time charge. When you select the **Close Credit Method** set as **Full**, the application creates an additional line to refund \$2000 charged as the one-time charge. In this case, period 3 and period 4 lines aren't created in the billing summary.

Enable Periodic Revenue Recognition

You can use the **Enable Periodic Revenue Recognition** check box to periodically recognize revenue for your one-time charges.

You can enable this check box for one-time charges in the **Pricing** tab. When you enable this field for a one-time charge, the revenue for that charge is recognized throughout the subscription duration in Oracle Revenue Management Cloud.

If you close a subscription product with a periodically recognized one-time charge, the revenue recognition of this charge is accelerated in Oracle Revenue Management Cloud based on the close credit method you use. If you close a subscription product and issue a full credit, this one-time charge is recognized immediately on the subscription product start date. Alternatively, if you close a subscription product and use the **Prorate with credit** or **Prorate without credit** option as the close credit method, the one-time charge is recognized throughout the subscription until its termination date.

Note:

- You can't enable periodic revenue recognition for evergreen subscription products.
- Renewed subscriptions and duplicate subscriptions aren't impacted by this feature as one-time charges aren't copied to renewed or duplicated subscriptions.

Rate Usage Readings for Assets

You can rate the usage readings captured for assets created in Asset Lifecycle Management.

To rate usage readings:

1. Navigate to **Subscription Configuration > Asset Lifecycle Management > Maintain Meter Definition Templates**.
2. Enter appropriate values in the mandatory fields- Name, Code, UOM and Start Date.
3. In the Applicable Items section, associate the subscription item to the meter.
4. Create additional meters and associate with the subscription item, if required.
5. Create a subscription contract and select the subscription item with a meter as the subscription product in the contract line.

Note: The subscription profile in the contract should have **Usage Capture Mode** set as **Fusion**.
6. Click the subscription product and navigate to the **Pricing** subtab.
7. Select a meter from the list of meters associated with the subscription item and enter the initial reading.
8. Activate the subscription contract.
9. To enter the meter readings, click the subscription product in the contract line and navigate to the **Pricing** subtab.
10. Click the **Enter Readings** icon, enter the reading in the **New Readings** field and enter the meter reading date.
11. Navigate to **Scheduled Processes**. Select the **Acquire Subscription Usage Data from an External Web Service** ESS job and submit it.
12. The meter reading and billing amount are updated in the Billing Schedule line of the usage charge.
13. Navigate to Scheduled processes. Select the **Send Subscription Billing Information to Receivables** ESS Job.

Note: Meter readings can also be imported using file based import.

Bill Using Estimated Usage

For a usage-based subscription product, you can bill your customer in advance based on estimated usage. In the Pricing tab, you can price your usage charge based on:

- The estimated amount or estimated quantity along with invoicing rule.
- The minimum amount or minimum quantity.

Once you have billed your customer based on estimated usage, you can run the **True Up Usage Bill Lines** scheduled process, after you get the actual usage, to true up the billed amount. This scheduled process compares the amount that was billed based on estimated usage against actual usage and creates a settlement.

You can also define a minimum committed usage threshold per charge period, either in conjunction with or independent of defining an estimate. If the actual usage for the billing period falls below the defined minimum threshold, the application uses the minimum usage value for billing.

If you set up both the minimum and estimated usage, the estimated usage value must be higher than the minimum usage value. You can set up the minimum or estimated usage for subscriptions in the draft status. Once a subscription is activated, these fields become read-only, but you can amend the subscription to change them.

Add Estimated Usage

Here's how you can define estimated usage values and true up the billed amount:

1. Navigate to the Subscription details page.
2. From the Products section, select a usage-based product.
3. On the Edit Product page, click the **Pricing** subtab.
 - a. Optionally, enter a value in the **Minimum Amount** or **Minimum Quantity** field.
 - b. Click the **Add** icon in the **Estimation** column to add estimation values.
4. In the Usage Estimation window:
 - a. Select the **Estimation Method** value as Estimated quantity or Estimated amount.
 - b. Enter a value in the **Estimated Quantity** or Estimated Amount field.
 - c. Select **Invoicing Rule** as Advance Invoice or Arrears Invoice.
 - d. Click **Save and Close**.
5. Click the **Billing Summary** tab to see the new rows added for the estimated charge and verify the usage quantity and amount. In the Billing Summary tab page, click **Actions** and select **Generate Billing Schedule Lines** to generate the billing schedule lines. From a row with the usage quantity, click **Action** and select **Update Usage Quantity** to make changes in the usage quantity.
6. Activate the subscription.
7. Run the **Acquire Subscription Usage Data from an External Web Service** scheduled process to obtain usage quantity values for actual bill lines.
8. Run the **Fetch Pricing Information for Subscriptions and Generate Billing Schedule** scheduled process to obtain the amount for actual bill lines.
9. Run the **Send Subscription Billing Information to Receivables** scheduled process to interface bill lines. After running this scheduled process, the application updates the Interfaced value for the estimated bill lines as **Y** in the **Billing Summary** tab.
10. Run the **True Up Usage Bill Lines** scheduled process to adjust or true up the billed amount.

Update Estimated Usage Quantities

You can update estimated usage quantities of usage-based subscription products over the contract period based on past or projected consumption. You can update the estimated usage quantities on non-interfaced lines only.

Here's how you can update estimated usage quantities:

1. Navigate to the Edit Product page of a usage-based subscription product.
2. Click the **Billing Summary** tab.
3. Navigate to a non-interfaced billing line and click the gears icon in the Actions column.
4. Click **Update Usage Quantity**.
5. In the Usage Estimation Window:
 - o Select the Estimation Method value as **Estimated Quantity**.
 - o Enter the updated value of estimated usage quantity in the Estimated Quantity field.
6. Click **Save and Close**.

Note: Regenerate Billing Lines once Estimated Quantity is updated at Product Charge level.

Things to Keep in Mind

Here are a few things to keep in mind when using estimated usage:

- If billing occurs more frequently than the charge period or if there's a partial period billing, the estimate and minimum usage value are prorated for that bill line accordingly.
- You can't interface the **Actual** bill line to Accounts Receivable and this usage charge type doesn't show any invoice details such as Interface Date, Invoice Text, Invoice Date, Invoice Number, and so on.
- When you terminate a subscription before the application obtains actual usage values and the **True Up Usage Bill Lines** scheduled process completes, the application generates a credit based on the billed amount. This amount is prorated based on the closed or suspended date. Once the actual usage is available, the true up scheduled process makes necessary adjustments based on the billed amounts.
- When amending a subscription, the application copies estimation attributes to the new draft subscription line. But, when duplicating a subscription, the charges aren't copied. Therefore, no estimation attributes are copied from the original to the new subscription.
- In the Usage Estimation window, when you select the invoicing rule as Advance Invoice:
 - The application bills the usage charge in advance based on the estimation method.
 - The application creates settlements for the billing period when the actual usage values are obtained.
 - The date of the settlement credit memo is tied to the last month's invoice.
- In the Usage Estimation window, when you select the invoicing rule as Arrears Invoice:
 - The application bills the usage charge based on the actual usage if the usage reading is available.
 - The application uses estimated reading when the actual usage reading isn't available. After the actual usage values are obtained, the application creates settlements for the billing period.
- You can only update estimated usage quantities and not the estimated usage amount.
- You can't update the estimated usage quantities of interfaced bill lines.

Align Billing Dates

You can align billing dates using the Align Billing From field in the Billing section on the Edit Product page.

You can use the **Align Billing from** field to align billing periods of your subscription products bill lines for various reasons such as:

- To align billing periods across different subscription products.
- To align your billing periods from the start of your fiscal quarters.

This field is supported only for the subscription type of products. When you select a date in the Align Billing From field, the application creates a partial period ending on the day before the alignment date. The billing summary is also updated with the selected alignment date as the start of the next billing period.

Note: The application doesn't copy the billing alignment date when you suspend, amendment, duplicate, or renew a subscription product.

For example, Let's consider a 5-year subscription product with a \$54000 annual charge starting on 1 July 2020 and the subscription product with these billing configurations:

Product	Quantity	Start Date	End Date	Bill Frequency	Invoicing Rule	Billing Date
Product 1	1	1-Jul-20	30-Jun-25	Year	Advance	Period Start

Here's the billing summary for the above subscription product line:

Period	Charge	Sequence	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Annual charge	1	1-Jul-20	1-Jul-20	30-Jun-21	54000
2	Annual charge	2	1-Jul-21	1-Jul-21	30-Jun-22	54000
3	Annual charge	3	1-Jul-22	1-Jul-22	30-Jun-23	54000
4	Annual charge	4	1-Jul-23	1-Jul-23	30-Jun-24	54000
5	Annual charge	5	1-Jul-24	1-Jul-24	30-Jun-25	54000

In this scenario, when you select 27 July 2020 as the date in the **Align Billing From** date field for your subscription product, a partial period is created, which ends on the day before your select align billing from date. Also, billing lines are aligned to your selected date and here's how the billing summary is generated:

Period	Charge	Sequence	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Annual charge	1	1-Jul-20	1-Jul-20	26-July-20	3774.19
2	Annual charge	2	27-Jul-20	27-Jul-20	26-July-21	54000
3	Annual charge	3	27-Jul-21	27-Jul-21	26-July-22	54000
4	Annual charge	4	27-Jul-22	27-Jul-22	26-July-23	54000
5	Annual charge	5	27-Jul-23	27-Jul-23	26-July-24	54000
6	Annual charge	6	27-Jul-24	27-Jul-24	30-July-25	50225.81

Alternatively, consider a scenario where you select 27 May 2020, which is before the start date of the line, in the Align Billing Form field. In this scenario, a partial period is created which ends before the selected align date in the next year. The billing lines are then aligned to your selected billing date from the next billing cycle, and here's how the billing summary is generated:

Period	Charge	Sequence	Interface Date	Bill-from Date	Bill-to Date	Amount
1	Annual charge	1	1-Jul-20	1-Jul-20	26-May-21	48919.35
2	Annual charge	2	27-May-21	27-May-21	26-May-22	54000
3	Annual charge	3	21-May-22	27-May-22	26-May-23	54000
4	Annual charge	4	27-May-23	27-May-23	26-May-24	54000
5	Annual charge	5	27-May-24	27-May-24	26-May-25	54000
6	Annual charge	6	27-May-25	27-May-25	30-Jun-25	5080.65

Enable Bill Immediately

You can bill your subscriptions up-front using the Bill Immediately check box in the Billing section on the Edit Product page. The invoicing rule to enable up-front billing must be Advance.

When you enable this field, the interface date and invoice date of all the bill lines is the same as the first bill line, for both the subscription product and covered levels.

For example, consider a 2-year subscription product with a \$54,000 annual charge starting on July 1, 2021.

The billing configurations for this subscription are:

Product	Quantity	Start Date	End Date	Bill Frequency	Invoicing Rule	Billing Date
Product 1	1	01-Jul-21	30-Jun-23	Year	Advance	Period Start

The billing summary of this product line is:

Period	Charge	Sequence	Interface Date	Invoice Date	Bill-from Date	Bill-to Date	Amount
1	Annual Charge	1	01-Jul-21	01-Jul-21	01-Jul-21	30-Jun-22	\$54,000
2	Annual Charge	2	01-Jul-21	01-Jul-21	01-Jul-22	30-Jun-23	\$54,000

Period	Charge	Sequence	Interface Date	Invoice Date	Bill-from Date	Bill-to Date	Amount

Things to Keep in Mind

Keep these points in mind:

- The application copies the bill immediately selection when you duplicate, renew, suspend/resume, or amend the subscription product.
- Bill immediately isn't supported for evergreen subscriptions or subscriptions with pricing terms.

Bill Total Charge Amount

You can use the **Total Charge Amount** Field on the Subscription Product page to specify the amount you want to bill for a given recurring charge.

Any difference between the total charge amount provided by you and what's billed by the application is corrected by making a billing adjustment for the last billing period.

Often, the different CPQ systems used by you to configure, price, and quote your products use a different proration method. This can cause a discrepancy between the price quoted by you and price finally calculated.

Consider this example of a yearly subscription to see how a difference in proration methods can cause discrepancies:

Product	Quantity	Start Date	End Date	Duration	Period	Bill Frequency	Inv Rule	Billing Date	Period Start	Align Billing Date
Data Storage	1	1-Jan-21	19-Jan-22	384	Days	Year	Advance	Period Start	Service Start	10-Jan-21

Charge	Periodicity	Unit Price
Recurring Fee	Year	\$10,000.00

Period	Charge	Sequence	Bill-from Date	Bill-to-Date	Amount (Subscription Management)	Amount -Daily Rates
1	Recurring Fee	1	1-Jan-21	9-Jan-21	\$241.94 (=9/31/12*10000)	246.58 (=9/365*10000)
2	Recurring Fee	2	10-Jan-21	9-Jan-22	\$10,000.00	10000
3	Recurring Fee	3	10-Jan-22	19-Jan-22	\$268.82	273.97

						(=10/31/12*10000)	=10/365*10000
						\$10,510.75	10520.55

You can enter the value quoted to your customer in the Total Charge Amount field to correct this difference in the quoted price and calculated price. This creates a bill adjustment at the end of the billing period to account for the differences.

Product	Quantity	Start Date	End Date	Duration	Period	Bill Frequency	Inv Rule	Billing Date	Period Start	Period Type	TCV
Data Storage	1	15-Jan-21	14-Apr-21	3	Month	Month	Advance	Period Start	Calendar Month	Actual	3015.50

Here's an example of a 3 month subscription with bill adjustment:

Charge	Periodicity	Unit Price	Quoted Total Charge Value
Monthly Fee	Month	\$1,000.00	3000

Billing Summary:

Period	Charge	Sequence	Interface Date	Bill-from Date	Bill-to-Date	Amount
1	Recurring Fee	1	15-Jan-21	15-Jan-21	31-Jan-21	\$548.39
2	Recurring Fee	2	1-Feb-21	1-Feb-21	28-Feb-21	\$1,000.00
3	Recurring Fee	3	1-Mar-21	1-Mar-21	31-Mar-21	\$1,000.00
4	Recurring Fee	4	1-Apr-21	1-Apr-21	14-Apr-21	\$451.62

4 Create and Update Subscriptions

Create Subscriptions

Here's how to get started creating a subscription.

1. Click **Create Subscription** from the Subscriptions landing page.
2. On the Create Subscription page, enter the required subscription information.

This table describes a few important fields and their implications:

Field	Description
Customer	The customer entering into a subscription.
Subscription Number	<p>The unique subscription identifier.</p> <p>The application automatically generates the subscription number, but you can update it when editing the subscription.</p>
Bill-to Customer	<p>The customer to which the subscription is billed.</p> <p>Every time the customer is entered or updated, Bill-to customer defaults to customer. If you change the bill-to customer to a new value, the Bill-to Account, Bill-to Site/Address, and Billing Contact fields get cleared.</p>
Billing Account	<p>The account to which the subscription is billed.</p> <p>You can select from the list of all accounts with sites that have bill-to usage, all related accounts with a bill-to relationship, and sites with a bill-to usage for the primary party on the subscription. If the customer has only one billing account, then the application sets that value as the default.</p>
Bill-to Site	<p>All the sites with bill-to usage associated with the selected bill-to account. If the selected billing account has only one bill-to site, then the application sets that value as the default.</p> <p>Note: End dated bill-to site values are displayed until the bill-to site value is inactivated from an order.</p>
Bill-to Address	The bill-to address of the customer.

Field	Description
Currency	The business unit currency. Note: If you plan to add products to the subscription, be sure to select a currency that matches the default General Ledger currency. If you select a currency on the subscription header that doesn't match the default General Ledger currency, when you try to add a product, you'll receive an error.
Subscription Profile	Determines the partial period and billing settings of the subscription.
Priced on Date	Determines the date when the charges are being derived from the pricing application.
Term	Duration and period of the subscription. The term is automatically calculated when you provide the start and end dates.

3. Enter Tax Control information. This is the tax levied on the service provided, based on the region and regulations of the subscription. If you change the subtotal for a line or a covered asset, the application recalculates the estimated tax.

Field	Description
Classification Code	Codes used to represent classifications of accounts and contacts, for example, by industry or type.
Exemption Control	Exemption for taxation.
Tax Exemption Certificate Number	Displays certificate number from the third-party exemption set up at the account and site levels.
Document Fiscal Classification	Determines the tax. It's used when the reporting processes need the documentation associated with the header of the transaction.

4. Click **Save and Close** to create the subscription and go to the Subscriptions landing page. Alternatively, click **Save and Continue** to create the subscription and go to the Overview page to configure the subscription.
5. On the **Summary** subtab (Overview page), click **Add Product** to add subscription products and coverage products with covered levels to your subscription.
6. On the **Parties** subtab, click **Add Party** or **Add Contact** to add additional parties or contacts to your subscription.
7. On the **Renewal Controls** subtab, configure your subscription's renewal settings.

By default, the application uses the settings in the renewal rules template. If you update information here, then this information overrides the information in the renewal rules template.

8. On the **Coverage** subtab, select the coverage template.
9. On the **Sales Credit** subtab, click **Add Sales Credits** to add salespeople and their credits.

Related Topics

- [What Makes Up a Subscription](#)
- [Add Subscription Products](#)

Add Subscription Products

Add subscription products to your subscription to specify what you're selling. Once you add products, you can establish coverage duration, add billed amount, configure credits, and more.

1. Click **Add Product**.
2. On the Add Product page, enter the product number, select the product, specify the quantity, and then click **Save and Continue**.

Field	Description
Number	The number of a product line. When your administrator enables the Automate subscription line numbering field in the subscription profile, the application automatically assigns a number for subscription product.
Name	Select the product from the list of values.
Description	The description of the product.
Quantity	The quantity of the product.
Pricing UOM	Displays the UOM of pricing.
Start Date	The date when the product becomes active.
Duration and Period	These two fields, in conjunction, signify the effective period of the product. For example, one year.
End Date	The end date is automatically calculated based on the start date and the combination of duration and period. Alternatively, you can set the end date, and the application calculates the duration and period.
Renewal Type	Valid values are:

Field	Description
	<ul style="list-style-type: none"> ○ Renew: When selected, the application creates a renewed subscription with a selected product. ○ Do not renew: When selected, the application creates a renewed subscription without a selected product
Price Adjustment Type	<p>Select the price adjustment types that you can apply to your subscription product for the next renewal cycle:</p> <ul style="list-style-type: none"> ○ Markup: The subscription applies the markup percent on the price. ○ Markdown: The subscription applies the markdown percent on the price. ○ Reprice: The subscription reprices the item.
Price Adjustment Basis	<p>The values are List price or Net price. You can enter the price adjustment basis when the price adjustment type is set as either Markup or Markdown.</p>
Price Adjustment Value	<p>Enter a percent value by which price is adjusted. You can enter the price adjustment value when the price adjustment type is set as either Markup or Markdown.</p>
Payment Method	<p>Valid values are:</p> <ul style="list-style-type: none"> ○ Credit card ○ Purchase order ○ Wire
Close Credit Method	<p>Determines whether or not partial or full charges are waived as a refund upon product termination.</p>
Enable pricing term	<p>Applies a pricing method to the product for the specified duration.</p>

3. On the summary subtab, configure the renewal and billing information. The billing attributes include the following:

- **Invoicing Rule:** Rule that indicates the time of payment for subscription and coverage items.
 - Advance Invoice: Indicates a payment that applies to a subscription only once.
 - Arrears Invoice: Indicates a consumption fee based on the usage.
- **Billing Frequency:** Period for a serviceable item. For example, MONTH.
- **Accounting Rule:** The revenue recognition rule. Accounting rule is mandatory during subscription creation.

4. Go to the **Pricing** subtab. Here you can see and adjust line item prices for products.
To adjust the charge, click the plus icon:
 - a. On the Price Adjustments page, click **Add Adjustment**.
 - b. Enter the adjustment name.
 - c. Select the adjustment type.
 - d. Select the adjustment value.
 - e. Select the period when the adjustment is active.
 - f. Enter the reason.
 - g. Click **Save**.
5. Select **Enable pricing term** to add a pricing method to the product. If you select this option, then you must select a pricing method and the term. The pricing methods are markup, markdown, or reprice. If you select markup or markdown, the application adjusts the prices by the given percentage. If you select reprice, the application recalculates the latest prices. All these calculations happen for the specified term.
6. Go to the **Billing Summary** subtab to see details about how the product is billed.
Review the schedule to ensure accurate billing, ahead of invoicing. The information displayed here reflects updates made to coverage dates and pricing for the assets. You can see a detailed bill or a consolidated bill. You can see a detailed price waterfall of how the final amount for a billing cycle is calculated. You can also resolve any billing disputes by providing refunds, fee waivers, future discounts, credit memo, and penalties using bill adjustments.
Note: You can view the invoice details only when your administrator has provided you with the data access permissions at the business unit level using the Manage Data Access for Users task.
7. Go to the **Sales Credits** subtab to add sales credit records for the subscription and coverage products.
8. Click **Save**.

Note: To add a product to a subscription, the price list must be defined in the same currency as the General Ledger currency.

Related Topics

- [Subscription and Coverage Products](#)

Manage Standard Coverage Template

After adding a standard coverage template to a subscription or coverage product in the Coverage tab, you can:

- Edit the existing template. When you edit a standard coverage template, the application converts it into a nonstandard template.
- Switch this template with other standard coverage template.
- Access and update a standard template details by clicking on the template name.

Here's how you can edit the standard coverage template values by creating a nonstandard template specific to a subscription or coverage product:

1. Select an appropriate subscription or coverage product.

2. On the Edit Product page, click the **Coverage** tab.
3. On the Edit Coverage page, click **Edit**.
4. Make necessary changes in the template.
5. Click **Save**.
6. Optionally, click **Revert to Standard** to reapply your standard coverage template instead of your edited template.
7. Click **Save and Close**.

As the new template is just a copy of an initial standard template, you can't search this nonstandard template on the Manage Standard Coverage page. The application assigns the name for this nonstandard template at the time of creation, which you can rename along with other attributes. You can update the nonstandard coverage template for the products in the draft status.

Schedule Product Change

You can schedule an automatic product change, by navigating to the **Edit Product Summary** tab , at any point in the subscription life cycle. You can change the subscription product using:

- Next renewal date
- Next price change date
- A specific date assigned by you

When you change a subscription product based on a date, you can even select the date in the middle of a recurring billing period with a prorated partial period.

Here are the schedule processes that the application uses to schedule an automatic product change based on the option you select in the **Apply Change** field:

- Automatically Renew Eligible subscriptions

This scheduled process performs product change when you select the **Next renewal date** option.

- Schedule Product Change

This scheduled process performs product change when you select the **Next price change date** or **From** option.

You can schedule a product change in every condition except when a subscription product is:

- Scheduled for amendment in the future.
- Scheduled for termination in the future.
- Scheduled for suspension in the future.
- Already renewed.

Note: This feature is only supported with Oracle Pricing.

Add Coverage Products

Add coverage products to your subscription to specify what you're selling. Once you add products, you can establish coverage duration, add billed amount, configure credits, add covered levels, and more.

See the Add Subscription Product topic for information on how to add products. Additionally, you can also select the **Summarized Billing** option for coverage and coverage-based services. If enabled, this feature displays the bill in a summarized format. Otherwise, the application displays all the pricing items as separate line items.

Add Covered Levels

The application supports asset, product, party, customer account, party site, asset group, and product group as covered levels. Use **Add Assets** to search and select multiple assets. Use **Add Covered Levels** to select one asset, product, party, customer account, party site, asset group, or product group at a time. After you add a coverage product, then the Covered Levels subtab is available for that coverage product.

1. Go to the Covered Levels page.
2. Click **Add Assets**.
3. Search for assets that are covered in the subscription.

You can optionally specify components within the asset to be covered. The assets can be serialized or non-serialized.

4. Click **Ok**.
5. Click **Add Covered Level**.
6. On the Add Covered Level page, select the covered level type.

Depending on your selection, the Covered Levels section displays fields for asset, product, party, customer account, party site, asset group, and product group. You can update the **Number of Assets** and **Unit Price** fields as needed to generate the billing schedule based on duration.

7. Click **Save and Continue** to go to Edit Covered Level page, where you can configure the covered level.
8. Add adjustments on the Pricing page.

You can apply one or multiple discretionary discounts on the net price or list price. You can also add manual adjustments to the products.

9. See billing of the covered level on the Billing Summary subtab.

Click amount to see a break-up of the different price components of the line.

10. Click **Save and Close** to go back to the Covered Level page.
11. Click **Save** to go to the Edit Product page.
12. See the charges for all the line items and the summary of the bill on the Billing Summary subtab.

View Billing Summary

Here you can view the detailed bill of all the products you have added or summarized bills of the coverage products you have added.

- **Summarized Billing:** If you selected Summarized Transactions, then the application groups bill lines across all covered lines by charge definition for a specific period. The application displays the bill lines at the coverage product level.

- For coverage products, the application generates the summarized bill lines by grouping by charge name for a specific period. The invoice text is rendered when the summary is generated. The application only displays summarized bill lines in the coverage product billing summary region. These are interfaced with Accounts Receivables.
- For covered levels, the application displays the bill lines of the covered levels in the covered level billing summary region.
- Detailed Billing: If you haven't selected Summarized Transactions, then the application displays bill lines across all products as separate line items.
 - For coverage products, the application displays all the rolled-up bill lines from all active covered levels in the billing summary region of the coverage product.
 - For covered levels, the application displays all the bill lines of the covered level on the covered level billing summary page.

All detailed bill lines are interfaced with Accounts Receivables.

Related Topics

- [Overview of Subscription Billing](#)
- [Subscription and Coverage Products](#)
- [Usage-Based Subscriptions](#)

Associate Assets With Subscriptions

This topic contains details on how to associate assets with subscriptions.

After you enable the Associated Assets subtab on the Edit Product page, subscription users can capture the details of assets for a using a subscription. This lets them easily identify which devices are using a subscription product.

To enable Associate Assets with Subscriptions:

1. Navigate to the **Setup and Maintenance** work area.
2. Select the **Sales** Offering and click Change Feature Opt-In.
3. On the Opt-In page Select **Subscriptions** and click the **Edit Features** icon.
4. On the Edit Features page, select the **Enable** option for **Associate Assets with Subscriptions** feature. If the Enable column includes an Edit icon instead of a check box, then click the icon, select your feature options, and click **Save and Close**.
5. Click **Done**.

To associate a new asset to a subscription:

1. On the Edit Product page of the subscription product, click the **Associated Assets** subtab.
2. Click **Add Assets**.
3. Search and select the asset from the Search and Add: Assets page.
4. Click **OK** to associate the selected asset with the subscription product.

Note: The Associated Assets subtab is only enabled for products that are subscription type sales products in Product Information Management in Order Management attribute.

Add Early Termination Fees

You can add early termination fees on a subscription or coverage product to charge customers when they terminate a subscription. Here's how:

1. Go to the **Subscriptions** page.
2. Select a product to go to the Edit Product page.
3. From the **Early Termination Penalty** drop-down list, select either:
 - Flat fee
 - Prorated flat fee
 - Percentage of the remaining term fee
4. Optionally, enter a value in the **Grace Period in Days** field.
5. Click **Save and Close**.

About Early Termination Penalty Fees

Early termination fees are of three types:

- **Flat Fee**

Applies a fixed amount as an early termination fee.

- **Prorated flat fee**

Applies a prorated flat fee based on the duration of an active subscription. For example, let's say a customer has a subscription for 12 months and an early termination fee of \$120. Then, the customer cancels after 4 months. The applicable penalty fee is \$80. Similarly, a customer who cancels after 11 months pays \$10.

- **Percentage of the remaining term fee**

Applies a percentage fee for the remaining term. For example, a customer has a subscription for 12 months, an early termination fee of \$50, and the percentage fee is 50 percent. Then, if the customer cancels after 4 months, they pay \$200. Similarly, a customer who cancels after 11 months pays \$25.

Use **Grace Period in Days** to let your customers terminate a subscription within the specified number of days. The application doesn't apply the early termination fee when the subscription is terminated within the grace period duration specified by you.

After you close a subscription product, go to **Billing Summary** to see the early termination fee. By default, the application displays the **Charge Name** field displays as **Penalty Fee** when the value of the subscription profile is blank.

Things to Keep in Mind

Here are some things to keep in mind:

- You can't use an early termination fee for an evergreen subscription.
- You must specify the subscription end date to enable termination fee fields.

Related Topics

- [Evergreen Subscriptions](#)

Assign Subscriptions to Other Users

You can assign subscriptions to other users so that they can review the subscriptions.

1. Click **Actions > Assign User**.
2. Select the assignee.
3. Optionally, select whether the assignee must be notified about the assignment.
4. Click **Save and Close**.

To remove a user as an assignee, click **Actions > Remove Assigned User**.

Manage Parties and Contacts

Do you want to add multiple parties and contacts to your subscription? Use the Parties subtab in your subscription to add and manage these.

1. Navigate to the Parties subtab.
2. Click **Add Party**.
3. Select the party role. This is customer by default.
4. Select the party name.

Similarly, you can add contacts.

1. Click **Add Contact**.
2. Select the contact role. This is the customer contact.
3. Select the contact name.

Notice that your primary party is already listed here as a read-only record. You have the option to update or delete additional records that you have added.

Related Topics

- [What Makes Up a Subscription](#)

Manage Team Members

Do you want to add new or manage the existing resources and customer contacts associated with your subscription? Use the Team subtab in your subscription to add and manage these.

1. Navigate to the Team subtab.
2. Click **Add Team Members**.

3. Select the role of the team member.
4. Select the name of the team member.
5. Optionally, select the **Owner** check box to indicate if team member needs additional privileges.
6. Optionally, click the **Delete** icon to remove a team member from the subscription.

Manage Sales Credits

Do you want to allocate sales credits to salespeople? Use the Sales Credits subtab in your subscription to create a sales credit by capturing the credit type and the amount of credit that a salesperson receives.

1. Navigate to the Sales Credits subtab.
2. Click **Add Sales Credits**.
3. Select the name of the salesperson.
4. Select the credit type you're assigning to the salesperson. The total percentage of each sales credit type must equal 100 percent.
5. Enter a value in the **Percent** field.
6. Optionally, click the **Delete** icon to remove a team member from the subscription.

Create On-Account Credit Memos

You can use the **Credit Memo Option** field from the subscription profile page to automatically create on-account credit memos during closure or amendment of subscriptions.

The Credit Memo Option field has 3 values:

- **On-Invoice:** The application creates a credit memo with reference to the subscription bill line invoice, irrespective of whether invoice is paid or not.
- **On-Account:** The application creates an on-account credit memo irrespective of whether the invoice is paid or not.
- **Mixed:** The application creates a credit memo with reference to the subscription bill line invoice if the invoice isn't paid or creates an on-account credit memo if the invoice has been paid.

The application checks whether the invoice impacted by amendment or closure has been paid in full or not. It then creates a credit memo based on the Credit Memo Option field value.

You can issue on-account credit memos from Subscription Management based on the subscription profile. This lets you preferentially create on account credit memos and credit memos against invoices based on whether an invoice is paid in full.

Things to Remember:

- The Allow overapplication property of a transaction type defined in Accounts Receivable is not considered in Subscription Management.
- If the invoice is not paid by the time credit memo line is interfaced to AR, but paid before the actual CM is created, the overapplication error may occur. You can either configure to allow overapplication or reduce the credit memo amount and import it again.

- If there are multiple credit memos created from different subscriptions/subscription products of same subscription in one batch and applied against an invoice. the overapplication error may occur. You can either configure to allow overapplication or reduce the credit memo amount and import it again.
- If you change the subscription profile "Credit Memo Option" value to "On Account" after some On Invoice credit memos have been issued, you can't issue the credit memos again.

5 Manage Subscriptions

Validate Subscriptions

Validate your subscription to review warnings and fix errors. You must correct all errors; fixing warnings is optional. After resolving the errors, activate the subscription.

You can validate your subscription at any time during subscription creation by clicking **Actions** > **Validate**.

It's a good practice to validate your subscription before submitting it for activation. Here's a quick guide on what to look for in your subscription:

- You have entered all the mandatory information on the subscription and the subscription coverage product.
- Effective dates of the subscription line are within the effective dates of the subscription.
- The subscription line is priced appropriately and the billing schedule reflects the latest updates on all the attributes and pricing of the subscription line.

Manage Validation Message Rules

You can enable, disable, or control the severity of new validation rules according to your business needs.

To manage subscription, product, or covered level validations:

1. Navigate to the Subscription Configuration Page and click **Manage Validation Message Rules**.
2. On the Validation Message Rules page, enable or disable validations or change the severity of validations as needed.
3. Click **Save and Close**.

Related Topics

- [Subscription Tasks and Actions](#)

Approve Subscriptions

A subscription needs approval before it's executed.

Here are a few tasks you can complete before you submit a subscription for approval:

- Review the subscription.
- Validate the subscription.
- Review approvers and add viewers and approvers as required.
- Pass the subscription between teams for review.
- Preview the subscription.

Here's the subscription approval flow of:

1. The administrator sets up the approval policies and approver groups.
2. You submit the subscription for approval.
3. The applications sends notifications about the approval.
4. The approvers can view the subscriptions that are pending approval.
5. The approvers review the subscription. A review may include:
 - The approver requests more information.
 - The application sends the approval request to the next approver in the hierarchy.
 - The approver delegates subscription approval.
 - The approver transfers the subscription to another approver.
6. The customer accepts the subscription or requests changes.
7. The approver approves or rejects the subscriptions.

Set Up Approval Policies

The business analysts or administrators set up approval policies.

Submit a Subscription for Approval

Validate the subscription before submission or the application automatically validates the subscription when you submit it, listing any errors and warnings. You must fix the errors, but you can ignore the warnings and continue with the submission.

Withdraw a subscription from the approval process to make any changes before it's approved. If you withdraw the subscription from approval, the subscription status changes to Draft so that you can make changes and resubmit it.

Send Automatic Notifications to Approvers

The application automatically sends notifications to approvers when you submit a subscription for approval. If you include a note while adding an approver, then the application displays the note along with the approval notification.

Preview a Subscription

You can view the subscription in a user-friendly preview format. To view or edit the default layout template of the subscription preview, create a new layout template or modify an existing template and add attributes from a list of available subscription attributes. Preview the templates from the UI action or using the REST service.

Approve or Reject a Subscription

Approve or reject a subscription after a complete review of the subscription. Optionally, add comments to explain why you approved or rejected a subscription.

When you reject a subscription, its status changes as follows:

- If the contract was Pending Approval, its status changes to Draft.
- If a version of the subscription was already Active, and its next version was Pending Approval, its status changes to Under Amendment.

Accept a Subscription or Request Changes

Accept a subscription if you agree with the terms and conditions, and all of its contents. If you want any changes, reject the subscription and request changes. If you reject a subscription, its status changes to Draft or Under Amendment.

Move Subscription to Active Status without Approvals

As a subscription specialist, you can move subscription to Active status without any approval notification or approval workflow setup:

1. Search for Draft or Under Amendment subscriptions using the subscription number.
2. Navigate to the Renewal Controls subtab and set Internal Approval to Not Required.
3. Submit the subscription. If there are no validation errors, your subscription automatically moves to Active status.
4. If there are any validation errors, go back and correct them and then re-submit.

Related Topics

- [Subscription Tasks and Actions](#)

Renew Subscriptions

Configure a subscription to automatically or manually renew.

You can manually renew the subscription when the subscription is in either the Active or Expired status.

1. Click **Actions > Renew**.
2. On the Renew Subscription page, enter the new subscription number.
3. Click **Save and Continue**.

Your renewed subscription is created according to the configured subscription profile. When one-time charges are associated with your subscription, these charges are placed into your new subscription. You can also see the source and any renewed subscriptions in the **Relationship** subtab.

Note: You can override renewal settings at the covered product level. For example, when you select "Do not renew" at the product level, then upon renewing a subscription, the renewed subscription doesn't contain that product.

You can also set up your subscriptions for automatic renewal. You must have setup and administrator privileges to perform this action.

1. From the Navigator, select **Scheduled Processes**.
2. On the Scheduled Processes overview page, click **Schedule New Process**.
3. Select **Automatically Renew Eligible Subscriptions**.
4. Click **OK**.
5. Select your business unit and click **Submit**.

Go to the **Renewal Controls** subtab to override renewal settings on the renewal rules template. This table describes the combinations of renewal process, customer acceptance, and internal approval criteria:

Renewal Process	Customer Acceptance Required	Internal Approval	Description
Automatic	Not required	Not required	The application renews and activates the subscription.
Automatic	Not required	Required	The application renews the subscription and then sends it to an internal approver for approval.
Automatic	Required	Required/Not required	The application renews the subscription and leaves it in the subscription administrator's queue for further action. You can configure event notification rules to automatically send the subscription to the customer for acceptance.
Manual	Required/Not required	Required/Not required	The application renews the subscription and leaves it in the subscription administrator's queue for further action.
Do not renew	N/A	N/A	The application doesn't renew the subscription.

You can control which renewal period is used by the automatic renewal process on the Edit Renewal Rules Template page.

Consider the following example of a one-month subscription:

Duration of Existing Subscription	Minimum Renewal Duration	Renewal Duration	Renewal Period
1 Month	60 Days	1	Year

By default, the subscription is automatically renewed for either the minimum renewal duration or the duration of the existing subscription, whichever is greater. In this case, the automatic renewal process will renew the subscription for 60 days. You can select the **Use renewal term for automatic renewal** check box to override this default. When selected, the automatic renewal process uses the Renewal Duration and Renewal Period values for the automatic renewal. In this case, the subscription will get automatically renewed for a period of 1 year.

Automated Renewal Consolidation

Use the Consolidate Subscriptions feature to consolidate all the subscription due to be renewed over a given period into a single, renewable subscription. The application consolidates all subscriptions that belong to the same business unit or that have the same legal entity, primary party, pricing strategy, renewal process, or currency. When both your source and target subscriptions have the same service, the covered levels are consolidated into a single line in the target subscription.

Use the Consolidate Subscriptions option in the renewal rules template to consolidate subscriptions during the renewal process.

In the renewal rules template, you can use the Renewal Consolidation Grouping section to select criteria for merging two or more renewal subscriptions. The application performs subscription consolidation based on the default grouping rules and the rules selected by you.

Here are the grouping rules that the application uses by default:

- Business Unit
- Primary Party
- Legal Entity
- Currency
- Pricing System
- Renewal Process

Here are the grouping rules that you can select:

- Billing Account
- Bill-to Site
- Ship-to Party
- Ship-to Site
- Price Adjustment Type
- Payment Method

Note: In the case of Automated Renewal Consolidation, custom field values for the Subscription header, product, and covered level aren't carried over into the newly created subscriptions. Custom fields only get carried over when "Consolidate subscriptions" is unchecked under **Subscription Configuration > Renewal Rules Template**.

Cotermminate

Use the cotermminate feature to align the end dates of the renewed line. You can set the end dates of all the eligible lines to the latest end date, and the target subscription is also adjusted according to the latest end date of the subscription lines.

Related Topics

- [Subscription Renewals](#)
- [Create Subscription Rules](#)
- [Create and Manage Subscription Renewal Templates](#)

Renew Included Warranty

You can use the Renew action available for an included warranty and renew it to an extended warranty. You can manually renew an included warranty when the subscription is in the Active status.

1. Open an included warranty subscription.
2. Click **Actions > Renew**
3. On the Renew Subscription window, enter a value in the **Renewal Duration** and **Renewal Period** field.

4. Click **Save and Continue**.

Once you renew an included warranty subscription, it's created in the draft status. You can navigate to the **Relationship** tab to find the included warranty subscription used to renew the new subscription in the draft status.

Note: Coverage products can only be renewed when they're mapped to an extended warranty item in Product Information Management.

Related Topics

- [Set Up Included Warranty Renewal](#)

Communicate Subscription Renewal Information

You can manually send an email reminder or attachments to the customer.

Click **Actions > Email** to open the Email Subscriptions page. Here you can compose an email for your customer. To add attachments to your email, you can either drag and drop the attachment into the email window or browse for a file.

Related Topics

- [Create and Manage Subscription Renewal Templates](#)
- [Create Subscription Rules](#)

Review Churn Probability

Churn probability is the probability expressed in percentage for a customer to discontinue the service or subscription. You can use the **Churn Probability** field on an Edit Product page to:

- Identify the churn probability for a subscription product.
- Calibrate the top drivers contributing to the churn.
- See how the churn probability has changed since the last time it was calculated.

Based on these factors, you can predict customers who are likely to churn and create opportunities for cross-selling and up-selling.

Your administrator can set up a predefined model to predict the churn probability of a subscription product. Built on Oracle Data Mining, the predictive model uses current and historical indicators to predict the churn. You can use the **Train with Historical Data and Predict Churn Probability** scheduled process to train the churn prediction model with historical data and predict the churn probability of a subscription product. The objective of this scheduled process is to:

- Rebuild the selected predictive models.
- Make predictions based on scores derived during the build process.

After running the Train with Historical Data and Predict Churn Probability scheduled process, navigate to the Edit Product page and click the **Churn Probability** field to see the top drivers affecting the churn probability of a subscription product. The change in probability is displayed using up or down arrows every time you run the Train with

Historical Data and Predict Churn Probability scheduled process. A green arrow indicates that the rate of churn has decreased, and a red arrow indicates that the rate of churn has increased.

Amend Subscriptions

You can use the Amend action to update products on an active subscription. You can also amend subscription products and coverage products in active or expired status.

You can use the amend feature to:

- Upgrade or downgrade subscription products
- Change products
- Change subscription quantity
- Change terms
- Change billing address
- Copy custom child objects
- Manage charges

Here are the actions that don't create a new line when you amend a product:

- Change payment method.
- Change billing owner or customer contact.
- Change tax control.
- Change renewal options.

Note: When you delete an Under Amendment coverage product line, the original product and the subscription move back to the Active status.

To amend a product:

1. Select the product and go to the Edit Product page.
2. Click **Actions > Amend**.
3. Edit the line number, effective date, amendment reason, amendment description, and credit method.
4. From charges options, you can select these options to manage charges for an amended subscription:
 - Copy custom child objects
 - Don't copy charges and adjustments
 - Copy charges:
 - Include adjustments
 - Include one-time charges
5. Click **Save and Continue**.

Here's what happens next:

- The application creates a new draft product line for the amended product line.
- The application takes to you summary page of the new product. You can select a new product or retain the existing product.

- The pricing details aren't defaulted from the source product, so you need to manually reprice the new draft product.
- After you have repriced, the application generates the pricing and billing schedules. The start date of the new product is the amendment effective date, and the end date syncs with the subscription header end date and term.
- Activate the subscription after you have reviewed all the changes.

When you activate the subscription, the application:

- Terminates the current product line and activates the new product.
- Generates the credit memo records for the source products, based on the amendment effective date and amendment credit method.
- Moves the source product to a closed status and stops all future-dated billing schedules from the source product billing summary.

The Relationship subtab displays the Amended From and Amended To details on the new product line and old product line, respectively. You can drill down to the source line detail page. All fields on this page are read-only.

To revert an amendment you can delete the new line in draft status. After you delete the draft product, the other product that was under amendment becomes active again.

Here are a couple of scenarios that describe the lifecycle statuses of the current and new coverage product lines.

Amendment Effective Date	Current Line	New Line
Past Date/System Date	<ol style="list-style-type: none"> 1. Under Amendment status, when the amendment is saved 2. Pending Approval status, when the subscription is sent for approval 3. Terminated status, when the amendment is approved <p>Under Amendment status, when the amendment is rejected</p>	<ol style="list-style-type: none"> 1. Draft status, initially 2. Pending Approval status, when the subscription is sent for approval 3. Active status, when the amendment is approved
Future Date	<ol style="list-style-type: none"> 1. Under Amendment status, initially 2. Pending Approval status, when the subscription is sent for approval 3. Terminated status, when the amendment is approved <p>Under Amendment status, when the amendment is rejected</p> <p>The line exists independently, in Active status, until the amendment effective date. On the amendment effective date, the line moves to Terminated status.</p>	<ol style="list-style-type: none"> 1. Draft status, initially 2. Active status, when the amendment is approved

Related Topics

- [Subscription Amendment](#)
- [Subscription Termination](#)
- [Create and Manage Subscription Event Notification Rules and Template Sets](#)

Duplicate Subscriptions

Let's say you want to create a subscription that reuses a lot of information from a current subscription. Here's how to duplicate a subscription:

1. Open the subscription you want to duplicate.
2. Click **Actions** > **Duplicate Subscription**.
3. On the Duplicate Subscription page, enter the required information.

You can retain dates, primary and other party information, and product line information from the original subscription

4. Click **OK**.

The application creates a new subscription with the information you provided. Unless you choose to update the information, the application retains the information from the source subscription.

Field	Consideration
Subscription header	The application copies the subscription number, customer name, bill-to account, bill-to site, start and end date, and duration fields to the new subscription.
Team	The creator is added as a team member.
Contacts	The application doesn't copy the contacts that aren't valid for the selected customer.
Lines	The application copies the start and end date of the lines from the subscription header.
Covered assets	The application copies the start and end date of the covered assets from the subscription header.
Additional parties	The application copies all the records to the duplicate subscription.
Renewal controls	The application copies all the records to the duplicate subscription.

Duplicate Products

Duplicate subscription products to create new products in your subscription.

1. Select the appropriate product.
2. On the Edit Product page, click **Actions** > **Duplicate Product**.
3. Enter the new number associated with the product and click **OK**.

The application creates a new subscription product line. Unless you choose to update information, this table demonstrates the fields that are copied from the source line.

Field	Consideration
Covered assets	The application copies the start and end date of the covered assets from the subscription header.
Pricing term	The application copies all the records from the source line.

Related Topics

Adjust Ad-hoc Bills

Ad-hoc adjustments may be required during the subscription execution/billing process for many reasons. Some examples are:

- Usage corrections credits or additional charges.
- Issue ad-hoc credits to customers, such as customer appreciation, reimbursement for non-usage of service for a specific period, and so on.
- Issue ad-hoc penalty.
- Issue ad-hoc discounts for missed service-level agreements.

Manage Multiple Subscriptions

Instead of managing each subscription individually, you can click **Actions** and select these operations to manage multiple subscriptions at once:

- Close
- Cancel
- Update
- Suspend
- Resume

Once you perform any of these actions, the application updates the subscription header and product statuses based on the business rules.

Note:

- Your subscription application must be configured to use this functionality. Contact your help desk if this feature isn't available. Your application administrator can enable this feature using Application Composer.
- We recommended you to update up to 50 Subscriptions at once. However, you can manage up to 500 subscriptions using the **Maximum Number of Subscriptions to Update** profile option.
- You can use the Advanced Search filter to easily and quickly search subscriptions that you want to manage.

Close Multiple Subscription

You can only use the **Close** action for subscriptions in the active, on hold, or expired status. The application lets you close multiple subscriptions associated with different customers.

When you close multiple subscriptions, product lines in the canceled, closed, closed with a future date, suspended, active but suspended with future date status remains unaffected.

To close multiple subscriptions at once:

1. Navigate to the Subscription landing page.
2. Select **Actions > Close**.
3. To select multiple subscriptions, press and hold the **Ctrl** key, select the required rows, and click **Close**.
4. On the Close Subscriptions page, select a close date, close reason, and close credit method.
5. Click **Submit**.

Once you submit the request, the application runs the Update and Reprocess Multiple Subscriptions scheduled process.

Cancel Multiple Subscriptions

You can only use the **Cancel** action for subscriptions in the draft status. The application lets you cancel multiple subscriptions associated with different customers. Canceling multiple subscriptions only impacts the product lines in the draft status. The product lines in the canceled status remain unaffected.

To cancel multiple subscriptions at once:

1. Navigate to the Subscription landing page.
2. Select **Actions > Cancel**.
3. To select multiple subscriptions, press and hold the **Ctrl** key, select the required rows, and click **Cancel**.
4. On the Cancel Subscriptions page, select a canceled date and cancellation reason.
5. Click **Submit**.

Once you submit the request, the application runs the Update and Reprocess Multiple Subscriptions scheduled process.

Update Multiple Subscriptions

You can only use the **Update** action for subscriptions in the active, expired, or draft status. The values you update in a subscription are automatically cascaded to associated subscription products and covered levels.

Note: Your subscription application must be configured to use this functionality. Contact your help desk if this feature isn't available. Your application administrator can enable this feature using Application Composer.

To update multiple subscriptions at once:

1. Navigate to the Subscription landing page.
2. Select **Actions > Update**.
3. To select multiple subscriptions, press and hold the **Ctrl** key and select the required rows.
4. Click **Update**.
5. In the Update Fields section, select the fields you want to update, and for every selected field, assign a value.
6. Depending on the field you select, you can either select the prepopulated value or enter a value of your choice.

Note: Note: If you select the **Bill-to Account** field to be updated, you must also update **Bill-to Site**. If you select the **Ship-to Party** field to be updated, you must also update **Ship-to Site**.

7. To add more rows, click **Add** icon or click the **Remove** icon to delete a row.
8. Optionally, you can configure amendment information for the subscriptions in the active or expired state.
9. Click **Submit**.

Once you submit the request, the application runs the Update and Reprocess Multiple Subscriptions scheduled process.

Suspend Multiple Subscriptions

You can only use the **Suspend** action for subscriptions with both subscription header and product lines in the active status. The application lets you suspend multiple subscriptions associated with different customers.

To suspend multiple subscriptions at once:

1. Navigate to the Subscription landing page.
2. Select **Actions > Suspend**.
3. To select multiple subscriptions, press and hold the **Ctrl** key, select the required rows, and click **Suspend**.
4. On the Suspend Subscriptions page, enter the suspend date and suspend reason.
5. Optionally, you can also enter the required resume details.
6. Click **Submit**.

Once you submit the request, the application runs the Update and Reprocess Multiple Subscriptions scheduled process.

Resume Multiple Subscriptions

You can only use the **Resume** action for subscriptions in the active status. The application lets you resume multiple subscriptions associated with different customers..

When you resume multiple subscriptions, the product lines in the canceled, closed, closed with a future date, on hold, active, and expired status remains unaffected. Resume action is only applicable to the product lines in the suspended and active status.

To resume multiple subscriptions at once:

1. Navigate to the Subscription landing page.
2. Select **Actions > Resume**.
3. To select multiple subscriptions, press and hold the **Ctrl** key, select the required rows, and click **Resume**.
4. On the Resume Subscriptions page, enter the required information.
5. Click **Submit**.

Once you submit the request, the application runs the Update and Reprocess Multiple Subscriptions scheduled process.

Reprocess Failed Subscriptions

You can reprocess the subscriptions that fail during subscription reprice, billing schedule generation, or subscription activation by:

- Manually running the Update and Reprocess Multiple Subscriptions scheduled process.
- Scheduling this process to run periodically.

To manually run the Update and Reprocess Multiple Subscriptions scheduled process:

1. Go to **Navigator > Tools > Scheduled Processes**.
2. On the Scheduled Processes page, click **Schedule New Process**.
3. On the Schedule New Process window, make sure the Job option is selected.
4. Enter **Update and Reprocess Multiple Subscriptions** in the **Name** field and click **OK**.
5. Click **Submit**.

By default, the Update and Reprocess Multiple Subscriptions scheduled process includes the unprocessed draft subscriptions from the past 30 days. You can change the number of days by entering a new value in the **Days to Reprocess past Subscriptions** field while manually running the scheduled process.

Activate Selective Products

You can use the Pending activation check box on the Edit Product page to selectively activate products in a subscription.

Select the **Pending activation** check box in the **Summary** tab only for products you don't want to activate when you activate a subscription.

When you activate a subscription that has products with the **Pending activation** check box enabled:

- The subscription status changes to under amendment.
- The application assigns the draft status to products in the pending activation status. This enables you to make necessary changes to these products.

Subsequently, you can deselect this check box to activate these products.

You can use this feature to support:

- Partial fulfillment use cases wherein subscription products must be activated as orders are fulfilled.
- Selective activation of subscription products based on their provisioning dates.

Manage Subscription Approval Notifications

The application automatically sends a notification to the approver when a subscription is submitted for approval. The approver can use this notification to access the subscription approval page to view the subscription details and perform necessary actions.

Here are the actions you can perform as an approver:

- Approve

- Reject
- Request Information
- Submit Information
- Add Comment
- Add Attachments
- Add Assignee
- Delegate
- Reassign
- Withdraw
- Escalate
- Suspend
- Resume
- Skip Current Assignment
- View Approvals

The default report contains the necessary information about the subscription and a link to the Subscription Details page. You can configure the content and layout of various sections of this BI Publisher report using RTF templates (layout changes) and the BI Data model (content changes). Here are some modifications that you can do to the default report:

- Logo Configuration: Used to modify the brand logo in the header.
- Title Configuration: Used to configure workflow notification title.
- Body Configuration: Used to add or remove attributes in the report and add new columns to the existing tables in the report.
- Footer Links Configuration: Used to hide, approve, or reject links in the notification email.
- Style Configuration: Used to style the report with different fonts and colors.

Update Multiple Products and Covered Levels

The Update Product action lets you mass update multiple attributes of selected product lines and covered levels within a subscription. You can use this functionality only when your subscription has at least one product line in the draft status.

Note:

- The application doesn't automatically cascade all subscription attributes values to the associated subscription products.
- Your subscription application must be configured to use this functionality. Contact your application administrator if this feature isn't available. Your application administrator can enable this feature using Application Composer.

The Mass Update page comprises of these sections:

- Update Fields: Select the fields to be updated and provided the updated values.

- Products and Covered Levels > Search: Search for the products to be updated. Products can be subscription products or coverage products.
- Products and Covered Levels > Search Results: Select the products to be updated.

To mass update products or covered levels:

1. Open a subscription in the draft status and go to the Summary page.
2. Select **Actions > Update Products**.
3. In the Update Fields section, select the fields that you want to update, and for every selected field assign a value.

Depending on the field you select, you can either select the prepopulated value or enter your own value.

Note: If you select the **Bill-to Account** field to be updated, you must also update **Bill-to Site**. If you select the **Ship-to Party** field to be updated, you must also update **Ship-to Site**.

4. To add more rows click **Add**. Click the **Remove** icon to delete a row.
5. Optionally, use the Search region, to search for products or covered levels.
6. By default, the Search Results region shows all the available products and covered levels. If you use a search criteria, the list shows results based on the search criteria.
7. Click a row to select the product you want to update. To select multiple rows, press and hold the **Ctrl** key and select the required rows.

If you want to select a product and all its covered levels, click the **Group Select** option.

8. Click **Submit**.
9. Click **Done** on the Update Results page. Here you see a summary of updates made by the application.

The application updates all the selected rows with the values provided by you. If you change any of the billing attributes, the application regenerates the billing schedule. These billing attributes include: Billing Frequency, Billing Account, Classification Code, and Offset.

Manage Credit Cards

Here's how you can add a credit card to a subscription product:

1. Navigate to the Subscription details page.
2. From the Products section, select a product.
3. On the Edit Product page, click the **Summary** subtab.
4. In the **Payment Method** field, select **Credit Card**.
5. Click the credit card link.
6. On the Manage Credit Cards page, click **Add Credit Card**.
7. Select a credit card from the list of values.
8. Click **Save and Close**.

Here are a few things to know about adding a credit card:

- The application displays all credit cards associated with a customer account and related accounts. You can add only one credit card per subscription product.
- The application copies the payment method and credit card details to the new subscription product upon renewal.

