Oracle® Financial Services
Revenue Management and Billing
Relationship Manager's Workbench

Version 2.6.0.1.0

User Guide

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Oracle Financial Services Revenue Management and Billing Relationship Manager’s Workbench User Guide

E88546-01

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Preface

About This Document

This guide aims to act as a reference guide to an administrator user and helps him with day-to-day tasks, as well as provides some pointers on how to handle some commonly seen change requests. The document is organized in the form of a comprehensive questionnaire and covers most of the administrative tasks.

Intended Audience

This document is intended for the following audience:

- End-Users
- Consulting Team

Organization of the Document

The information in this document is organized into following sections:

Section No.	Section Name	Description
Section 1	Introduction	About the product and the types of analyses included.
Section 2	Dashboards	Explanation of each dashboard.

Related Documents

You can refer to the following documents for more information:

Document	Description
Oracle Revenue Management and Billing Analytics Install Guide	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing Analytics application. It also explains how to install the Oracle Revenue Management and Billing Analytics application.

Change Log

Revision	Last Update	Updated Section	Comments
1.0	February 2018	All	New document

Contents

1. Introduction to ORMBA Dashboards

Oracle Revenue Management and Billing Analytics (ORMBA) follow a layered architecture, which consists of the following four logical layers:

- Source
- Replication
- Transformation
- Presentation and Access

The Source layer represents the source system, which is Oracle Revenue Management and Billing (ORMB). Oracle Revenue Management and Billing Extractors and Schema delivers functionality of the Replication and Transformation layers. Oracle Revenue Management and Billing Analytics (ORMBA) delivers the functionality of the Presentation and Access layer.

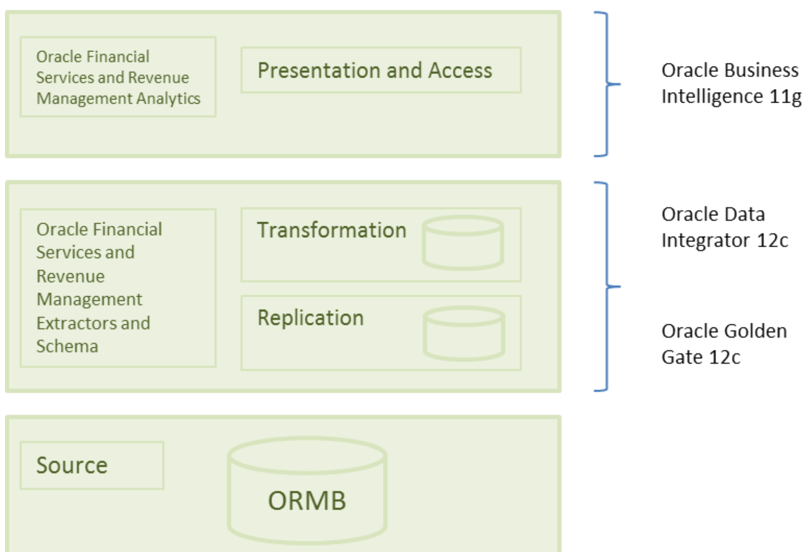


Figure 1: ORMB Analytics Topology

The Presentation and Access Layer of ORMBA is called the ORMBA Dashboards and is powered by Oracle Business Intelligence Enterprise Edition (OBIEE) tool. Currently there are three dashboards available for financial services / banking domain:

- OFSRMB Relationship Manager’s Workbench
- OFSRMB Product Manager’s Workbench
- OFSRMB Operations Manager’s Workbench

The dashboards available within each workbench vary as shown in the table below:

Workbench	**Available Dashboards**
Relationship Manager’s Workbench	• Relationship Manager • Deal Management • Modeller
Product Manager’s Workbench	• Product Pricing • Modeller • Billable Charges
Operations Manager’s Workbench	• Financial Transactions • Billing Operations • Transaction Feed Management • Contracts • Tasks • Executive Summary • Customer Contact

You can purchase either one or a combination of the workbenches, based on the dashboards you want to use. This user guide is exclusively for users of Relationship Manager’s workbench.

Note: For customizing the analyses in ORMBA dashboards, you would need a minimum working knowledge of OBIEE. The ORMBA Admin Guide lists some of the common tasks done in ORMBA dashboards and explains how to perform them. For more information, refer to the *ORMBA Admin Guide*.

1.1 OFSRMB Relationship Manager's Workbench

You can log on to OFSRMB Relationship Manager's Workbench with your user credentials through the login page.

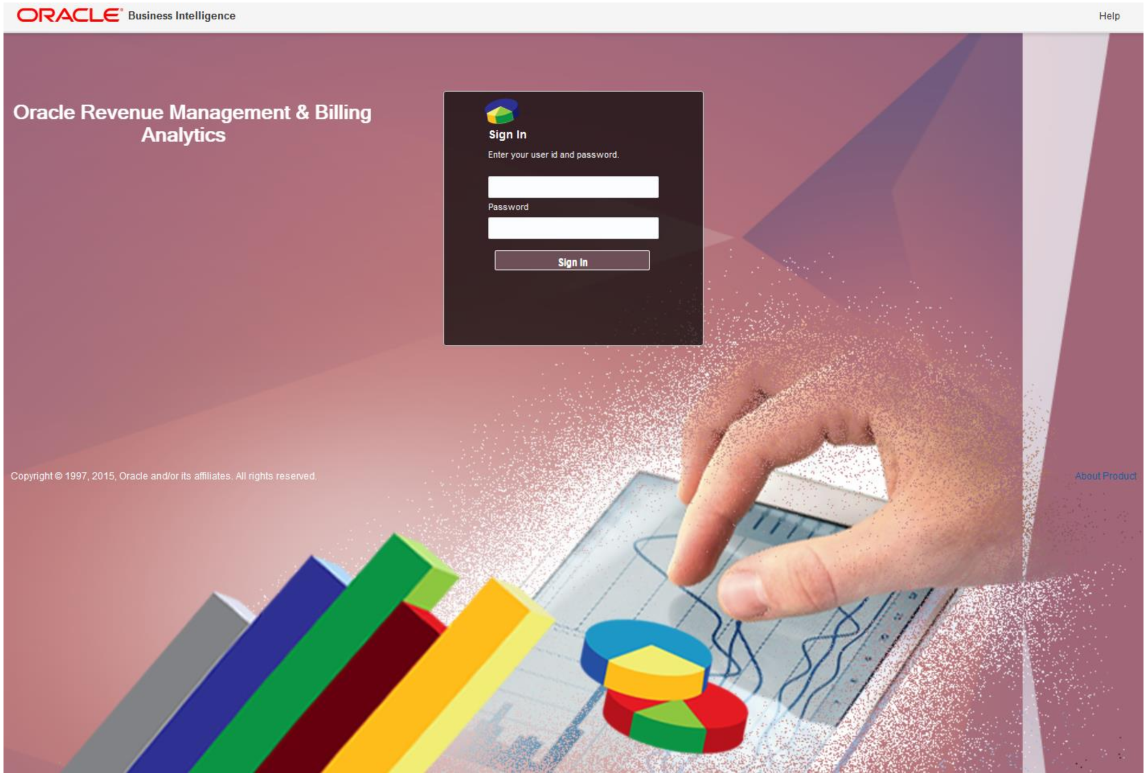


Figure 2: ORMBA Login Page

Once logged in, you will see the ORMBA Home Page that graphically represents all dashboards available within the product, irrespective of whether you have access to them or not. However, dashboards corresponding to your login alone appear highlighted and are accessible.

Figure 3: Relationship Manager's Home Page

Note: While you can view all dashboards in the Home page, access to dashboards is based on the user role mapped to your login. If you are unable to navigate to a dashboard, it could be because your role does not provide access to that particular dashboard.

1.1.1 Dashboard Security

Access to a workbench is based on the software license you have purchased and the user role assigned to the user. If you have applied the license key for a workbench and logs in as an administrator user, you would be able to access all dashboards associated with it. To restrict access to specific dashboards, you can either use the default application roles available in the product, or create custom roles.

By default, the product comes with the application role **ORMBARM** and users of this role can access the Relationship Manager, Deal Management and Modeller Dashboards.

1.1.2 Dashboard Structure

A dashboard is a collection of one or more pages, organized as different tabs within the dashboard. For example, the Relationship Manager dashboard contains five pages named, Summary, Ranking, Trend, Comparator, and Prospects.

Figure 4: Dashboard Tabs

1.1.3 Dashboard Filter

Each dashboard contains some filter fields in the top-left corner of the page. The common dashboard filters are Year and Month. Some dashboards have additional filter fields like Division or Contract Type.

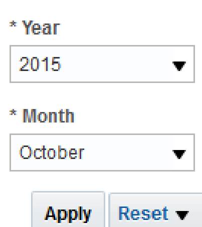


Figure 5: Dashboard Filters

The data included in the analyses depends on the dashboard filters applied. The default year and month available in the filter fields is configured in the Global Settings page of ORMBA Admin Tool.

1.1.4 Common Elements

The Summary page of most dashboards contains the following common elements:

- Home icon ( ): Click this icon to navigate to the ORMBA Dashboards Home page.
- Printable Report icon ( ): Click this icon to open the printable report of the dashboard.
- Page Options button ( ): Click this button to edit the dashboard, or export the dashboard contents to excel sheet.
- Help button ( ): Click this button to access the online help for OBIEE.

1.2 Types of Analyses

The ORMBA dashboards contain several analyses and most of them fall under one of the categories below:

- Top N Lists
- Share Analyses
- Trend Analyses
- Interactive Analyses
- Printable Reports

Each of the above type of analyses is explained in detail below.

1.2.1 Top N Lists

These are table lists that show you a list of objects (dimensions) sorted in either ascending or descending order of a measure. The main purpose of this type of analysis is to quickly highlight your best performing attributes, like products or customers.

An example list is shown below:

Top 10 Contracts

Rank	Customer	Amount
1	CUST09	$2,023,341.67
2	CUST07	$2,015,442.60
3	CUST02	$2,014,723.75
4	CUST08	$2,013,549.00
5	CUST10	$2,011,682.83
6	CUST06	$2,010,335.31
7	CUST01	$1,994,173.46
8	CUST05	$1,974,959.67
9	CUST03	$1,799,428.29
10	CUST04	$1,774,419.36
	Grand Total	$19,632,055.94

Figure 6: An example of Top N Lists

1.2.2 Share Analyses

The Share analyses of ORMBA Dashboards illustrate how a measure is spread across different dimensions. A share analysis can be a pie chart or a bar chart. The chart indicates the value and / or percentage of each share and includes a legend.

The pie charts usually includes percentage share of the attributes.

An example pie chart is shown below:

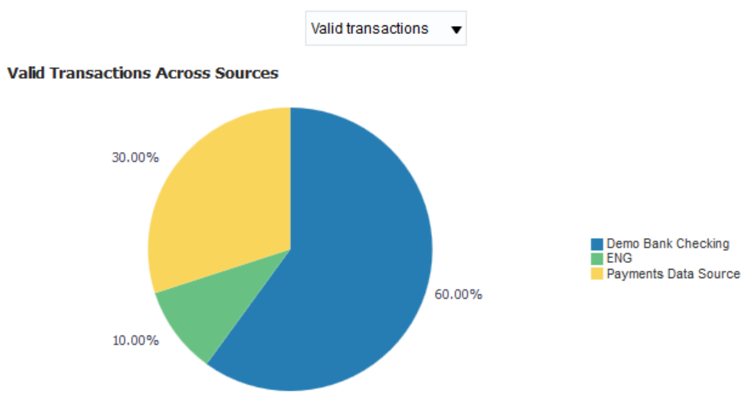


Figure 7: An example of Share Analysis

1.2.3 Trend Analyses

ORMBA Dashboards contains several Trend analyses to indicate the trend of different measures. The two different types of trend analyses available in ORMBA dashboards are:

- Line Charts
- Bar Charts

All trend analyses in ORMBA dashboards indicate the trend of a measure for the last **12 months**, starting from a selected month and year.

In case the analysis contains trend of more than one measure, the chart includes separate lines (in case of line charts) or stacked bars (in case of bar charts) to indicate the trend of each measure.

An example trend chart is shown below:

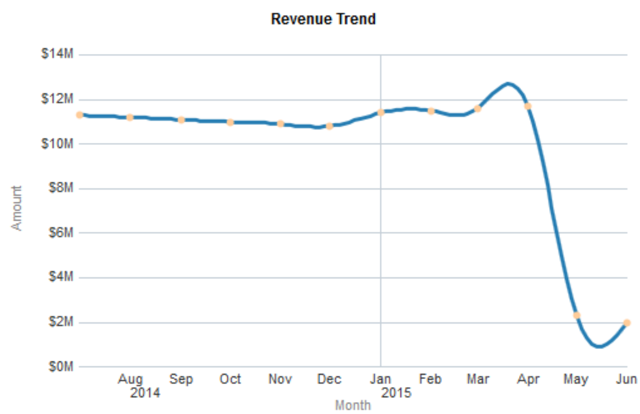


Figure 8: An example of Trend Analysis

1.2.4 Interactive Analyses

The interactive analyses can be charts/tables that give a high-level view of data, which can be drilled down to offer a detailed view. Currently, all analyses in all dashboards are interactive, except trend analyses.

1.2.5 Printable Reports

Most of the ORMBA dashboards contain one or several printable reports. The printable reports are detailed reports that show the data corresponding to the analyses available in a dashboard or page.

You can generate a printable report by filtering the data using any of the filter fields available for the report. After generating the report, click on the Export link towards the bottom of the report to export the data.

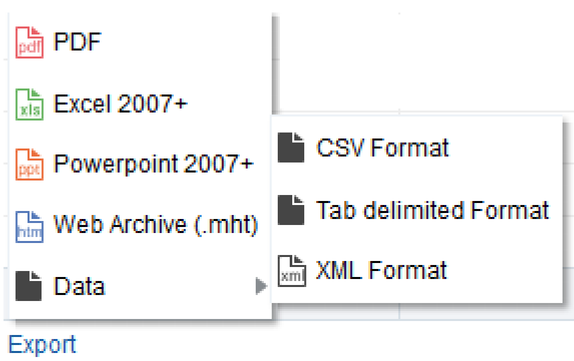


Figure 9: Export Options

You can export data in any of the following formats:

- PDF
- Excel
- PPT

- Web Archive (.mht)
- Data (CSV, Tab delimited, XML)

1.3 List of Dashboards

The dashboards currently available within OFSRMB Relationship Manager's Workbench are:

- Relationship Manager
- Deal Management

2. Relationship Manager

2.1 Overview of the Dashboard

The Relationship Manager dashboard is the key dashboard within OFSRMB Relationship Manager's Workbench and serves as a one-point-destination for all Relationship/Account Managers. This dashboard essentially aims to provide a unified view of all customers under a single Relationship Manager thereby enabling them to drive customer engagement and effectively elevate customer relationships to the next level.

The dashboard provides an overview of key Revenue Metrics including Total Revenue and Average Revenue per Customer as well as key Customer metrics including Total Number of customers, Net Churn and pending Service Tasks across the entire Customer portfolio.

The Relationship Manager dashboard is organized into seven pages – Summary, Ranking, Trend, Comparator, Create Prospect, Edit Prospect and Prospect Pricelist Simulation.

2.2 Summary Page

The Summary Page gives a snapshot of key Revenue and Customer Metrics. This dashboard can be filtered based on the below fields:

- Year
- Month
- Relationship Manager

2.2.1 Revenue Metrics

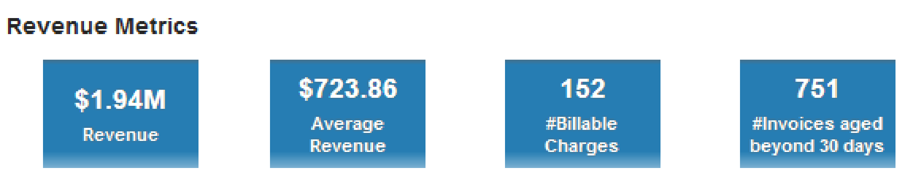


Figure 10: Revenue Metrics

KPI	Definition
Revenue	Total revenue from all customers under the RM during the selected month and year
Average Revenue	Average revenue from a customer, computed as: Total Revenue ÷ No of customers under the RM
#Billable Charges	Total number of billable charges of all customers under the RM
#Invoices aged beyond 30 days	Number of invoices that have aged beyond 30 days

2.2.2 Variation From Last Month

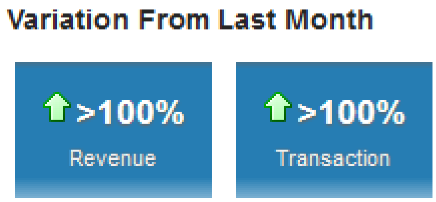


Figure 11: Variation From Last Month

KPI	Definition
Revenue	Percentage variation of revenue from the previous month
Transaction	Percentage variation of transaction count from the previous month

Note: Against each tile, you can see or icons that indicate if the KPI has a positive variation or a negative variation from the previous month.

2.2.3 Deal Metrics

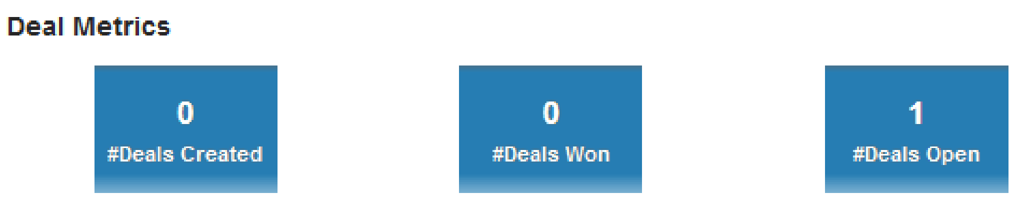


Figure 12: Deal Metrics

KPI	Definition
#Deals Created	Number of deals created in the selected month and year
#Deals Won	Number of deals won in the selected month and year
#Deals Open	Number of deals opened in the selected month and year

2.2.4 Customer Metrics

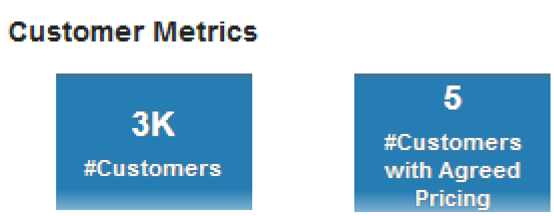


Figure 13: Customer Metrics

KPI	Definition
#Customers	Total number of customers under the Relationship Manager
#Customers with Agreed Pricing	Total number of customers who have agreed pricing

2.2.5 Alerts

This section includes the alerts to the Relationship Manager. The alerts are available for the following events:

- Number of deals pending client acceptance
- Number of customers currently inactive in the system
- Number of invoices that are unpaid
- Number of deals approaching expiry

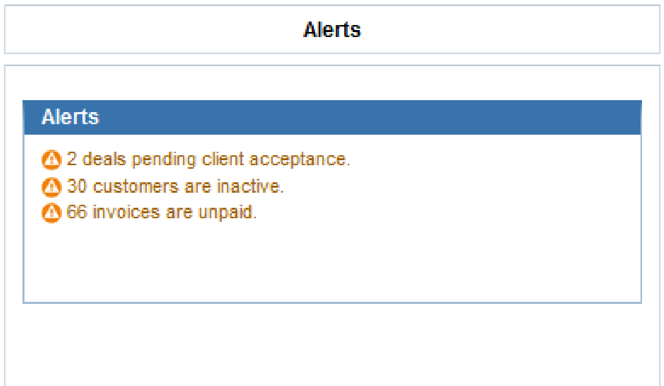


Figure 14: RM Alerts

2.2.6 Customer Hierarchy

You can view the customer hierarchy under the Relationship Manager and search for a customer.

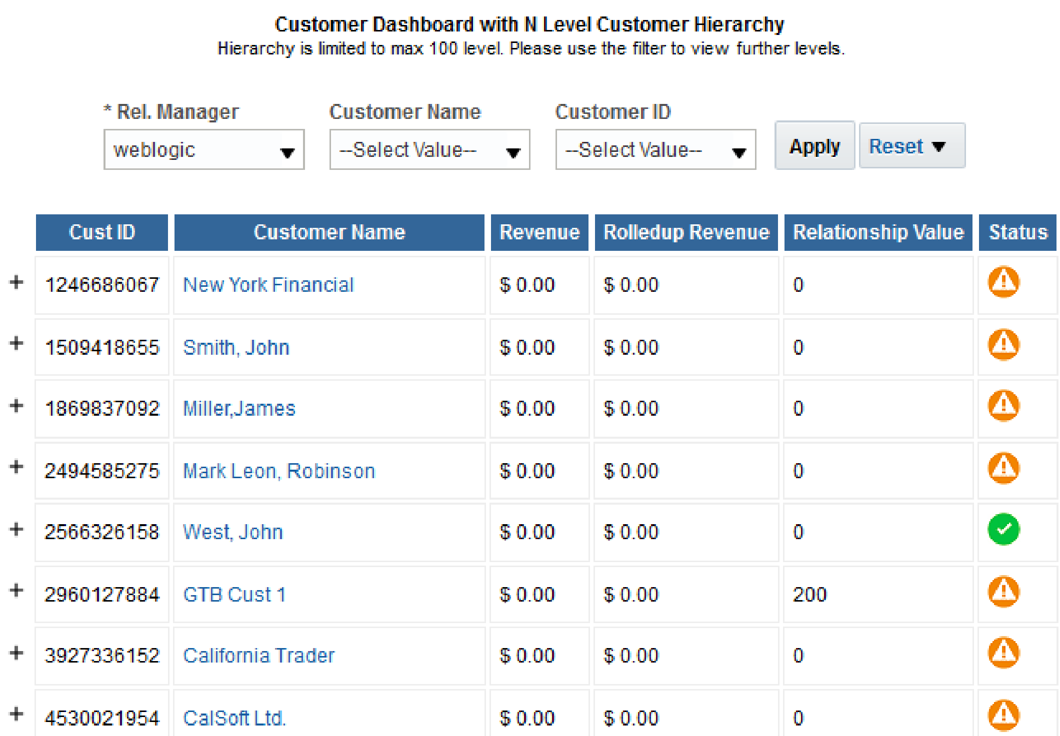


Figure 15: Customer Hierarchy

Against each level of hierarchy, you can view the following details at the customer level:

Fields	Definition
Revenue	Revenue from the customer for the selected month and year
Rolled-up Revenue	Rolled up revenue at each level of customer hierarchy
Relationship Value	Customer Relationship Value (computed based on the configuration in ORMBA Admin UI)
Status	Current Status of the customer based on whether they have satisfied the following criteria: • Period of Inactivity less than 3 months • Revenue variation less than 20% • All commitments met  - All criteria are satisfied  - One or more criteria are not satisfied  - None of the criteria are satisfied

Click on a Customer to view the respective customer's details in the Customer page.

2.3 Ranking Page

The Ranking page gives a good overview of the performance of the overall Customer portfolio. Some of the key business insights that can be derived from this dashboard are:

- Who are the top Customers within the portfolio in terms of Revenue Contribution
- Which are the most popular Products within the Customer portfolio
- Which of the Customers demand more in terms of Service effort? What is the ROI on a Revenue vs Service Effort basis for a Customer? Does increased Service effort result in a commensurate increase in Revenue Contribution?
- Are there potential Revenue Leaks within the portfolio? Which are the customers that have displayed huge variations in Revenue between two consecutive periods?
- Which of the customers require more Service attention in terms of Service Task completions?
- Which of the customers need to be targeted with potential new offer/products to bring them out of inactivity?

2.3.1 Top N Customers By Revenue

The Top N Customers By Revenue analysis is a list of top N customers under the Relationship Manager, ordered in the descending order of revenue.

Top 10 Customers By Revenue

Rank	Customer Name	Amount
1	CBA Brisbane	$1,895,327.00
2	ABC Munich	$1,877,601.60
3	ITC Sydney	$1,876,343.00
4	ITC Wellington	$1,874,911.65
5	CBA Newyork	$1,867,976.90
6	ABC Melbourne	$1,861,889.25
7	Amanda Berry	$1,859,908.00
8	ITC Frankfurt	$1,853,591.05
9	ITC Trivandrum	$1,649,076.60
10	ITC California	$1,642,277.47
	Grand Total	**$18,258,902.52**

Figure 16: Top N Customers By Revenue

Fields	
Rank	Rank of the customer based on revenue
Customer Name	Name of the customer
Amount	Billable charge amount of the customer in corporate currency
Grand Total	Total amount from all customers in the list

2.3.2 Top N Products By Revenue

The Top N Products By Revenue analysis is a list of top N products ordered in the descending order of revenue.

Top 10 Products By Revenue

Rank	Product Description	Amount
1	02900040 - Equities Trade Fee	$8,043,654
2	06250012 - Funds Trading Market 1_4 Fund	$6,315,092
3	02900043 - Equities Auction Trade Fee	$1,022,331
4	06250011 - Funds Trading Market 5_9 Fund	$640,700
5	06250009 - Funds Quote Display Board	$322,890
6	02900046 - Equities Centre Point Trade Fee	$253,108
7	02900044 - Equities Undisclosed Trade Fee	$240,507
8	02900345 - Interest Rate Securities Centre Point Trade Fee	$233,086
9	02900240 - Structured Product Trade Fee	$228,505
10	06250010 - Funds Trading Market 10 Funds	$202,981
	Grand Total	**$17,502,855**

Figure 17: Top N Products By Revenue

Fields	Explanation
Rank	Rank of the product based on revenue
Product Description	Description of the product
Amount	Cumulated billable charge amount of the product
Grand Total	Total amount against all products in the list

2.3.3 Top N Customers By Service Time

This analysis lists the top N customers, ordered in the descending order of service time spent on them.

Top 10 Customers By Service Time

Rank	Customer Name	Hours Spent
1	Amanda Berry	4,172.95
2	ITC Frankfurt	45.00
3	ITC California	34.00
4	ITC Trivandrum	33.00
5	CBA Newyork	28.00
6	ITC Sydney	24.00
7	ABC Munich	23.00
8	ABC Melbourne	20.00
9	CBA Brisbane	16.00
10	ITC Wellington	12.00

Figure 18: Top N Customers By Service Time

Fields	Explanation
Rank	Rank of the customer based on the total hours spent
Customer Name	Name of the customer
Hours Spent	Total number of hours spent for the customer

2.3.4 Top N Variations

This analysis lists the top N customer – product combinations that had the highest variation in revenue from the previous month.

Top 10 Variations

Rank	Customer Name	Product Description	Amount	Last Month Amount	Variation
1	Amanda Berry	02900243 - Structured Products Auction Trade Fee	$16,189	$139.00	11,547%
2	Amanda Berry	02900044 - Equities Undisclosed Trade Fee	$27,894	$561.75	4,865%
3	Amanda Berry	02900242 - Trade Reporting Facility Structured Products Fee	$13,846	$288.00	4,708%
4	Amanda Berry	02900341 - TradeReportingFacilityInterestRateSecuritiesFee	$11,897	$319.50	3,623%
5	Amanda Berry	02900141 - Trade Reporting Facility Warrants Fee	$7,587	$231.50	3,177%
6	Amanda Berry	02900244 - Structured Products Iceberg Trade Fee	$17,318	$536.00	3,131%
7	Amanda Berry	02900340 - Interest Rate Security Trade Fee	$21,005	$1,000.00	2,001%
8	Amanda Berry	06250009 - Funds Quote Display Board	$40,159	$2,943.00	1,265%
9	Amanda Berry	02900042 - Trade Reporting Facility Off-mkt Equities Fee	$22,435	$2,089.50	974%
10	Amanda Berry	02900043 - Equities Auction Trade Fee	$106,985	$10,094.00	960%

Figure 19: Top N Variations

Fields	Explanation
Rank	Rank assigned to the customer, based on the percentage variation of billable charge amount from the previous month
Customer Name	Name of the customer
Product Description	Name of the product
Amount	Billable charge amount cumulated against the product during the selected month
Last Month Amount	Billable charge amount cumulated against the product during the previous month
Variation	Percentage variation in billable charge amount of the selected month from the previous month

2.3.5 Task Ageing

This analysis lists all tasks during the selected month and year, arranged in the descending order of period of inactivity.

Task Ageing

Task	Customer Name	Inactive Since(#Months)
Workflow Process Condition is invalid	Amanda Berry	107
Workflow Event Type is required.	Amanda Berry	92
This payment does not exist. It has been deleted.	Amanda Berry	82
Unexpected error during request processing.	Amanda Berry	82
This contract term will be expired.	Amanda Berry	69
This field is required for this particular class.	Amanda Berry	69
There is no accounting period for that date.	Amanda Berry	68
There is no Order Information	Amanda Berry	60
The threshold amount must be greater than zero.	Amanda Berry	55
A mandatory field has been left blank. Please enter a value and retry your request.	Amanda Berry	53

Rows 1 - 10

Figure 20: Task Ageing

Fields	Explanation
Task	Name of the task
Customer Name	Name of the customer
Inactive Since (#Months)	Number of months for which the task has been inactive

2.3.6 Top N Inactive Customers

This analysis shows the list of top N inactive customers listed in the descending order of period of inactivity.

Top 10 Inactive Customers

Rank	Customer ID	Name	Inactive Since(#Months)
1	1315313652	Person, Bill	100
1	2210218721	Rene, Duffey	100
1	3624692556	Microsoft, Inc	100
1	3766871847	AutoV4, Stack1	100
1	5370073608	Zone, Validation	100
1	5388043059	autoV5MPPBasic, SC1	100
1	6389606550	Rene, David	100
8	2451290921	NewYork Inc	92
8	3006223901	SBI,INC	92
8	3110950495	RSB,INC	92
8	3197464146	HMIC, INC	92
8	9939642359	LIC,Co	92

Figure 21: Inactive Customers

Fields	Explanation
Rank	Rank assigned to the customer, based on the period of inactivity
Customer Name	Name of the customer
Inactive Since (#months)	Number of months for which the customer has been inactive

2.3.7 Commitment Tracking

This analysis includes the list of customers under the Relationship Manager and shows the actual revenue, committed revenue, and its variation against each customer.

Figure 22: Commitment Tracking

2.3.8 Invoices aged beyond 30 days

This analysis shows the list of invoices that have aged beyond 30 days, along with the Customer against whom it is generated.

Invoices aged beyond 30 days

Customer Id	Customer Name	Bill Number	Bill Amount	Invoice Date	Pay by Date	Contact Number	City	Country
0005894343	Credit , Scenarios06	725222151452	$60.00	1/31/2014 12:00:00 AM	1/31/2014 12:00:00 AM			United States of America
0007967035	Unapply, Person1	265205829610	-$100.56	1/1/2016 12:00:00 AM	1/1/2016 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	401730308663	$3,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	721831796527	$1,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0011894756	Seema,Accrual_AWP_Manual_BL_CD	721839132535	$1,000.00	1/31/2017 12:00:00 AM	1/31/2017 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	286880662931	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	286887713549	$750.00	2/29/2016 12:00:00 AM	2/29/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	418782775575	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	418786501104	$0.00	2/29/2016 12:00:00 AM	2/29/2016 12:00:00 AM			United States of America
0029425219	Seema,Accrial_BL_CalenderDays_BC_N	581717532319	$1,000.00	1/31/2016 12:00:00 AM	1/31/2016 12:00:00 AM			United States of America

Rows 1 - 10

Figure 23: Invoices aged beyond 30 days

2.4 Trend Page

The Trend Page provides an overview of Product Usage, Service Effort and Contractual performance across the customer portfolio. It provides responses to the following business questions:

- How has a particular Product performed over the past twelve month period
- Which are the To-Do tasks that have a consistently high % of Pend status over a period
- Which of the To-Do tasks require more effort
- Trend of New contracts over a period in time

2.4.1 Product Revenue

This analysis shows the trend of a selected product's revenue over the last 12 months. Select a product from the drop-down to view the trend of its revenue.

Figure 24: Product Revenue

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the selected product's revenue in corporate currency against each month

2.4.2 Product Usage

This analysis shows the trend of a selected product's usage over the last 12 months. Select a product from the drop-down to view the trend of its billed usage.

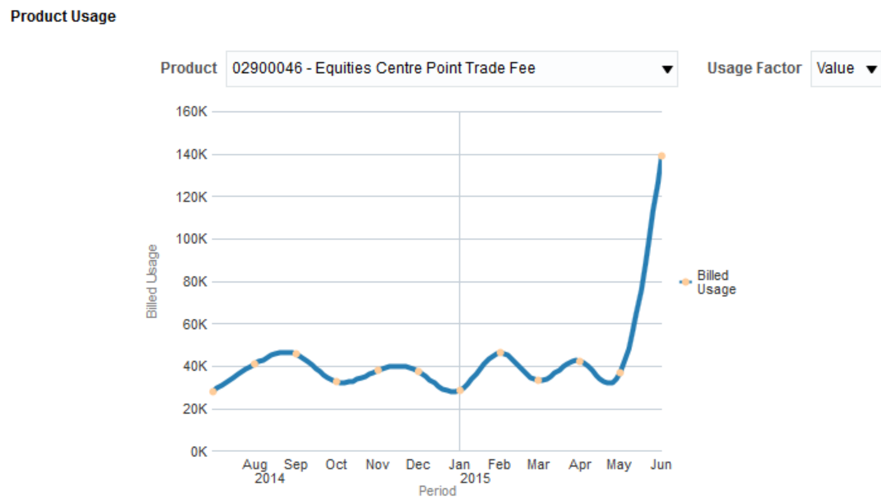


Figure 25: Product Usage

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Billed Usage Shows the selected product's billed usage against each month

2.4.3 Tasks By Created/Pending/Completed

This analysis shows the trend of a selected task type over the last 12 months. Select a task type from the drop-down to view the trend of its count. Tasks are segregated by their status and stacked over one another.

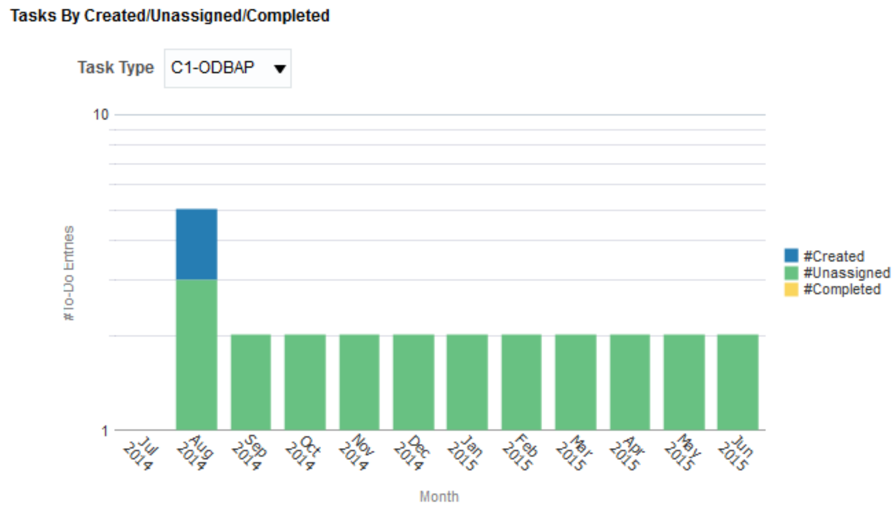


Figure 26: Tasks By Created/Pending/Completed

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	#To-Do Entries Shows the selected task type's to-do count against each month

2.4.4 Tasks By Hours Spent

This analysis shows the trend of hours spent on a selected task type over the last 12 months. Select a task type from the drop-down to view the trend of hours spent.

Figure 27: Tasks By Hours Spent

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Hours

	Shows the hours spent on selected task type during each month

2.4.5 Contract Trend

This analysis shows the trend of newly created contracts and contracts lost over the last 12 months.

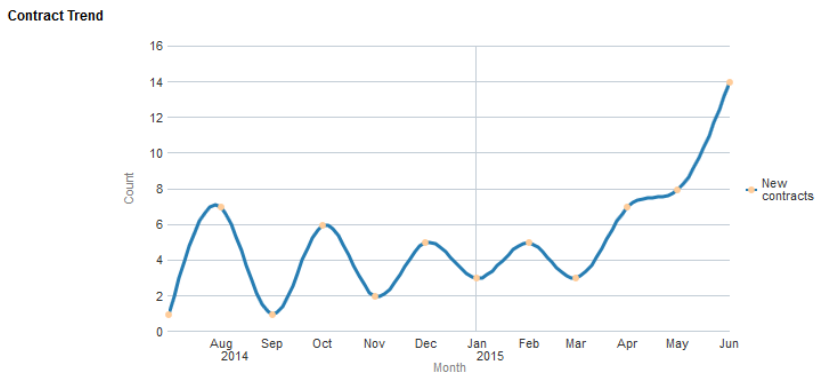


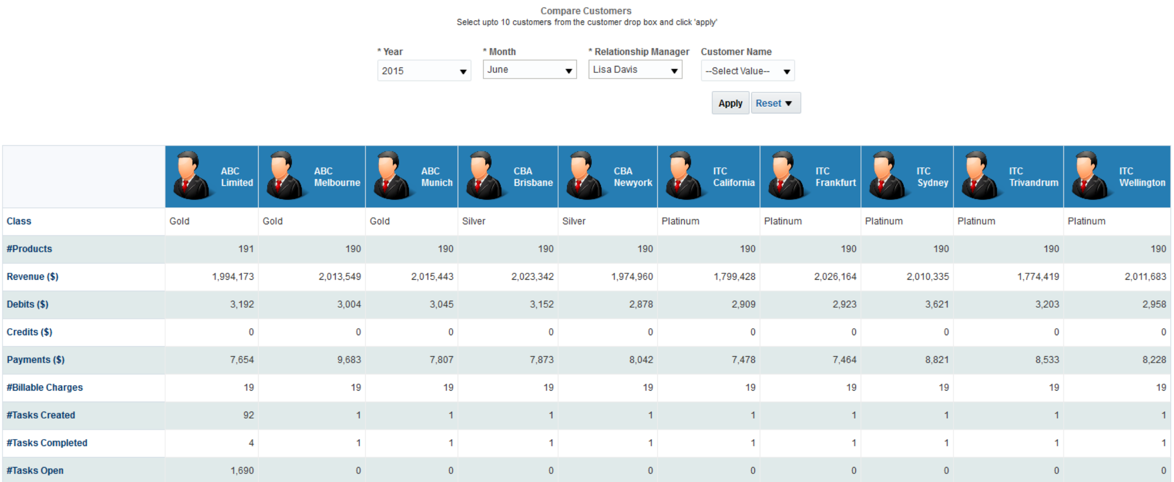
Figure 28: Contract Trend

Axes	**What it shows?**
X axis	Month Shows the last 12 months
Y axis	Count Shows the number of contracts opened in a month and number of contracts lost in a month

2.5 Comparator Page

A Relationship Manager can use the Comparator page to compare different customers under them. You can select up to 10 customers at a time for comparison. This feature essentially enables the RM to derive the following insights:

- Performance summary of Customers with a similar profile over a month
- How do customers within two different segments compare in terms of Product usage, Revenue and Service Effort
- Which of the Customers/Segments offers the highest ROI in terms of Revenue vs Service Effort



	ABC Limited	ABC Melbourne	ABC Munich	CBA Brisbane	CBA Newyork	ITC California	ITC Frankfurt	ITC Sydney	ITC Trivandrum	ITC Wellington
Class	Gold	Gold	Gold	Silver	Silver	Platinum	Platinum	Platinum	Platinum	Platinum
#Products	191	190	190	190	190	190	190	190	190	190
Revenue ($)	1,994,173	2,013,549	2,015,443	2,023,342	1,974,960	1,799,428	2,026,164	2,010,335	1,774,419	2,011,683
Debits ($)	3,192	3,004	3,045	3,152	2,878	2,909	2,923	3,621	3,203	2,958
Credits ($)	0	0	0	0	0	0	0	0	0	0
Payments ($)	7,654	9,683	7,807	7,873	8,042	7,478	7,464	8,821	8,533	8,228
#Billable Charges	19	19	19	19	19	19	19	19	19	19
#Tasks Created	92	1	1	1	1	1	1	1	1	1
#Tasks Completed	4	1	1	1	1	1	1	1	1	1
#Tasks Open	1,690	0	0	0	0	0	0	0	0	0

Figure 29: Compare Customers

The comparator shows the following high-level information of customers:

- Class
- #Products
- Revenue ($)
- Debits ($)
- Credits ($)
- Payments ($)
- #Billable Charges
- #Tasks Created
- #Tasks Completed
- #Tasks Open

3. Customer Page

3.1 Overview of the Page

Customer page within Relationship Manager Dashboard offers a 360^0 view of a Customer across multiple dimensions including Financial, Operational and Product Usage. The comprehensive view of the customer offered by this page will enable a Relationship Manager (RM) to better understand his customer and thereby drive initiatives to improve overall Customer engagement.

The Relationship Manager's dashboard Summary page offers a hierarchical view of all customers under the RM, along with the rolled-up revenue and relationship value at each level. From the RM dashboard, you can drill down to an individual customer and view all relevant details for that particular customer.

3.2 Customer Home Page

The Customer Home page offers a snapshot of key performance indicators and metrics together with the account details and Customer profile. This dashboard enables the Relationship Manager to get an overall idea on how the customer has been faring relative to the previous month in terms of both financial performance as well as operational details including number of service tasks created.

3.2.1 Relationship Value

The Customer home page includes a graphical presentation of the customer's CRV score.

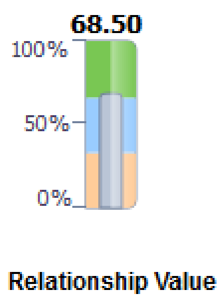


Figure 30: CRV Score

In a scale of zero to hundred percentage, the customer's Relationship Value is indicated as a bar chart.

3.2.2 Performance Indicators & Metrics

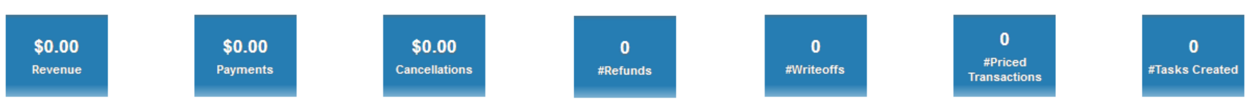


Figure 31: Performance Indicators & Metrics

KPI	Definition
Revenue	Total revenue in corporate currency
Payments	Total payments amount in corporate currency
Cancellations	Total cancellation amount in corporate currency

#Refunds	Total number of refunds
#Writeoffs	Total number of write-offs
#Priced Transactions	Total number of priced transactions
# Tasks Created	Total number of tasks created for the customer

3.2.3 Alerts

The alerts section shows notifications regarding variance in commitment score and period of inactivity (if it exceeds one month).

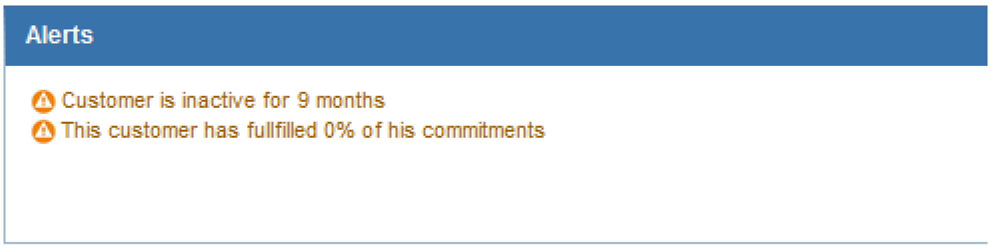
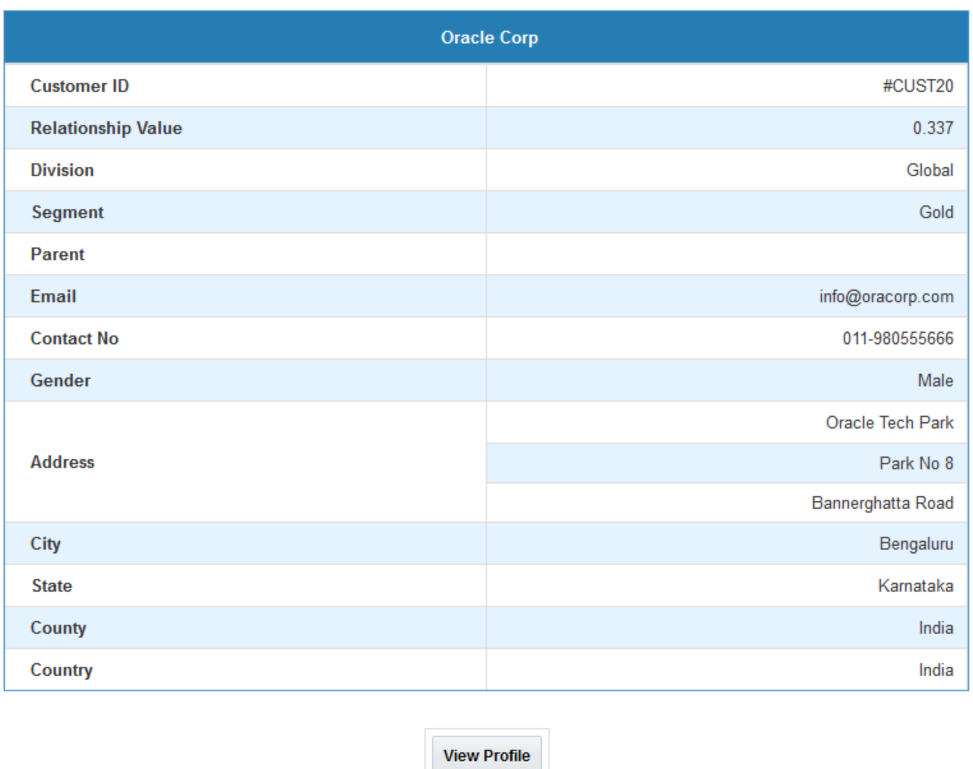


Figure 32: Alerts

3.2.4 Customer Profile Summary

The Customer Home page contains a brief summary of Customer Profile. You can click the View Profile button to view further details of the customer.



Oracle Corp	
Customer ID	#CUST20
Relationship Value	0.337
Division	Global
Segment	Gold
Parent	
Email	info@oracorp.com
Contact No	011-980555666
Gender	Male
Address	Oracle Tech Park Park No 8 Bannerghatta Road
City	Bengaluru
State	Karnataka
County	India
Country	India

View Profile

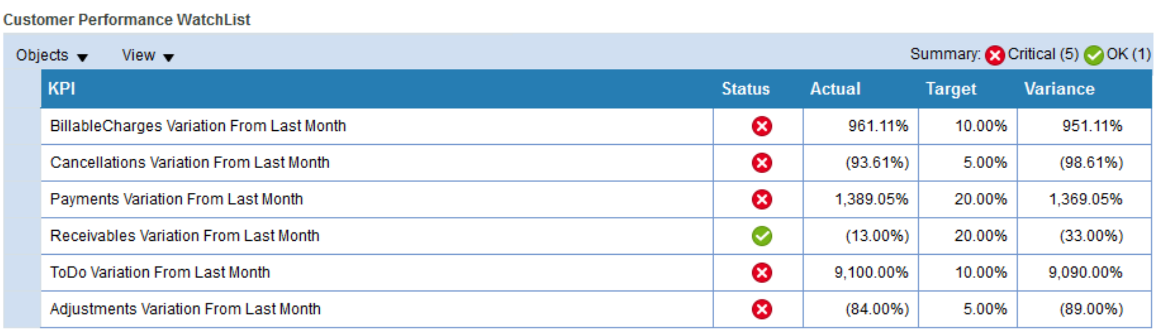
Figure 33: Customer Profile Summary

Field	Explanation
Customer Name	Name of the customer
Customer ID	Unique identifier of the customer
Relationship Value	Relationship value of the customer
Division	Division of the customer
Segment	Segment to which the customer belongs
Parent	Name of the immediate parent customer
Email	Email ID of the customer
Contact No	Contact number of the customer
Gender	Whether the customer is Male or Female
Address	Address of the customer
City	City where the customer is based on
State	State where the customer is based on
County	County where the customer is based on
Country	Country where the customer is based on
View Profile	Click this button to view the detailed profile of the customer. To know more about the Customer Profile page, see section 3.3.

3.2.5 Customer Performance WatchList

The Customer Performance WatchList analysis is a table that lists all main KPIs of the customer and indicates the status of its variations. You can also see the Actual, Target and Variance percentage values.

The status indicator against a KPI shows whether the variance is Critical ( ) or OK ( ).


Customer Performance WatchList

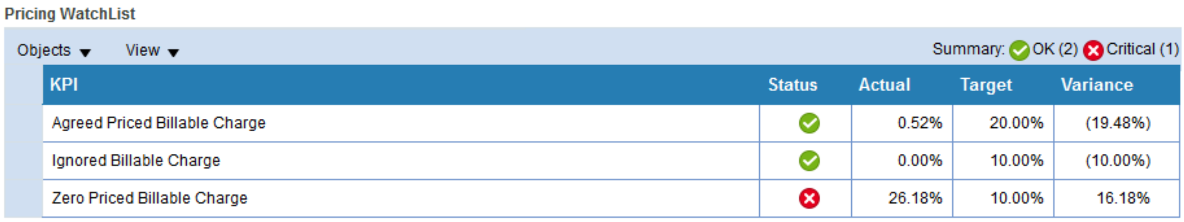
Objects View Summary: Critical (5) OK (1)

KPI	Status	Actual	Target	Variance
BillableCharges Variation From Last Month	Critical	961.11%	10.00%	951.11%
Cancellations Variation From Last Month	Critical	(93.61%)	5.00%	(98.61%)
Payments Variation From Last Month	Critical	1,389.05%	20.00%	1,369.05%
Receivables Variation From Last Month	OK	(13.00%)	20.00%	(33.00%)
ToDo Variation From Last Month	Critical	9,100.00%	10.00%	9,090.00%
Adjustments Variation From Last Month	Critical	(84.00%)	5.00%	(89.00%)

Figure 34: Customer Performance WatchList

3.2.6 Pricing WatchList

The Pricing WatchList analysis is a table that shows the variations in billable charge lines against agreed price, ignored and zero-priced.



Pricing WatchList

Objects View Summary: OK (2) Critical (1)

KPI	Status	Actual	Target	Variance
Agreed Priced Billable Charge	OK	0.52%	20.00%	(19.48%)
Ignored Billable Charge	OK	0.00%	10.00%	(10.00%)
Zero Priced Billable Charge	Critical	26.18%	10.00%	16.18%

Figure 35: Pricing WatchList

3.2.7 Revenue Comparison

The Revenue Comparison analysis is a chart that shows a graphical comparison of how the selected customer is performing in terms of revenue, when compared with customers under the same segment, or under the same division, or under the same RM, or all customers in the system.

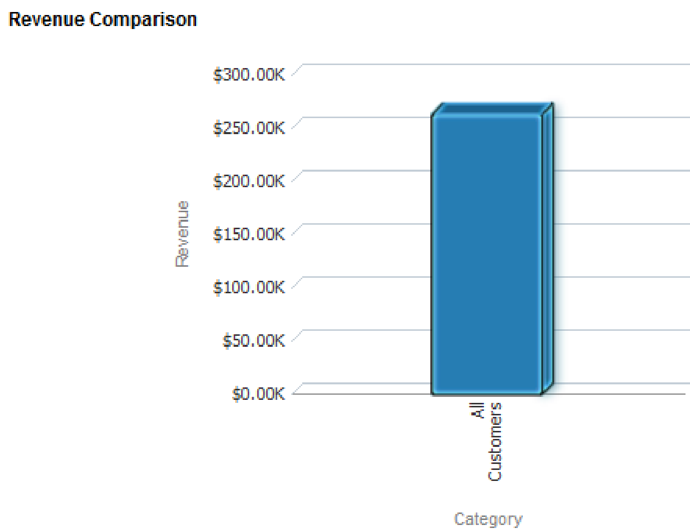


Figure 36: Revenue Comparison

3.2.8 Customer Relationship Value Trend

This analysis is a line chart that shows the trend in customer's CRV score for the previous 12 months.

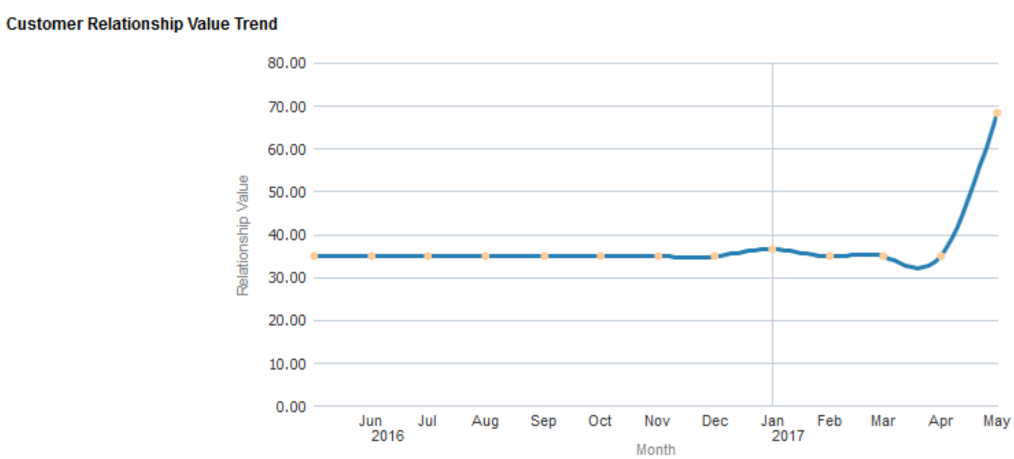


Figure 37: Customer Relationship Value Trend

3.3 Customer Profile Page

The Customer Profile page shows various details of the customer. Information is grouped under the following heads:

- Profile
- Address
- Demographic
- More Details

Note: You can access the detailed Customer Profile page by clicking the **View Profile** button on Customer home page.

3.3.1 Profile

Profile

Name	ABC Limited
ORMB Customer ID	CUST01
Email	info@abccorp.com
Contact No	011-980555666
Business Unit	ORMBA

DOB	6/5/1994 12:00:00 AM
Gender	Male
Class	Gold
Language	English
Marital Status	Single

ID TYPE	ID NUMBER
SSN	543-54-8789
COREG	5345235325
CUSTID	1234566
GLOBECR	5566
GROUP	6789

Customer Since	9/12/2010 12:00:00 AM
Fixed Price	Yes
ORMBA Deal Id	7
Simulation Flag	No
Create Date	9/12/2016 12:00:00 AM
Last Updated Date	9/12/2016 12:00:00 AM

Figure 38: Customer Profile

The fields in this table are self-explanatory.

Note: The Fixed Price field indicates if the customer has a fixed price contract or not. If the value is Yes, then simulation feature is not available for the customer. The default value of this attribute is **No**.

3.3.2 Address

Address

Address	Nordea Bank Danmark
	DK-0900 Copenhagen
	Bus.reg.no. 13522197
	123-854-964

City	Glostrup
State	Copenhagen
County	Albertslund
Country	Denmark
ZIP	123-854-964

Figure 39: Customer Address

The fields in this table are self-explanatory.

3.3.3 Demographic

Demographic

Employer Name	Amazon
Employment Type	Engineer
Employment Status	EMP
Designation	Senior Analyst

Annual Salary	254,600
Company Type	Corporation
Industry Type	Finance
Occupation Type	Permanent
Market Entity	

Figure 40: Customer Demographic

The fields in this table are self-explanatory.

3.3.4 More Details

More Details

Account Manager	John Doe
Affinity Group 1 Ind.	Y
Approved Sites Limit	20
Auto Transfer	N
BID Country	US

BID GEOGRAPHY	US
Billing Entity	Y
BoA - Credit share ratio	60-40%
Bundle Applicable	RTB1
Businessworld Membership Level	GOLD

Figure 41: More Details

The fields of the table shown in the image above are indicative and varies based on the characteristic fields mapped using ORMBA Admin UI.

3.4 Invoices Page

The Invoices page of Customer dashboard shows the invoice details of the selected customer for a selected month and year. You can also select a product to filter and view the details of the selected product only. The Invoices page offers the following customer perspectives to an RM:

- How has the Customer revenue varied over the trailing twelve month period? Is there a leakage in revenue observed for any one period
- Which are the top products in terms of usage and revenue contribution
- Summary of Revenue break-up across all Invoice accounts
- Snapshot of Invoice details at an Invoice Account/Invoice Id

Note: You can filter the page to view invoice details of a selected product also.

3.4.1 KPIs

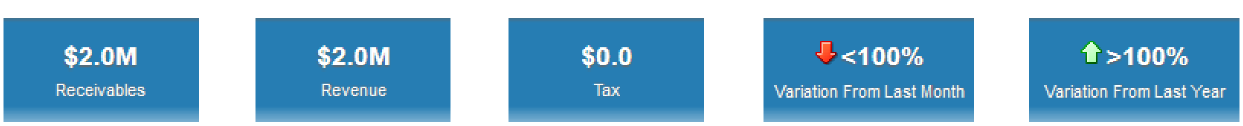


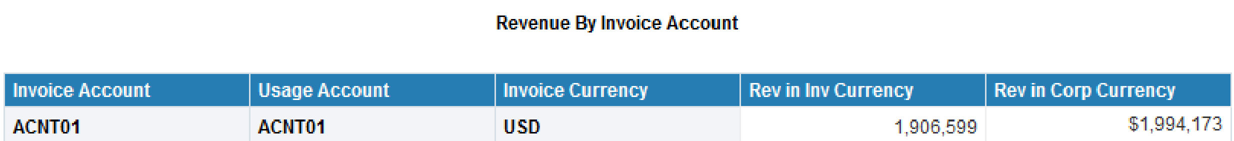
Figure 42: Invoices KPIs

The KPIs available for Invoices page of Customer dashboard are:

KPI	Definition
Receivables	Total receivables amount in corporate currency
Revenue	Total revenue in corporate currency
Tax	Total tax amount in corporate currency
Variation From Last Month	Percentage variation of receivables amount of the selected month from the previous month
Variation From Last Year	Percentage variation of receivables amount of the selected month from the same month of previous year

Note: Against each tile, you can see or icons that indicate if the KPI has a positive variation or a negative variation from the previous month or year.

3.4.2 Revenue By Invoice Account


Revenue By Invoice Account

Invoice Account	Usage Account	Invoice Currency	Rev in Inv Currency	Rev in Corp Currency
ACNT01	ACNT01	USD	1,906,599	$1,994,173

Figure 43: Revenue By Invoice Account

The 'Revenue By Invoice Account' analysis lists the invoice accounts of the selected customer and their revenue in both invoice currency and corporate currency.

Fields	Explanation
Invoice Account	Invoice account under the customer
Usage Account	Corresponding usage account
Invoice Currency	Currency of the invoice account
Rev in Inv Currency	Revenue from the invoice account in invoice currency
Rev in Corp Currency	Revenue from the invoice account in corporate currency

3.4.3 Revenue Trend

The 'Revenue Trend' analysis is a line graph that shows you the trend of customer's revenue over the last 12 months.

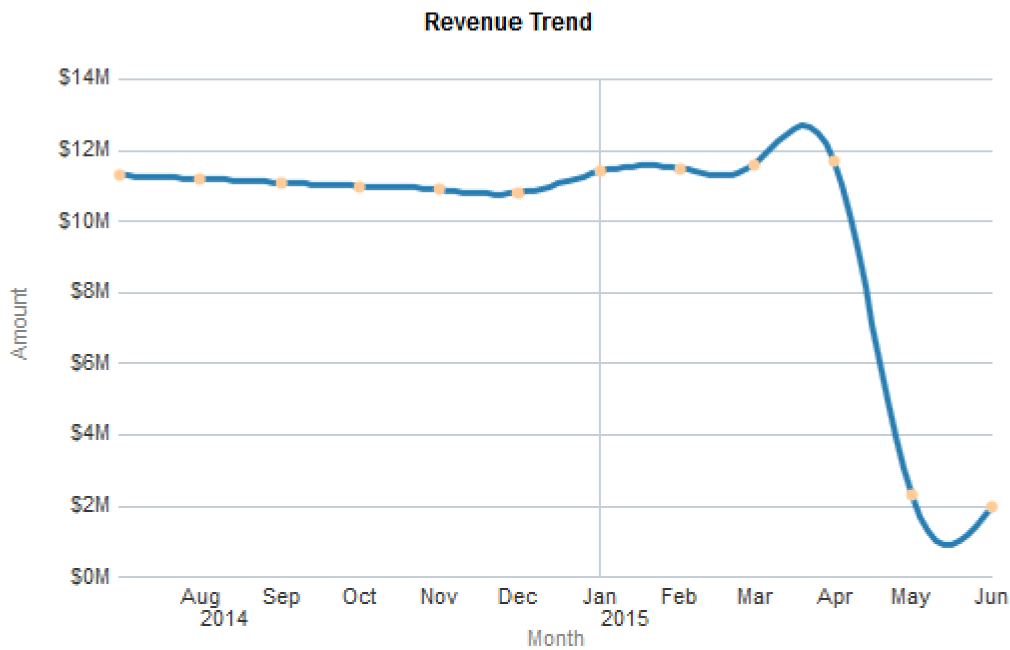


Figure 44: Revenue Trend

Axes	What it shows?
X axis	Last 12 months (counting from the selected month and year)
Y axis	Revenue amount in corporate currency

3.4.4 Invoices Printable Report

The Invoice details for the Customer can be printed or exported using the export option provided on the page. This report contains the following filters and fields.

Filters	• Customer Id • Division • Contract Id • Invoice Account • Invoice Id
Fields	• Invoice Currency • Invoice Status • Type • Date • Division • Contract Id • Invoice Account • Invoice Id • Frozen Date

	• #Invoice Segments • Rev in Inv Currency • Tax in Inv Currency • Revenue in Corp Currency • Tax in Corp Currency

You can view the consolidated data at **Invoice Status** and **Type** level, along with the Grand Total at the bottom row.

Note: To export the data shown in the printable report, click the Export link available at the bottom of the table.

3.5 Adjustments Page

The Adjustments page of Customer dashboard shows the adjustment details of the selected customer for the selected month and year. This dashboard provides information including Net Credits and Debits, history of Adjustments over the past twelve months and breakdown of adjustments by adjustment types.

3.5.1 KPIs

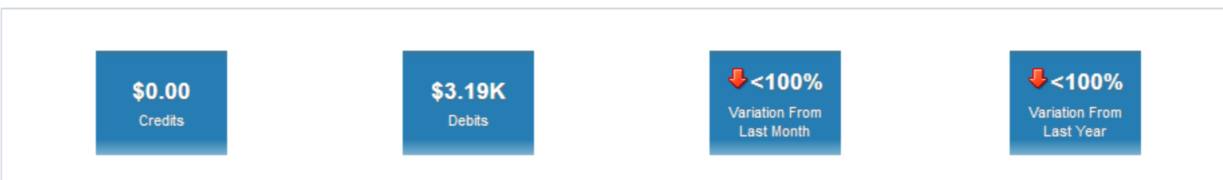


Figure 45: Adjustments KPIs

The KPIs available for the Adjustments page of Customer dashboard are:

KPI	Definition
Credits	Total credit amount in corporate currency
Debits	Total debit amount in corporate currency
Variation From Last Month	Percentage variation of net adjustment amount (credit + debit) of the current month from the previous month
Variation From Last Year	Percentage variation of credits amount of the current month from the same month of previous year

Note: You can see or icons to indicate if the KPI has a positive variation or a negative variation from the previous month.

3.5.2 Adjustments Trend

The 'Adjustments Trend' analysis is a bar/line chart that shows the trend of adjustments amount for the last 12 months.

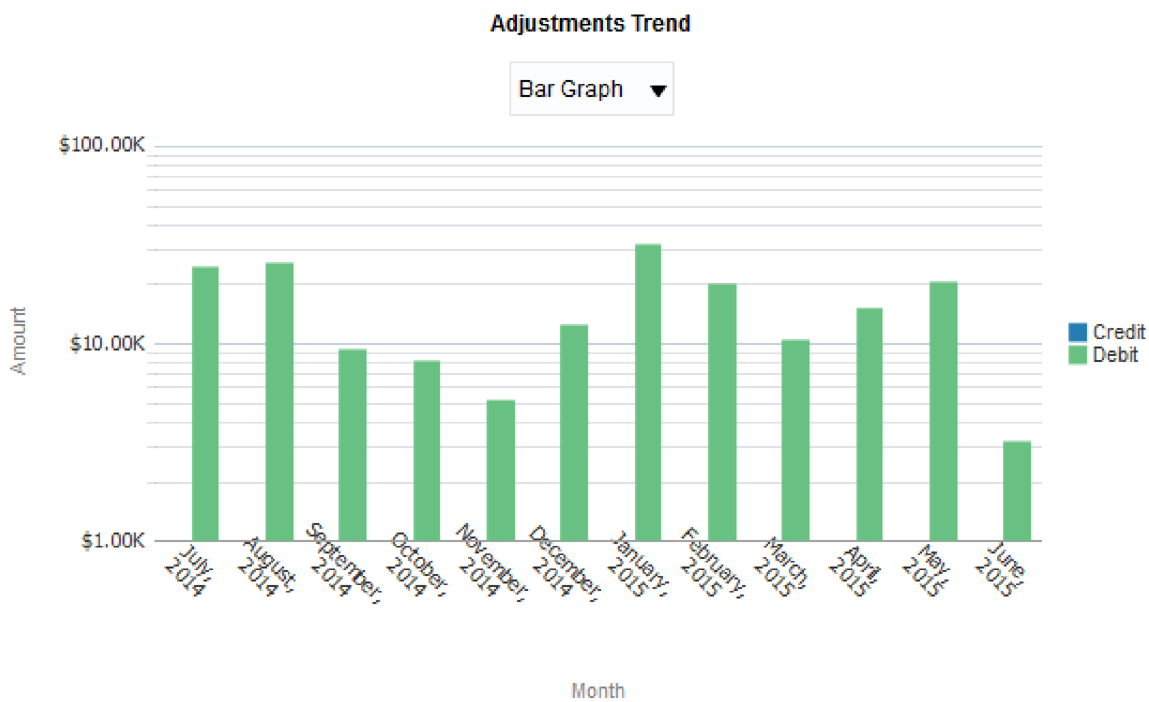


Figure 46: Adjustments Trend

You can view the analysis as a bar chart or a line chart by selecting the required value from the drop-down.

Axes	What it shows?
X axis	Month Shows the last 12 months
Y axis	Amount Shows the credit and debit adjustment amount of each month in corporate currency

3.5.3 Break Down By Adjustment Types

The 'Break Down By Adjustment Types' analysis is a table list that shows the credit/debit adjustments against each Adjustment Type.

Break Down By Adjustment Types

			Adjustments
Date	Account	Adjustment Type	Debit
30 June, 2015	ACNT01	Adjustment for Earnigs Credit Expiration	$493.35
		Adjustment type for Earning Credit Distribution	$361.90
		Bill Correction (EUR)	$209.24
		Bill Correction (GBP)	$456.19
		Bill Correction (USD)	$383.29
		Currency Conversion	$213.08
		Good Will Credit (EUR)	$201.01
		Good Will Credit (GBP)	$107.95
		Good Will Credit (USD)	$659.12
		Reconciliation Adjustment Type	$106.92
Grand Total			**$3,192.05**

Figure 47: Breakdown By Adjustment Types

Fields	**Explanation**
Date	Adjustment date
Account	Invoice account
Adjustment Type	Adjustment type
Adjustments (Credit and Debit)	Credit / Debit amount in corporate currency
Grand Total	Total adjustment amount

3.5.4 Adjustments Printable Report

The page also has an export option which can be used to print the report. This report contains the following data:

Filters	• Customer Id • Division • Contract Id • Adjustment Type • Invoice Account
Fields	• Adj Currency • Type

	• Adj Status • Adj Type • Division • Contract Id • Account • Frozen Date • Amount in Corp Currency (Credit / Debit) • Amount in Adj Currency (Credit / Debit)

3.6 Payments Page

The Payments page of Customer dashboard shows all the payment details of the selected customer for the selected month and year. It provides the following different payment related insights:

- Total Payments over a period
- What is the frequency of un-realized payments for the customer? Is there a need to address the effectiveness of payment processing?
- Is there a pattern observed in the customer's payment history?
- Payment details including Payer accounts, Tender types and source
- Preferred tender type and tender source for the customer to potentially enable an effective offer management strategy

3.6.1 KPIs

Figure 48: Payments KPIs

The KPIs available for the Payments page of Customer dashboard are:

KPI	Definition
Payments	Total payment amount in corporate currency
#Unrealized Payments	Number of payments that were unrealized
Variation From Last Month	Percentage variation of payments amount of the current month from the previous month
Variation From Last Year	Percentage variation of payments amount of the current month from the same month of previous year

Note: You can see or icons to indicate if the KPI has a positive variation or a negative variation from the previous month or year.

3.6.2 Payments Trend

The 'Payments Trend' analysis is a line chart that shows the trend of payment amount for the last 12 months.

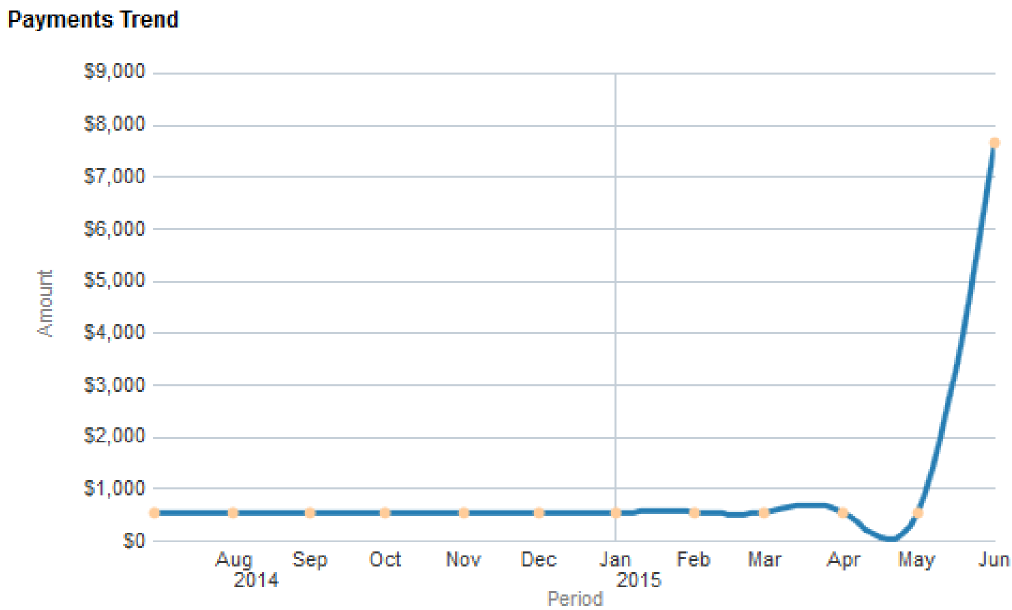


Figure 49: Payments Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Amount Shows the payment amount of each month in corporate currency

3.6.3 Amount By Tender Types

The 'Amount By Tender Types' analysis is a pie chart that shows how the payment amount is spread across different tender types.

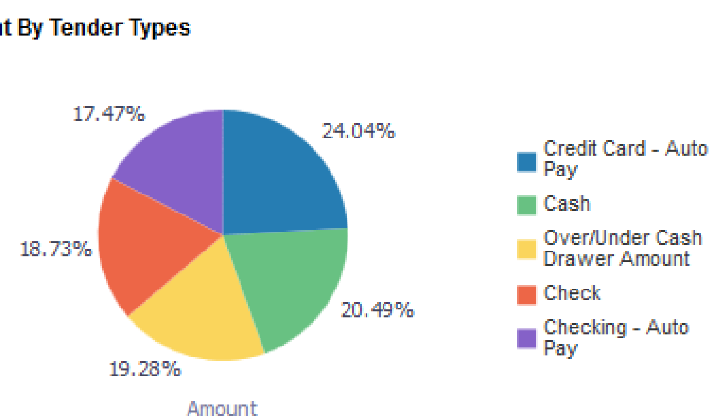


Figure 50: Amount By Tender Types

3.6.4 Amount By Tender Source

The 'Amount By Tender Source' analysis is a pie chart that shows how the payment amount is spread across different tender sources.

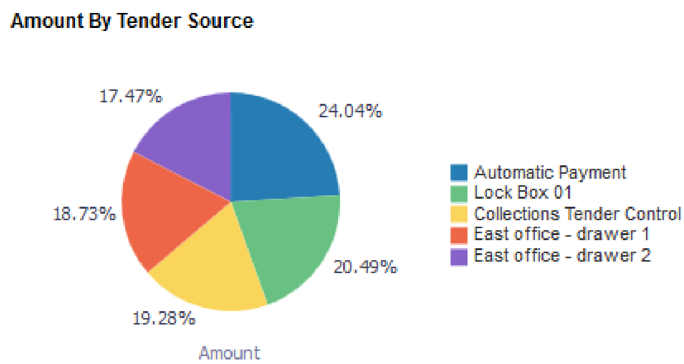


Figure 51: Amount By Tender Source

3.6.5 Payments Printable Report

Filters	• Customer Id • Division • Payer Account • Tender Type • Tender Source
Fields	• Division • Tender Status • Pay Date • Payer Account • Tender Source • Tender Type • Amount in Corp Currency

3.7 Product Usage Page

The Product Usage page of Customer dashboard shows the summary of products used by the customer for the selected month and year. This dashboard helps the RM to get the following Product related information for the customer:

- Which are the products that contribute most to the total customer revenue?
- Product Revenue details including Invoice Accounts, Usage Accounts and Billable charges
- Identify a logical trend in product usage to design suitable customer engagement initiatives
- Applicable Pricelists for the products
- What will be the impact of a potential pricing and usage change for a particular product?

3.7.1 Top N Products

The ‘Top N Products’ analysis is a table list that shows the list of top N products during the selected month and year. Products are listed in the descending order of the billable charge amount.

Top 10 Products

Rank	Product Description	Amount	#Billable Charges
1	Transaction Charges	$907,858	11
2	Account Services	$646,186	10
3	Transaction Fees	$104,475	10
4	Automated Clearing House	$65,714	10
5	ACH Services	$33,473	10
6	Maintenance Fees for CA	$28,752	10
7	Stop Payment Orders fees for NY	$22,748	10
8	Stop Payment Orders fees for CA	$21,095	10
9	ACH01	$20,660	10
10	FIN Credits fees for NY	$19,850	10

Figure 52: Top N Products

Fields	Explanation
Rank	Rank assigned to the product, based on the billable charge amount in corporate currency
Product Description	Product description
Amount	Priced amount cumulated against the product, in corporate currency
#Billable Charges	Number of billable charge lines

3.7.2 Top N Accounts

The ‘Top N Accounts’ analysis is a table list that shows the list of top N invoice accounts during the selected month and year. Accounts are listed in the descending order of the billable charges.

Top 10 Accounts

Rank	Invoice Account	Usage Account	Amount	#Billable Charges
1	ACNT01	ACNT01	$1,942,793	191

Figure 53: Top N Accounts

Fields	Explanation
Rank	Rank assigned to the account, based on the billable charges
Invoice Account	Invoice account
Usage Account	Usage account
Amount	Priced amount cumulated against the account, in corporate currency
#Billable Charges	Number of billable charge lines

3.7.3 Actual vs Committed

The 'Actual vs Committed' analysis is a table that lists the products used by the customer during the selected month and year and shows a comparison of the expected (committed) and actual values of various attributes like usage, revenue, profitability and price.

Actuals vs Committed

Product	Usage Factor	Committed Usage	Actual Usage	Expected Revenue	Actual Revenue	Revenue Variation	Expected Profitability	Actual Profitability	Commited Price	Actual Price
ACH Credit Transfer Paid	Transaction Volume	4,800	5,052	$4,800.00	$5,052.00	5 %	97%	97%	$1.00	$1.00
Account Maintenance	Transaction Volume	8,300	8,854	$26,375.00	$28,399.50	8 %	-1,857%	-1,857%	$6.50	$6.50
Core Fixed Income	Transaction Volume	6,000	4,810	$6,000.00	$4,810.00	20 %	40%	40%	$1.00	$1.00
Corporate Loan	Transaction Volume	12,000	14,138	$17,535.00	$20,659.50	18 %	32%	32%	$1.46	$1.46
Domestic Funds Transfers	Transaction Volume	12,000	4,553	$18,000.00	$6,829.50	62 %	20%	20%	$1.50	$1.50
Funds Transfer	Transaction Volume	180,000	170,643	$916,082.00	$868,461.50	5 %	72%	72%	$5.09	$5.09

Figure 54: Actual vs Committed

Fields	Explanation
Product	Name of the product
Usage Factor	Whether the product is priced based on Transaction Volume or Value
Committed Usage and Actual Usage	Committed usage (either volume or value) and the actual usage
Expected Revenue and Actual Revenue	Expected and actual value of revenue
Revenue Variation	Percentage variation of actual revenue from the expected value
Expected Profitability and Actual Profitability	Expected and actual value of profitability
Committed Price and Actual Price	Committed and actual value at which the product is priced

3.7.4 Product Revenue Printable Report

This printable report allows two levels of drill-down:

- Product Usage
- Pricing

Filters	• Customer Id • Division • Product • Invoice Account • Usage Account
Fields	• Product • Division • Division Currency • Invoice Account • Usage Account • Amount • #Billable Charges • Min Price • Max Price • Average Price • Agreed Amount • Standard Amount • Max Charges • Min Charges • Usage (Includes a link to Billed Usage Page) • Pricing (Includes a link to Product Pricing Page)

3.8 Billed Usage Page

Billed Usage page shows the usage details of a product by a selected customer during a selected month and year. You can access this page by navigating to the Customer dashboard and opening the Product Usage page. In the Product Revenue report, click the Billed Usage link against a product to view its billed usage details.

Product Revenue

Month **June** Year **2015** Customer **ABC Limited**

Product	Division	Division Currency	Invoice Account	Usage Account	Amount	Amount Last Month	Variation from last month	#Billable Charges	Agreed Amount	Standard Amount	Min Charges	Max Charges	Usage	Pricing
ACH Credit Transfer Paid	Portugal	EUR	789798JK	789798JK	5,052	309	>100%	10	0	5,052	0.00	0.00	Billed Usage	Pricing
Account Maintenance	Portugal	EUR	789798JK	789798JK	28,400	5,506	>100%	20	0	28,400	0.00	0.00	Billed Usage	Pricing
Core Fixed Income	Portugal	EUR	789798JK	789798JK	4,810	307	>100%	10	0	4,810	0.00	0.00	Billed Usage	Pricing
Corporate Loan	Portugal	EUR	789798JK	789798JK	20,660	625	>100%	10	0	20,660	0.00	0.00	Billed Usage	Pricing
Domestic Funds Transfers	Portugal	EUR	789798JK	789798JK	6,830	0	>100%	10	0	6,830	0.00	0.00	Billed Usage	Pricing
Earnings Credit	Portugal	EUR	789798JK	789798JK	19,850	4,208	>100%	10	0	19,850	0.00	0.00	Billed Usage	Pricing
Funds Transfer	Portugal	EUR	789798JK	789798JK	907,858	0	>100%	11	82,865	824,993	0.00	0.00	Billed Usage	Pricing
Government Securities	Portugal	EUR	789798JK	789798JK	2,335	400	>100%	10	0	2,335	0.00	0.00	Billed Usage	Pricing

Figure 55: Billed Usage Link

3.8.1 Billed Usage Details

The 'Billed Usage Details' analysis is a table that lists the usage factors applied on the product, its value and percentage variation from last month.

Billed Usage Details

Usage Factor(SQ)	Value	Last Month Value	Variation from Last Month
Transaction Amount	156,110,000.00	15,468,000	>100%
Transaction Volume	156,110.00	15,468	>100%

Figure 56: Billed Usage Details

Fields	Explanation
Usage Factor (SQ)	SQ applicable for the product, either Transaction Amount or Volume
Value	Value of the SQ
Last Month Value	Value of the SQ in the previous month
Variation from Last Month	Percentage variation of Value from that of previous month

The Variation from Last Month field includes or icon to indicate if the variation is positive or negative.

3.8.2 Billed Usage Trend

The ‘Billed Usage Trend’ analysis is a line chart that shows the trend of a selected SQ’s value during the previous 12 months.

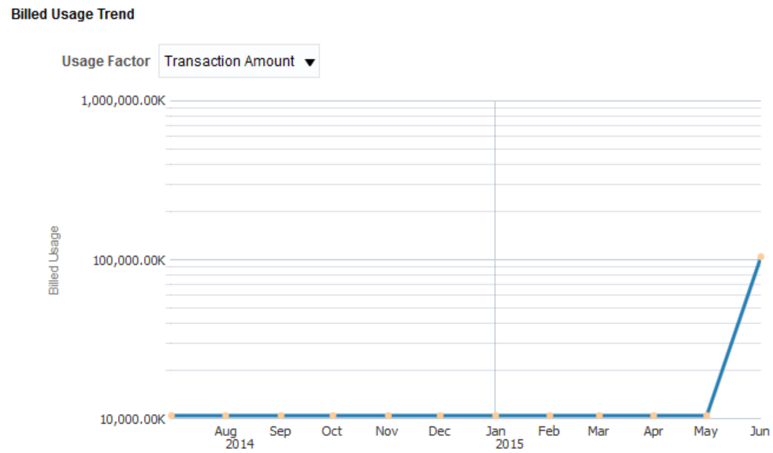


Figure 57: Billed Usage Trend

To view the analysis, select either **Transaction Amount** or **Transaction Volume** in the Usage Factor drop-down list.

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	Value Shows the value of selected usage factor against each month

3.8.3 #Billable Charges Trend

The ‘#Billable Charges Trend’ analysis is a line chart that shows the trend of billable charges for the last 12 months. Against each month, the graph shows the count of billable charges falling under Agreed pricelist and Standard pricelist side-by-side.

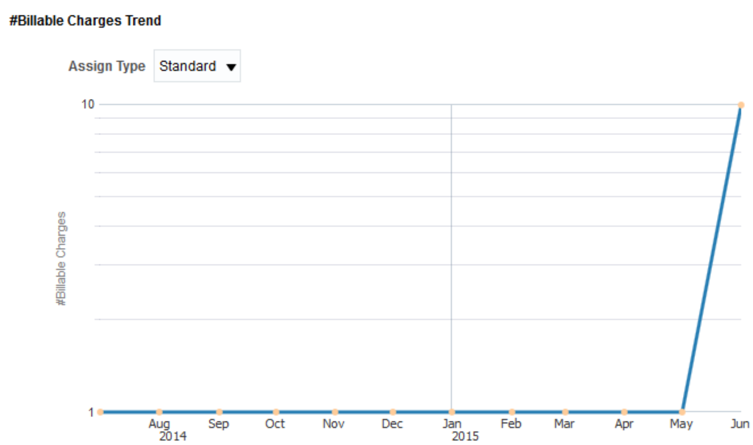


Figure 58: #Billable Charges Trend

Axes	What it shows?
X axis	Period Shows the last 12 months
Y axis	#Billable Charges Shows the count of billable charges (against both Agreed and Standard pricelist) against each month

3.9 Pricing Page

The Pricing page shows the pricing details of a product by the selected customer during the selected month and year. You can access this page by navigating to the Customer dashboard and opening the Product Usage page. In the Product Revenue report, click the Pricing link against a product to view its pricing details.

Product	Division	Division Currency	Invoice Account	Usage Account	Amount	Amount Last Month	Variation from last month	#Billable Charges	Agreed Amount	Standard Amount	Min Charges	Max Charges	Usage	Pricing
ACH Credit Transfer Paid	Portugal	EUR	789798JK	789798JK	$5,052.00	$309.00	>100%	10	$0.00	$5,052.00	$0.00	$0.00	Billed Usage	Pricing
Account Maintenance	Portugal	EUR	789798JK	789798JK	$28,399.50	$5,506.00	>100%	20	$0.00	$28,399.50	$0.00	$0.00	Billed Usage	Pricing
Core Fixed Income	Portugal	EUR	789798JK	789798JK	$4,810.00	$307.00	>100%	10	$0.00	$4,810.00	$0.00	$0.00	Billed Usage	Pricing
Corporate Loan	Portugal	EUR	789798JK	789798JK	$20,659.50	$625.00	>100%	10	$0.00	$20,659.50	$0.00	$0.00	Billed Usage	Pricing
Domestic Funds Transfers	Portugal	EUR	789798JK	789798JK	$6,829.50	$0.00	>100%	10	$0.00	$6,829.50	$0.00	$0.00	Billed Usage	Pricing
Earnings Credit	Portugal	EUR	789798JK	789798JK	$19,849.50	$4,207.50	>100%	10	$0.00	$19,849.50	$0.00	$0.00	Billed Usage	Pricing
Funds Transfer	Portugal	EUR	789798JK	789798JK	$907,857.50	$0.00	>100%	11	$82,865.00	$824,992.50	$0.00	$0.00	Billed Usage	Pricing
Government Securities	Portugal	EUR	789798JK	789798JK	$2,335.00	$399.50	>100%	10	$0.00	$2,335.00	$0.00	$0.00	Billed Usage	Pricing
Online Payments	Portugal	EUR	789798JK	789798JK	$65,714.00	$625.00	>100%	10	$0.00	$65,714.00	$0.00	$0.00	Billed Usage	Pricing
Outgoing Wires - Bundle	Portugal	EUR	789798JK	789798JK	$33,473.25	$102,750.00	67.42%	10	$0.00	$33,473.25	$0.00	$0.00	Billed Usage	Pricing
Outgoing Wires - Std	Portugal	EUR	789798JK	789798JK	$14,840.00	$2,971.50	>100%	10	$0.00	$14,840.00	$0.00	$0.00	Billed Usage	Pricing

Figure 59: Pricing Link

3.9.1 Product Pricing Details By Pricing Parameter Combinations

This analysis has two sections:

- Standard vs Agreed Pricing
- Pricing Details

The Standard vs Agreed Pricing analysis shows you a comparison of billable charges (count and amount) that are priced using Standard and Agreed pricelist.

Standard vs Agreed Pricing

Assign Type	Pricing Rule	Amount	#Billable Charges
Standard	INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	$824,992.50	10
Agreed	INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	$43,469.00	1

Figure 60: Standard vs Agreed Pricing

The Pricing Details analysis shows you the details of the pricing rule applied on the product.

Pricing Details

Pricing Rule	Tiered Flag	Pricing Metric	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	Step	Transaction Volume	170,643	55	11	$868,461.50

Figure 61: Pricing Details

This table gives the following information:

Fields	Explanation
Pricing Rule	Details of the pricing rule applied on the product
Tiered Flag	Type of pricing applied, whether it is Flat, Step, or Threshold
Pricing Metric	Based on attribute, whether it is Transaction Volume or Value
Billed Usage	Total billed usage amount
#Bill Calc Lines	Total bill calc lines
#Billable Charges	Number of billable charges
Amount	Total billable charges amount

Click on the # Billable Charges link to view more details of each of the pricing combinations.

3.9.2 Product Pricing Details By Usage Factors

This table shows the billed usage and billable charges against the pricing rule.

Product Pricing Details By Usage Factors

Pricing Rule	Billed Usage	Count	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	170,643	55	11	$907,857.50

Figure 62: Product Pricing Details By Usage Factors

3.9.3 Trend of Amount

The Trend of Amount analysis shows the trend of billable charges for the selected product, during the last 12 months.

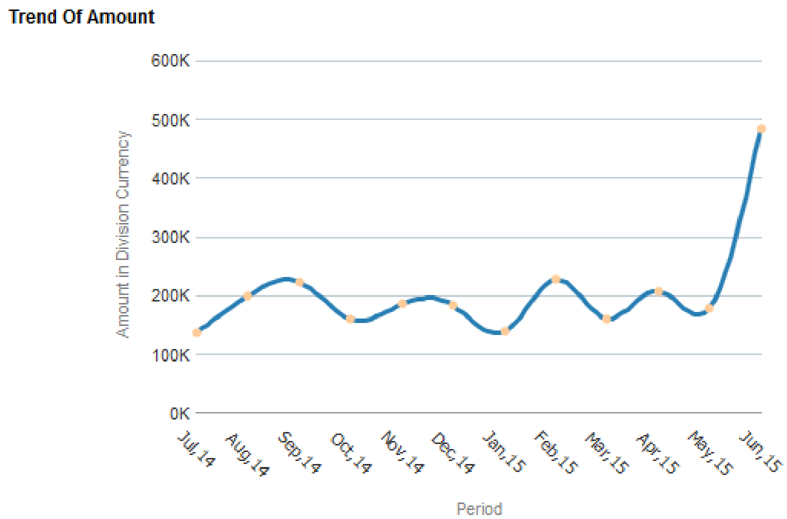


Figure 63: Trend of Amount

3.9.4 Trend of Billable Charges Count

The Trend of Billable Charges Count analysis shows the trend of count of billable charges for the selected product, during the last 12 months.

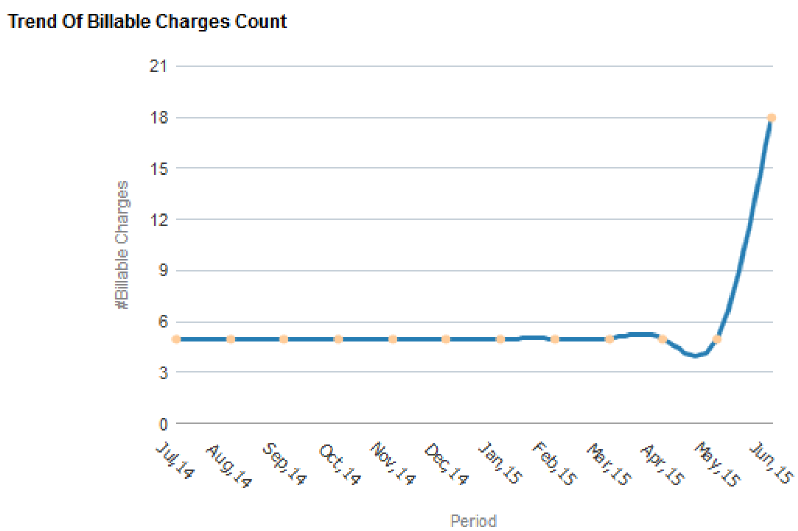


Figure 64: Trend of Billable Charges Count

3.10 Pricing Details Page

The Pricing Details page shows details of the pricing rule and model applied to derive the charges. You can access the Pricing Details Page by clicking on the #Billable Charges value on Product Pricing page.

Pricing Details

Pricing Rule	Tiered Flag	Pricing Metric	Billed Usage	#Bill Calc Lines	#Billable Charges	Amount
INSTRUMENT=ETF ORDER TYPE=LIMIT PARTICIPANT=STANDARD Special Customer=YES Active=YES	Step	Transaction Volume	170,643	55	11	$868,461.50

Figure 65: Pricing Details Link

Note: The analyses available on the page depends on the pricing model applied – Flat, Step, or Threshold.

3.10.1 Flat Pricing Details

The Flat Pricing Details analysis contains three sections:

- **Flat Pricing Details Table**

The Pricing Details table displays details of pricing rule and model applied for pricing the product. You can also simulate the pricelist by clicking the icon. To know more about Pricelist Simulation, see the user guide for Product Manager's Workbench.

Rate Type Unit Rate   Assign Type Standard

PriceList Description	Price Assign Id	Applied on Service Quantity	Price	#Bill Calc Lines	Amount	#Billable Charges	Billed Usage	%Volume	%Revenue	Avg Usage	Avg Fee	
PLGoldUS	7905686183	Transaction Volume	5.0	10	21,095	10	4,219	100.00%	100.00%	422	2,110	

Figure 66: Flat Pricing Details Table

- **Amount Across Price Points Chart**

The Amount Across Price Points Chart shows the distribution of amount across various price points and the total amount.

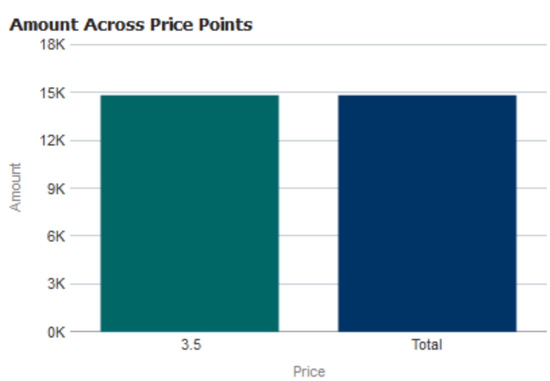


Figure 67: Amount Across Price Points Chart

- **Volume and Revenue Across Price Points Chart**

The Volume and Revenue Across Price Points chart indicates the percentage volume and revenue that falls under each price point.

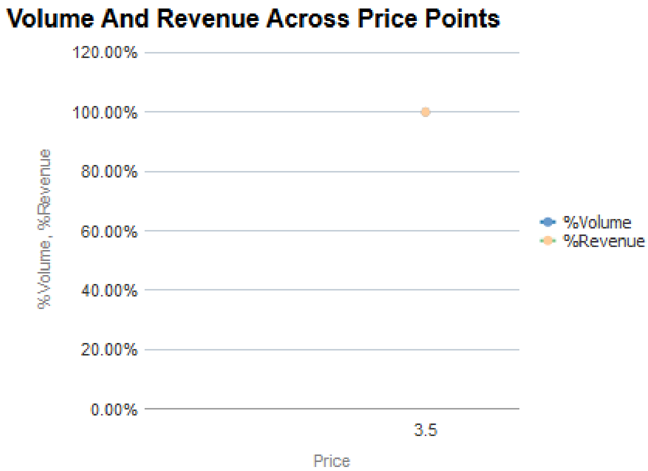


Figure 68: Volume And Revenue Across Price Points Chart

3.10.2 Flat Pricing Trend

The Flat Pricing Trend analysis contains four sections:

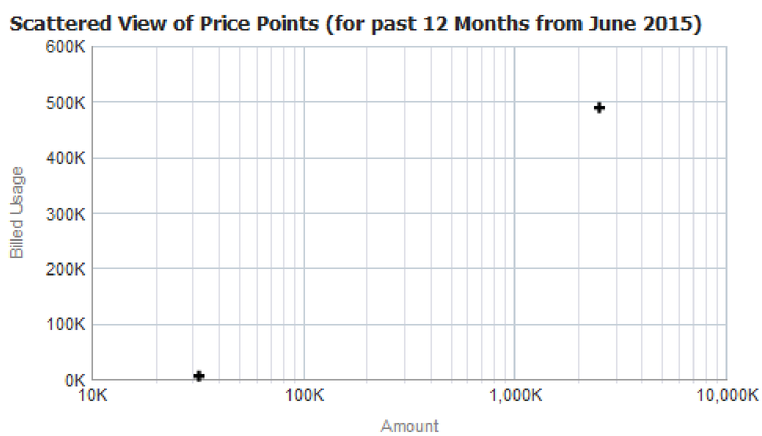
- Flat Pricing Trend Table: The table shows the percentage distribution of revenue across different price points during the last 12 months.

Flat Pricing Trend

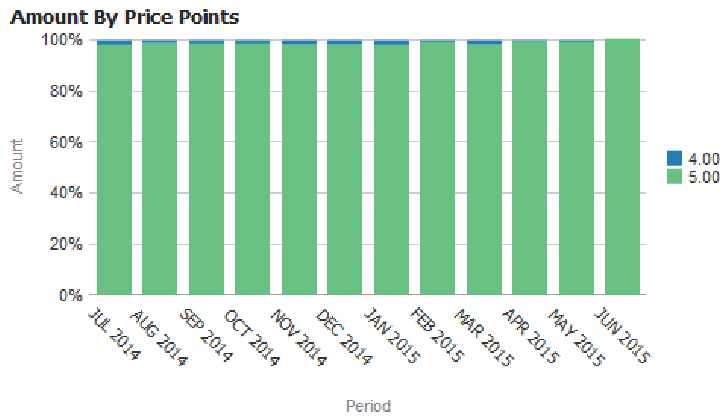
	JUL 2014	AUG 2014	SEP 2014	OCT 2014	NOV 2014	DEC 2014	JAN 2015	FEB 2015	MAR 2015	APR 2015	MAY 2015	JUN 2015
Price	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue	%Revenue
4.00	2.37%	1.36%	1.55%	1.64%	1.92%	1.98%	2.15%	1.19%	1.96%	0.81%	1.01%	
5.00	97.63%	98.64%	98.45%	98.36%	98.08%	98.02%	97.85%	98.81%	98.04%	99.19%	98.99%	100.00%

Figure 69: Flat Pricing Trend Table

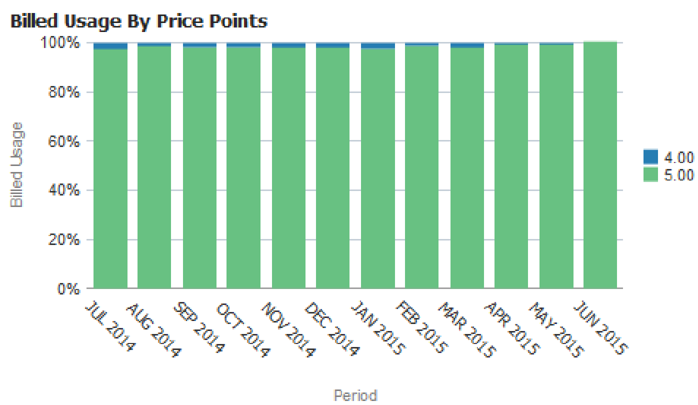
- Scattered View of Price Points



- Amount By Price Points



- Billed Usage By Price Points



3.10.3 Step Pricing Details

The Step Pricing Details analysis contains two sections:

- **Pricing Details Table**

The Pricing Details table shows price details for each price assignment, including information like Average Usage and Fee.

PriceList Description ORMB Bank - Paris GBP Price Assign Id 2232548870 Rate Type Unit Rate Assign Type Agreed Charts Trends

Based on SQ	Step Number	Lower Limit	Upper Limit	Price	Amount	#Billable Charges	#Bill Calc Lines	Billed Usage	%Volume	%Revenue	Average Usage	Average Fee
Transaction Volume	1	0	5000	3.00	15,000	1	1	5,000	31.96%	34.51%	5,000	15,000
	2	5000	7500	4.00	10,000	1	1	2,500	15.98%	23.00%	2,500	10,000
	3	7500	10000	3.00	7,500	1	1	2,500	15.98%	17.25%	2,500	7,500
	4	10000	15000	2.00	10,000	1	1	5,000	31.96%	23.00%	5,000	10,000
	5	15000	999999999999	1.50	969	1	1	646	4.13%	2.23%	646	969

Figure 70: Pricing Details of Each Price Assignment

> **Note:** Click on the Charts or Trends link above the Pricing Details table to view further details. For more details, see section 3.10.4 and 3.10.5 respectively. To simulate the price assignment, click the Simulate button.

- **Pricing Details Chart**

The Pricing Details chart shows the percentage volume and revenue that fall under each step.

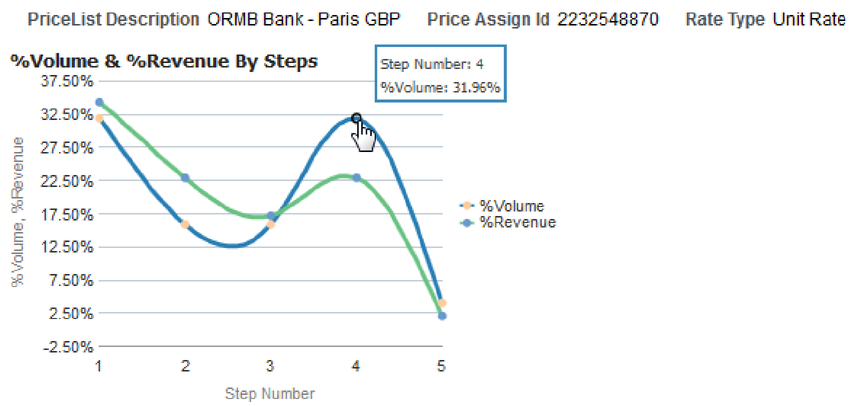


Figure 71: Pricing Details Chart of Each Price Assignment

3.10.4 Step Pricing Details – Charts

You can access the Step Pricing Details - Charts page by clicking the  icon against a price assignment on the Step Pricing Details page.

The analyses available on this page are:

- No. Calc Lines and Amount By Step

Figure 72: No Calc Lines and Amount By Step Chart

- No. Calc Lines and Billed Usage By Step

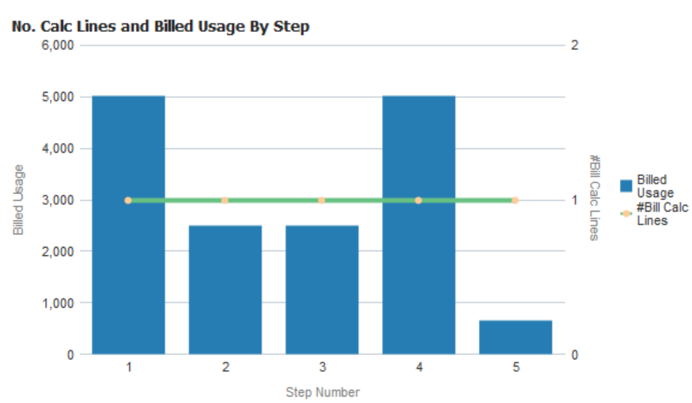


Figure 73: No Calc Lines and Billed Usage By Step Chart

- %Volume and %Revenue By Price Points

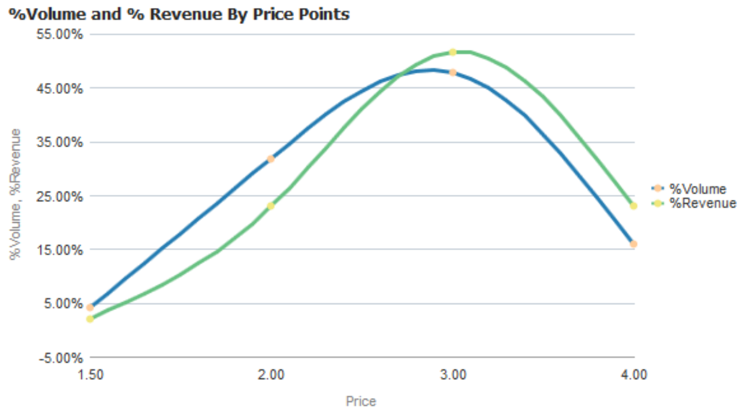


Figure 74: %Volume and %Revenue By Price Points Chart

- Average Usage and Average Fee By Step

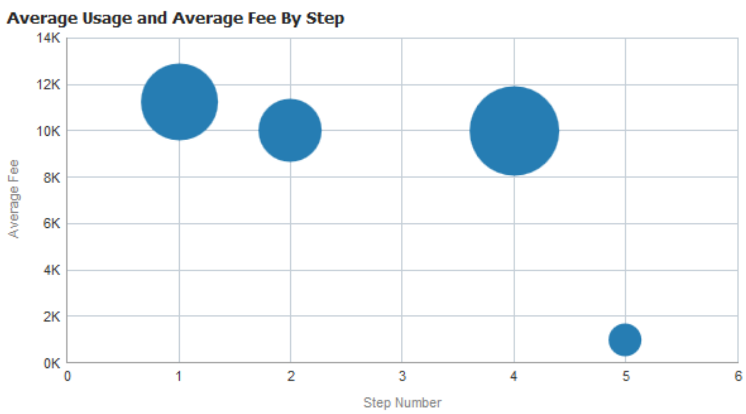
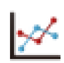


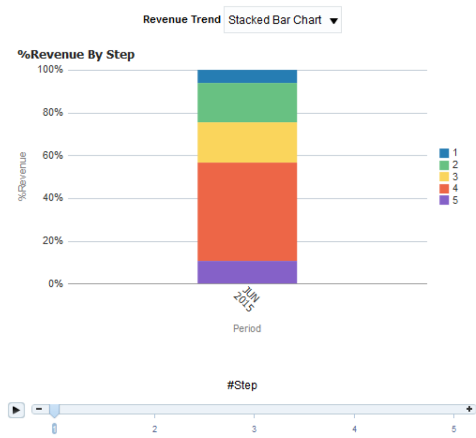
Figure 75: Average Usage and Average Fee By Step Chart

3.10.5 Step Pricing Details – Trends

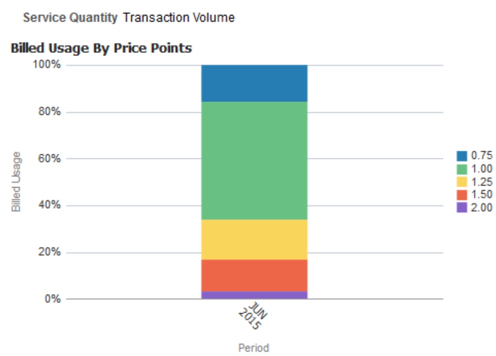
You can access the Step Pricing Details - Charts page by clicking the  icon against a price assignment on the Step Pricing Details page.

The analyses available on this page are:

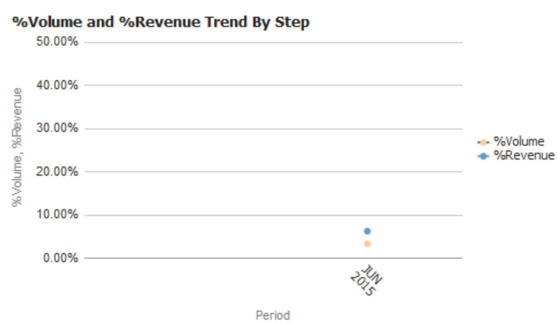
- Pricing Details Table
- %Revenue By Step



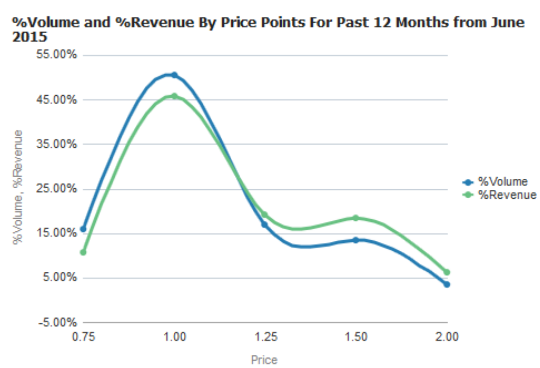
- Billed Usage By Price Points



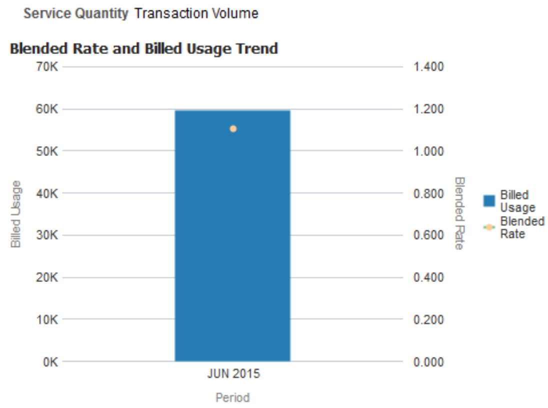
- %Volume and %Revenue Trend By Step



- %Volume and %Revenue By Price Points For Past 12 Months

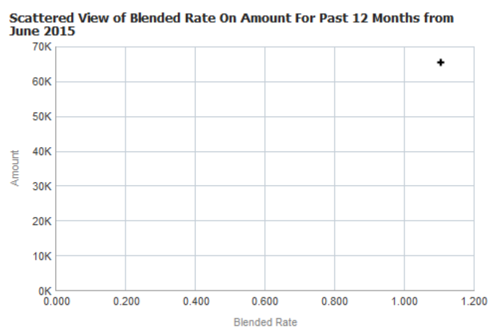


- Blended Rate and Billed Usage Trend

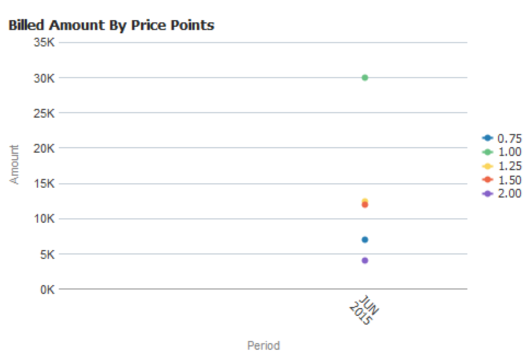


- Billed Usage By Price Points

- Scattered View of Blended Rate on Amount For Past 12 Months



- Billed Amount By Price Points



3.10.6 Threshold Pricing Details

PriceList Description Global Pricelist Price Assign Id 2067081282 Rate Type Unit Rate Pricing Currency USD Assign Type Standard Charts Trends

Based on Service Quantity	Applied on Service Quantity	Step Number	Lower Limit	Upper Limit	Price	Amount	#Billable Charges	#Bill Calc Lines	Billed Usage	%Volume	%Revenue	Average Usage	Average Fee
Transaction Volume	Transaction Volume	1	0	10000	2.00	0	10	10	0	0.00%	0.00%	0	0
		2	10000	9999999999999.99	1.00	104,475	10	10	104,475	100.00%	100.00%	10,448	10,448

Figure 76: Threshold Pricing Details Table

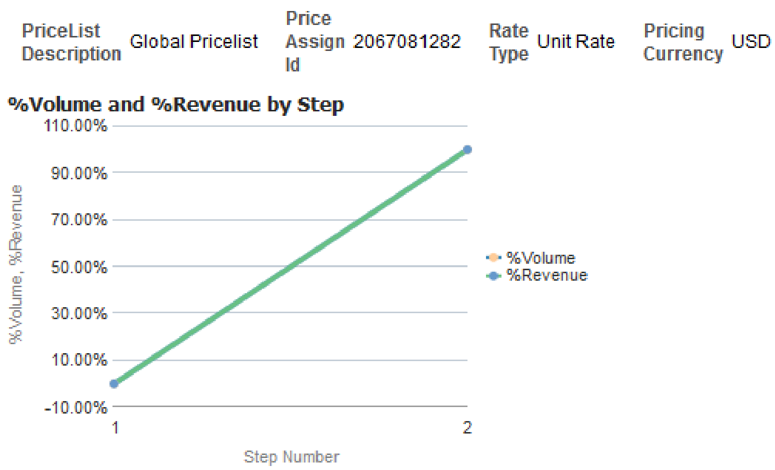


Figure 77: Threshold Pricing Details Chart - %Volume and %Revenue by Step

3.1 Tasks Page

The Tasks page shows the tasks created for the selected customer. The page shows the total number of hours spent on task for the customer, along with the trend of number of tasks as well as the trend of service hours spent on the tasks, during the previous 12 months. A printable report is also available on the page to view and export details of tasks created for the customer during the selected period.

3.2 Hierarchy Page

The Hierarchy page shows the entire customer hierarchy of the selected customer. Against each level of hierarchy, you can view the Customer Name, Segment, and Account details. To view the customer home page, click on the Customer Name. Additionally, you can click on the Accounts link to view the account details.

Hierarchy

Hierarchy Details for
Seema,Accrial_BL_CalenderDays_BC_N upto September ,2017

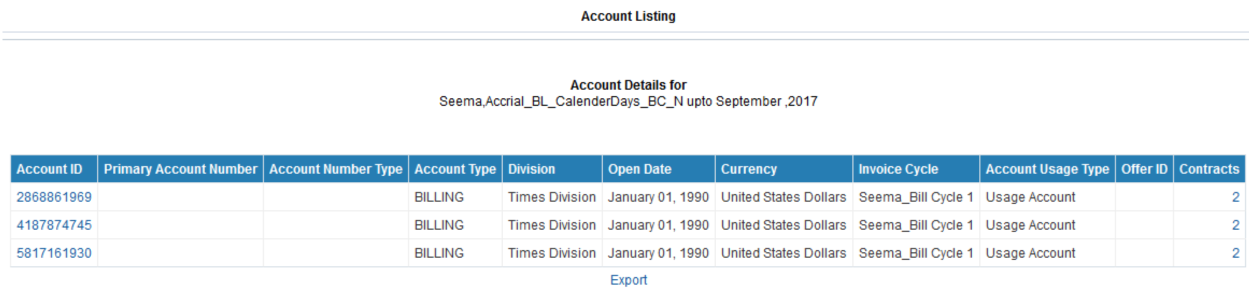
	Cust ID	Customer Name	Primary CustID	Parent CustID	Segment	E Mail Id	Contact Number	
–	0029425219	Seema,Accrial_BL_CalenderDays_BC_N	147859		Person			Accounts

Figure 78: Hierarchy Details

3.3 Accounts Page

The Accounts page lists all the accounts of the selected customer. Against each invoice account, the page lists the invoice cycle, account usage type and contracts. You can click on the Account ID to view the account details. Additionally, you can click on the Contracts field to view the contract details.

Note: If required, you can export the account details by clicking Export link at the bottom of the list.



Account Listing

Account Details for
Seema,Accrial_BL_CalenderDays_BC_N upto September ,2017

Account ID	Primary Account Number	Account Number Type	Account Type	Division	Open Date	Currency	Invoice Cycle	Account Usage Type	Offer ID	Contracts
2868861969			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2
4187874745			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2
5817161930			BILLING	Times Division	January 01, 1990	United States Dollars	Seema_Bill Cycle 1	Usage Account		2

Export

Figure 79: Account Listing

3.3.1 Account Details

To view the Account details, click on the Account ID in Accounts page of Customer dashboard. This opens the Account Details page.

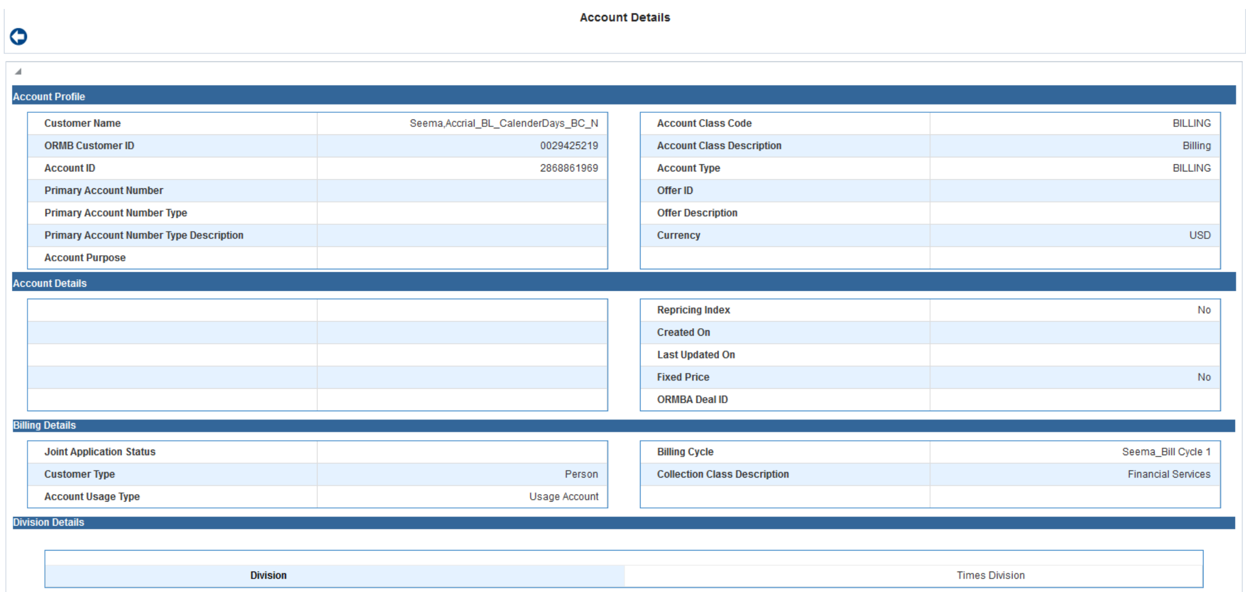


Figure 80: Account Details

3.3.2 Contract Details

To view the Contract details, click on the Contract field in Accounts page of Customer dashboard. This opens the Contract Details page.

Contract Details for
2868861969 As On September, 2017

Account ID	Customer ID	Customer Name	Contract ID	Contract Type	Open Date	Close Date	Status
2868861969	0029425219	Seema,Accrial_BL_CalenderDays_BC_N	2868861156	TIMES_Volume based charges	January 01, 2012		Active
			2868861160	TIMES_Accrual Creation	January 01, 2012		Active

Export

Figure 81: Contract Details

3.4 Customer Pricing Page

The Pricing page within the Customer dashboard gives you a list of Standard pricelists and Agreed pricelists applied for the customer during the selected month and year.

3.4.1 Standard Pricelists

The Standard Pricelists table lists the pricelists applied during the selected month and year. Against each pricelist, you can view the number of billable charge lines and amount.

Standard Pricelists
Click the simulate icon to simulate the price list

Pricelist Id	Description	#Billable Charges	Currency	Amount	
1000000000	PLGoldUK	10	USD	22,748.25	
2067080322	Global Pricelist	40	USD	116,473.00	
2232543558	ORMB Bank - Paris GBP	100	USD	890,706.50	
4710034647	Special Pricelist	50	EUR	33,473.25	
		50	USD	67,798.25	
5588457418	ORMB Bank - London EUR	50	USD	646,186.00	
7905680950	PLGoldUS	20	USD	49,846.75	
8815415196	PLSpecialCorpCA	90	USD	47,516.00	

Figure 82: Standard Pricelists

Fields	Explanation
Pricelist ID	Click the Pricelist ID to view the Effective Pricing Report filtered to show the selected pricelist's details.
Description	Description of pricelist
Billable Charges	Total billable charge lines against the pricelist
Amount	Total amount against the pricelist
Simulate	Click the icon to initiate simulation of the customer's pricelist.
	Note: If the customer is having a fixed price contract, then this icon will not be available.

3.4.2 Agreed Pricelists

The Agreed Pricelists table lists the agreed pricelists applied during the selected month and year. Against each pricelist, you can view the number of billable charge lines and amount.

Agreed Pricelists

Click the simulate icon to simulate the price list

Pricelist Id	Description	#Billable Charges	Currency	Amount	
2232543558	ORMB Bank - Paris GBP	5	USD	43,469.00	

Figure 83: Agreed Pricelists

Fields	Explanation
Pricelist ID	Click the Pricelist ID to view the Effective Pricing Report filtered to show the selected pricelist's details.
Description	Description of pricelist
Billable Charges	Total billable charge lines against the pricelist
Amount	Total amount against the pricelist
Simulate	Click the icon to initiate simulation of the pricelist. **Note:** If the customer is having a fixed price contract, then this icon will not be available.

3.5 Deals Page

The Deals page lists all the deals created for the customer during the selected month and year.

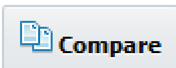
Models

	Model Name	Type	Division	Customer	PriceList	Product	Created By	Created Time	Remarks	
	ABCL-201	Customer Specific	Portugal	ABC Limited	ORMB Bank - Paris GBP	Funds Transfer	Lisa Davis	October 26, 2016 6:42:24 AM	ABCL-201	
	ABC_Limited	Prospect Customer	Portugal	ABC Limited	Global Pricelist	Urgent Credit Paid Out	Lisa Davis	June 07, 2016 2:55:08 AM	D1	

Compare

Figure 84: Customer Deals

Fields	Explanation
Model Name	Name of the deal
Type	Whether the deal is for an existing customer or a prospect
Division	Division to which the customer belongs
Customer	Customer name
Pricelist	Pricelist name Note: This indicates the deal creation was initiated from the Customer Pricing context

Product	Product name
Created By	User who created the deal
Created Time	Created date and time
Remarks	Deal creation comments
	Click this button to view details of the deal. To know more about this, see section 4.4.1 of this document.
	Click this button to compare two or more deals of the customer. To know more about this, see section 4.4.2 of this document.

3.6 Refund Page

The Refund page lists details of the refund adjustments done for the customer during the selected month and year.

3.6.1 KPIs

The following KPIs are available for the customer.

Figure 85: Refund KPIs

3.6.2 Refund Report

The page also includes a printable report that shows the refund adjustments done for the customer during the selected month and year. It shows additional details like adjustment type, currency, and status.

Refund Report

Year 2017 Month May

Division	Account ID	Adjustment Type	Request Id	Entity Type	Entity Id	Currency	Refunds	Status
BT	99443725	Refund Adjustment Type via non A/P	RMC00000001	Credit Adjustment	AMCREF00001	USD	$300.00	PROCESSED
BT Total							$300.00	

Figure 86: Refund Report

3.7 WriteOff Page

The WriteOff page lists details of the write off adjustments done for the customer during the selected month and year.

3.7.1 KPIs

The following KPIs are available for the customer.

Figure 87: Write Off KPIs

3.7.2 Write Off Report

The page also includes a printable report that shows the write off adjustments done for the customer during the selected month and year. It shows additional details like adjustment type, currency, and status.

Write Off Report

Year 2017 Month May

Program	Account	Adjustment Type	Request Id	Entity Type	Entity Id	Reason	Status	Remarks	Currency	Amount
BT	99443725	Write Off credit balance via Non A/P	WMD00000001	Adjustment	AMDWRO00001	Bad Debt	PROCESSED		USD	$50.00
Grand Total										$50.00

Figure 88: Write Off Report

3.8 Contacts Page

The Contacts page includes a printable report that shows the details of contacts made by the customer during the selected month and year.

3.8.1 Contacts Report

The Contacts page includes a printable report that shows the contacts made by the customer during the selected month and year. It shows additional details like contact type, notification method, and status.

Contacts Report

Month January Year 2015

Contact ID	Created Date	Created By	Contact Class	Contact Type	Notification Method	Status	#Contacts
4348970591	1/28/2015 10:28:36 AM		General customer contact	General inquiry	Email	Unknown	4
4348970726	1/29/2015 10:20:14 AM		General customer contact	General inquiry	Email		4
4348970897	1/28/2015 11:42:24 AM		General customer contact	General inquiry	Email		4
4348970898	1/29/2015 10:23:02 AM		General customer contact	General inquiry	Email		4
						Unknown Total	16
Grand Total							16

Figure 89: Contacts Report

4. Deal Management in ORMBA

Creating an optimum deal for a prospect or an existing customer is business critical for most financial institutions. Without the aid of an analytical tool, this process is purely based on the intuition of the sales personnel or relationship manager and the information they have in hand.

Deal Management module of ORMBA is a disparate tool that lets you manage the entire life cycle of a deal, arriving at the right price and offers for a prospect or an existing customer. The module contains a powerful simulation tool that lets you play around with the price assignments to arrive at optimal pricing. It also includes a highly flexible workflow for the deal approval. The major highlights of ORMBA Deal Management are:

- Equips Sales personnel with a single tool for managing all stages of the Deal lifecycle
- Ensures right price for the deal
- Predicts the impact on revenue
- Prevents over-discounting
- Includes a streamlined approval workflow
- Assures deal profitability based on real data

Thus, equipped with ORMBA Deal Management module, a sales personnel or a Relationship Manager can negotiate each deal with confidence.

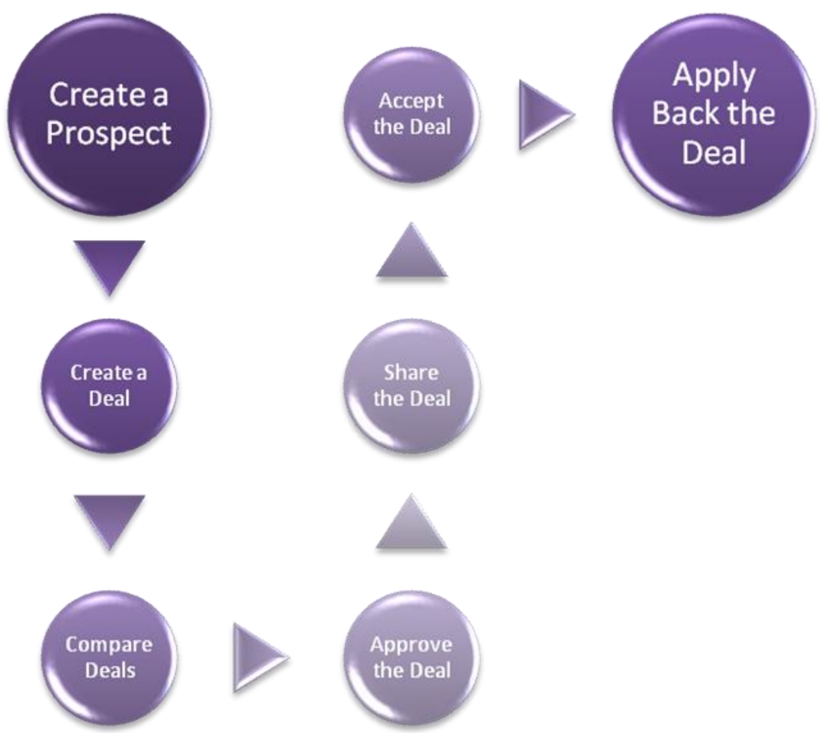


Figure 90: Stages of Deal Management Workflow

4.1 My Prospects

A relationship manager can view the list of prospects under them by clicking on the My Prospects button.

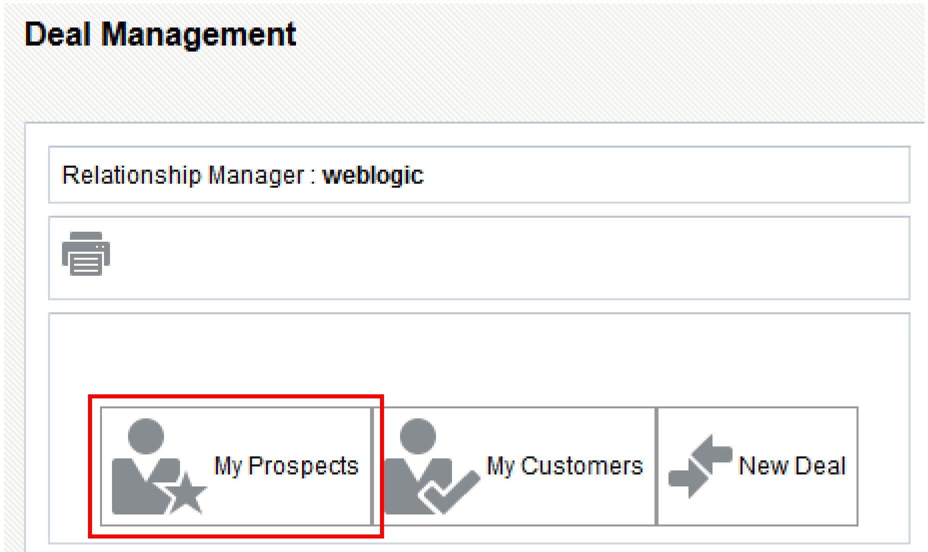
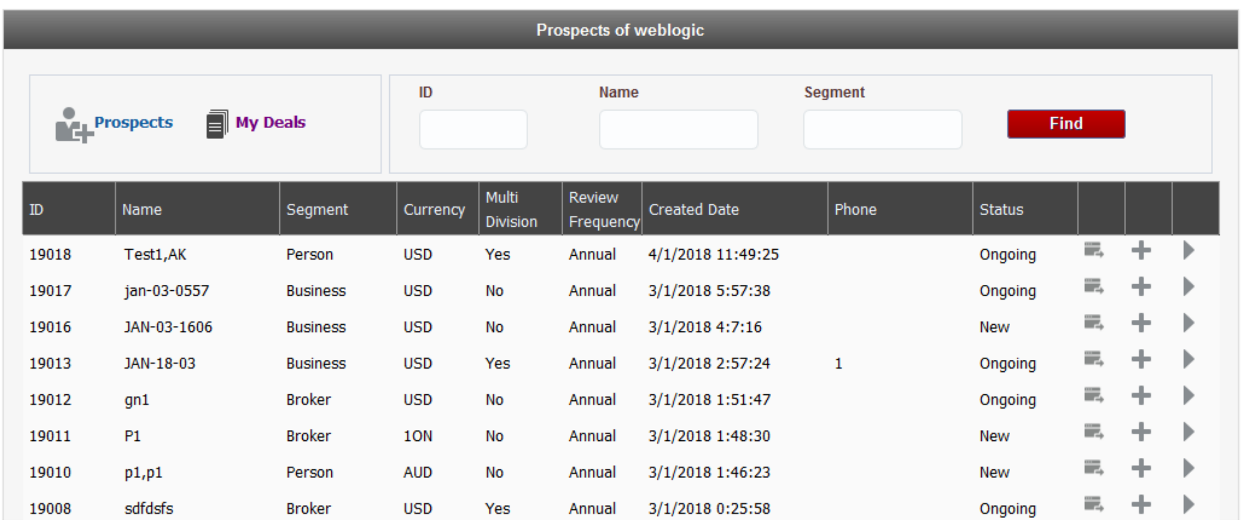


Figure 91: My Prospects link

When you click the My Prospects link, you will see the list of all prospects you created.



ID	Name	Segment	Currency	Multi Division	Review Frequency	Created Date	Phone	Status
19018	Test1,AK	Person	USD	Yes	Annual	4/1/2018 11:49:25		Ongoing
19017	jan-03-0557	Business	USD	No	Annual	3/1/2018 5:57:38		Ongoing
19016	JAN-03-1606	Business	USD	No	Annual	3/1/2018 4:7:16		New
19013	JAN-18-03	Business	USD	Yes	Annual	3/1/2018 2:57:24	1	Ongoing
19012	gn1	Broker	USD	No	Annual	3/1/2018 1:51:47		Ongoing
19011	P1	Broker	1ON	No	Annual	3/1/2018 1:48:30		New
19010	p1,p1	Person	AUD	No	Annual	3/1/2018 1:46:23		New
19008	sdfdsfs	Broker	USD	Yes	Annual	3/1/2018 0:25:58		Ongoing

Figure 92: Prospects List

From this page, you can do the following actions:

- Create a new prospect
- View the list of deals
- Edit prospect details
- Create a new deal for an existing prospect
- View details of a prospect

- View or edit deal details
- Copy a deal to create a new one

4.1.1 Creating a Prospect

Click on the Prospects link to create a new prospect customer.

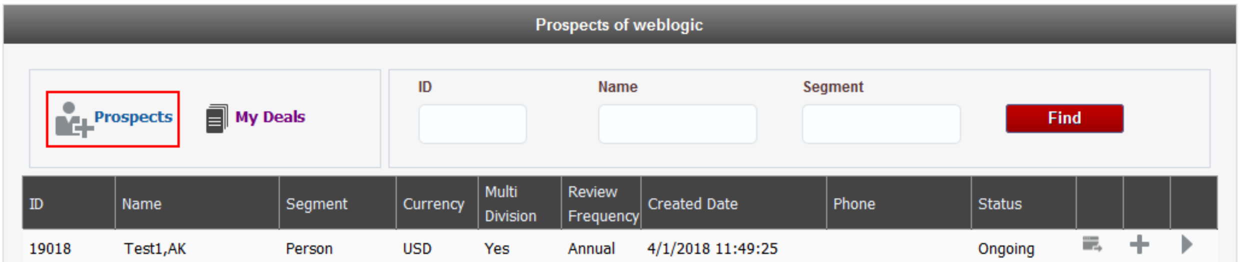


Figure 93: Prospects Link

This takes you to the Create Prospect Page.

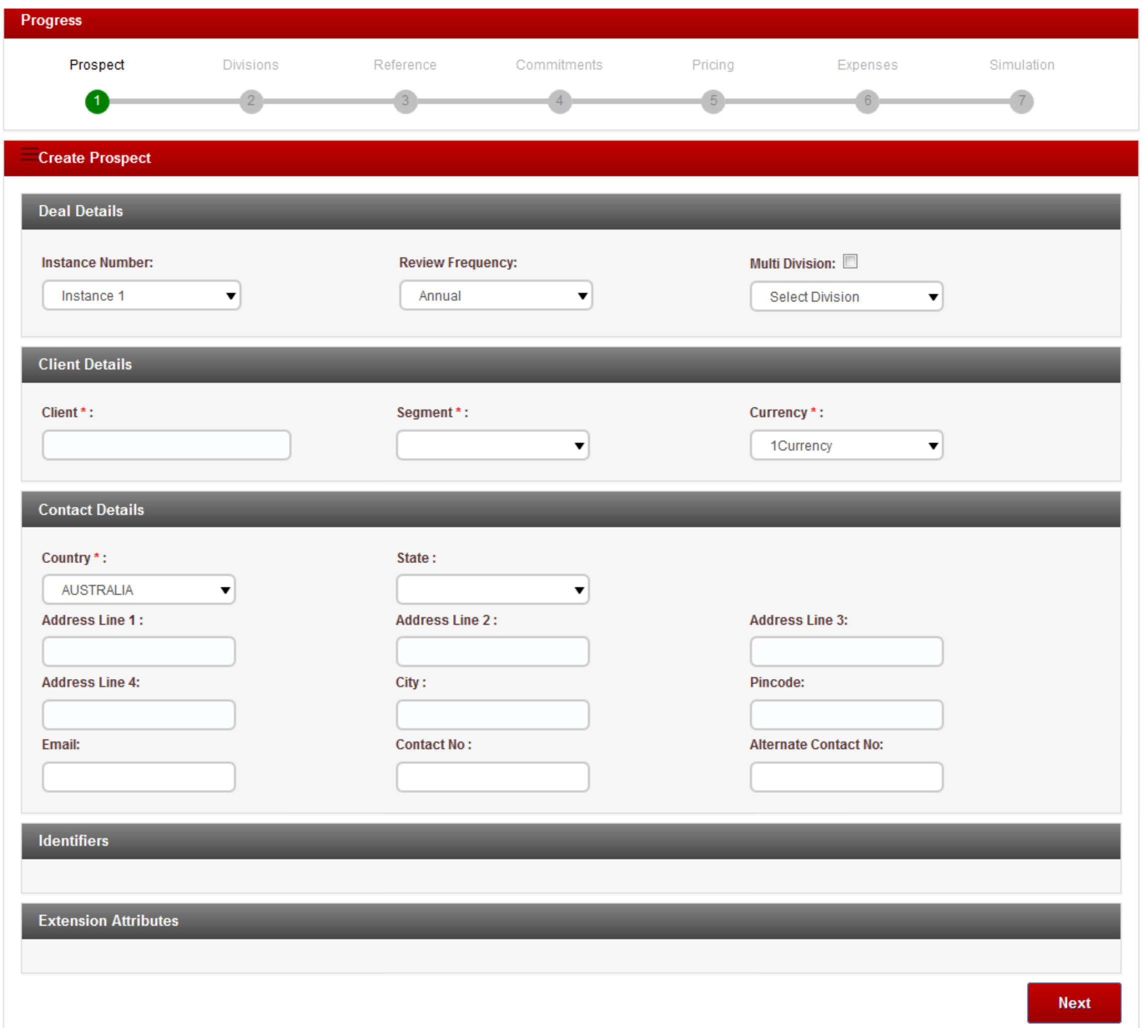


Figure 94: Create Prospect

Enter following attributes of the prospect customer:

- Deal Details
- Client Details
- Contact Details
- Identifiers
- Extension Attributes

The main fields on the page are:

Deal Details

Fields	**Explanation**
Instance Number	Select the source instance in which the prospect is created
Review Frequency	Select how frequently the deal requires review Values available are: • Annual • Monthly • Weekly
Multi Division	Select this checkbox if the prospect has operations in multiple divisions or not
Division	Select a division for the customer **Note:** If you select Multi Division checkbox, you cannot select Division here.

Client Details

Fields	**Explanation**
Client	Enter the Client name
Segment	Select the Customer segment to which the prospect belongs
Currency	Select the currency preferred by the prospect

Rest of the fields on the page are self-explanatory.

Note: When you click Next, the prospect is created. The rest of the pages within the wizard are used for collecting additional details required for creating a deal for the prospect and is explained in section **Error! Reference source not found.**.

4.1.2 Viewing the List of Deals

Click on the My Deals link to view all deals created by you as well as the deals assigned to you for approval or acceptance.

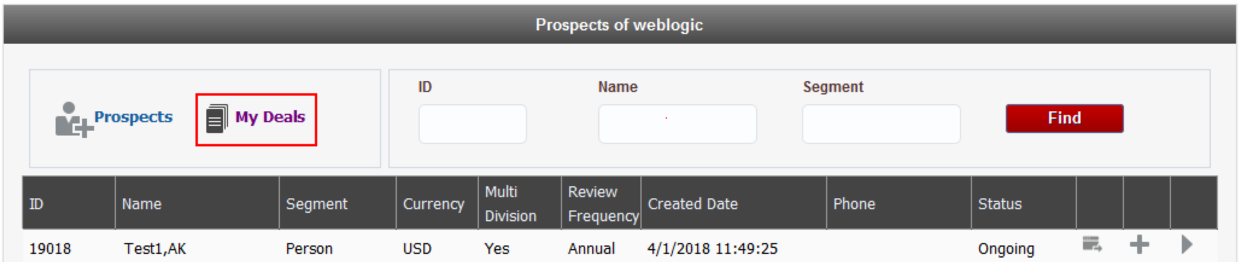


Figure 95: My Deals Link

This takes you to the Deal Management Home page.

4.1.3 Editing the Prospect Details

To edit the details of a prospect, click on the Edit Prospect button against them in the Prospects list.

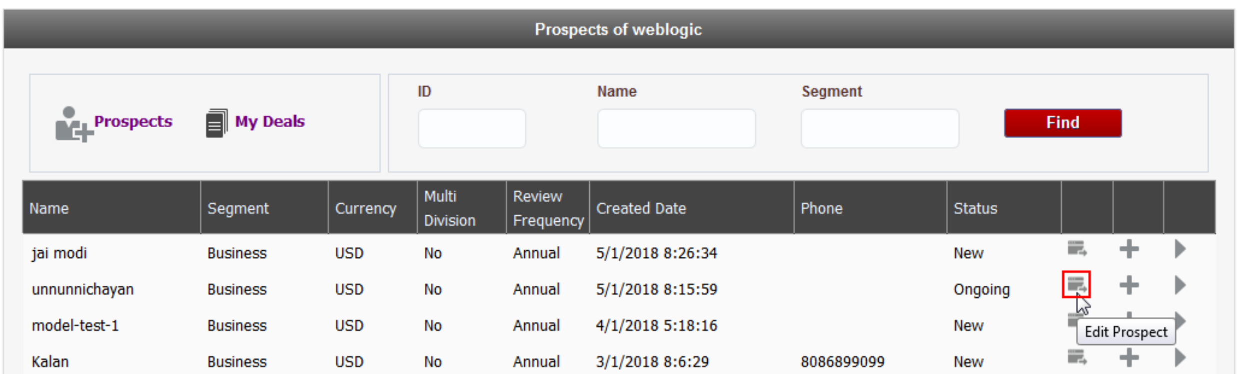


Figure 96: Edit Prospect Button

This takes you to the Prospect Creation page, where you can edit and change all details of the prospect.

4.1.4 Creating a New Deal for a Prospect

To create a new deal for a prospect, click on the New Deal button against them in the Prospects list.

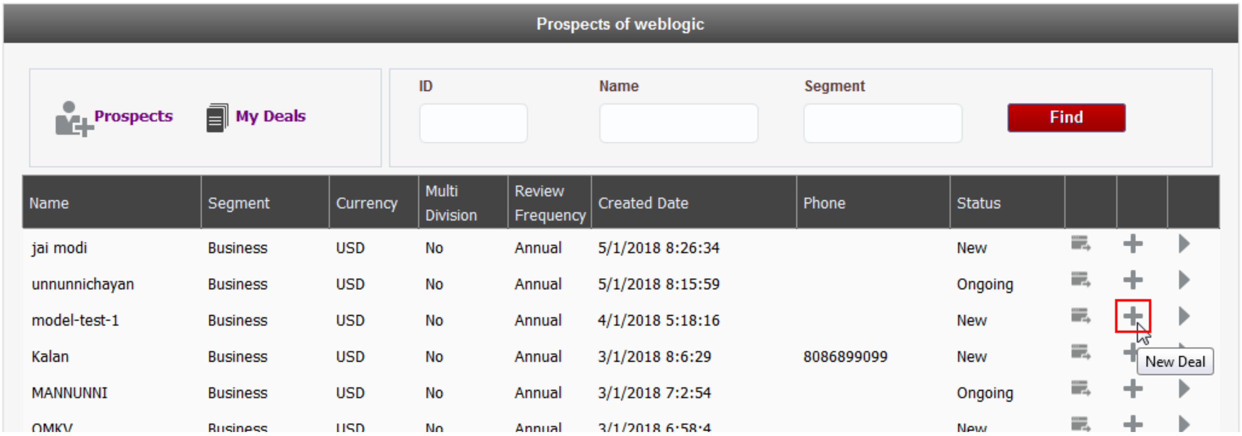


Figure 97: New Deal Button

This takes you to the second step of Deal Creation process.

4.1.5 Viewing the Deals of a Prospect

To view the list of deals created for a prospect, click on the Details button against them in the Prospects list.

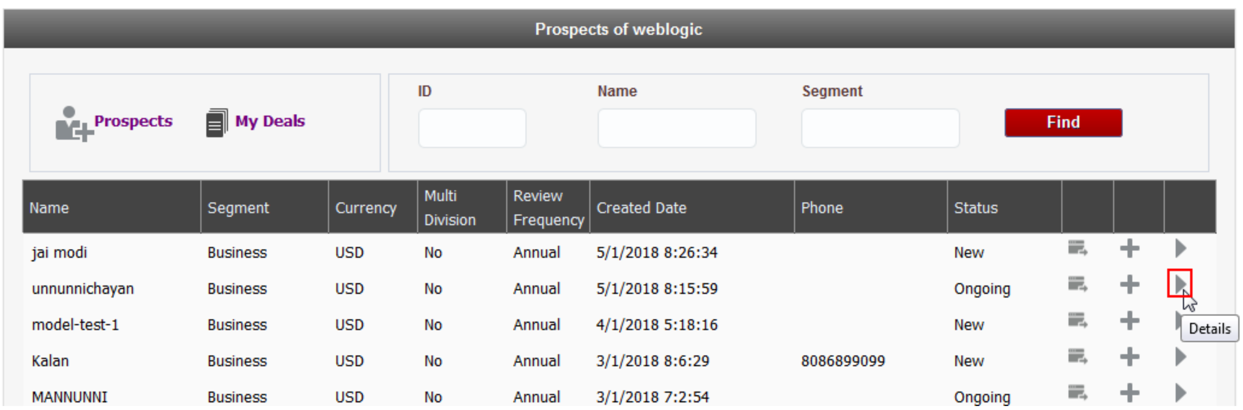


Figure 98: Details Button

The page lists all the deals created for the selected prospect, along with View/Edit and Copy options against each deal.

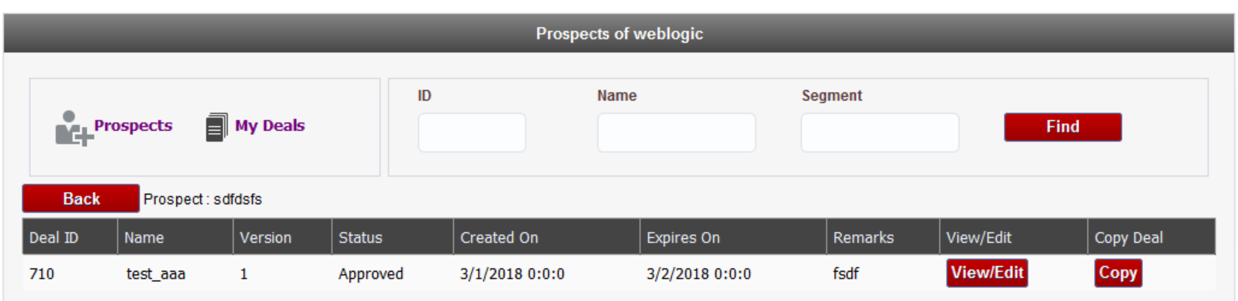


Figure 99: List of Deals

Click on the View/Edit button to view details of a deal from step 2 (Divisions) of the process. Additionally, to copy and create a new deal from the existing deal, click on the Copy button.

4.1.6 Viewing or Editing Details of a Prospect's Deal

To view or edit a prospect's deal, follow the procedure below:

> **Note:** You can edit only those deals that are in Draft / Rejected / Declined status. Editing is restricted to Simulation page of Deal Creation wizard. You cannot edit any other detail.

1. Navigate to the Deal Management dashboard and click My Prospects button. The My Prospects page lists all prospect customers under the Relationship Manager.
2. Click on the Details button against a prospect to view their deals.
3. Click View/Edit button against a deal to view or edit a deal. This opens the Deal Creation wizard at Divisions page (step 2).

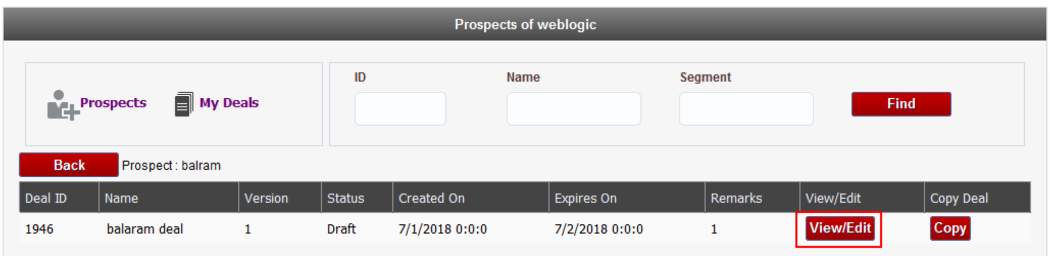


Figure 100: View or Edit button

4. Navigate through the pages of Deal Creation wizard to view all details of the deal. However, please note that you can edit only the Simulation page.
5. If required, simulate the pricing details of the deal in the Simulation page (step 7) and click Save to save the deal.
6. Submit the deal to push it through the approval workflow. Once approved, you can apply back the deal details to source system.

> **Important**: Editing an approved deal generates a new version of the deal and it has to go through the approval cycle before it can be applied back.

4.1.7 Copying a Prospect's Deal

To copy a prospect's deal to create a new deal, follow the procedure below:

1. Navigate to the Deal Management dashboard and click My Prospects button. The My Prospects page lists all prospect customers under the Relationship Manager.
2. Click on the Details button against a prospect to view their deals.
3. Click Copy button against a deal to copy the details to create a new deal. This opens the Deal Creation wizard at Divisions page (step 2).

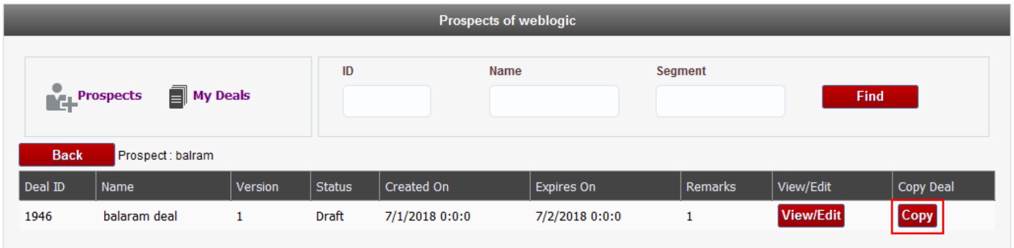


Figure 101: Copy button

4. Navigate through the pages of Deal Creation wizard and edit the prepopulated details of the deal.
5. Click Save to save the new deal for the same prospect.

4.2 My Customers

A relationship manager can view their customers by clicking on the My Customers link on Deal Management dashboard.

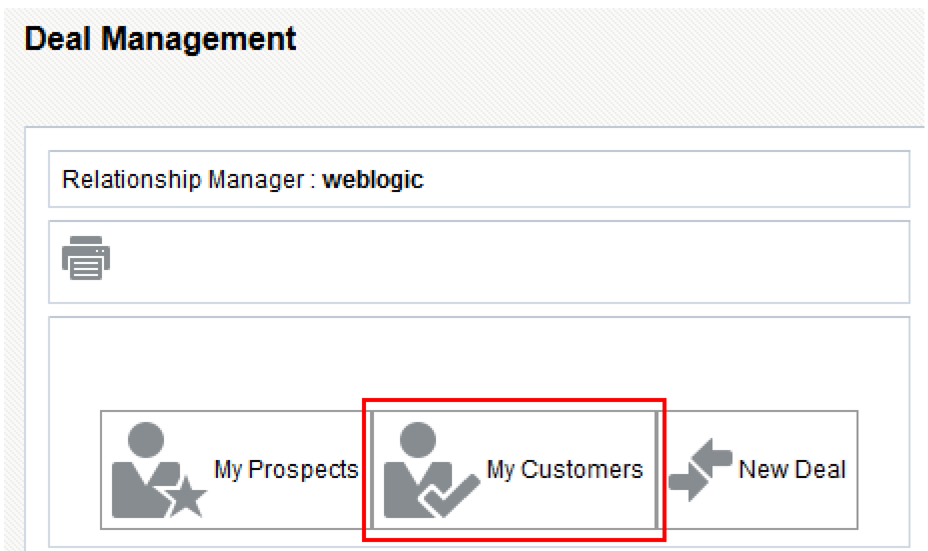


Figure 102: My Customers link

When you click the My Customers link, you will see the list of all customers under the relationship manager listed.

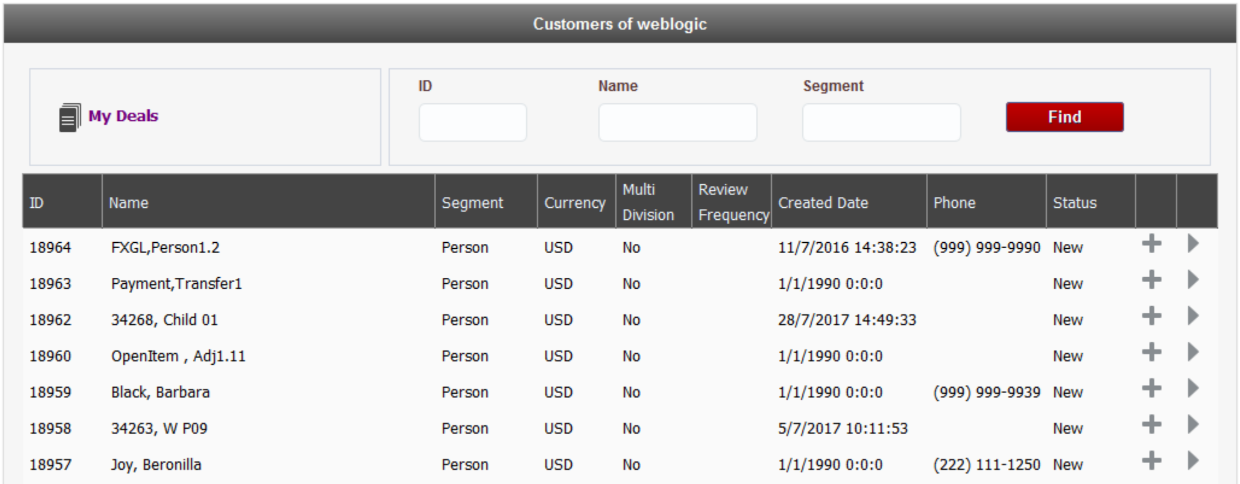


Figure 103: Customers List

From this page, you can perform the following actions:

- Create a new deal for a customer
- View deals of a customer

4.2.1 Creating a Deal for a Customer

To create a new deal for a customer, click on the New Deal button against them in the Customers list.

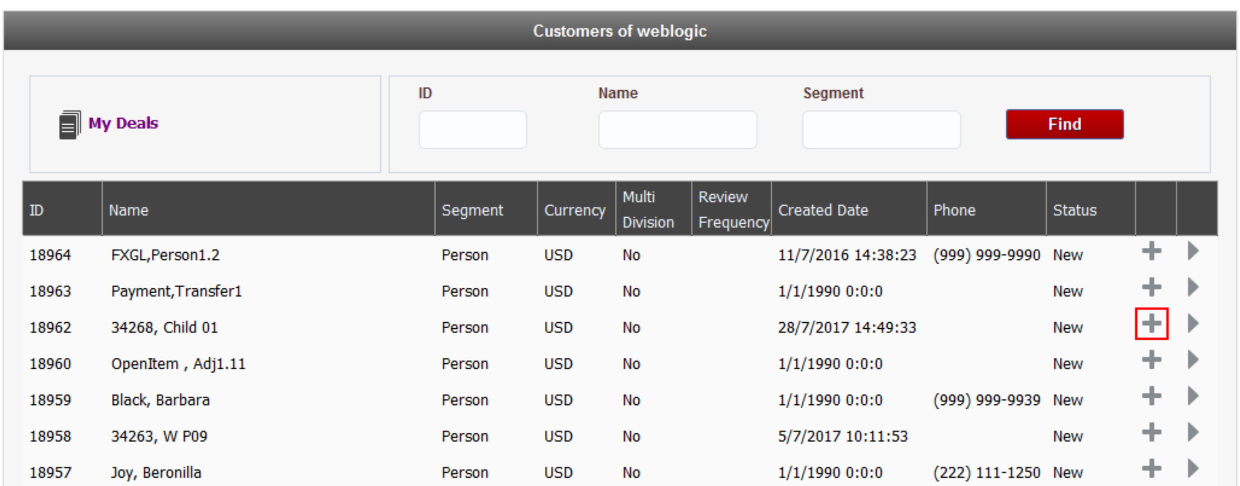


Figure 104: Create Deal Button

This takes you to the second step of the Deal Creation process.

4.2.2 Viewing Deals of a Customer

To view deals of a customer, click on the View Deals button against them in the Customers list.

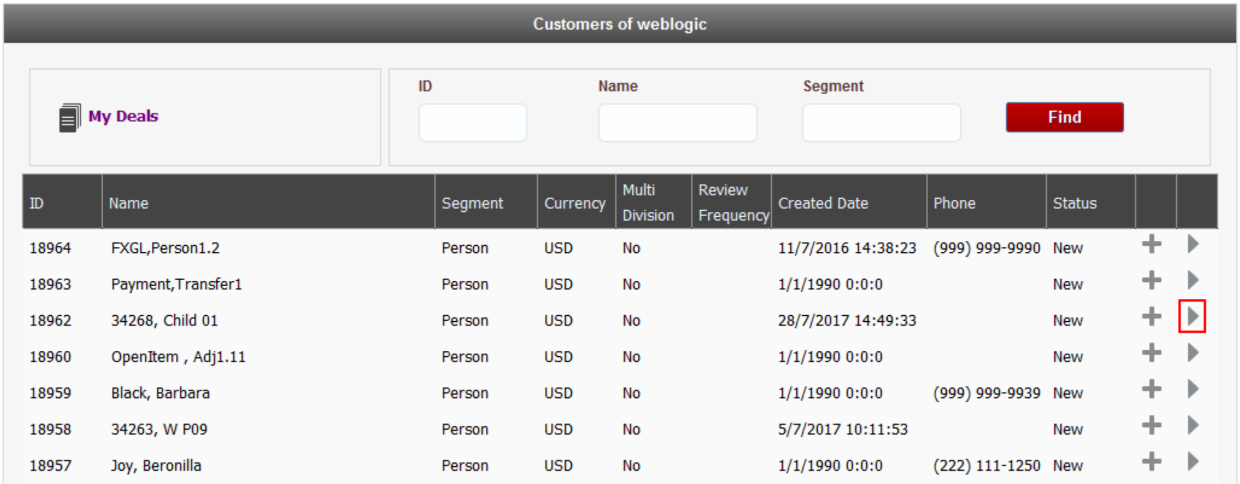


Figure 105: View Deals Button

This shows you a list of deals created for the customer, along with options to View or Edit the deals.

4.3 New Deal

A relationship manager can create a prospect and a deal in one go by clicking on the New Deal button on Deal Management dashboard.

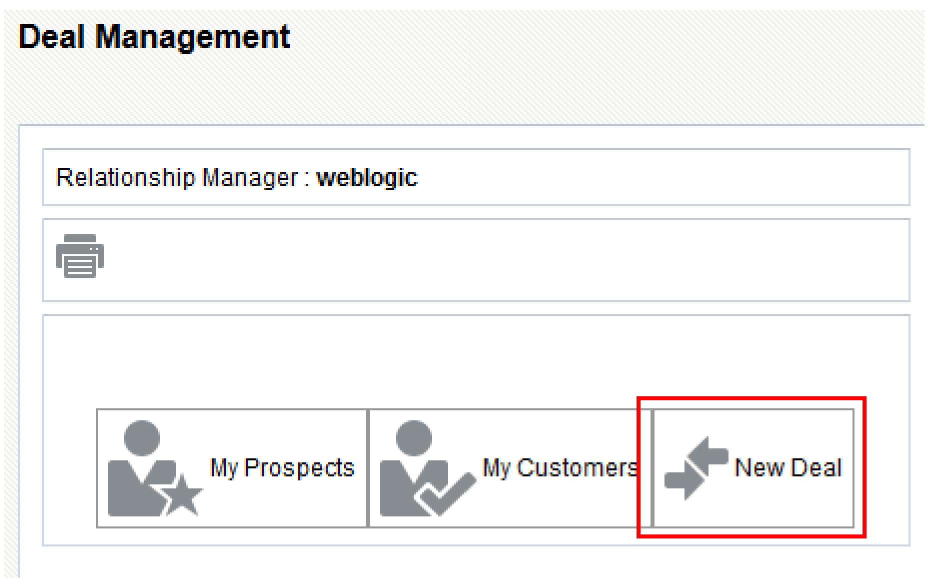
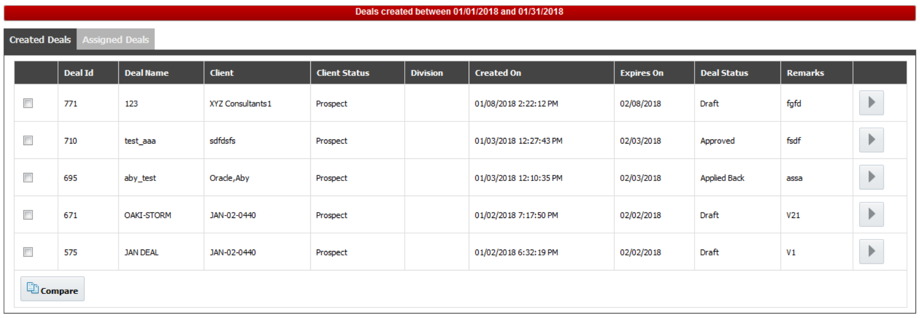


Figure 106: New Deal button

When you click on the New Deal button, the first step (Prospect) of Deal Creation wizard appears. You can follow the wizard to create a prospect and a deal.

4.4 Created Deals

The Home page of Deal Management dashboard includes the Created Deals list that includes all deals created by the Relationship Manager during the selected period.


Deals created between 01/01/2018 and 01/31/2018

Created Deals | Assigned Deals

	Deal Id	Deal Name	Client	Client Status	Division	Created On	Expires On	Deal Status	Remarks	
	771	123	XYZ Consultants1	Prospect		01/08/2018 2:22:12 PM	02/08/2018	Draft	fgfd	
	710	test_aaa	sdfdsfs	Prospect		01/03/2018 12:27:43 PM	02/03/2018	Approved	fsdf	
	695	aby_test	Oracle,Aby	Prospect		01/03/2018 12:10:35 PM	02/03/2018	Applied Back	assa	
	671	OAKI-STORM	JAN-02-0440	Prospect		01/02/2018 7:17:50 PM	02/02/2018	Draft	V21	
	575	JAN DEAL	JAN-02-0440	Prospect		01/02/2018 6:32:19 PM	02/02/2018	Draft	V1	

Compare

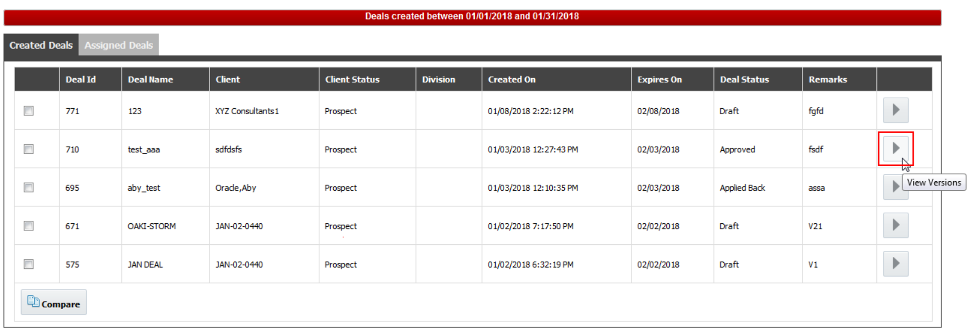
Figure 107: Created Deals List

From this list, you can perform the following actions:

- View various versions of a Deal
- Compare two Deals

4.4.1 Viewing Versions of a Deal

To view various versions of a deal, go to Deal Management dashboard and click View Versions button against the deal.


Deals created between 01/01/2018 and 01/31/2018

Created Deals | Assigned Deals

	Deal Id	Deal Name	Client	Client Status	Division	Created On	Expires On	Deal Status	Remarks	
	771	123	XYZ Consultants1	Prospect		01/08/2018 2:22:12 PM	02/08/2018	Draft	fgfd	
	710	test_aaa	sdfdsfs	Prospect		01/03/2018 12:27:43 PM	02/03/2018	Approved	fsdf	
	695	aby_test	Oracle,Aby	Prospect		01/03/2018 12:10:35 PM	02/03/2018	Applied Back	assa	View Versions
	671	OAKI-STORM	JAN-02-0440	Prospect		01/02/2018 7:17:50 PM	02/02/2018	Draft	V21	
	575	JAN DEAL	JAN-02-0440	Prospect		01/02/2018 6:32:19 PM	02/02/2018	Draft	V1	

Compare

Figure 108: View Versions Button

All available versions of the selected deal are listed in the page. From this page, you can perform following actions:

- View details of the deal
- Print / Export details of the deal
- Compare the deal with a competitor pricelist
- Forecast the revenue from the deal
- View the approval workflow for the deal
- Submit the deal for approval
- Accept or decline the deal
- Copy the deal details to create a new one
- Compare two versions of the same deal

4.4.2 Comparing Two Deals

To compare two or more deals, follow the procedure below:

1. Navigate to the Deal Management dashboard and Created Deals list.
2. Select two or more deals that you want to compare.
3. Click the Compare button.

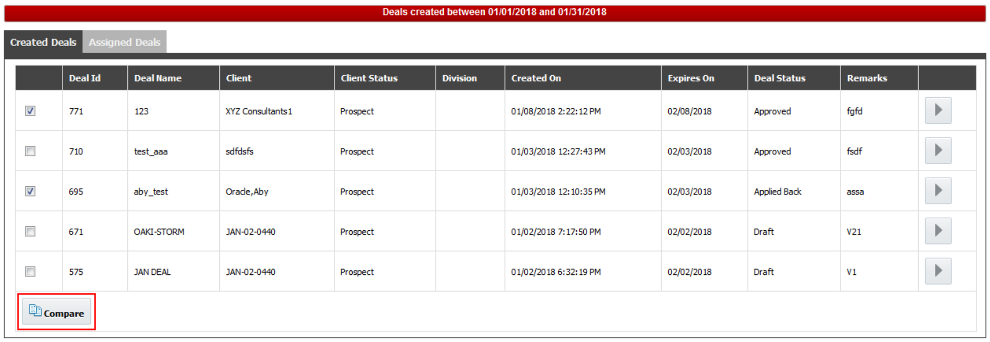


Figure 109: Compare Deals Button

4. The page displays a side-by-side comparison of selected deals.

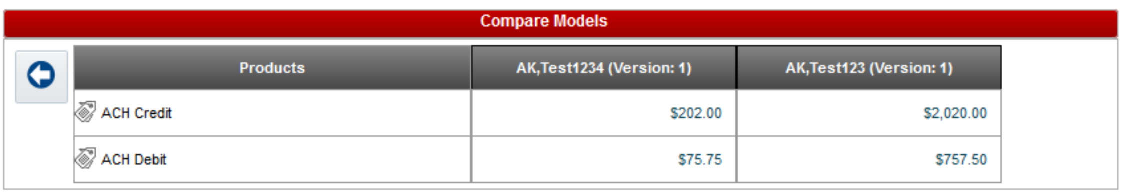


Figure 110: Compare Deals Results

4.5 Assigned Deals

The Home page of Deal Management dashboard includes an Assigned Deals list that includes all deals that are assigned to the Relationship Manager for approval or acceptance, during the selected period. The list is similar to the Created Deals and you can view the deal details and compare various deals.

4.6 Deal Creation Wizard

The deal creation wizard helps you create a prospect and a deal in one go. To access the Deal Creation Wizard, navigate to the Deal Management dashboard and click on the New Deal button.

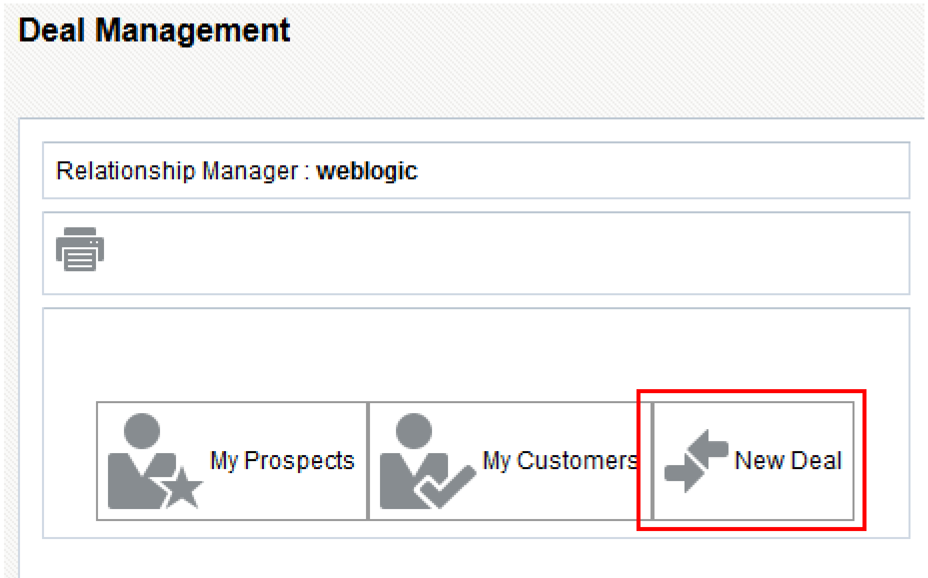


Figure 111: New Deal button

Deal Creation Wizard includes seven steps, each of which are detailed in the following sections:

1. Create Prospect
2. Select Division(s)
3. (Optional) Reference Customer
4. Enter Commitments
5. Select Pricelist
6. Define Expenses or Costs
7. Simulate Pricing and Save

4.6.1 Create Prospect

The first step of Deal Creation Wizard includes collecting information for creating a prospect customer. The main details being collected are grouped under following sections:

- Deal Details: This section collects information like source system instance, deal review frequency, and division (if the prospect has operations in only one division). You can also indicate if the prospect has operations in multiple divisions.
- Client Details: This section collects information like the Name of the client, the customer segment to which they belong, and their corporate currency.
- Contact Details: This section collects information like the Country, State, Address lines, Email ID, and Contact numbers.
- Identifiers: This section collects customer specific identifiers like Social Security Number, if it is required and configured using ORMBA Admin UI.
- Extension Attributes: This section collects extension attributes of the prospect, if it is configured using ORMBA Admin UI.

Once the required details are entered, click Next to move to the next step of Deal Creation Wizard.

Important: Please note that clicking Next on this page (step1) automatically creates the prospect in the system, and some details like the Division (in case of single division) cannot be edited henceforth.

4.6.2 Customer Hierarchy

The second step of Deal Creation Wizard allows you to:

- (Optional) Select applicable divisions
- Create Prospect Hierarchy
- Select Product(s)

If you have already selected the division in step 1, the wizard displays the selected division in step 2 by default. On the other hand, if you have indicated the prospect to be operating in multiple divisions and in step 1 of Deal Creation Wizard, you can select the divisions in this step.

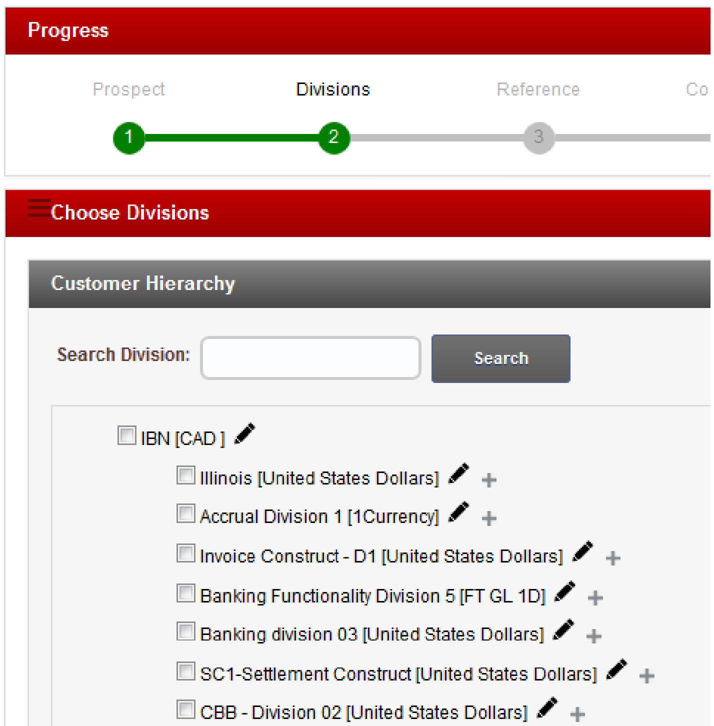


Figure 112: Divisions Page

This page creates a hierarchy for the prospect. To create the customer hierarchy and associate products to each account within the hierarchy, follow the procedure below:

1. Open the second page of Deal Creation Wizard. This shows the Client name under the Customer Hierarchy section.
2. Click Rename  button against the Client Name to give a new name to the parent customer of the hierarchy.
3. Click on the Client Name to expand the hierarchy to show all applicable divisions in the system.
4. Select the required division. This automatically creates a child customer under that division.

5. Click Rename button against the division to give a new name to the child customer being created at the division level.
6. Click Create Account button against a division to create an account under the selected division. This adds a new account to the Customer Hierarchy.
7. Click Select Products button against an account to associate one or more products to the account. This opens the Select Products window wherein you can search and select one or more products.

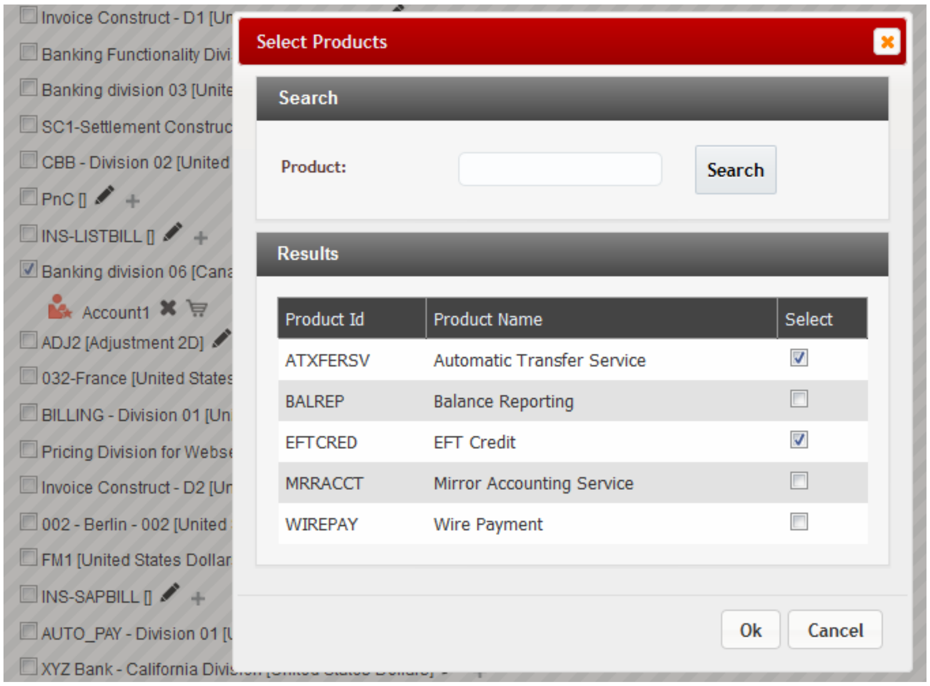


Figure 113: Select Products Pop Up

8. Click Delete button to remove an account from the customer hierarchy.
9. Repeat steps 6 and 7 to select all applicable divisions, create accounts under each division, and to associate products against each account.
10. Once you have finished creating the desired hierarchy for the prospect, and selected products for each account, click Next.

4.6.3 Choose a Reference

The third step of Deal Creation Wizard lets you select a reference customer or model for creating a new deal. When you select a reference customer or model, its commitment and usage is applicable for the deal being created.

This is an optional step and you can skip this step by selecting the ‘Skip this step’ check box at the bottom of the page.

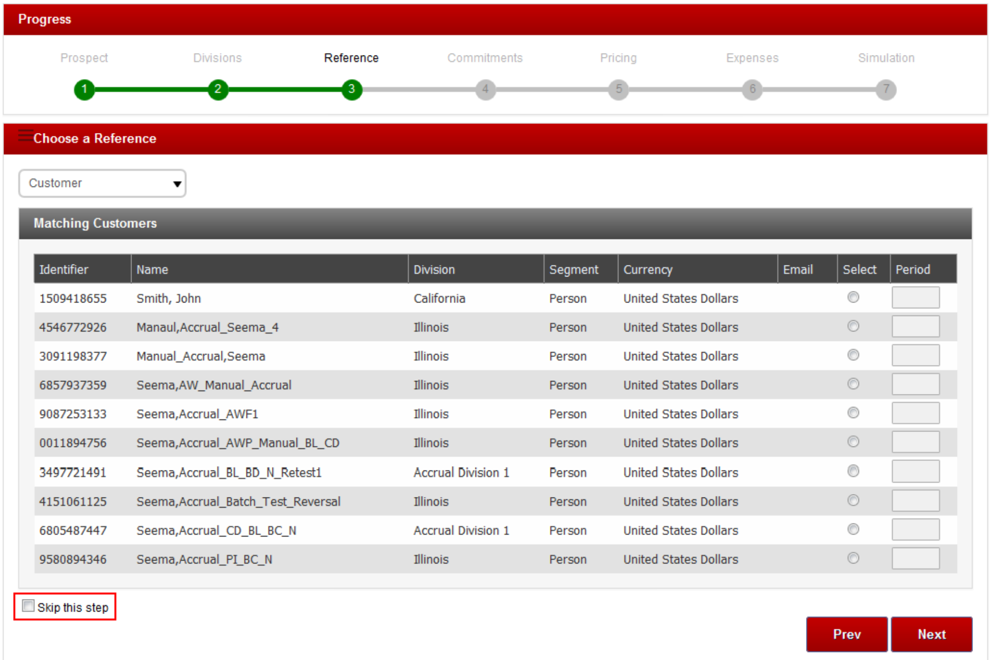


Figure 114: Select Reference Customer

To select a reference customer, follow the procedure below:

1. Open the third page of Deal Creation Wizard.
2. Select a Reference Customer from the available list.
3. Alternatively, you can select a reference model. To do this, select Model from the drop down list. This lists the matching models in the system.

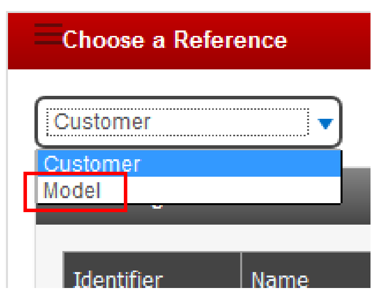


Figure 115: Select Reference Model

4. Enter the reference period in number months.
5. Click Next.

4.6.4 Enter Commitments

The fourth step of Deal Creation Wizard allows you to enter commitments against the SQIs of the products you have selected in step 2. You can enter both commitment value and period in months. If you have selected a reference customer or reference model is step 3, then the commitment value and period appear prepopulated.

To enter commitment values and period, select each product. This expands the node to display its SQIs. Against each SQI, enter the commitment value and period in months.

If you have selected multiple divisions in step 2, select each division from the drop down list and select its corresponding accounts. If there are multiple accounts under a division, select each account from the drop down list and enter commitments for each product selected for the account.

Note: If required, you can use the Charge Code field to search and find a product.

Once you have entered commitment values and periods against each SQI, against each product, under each account, click Next to proceed further with deal creation.

4.6.5 Attach Pricing

The fifth step of Deal Creation Wizard lets you attach pricelists to a customer, or a division, or an account, or a product.

To attach pricelist to a customer, division (child customer), or an account, click on the Choose Pricelist button  against it.

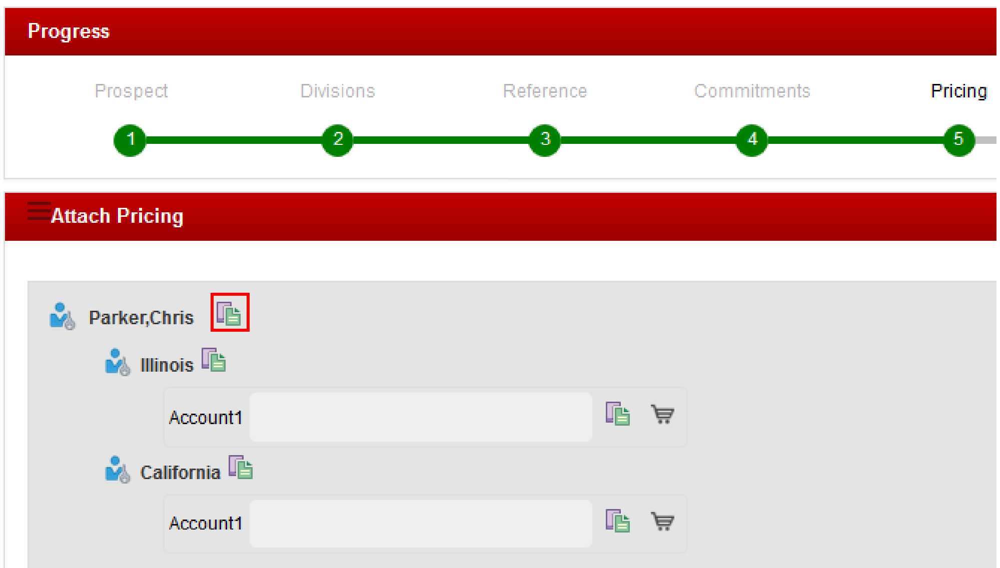


Figure 116: Choose Pricelist Button

The pricelist attached to a child customer overrides that at a parent customer, whereas the one attached at an account level overrides that at child and parent customer levels.

However, if you would like to attach pricelist at a product level, click on the Choose Pricelist for each Product button  against the account. This opens a pop-up where in you can select pricelist for each product. The pricelist selected against a product overrides the ones selected at account level, child customer level, and parent customer level. Repeat this for each of the accounts you have selected.

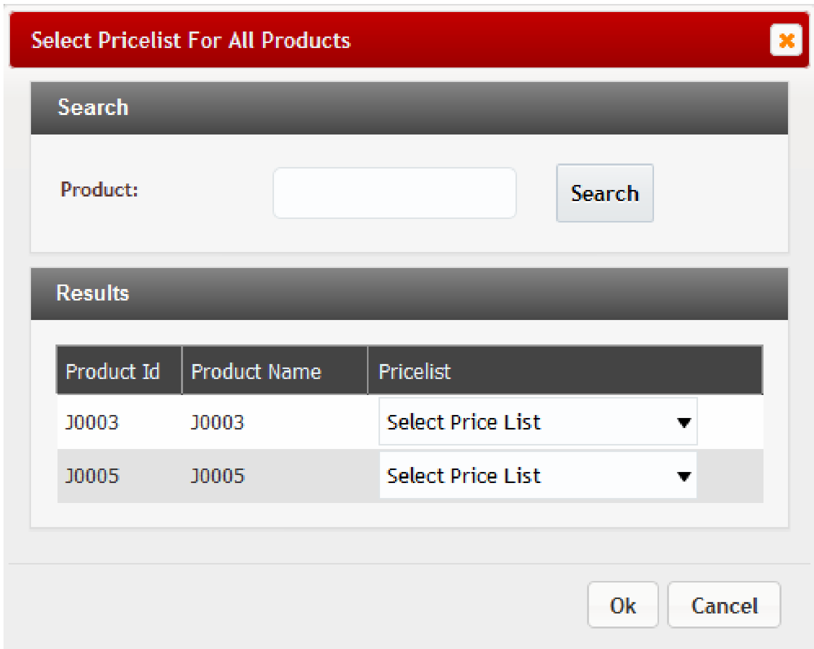


Figure 117: Select Pricelist For All Products

4.6.6 Add Expenses

The sixth step of Deal Creation Wizard allows you to add expenses to a deal. Various expenses are grouped together and configured using ORMBA Admin UI as a Cost Group, which is available for selection in this page. Against each cost group, there are many costs associated, of which some costs are deal-specific, or some against a price item or a price assignment.

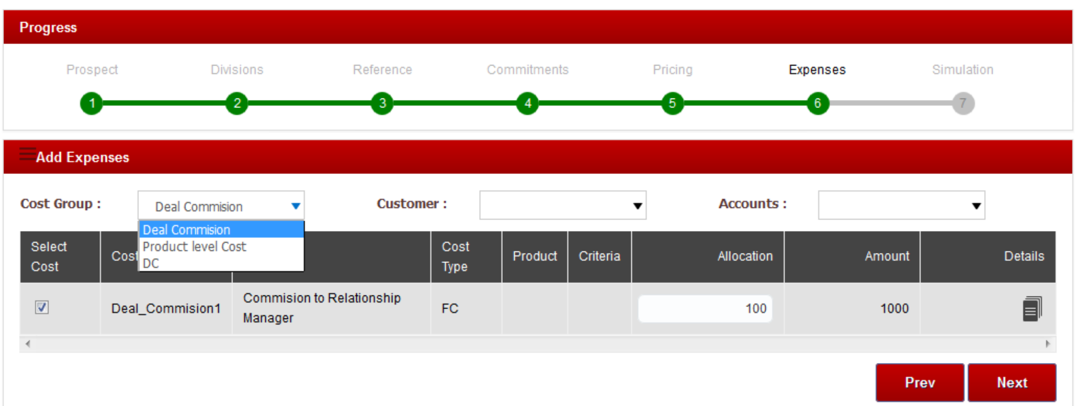


Figure 118: Select Cost Group

When you select a cost group, the cost definitions associated to it are listed in the page. Select the costs / expenses that you want to apply on the deal. Against each cost, you can specify the percentage allocation for the deal. This allows you to customize the expense value for the deal.

Note: By default, all cost definitions appear selected. You need to un-select those definitions that are not applicable for the deal.

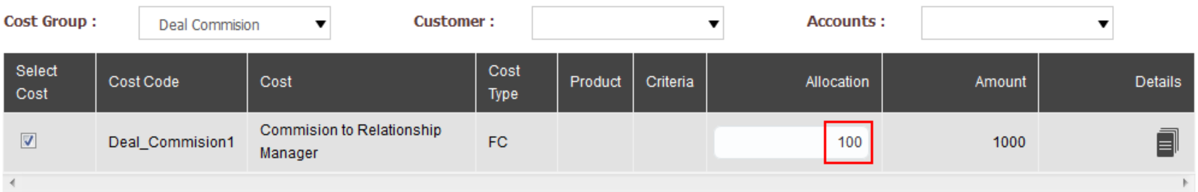


Figure 119: Percentage Allocation of Expense Amount

> **Note:** To view more details of a cost definition like the type and computation model, click on the Details button.

After you have selected the costs to be associated with the deal, click Next.

4.6.7 Deal Simulation

The last step of Deal Creation Wizard involves simulating the deal to optimize the pricing. The page lists the customer hierarchy you have created up to the product level along with the revenue, cost, and profitability.

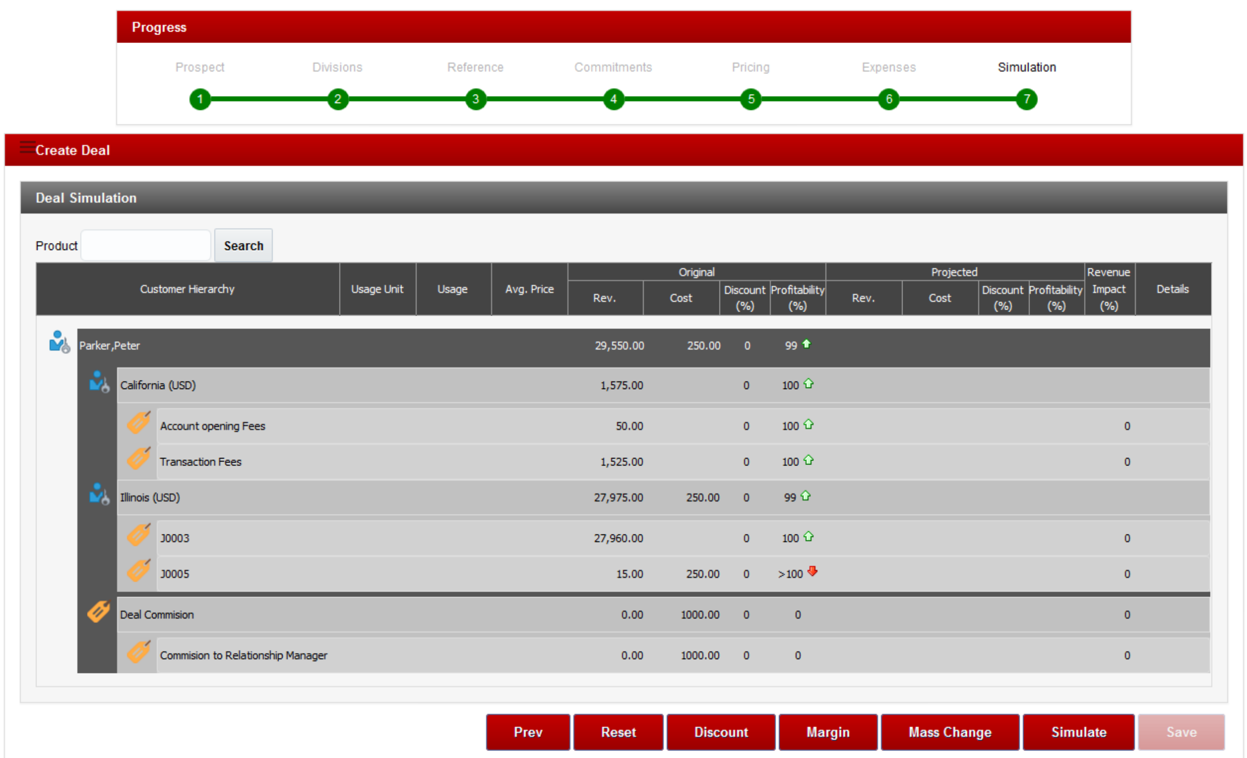


Figure 120: Deal Simulation Step

Click on a product to view the price assignments within it, and against each price assignment line, click on the Details button to initiate simulation.

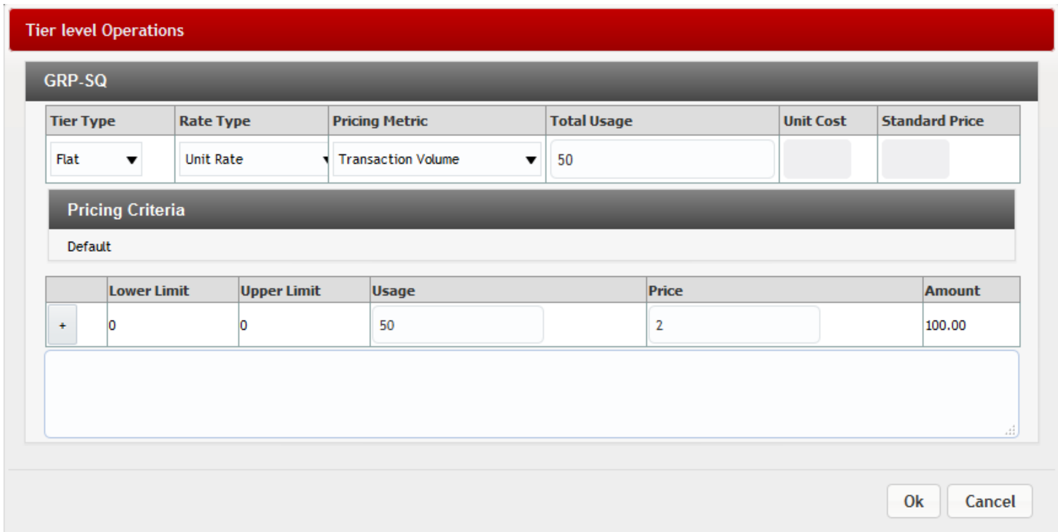


Figure 121: Tier Level Operations

TOn this page, you can perform the following simulation operations:

- Change Tier Type
- Change Rate Type
- Change Pricing Metric
- Change Total Usage
- Redefine Tier (in case of Step or Threshold pricing)
- Split into Two or Four (in case of Step or Threshold pricing)
- Merge with Above or Below (in case of Step or Threshold pricing)

Once you perform the required simulation operation, click Ok to return to the Deal Creation Wizard. You can repeat this step to each of the product and the price assignments within it. Once you have performed all the required operations, click Simulate to view the results of the simulation operation. To know more about Simulation Operations, see section 4.7.

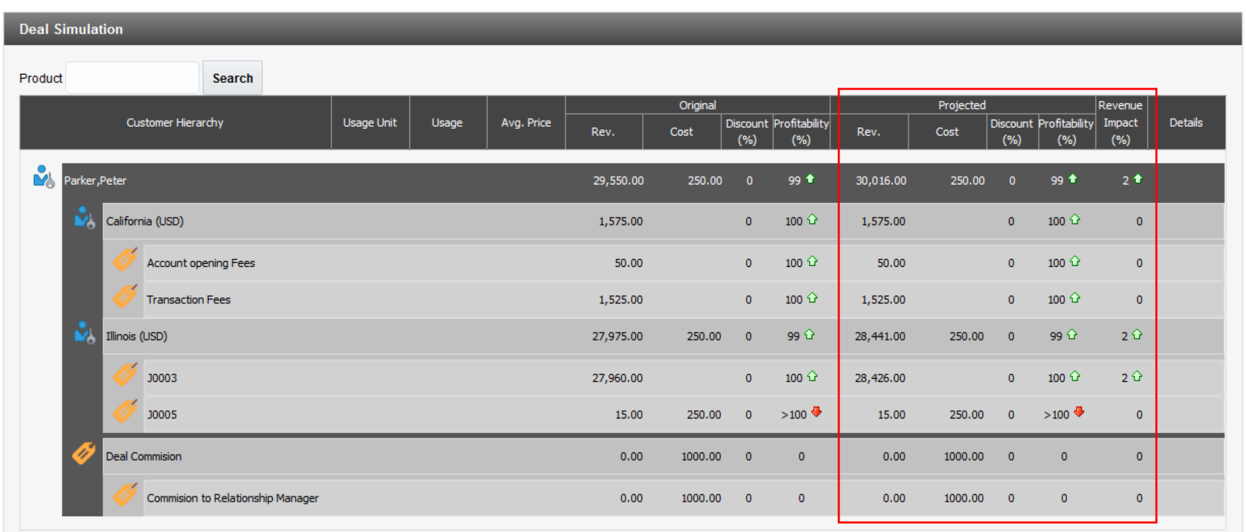


Figure 122: Simulation Results

The Projected and Revenue Impact sections of the Deal Creation Wizard are populated with values after simulation. You can keep simulating the pricing, until you achieve the desired Revenue Impact or Profitability.

Note: You can also perform additional simulation operations like applying a discount (%) or margin (%), or performing a mass change. To know more about these operations, see sections 4.7.2, 4.7.3, and 4.7.4 respectively. If you want to reset the pricing to that prior to simulation, click Reset button.

Click Save to save the deal. You need to enter details like Deal Name and the validity period.

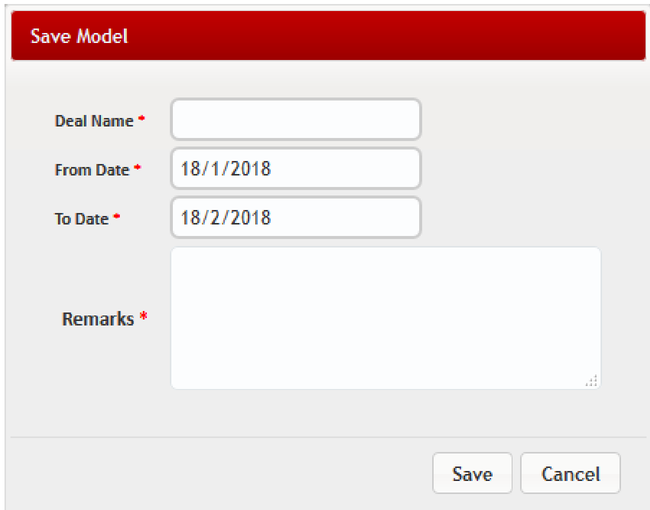


Figure 123: Save Model

Once you click Save, specify whether you would like to view the deal. You click either Yes to view the deal, or No to return to the Deal Home page.

4.7 Deal Simulation Operations

While trying to create a deal, you can perform several deal simulation operations to predict the desired revenue impact or profitability. The main operations are listed below.

4.7.1 Simulating the Pricing Rule

While creating a deal, the last step involves simulating the pricing rules to achieve the desired profitability. To do this, you need to click the Details button against each price assignment. This opens the Tier Level Operations pop-up window, wherein you can perform the simulation operations.

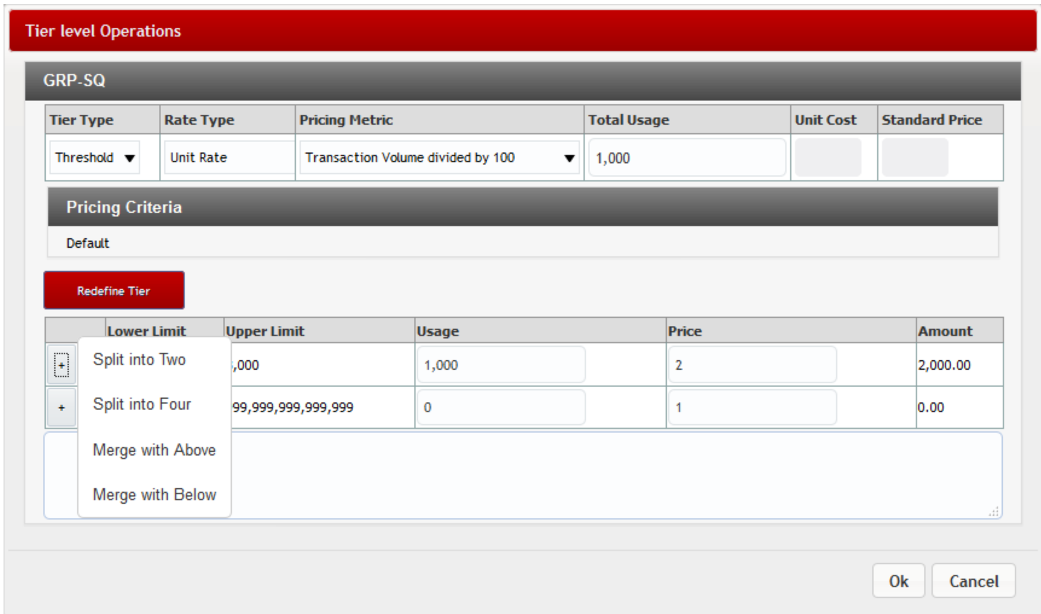


Figure 124: Tier Level Operations

You can perform the following simulation operations against a price assignment:

- **Change Tier Type**: The tier types available are Flat, Step, and Threshold. You can change the tier type to change the computation model.
- **Change Rate Type**: The rate types available are Absolute Amount, Unit Rate, Percentage, Basis Points, and Annual Interest Rate.
- **Change Pricing Metric**:
- **Change Total Usage**: By default, the usage field displays the monthly average commitment value given in step 4 of Deal Creation Wizard. You can edit the usage
- **Change Price**: You can change price of a tier to a new value.
- **Split into Two or Four** (in case of Step or Threshold pricing): You can split a tier into two or four and the tier limits changes accordingly. The Usage is plotted correctly to the newly created tiers. Please note that you cannot perform split tier operations multiple times to the same tier.
- **Merge with Above or Below** (in case of Step or Threshold pricing): You can merge a tier with the one above it or below it. When merged, the corresponding usage values are also cumulated.
- **Redefine Tier** (in case of Step or Threshold pricing): This option lets you create a new tier definition from scratch. Clicking this button clears all tiers, including the price and usage values.

4.7.2 Simulating Discount

While creating a deal, you can simulate the scenario where a discount percentage is applied to each of the products, or at a deal level. To do this, click the Discount button at the Deal Simulation step (Step 8) of Deal Creation Wizard.

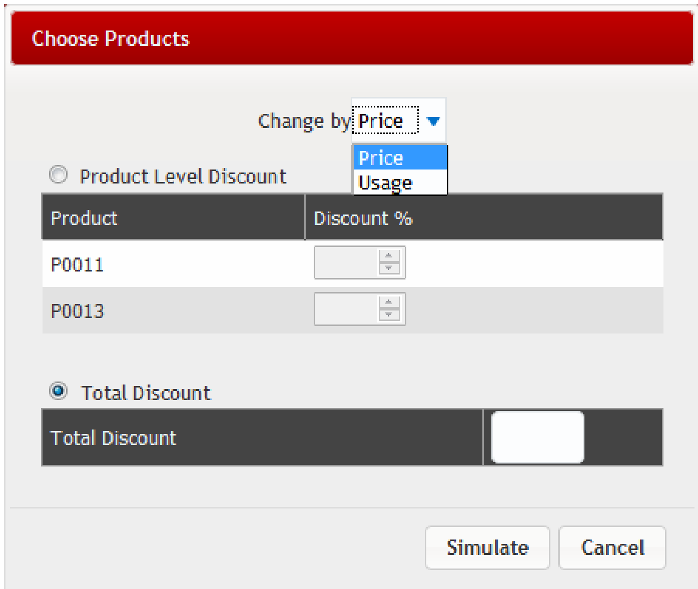


Figure 125: Apply Discount

You can simulate by applying discount at two levels:

- Discount in price or usage for each product in the deal
- Total discount in price or usage for the entire deal

After mentioning the discount percentage against each product, or the total discount percentage at the deal level, click Simulate. The page refreshes to show the simulation results. Click Save to save the changes to the model.

4.7.3 Simulating Margin

While creating a deal, you can simulate the scenario where a margin percentage is applied to each of the products, or at a deal level. To do this, click the Margin button at the Deal Simulation step (Step 8) of Deal Creation Wizard.

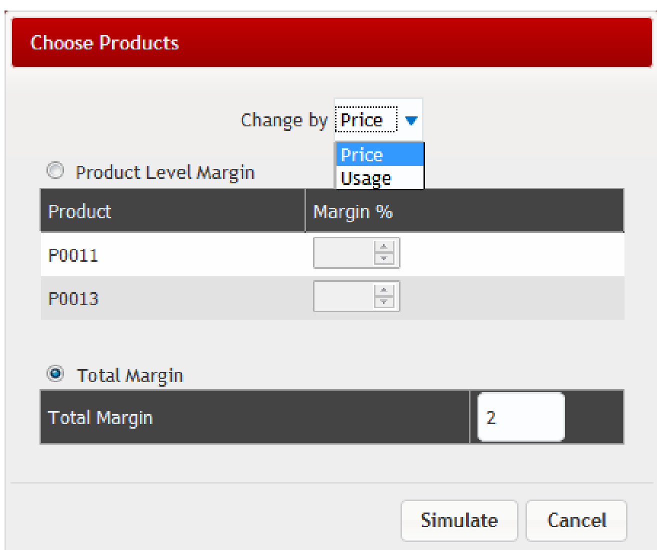


Figure 126: Apply Margin

You can simulate by applying margin at two levels:

- Margin in price or usage for each product in the deal
- Total margin in price or usage for the entire deal

After mentioning the margin percentage against each product, or the total margin percentage at the deal level, click Simulate. The page refreshes to show the simulation results. Click Save to save the changes to the model.

4.7.4 Simulating Mass Change

While creating a deal, you can simulate the scenario where a mass change is applied to each of the products, or to the deal. To do this, click the Mass Change button at the Deal Simulation step (Step 8) of Deal Creation Wizard.

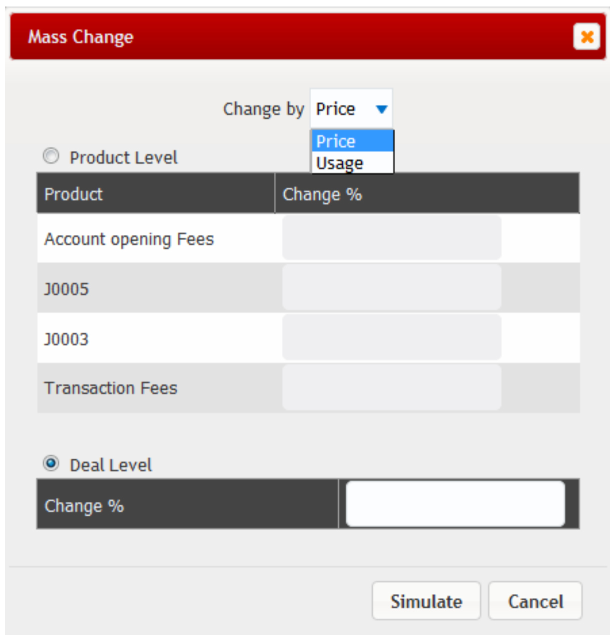


Figure 127: Mass Change

You can simulate by applying mass change at two levels:

- Mass change in price or usage for each product in the deal
- Mass change in price or usage for the entire deal

After mentioning the mass change percentage against each product, or the mass change percentage at the deal level, click Simulate. The page refreshes to show the simulation results. Click Save to save the changes to the model.

4.8 Deal Management Life Cycle

The Deal Management module of ORMBA manages the entire lifecycle of a deal from inception to completion. The main stages in the deal lifecycle are:

1. Prospect and Deal creation
2. Deal approval workflow

3. Document Reference
4. Deal comparison with competitor pricelist
5. Deal forecasting
6. Deal printing or export
7. Customer acceptance
8. Apply Back to Source

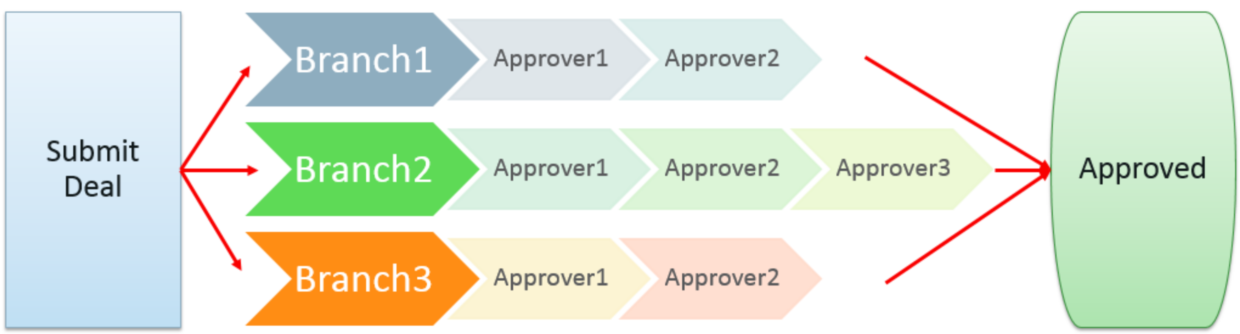
4.8.1 Prospect and Deal Creation

You can create a prospect customer hierarchy and then create a deal using the Deal Creation Wizard. To know more about these processes, see section 4.6.

Once you create a deal, you can submit it for approval. You can submit a deal for approval by opening it from the Deal Home page, and clicking the Submit button against the version you want to submit.

4.8.2 Deal Approval Workflow

Every deal goes through an approval workflow before it is available for customer acceptance. The approval workflows can contain multiple stages as well as branches. The workflow branches run in parallel and progression through each branch is independent of the rest of the branches. Each stage of approval can have one or more approvers. You can define the product(s) or (division)s or price assignment(s) that each approver can approve.



The approval workflows and the corresponding entry criteria are defined using the ORMBA Admin UI. Each workflow has an entry criterion that decides the deals for which it is applicable. The entry criterion for a workflow is a range of Impact %, Discount %, and Profitability %. While a deal is submitted for approval, system validates the deal attributes against the workflow entry criteria and is submitted to it only if the criteria matches.

Note: If a deal's attributes does not match the entry criteria of any of the workflow definitions, it gets auto-approved. That is, the deal will not go through an approval cycle.

Once submitted for approval, when an approver user logs into ORMBA, the deal appears under the Assigned Deals section of Deal Management home page. At any stage of approval, an approver can take a look at the Workflow details like the number of stages or levels involved in the approval of a deal.

To view the details of the approval workflow in which the deal is currently in, follow the procedure below:

1. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.
2. Click the View Versions button against the deal for which you want to view the workflow. This lists all the versions of a deal.
3. Click the View Workflow button against the version you want to view.
4. The page displays the workflow details like the list of stages, along with owner of each stage, the actions taken by the owner, date and time at which the action was taken, and the remarks they have made while performing the action. Additionally, if a document URL was given during any stage of workflow, you can see it listed.

Model ID	Model Name	Created By
1608	United.Colors.Bennetton-Deal1	RM

Workflow	Owner	Action	Timestamp	Remarks	Document URL
Submit	RM	Submitted	January 24, 2018 12:00:53 PM	Submit for Approval - Deal 1 for United.Colors.of.Bennetton	
Level 3 Approval	RM3	Approved	January 24, 2018 12:03:11 PM	Branch 3 Approver RM3 Approved Deal1 for United.Colors.of.Bennetton	
Level 2 Approval	RM2	Approved	January 24, 2018 12:06:14 PM	Branch2 Approver1 RM2 Approved Deal1 for United.Colors.of.Bennetton	
Level 1 Approval	RM1	Approved	January 24, 2018 12:11:59 PM	Branch1 Approver1 RM1 Approved Deal1 for United.Colors.of.Bennetton	
Level 1 Approval	RM4	Pending			
Level 2 Approval	RM4	Pending			
Customer Acceptance	RM	Pending			
Apply Back	RM	Pending			

Figure 128: Deal Workflow Details

An approver can reject a deal at any stage. Once rejected, the deal returns to draft status and the deal originator can edit it before submitting again.

4.8.3 Deal Documentation

At any stage of deal approval and customer acceptance, the approvers can attach reference documents to a deal. You can upload the documents to a repository and provide the URL to the document while submitting, approving, or accepting a deal. Once you mention a document URL in a stage of Deal Approval Workflow, it is available for reference in the Deal Workflow Details section.

To attach a document to a deal while submitting, approving, or accepting a deal, enter the URL to the document in the Document URL field of the popup window.

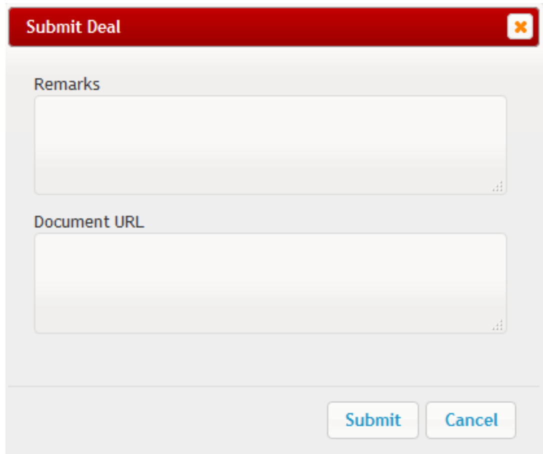


Figure 129: Attach Document to a Deal

4.8.4 Deal Comparison with Competitor Pricelist

At any stage of deal creation and approval, the approvers can compare the deal pricing details with that of a competitor pricelist. You can see a side-by-side comparison of the revenue from the proposed deal, as opposed to that of a competitor pricelist.

Note: You can compare a deal with only one other competitor pricelist at a time. To populate the You need to upload the competitor pricelist details to DWADM schema.

To compare a deal with a competitor pricelist, follow the procedure below:

1. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.
2. Click the View Versions button against the deal you want to compare with the competitor's pricelist. This lists all the versions of a deal.
3. Click the Compare with Competitor Pricelist button. This opens the Select Competitor Pricelist popup.

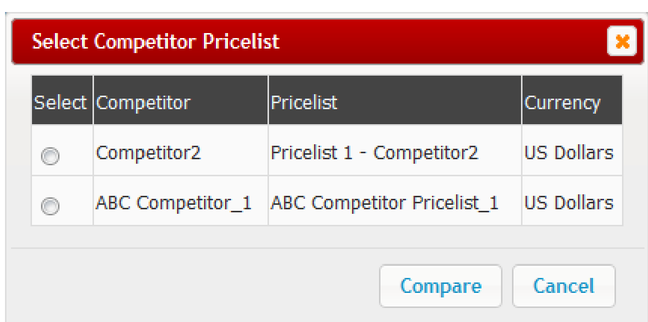


Figure 130: Select Competitor Pricelist

4. Select the pricelist with which you want to compare the deal pricing details and click Compare.
5. The page displays a side-by-side comparison of the deal and the selected competitor pricelist.

Compare Model with Competitor Pricelist

Products	Hrithik,Roshan - Deal1 (Version: 1)	ABC Competitor_1 (ABC Competitor Pricelist_1)
J0002	$60,000.00	$600.00
J0005	$30,000.00	$30,000.00

Figure 131: Compare Model with Competitor Pricelist

4.8.5 Deal Forecasting

Deal forecasting feature of ORMBA helps you to forecast the revenue generated from a deal at the end of selected number of years.

To forecast the deal revenue, follow the procedure below:

1. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.
2. Click the View Versions button against the deal you want to print or export. This lists all the versions of a deal.
3. Click the Forecast button to forecast the deal revenue. This opens the Forecast page.

Years: 4 Forecast

	Price Variation(%)	Commitment Variation(%)
Deal : Shobha Deal1	-10.00	10.00
J0003	5	10
J0002	5	10

Figure 132: Deal Forecast

4. Select the number of years for which you want to forecast.
5. Enter the price and commitment variation that you anticipate for the period, at a deal level and at a product level.
6. Click Forecast button. The page shows you the results of forecast.

4.8.6 Deal Printing or Export

Once you create and save a deal in the system, you can print the details of the deal in a PDF format. Currently, ORMBA offers to print a deal in two formats – Internal and External. The Internal format includes all details of the deal including confidential information like Profitability, Discount, and Revenue Impact, whereas the External format contain only those information that are relevant to the customer.

To print or export the details of a deal into a PDF file, follow the procedure below:

1. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.

2. Click the View Versions button against the deal you want to print or export. This lists all the versions of a deal.
3. Click the Print button to view the deal details. This opens the Deal Details page.
4. Select Internal or External from the drop-down list. If you select External, some details like Proposed Revenue, Profitability, and Discount are hidden.
5. Click Page Options button at the top right corner of the page, and select Print → Printable PDF option.

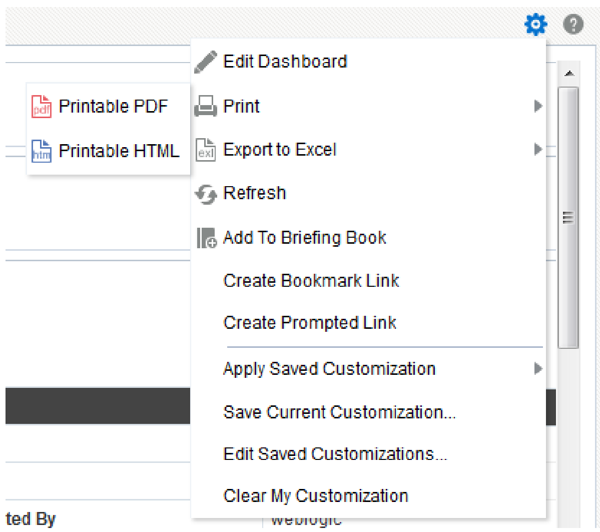


Figure 133: Print Deal Option

6. Save the file and share with the stakeholders.

4.8.7 Customer Acceptance

Once the deal goes through the approval workflow successfully, it is available for customer acceptance. You can export the details of the deal to a PDF file and share with the customer. Once the customer accepts the deal, the Relationship Manager promotes the deal on behalf of the customer.

To accept an approved deal on customer behalf, follow the procedure below:

1. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.
2. Click the View Versions button against the deal you want to accept on the customer's behalf. This lists all the versions of a deal.
3. Click the Accept button against the approved version of the deal. If you need to reject the deal, you can click the Decline button.
4. While trying to accept or decline a deal, a popup appears where you can enter your acceptance or rejection comments. Additionally, you can also provide URL of any documents that you have uploaded to a document repository.

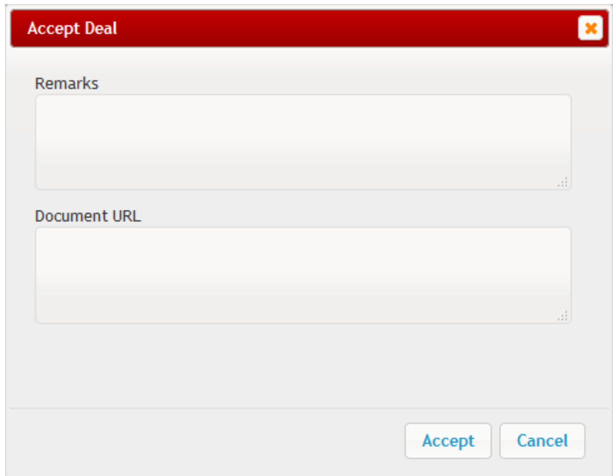


Figure 134: Accept Deal

5. You will now see the Apply Back  button against the deal.

4.8.8 Apply Back to Source

Deals accepted by the customer are applied back to the source system (ORMB), where a new customer hierarchy, pricelist(s) and other details are generated. To apply back an accepted deal to source system, follow the procedure below:

7. Navigate to the Deal Home page and go to either My Deals or Assigned Deals list, depending on whether you are the deal creator or not.

8. Click the View Versions  button against the deal you want to apply back to the source system. This lists all the versions of a deal.

9. Click the Apply Back  button against the deal to apply the deal details to source system.

6. While trying to apply back a deal, a popup appears where you can enter your comments and provide URL of any documents that you have uploaded to a document repository. Additionally, you can enter the date from which the deal details should be effective in the source system.

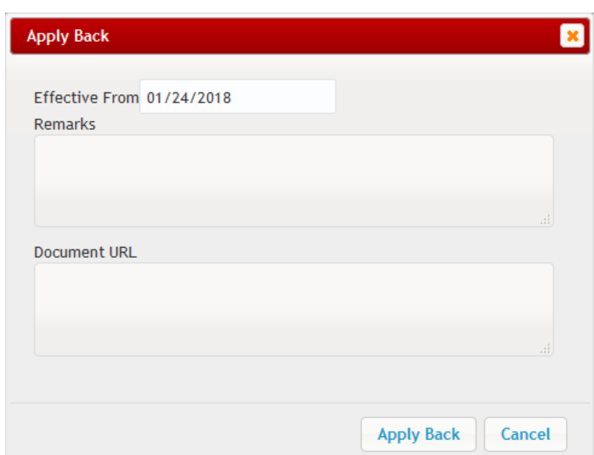


Figure 135: Apply Back