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Notices

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About this Document

This document lists and describes various features in Oracle Revenue Management and Billing which can be used in the Healthcare and Insurance domains. It describes all screens related to these features and explains how to perform various tasks through these screens.

Intended Audience

This document is intended for the following audience:

- End-users
- System Administrators
- Consulting Team
- Implementation Team
- Development Team

Organization of the Document

Each insurance feature is described in a separate chapter in this document. All screens related to the feature and tasks related to the screen are explained in each chapter. This document contains the following chapters:

Chapter Number	Chapter Name	Chapter Description
Chapter 1	Customer 360 - Degree View	Explains how to view in-depth information about the person by aggregating data from the application and presenting the same on one screen.
Chapter 2	Pricing Management	Explains how to define products, price lists, and pricing for a product. It also explains how to assign a product and price list to an account or a person.
Chapter 3	Division	Explains the type of divisions and how to define a division.
Chapter 4	Approval Workflow	Explains the approval workflow process and how to perform various tasks involved in the process. It explains how to implement the approval workflow process. It also lists and describes the prerequisites that needs to be setup before implementing the approval workflow process.
Chapter 5	Rules Engine	Explains how to define, execute, and maintain business rules separately from the application code.
Chapter 6	Alternate Sequential Bill Numbers	Explains how to generate alternate sequential bill numbers which are either unique throughout the system or within the division.
Chapter 7	Transaction Feed Management	Explains the transaction feed management process and how a transaction moves from one status to another during this process. It also explains how to search for transactions with different statuses.
Chapter 8	Upload Validated Payment Data	Explains how to upload and validate the payment records before you move them to the staging area. It also explains how to create payment events and payments using the validated payment records.

Chapter Number	Chapter Name	Chapter Description
Chapter 9	Freeze Payments on Notification	Explains how the system freezes or cancels the automatic payments when the review comments are received from the auto clearing house.
Chapter 10	Trial Billing	Explains how to generate trial bills before the actual bill is generated for an account. It also explains how to view the trial bills in the system.
Chapter 11	GL Account Validation	Explains how to enable the static and dynamic GL account validation feature.
Chapter 12	Upload Validated Adjustment Data	Explains how to validate and upload an adjustment data file and create adjustments using the adjustment records uploaded through an adjustment data file.
Chapter 13	Payment Request	Explains how to create or transfer payments through a payment request.
Chapter 14	Account Receivable Central	Explains how to use the Account Receivable Central screen to search for a bill which you need to offset against another bill. It explains how to perform single, mass, and cross currency offset against one or more bills.
Chapter 15	Offset Request	Explains how to offset the bill's outstanding amount through an offset request and create offset adjustments accordingly.
Chapter 16	Funding Request	Explains how to create funding and garnishment adjustments through a funding request.
Chapter 17	Refund/Write Off Request	Explains how to create refund and write off adjustments through a refund and write off request.
Chapter 18	Hold Request	Explains how to hold some processes and/or bills at the account or person level for a time period through a hold request.
Chapter 19	Delinquency Central	Explains how to track the overdue processes created for a delinquent account and create hold request, payment arrangement, and promise to pay for the respective account.
Chapter 20	Upload Request	Explains how to create an upload request of the specified upload request type is created on uploading the file.
Chapter 21	GL Accounting Template	Explains how to override the distribution code used for creating FT GL entries using the GL Accounting Template feature.
Chapter 22	Payment Agreement Request	Explains and describes the flexibility in payment of overdue, schedule amount of bills in multiple installments of schedule dates.
Chapter 23	Inbound Message	Explains how to extract the inbound message from external systems and then transform, upload data into predefined XML format.
Chapter 24	Policy-Membership Overview	Explains how to create policy and membership for accounts.
Chapter 25	Upload Lockbox Payment and Remittance Advices Overview	Explains how to upload Electronic Data Exchange (EDI) 820 file in ORMB.

Chapter Number	Chapter Name	Chapter Description
Chapter 26	Deferred Revenue Recognition	Explains the delayed recognition of revenue by generating DRR schedules based on a given set of algorithm parameters plugged in the Contract Type FT Freeze algorithm spot.
Chapter 28	Reconciliation	Enables you to reconcile pay instructions received from the external system against the bill segments based on the account identifier, policy number, plan number, member identifier, and coverage period combination.
Chapter 27	Reporting	Lists and describes how to execute ten sample reports provided with the Oracle Revenue Management and Billing application.
Appendix A	Most Commonly Used Tasks	Lists and describes some of the common tasks that are performed while using various functionality in the application.
Appendix B	Administration	Lists some of the administrative tasks.

Conventions

The following conventions are used across this document:

Convention	Meaning
boldface	Boldface indicates graphical user interface elements associated with an action, or terms defined in the text.
<i>italic</i>	Italic indicates a document or book title.
Monospace	Monospace indicates information that an end-user needs to enter in the application.

Related Documents

You can refer to the following documents:

Document Name	Description
<i>Oracle Revenue Management and Billing Version 2.6.0.1.0 Release Notes</i>	Provides a brief description about the new features, enhancements, UI and database level changes, supported platforms, framework upgrade, supported upgrades, and technology upgrade made in this release. It also highlights the discontinued features, bug fixes, and known issues in this release.
<i>ORMB - Transaction Feed Management - Batch Execution Guide</i>	Describes the sequence in which the batches must be executed while performing various tasks in the Transaction Feed Management module.
<i>Oracle Revenue Management and Billing Batch Guide</i>	Lists and describes various ORMB batches.
<i>Oracle Revenue Management and Billing Installation Guide</i>	Lists the application server pre-requisites, supported platforms, and software and hardware requirements for installing the Oracle Revenue Management and Billing application. It explains how to install the Oracle Revenue Management and Billing application.

Document Name	Description
<i>Oracle Revenue Management and Billing Quick Installation Guide</i>	Provides high-level information on how to install the Oracle Revenue Management and Billing (ORMB) application and selected additional software.
<i>Oracle Revenue Management and Billing Database Administrator's Guide</i>	Provides information about the Oracle Database Server and Client required for installing the Oracle Revenue Management and Billing database. It explains how to install database with and without demo data. It provides database configuration guidelines including recommended settings for the Oracle Exadata Database machine.
<i>Oracle Revenue Management and Billing Server Administration Guide</i>	Explains the Oracle Revenue Management and Billing (ORMB) architecture and technical know-how required for configuring and using the ORMB application. It explains how to configure and deploy web and business application servers. In addition, it explains how to monitor client machines, web and/or business application servers, and database connections.
<i>Oracle Revenue Management and Billing Security Guide</i>	Lists the security features available in the Oracle Revenue Management and Billing application. It explains how to configure security for the Oracle Revenue Management and Billing application using the default security features.
<i>Oracle Revenue Management and Billing ODI Integration Guide for TFM</i>	Explains how to import the ODI artifacts for TFM. It also explains how to upload the transaction data from the flat file to various tables in the target database.

Change Log

Revision	Last Update	Updated Section	Comments
6.1	16-Feb-2018	Approval Workflow	Updated Information
6.1	16-Feb-2018	Rules Engine	Updated Information
6.1	16-Feb-2018	Inbound Message	Updated Information
6.1	16-Feb-2018	Policy- Membership Overview	Updated Information
6.1	16-Feb-2018	Deferred Revenue Recognition	Updated Information
6.1	16-Feb-2018	Reconciliation	Updated Information
6.2	20-Mar-2018	Inbound Message	Updated Information
6.2	20-Mar-2018	Reconciliation	Updated Information
6.2	20-Mar-2018	Rules Engine	Updated Information
6.2	20-Mar-2018	Approval Workflow	Updated Information
6.2	20-Mar-2018	Trial Billing	Updated Information
6.2	20-Mar-2018	Policy-Membership Overview	Updated Information
6.2	20-Mar-2018	Funding Request	Updated Information
6.3	02-Apr-2018	Approval Workflow	Updated Information
6.3	02-Apr-2018	Transaction Feed Management (Header Validation)	Updated Information

Revision	Last Update	Updated Section	Comments
6.4	03-Oct-2018	Upload Request	Updated Information
6.4	03-Oct-2018	General Ledger (GL) Accounting Template	Added Information
6.4	03-Oct-2018	Dispute Information	Updated Information
6.4	03-Oct-2018	Payment Agreement Request	Updated Information
6.5	23-Oct-2018	Transaction Feed Management	Added Information
6.5	23-Oct-2018	Rules Engine	Added Information
6.5	23-Oct-2018	Pricing Management	Added Information
6.5	23-Oct-2018	Division	Updated Information
6.6	11-Mar-2019	Pricing Management	Removed the Effective Pricing Information section.
6.7	27-Aug-2020	Upload Validated Adjustment Data	Updated Information

Chapter 1

Customer 360-Degree View

Topics:

- [Customer 360-Degree View](#)
- [Customer 360-Degree Information](#)
- [Bill Information](#)

Oracle Revenue Management and Billing provides you with the ability to quickly view in-depth information about the person by aggregating data from the application and presenting the same on one screen named **Customer 360-Degree View**. This data can then be easily used for analysis. You can use the person, account, or policy details to view the 360-degree information of the person, such as:

- Basic details, characteristics, child persons, hierarchy, and the customer contacts of a person
- Basic details, characteristics, administrative contracts, automatic payment options, billing and adjustment summary, financial and collections summary, and unpaid bills of the person's account
- Consolidated view of the transactions (such as, billing, payment, payment cancellation, adjustment, adjustment cancellation, automatic payments sent to the auto clearing house for review, refund, write off, and excess credit) which are carried out for the person's account
- Basic details, related persons, and policy plans in the person's policy
- Basic details of the bill, adjustments which are swept onto the bill, activities (such as, payment, offset, refund, or write off) through which the bill is settled, high level summary and details of the bill segments included the bill, active hold requests due to which the bill is kept on hold, offset requests through which the bill is offset against another bill, and refund and write off requests through which the bill or its bill segment is either refunded or written off.

In other words, this feature allows you to drill down to see or act on all current and historical revenue management and billing details. This allows you to professionally and efficiently handle customer inquiries and complaints at the first point of contact, raising your customer service from previously unattainable levels and reducing the associated time and cost.

Customer 360-Degree View

The **Customer 360-Degree View** screen allows you to search for a person, account, and policy using various search criteria. You can then view 360-degree information of the person, the person's account, and the person's policy, and vice-versa. By default, whenever you login to the application, the **Customer 360-Degree View** screen appears. This screen consists of the following zone:

- [360-Degree Search](#) on page 36

360-Degree Search

The **360-Degree Search** zone allows you to search a person, account, and policy using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a person, account or policy. The valid values are: <ul style="list-style-type: none"> • Account • Person • Policy Note: By default, the Policy option is selected.	Yes
Policy Type	Used to search policies which are created using a particular policy type. Note: This field appears only when you select the Policy option from the Search By list.	No
Source System	Used to search policies which were created in a particular external system. Note: This field appears only when you select the Policy option from the Search By list.	No
Policy Number	Used to search a policy with a particular policy number. Note: This field appears only when you select the Policy option from the Search By list.	No
Policy ID	Used to search a particular policy. Note: This field appears only when you select the Policy option from the Search By list.	No
Policy Person Role	Used to search policies where a person is assigned a particular person role. Note: This field appears only when you select the Policy option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Start Date	Used to search policies which are effective from a particular date. Note: This field appears only when you select the Policy option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Policy End Date	Used to search policies which are effective till a particular date. Note: This field appears only when you select the Policy option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Status	Used to search policies with a particular status. Note: This field appears only when you select the Policy option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Division	Used to search persons or accounts which belong to a particular division. Note: This field appears only when you select the Person or Account option from the Search By list.	No
Customer Class	Used to search accounts or persons' whose accounts belong to a particular customer class. Note: This field appears only when you select the Person or Account option from the Search By list.	No
Person Name	Used to search a particular person. If you specify the person name while searching for an account, the system searches all accounts where the person is the main customer. However, if you specify the person name while searching for a policy, the system searches all policies where the person is the main customer. Note: If you are searching for an account or policy, this field appears only when you click the Advanced Search link available in the right side of the 360-Degree Search zone.	Yes (Conditional) Note: This field is required when you are searching for a policy using the policy person role.
Person ID	Used to search a particular person. Note: This field appears only when you select the Person option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Person Identifier Type	Used to indicate the person identifier type based on which you want to search for a person. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you specify the person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used to search a person with a particular identifier. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you specify the person identifier type as a search criteria, you have to enter the person identifier.
Person Type	Used to search persons of a particular type. Note: This field appears only when you select the Person option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Address	Used to search persons with a particular address or accounts' whose main customer has a particular address. Note: This field appears only when you select the Person or Account option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
City	Used to search persons who belong to a particular city or accounts' whose main customer belong to a particular city. Note: This field appears only when you select the Person or Account option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Phone Number	Used to search a person with a particular phone number or accounts' whose main customer has a particular phone number. Note: This field appears only when you select the Person or Account option from the Search By list and click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Account ID	Used to search a particular account. Note: This field appears only when you select the Account option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to indicate the account identifier type based on which you want to search for an account. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you specify the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to search an account with a particular identifier. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Characteristic Type	Used to search persons, accounts or policies with a particular type of characteristic. Note: This field appears only when you click the Advanced Search link available in the right side of the 360-Degree Search zone.	No
Characteristic Value	Used to search persons, accounts or policies with a particular characteristic. Note: This field appears only when you click the Advanced Search link available in the right side of the 360-Degree Search zone. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: If you specify the characteristic type as a search criteria, you have to enter the characteristics value.

Note:


You must specify at least one search criterion while searching for a person, account, or policy. One more search criterion is required when you are searching for a person or account using the division and/or customer class. Similarly, one more search criterion is required when you are searching for a policy using the policy type and/or source system.

If you have specified any other search criterion along with the person ID, account ID, or policy ID, the system ignores the additional search criterion and searches using the person ID, account ID, or policy ID, respectively.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Policy Information	<p>Displays information about the policy.</p> <p>Note: It has a link. On clicking the link, the Policy screen appears with the details of the respective policy.</p> <p>This column appears only when you select the Policy option from the Search By list.</p>
Main Customer	<p>Indicates the main customer of the policy or account.</p> <p>Note: This column appears only when you select the Policy or Account option from the Search By list.</p>
Source System	<p>Displays the name of the external system in which the policy was created.</p> <p>Note: This column appears only when you select the Policy option from the Search By list.</p>
Policy Number	<p>Displays the policy number.</p> <p>Note: This column appears only when you select the Policy option from the Search By list.</p>
Start Date	<p>Displays the date from when the policy is effective.</p> <p>Note: This column appears only when you select the Policy option from the Search By list.</p>
End Date	<p>Displays the date till when the policy is effective.</p> <p>Note: This column appears only when you select the Policy option from the Search By list.</p>
Status	<p>Indicates the status of the policy.</p> <p>Note: This column appears only when you select the Policy option from the Search By list.</p>
Person Information	<p>Displays information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.</p> <p>This column appears only when you select the Person option from the Search By list.</p>
Person Name	<p>Displays the name of the person.</p> <p>Note: This column appears only when you select the Person option from the Search By list.</p>

Column Name	Column Description
Person Type	Indicates the type of the person. Note: This column appears only when you select the Person option from the Search By list.
Primary Person Identifier Type	Indicates the primary identifier type associated with the person. Note: This column appears only when you select the Person option from the Search By list.
Primary Person Identifier	Displays the primary person identifier. Note: This column appears only when you select the Person option from the Search By list.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account. This column appears only when you select the Account option from the Search By list.
Division	Indicates the division to which the account belongs. Note: This column appears only when you select the Account option from the Search By list.
Customer Class	Indicates the customer class to which the account belongs. Note: This column appears only when you select the Account option from the Search By list.
Primary Account Identifier Type	Indicates the primary identifier type associated with the account. Note: This column appears only when you select the Account option from the Search By list.
Primary Account Identifier	Displays the primary account identifier. Note: This column appears only when you select the Account option from the Search By list.
Current Balance	Displays the amount of money in the account. Note: This column appears only when you select the Account option from the Search By list.

Note: You can view the 360-degree information of the person, account, or policy by clicking the **View** () icon corresponding to the record in the **Search Results** section.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42

For more information on...	See...
How to search for an account	Searching for an Account on page 43
How to search for a policy	Searching for a Policy on page 44
How to view the 360-degree information of a person	Viewing the 360-Degree Information of a Person on page 44
How to view the 360-degree information of an account	Viewing the 360-Degree Information of an Account on page 45
How to view the 360-degree information of a policy	Viewing the 360-Degree Information of a Policy on page 46

Searching for a Person

Prerequisites

To search for a person, you should have:

- Divisions, customer classes, person types, and person identifier types defined in the application
- Characteristic types defined in the application (where the characteristic entity is set to **Person**)

Procedure

To search for a person:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, click **Customer 360-Degree View**.
The **Customer 360-Degree View** screen appears.
3. Select the **Person** option from the **Search By** list to indicate that you want to search for a person.
4. Enter the required search criteria in the **360-Degree Search** zone.

Note:

You must specify at least one search criterion while searching for a person. One more search criterion is required when you are searching for a person using the division and/or customer class.

You must specify division and/or customer class when you are searching for a person using city.

If you have specified any other search criterion along with the person ID, the system ignores the additional search criterion and searches for the person using the person ID.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. In this screen, you can only use the ‘%’ wildcard character in the **Person Name** and **Address** fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

The **Advanced Search** link appears in the right side of the **360-Degree Search** zone. On clicking the **Advanced Search** link, additional fields appear in the zone which help you to refine the search.

If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. Click **Search**.

A list of persons that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Customer 360-Degree View screen	Customer 360-Degree View on page 36
360-Degree Search zone	360-Degree Search on page 36

Searching for an Account**Prerequisites**

To search for an account, you should have:

- Divisions, customer classes, and account identifier types defined in the application
- Characteristic types defined in the application (where the characteristic entity is set to **Account**)

Procedure

To search for an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, click **Customer 360-Degree View**.
The **Customer 360-Degree View** screen appears.
3. Select the **Account** option from the **Search By** list to indicate that you want to search for an account.
4. Enter the required search criteria in the **360-Degree Search** zone.

Note:

You must specify at least one search criterion while searching for an account. One more search criterion is required when you are searching for an account using the division and/or customer class.

If you have specified any other search criterion along with the account ID, the system ignores the additional search criterion and searches for the account using the account ID.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. In this screen, you can only use the ‘%’ wildcard character in the **Person Name** and **Address** fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

The **Advanced Search** link appears in the right side of the **360-Degree Search** zone. On clicking the **Advanced Search** link, additional fields appear in the zone which help you to refine the search.

If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. Click **Search**.

A list of accounts that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Customer 360-Degree View screen	Customer 360-Degree View on page 36
360-Degree Search zone	360-Degree Search on page 36

Searching for a Policy

Prerequisites

To search for a policy, you should have:

- Policy types, source systems, and policy person roles defined in the application
- Characteristic types defined in the application (where the characteristic entity is set to **Policy**)

Procedure

To search for a policy:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, click **Customer 360-Degree View**.
The **Customer 360-Degree View** screen appears.
3. Select the **Policy** option from the **Search By** list to indicate that you want to search for a policy.
4. Enter the required search criteria in the **360-Degree Search** zone.

Note:

You must specify at least one search criterion while searching for a policy. One more search criterion is required when you are searching for a policy using the policy type and/or source system.

If you have specified any other search criterion along with the policy ID, the system ignores the additional search criterion and searches for the policy using the policy ID.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. In this screen, you can only use the ‘%’ wildcard character in the **Person Name** and **Address** fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

The **Advanced Search** link appears in the right side of the **360-Degree Search** zone. On clicking the **Advanced Search** link, additional fields appear in the zone which help you to refine the search.

If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. Click **Search**.

A list of policies that meet the search criteria appears in the **Search Results** section.

Related Topics


For more information on...	See...
Customer 360-Degree View screen	Customer 360-Degree View on page 36
360-Degree Search zone	360-Degree Search on page 36

Viewing the 360-Degree Information of a Person

Procedure

To view the 360-degree information of a person:

1. Search for the person in the **Customer 360-Degree View** screen.

2. In the **Search Results** section, click the **View** () icon corresponding to the person whose details you want to view.
The **Person** tab in the **Customer 360-Degree Information** screen appears.
3. View the required information of the person in the **Person** tab.
4. If required, you can view the details of the account where the person is the main customer in the **Account** tab.
5. If required, you can view the details of the policy where the person is either the main customer of the policy or the main customer of a membership in the policy in the **Policy** tab.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Customer 360-Degree Information screen	Customer 360-Degree Information on page 46
Person tab	Customer 360-Degree Information - Person on page 46
Account tab	Customer 360-Degree Information - Account on page 51
Policy tab	Customer 360-Degree Information - Policy on page 61

Viewing the 360-Degree Information of an Account


Prerequisites

To view the 360-degree information of an account, you should have:

- Value defined for the **Administrative Contract Type** and **On Account Contract Type** option types in the **Contract Types (C1_CMO)** feature configuration.
- Value defined for **Premium Amount SQI** and **Coverage End Date SQI** option types in the **Billing Adjustment SQI (C1-BILLADJSQ)** feature configuration.

Procedure

To view the 360-degree information of an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **View** () icon corresponding to the account whose details you want to view.
The **Account** tab in the **Customer 360-Degree Information** screen appears.
3. View the required information of the account in the **Account** tab.
4. If required, you can view the details of the main customer of the account in the **Person** tab.

Related Topics


For more information on...	See...
How to set up the Contract Types (C1_CMO) feature configuration	Setting the C1_CMO Feature Configuration on page 1661
How to search for an account	Searching for an Account on page 43
Customer 360-Degree Information screen	Customer 360-Degree Information on page 46
Account tab	Customer 360-Degree Information - Account on page 51

For more information on...	See...
Person tab	Customer 360-Degree Information - Person on page 46

Viewing the 360-Degree Information of a Policy

Procedure

To view the 360-degree information of a policy:

1. Search for the policy in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **View** () icon corresponding to the policy whose details you want to view.

The **Policy** tab in the **Customer 360-Degree Information** screen appears.

3. View the required information of the policy in the **Policy** tab.
4. If required, you can view the details of a person who is the main customer of the policy in the **Person** tab.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 44
Customer 360-Degree Information screen	Customer 360-Degree Information on page 46
Policy tab	Customer 360-Degree Information - Policy on page 61
Person tab	Customer 360-Degree Information - Person on page 46

Customer 360-Degree Information

The **Customer 360-Degree Information** screen allows you to view:

- Basic details, characteristics, child persons, hierarchy, and the customer contacts of a person
- Basic details, characteristics, administrative contracts, automatic payment options, billing and adjustment summary, financial and collections summary, and unpaid bills of the person's account
- Basic details, related persons, and policy plans in the person's policy

This screen consists of the following tabs:

- [Customer 360-Degree Information - Person](#) on page 46
- [Customer 360-Degree Information - Account](#) on page 51
- [Customer 360-Degree Information - Policy](#) on page 61

Note: If a person does not have an account or policy, no data appears in the **Account** or **Policy** tab, respectively.

Customer 360-Degree Information - Person

The **Person** tab displays the basic details, characteristics, child persons, hierarchy, and the customer contacts of a person. It consists of the following zones:

- [Person Information](#) on page 47
- [Person Characteristics](#) on page 48

- [Person Child Information](#) on page 48
- [Person Hierarchy](#) on page 49
- [Customer Contacts](#) on page 50

Related Topics

For more information on...	See...
How to view the 360-degree information of a person	Viewing the 360-Degree Information of a Person on page 44

Person Information

The **Person Information** zone displays information about the person. It contains the following sections:

- **Main** — Displays the basic details of the person. It contains the following fields:

Field Name	Field Description
Person Information	Displays information about the person. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears where you can view the details of the person.
Person Type	Indicates the type of the person.
Date of Birth	Displays the date when the person was born. Note: This field appears only when the respective data is available for the person.

- **Person Identifiers** — Lists various types of identification associated with the person. It contains the following columns:

Column Name	Column Description
Person Identifier Type	Indicates the person identifier type.
Person Identifier	Displays the value of the person identifier type.

- **Contact Information** — Displays the contact details of the person. It contains the following fields:

Field Name	Field Description
Country	Indicates the country where the person is located.
Address 1	Displays the first line of the person's address. It may contain details, such as house number and apartment name.
Address 2	Displays the second line of the person's address. It may contain details, such as street name.
Address 3	Displays the third line of the person's address. It may contain the landmark details.
Address 4	Displays the fourth line of the person's address.
House Type	Indicates the type of the house.
Number 1	Displays the numeric information, if any, related to the address.
Number 2	Displays the numeric information, if any, related to the address.

Field Name	Field Description
In City Limit	Indicates whether the person resides within the city limit or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
City	Displays the city where the person is located.
Geographic Code	Displays the geographic code of the address.
County	Displays the county where the person is located.
State	Indicates the state where the city or county is located.
Postal	Displays the postal or zip code of the address.
Email ID	Displays the e-mail ID of the person.

Note: The above mentioned fields appear in the **Contact Information** section only when the respective data is available for the person.

- **Phone Details** — Lists the phone details of the person. It contains the following columns:

Column Name	Column Description
Phone Type	Indicates the type of the phone number.
Phone Number	Displays the phone number of the person.

Person Characteristics

The **Person Characteristics** zone lists the characteristics defined for the person. It contains the following columns:


Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the person.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.
Description	Displays the description of the characteristic value. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The data appears in this column only when the type of characteristic value is set to Predefined Value or Foreign Key Value.</p> </div>

You can filter the list using the **Characteristic Type** field available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Person Child Information

The **Person Child Information** zone lists child persons included in the person's hierarchy. It contains the following columns:

Column Name	Column Description
Child Person Information	Displays information about the child person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears where you can view the details of the child person.
Relationship Type	Indicates how the child person is related to the parent person.
Start Date	Displays the date from when the child person is related to the parent person.
End Date	Displays the date till when the child person is related to the parent person.

You can view the 360-degree information of a child person by clicking the **View** () icon corresponding to the child person in the **Person Child Information** zone.

Person Hierarchy

The **Person Hierarchy** zone lists the following in a tree view:

- Information string of accounts where the person is the main customer
- Information string of policies where the person is the main customer (i.e. group customer)
- Information string of membership where the person is the main customer (i.e. main subscriber)
- Information string of the parent persons

It contains the following column:


Column Name	Column Description												
Hierarchy Information	<p>Displays information about the person, account, policy, membership, and parent person in a tree view. Each node in the tree has a link. The following table indicates the information string that appears in various scenarios:</p> <table border="1"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>The person is the main customer of an account</td> <td>The account information string appears. It has a link. On clicking the link, the 360-degree information of the account appears in the Account tab of the Customer 360-Degree Information screen.</td> </tr> <tr> <td>The person is the main customer (i.e. group customer) of a policy</td> <td>The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.</td> </tr> <tr> <td>The person is the main customer (i.e. main subscriber) of a membership in the policy</td> <td>The membership information string appears. It has a link. On clicking the link, the 360-degree information of the policy to which the membership belongs appears in the Policy tab of the Customer 360-Degree Information screen.</td> </tr> <tr> <td>The person is the main customer (i.e. group customer) of a policy as well as the main customer (i.e. main subscriber) of a membership in the policy</td> <td>The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.</td> </tr> <tr> <td>The person has a parent person</td> <td>The person information string appears. It has a link. On clicking the link, the 360-degree information of the person appears in the Person tab of the Customer 360-Degree Information screen.</td> </tr> </tbody> </table>	If...	Then...	The person is the main customer of an account	The account information string appears. It has a link. On clicking the link, the 360-degree information of the account appears in the Account tab of the Customer 360-Degree Information screen.	The person is the main customer (i.e. group customer) of a policy	The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.	The person is the main customer (i.e. main subscriber) of a membership in the policy	The membership information string appears. It has a link. On clicking the link, the 360-degree information of the policy to which the membership belongs appears in the Policy tab of the Customer 360-Degree Information screen.	The person is the main customer (i.e. group customer) of a policy as well as the main customer (i.e. main subscriber) of a membership in the policy	The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.	The person has a parent person	The person information string appears. It has a link. On clicking the link, the 360-degree information of the person appears in the Person tab of the Customer 360-Degree Information screen.
If...	Then...												
The person is the main customer of an account	The account information string appears. It has a link. On clicking the link, the 360-degree information of the account appears in the Account tab of the Customer 360-Degree Information screen.												
The person is the main customer (i.e. group customer) of a policy	The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.												
The person is the main customer (i.e. main subscriber) of a membership in the policy	The membership information string appears. It has a link. On clicking the link, the 360-degree information of the policy to which the membership belongs appears in the Policy tab of the Customer 360-Degree Information screen.												
The person is the main customer (i.e. group customer) of a policy as well as the main customer (i.e. main subscriber) of a membership in the policy	The policy information string appears. It has a link. On clicking the link, the 360-degree information of the policy appears in the Policy tab of the Customer 360-Degree Information screen.												
The person has a parent person	The person information string appears. It has a link. On clicking the link, the 360-degree information of the person appears in the Person tab of the Customer 360-Degree Information screen.												

Customer Contacts

The **Customer Contacts** zone displays information about how and when the person was contacted. It contains the following columns:

Column Name	Column Description
Customer Contact Information	<p>Displays information about the customer contact.</p> <p>Note: It has a link. On clicking the link, the Customer Contact screen appears with the details of the respective customer contact.</p>
Contact Date	Displays the date when the person was contacted.
Contact Type	Indicates how the person was contacted.

Column Name	Column Description
Comments	Displays additional information about the customer contact.

You can filter the list using various search criteria (such as, **On or Before Contact Date**, **Contact Class**, **Contact Type**, and so on) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Customer 360-Degree Information - Account

The **Account** tab displays the basic details, characteristics, administrative contracts, automatic payment options, billing and adjustment summary, financial and collections summary, and unpaid bills of an account. It consists of the following zones:

- [Account Information](#) on page 51
- [Account Characteristics](#) on page 52
- [Administrative Contracts](#) on page 53
- [Auto Pay Details](#) on page 53
- [Account Financial and Collections Summary](#) on page 54
- [Billing and Adjustment Summary](#) on page 54
- [Open Bills](#) on page 55
- [Billed Vs Paid](#) on page 56
- [Timeline](#) on page 58

Related Topics

For more information on...	See...
How to view the 360-degree information of an account	Viewing the 360-Degree Information of an Account on page 45

Account Information

The **Account Information** zone displays the details of the account. It contains the following sections:

- **Main** — Displays the basic information about the account. It contains the following fields:

Field Name	Field Description
Account Information	<p>Displays information about the account. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Account screen appears where you can view the details of the account.</p>
Management Group	<p>Indicates the account management group to which the account belongs.</p> <p>Note:</p> <p>It has a link. On clicking the link, the Account Management Group screen appears where you can view the details of the account management group.</p> <p>This field appears only when the respective data is available for the account.</p>

- **Contact Information** — Displays the contact details of the account's main customer. It contains the following fields:

Field Name	Field Description
Address Source	Indicates which address should be used to route the account's bills and/or quotes via the postal service.
Country	Indicates the country where the main customer is located.
Address 1	Displays the first line of the main customer's address. It may contain details, such as house number and apartment name.
Address 2	Displays the second line of the main customer's address. It may contain details, such as street name.
Address 3	Displays the third line of the main customer's address. It may contain the landmark details.
Address 4	Displays the fourth line of the main customer's address.
House Type	Indicates the type of the house.
Number 1	Displays the numeric information, if any, related to the address.
Number 2	Displays the numeric information, if any, related to the address.
In City Limit	Indicates whether the main customer resides within the city limit or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
City	Displays the city where the main customer is located.
Geographic Code	Displays the geographic code of the address.
County	Displays the county where the main customer is located.
State	Indicates the state where the city or county is located.
Postal	Displays the postal or zip code of the address.

Note: The above mentioned fields except **Address Source** appear in the **Contact Information** section only when the address source of the main customer is set to **Account Override** and the respective data is available for the account.

- **Account Identifiers** — Lists various types of identification associated with the account. It contains the following columns:

Column Name	Column Description
Account Identifier Type	Indicates the account identifier type.
Account Identifier	Displays the value of the account identifier type.

Account Characteristics

The **Account Characteristics** zone lists the characteristics defined for the account. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the account.

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.
Description	Displays the description of the characteristic value. Note: The data appears in this column only when the type of characteristic value is set to Predefined Value or Foreign Key Value .

You can filter the list using the **Characteristic Type** field available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Administrative Contracts

The **Administrative Contracts** zone lists the account's contracts which should be monitored closely for various administrative reasons. It contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID. Note: It has a link. On clicking the link, the Contract screen appears where you can view the details of the contract.
Contract Type	Indicates the type of the contract.
Currency	Indicates the currency in which the contract balance is maintained.
Current Balance	Displays the current balance on the contract.

Note: The data appears in this zone only when you have set the value for the **Administrative Contract Type** option type in the **Contract Types (C1_CMO)** feature configuration.

Related Topics

For more information on...	See...
How to set up the Contract Types (C1_CMO) feature configuration	Setting the C1_CMO Feature Configuration on page 1661

Auto Pay Details

The **Auto Pay Details** zone lists the automatic payment options available for the account. It contains the following columns:

Column Name	Column Description
Start Date	Displays the date from when the automatic payment option is effective.
End Date	Displays the date till when the automatic payment option is effective.
Auto Pay Source Code	Indicates the source of funds used to make the automatic payment. For example, debit card or credit card.
Last Four Digits of Card	Displays the last four digits of the debit or credit card. Note: The data appears in this column only when the external type of the auto pay source code's tender type is set to Credit Card Withdrawal

Column Name	Column Description
Percentage	Indicates the percentage of automatic payment that must be made through the automatic payment option.
Priority	Indicates the order in which the automatic payment option should be considered for the effective date range.

Account Financial and Collections Summary

The **Account Financial and Collections Summary** zone displays the financial and collection details of the account. It contains the following fields:

Field Name	Field Description
Collection Class	Indicates the collection class to which the account belongs.
Current Credit Rating	Indicates the account's credit rating which is effective on the current date.
Last Credit Review Date	Displays the date when the account's debt was last reviewed.
Current Balance	Displays the current balance of the account.
Payoff Balance	Displays the payoff balance of the account.
Account on Hold	Indicates whether the account is on hold or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Account on Promise to Pay	Indicates whether any promise to pay is scheduled for the account on the current or future date. The valid values are: <ul style="list-style-type: none"> • Yes • No
Last Payment Date	Displays the date when the last payment (which is in the Frozen status) was made for the account.
Last Payment Amount	Displays the amount of the last payment (which is in the Frozen status).
Account on Payment Arrangement	Indicates whether any payment arrangement exists for the account. The valid values are: <ul style="list-style-type: none"> • Yes • No
Account on Payment Agreement	Indicates whether any active payment agreement request exists for the account. The valid values are: <ul style="list-style-type: none"> • Yes • No

Billing and Adjustment Summary

The **Billing and Adjustment Summary** zone displays the billing and adjustment summary of the account. It contains the following sections:

- **Quote Billed Balance** — Displays information about the account's billed balance. It contains the following fields:

Field Name	Field Description
Past Due Billed Balance	Displays the sum of open financial transactions of the account that are listed on a bill with a past due date.
Future Due Billed Balance	Displays the sum of open financial transactions of the account that are listed on a bill with a future due date.
Quote Billed Balance	Displays the sum of past due billed balance and future due billed balance.

- **Future Adjustments and Retroactivity** — Displays information about the account's future adjustments and retro activities. It contains the following fields:


Field Name	Field Description
Future Adjustments	Displays the sum of adjustment financial transactions of the account which are swept onto the next bill.
Future Retro Terms (Credits)	Displays the sum of cancelled bill segment financial transactions of the account which are presented on the next bill.
Future Retro Adds (Debits)	Displays the sum of membership premium billable charges that are yet to be billed to the account.
Future Balance with Adjustments and Debits/ Credits	Displays the sum of quote billed balance, future adjustments, future retro terms (credits), and future retro adds (debits).


Open Bills

The **Open Bills** zone lists the unpaid bills of the account. It contains the following columns:

Column Name	Column Description										
Bill Date	<p>Displays the date when the bill was generated.</p> <p>Note: The data in this column is presented in a different color depending on the age bucket in which the bill's days past due falls. The following table lists the color used for presentation in various age buckets:</p> <table border="1"> <thead> <tr> <th>Age Bucket</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>Age 0 to 30 DPD</td> <td>Black</td> </tr> <tr> <td>Age 31 to 60 DPD</td> <td>Green</td> </tr> <tr> <td>Age 61 to 90 DPD</td> <td>Orange</td> </tr> <tr> <td>Age > 90 DPD</td> <td>Red</td> </tr> </tbody> </table>	Age Bucket	Color	Age 0 to 30 DPD	Black	Age 31 to 60 DPD	Green	Age 61 to 90 DPD	Orange	Age > 90 DPD	Red
Age Bucket	Color										
Age 0 to 30 DPD	Black										
Age 31 to 60 DPD	Green										
Age 61 to 90 DPD	Orange										
Age > 90 DPD	Red										
Bill ID	<p>Displays the bill ID.</p> <p>Note: It has a link. On clicking the link, the Bill screen appears where you can view the details of the bill.</p>										
Due Date	Displays the date when the bill is due for payment.										
Bill Amount	Displays the bill amount.										

Column Name	Column Description
Bill Status	Indicates the status of the bill. The valid values are: <ul style="list-style-type: none"> • Pending • Complete
Unpaid Amount	Displays the unpaid amount of the bill.
Age Bucket	Indicates the age bucket in which the bill's days past due falls. The valid values are: <ul style="list-style-type: none"> • Age 0 to 30 DPD • Age 31 to 60 DPD • Age 61 to 90 DPD • Age > 90 DPD
Days Past Due	Displays the number of days past after the due date.
Overdue Process Information	Indicates the overdue process which is initiated for the bill and is currently in the active status. In addition, this column has a context menu which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: It has a link. On clicking the link, the Overdue Process screen appears where you can view the details of the overdue process.</p> </div>
Payment Agreement Request Information	Indicates the active payment agreement request in which the bill is included. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: It has a link. On clicking the link, the Payment Agreement Request screen appears where you can view the details of the payment agreement request.</p> </div>

You can filter the list using the **On or Before Due Date** and **Show All Bills** fields available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Note: You can view additional information about the bill by clicking the **View** () icon corresponding to the bill in the **Open Bills** zone.

Related Topics

For more information on...	See...
How to view the details of a bill	Viewing the Bill Information on page 62

Billed Vs Paid

The **Billed Vs Paid** zone lists the following transactions carried out for the account:


- Bills created for the account
- Any excess credit made for the account
- Payments created or cancelled for the account
- Adjustments created or cancelled for the account
- Refund or Write Off adjustments created or cancelled for the account
- Automatic payments sent to the auto clearing house for review before freezing them

Note: The excess credit information on the account is listed only when you have set the value for the **On Account Contract Type** option type in the **Contract Types (C1_CMO)** feature configuration. Accordingly, the excess credit information (if any) on the respective contracts is listed in this zone.

It contains the following columns:

Column Name	Column Description														
Due Date	<p>Displays the date when the bill is due for payment.</p> <p>Note: The data appears in this column only when the transaction type is set to Bill.</p>														
Bill ID	<p>Displays the bill ID.</p> <p>Note: It has a link. On clicking the link, the Bill screen appears where you can view the details of the bill. The data appears in this column only when the transaction type is set to Bill.</p>														
Transaction Date	<p>The following table indicates the date that appears depending on the type of the transaction:</p> <table border="1"> <thead> <tr> <th>If the transaction type is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Bill</td> <td>Date when the bill is generated for the account</td> </tr> <tr> <td>Payment</td> <td>Date when the payment is made for the account</td> </tr> <tr> <td>Adjustment</td> <td>Date when the adjustment is created for the account</td> </tr> <tr> <td>Payment Cancellation</td> <td>Date when the payment is cancelled for the account</td> </tr> <tr> <td>Adjustment Cancellation</td> <td>Date when the adjustment is cancelled for the account</td> </tr> <tr> <td>Excess Credit (overpayment)</td> <td>Date when the excess credit is made for the account</td> </tr> </tbody> </table> <p>Note: The data does not appear in this column when automatic payments sent to the auto clearing house for review are listed in this zone. These transaction description for such payments is set to Pending Payment.</p>	If the transaction type is...	Then...	Bill	Date when the bill is generated for the account	Payment	Date when the payment is made for the account	Adjustment	Date when the adjustment is created for the account	Payment Cancellation	Date when the payment is cancelled for the account	Adjustment Cancellation	Date when the adjustment is cancelled for the account	Excess Credit (overpayment)	Date when the excess credit is made for the account
If the transaction type is...	Then...														
Bill	Date when the bill is generated for the account														
Payment	Date when the payment is made for the account														
Adjustment	Date when the adjustment is created for the account														
Payment Cancellation	Date when the payment is cancelled for the account														
Adjustment Cancellation	Date when the adjustment is cancelled for the account														
Excess Credit (overpayment)	Date when the excess credit is made for the account														
Transaction Type	<p>Indicates the type of the transaction carried out for the account. The valid values are:</p> <ul style="list-style-type: none"> • Bill • Payment • Adjustment • Payment Cancellation • Adjustment Cancellation • Excess Credit (overpayment) 														

Column Name	Column Description
Transaction Description	Displays the description of the transaction. Note: The data appears in this column only for adjustments and automatic payments which are sent to the auto clearing house for review before freezing them.
Transaction Amount	Displays the transaction amount.
Unpaid Amount	Displays the unpaid amount of the bill. Note: The data appears in this column only when the transaction type is set to Bill .
Payment Date	Displays the date when the payment is created or cancelled for the account. Note: The data appears in this column only when the transaction type is set to Payment or Excess Credit (overpayment) .
Tender Type	Indicates the type of tender through which the payment was made.
Check Number/External Reference ID	Displays the check number or external reference ID.
Transaction ID	Displays the payment or adjustment ID. Note: It has a link. On clicking the link, the Payment or Adjustment screen appears where you can view the details of the respective transaction.

You can filter the list using the **On or Before Due Date** field available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to set up the Contract Types (C1_CMO) feature configuration	Setting the C1_CMO Feature Configuration on page 1661


Timeline





The **Timeline** zone displays the following information in a graphically presentation:

- Number of customer contacts created for the account's main customer in a particular month
- Number of bills created for the account in a particular month
- Number of payments created for the account in a particular month

It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Month	Used to indicate the month till when you want to display the above stated information. Note: By default, the current month appears in this field.	Yes
Year	Used to indicate the year till when you want to display the above stated information. Note: By default, the current year appears in this field.	Yes

Depending on the month and year specified in the above fields, the data for the respective month and previous 11 months is presented in the grid. For example, if the Month and Year is set to April 2017, then the data for the May 2016, Jun 2016, Jul 2016, Aug 2016, Sep 2016, Oct 2016, Nov 2016, Dec 2016, Jan 2017, Feb 2017, Mar 2017, and Apr 2017 appears in the grid. To view the data for a different period, you must accordingly change the month and year and then click **Search** () icon.

You can use the **Previous Year** (), **Previous Month** (), **Next Month** (), and **Next Year** () icons to change the values specified in the above mentioned fields.

The following table indicates the data and the manner in which the data is presented in the grid:

Row Name	Row Description						
Customer Contacts	<p>A small icon appears for each customer contact created for the account's main customer in the respective month. For example, if two customer contacts are created for the main customer in the month of Jan 2017 and one customer contact is created in the month of Feb 2017, then two icons appear in the Jan 2017 column and one icon appear in the Feb 2017 column. A text indicating the day of the month on which the customer contact was created appears on the icon. The following table indicates the color in which the icon appears depending on the condition which is satisfied:</p> <table border="1" data-bbox="467 804 1463 984"> <thead> <tr> <th data-bbox="477 810 964 879">If the contact action on the customer contact type is...</th> <th data-bbox="969 810 1458 879">Then the icon appears in...</th> </tr> </thead> <tbody> <tr> <td data-bbox="477 886 964 934">Set to Send Letter</td> <td data-bbox="969 886 1458 934">Red</td> </tr> <tr> <td data-bbox="477 940 964 984">Set to Action Algorithm</td> <td data-bbox="969 940 1458 984">Yellow</td> </tr> </tbody> </table> <p>On clicking the icon, the corresponding customer contact information appears at the bottom of the zone. It has a link. On clicking the link, the Customer Contact screen appears where you can view the details of the customer contact.</p> <p>Note: You can change the color in which the text appears on the icon and the color in which the icon appears when the above stated conditions are met through the C1-TL-CC-EVT algorithm.</p>	If the contact action on the customer contact type is...	Then the icon appears in...	Set to Send Letter	Red	Set to Action Algorithm	Yellow
If the contact action on the customer contact type is...	Then the icon appears in...						
Set to Send Letter	Red						
Set to Action Algorithm	Yellow						

Row Name	Row Description												
Bills	<p>A small icon appears for each bill created for the account in the respective month. For example, if three bills are created for the account in the month of Jan 2017, two bills are created in the month of Feb 2017, and one bill is created in the month of Apr 2017, then three icons appear in the Jan 2017 column, two icons appear in the Feb 2017 column, and one icon appears in the Apr 2017 column. A text indicating the day of the month on which the bill was due appears on the icon. You can either display the day of the due date or bill date on the icon depending on the requirement. The following table indicates the color in which the icon appears depending on the condition which is satisfied:</p> <table border="1" data-bbox="467 485 1466 737"> <thead> <tr> <th data-bbox="475 493 964 533">If the bill is...</th> <th data-bbox="972 493 1466 533">Then the icon appears in...</th> </tr> </thead> <tbody> <tr> <td data-bbox="475 541 964 581">Fully Matched</td> <td data-bbox="972 541 1466 581">Green</td> </tr> <tr> <td data-bbox="475 590 964 630">Unmatched</td> <td data-bbox="972 590 1466 630">Red</td> </tr> <tr> <td data-bbox="475 638 964 678">Credit Note</td> <td data-bbox="972 638 1466 678">Blue</td> </tr> <tr> <td data-bbox="475 686 964 726">Scheduled for billing in the next bill cycle</td> <td data-bbox="972 686 1466 726">Black</td> </tr> </tbody> </table> <p>On clicking the icon, the corresponding bill information appears at the bottom of the zone. It has a link. On clicking the link, the Bill screen appears where you can view the details of the bill.</p> <p>Note: If you want to display the day of the due date on the icon, you must set the Date To Use (D-Due Date, B-Bill Date) parameter in the C1-TL-OI-EVT algorithm to D. However, if you want to display the day of the bill date on the icon, you must set the Date To Use (D-Due Date, B-Bill Date) parameter in the C1-TL-OI-EVT algorithm to B.</p> <p>You can change the color in which the text appears on the icon and the color in which the icon appears when the above stated conditions are met through the C1-TL-OI-EVT algorithm.</p>	If the bill is...	Then the icon appears in...	Fully Matched	Green	Unmatched	Red	Credit Note	Blue	Scheduled for billing in the next bill cycle	Black		
If the bill is...	Then the icon appears in...												
Fully Matched	Green												
Unmatched	Red												
Credit Note	Blue												
Scheduled for billing in the next bill cycle	Black												
Payments	<p>A small icon appears for each payment created for the account in the respective month. For example, if one payment is created for the account in the month of Aug 2016, three payments are created in the month of Dec 2016, and four payments are created in the month of Mar 2017, then one icon appears in the Aug 2016 column, three icons appear in the Dec 2016 column, and four icons appear in the Mar 2017 column. A text indicating the day of the month on which the payment was created appears on the icon. The following table indicates the color in which the icon appears depending on the status of the payment:</p> <table border="1" data-bbox="467 1381 1466 1686"> <thead> <tr> <th data-bbox="475 1390 932 1430">Status</th> <th data-bbox="940 1390 1466 1430">Color</th> </tr> </thead> <tbody> <tr> <td data-bbox="475 1438 932 1478">Frozen</td> <td data-bbox="940 1438 1466 1478">Green</td> </tr> <tr> <td data-bbox="475 1486 932 1526">Canceled</td> <td data-bbox="940 1486 1466 1526">Red</td> </tr> <tr> <td data-bbox="475 1535 932 1575">Freezable</td> <td data-bbox="940 1535 1466 1575">Blue</td> </tr> <tr> <td data-bbox="475 1583 932 1623">Error</td> <td data-bbox="940 1583 1466 1623">Red</td> </tr> <tr> <td data-bbox="475 1631 932 1671">Incomplete</td> <td data-bbox="940 1631 1466 1671">Yellow</td> </tr> </tbody> </table> <p>On clicking the icon, the corresponding payment information appears at the bottom of the zone. It has a link. On clicking the link, the Payment screen appears where you can view the details of the payment.</p> <p>Note: You can change the color in which the text appears on the icon and the color in which the icon appears in the different status through the C1-TL-PY-EVT algorithm.</p>	Status	Color	Frozen	Green	Canceled	Red	Freezable	Blue	Error	Red	Incomplete	Yellow
Status	Color												
Frozen	Green												
Canceled	Red												
Freezable	Blue												
Error	Red												
Incomplete	Yellow												

Customer 360-Degree Information - Policy

The **Policy** tab displays the basic details, related persons, and policy plans of a policy. It consists of the following zones:

- [Policy Information](#) on page 61
- [Other Related Persons](#) on page 61
- [Policy Plan](#) on page 62
- [Packaged Savings Code](#) on page 62

Related Topics

For more information on...	See...
How to view the 360-degree information of a policy	Viewing the 360-Degree Information of a Policy on page 46

Policy Information

The **Policy Information** zone displays the details of the policy. It contains the following sections:

- **Main** — Displays the basic information about the policy. It contains the following fields:

Field Name	Field Description
Policy Information	Displays information about the policy. Note: It has a link. On clicking the link, the Policy screen appears where you can view the details of the policy.
Source System	Displays the name of the external system in which the policy was created.
Policy Number	Displays the policy number.
Status	Indicates the status of the policy.
Start Date	Displays the date from when the policy is effective.
End Date	Displays the date till when the policy is effective.


- **Characteristics** — Lists the characteristics defined for the policy. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the policy.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

Other Related Persons

The **Other Related Persons** zone lists the persons associated with the policy. It contains the following columns:

Column Name	Column Description
Person Name	Indicates the person who is associated with the policy.
Policy Person Role	Indicates the role of the person with respect to the policy.
Start Date	Displays the date from when the person is associated with the policy.
End Date	Displays the date till when the person is associated with the policy.

You can view the 360-degree information of a policy person by clicking the **View** () icon corresponding to the policy person in the **Other Related Persons** zone.

Policy Plan

The **Policy Plan** zone lists the policy plans defined in the policy. It contains the following columns:

Column Name	Column Description
Policy Plan Information	Displays information about the policy plan. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Policy Plan screen appears where you can view the details of the policy plan.
Start Date	Displays the date from when the policy plan is effective.
End Date	Displays the date till when the policy plan is effective.
Plan Code	Indicates the price item associated with the policy plan.
Policy Plan Description	Displays the description of the price item.
No. of Subscribers	Indicates the number of main subscribers in the policy plan.
No. of Members	Indicates the number of members in the policy plan.
Contract ID	Indicates the contract created for the policy plan.

Packaged Savings Code


The **Packaged Savings Code** zone lists the packaged savings (or discount) offered in the policy plan. It contains the following columns:

Column Name	Column Description
Start Date	Displays the date from when the packaged savings is effective.
End Date	Displays the date till when the packaged savings is effective.
Packaged Savings Code	Displays the packaged savings code.
Description	Displays the description of the packaged savings.
Billable Charge Information	Indicates the billable charge created for the packaged savings. Note: It has a link. On clicking the link, the Billable Charge screen appears where you can view the details of the billable charge.


Viewing the Bill Information

Procedure

To view the bill information:

1. Search for the account, whose bill details you want to view, in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **View** () icon corresponding to the account whose details you want to view.

The **Account** tab in the **Customer 360-Degree Information** screen appears.

3. In the **Open Bills** zone, click the **View** () icon corresponding to the bill whose details you want to view. The **Bill Information** screen appears. It consists of the following zones:
 - [Bill Information](#) on page 64
 - [Adjustments](#) on page 64
 - [Settlement Activities](#) on page 65
 - [Bill Segment Summary](#) on page 65
 - [Bill Segment Details](#) on page 65
 - [Hold Details](#) on page 66
 - [Offset Details](#) on page 67
 - [Refund and Write Off Details](#) on page 67
4. View the basic details about the bill in the **Bill Information** zone.
5. View the adjustments which are swept onto the bill in the **Adjustments** zone.
6. View the activities, such as payment, offset, refund, or write off through which the bill is settled in the **Settlement Activities** zone.
7. View the high level summary and details of the bill segments included the bill in the **Bill Segment Summary** and **Bill Segment Details** zones, respectively.
8. View the active hold requests due to which the bill is kept on hold in the **Hold Details** zone.
9. View the offset requests through which the bill is offset against another bill in the **Offset Details** zone.
10. View the refund and write off requests through which the bill or its bill segment is either refunded or written off in the **Refund and Write Off Details** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Customer 360-Degree Information screen	Customer 360-Degree Information on page 46
Account tab	Customer 360-Degree Information - Account on page 51
Open Bills zone	Open Bills on page 55
Bill Information screen	Bill Information on page 63

Bill Information

The **Bill Information** screen allows you to view:

- Basic details about the bill
- Adjustments which are swept onto the bill
- Activities, such as payment, offset, refund, or write off through which the bill is settled
- High level summary and details of the bill segments included the bill
- Active hold requests due to which the bill is kept on hold
- Offset requests through which the bill is offset against another bill

- Refund and write off requests through which the bill or its bill segment is either refunded or written off

It consists of the following zones:

- [Bill Information](#) on page 64
- [Adjustments](#) on page 64
- [Settlement Activities](#) on page 65
- [Bill Segment Summary](#) on page 65
- [Bill Segment Details](#) on page 65
- [Hold Details](#) on page 66
- [Offset Details](#) on page 67
- [Refund and Write Off Details](#) on page 67

Bill Information

The **Bill Information** zone displays the details of the bill. It contains the following section:

- **Main** — Displays the basic information about the bill. It contains the following fields:

Field Name	Field Description
Bill Information	<p>Displays information about the bill. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Bill screen appears where you can view the details of the bill.</p>
Alternate Bill ID	<p>Displays the alternate bill ID.</p> <p>Note: This field appears only when the respective data is available for the bill.</p>
Account Information	<p>Indicates the account for which the bill is generated. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Account screen appears where you can view the details of the account.</p>

Adjustments

The **Adjustments** zone lists the adjustments which are swept onto the bill. It contains the following columns:

Column Name	Column Description
Adjustment Information	<p>Displays information about the adjustment.</p> <p>Note: It has a link. On clicking the link, the Adjustment screen appears where you can view the details of the adjustment.</p>
Contract Information	<p>Displays information about the contract. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears where you can view the details of the contract.</p>

Settlement Activities

You may settle a bill by making a payment, offsetting a bill, refunding a bill, or by writing off a bill. The **Settlement Activities** zone lists the activities related to the bill settlement. It contains the following columns:

Column Name	Column Description
Activity Date	Displays the date when the settlement activity occurred.
Activity Type	Indicates the type of the activity. The valid values are: <ul style="list-style-type: none"> • Payment • Offset • Refund • Write Off
Amount	Indicates the amount settled through the activity.
Related Object Information	Displays additional information about the activity.
Related Object ID	Displays the payment, offset request, refund request, or write off request ID depending on the type of the activity. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: It has a link. On clicking the link, the Payment, Offset Request, Refund Request, or Write Off Request screen appears where you can view the details of the respective activity.</p> </div>

Bill Segment Summary

The **Bill Segment Summary** zone displays the summary of the bill segments included the bill. It contains the following columns:

Column Name	Column Description
Coverage Period Start Date	Displays the start date of the coverage cycle.
Coverage Period End Date	Displays the end date of the coverage cycle.
Policy Number	Indicates the policy for which the bill segment is generated.
Policy Plan Description	Indicates the policy plan (price item) for which the bill segment is created
Plan/Fee Type	Indicates the plan code or fee type for which the bill segment is created.
Amount	Displays the bill segment amount.
Unpaid Amount	Displays the unpaid amount of the bill segment.


Bill Segment Details


The **Bill Segment Details** zone displays the details of the bill segments included in the bill. It contains the following columns:

Column Name	Column Description
Coverage Period Start Date	Displays the start date of the coverage cycle.
Coverage Period End Date	Displays the end date of the coverage cycle.
Policy Number	Indicates the policy for which the bill segment is generated.

Column Name	Column Description
Plan/Fee Type	Indicates the plan code or fee type for which the bill segment is created.
External Membership ID	Indicates the membership to which the member belongs for whom the bill segment is generated.
Member's Primary ID	Displays the concatenated string consisting of primary identifier type and primary identifier of the member (for whom the bill segment is generated) which are separated by a colon (:).
Member Name	Displays the name of the member.
Coverage Tier	Indicates the coverage tier to which the membership belongs. The valid values are: <ul style="list-style-type: none"> CHILDREN ONLY EMPLOYEE & CHILD(REN) <p>Note: The data appears in this column only when the Coverage Tier (C1CVTIER) characteristic type is defined for the membership.</p>
Status	Indicates the eligibility status of the member. The valid values are: <ul style="list-style-type: none"> Active Cobra Retiree Terminated <p>Note: The data appears in this column only when the Eligibility Status Type (C1ELGSTA) characteristic type is defined for the member.</p>
Amount	Displays the bill segment amount.
Unpaid Amount	Displays the unpaid amount of the bill segment.

Note:

You can filter the list using various search criteria (such as, **Start Date** and **End Date**) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

On clicking the **View** () icon, the **Bill Segment** screen appears where you can view the details of the bill segment.

Hold Details

The **Hold Details** zone lists the active hold requests due to which the bill is kept on hold. It contains the following columns:

Column Name	Column Description
Hold Request Information	Displays information about the hold request. <p>Note: It has a link. On clicking the link, the Hold Request screen appears where you can view the details of the hold request.</p>
Status	Indicates the status of the hold request.

Column Name	Column Description
Entity	Indicates the type of the entity. The valid values are: <ul style="list-style-type: none"> • Person • Account • Bill
Entity Information	Indicates the entity for which the hold request is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person , Account , or Bill screen appears where you can view the details of the respective entity.
Start Date	Displays the date from when the entity is kept on hold.
End Date	Displays the date till when the entity is kept on hold.

Offset Details

The **Offset Details** zone lists the offset requests through which the bill is offset against another bill. It contains the following columns:


Column Name	Column Description
Offset Request Information	Displays information about the offset request. Note: It has a link. On clicking the link, the Offset Request screen appears where you can view the details of the offset request.
Offset Amount	Indicates the amount of the bill which is offset.
Creation Mode	Indicates the mode in which the offset request is created. The valid values are: <ul style="list-style-type: none"> • Automatic • Manual

Refund and Write Off Details

The **Refund and Write Off Details** zone lists the refund and write off requests through which the bill or its bill segment is either refunded or written off. It contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the refund or write off request is created.
Refund/Write Off Request Information	Displays information about the refund or write off request. Note: It has a link. On clicking the link, the Refund Request or Write Off Request screen appears depending on whether the request is for refund or write off.
Refund/Write Off Amount	Displays the total refund or write off amount.
Status	Indicates the status of the refund or write off request.

Column Name	Column Description
Action	Indicates whether the request is created for refund or write off. The valid values are: <ul style="list-style-type: none"> • Refund • Write Off
Account Information	Displays additional information about the account for which the refund or write off request is created. In addition, this column has a context menu which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: It has a link. On clicking the link, the Account screen appears where you can view the details of the account.</p> </div>
Created By	Indicates the user who has created the refund or write off request.

You can filter the list using the **Action** field available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Chapter 2

Pricing Management

Topics:

- [Types of Pricing](#)
- [Multi Parameter Based Pricing](#)
- [Price Assignment Search Mechanism](#)
- [Person Relationship Type Sequence](#)
- [Pricing Eligibility](#)
- [Persisting Interest Rate for Rate Type Price Items](#)
- [Persisting Fee for Fee Type Price Items](#)
- [Repricing](#)
- [Types of Price Item Bundle](#)
- [Parameter](#)
- [Product](#)
- [View Product](#)
- [Price Item](#)
- [Price Item](#)
- [Price Item Relationship](#)
- [Price Item Assignments](#)
- [Price List](#)
- [Price List](#)
- [Price List Price Item Pricing](#)
- [Price List Assignment](#)
- [Price List Assignments](#)
- [Persons and Accounts Eligible for Price List Assignment](#)
- [Pricing \(Account\)](#)
- [Pricing \(Person\)](#)

Oracle Revenue Management and Billing allows you to define prices for price item and services offered to the customers. These prices are either standard prices defined in the price lists or override prices that are specific to a customer or an account. The system allows you to define prices at various levels in a customer hierarchy (for example, at the account level, main customer level, or at the parent customer level). You can also define prices in the account's price list, main customer's price list, parent customer's price list, price list's parent price list. As prices can be defined at multiple places, the order in which the system searches for effective price item pricing will affect the price charged to the customer. The search order is configurable, and can vary with each division. You need to define the search order in the price assignment search algorithm (which is also known as crawling algorithm) and then attach the algorithm to the division. You can change the search order at any time.

You need to define the price assignment search algorithm using the C1_PRASN algorithm type. The price assignment search algorithm is used while:

- Listing effective price item pricing for an account or a customer
- Fetching effective price item pricing while creating recurring and non-recurring bill segments
- Fetching effective post processing pricing while creating post processing bill segments
- Fetching effective price item pricing in the **Price Item Pricing Verification (C1-TXNVP)** batch

For more information about the price assignment search algorithm, see [Price Assignment Search Mechanism](#) on page 75.

Since a global customer is not associated to any division, the system cannot determine the price assignment search order for a global customer. Hence, the default search order is defined for global customers through the **C1_PRASNORDR** feature configuration. You can change this default search order, if required.

The prices that are specific to a customer or an account are referred to as customer agreed or account agreed prices, respectively. You can override these agreed prices. Customer agreed or account agreed prices are effective for a particular duration and do not expire until you manually specify the end date. However, if you set the **Expire Override Switch** option type of the **C1_EXP_OVRD** feature configuration to **Y**, the system will automatically expire an agreed pricing when the agreed pricing of a customer or an account without end date is overridden. If you do not want an agreed pricing to automatically expire when it is overridden, you must set the **Expire Override Switch** option type of the **C1_EXP_OVRD** feature configuration to **N**.

The system allows you to define the following types of pricing:

- [Price Item Pricing \(Used for Viewing\)](#)
- [Pricing Simulation](#)
- [Eligible Price List](#)
- [Rate Definition](#)
- [Tiering Criterion](#)
- [Variance Parameter](#)
- [Person to Person Relationship Type Sequence](#)

- Flat Pricing
- Tiered Pricing

For more information about the types of pricing, see [Types of Pricing](#) on page 71.

The price for a price item or service may differ depending upon various transaction, customer or account attributes. Oracle Revenue Management and Billing provides a facility to define pricing for a price item based on multiple parameters. This multi parameter based pricing feature enables the price analyst to define price item and its parameters which influence pricing. You can then define pricing for the price item based on these parameters. Bundles are offered to customers to provide discounted rates. You can also define pricing for bundles based on multiple parameters. To enable the multi parameter based pricing feature, you must set the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration to **True**. For more information about the multi parameter based pricing feature, see [Multi Parameter Based Pricing](#) on page 71.

Types of Pricing

The system allows you to define the following types of pricing:

- **Flat Pricing** — Used when you want to charge a fixed price per unit to the customer.
- **Tiered Pricing** — Used when standard flat pricing is not sufficient to meet the business needs. Through tiered pricing, you can offer more favorable pricing to the customers based on service quantity utilization. For example, CG Limited uses wire transfer services provided by a large bank. If CG Limited initiates up to 1,000 wire transfers, the fee charged by the bank will be \$5 per transfer. If CG Limited initiates more than 1,000 wire transfers, the fee will be \$3 per transfer. To introduce this flexibility in the pricing model, the following tiered pricing is defined:

Quantity Range	Rate (\$) per transfer
0 – 1000	5
1000+	3

You can define two types of tiered pricing:

- **Step Tiered Pricing** — The rate of the first tiering range is used to calculate the charge for the maximum quantity in the range, and for incremental service quantity utilization, the rate of the progressive tiering range is used. This happens till the utilized quantity is exhausted. For example, when you define the following step tiered pricing for Price Item A and the user consumes 60,000 units of the same, the system will charge the first 45,000 units at \$2 per unit and the remaining 15,000 units at \$1 per unit:

Quantity Range	Rate (\$) per unit
0 – 45000	2
45000+	1

- **Threshold Tiered Pricing** — The rate of the tiering range within which the service quantity utilization falls is used to calculate the charge for the entire volume. For example, when you define the following threshold tiered pricing for Price Item A and the user consumes 75,000 units of the same, the system will charge 75,000 units at \$1 per unit as the service quantity utilization falls within 45000+ tiering range:

Quantity Range	Rate (\$) per unit
0 – 45000	2
45000+	1

Multi Parameter Based Pricing

Oracle Revenue Management and Billing provides a facility to define pricing for a price item based on multiple parameters. You can also define pricing for bundles based on multiple parameters. You can enable or disable the multi parameter based pricing feature by setting the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration. For more information, see [Setting the C1_PPARM_FLG Feature Configuration](#) on page 1640.

If the multi parameter based pricing feature is disabled, you can define pricing for a price item based on the variance parameter. If the multi parameter based pricing feature is enabled, you can define pricing for a price item based on multiple parameters. For example:

Price Item A	Country	Currency
Pricing 1	US	USD

Price Item A	Country	Currency
Pricing 2	Germany	USD

Pricing 1 and Pricing 2 are defined for Price Item A based on two parameters — Country and Currency. Before you define pricing based on country and currency, you need to define these parameters in the system. Once you define these parameters, you need to associate them to the price item (i.e. Price item A).

Then, when you define Pricing 1 for Price item A, you need to set the following price item parameters:

- Country — US
- Currency — USD

Similarly, you need to define Pricing 2 with Country set to Germany and Currency set to USD.

The following table lists the tiering ranges defined in Pricing 1 where price item parameters are set to US, USD:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	2	Number of Transactions	Price Item A	US, USD		0	5000
20	1	Number of Transactions	Price Item A	US, USD		5000	

The following table lists the tiering ranges defined in Pricing 2 where price item parameters are set to Germany, USD:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	4	Number of Transactions	Price Item A	Germany, USD		0	1000
20	3	Number of Transactions	Price Item A	Germany, USD		1000	

Now, when the user performs 1500 transactions (in USD) of Price Item A in Germany, 12000 transactions (in USD) of Price Item A in US, the system creates two billable charges. In one billable charge (with Price Item A, US and USD combination), the system uses \$1 as the rate for calculating charges, and in another billable charge (with Price Item A, Germany and USD combination), the system uses \$3 as the rate for calculating charges.

Note that in this case the parameters based on which you have defined pricing and tiering ranges are same. You can use different parameters while defining pricing and tiering ranges, if required. You can also use another price item or bundle and its parameters while defining tiering ranges. For example:

The following table lists the tiering ranges of Pricing 1 defined for Price Item A where price item parameters are set to US, USD:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	2	Number of Transactions	Price Item B	Germany, USD		0	100
20	1	Number of Transactions	Price Item B	Germany, USD		100	200
30	0.5	Number of Transactions	Price Item B	Germany, USD		200	

Now, when the user performs 1500 transactions (in USD) of Price Item A in US, 200 transactions (in USD) of Price Item B in Germany, the system creates one billable charge. The system adds the transactions with the following combinations and then determines the range of Price Item A within which the total units (i.e. 200) fall:

- Price Item B, Germany, USD

In this case, the total units fall in the 100 – 200 range of Price Item A, and therefore the system uses \$1 as the rate for calculating charges (i.e. $1500 * 1 = 1500$).

Some parameters might be mandatory and some might be optional while defining price item pricing. You can define price item pricing based on these parameters at various levels, such as:

- Account Agreed
- Account Price List
- Account Inherited Price List
- Customer Agreed
- Customer Price List
- Customer Inherited Price List
- Parent Customer Agreed
- Parent Customer Price List
- Parent Customer Inherited Price List
- Default Price List
- Global Price List

As prices can be defined at multiple levels, the system first searches for exact match at all levels (using the search order). If the system finds the exact match at multiple levels, the price assignment at the higher precedence level is considered. Let us understand this with the help of an example.

Pricing 1 is defined for Price Item A with the following parameters at the Account Agreed level:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	US
Currency	No	2	USD

Pricing 2 is defined for Price Item A with the following parameters at the Parent Customer Agreed level:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	US
Currency	No	2	USD

Pricing 3 is defined for Price Item A with the following parameters at the Account Price List level:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	US
Currency	No	2	—

Now, when the user performs transactions (with the type set to BT in US) of Price Item A in USD, the system searches for price with exact match (Type — BT, Country — US, and Currency — USD). The exact match is available at two levels — Account Agreed and Parent Customer Agreed. The system considers the price at the Account Agreed level because this level has higher precedence.

Depending on the search order defined for the division (to which the account belongs), the level with higher precedence changes. Accordingly, the price assignment at the higher precedence level is considered for calculating the charges.

If the system does not find the exact match at any level, it searches for the best fit match at all levels. Let us understand how the best fit match is determined with the help of an example.

Pricing 1 is defined for Price Item A with the following parameters:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	US
Currency	No	2	-

Pricing 2 is defined for Price Item A with the following parameters:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	-
Currency	No	2	USD

Pricing 3 is defined for Price Item A with the following parameters:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	-
Currency	No	2	-

Pricing 4 is defined for Price Item A with the following parameters:

Parameter	Mandatory (Yes or No)	Priority	Value
Type	Yes	—	BT
Country	No	1	US
Currency	No	2	GBP

The system has Pricing 1, Pricing 2, Pricing 3, and Pricing 4 defined for Price Item A. Now, when the user performs transactions (with the type set to BT in US) of Price Item A in USD, the system does not find price with exact match (Type — BT, Country — US, and Currency — USD). Therefore, it searches for the best fit match.

While searching for the best fit match, the system rules out the optional parameter with lowest priority (i.e. Currency) and checks whether the price (with Type — BT and Country — US) is available. If the price is available, the system considers the price as the best fit match. Therefore, in this case, Pricing 1 is considered as the best fit match.

Suppose, if the price (with Type — BT and Country — US) is not available, then the system rules out the optional parameter with next lowest priority (i.e. Country) and checks whether the price (with Type — BT and Currency — USD) is available. If the price is available, the system considers the price as the best fit match. In this case, Pricing 2 would be considered as the best fit match. If the system finds the best fit match with same weight at multiple levels, the price assignment at the higher precedence level is considered.

Price Assignment Search Mechanism

The price assignment search algorithm searches effective price item pricing based on the following parameters:

- **Search Order** — Used to indicate the order in which the system must search effective price item pricing at various levels in the customer hierarchy. This is a mandatory parameter. The valid values are:

If you select the following value...	Then the effective price item pricing is searched at the following levels in the specified order...
AGREED_PRICELIST	<ol style="list-style-type: none"> 1. Account Agreed — Means price item pricing is agreed for the account in the hierarchy. 2. Account Price List — Means price item pricing is defined within the price list which is assigned to the account. 3. Account Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the account. 4. Customer Agreed — Means price item pricing is agreed for the customer in the hierarchy. 5. Customer Price List — Means price item pricing is defined within the price list which is assigned to the customer. 6. Customer Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the customer. 7. Parent Customer Agreed — Means price item pricing is agreed for the parent customer in the hierarchy. 8. Parent Customer Price List — Means price item pricing is defined within the price list which is assigned to the parent customer. 9. Parent Customer Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the parent customer.

If you select the following value...	Then the effective price item pricing is searched at the following levels in the specified order...
AGREED_FIRST	<ol style="list-style-type: none"> 1. Account Agreed — Means price item pricing is agreed for the account in the hierarchy. 2. Customer Agreed — Means price item pricing is agreed for the customer in the hierarchy. 3. Parent Customer Agreed — Means price item pricing is agreed for the parent customer in the hierarchy. 4. Account Price List — Means price item pricing is defined within the price list which is assigned to the account. 5. Account Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the account. 6. Customer Price List — Means price item pricing is defined within the price list which is assigned to the customer. 7. Customer Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the customer. 8. Parent Customer Price List — Means price item pricing is defined within the price list which is assigned to the parent customer. 9. Parent Customer Inherited Price List — Means price item pricing is inherited from the hierarchy defined for the price list which is assigned to the parent customer.

Note: In these price assignment search orders, the account agreed level has highest precedence and parent customer inherited price list level has lowest precedence.

- **Default Price List ID** — Used to indicate the default price list. If the effective price item pricing is not available at any level in the customer hierarchy, the system checks whether the default price list is specified in the price assignment search algorithm. If the default price list is specified in the algorithm, the system checks whether effective price item pricing is available in the default price list.
- **Global Price List** — Used to indicate whether the system should consider the price item pricing defined in the global price list. If the effective price item pricing is not available in the default price list or if the default price list is not specified in the price assignment search algorithm, the system checks whether it should consider the price item pricing defined in the global price list. The valid values are:
 - Y
 - N

Finally, if the effective price item pricing is not available in either default and/or global price list, an error message occurs indicating that the effective price item pricing is not available in the system.

- **Prefer Price Item Over Bundle** — Used to indicate whether to prefer price item, regular bundle, or parent bundle pricing when the price item, regular bundle (to which the price item belongs), and parent (regular) bundle (i.e. to which the regular bundle belongs) are assigned at the same level. The valid values are:
 - Y
 - N

If the value of the **Prefer Price Item Over Bundle** parameter is set to **Y**, the system first searches whether effective pricing is available for the price item. If the effective pricing is not available for the price item, then

the system searches whether effective pricing is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system searches whether effective pricing is available for the parent bundle at the same level. However, if the value of the **Prefer Price Item Over Bundle** parameter is set to **N**, the system first searches whether effective pricing is available for the parent bundle. If the effective pricing is not available for the parent bundle, then the system searches whether effective pricing is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system searches whether effective pricing is available for the price item at the same level.

- **Person Relationship Type Sequence Algorithm** — Used to attach an algorithm which is defined using the C1-CUSRLALGT algorithm type. The attached algorithm is used while searching effective price item pricing at the parent customer level. It indicates whether the system should search person to person relationship type sequence defined:
 - For the division, price item, and price item parameters combination
 - For the division
 - In the C1_PER_REL feature configuration

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence	Person Relationship Type Sequence on page 77

Person Relationship Type Sequence

When the price assignment search algorithm searches effective price item pricing at the parent customer level, the system determines the parent customer's person to person relationship type whose price item pricing should be considered. The person to person relationship type sequence indicates the order in which relationship type should be considered while searching for effective price item pricing at the parent customer level. For example, if a customer has two parents – Parent 1 with the relationship type set to “Subsidiary” and Parent 2 with the relationship type set to “Franchise Owner”, and the following person to person relationship type sequence is defined in the system:

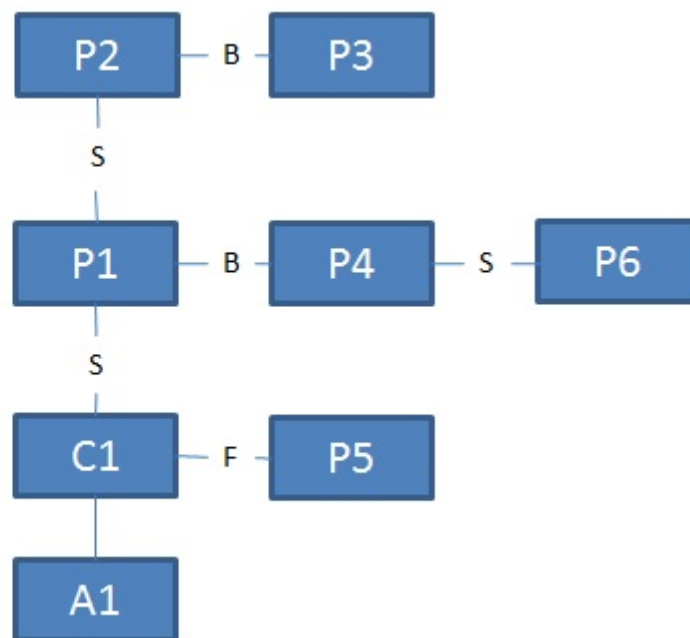
When the price assignment search algorithm searches effective price item pricing at the parent customer level, the system determines the parent customer's person to person relationship type whose price item pricing should be considered. The person to person relationship type sequence indicates the order in which relationship type should be considered while searching for effective price item pricing at the parent customer level. For example, if a customer has two parents – Parent 1 with the relationship type set to “Subsidiary” and Parent 2 with the relationship type set to “Franchise Owner”, and the following person to person relationship type sequence is defined in the system:

Sequence Number	Relationship Type
10	Subsidiary
20	Franchise Owner

In the above example, the system will inherit effective price item pricing (if available) from Parent 1 or within its hierarchy. If the effective price item pricing is not available in the Parent 1 hierarchy, the system will inherit effective price item pricing (if available) from Parent 2 or within its hierarchy. If the effective price item pricing is not available in the Parent 2 hierarchy, an error message occurs indicating that the effective price item pricing is not available.

While searching effective pricing at the parent customer level based on the person to person relationship type sequence, the system will use the depth first search mechanism. Let us understand this with the help of an example.

Person To Person Relationship Type Sequence	
Sequence Number	Relationship Type
10	Subsidiary (S)
20	Branch (B)
30	Franchise Owner (F)



In the above example, if the effective pricing is not available at the account or customer level, the system will search effective pricing at the parent customer level in the following order:

- P1 (because the first relationship type in the sequence is Subsidiary)
- P2 (grandparent of P1 irrespective of the relationship type)
- P3 (because the second relationship type in the sequence is Branch)
- P4 (because the second relationship type in the sequence is Branch)
- P6 (grandparent of P4 irrespective of the relationship type)
- P5 (because the third relationship type in the sequence is Franchise Owner)

The system provides you the flexibility to define person to person relationship type sequence:

- For each division, price item, and price item parameters combination
- For each division
- In the C1_PER_REL feature configuration

The system will first check whether the person to person relationship type sequence is defined for the division, price item, and price item parameters combination. If the person to person relationship type sequence is defined for the division, price item, and price item parameters combination, the system will search effective price item pricing at the parent customer level based on the sequence defined for the combination. However, if the person to person relationship type sequence is not defined for the division, price item, and price item parameters combination, the system will check whether the person to person relationship type sequence is defined for the division. If the person to person relationship type sequence is defined for the division, the system will search effective price item pricing at the parent customer level based on the sequence defined for the division. However, if the person to person relationship type sequence is not defined for the division, the system will consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration and accordingly search the effective price item pricing at the parent customer level.

To enable the system to search person to person relationship type sequence at different levels, you need to create an algorithm of the C1-CUSRLALGT algorithm type and attach it to the **Person Relationship Type Sequence Algorithm** parameter in the price assignment search algorithm. The C1-CUSRLALGT algorithm type has the following parameters:

- **Check on Division, Price Item and Price Item Parameters Combination** - Used to indicate whether you want the system to search person to person relationship type sequence defined for the division, price item, and price item parameters combination. This is a mandatory parameter. The valid values are:

- Y
- N

By default, the value is set to **N**.

- **Check on Division** - Used to indicate whether you want the system to search person to person relationship type sequence defined for the division. This is a mandatory parameter. The valid values are:

- Y
- N

By default, the value is set to **N**.

- **Check on Feature Configuration** – Used to indicate whether you want the system to consider the person to person relationship type sequence defined in the **C1_PER_REL** feature configuration. This is a mandatory parameter. The valid values are:

- **A** – Used when you want to consider all person to person relationship types defined in the feature configuration (in the specified sequence).
- **F** – Used when you want to only consider the person to person relationship type defined with the lowest sequence in the feature configuration.
- **N** – Used when you do not want to consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration.

By default, the value is set to **F**.

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person to Person Relationship Type Sequence on page 375
How to set the C1_PER_REL feature configuration	Setting the C1_PER_REL Feature Configuration on page 1643

Pricing Eligibility

Oracle Revenue Management and Billing enables you to define pricing eligibility criteria using the account, person, and product attributes while defining a price item pricing. For example, a bank offers a product named 12 Month Standard Certificate of Deposit (CD). The interest rate charged to a person for this product differs based on two parameters – Deposit Amount and Person Type (Preferred and Non-Preferred). The following table lists the interest rates offered for the 12 Month Standard Certificate of Deposit (CD) product:

Deposit Amount	Non-Preferred	Preferred
Less than \$5,000	0.13%	0.20%
Greater than \$5,000	0.15%	0.22%

Earlier, you were able to define different interest rates based on different parameters using the rate eligibility feature at the rate component level. Considering the above example, you had to define four rate components. The respective rate component would appear while defining price item pricing based on the following:

- The value defined for the **Deposit Amount** characteristic on the account

- The value defined for the **Customer Type** characteristic on the main customer

However, now, you can implement the above scenario using a single rate component instead of maintaining four different rate components. Now, while defining price item pricing, you need to define four different price components for a rate component. For each price component, you need to define the pricing eligibility criteria in the following manner:

Price Component	Rate	Pricing Criteria	Eligibility	If True	If False
P1	0.13%	Deposit Amount > 5000		Check Next Condition	Return False
P1	0.13%	Person Type = Non-Preferred		Return True	Return False
P2	0.15%	Deposit Amount < 5000		Check Next Condition	Return False
P2	0.15%	Person Type = Non-Preferred		Return True	Return False
P3	0.20%	Deposit Amount > 5000		Check Next Condition	Return False
P3	0.20%	Person Type = Preferred		Return True	Return False
P4	0.22%	Deposit Amount < 5000		Check Next Condition	Return False
P4	0.22%	Person Type = Preferred		Return True	Return False

You can define pricing eligibility criteria only when the appropriate parameters are created in the system. These parameters must be mapped to either of the following:

- Account attributes, characteristics, usage amounts, or usage counters
- Person attributes, characteristics, usage amounts, or usage counters
- Product attributes or characteristics
- Service Quantity Identifier
- Custom algorithm which returns the appropriate value

In the above example, you can define the pricing eligibility criteria only when the following parameters are defined in the system:

Parameter	Source Entity	Source Type	Source Type Code	Value Type
Deposit Amount	Account	Usage Amount	Deposit Amount	Adhoc
Customer Type	Person	Characteristic	Person Type	Predefined

You can define pricing eligibility criteria for rate components whose tiering type is set to **Flat**, **Threshold**, or **Step**. Each criterion in the pricing eligibility criteria is executed in the specified sequence. If the value of the pricing eligibility criteria is **True**, the rate of the respective price component is passed to the rate component for further calculations.

Persisting Interest Rate for Rate Type Price Items

While defining a price item, you can indicate whether the price item is available for pricing and billing or only for pricing. If the price item is available only for pricing, you can indicate the type of the price item. The valid values for the price item type are:

- Rate (i.e. Interest Rate)
- Fees

If the type of a price item is **Rate**, the system calculates and persist the rate for the price item. The rate is persisted only for the price item pricing which is either assigned or inherited by an account. If the account or person attributes are changed, the system allows you to recalculate and persist the interest rate for rate type price items. This process is known as **Repricing**.

Related Topics

For more information on...	See...
Repricing	Repricing on page 81

Persisting Fee for Fee Type Price Items

While defining a price item, you can indicate whether the price item is available for pricing and billing or only for pricing. If the price item is available only for pricing, you can indicate the type of the price item. The valid values for the price item type are:

- Rate
- Fees

The input elements Pricing Frequency, Advance Pricing should be populated if **Price Item** is available for **Pricing Only**, **Price Item Type** is **Fees** and **Price Assignment Type** is **Post-Processing**.

If the type of a price item is **Fee**, the system calculates and persist the fee for the price item.

Note: The **Process Fees Request and Persist Fees for an Account (C1-ACFEE)** batch is used to calculate and persist the fees for the account. It must be executed when a user wants to store fees.

Related Topics

For more information on...	See...
Repricing	Repricing on page 81

Repricing

If the account or person attributes are changed, the system allows you to recalculate and persist the interest rate for rate type price items. This process is known as **Repricing**. The **Repricing** process is triggered in the following scenarios when:

- You edit the attributes and characteristics of an account.
- You add or delete the usage amount and counter details of an account.
- You edit the attributes and characteristics of a person.
- You add or delete the usage amount and counter details of a person.
- You define or edit the price item pricing of an active price list which is assigned to an account or a person.
- You define, edit, override, or copy the price item pricing of an account or a person.
- You assign a price list to an account or a person, or edit the price list assignment details of an account or a person.

The system behaves in the following manner in the above scenarios:

Scenario	System Behaviour
On editing the attributes and characteristics of an account	<p>The system checks whether the account is eligible for repricing. If the account is eligible for repricing, the system checks whether a parameter for the account attribute or characteristic whichever is changed is already defined in the system. If the required parameters are available in the system, the system creates a repricing request for the account and effective date combination in the CI_REPRC_REQ_DTL table. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <p>Note: On editing the account attributes, the effective date is set to the date when you edit the account attributes. However, on editing the account's characteristic, the effective date is set to the date from when the characteristic is effective for the account.</p>
On adding or deleting the usage amount and counter details of an account	<p>The system checks whether the account is eligible for repricing. If the account is eligible for repricing, the system checks whether a parameter for the usage amount or counter whichever is changed is already defined in the system. If the required parameters are available in the system, the system creates a repricing request for the account and effective date combination in the CI_REPRC_REQ_DTL table. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <p>Note: The effective date is set to the date from when the usage amount or counter is effective for the account.</p>
On editing the attributes and characteristics of a person	<p>The system identifies all accounts which belong to the person and its child persons, and then checks whether the identified accounts are eligible for repricing. If one or more accounts are eligible for repricing, the system checks whether a parameter for the person attribute or characteristic whichever is changed is already defined in the system. If the required parameters are available in the system, the system creates a repricing request for the account and effective date combination in the CI_REPRC_REQ_DTL table. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <p>Note:</p> <p>Only accounts where the person and child person are the main customers are considered for repricing.</p> <p>On editing the person attributes, the effective date is set to the date when you edit the person attributes. However, on editing the person's characteristic, the effective date is set to the date from when the characteristic is effective for the person.</p>

Scenario	System Behaviour
<p>On adding or deleting the usage amount and counter details of a person</p>	<p>The system identifies all accounts which belong to the person and its child persons, and then checks whether the identified accounts are eligible for repricing. If one or more accounts are eligible for repricing, the system checks whether a parameter for the usage amount or counter whichever is changed is already defined in the system. If the required parameters are available in the system, the system creates a repricing request for the account and effective date combination in the CI_REPRC_REQ_DTL table. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>Only accounts where the person and child person are the main customers are considered for repricing.</p> <p>The effective date is set to the date from when the usage amount or counter is effective for the person.</p> </div>
<p>On assigning a price list to an account or editing the price list assignment details of an account</p>	<p>The system creates a repricing request for the account, price item, and effective date combination in the CI_REPRC_REQ_DTL table. If the price assignment end date and/or price list assignment end date is available, the system creates two repricing requests – one request where the effective date is set to the start date and another request where the effective date is set to the end date. The effective date is set to the price assignment start date or price list assignment start date depending on the following conditions:</p> <ul style="list-style-type: none"> • If the Price Assignment Start Date is later than the Price List Assignment Start Date, then the effective date is set to Price Assignment Start Date. • If the Price Assignment Start Date is earlier than or equal to the Price List Assignment Start Date, then the effective date is set to Price List Assignment Start Date. <p>However, the effective date is set to the price assignment end date or price list assignment end date depending on the following conditions:</p> <ul style="list-style-type: none"> • If the Price Assignment End Date is earlier than the Price List Assignment End Date, then the effective date is set to Price Assignment End Date + 1 Day. • If the Price Assignment End Date is later than or equal to the Price List Assignment End Date, then the effective date is set to Price List Assignment End Date + 1 Day. <p>On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The system creates the repricing request for the account irrespective of whether the account is eligible for repricing or not.</p> </div>

Scenario	System Behaviour
<p>On assigning a price list to a person or editing the price list assignment details of a person</p>	<p>The system identifies all accounts which belong to the person and its child persons, and then creates a repricing request for the account, price item, and effective date combination in the CI_REPRC_REQ_DTL table. If the price assignment end date and/or price list assignment end date is available, the system creates two repricing requests – one request where the effective date is set to the start date and another request where the effective date is set to the end date. The effective date is set to the price assignment start date or price list assignment start date depending on the following conditions:</p> <ul style="list-style-type: none"> • If the Price Assignment Start Date is later than the Price List Assignment Start Date, then the effective date is set to Price Assignment Start Date. • If the Price Assignment Start Date is earlier than or equal to the Price List Assignment Start Date, then the effective date is set to Price List Assignment Start Date. <p>However, the effective date is set to the price assignment end date or price list assignment end date depending on the following conditions:</p> <ul style="list-style-type: none"> • If the Price Assignment End Date is earlier than the Price List Assignment End Date, then the effective date is set to Price Assignment End Date + 1 Day. • If the Price Assignment End Date is later than or equal to the Price List Assignment End Date, then the effective date is set to Price List Assignment End Date + 1 Day. <div style="border: 1px solid black; padding: 5px;"> <p>Note: If the Price List Assignment Start Date and Price List Assignment End Date are earlier than the current date, repricing requests for the accounts are not created in the CI_REPRC_REQ_DTL table.</p> </div> <p>On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>Only accounts where the person and child person are the main customers are considered for repricing.</p> <p>The system creates the repricing request for the account irrespective of whether the account is eligible for repricing or not.</p> </div>
<p>On defining, editing, overriding, or copying the price item pricing of an account</p>	<p>The system creates a repricing request for the account, price item, and effective date combination in the CI_REPRC_REQ_DTL table. If the price assignment end date is specified, the system creates two repricing requests – one request where the effective date is set to the price assignment start date and another request where the effective date is set to the price assignment end date + 1 Day. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The system creates the repricing request for the account irrespective of whether the account is eligible for repricing or not.</p> </div>

Scenario	System Behaviour
On defining, editing, overriding, or copying the price item pricing of a person	<p>The system identifies all accounts which belong to the person and its child persons, and then creates a repricing request for the account, price item, and effective date combination in the CI_REPRC_REQ_DTL table. If the price assignment end date is specified, the system creates two repricing requests – one request where the effective date is set to the price assignment start date and another request where the effective date is set to the price assignment end date + 1 Day. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <p>Note:</p> <p>Only accounts where the person and child person are the main customers are considered for repricing.</p> <p>The system creates the repricing request for the account irrespective of whether the account is eligible for repricing or not.</p>
On defining or editing the price item pricing of an active price list which is assigned to an account or a person	<p>The system creates an entry for the price item pricing in the CI_REPRC_ENTITY_DTL table. On executing the Identify Accounts for Repricing (C1-REPC1) batch, the system identifies the following in the specified order:</p> <ol style="list-style-type: none"> 1. Price list on which the price item pricing is assigned 2. Account or Person on which the price list is assigned 3. All accounts which belong to the person and its child persons when the price list is assigned to a person <p>Once the accounts are identified, the system checks whether the identified accounts are eligible for repricing. If one or more accounts are eligible for repricing, a repricing request is created for the account, price item, and effective date combination in the CI_REPRC_REQ_DTL table. If the price assignment end date is specified, the system creates two repricing requests – one request where the effective date is set to the price assignment start date and another request where the effective date is set to the price assignment end date + 1 Day. On executing the Process Repricing Request and Persist Pricing for an Account (C1-REPC2) batch, you can recalculate and persist the rate for the account in the CI_PRCE_CALC table.</p> <p>Note: Only accounts where the person and child person are the main customers are considered for repricing.</p>

For more information about the **Identify Accounts for Repricing (C1-REPC1)** and **Process Repricing Request and Persist Pricing for an Account (C1-REPC2)** batches, refer to *Oracle Revenue Management and Billing Batch Guide*.

To enable the repricing feature, you need to do the following:

- Define an algorithm using the **C1-REPRCACCT** algorithm type and attach it to the **Audit** algorithm spot of the **C1-AccountBO** business object
- Define an algorithm using the **C1-REPRCACBC** algorithm type and attach it to the **Audit** algorithm spot of the **C1-ACCBALCNT** business object
- Define an algorithm using the **C1-REPRCPERS** algorithm type and attach it to the **Audit** algorithm spot of the **C1_PERSON_BO** business object

- Define an algorithm using the **C1-REPRCPEBC** algorithm type and attach it to the **Audit** algorithm spot of the **C1-PERBALCNT** business object
- Define an algorithm using the **C1_PLASGNAUD** algorithm type and attach it to the **Audit** algorithm spot of the **C1_PLASGNADD** and **C1_PLASGNEDIT** business objects
- Define an algorithm using the **C1-PRCASGNAD** algorithm type and attach it to the **Audit** algorithm spot of the **C1_PRICEASGN_BO** business object
- Define an algorithm using the **C1-REPRCPLPA** algorithm type and attach it to the **Audit** algorithm spot of the **C1_PRICEASGN_BO** business object
- Define the required parameters for the account and person attributes, characteristics, usage amount and usage counter

Types of Price Item Bundle

The system allows you to define the following types of price item bundle:

- *Regular Bundle* on page 86
- *Phantom Bundle* on page 90
- *Ratio Bundle* on page 87

Regular Bundle

In case of a regular bundle, pricing is defined at the bundle level. The system determines the rate by identifying the tiering range within which the total service quantities used for all price items in the bundle fall. Note that the rate is determined from the tiering range of the price component whose pricing eligibility criteria is met. Let us understand this with the help of an example.

Bundle X, which is a regular bundle, contains the following three price items:

- Price Item A
- Price Item B
- Price Item C

The following tiered pricing is defined for Bundle X:

Quantity Range	Rate (\$) per unit
1 – 3000	3
3001 – 4000	2
4001 – 8000	1

Note: In the above example, the assumption is that there only one rate component, one price component within the rate component, and pricing eligibility criteria is not defined for the price component.

Now, when the user consumes 1500 units of Price Item A, 1000 units of Price Item B, and 2000 units of Price Item C, the system adds the quantities of services used for all price items in Bundle X (i.e. $1500+1000+2000=4500$), and then determines the range within which the total units (i.e. 4500) fall. In this case, the total units fall in the 4001 – 8000 range, and therefore the system uses \$1 as the rate for calculating charges.

If the multi parameter based pricing feature is enabled, you can define pricing for regular bundles based on multiple parameters. For example:

Bundle X	Country	Currency
Pricing 1	US	USD
Pricing 2	Germany	USD

Pricing 1 and Pricing 2 are defined for Bundle X based on two parameters — Country and Currency. Before you define pricing based on country and currency, you need to define these parameters in the system. Once you define these parameters, you need to associate them to the regular bundle (i.e. Bundle X) and then add price items (i.e. Price Item A, Price Item B, and Price Item C) to the bundle. Note that you can add a price item to a regular bundle only when the regular bundle and price item have same parameters associated with them for the specified date range. Therefore, before adding Price Item A, Price Item B, and Price Item C to Bundle X, you should ensure that Country and Currency are also associated with these price items.

Then, when you define Pricing 1 for Bundle X, you need to set the following price item parameters:

- Country — US
- Currency — USD

Similarly, you need to define Pricing 2 with Country set to Germany and Currency set to USD.

The following table lists the tiering ranges defined in Pricing 1 where price item parameters are set to US, USD:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	2	Number of Transactions	Bundle X	US, USD		0	500
20	1	Number of Transactions	Bundle X	US, USD		500	

The following table lists the tiering ranges defined in Pricing 2 where price item parameters are set to Germany, USD:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	4	Number of Transactions	Bundle X	Germany, USD		0	1000
20	3	Number of Transactions	Bundle X	Germany, USD		1000	

Now, when the user performs 500 transactions (in USD) of Bundle X in Germany, 1200 transactions (in USD) of Bundle X in US, the system creates two billable charges. In one billable charge (with Bundle X, US and USD combination), the system uses \$1 as the rate for calculating charges, and in another billable charge (with Bundle X, Germany and USD combination), the system uses \$4 as the rate for calculating charges.

Ratio Bundle

In case of a ratio bundle, pricing is not defined at the bundle level. Instead, pricing is defined separately for each price item in the bundle.

A ratio expresses the magnitude of quantities relative to each other. It has two factors — Numerator and Denominator. For ratio bundle, the ratio of price item quantities is used to determine the rate for volume based pricing. To determine within which range of ratio limit does the price item utilization falls, the ratio of price item quantities is used. Once the range limits are determined, the rate specified for that range is applied to the quantity of the price item used. Let us understand this with the help of an example.

Bundle X, which is a ratio bundle, contains the following price items:

- **Price Item A** — It has been added to the bundle using the price item relationship type as Numerator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	4
0.6 – 0.9	3
0.9+	2

- **Price Item B** — It has been added to the bundle using the price item relationship type as Numerator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	5
0.6 – 0.9	4
0.9+	3

- **Price Item C** — It has been added to the bundle using the price item relationship type as Denominator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	3
0.6 – 0.9	2
0.9+	1

Now, when the user consumes 500 units of Price Item A, 2500 units of Price Item B, and 4000 units of Price Item C, the system calculates the ratio of price item quantities (i.e. $(500+2500)/4000=0.75$). Once the ratio is calculated, the system determines the range of each price item within which the ratio (i.e. 0.75) falls. In this case, the ratio falls in the 0.6 – 0.9 range of Price Item A, B, and C. Therefore, the system uses \$3, \$4, and \$2, respectively, as the rate for calculating charges (i.e. $(500*3)=1500$, $(2500*4)=10000$, and $(4000*2)=8000$).

If the multi parameter based pricing feature is enabled, you can determine the price item utilization in a ratio bundle based on multiple parameters. For example:

Bundle X	Country	Currency
Price Item A	US	USD
Price Item B	Germany	USD
Price Item C	England	USD

Price Item A, Price Item B, and Price Item C are added in Bundle X. Price Item A, Price Item B, and Price Item C utilization in Bundle X is determined based on two parameters — Country and Currency. Before you add price item to a ratio bundle, you need to define these parameters in the system. Once you define these parameters, you need to associate them to the price items (i.e. Price Item A, Price Item B, and Price Item C) and then add these price items to the bundle (i.e. Bundle X).

While adding Price Item A to Bundle X, you need to set the following price item parameters:

- Country — US
- Currency — USD

Similarly, you need to add Price Item B to Bundle X with Country set to Germany and Currency set to USD, and Price Item C with Country set to England and Currency set to USD.

The following table lists the tiered pricing defined for Price Item A:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	5	Number of Transactions	Bundle X			0	1.75
20	4	Number of Transactions	Bundle X			1.75	2.50
30	3	Number of Transactions	Bundle X			2.50	

The following table lists the tiered pricing defined for Price Item B:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	5	Number of Transactions	Bundle X			0	3.5
20	4	Number of Transactions	Bundle X			3.5	

The following table lists the tiered pricing defined for Price Item C:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	2	Number of Transactions	Bundle X			0	2.0
20	1	Number of Transactions	Bundle X			2.0	

Now, when the user performs 5000 transactions (in USD) of Price Item A in US, 6000 transactions (in USD) of Price Item B in Germany, and 5000 transactions (in USD) of Price Item C in England, the system creates three billable charges — one for each price item (i.e. Price Item A, Price Item B, and Price Item C). The system calculates the ratio of transactions with the following combinations and then determines the range of each price item within which the ratio (i.e. 2.2) falls:

- Price Item A, US, USD
- Price Item B, Germany, USD
- Price Item C, England, USD

In this case, the ratio falls in the 1.75 – 2.50 range of Price Item A, the 0 – 3.5 range of Price Item B, and in the 2.0 — Infinite range of Price Item C. Therefore, the system uses \$4, \$5, and \$1 as the rate for calculating charges (i.e. $(5000*4)=20000$, $(6000*5)=30000$, and $(5000*1)=5000$).

You can also add a price item more than once in a ratio bundle with different set of parameters. For example:

Bundle X	Relationship Type	Country	Currency
Price Item A	Numerator	US	USD
Price Item A	Numerator	England	USD
Price Item B	Numerator	Germany	USD
Price Item C	Denominator	England	USD
Price Item C	Denominator	US	USD

In this case, the system calculates the ratio of transactions with the following combinations and then determines the range of each price item (i.e. Price Item A, Price Item B, and Price Item C) within which the ratio falls:

- Price Item A, US, USD
- Price Item A, England, USD
- Price Item B, Germany, USD
- Price Item C, England, USD

- Price Item C, US, USD

Phantom Bundle

In case of a phantom bundle, pricing is not defined at the bundle level. Instead, pricing is defined separately for each price item in the bundle. The system determines the price by identifying the tiering range of each price item within which the total quantities of services used for all price items in the bundle fall. Let us understand this with the help of an example.

Bundle A, which is a phantom bundle, contains the following two price items:

- **Price Item X** — The following tiered pricing is defined for Price Item X:

Quantity Range	Rate (\$) per unit
1 – 3000	3
3001 – 6000	2

- **Price Item Y** — The following tiered pricing is defined for Price Item Y:

Quantity Range	Rate (\$) per unit
1 – 5000	2
5001 – 10000	1

Now, when the user consumes 2500 units of Price Item X and 3500 units of Price Item Y, the system adds the quantities of services used for all price items in Bundle A (i.e. $2500+3500=6000$), and then determines the range of each price item within which the total units (i.e. 6000) fall. In this case, the total units fall in the 3001 – 6000 range of Price Item X and the 5001 – 10000 range of Price Item Y, and therefore the system uses \$2 and \$1, respectively, as the rate for calculating charges (i.e. $(2500*2)=5000$ and $(3500*1)=3500$). This helps the customer to take advantage of the lowest rate.

If the multi parameter based pricing feature is enabled, you can determine the price item utilization in a phantom bundle based on multiple parameters. For example:

Bundle A	Country	Currency
Price Item X	US	USD
Price Item Y	Germany	USD

Price Item X and Price Item Y are added in Bundle A. Price Item X and Price Item Y utilization in Bundle A is determined based on two parameters — Country and Currency. Before you add price item to a phantom bundle, you need to define these parameters in the system. Once you define these parameters, you need to associate them to the price items (i.e. Price Item X and Price Item Y) and then add these price items to the bundle (i.e. Bundle A).

While adding Price Item X to Bundle A, you need to set the following price item parameters:

- Country — US
- Currency — USD

Similarly, you need to add Product Y to Bundle A with Country set to Germany and Currency set to USD.

The following table lists the tiered pricing defined for Price Item X:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	3	Number of Transactions	Bundle A			0	5000
20	2	Number of Transactions	Bundle A			5000	10000
30	1	Number of Transactions	Bundle A			10000	

The following table lists the tiered pricing defined for Price Item Y:

Tier Sequence	Rate	Tiering Criteria	Price Item	Price Parameters	Item	From	To
10	5	Number of Transactions	Bundle A			0	5000
20	4	Number of Transactions	Bundle A			5000	

Now, when the user performs 5000 transactions (in USD) of Price Item Y in Germany, 6000 transactions (in USD) of Price Item X in US, the system creates two billable charges — one for Price Item X and another for Price Item Y. The system adds the transactions with the following combinations and then determines the range of each price item within which the total units (i.e. 11000) fall:

- Price Item X, US, USD
- Price Item Y, Germany, USD

In this case, the total units fall in the 10000 – Infinite range of Price Item X and the 5000 – Infinite range of Price Item Y, and therefore the system uses \$1 and \$4, respectively, as the rate for calculating charges (i.e. (5000*4)= 20000 and (6000*1)=6000).

You can also add a price item more than once in a phantom bundle with different set of parameters. For example:

Bundle A	Country	Currency
Price Item X	US	USD
Price Item X	Germany	USD
Price Item Y	Germany	USD
Price Item Y	US	USD

In this case, the system adds the transactions with the following combinations and then determines the range of each price item (i.e. Price Item X and Price Item Y) within which the total units fall:

- Price Item X, US, USD
- Price Item X, Germany, USD
- Price Item Y, Germany, USD
- Price Item Y, US, USD

Parameter

The pricing for a price item may differ depending upon various transaction, person, account, or product attributes. Oracle Revenue Management and Billing provides a facility to define pricing for a price item based on multiple parameters. In addition, you can define the pricing and price list eligibility criteria using one or more parameters.

Each parameter must be mapped to the following:

- **Source Entity** — Indicates the entity from where the parameter value will be derived. A source entity can be account, person, product, transaction, service quantity identifier, or an algorithm.
- **Source Type** — Indicates the type of source from where the parameter value will be derived. A source type can be field, characteristic, usage amount, or usage counter.
- **Source Type Code** — Indicates the source (such as, field, characteristic, usage amount, usage counter, SQI, or algorithm) whose value you want to store in the parameter.

The system allows you to define various types of parameters — **Adhoc**, **Predefined**, and **Reference**. The **Parameter** screen allows you to define, edit, delete and copy a parameter. This screen consists of the following zones:

- [Search Parameter](#) on page 92

Search Parameter





The **Search Parameter** zone allows you to search for a parameter using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parameter	Used to search a particular parameter.	No
Value Type	Used to search parameters which can store a particular type of value. The valid values are: <ul style="list-style-type: none"> • Adhoc • Predefined • Reference 	No
Source Entity	Used to search parameters whose value will be derived from a particular entity. The valid values are: <ul style="list-style-type: none"> • Account • Algorithm • Person • Product • Service Quantity Identifier • Transaction 	No
Source Type	Used to search parameters whose value will be derived from a particular type of source. The valid values are: <ul style="list-style-type: none"> • Characteristic • Field • Usage Amount • Usage Counter 	No
Description	Used to search parameters with a particular description.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Parameter	Displays the parameter name.
Value Type	Indicates the type of value that you can store in the parameter. The valid values are: <ul style="list-style-type: none"> • Adhoc • Predefined • Reference

Column Name	Column Description
Description	Displays the description of the parameter.
Source Entity	Indicates the entity from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> • Account • Algorithm • Person • Product • Service Quantity Identifier • Transaction
Source Type	Indicates the type of source from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> • Characteristic • Field • Usage Amount • Usage Counter
View	On clicking the View () icon, the Parameter screen appears where you can view the details of the parameter.
Edit	On clicking the Edit () icon, the Parameter screen appears where you can edit the details of the parameter.
Delete	On clicking the Delete () icon, you can delete the parameter. Note: You can delete a parameter only when it is not yet associated to any price item or used while defining the pricing eligibility criteria.
Copy	On clicking the Copy () icon, the Parameter screen appears where you can define a new parameter using an existing parameter.

You can define a new parameter by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a parameter	Searching for a Parameter on page 93
How to define a parameter	Defining a Parameter on page 94
How to edit a parameter	Editing a Parameter on page 99
How to delete a parameter	Deleting a Parameter on page 104
How to copy a parameter	Copying a Parameter on page 104
How to view the details of a parameter	Viewing the Parameter Details on page 110

Searching for a Parameter

Procedure

To search for a parameter:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Parameter**.
The **Parameter** screen appears.
3. Enter the search criteria in the **Search Parameter** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of parameters that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Parameter screen	Parameter on page 91
Search Parameter zone	Search Parameter on page 92

Defining a Parameter**Prerequisites**

To define a parameter, you should have:

- Validation algorithm defined using the **C1_PPARM_VAL** algorithm type (in case you want to validate an adhoc parameter value)
- An algorithm defined using the **C1-PPARM-ENT** algorithm type (in case you want to use the algorithm while defining the pricing eligibility criteria)

Note:

A sample algorithm type named **C1_PPARM_VAL** is shipped with the product. At present, it allows you to specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.

A sample algorithm type named **C1-PPARM-ENT** is shipped with the product. At present, it returns a boolean value true. You can build custom logic in this algorithm which returns a value. This value can then be compared against the parameter value specified in the pricing eligibility criteria.

Procedure

To define a parameter:



1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Parameter**.
The **Parameter** screen appears.

3. Click the **Add** link in the upper right corner of the **Search Parameter** zone.



The **Parameter** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parameter	Used to specify the parameter name. Note: You cannot specify any special character except underscore (_) in the parameter name.	Yes
Source Entity	Used to indicate the entity from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> Account Algorithm Person Product Service Quantity Identifier Transaction 	Yes
Description	Used to specify the description for the parameter.	Yes
Source Type	Used to indicate the type of source from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> Characteristic Field Usage Amount Usage Counter Note: This field appears only when you select the Account , Person , or Product option from the Source Entity list. The Usage Amount and Usage Counter options does not appear in the Source Type list when you select the Product option from the Source Entity list.	Yes
Value Type	Used to indicate the type of value that you want to store in the parameter. The valid values are: <ul style="list-style-type: none"> Adhoc Predefined Reference 	Yes

Field Name	Field Description	Mandatory (Yes or No)																																				
Source Type Code	<p>Used to indicate the source (such as, field, characteristic, usage amount, usage counter, SQI, or algorithm) whose value you want to store in the parameter.</p> <p>Note:</p> <p>This field does not appear when you select the Transaction option from the Source Entity list.</p> <p>The following table indicates the values that are listed in the Source Type Code field depending on the source entity and source type selected:</p> <table border="1" data-bbox="548 604 1101 1990"> <thead> <tr> <th data-bbox="548 604 688 680">Source Entity</th> <th data-bbox="688 604 850 680">Source Type</th> <th data-bbox="850 604 1101 680">Source Type Code</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 680 688 827">Account</td> <td data-bbox="688 680 850 827">Characteristic</td> <td data-bbox="850 680 1101 827">All characteristics where the characteristic entity is set to Account</td> </tr> <tr> <td data-bbox="548 827 688 911">Account</td> <td data-bbox="688 827 850 911">Field</td> <td data-bbox="850 827 1101 911">All fields of the CI_ACCT table</td> </tr> <tr> <td data-bbox="548 911 688 1024">Account</td> <td data-bbox="688 911 850 1024">Usage Amount</td> <td data-bbox="850 911 1101 1024">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1024 688 1138">Account</td> <td data-bbox="688 1024 850 1138">Usage Counter</td> <td data-bbox="850 1024 1101 1138">All values of the CNT_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1138 688 1285">Person</td> <td data-bbox="688 1138 850 1285">Characteristic</td> <td data-bbox="850 1138 1101 1285">All characteristics where the characteristic entity is set to Person</td> </tr> <tr> <td data-bbox="548 1285 688 1369">Person</td> <td data-bbox="688 1285 850 1369">Field</td> <td data-bbox="850 1285 1101 1369">All fields of the CI_PER table</td> </tr> <tr> <td data-bbox="548 1369 688 1482">Person</td> <td data-bbox="688 1369 850 1482">Usage Amount</td> <td data-bbox="850 1369 1101 1482">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1482 688 1596">Person</td> <td data-bbox="688 1482 850 1596">Usage Counter</td> <td data-bbox="850 1482 1101 1596">All values of the CNT_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1596 688 1743">Product</td> <td data-bbox="688 1596 850 1743">Characteristic</td> <td data-bbox="850 1596 1101 1743">All characteristics where the characteristic entity is set to Product</td> </tr> <tr> <td data-bbox="548 1743 688 1856">Product</td> <td data-bbox="688 1743 850 1856">Field</td> <td data-bbox="850 1743 1101 1856">All fields of the CI_PRODUCT table</td> </tr> <tr> <td data-bbox="548 1856 688 1990">Service Quantity Identifier</td> <td data-bbox="688 1856 850 1990">—</td> <td data-bbox="850 1856 1101 1990">All service quantity identifiers available in the CI_SQI table</td> </tr> </tbody> </table>	Source Entity	Source Type	Source Type Code	Account	Characteristic	All characteristics where the characteristic entity is set to Account	Account	Field	All fields of the CI_ACCT table	Account	Usage Amount	All values of the BAL_FLG lookup field	Account	Usage Counter	All values of the CNT_FLG lookup field	Person	Characteristic	All characteristics where the characteristic entity is set to Person	Person	Field	All fields of the CI_PER table	Person	Usage Amount	All values of the BAL_FLG lookup field	Person	Usage Counter	All values of the CNT_FLG lookup field	Product	Characteristic	All characteristics where the characteristic entity is set to Product	Product	Field	All fields of the CI_PRODUCT table	Service Quantity Identifier	—	All service quantity identifiers available in the CI_SQI table	Yes
Source Entity	Source Type	Source Type Code																																				
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Service Quantity Identifier	—	All service quantity identifiers available in the CI_SQI table																																				

Field Name	Field Description	Mandatory (Yes or No)						
	<table border="1"> <thead> <tr> <th>Source Entity</th> <th>Source Type</th> <th>Source Type Code</th> </tr> </thead> <tbody> <tr> <td>Algorithm</td> <td>—</td> <td>All algorithms which are defined using the C1-PPARM-ENT algorithm type</td> </tr> </tbody> </table>	Source Entity	Source Type	Source Type Code	Algorithm	—	All algorithms which are defined using the C1-PPARM-ENT algorithm type	
Source Entity	Source Type	Source Type Code						
Algorithm	—	All algorithms which are defined using the C1-PPARM-ENT algorithm type						
Validation Algorithm	<p>Used to indicate the algorithm that must be triggered when you save the adhoc parameter value.</p> <p>Note: This algorithm validates the parameter value. This field appears only when you select the Adhoc option from the Value Type list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No						
Reference Entity	<p>Used to indicate the table whose primary key (column) you want to set as the reference entity.</p> <p>Note: This field appears only when you select the Reference option from the Value Type list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Reference Table Search window appears. You can only specify a language table, where the DESCR column is available, in this field.</p>	Yes						
Field Name	<p>Indicates the column which is the primary key of the table. The parameter value is then validated against the primary column of the table.</p> <p>Note: This field appears only when you select the Reference option from the Value Type list.</p>	Not applicable						

In addition, this screen contains the following two sections:

- **Parameter Values** — This section allows you to define predefined values for the parameter. If you want to define more than one predefined value for the parameter, click the **Add**  icon and then enter the value. However, if you want to remove a predefined value from the list, click the **Delete**  icon corresponding to the parameter value.

Note:

The **Parameter Values** section appears only when you select the **Predefined** option from the **Value Type** list.

You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;): in the predefined parameter value.


At least one parameter value should be defined when you define a parameter whose value type is set to **Predefined**.


- **Parameter Available For** — This section allows you to indicate whether the parameter can be used while defining price item pricing or while defining pricing eligibility criteria. It contains the following options:

Option	Description														
Price Item	<p>Used to indicate whether the parameter can be associated with a price item. If a parameter is associated with a price item, you can use the parameter while defining the price item pricing.</p> <p>Note: The following table lists the source entity and source type combinations when the Price Item check box does not appear in the Parameter Available For section:</p> <table border="1"> <thead> <tr> <th>Source Entity</th> <th>Source Type</th> </tr> </thead> <tbody> <tr> <td>Account</td> <td>Usage Amount</td> </tr> <tr> <td>Account</td> <td>Usage Counter</td> </tr> <tr> <td>Person</td> <td>Usage Amount</td> </tr> <tr> <td>Person</td> <td>Usage Counter</td> </tr> <tr> <td>Algorithm</td> <td>—</td> </tr> <tr> <td>Service Quantity Identifier</td> <td>—</td> </tr> </tbody> </table>	Source Entity	Source Type	Account	Usage Amount	Account	Usage Counter	Person	Usage Amount	Person	Usage Counter	Algorithm	—	Service Quantity Identifier	—
Source Entity	Source Type														
Account	Usage Amount														
Account	Usage Counter														
Person	Usage Amount														
Person	Usage Counter														
Algorithm	—														
Service Quantity Identifier	—														
Pricing Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the pricing eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														
Price List Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the price list eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														

Note: At least one check box should be selected in the **Parameter Available For** section.

4. Enter the required details depending on whether you want to create a parameter with the adhoc, predefined, or reference value type.

Note: You can search for an algorithm or reference table by clicking the **Search**  icon corresponding to the respective field.

Note: You can search for an algorithm by clicking the **Search**  icon corresponding to the respective field.

5. Click **Save**.

The parameter is defined.

Note: If a parameter is already defined using the source entity, source type, and source type code combination, the system will not allow you to define another parameter with the same combination.

Related Topics

For more information on...	See...
Parameter screen	Parameter on page 91
Search Parameter zone	Search Parameter on page 92

Editing a Parameter

Prerequisites

To edit a parameter, you should have:

- Validation algorithm defined using the **C1_PPARM_VAL** algorithm type (in case you want to validate an adhoc parameter value)
- An algorithm defined using the **C1-PPARM-ENT** algorithm type (in case you want to use the algorithm while defining the pricing eligibility criteria)

Note:


A sample algorithm type named **C1_PPARM_VAL** is shipped with the product. At present, it allows you to specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.

A sample algorithm type named **C1-PPARM-ENT** is shipped with the product. At present, it returns a boolean value true. You can build custom logic in this algorithm which returns a value. This value can then be compared against the parameter value specified in the pricing eligibility criteria.

You cannot edit the details of a parameter when it is already associated to a price item or used while defining the pricing eligibility criteria.

Procedure

To edit a parameter:



1. Search for the parameter in the **Parameter** screen.
2. In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the parameter whose details you want to edit.

The **Parameter** screen appears. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Parameter	Displays the parameter name.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Source Entity	Used to indicate the entity from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> Account Algorithm Person Product Service Quantity Identifier Transaction 	Yes
Description	Used to specify the description for the parameter.	Yes
Source Type	Used to indicate the type of source from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> Characteristic Field Usage Amount Usage Counter <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field appears only when you select the Account, Person, or Product option from the Source Entity list.</p> <p>The Usage Amount and Usage Counter options does not appear in the Source Type list when you select the Product option from the Source Entity list.</p> </div>	Yes (Conditional) <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field is required when you select the Account, Person or Product option from the Source Entity list.</p> </div>
Value Type	Indicates the type of value that you can store in the parameter. The valid values are: <ul style="list-style-type: none"> Adhoc Predefined Reference 	Not applicable

Field Name	Field Description	Mandatory (Yes or No)																																				
Source Type Code	<p>Used to indicate the source (such as, field, characteristic, usage amount, usage counter, SQI, or algorithm) whose value you want to store in the parameter.</p> <p>Note:</p> <p>This field does not appear when you select the Transaction option from the Source Entity list.</p> <p>The following table indicates the values that are listed in the Source Type Code field depending on the source entity and source type selected:</p> <table border="1" data-bbox="548 604 1101 1990"> <thead> <tr> <th data-bbox="548 604 688 680">Source Entity</th> <th data-bbox="688 604 850 680">Source Type</th> <th data-bbox="850 604 1101 680">Source Type Code</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 680 688 827">Account</td> <td data-bbox="688 680 850 827">Characteristic</td> <td data-bbox="850 680 1101 827">All characteristics where the characteristic entity is set to Account</td> </tr> <tr> <td data-bbox="548 827 688 911">Account</td> <td data-bbox="688 827 850 911">Field</td> <td data-bbox="850 827 1101 911">All fields of the CI_ACCT table</td> </tr> <tr> <td data-bbox="548 911 688 1024">Account</td> <td data-bbox="688 911 850 1024">Usage Amount</td> <td data-bbox="850 911 1101 1024">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1024 688 1138">Account</td> <td data-bbox="688 1024 850 1138">Usage Counter</td> <td data-bbox="850 1024 1101 1138">All values of the CNT_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1138 688 1285">Person</td> <td data-bbox="688 1138 850 1285">Characteristic</td> <td data-bbox="850 1138 1101 1285">All characteristics where the characteristic entity is set to Person</td> </tr> <tr> <td data-bbox="548 1285 688 1369">Person</td> <td data-bbox="688 1285 850 1369">Field</td> <td data-bbox="850 1285 1101 1369">All fields of the CI_PER table</td> </tr> <tr> <td data-bbox="548 1369 688 1482">Person</td> <td data-bbox="688 1369 850 1482">Usage Amount</td> <td data-bbox="850 1369 1101 1482">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1482 688 1596">Person</td> <td data-bbox="688 1482 850 1596">Usage Counter</td> <td data-bbox="850 1482 1101 1596">All values of the CNT_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1596 688 1743">Product</td> <td data-bbox="688 1596 850 1743">Characteristic</td> <td data-bbox="850 1596 1101 1743">All characteristics where the characteristic entity is set to Product</td> </tr> <tr> <td data-bbox="548 1743 688 1856">Product</td> <td data-bbox="688 1743 850 1856">Field</td> <td data-bbox="850 1743 1101 1856">All fields of the CI_PRODUCT table</td> </tr> <tr> <td data-bbox="548 1856 688 1990">Service Quantity Identifier</td> <td data-bbox="688 1856 850 1990">—</td> <td data-bbox="850 1856 1101 1990">All service quantity identifiers available in the CI_SQI table</td> </tr> </tbody> </table>	Source Entity	Source Type	Source Type Code	Account	Characteristic	All characteristics where the characteristic entity is set to Account	Account	Field	All fields of the CI_ACCT table	Account	Usage Amount	All values of the BAL_FLG lookup field	Account	Usage Counter	All values of the CNT_FLG lookup field	Person	Characteristic	All characteristics where the characteristic entity is set to Person	Person	Field	All fields of the CI_PER table	Person	Usage Amount	All values of the BAL_FLG lookup field	Person	Usage Counter	All values of the CNT_FLG lookup field	Product	Characteristic	All characteristics where the characteristic entity is set to Product	Product	Field	All fields of the CI_PRODUCT table	Service Quantity Identifier	—	All service quantity identifiers available in the CI_SQI table	Yes
Source Entity	Source Type	Source Type Code																																				
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Field Name	Field Description	Mandatory (Yes or No)						
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Source Entity	Source Type	Source Type Code						
Algorithm	—	All algorithms which are defined using the C1-PPARM-ENT algorithm type						
Validation Algorithm	<p>Used to indicate the algorithm that must be triggered when you save the adhoc parameter value.</p> <p>Note: This algorithm validates the parameter value. This field appears only when you select the Adhoc option from the Value Type list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No						
Reference Entity	<p>Used to indicate the table whose primary key (column) you want to set as the reference entity.</p> <p>Note: This field appears only when you select the Reference option from the Value Type list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Reference Table Search window appears. You can only specify a language table, where the DESCR column is available, in this field. You cannot change the reference entity when it is already used while defining the price item pricing, tiering criteria, or pricing eligibility criteria.</p>	Yes						
Field Name	<p>Indicates the column which is the primary key of the table. The parameter value is then validated against the primary column of the table.</p> <p>Note: This field appears only when you select the Reference option from the Value Type list.</p>	Not applicable						

In addition, this screen contains the following two sections:

- Parameter Values** — This section allows you to define predefined values for the parameter. If you want to define more than one predefined value for the parameter, click the **Add**  icon and then enter the value. However, if you want to remove a predefined value from the list, click the **Delete**  icon corresponding to the parameter value.

Note:

The **Parameter Values** section appears only when you select the **Predefined** option from the **Value Type** list.

You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(:) in the predefined parameter value.

At least one parameter value should be defined when you edit a parameter whose value type is set to **Predefined**.

You cannot edit or remove a predefined parameter value from the list when it is already used while defining the price item pricing, tiering criteria, or pricing eligibility criteria.

- **Parameter Available For** — This section allows you to indicate whether the parameter can be used while defining price item pricing or while defining pricing eligibility criteria. It contains the following options:

Option	Description														
Price Item	<p>Used to indicate whether the parameter can be associated with a price item. If a parameter is associated with a price item, you can use the parameter while defining the price item pricing.</p> <p>Note:</p> <p>The following table lists the source entity and source type combinations when the Price Item check box does not appear in the Parameter Available For section:</p> <table border="1"> <thead> <tr> <th>Source Entity</th> <th>Source Type</th> </tr> </thead> <tbody> <tr> <td>Account</td> <td>Usage Amount</td> </tr> <tr> <td>Account</td> <td>Usage Counter</td> </tr> <tr> <td>Person</td> <td>Usage Amount</td> </tr> <tr> <td>Person</td> <td>Usage Counter</td> </tr> <tr> <td>Algorithm</td> <td>—</td> </tr> <tr> <td>Service Quantity Identifier</td> <td>—</td> </tr> </tbody> </table>	Source Entity	Source Type	Account	Usage Amount	Account	Usage Counter	Person	Usage Amount	Person	Usage Counter	Algorithm	—	Service Quantity Identifier	—
Source Entity	Source Type														
Account	Usage Amount														
Account	Usage Counter														
Person	Usage Amount														
Person	Usage Counter														
Algorithm	—														
Service Quantity Identifier	—														
Pricing Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the pricing eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														
Price List Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the price list eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														


Note:

At least one check box should be selected in the **Parameter Available For** section.

You cannot deselect the check box in the **Parameter Available For** section when the parameter is already associated to a price item or used while defining the pricing and price list eligibility criteria.

3. Modify the required details in the **Parameter** screen.

Note:

You can search for an algorithm or reference table by clicking the **Search**  icon corresponding to the respective field.

4. Click **Save**.

The changes made to the parameter are saved.


Related Topics

For more information on...	See...
How to search for a parameter	Searching for a Parameter on page 93

Deleting a Parameter

Procedure

To delete a parameter:

1. Search for the parameter in the **Parameter** screen.
2. In the **Search Results** section, click the **Delete**  icon in the **Delete** column corresponding to the parameter that you want to delete.

A message appears confirming whether you want to delete the parameter.

Note: You can delete a parameter only when it is not yet associated to any price item or used while defining the pricing eligibility criteria.

3. Click **OK**.

The parameter is deleted.

Related Topics

For more information on...	See...
How to search for a parameter	Searching for a Parameter on page 93

Copying a Parameter

Instead of creating a parameter from scratch, you can define a new parameter using an existing parameter. This is possible through copying a parameter. When you copy a parameter, the predefined values, validation algorithm, and reference entity (depending upon the value type) are copied along with other parameter details. You can then edit the details, if required.

Note: You cannot change the type of value that you can store in the new parameter (which is created using an existing parameter).

Prerequisites

To copy a parameter, you should have:

- Parameter (whose copy you want to create) defined in the application
- Validation algorithm defined using the **C1_PPARM_VAL** algorithm type (in case you want to validate an adhoc parameter value)
- An algorithm defined using the **C1-PPARM-ENT** algorithm type (in case you want to use the algorithm while defining the pricing eligibility criteria)


Note:

A sample algorithm type named **C1_PPARM_VAL** is shipped with the product. At present, it allows you to specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.

A sample algorithm type named **C1-PPARM-ENT** is shipped with the product. At present, it returns a boolean value true. You can build custom logic in this algorithm which returns a value. This value can then be compared against the parameter value specified in the pricing eligibility criteria.

Procedure

To copy a parameter:



1. Search for the parameter in the **Parameter** screen.
2. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the parameter whose copy you want to create.

The **Parameter** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Parameter	Used to specify the parameter name. Note: You cannot specify any special character except underscore (_) in the parameter name.	Yes
Source Entity	Used to indicate the entity from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> • Account • Algorithm • Person • Product • Service Quantity Identifier • Transaction 	Yes
Description	Used to specify the description for the parameter.	Yes


Field Name	Field Description	Mandatory (Yes or No)
Source Type	<p>Used to indicate the type of source from where the parameter value will be derived. The valid values are:</p> <ul style="list-style-type: none"> • Characteristic • Field • Usage Amount • Usage Counter <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field appears only when you select the Account, Person, or Product option from the Source Entity list.</p> <p>The Usage Amount and Usage Counter options does not appear in the Source Type list when you select the Product option from the Source Entity list.</p> </div>	<p>Yes (Conditional)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field is required when you select the Account, Person or Product option from the Source Entity list.</p> </div>
Value Type	<p>Indicates the type of value that you can store in the parameter. The valid values are:</p> <ul style="list-style-type: none"> • Adhoc • Predefined • Reference 	Not applicable

Field Name	Field Description	Mandatory (Yes or No)																											
Source Type Code	<p>Used to indicate the source (such as, field, characteristic, usage amount, usage counter, SQI, or algorithm) whose value you want to store in the parameter.</p> <p>Note:</p> <p>This field does not appear when you select the Transaction option from the Source Entity list.</p> <p>The following table indicates the values that are listed in the Source Type Code field depending on the source entity and source type selected:</p> <table border="1" data-bbox="548 600 1101 1598"> <thead> <tr> <th data-bbox="548 600 688 680">Source Entity</th> <th data-bbox="688 600 850 680">Source Type</th> <th data-bbox="850 600 1101 680">Source Type Code</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 680 688 827">Account</td> <td data-bbox="688 680 850 827">Characteristic</td> <td data-bbox="850 680 1101 827">All characteristics where the characteristic entity is set to Account</td> </tr> <tr> <td data-bbox="548 827 688 907">Account</td> <td data-bbox="688 827 850 907">Field</td> <td data-bbox="850 827 1101 907">All fields of the CI_ACCT table</td> </tr> <tr> <td data-bbox="548 907 688 1024">Account</td> <td data-bbox="688 907 850 1024">Usage Amount</td> <td data-bbox="850 907 1101 1024">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1024 688 1142">Account</td> <td data-bbox="688 1024 850 1142">Usage Counter</td> <td data-bbox="850 1024 1101 1142">All values of the CNT_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1142 688 1289">Person</td> <td data-bbox="688 1142 850 1289">Characteristic</td> <td data-bbox="850 1142 1101 1289">All characteristics where the characteristic entity is set to Person</td> </tr> <tr> <td data-bbox="548 1289 688 1369">Person</td> <td data-bbox="688 1289 850 1369">Field</td> <td data-bbox="850 1289 1101 1369">All fields of the CI_PER table</td> </tr> <tr> <td data-bbox="548 1369 688 1486">Person</td> <td data-bbox="688 1369 850 1486">Usage Amount</td> <td data-bbox="850 1369 1101 1486">All values of the BAL_FLG lookup field</td> </tr> <tr> <td data-bbox="548 1486 688 1598">Person</td> <td data-bbox="688 1486 850 1598">Usage Counter</td> <td data-bbox="850 1486 1101 1598">All values of the CNT_FLG lookup field</td> </tr> </tbody> </table>	Source Entity	Source Type	Source Type Code	Account	Characteristic	All characteristics where the characteristic entity is set to Account	Account	Field	All fields of the CI_ACCT table	Account	Usage Amount	All values of the BAL_FLG lookup field	Account	Usage Counter	All values of the CNT_FLG lookup field	Person	Characteristic	All characteristics where the characteristic entity is set to Person	Person	Field	All fields of the CI_PER table	Person	Usage Amount	All values of the BAL_FLG lookup field	Person	Usage Counter	All values of the CNT_FLG lookup field	Yes
Source Entity	Source Type	Source Type Code																											
Account	Characteristic	All characteristics where the characteristic entity is set to Account																											
Account	Field	All fields of the CI_ACCT table																											
Account	Usage Amount	All values of the BAL_FLG lookup field																											
Account	Usage Counter	All values of the CNT_FLG lookup field																											
Person	Characteristic	All characteristics where the characteristic entity is set to Person																											
Person	Field	All fields of the CI_PER table																											
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Field Name	Field Description	Mandatory (Yes or No)															
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Service Quantity Identifier	—	All service quantity identifiers available in the CI_SQI table															
Algorithm	—	All algorithms which are defined using the CI-PPARM-ENT algorithm type															
Validation Algorithm	<p>Used to indicate the algorithm that must be triggered when you save the adhoc parameter value.</p> <p>Note: This algorithm validates the parameter value. This field appears only when the Value Type field is set to Adhoc.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No															
Reference Entity	<p>Used to indicate the table whose primary key (column) you want to set as the reference entity.</p> <p>Note: This field appears only when the Value Type field is set to Reference.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Reference Table Search window appears.</p> <p>You can only specify a language table, where the DESCR column is available, in this field.</p>	Yes															
Field Name	<p>Indicates the column which is the primary key of the table. The parameter value is then validated against the primary column of the table.</p> <p>Note: This field appears only when the Value Type field is set to Reference.</p>	Not applicable															

In addition, this screen contains the following two sections:

- **Parameter Values** — This section allows you to define predefined values for the parameter. If you want to define more than one predefined value for the parameter, click the **Add** () icon and then enter the value.

However, if you want to remove a predefined value from the list, click the **Delete** () icon corresponding to the parameter value.

Note:

The **Parameter Values** section appears only when the **Value Type** field is set to **Predefined**.

You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(:) in the predefined parameter value.

At least one parameter value should be defined when you define a parameter whose value type is set to **Predefined**.


- **Parameter Available For** — This section allows you to indicate whether the parameter can be used while defining price item pricing or while defining pricing eligibility criteria. It contains the following options:

Option	Description														
Price Item	<p>Used to indicate whether the parameter can be associated with a price item. If a parameter is associated with a price item, you can use the parameter while defining the price item pricing.</p> <p>Note: The following table lists the source entity and source type combinations when the Price Item check box does not appear in the Parameter Available For section:</p> <table border="1"> <thead> <tr> <th>Source Entity</th> <th>Source Type</th> </tr> </thead> <tbody> <tr> <td>Account</td> <td>Usage Amount</td> </tr> <tr> <td>Account</td> <td>Usage Counter</td> </tr> <tr> <td>Person</td> <td>Usage Amount</td> </tr> <tr> <td>Person</td> <td>Usage Counter</td> </tr> <tr> <td>Algorithm</td> <td>—</td> </tr> <tr> <td>Service Quantity Identifier</td> <td>—</td> </tr> </tbody> </table>	Source Entity	Source Type	Account	Usage Amount	Account	Usage Counter	Person	Usage Amount	Person	Usage Counter	Algorithm	—	Service Quantity Identifier	—
Source Entity	Source Type														
Account	Usage Amount														
Account	Usage Counter														
Person	Usage Amount														
Person	Usage Counter														
Algorithm	—														
Service Quantity Identifier	—														
Pricing Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the pricing eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														
Price List Eligibility Criteria	<p>Used to indicate whether the parameter can be used while defining the price list eligibility criteria.</p> <p>Note: This check box does not appear in the Parameter Available For section when you select the Transaction option from the Source Entity list.</p>														

Note: At least one check box should be selected in the **Parameter Available For** section.

- Enter the required details depending on whether you want to create a parameter with the adhoc, predefined, or reference value type.

Note:

You can search for an algorithm or reference table by clicking the **Search**  icon corresponding to the respective field.

- Click **Save**.

The new parameter is defined.

Note: If a parameter is already defined using the source entity, source type, and source type code combination, the system will not allow you to define another parameter with the same combination.


Related Topics

For more information on...	See...
How to search for a parameter	Searching for a Parameter on page 93

Viewing the Parameter Details

Procedure

To view the details of a parameter:

- Search for the parameter in the **Parameter** screen.
- In the **Search Results** section, click the **View**  icon in the **View** column corresponding to the parameter whose details you want to view.

The **Parameter** screen appears. It contains the following fields:

Field Name	Field Description
Parameter	Displays the parameter name.
Source Entity	Indicates the entity from where the parameter value will be derived. The valid values are: <ul style="list-style-type: none"> Account Algorithm Person Product Service Quantity Identifier Transaction
Description	Displays the description of the parameter.

Field Name	Field Description
Source Type	<p>Indicates the type of source from where the parameter value will be derived. The valid values are:</p> <ul style="list-style-type: none"> • Characteristic • Field • Usage Amount • Usage Counter <p>Note: This field appears only when the Source Entity field is set to Account, Person, or Product.</p>
Value Type	<p>Indicates the type of value that you can store in the parameter. The valid values are:</p> <ul style="list-style-type: none"> • Adhoc • Predefined • Reference
Source Type Code	<p>Indicates the source (such as, field, characteristic, usage amount, usage counter, SQL, or algorithm) whose value you want to store in the parameter.</p> <p>Note: This field does not appear when the Source Entity field is set to Transaction.</p>
Validation Algorithm	<p>Indicates the algorithm that must be triggered when you save the adhoc parameter value.</p> <p>Note: This field appears only when the Value Type field is set to Adhoc.</p>
Reference Entity	<p>Indicates the table whose primary key (column) you want to set as the reference entity.</p> <p>Note: This field appears only when the Value Type field is set to Reference.</p>
Field Name	<p>Indicates the column which is the primary key of the table. The parameter value is then validated against the primary column of the table.</p> <p>Note: This field appears only when the Value Type field is set to Reference.</p>
Parameter Available For	<p>Indicates whether the parameter can be associated with a price item, or used while defining the pricing or price list eligibility criteria.</p>

In addition, this screen contains the following section:

- **Parameter Values** — This section allows you to view the predefined values of the parameter. This section appears only when the **Value Type** field is set to **Predefined**.

3. View the details of the parameter in the **Parameter** screen.

Related Topics

For more information on...	See...
How to search for a parameter	Searching for a Parameter on page 93

Product

A bank may offer wide range of loan products (such as Car Loan, Personal Loan, House Loan, and so on) and a person may want to open the car loan account with the bank. Oracle Revenue Management and Billing facilitate you to define a product and then map the product to an account. In this way, you can map the Car Loan product to the account, and thereby create a car loan account for the person.

You can also create a product class or group and then add products within the product class or group. In other words, you can define a product to product relationship. For example, you can create various products such as Loan, Car Loan, Personal Loan, Home Loan, and Mortgage Loan. Once these products are defined, you can associate the Car Loan, Personal Loan, Home Loan, and Mortgage Loan products to the Loan product. In this way, you can define product to product relationship for the Loan product. This helps you to create the product hierarchy in the system. You can also create a product bundle and then add products within the product bundle. At present, the product bundle types are not shipped with ORMB. The implementation team can create the required product bundle types and build the custom logic for each product bundle type as per the business requirements.

A product can be associated with one or more divisions. You can map a product only to those accounts which belong to the division to which the product is associated. Each product will have its own interest rates or fees. These rates or fees are charged for services offered for the product. These services are defined as price items in the system. You can define pricing for these product related price items in a price list and then set it as a division-specific default price list for the product. In this way, you can maintain different interest rates and fees for each division and product combination. You can set either standard or promotional price list as the division-specific default price list for the product.

When you create an account and map it to a product, the division-specific default price list defined for the product is assigned to the account. The rate for price item pricing on the default price list will be persisted for the new account only when you manually execute the **C1-PriceAccount** business service.

You can define price item pricing based on the product attributes. For example, if there are two products – Car Loan and Home Loan and you want to define interest rate for both these products, you can define a price item named Interest Rate and associate it with a parameter named Product. Once the price item is created, you can define the following for the account:

- Pricing for the Interest Rate price item based on the Product parameter where the parameter value is set to Car Loan
- Pricing for the Interest Rate price item based on the Product parameter where the parameter value is set to Home Loan

The **Product** screen allows you to search for a product or product bundle using various search criteria. It also allows you to create and edit a product or product bundle. This screen consists of the following zones:

- [Search Product](#) on page 112

Search Product

The **Search Product** zone allows you to search for a product using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to search a particular product.	No
Description	Used to search products with a particular description.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search products which are associated with a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Bundle	Used to indicate whether you want to search a product bundle. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

Note: You must specify at least one search criterion while searching for a product.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. Note: It has a link. On clicking the link, the View Product screen appears where you can view the details of the product.
Description	Displays the description of the product.
Bundle	Indicates whether the product is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Bundle Type	Indicates the type of the product bundle.
Edit	On clicking the Edit (✎) icon, the Product screen appears where you can edit the details of the product.

Related Topics

For more information on...	See...
How to search for a product or product bundle	Searching for a Product or Product Bundle on page 113
How to view the details of a product or product bundle	Viewing the Product or Product Bundle Details on page 122
How to create a product or product bundle	Creating a Product or Product Bundle on page 114
How to edit a product or product bundle	Editing a Product or Product Bundle on page 119

Searching for a Product or Product Bundle

Prerequisites

To search for a product or product bundle, you should have:

- Divisions defined in the application
- Products or product bundles associated with the division to which the user belongs

Procedure

To search for a product or product bundle:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Pricing Management** and then click **Product**.

A sub-menu appears.

3. Click the **Search** option from the **Product** sub-menu.

The **Product** screen appears.

4. Enter the search criteria in the **Search Product** zone depending on whether you want to search for a product or product bundle.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of products or product bundles that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Product screen	Product on page 112
Search Product zone	Search Product on page 112

Creating a Product or Product Bundle

Prerequisites

To create a product bundle, you should have:

- Product bundle types defined in the **PROD_BUNDLE_TYPE_FLG** lookup field

Procedure

To create a product or product bundle:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Pricing Management** and then click **Product**.

A sub-menu appears.

3. Click the **Add** option from the **Product** sub-menu.

The **Product** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the product or product bundle.
- **Product to Product Relationship** — Used to associate a product with the parent product or add a product to the product bundle.
- **Divisions** — Used to associate the product or product bundle with one or more divisions.
- **Characteristics** — Used to define characteristics for the product or product bundle.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code. Note: You cannot specify any special character except underscore (_) in the product code.	Yes
Description	Used to specify the description for the product.	Yes
Bundle	Used to indicate whether you want to define a product bundle. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: By default, the No option is selected.	Yes
Bundle Type	Used to indicate the type of the product bundle. Note: This field is enabled only when you select the Yes option from the Bundle list.	Yes (Conditional) Note: This field is required when you are creating a product bundle.

Tip: Alternatively, you can access the **Product** screen by clicking the **Add** button in the **Page Title** area of the **Product** screen.

4. Enter the required details in the **Main** section.
5. Associate a product with the parent product or add a product to the product bundle, if required.
6. Define characteristics for the product or product bundle, if required.
7. Associate the product or product bundle with one or more divisions, if required.
8. Click **Save**.

Related Topics

For more information on...	See...
Product screen	Product on page 112
Search Product zone	Search Product on page 112
How to define characteristics for a product or product bundle	Defining Characteristics for a Product or Product Bundle on page 118
How to associate a product with the parent product or add a product to the product bundle	Associating a Product with the Parent Product or Adding a Product to the Product Bundle on page 115
How to associate a product or product bundle with a division	Associating a Product or Product Bundle with a Division on page 117

Associating a Product with the Parent Product or Adding a Product to the Product Bundle

Prerequisites

To associate a product with the parent product or add a product to the product bundle, you should have:


- Product relationship types defined in the **PROD_REL_TYPE_FLG** lookup field

Procedure

To associate a product with the parent product or add a product to the product bundle:


1. Ensure that the **Product to Product Relationship** section is expanded when you are creating or editing a product.


The **Product to Product Relationship** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to indicate the product that you want to associate with the parent product or add to the product bundle. Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Product Search window appears.	Yes (Conditional) Note: This field is required when you are associating a product with the parent product or adding a product to the product bundle.
Relationship Type	Used to indicate how the product is related to the parent product or product bundle.	Yes (Conditional) Note: This field is required when you are associating a product with the parent product or adding a product to the product bundle.
Effective Start Date	Used to specify the date from when the product is associated with the parent product or added to the product bundle. Note: The effective start date cannot be later than the effective end date.	Yes (Conditional) Note: This field is required when you are associating a product with the parent product or adding a product to the product bundle.
Effective End Date	Used to specify the date till when the product is associated with the parent product or added to the product bundle. Note: The effective end date cannot be earlier than the effective start date.	No

2. Enter the required details in the **Product to Product Relationship** section.

Note: You cannot associate or add same products with the same or different relationship type within the same or overlapping date range.

3. If you want to associate more than one product with the parent product or add more than one product to the product bundle, click the **Add** () icon and then repeat step 2.

Note: However, if you want to disassociate a product from the parent product or remove a product from the product bundle, click the **Delete** () icon corresponding to the product.

4. Click **Save**.

The product is associated with the parent product or added to the product bundle.

Related Topics

For more information on...	See...
How to create a product or product bundle	Creating a Product or Product Bundle on page 114
How to edit a product or product bundle	Editing a Product or Product Bundle on page 119

Associating a Product or Product Bundle with a Division

Prerequisites

To associate a product or product bundle with a division, you should have:


- Divisions defined in the application
- Price lists associated with the division to which the user belongs

Procedure

To associate a product or product bundle with a division:

1. Ensure that the **Divisions** section is expanded when you are creating or editing a product.


The **Divisions** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division to which you want to associate the product or product bundle. Note: You can only view those divisions to which you have access in the Division list.	Yes (Conditional) Note: This field is required when you are associating the product or product bundle with a division.
Default Price List	Used to indicate the price list that you want to use as a division-specific default price list for the product or product bundle. Note: You can only specify a price list which is in the Active status. The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search window appears.	Yes (Conditional) Note: This field is required when you are associating the product or product bundle with a division.
Effective Start Date	Used to specify the date from when the price list must be used as a division-specific default price list for the product or product bundle. Note: The effective start date cannot be later than the effective end date.	Yes (Conditional) Note: This field is required when you are associating the product or product bundle with a division.


Field Name	Field Description	Mandatory (Yes or No)
Effective End Date	Used to specify the date till when the price list must be used as a division-specific default price list for the product or product bundle. Note: The effective end date cannot be earlier than the effective start date.	No


- Enter the required details in the **Divisions** section.

Note:

You can search for an active price list by clicking the **Search**  icon corresponding to the **Default Price List** field.

You cannot define multiple product-specific default price lists for a division within the same or overlapping date range.

- If you want to associate the product or product bundle with more than one division, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove the product or product bundle from a division, click the **Delete**  icon corresponding to the division.

- Click **Save**.

The product or product bundle is associated with the divisions.

Related Topics

For more information on...	See...
How to create a product or product bundle	Creating a Product or Product Bundle on page 114
How to edit a product or product bundle	Editing a Product or Product Bundle on page 119

Defining Characteristics for a Product or Product Bundle

Prerequisites

To define characteristics for a product or product bundle, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Product**)

Procedure

To define characteristics for a product or product bundle:

- Ensure that the **Characteristics** section is expanded when you are creating or editing a product.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the product or product bundle.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the product or product bundle.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Product .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the product or product bundle.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the product or product bundle.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the product or product bundle, click the

Add (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the product or product bundle, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the product or product bundle.

Related Topics

For more information on...	See...
How to create a product or product bundle	Creating a Product or Product Bundle on page 114
How to edit a product or product bundle	Editing a Product or Product Bundle on page 119

Editing a Product or Product Bundle

Procedure

To edit a product or product bundle:

- Search for the product in the **Product** screen.
- In the **Search Results** section, click the **Edit** (✏️) icon in the **Edit** column corresponding to the product whose details you want to edit.

The **Product** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the product or product bundle.
- **Product to Product Relationship** — Used to associate a product with the parent product or add a product to the product bundle.
- **Divisions** — Used to associate the product or product bundle with one or more divisions.
- **Characteristics** — Used to define characteristics for the product or product bundle.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code.	Not applicable
Description	Used to specify the description for the product.	Yes
Bundle	Indicates whether the product is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Not applicable
Bundle Type	Indicates the type of the product bundle.	Not applicable

Note: Alternatively, you can click the **Edit** button in the **View Product** screen to edit the details of the product or product bundle.

3. Modify the details in the **Main** section, if required.
4. Associate or disassociate a product from the parent product, or add or remove a product from the product bundle, if required.
5. Define, edit, or remove characteristics from the product or product bundle, if required.
6. Associate or remove the product or product bundle from the divisions, if required.

Note:

You cannot define multiple product-specific default price lists for a division within the same or overlapping date range.

You cannot remove a product or product bundle from a division when the product or product bundle is already mapped to an account which belongs to the division.

If the product or product bundle is associated to a division to which you do not have access, then the corresponding row in the **Divisions** section is grayed out.

7. Click **Save**.

The changes made to the product are saved.

Related Topics

For more information on...	See...
How to search for a product or product bundle	Searching for a Product or Product Bundle on page 113
How to define characteristics for a product or product bundle	Defining Characteristics for a Product or Product Bundle on page 118
How to associate a product with the parent product or add a product to the product bundle	Associating a Product with the Parent Product or Adding a Product to the Product Bundle on page 115
How to associate a product or product bundle with a division	Associating a Product or Product Bundle with a Division on page 117

View Product

The **View Product** screen allows you to view the details of a product or product bundle. This screen contains the following sections:

- **Main** — Displays basic information about the product or product bundle. This section contains the following fields:

Field Name	Field Description
Product	Displays the product code.
Description	Displays the description of the product.
Bundle	Indicates whether the product is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Bundle Type	Indicates the type of the product bundle. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The data appears corresponding to this field only when you are viewing the details of a product bundle.</p> </div>

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the product or product bundle.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the product or product bundle is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.</p> </div>

- **Product to Product Relationship** — Lists products that are already associated with the parent product or added to the product bundle. This section contains the following fields:

Field Name	Field Description
Product	Indicates the product which is associated with the parent product or added to the product bundle.
Relationship Type	Indicates how the products are related.
Effective Start Date	Displays the date from when the product is associated with the parent product or added to the product bundle.
Effective End Date	Displays the date till when the product is associated with the parent product or added to the product bundle.

- **Divisions** — Lists divisions to which the product or product bundle is associated. This section contains the following fields:

Field Name	Field Description
Division	Indicates the division to which the product or product bundle is associated. Note: It has a link. On clicking the link, the Division screen appears with the details of the respective division.
Default Price List	Indicates the division-specific default price list for the product or product bundle.
Effective Start Date	Displays the date from when the price list is a division-specific default price list for the product or product bundle.
Effective End Date	Displays the date till when the price list is a division-specific default price list for the product or product bundle.

- **Characteristics** — Lists the characteristics defined for the product or product bundle. This section contains the following fields:

Field Name	Field Description
Effective Date	Displays the date from when the characteristic is effective for the product or product bundle.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

Viewing the Product or Product Bundle Details

Procedure

To view the details of a product or product bundle:

1. Search for the product or product bundle in the **Product** screen.
2. In the **Search Results** section, click the link in the **Product** column corresponding to the product or product bundle whose details you want to view.

The **View Product** screen appears. It consists of the following sections:

- **Main** — Displays basic information about the product or product bundle.
 - **Record Actions** — Enables you to perform various actions on the product or product bundle.
 - **Record Information** — Indicates the business object using which the product or product bundle is created.
 - **Product to Product Relationship** — Lists products that are already associated with the parent product or added to the product bundle.
 - **Divisions** — Lists divisions to which the product or product bundle is associated.
 - **Characteristics** — Lists the characteristics defined for the product or product bundle.
3. View the details of the product or product bundle in the **View Product** screen.

Related Topics

For more information on...	See...
How to search for a product or product bundle	Searching for a Product or Product Bundle on page 113

Price Item

A bank may offer wide range of services to customers and accordingly charge them fees and/or interest for a service. You can define each charge as a price item in Oracle Revenue Management and Billing. Once a price item is defined, you can define pricing for the price item. The price item pricing can be a standard price defined in the price list or override price that is specific to a person or an account. The system allows you to define price item pricing at various levels in a person hierarchy (for example, at the account level, main customer level, or at the parent customer level). You can also define price item pricing in the account's price list, main customer's price list, parent customer's price list, and price list's parent price list.

You can associate one or more price items with each other, and thereby group them for various reasons, such as reporting, billing, and so on. You can also create a price item bundle and then add price items within the price item bundle. The main objective behind grouping price items or creating price item bundles is to offer discounts based on the volume across price items, facilitate minimum or maximum charge calculations across price items, or offer common price across price items. While associating a price item with the parent price item or adding a price item to the price item bundle, you need to specify how the two price items are related to each other.

The system allows you to define the following types of price item bundle:

- [Regular Bundle](#) on page 86
- [Phantom Bundle](#) on page 90
- [Ratio Bundle](#) on page 87

The system allows you to define price items and price item bundles which are available for only pricing or pricing and billing. If the price item is available for only pricing, you can indicate the type of the price item. The valid values are:

- Rate (i.e. Interest Rate)
- Fees

If the type of a price item is **Rate**, the system calculates and persist the rate for the price item. The rate is persisted only for the price item pricing which is either assigned or inherited by an account. You cannot define a price item bundle when it is available for only pricing and when the price item type is set to **Rate**. When you define a price item or price item bundle which is available for only pricing, the contract type defined in the **Default Contract Type** option type of the **Pricing Configuration (C1_PRICING)** feature configuration is automatically associated with the price item or price item bundle.

You can associate a price item or price item bundle to one or more divisions. You can assign a price item or price item bundle to an account, person, or price list only when the account, person, or price list belongs to the division to which the price item or price item bundle is associated. You can define a set of characteristics for a price item or price item bundle which are common across divisions or specific to a division. You can associate one or more parameters to a price item. These parameters can then be used for aggregating transactions and defining the price item pricing. Note that you can associate parameters only to regular price item bundles and not to ratio and phantom price item bundles.

The **Price Item** screen allows you to search for a price item or price item bundle using various search criteria. It allows you to create and edit a price item or price item bundle. In addition, it allows you to copy a price item bundle only when **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARAM_FLG)** feature configuration is set to **False**. This screen consists of the following zones:

- [Search Price Item](#) on page 123




Search Price Item

The **Search Price Item** zone allows you to search for a price item or price item bundle using various search criteria. This zone contains the following two sections:

- **Search Criteria** – It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search a price item or price item bundle using the price item details. The valid value is Price Item Details . By default the Price Item Details option is selected.	Yes
Price Item	Used to search a particular price item or price item bundle.	No
Description	Used to search price items or price item bundles with a particular description.	No
Division	Used to search price items or price item bundles which are associated with a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Global Price List	Used to search price items or price item bundles which can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Price Item Available For	Used to search price items or price item bundles which are available for only pricing or pricing and billing. The valid values are: <ul style="list-style-type: none"> • Only Pricing • Pricing and Billing Note: By default, the Pricing and Billing option is selected.	Yes
Bundle	Used to indicate whether you want to search a price item bundle. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: By default, the No option is selected.	Yes
Price Item Type	Used to search a particular type of price items or price item bundles. The valid values are: <ul style="list-style-type: none"> • Fees • Rate Note: By default, the Fees option is selected. This field appears only when you select the Only Pricing option from the Available For list.	No

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price Item Information	Displays the price item information and price item bundle code. Note: It has a link. On clicking the link, the respective price item details are displayed. It displays information about the price item or price item bundle.
Bundle Type	Indicates the type of the price item bundle. If the price item bundle is available for pricing and billing, the valid values are: <ul style="list-style-type: none"> • Phantom • Ratio • Regular However, if the price item bundle is available for only pricing and the Price Item Type is Fees , the valid values are: <ul style="list-style-type: none"> • Regular
Price Item Type	Indicates the type of the price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Rate • Fees
Price Item Available For	Indicates whether the price item or price item bundle is available for only pricing or for pricing and billing. The valid values are: <ul style="list-style-type: none"> • Only Pricing • Pricing and Billing
Copy	On clicking the Copy () icon, the Price Item window appears where you can create a new price item bundle using an existing price item bundle.
Price Item Assigned To	On clicking the Price Item Assigned To () icon, the Price Item Assignments screen appears where you can view the details of the price item assignments.
Price Item Relationship	On clicking the Price Item Relationship () icon, the Price Item Relationship screen appears where you can view the details of the price item relationship.

Related Topics

For more information on...	See...
How to search for a price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
How to view the details of a price item or price item bundle	Viewing the Price Item or Price Item Bundle Details on page 137
How to copy a price item bundle	Copying a Price Item or Price Item Bundle on page 136
Price Item Assignments screen	Price Item Assignments on page 155
Price Item Relationship screen	Price Item Relationship on page 145

Searching for a Price Item or Price Item Bundle

Prerequisites

To search for a price item or price item bundle, you should have:

- Divisions defined in the application
- Price items or price item bundles associated with the division to which the user belongs

Procedure

To search for a price item or price item bundle:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Price Item**.
A sub-menu appears.
3. Click the **Search** option from the **Price Item** sub-menu.
The **Price Item** screen appears.
4. Enter the search criteria in the **Search Price Item** zone depending on whether you want to search for a price item or price item bundle.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.
A list of price items or price item bundles that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Price Item search screen	Price Item on page 123
Search Price Item zone	Search Price Item on page 123

Creating a Price Item or Price Item Bundle

Prerequisites

To create a price item or price item bundle, you should have:

- Contract types defined in the application
- Value defined for the **Default Contract Type** option type in the **Pricing Configuration (C1_PRICING)** feature configuration

Procedure

To create a price item or price item bundle:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Price Item**.
A sub-menu appears.
3. Click the **Add** option from the **Price Item** sub-menu.
The **Price Item** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item or price item bundle.
- **Parameters** – Used to associate a parameter with the price item or price item bundle. These associated parameters are then used for aggregating transactions and/or for defining the price item pricing.

Note:


The **Parameters** section appears in the **Price Item** screen only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

You cannot associate parameters to ratio and phantom price item bundles. Therefore, while creating ratio and phantom price item bundles, the **Parameters** section does not appear in the **Price Item** screen.

- **Price Item Characteristics** – Used to define characteristics (which are applicable across divisions) for the price item or price item bundle.
- **Divisions** – Used to associate the price item or price item bundle with one or more divisions. It also allows you to define division-specific SQIs and characteristics for the price item or price item bundle.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Used to specify the price item or price item bundle code.	Yes
Description	Used to specify the description for the price item or price item bundle.	Yes
Price Item Available For	Used to indicate whether the price item or price item bundle is available for only pricing or pricing and billing. The valid values are: <ul style="list-style-type: none"> • Only Pricing • Pricing and Billing 	Yes
Price Item Type	Used to indicate the type of the price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Rate • Fees <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the Fees option is selected. This field appears only when you select the Only Pricing option from the Price Item Available For list. You cannot define a price item bundle when it is available for only pricing and when the price item type is set to Rate.</p> </div>	Yes
Bundle	Used to indicate whether you want to define a price item bundle. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the No option is selected.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Bundle Type	<p>Used to indicate the type of the price item bundle. The valid values are:</p> <ul style="list-style-type: none"> • Phantom • Ratio • Regular <p>Note: This field is enabled only when you select the Pricing and Billing option from the Price Item Available For list and the Yes option is selected from the Bundle list.</p> <p>All the above mentioned values are available in the list when you are creating a price item bundle which is available for pricing and billing. However, when you are creating a price item bundle which is available for only pricing and when the price item type is set to Fees, you can only define a regular price item bundle. Therefore, by default, the value is set to Regular when you select the Only Pricing option from the Price Item Available For list and the Yes option is selected from the Bundle list.</p> <p>You cannot define a price item bundle when it is available for only pricing and when the price item type is set to Rate.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when you are creating a price item bundle.</p>
Global Price List	<p>Used to indicate whether the price item or price item bundle can be assigned to a global price list. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: By default, the No option is selected.</p>	Yes
Contract Type	<p>Used to indicate the contract type that you want to associate with the price item or price item bundle.</p> <p>Note: This field appears only when you select the Pricing and Billing option from the Price Item Available For list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Contract Type Search window appears.</p>	Yes

Tip: Alternatively, you can access the **Price Item** screen by clicking the **Add** button in the **Page Title** area of the **Price Item** screen.

4. Enter the required details in the **Main** section.
5. Click the **Parameters** link and associate parameters with the price item or price item bundle, if required.

6. Click the **Division** link and associate divisions, define the division-specific SQIs, define the division-specific characteristics for the price item or price item bundle, if required.
7. Click the **Price Item Characteristics** link and define the characteristics for the price item or price item bundle, if required.
8. Click **Save**.

Note: When you define a price item or price item bundle which is available for only pricing, the contract type defined in the **Default Contract Type** option type of the **Pricing Configuration (C1_PRICING)** feature configuration is automatically associated with the price item or price item bundle.

Related Topics

For more information on...	See...
Price Item screen	Price Item on page 138
Search Price Item zone	Search Price Item on page 123
How to define characteristics for a price item or price item bundle	Defining Characteristics for a Price Item or Price Item Bundle on page 129
How to associate a price item or price item bundle with a division	Associating a Price Item or Price Item Bundle with a Division on page 132
How to define division-specific characteristics for a price item or price item bundle	Defining Division-Specific Characteristics for a Price Item or Price Item Bundle on page 133
How to define division-specific SQI for a price item or price item bundle	Defining an SQI with a Price Item - Division Combination on page 135
How to associate a parameter with a price item or price item bundle	Associating a Parameter with a Price Item or Price Item Bundle on page 130

Defining Characteristics for a Price Item or Price Item Bundle

Prerequisites

To define characteristics for a price item or price item bundle, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price Item**)


Procedure


To define characteristics for a price item or price item bundle:


1. Click the **Price Item Characteristics** or **Show All** link from the **Section** pane in the **Price Item** screen when you are creating, editing or copying a price item or price item bundle.

The **Price Item Characteristics** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price item or price item bundle.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item or price item bundle.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price Item .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item or price item bundle.
Characteristic Value	Used to specify the value for the characteristic type. Note: If you select a predefined characteristic type, the Search  icon appears corresponding to the Characteristic Value field. On clicking the Search icon, the Predefined Characteristic Search window appears. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item or price item bundle.

- Enter the required details in the **Price Item Characteristics** section.
- If you want to define more than one characteristic for the price item or price item bundle, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the price item or price item bundle, click the **Delete**  icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the price item or price item bundle.

Related Topics

For more information on...	See...
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142
How to copy a price item or price item bundle	Copying a Price Item or Price Item Bundle on page 136

Associating a Parameter with a Price Item or Price Item Bundle

Prerequisites

To associate a parameter with a price item or price item bundle, you should have:

- Parameters defined in the application (where the **Price Item** check box is selected in the **Parameter Available For** section)

Procedure

To associate a parameter with a price item or price item bundle:

- Click the **Parameters** or **Show All** link from the **Section** pane in the **Price Item** screen when you are creating, editing or copying a price item or price item bundle.

The **Parameters** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	Used to specify the date from when the parameter is effective for the price item or price item bundle.	Yes
Effective End Date	Used to specify the date till when the parameter is effective for the price item or price item bundle.	Yes
Parameter	Used to indicate the parameter that you want to associate with the price item or price item bundle. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Parameter Search window appears. The parameter search results displays only those parameters where the Price Item check box is selected.	Yes
Business Label	Used to specify a business label for the parameter. Note: If the business label is defined for a parameter, the business label appears instead of the parameter name.	No
Display Order	Used to indicate the order in which parameter values should be displayed in the price item parameter information string across the application.	Yes
Parameter Usage	Used to indicate whether you want to use the parameter for aggregation and/or for defining the price item pricing. The valid values are: <ul style="list-style-type: none"> • Aggregation – Indicates that the parameter will be used only for aggregating transactions. • Pricing – Indicates that the parameter will be used for aggregating transactions and defining the price item pricing. 	Yes
Mandatory	Used to indicate whether the parameter is mandatory while defining the price item pricing.	Yes
Priority	Used to indicate the priority in which optional parameters should be considered while determining best fit price for the price item or price item bundle. Note: This field is disabled when the Mandatory check box is selected.	Yes

Note:

The **Parameters** section appears in the **Price Item** window only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

You cannot associate parameters to ratio and phantom price item bundles. Therefore, while creating or copying ratio and phantom price item bundles, the **Parameters** section does not appear in the **Price Item** window.

2. Enter the date from when you want the parameter(s) to be effective for the price item or price item bundle.
3. Enter the date till when you want the parameter(s) to be effective for the price item or price item bundle.
4. Select the parameter and enter the required details in the respective fields.

5. If you want to associate a parameter with the price item or price item bundle, click the **Add** (+) icon corresponding to the **Effective Start Date** field and then repeat from steps 2 to 4.

Note:

However, if you want to remove a parameter from the price item or price item bundle, click the **Delete** (🗑️) icon corresponding to the effective start date. You can edit the parameter details and remove a parameter from the price item or price item bundle only when the parameter or any other parameter from the same date range is not yet used for aggregation or for defining the price item pricing.

You can add a parameter which will be used for aggregation (in other words, where the **Parameter Usage** flag is set to **Aggregation**) anytime, whenever required. However, you can add a parameter which will be used for pricing (in other words, where the **Parameter Usage** flag is set to **Pricing**) only when any other parameter from the same date range is not yet used for aggregation or for defining the price item pricing.

6. Click **Save**.

The parameters are associated with the price item or price item bundle.

Note: The priority for all parameters which are mandatory is set to 0.

Related Topics

For more information on...	See...
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142
How to copy a price item or price item bundle	Copying a Price Item or Price Item Bundle on page 136

Associating a Price Item or Price Item Bundle with a Division**Prerequisites**

To associate a price item or price item bundle with a division, you should have:

- Divisions defined in the application

Procedure

To associate a price item or price item bundle with a division:

1. Click the **Divisions** or **Show All** link from the **Section** pane in the **Price Item** screen when you are creating, editing or copying a price item or price item bundle.

The **Divisions** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQIs	On clicking the Add (📄+) icon, you can define division-specific SQI for the price item or price item bundle.	Not applicable
Division Characteristics	On clicking the Add (📄+) icon, you can define division-specific characteristics for the price item or price item bundle.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division to which you want to associate the price item or price item bundle. Note: You can only view those divisions to which you have access in the Division list.	Yes

- Enter the required details in the **Divisions** section.
- If you want to associate the price item or price item bundle with more than one division, click the **Add (+)** icon and then repeat step 2.

Note: However, if you want to remove the price item or price item bundle from a division, click the **Delete** (🗑️) icon corresponding to the division.

- Define division-specific SQIs for the price item or price item bundle, if required.
- Define division-specific characteristics for the price item or price item bundle, if required.
- Click **Save**.

The price item or price item bundle is associated with the divisions.

Tip: Alternatively, you can associate a price item or price item bundle with a division using the **Division** screen.

Related Topics

For more information on...	See...
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142
How to copy a price item or price item bundle	Copying a Price Item or Price Item Bundle on page 136
How to define division-specific characteristics for a price item or price item bundle	Defining Division-Specific Characteristics for a Price Item or Price Item Bundle on page 133
How to define division-specific SQIs for a price item or price item bundle	Defining an SQI with a Price Item - Division Combination on page 135

Defining Division-Specific Characteristics for a Price Item or Price Item Bundle

Prerequisites

To define division-specific characteristics for a price item or price item bundle, you should have:


- Characteristic types defined in the application (where the characteristic entity is set to **Division/Price Item Combination**)
- Price items or price item bundles associated with the division to which the user belongs

Procedure


To define division-specific characteristics for a price item or price item bundle:


- Click the **Divisions** or **Show All** link from the **Section** pane in the **Price Item** screen when you are creating, editing or copying a price item or price item bundle.


The **Divisions** section appears.

- Click the **Add** () icon in the **Division Characteristics** column corresponding to the division for which you want to define division-specific price item or price item bundle characteristics.

The following fields appear in the **Divisions** section corresponding to the division:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the price item or price item bundle characteristic is effective for the division.	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item or price item bundle.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Division/Price Item Combination .	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item or price item bundle.
Characteristic Value	Used to specify the value for the characteristic type. Note: If you select a predefined characteristic type, the Search () icon appears corresponding to the Characteristic Value field. On clicking the Search icon, the Predefined Characteristic Search window appears. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item or price item bundle.

- Enter the required details in the **Divisions** section.
- If you want to define more than one division-specific characteristic for the price item or price item bundle, click the **Add** () icon and then repeat step 3.

Note: However, if you want to remove a division-specific characteristic from the price item or price item bundle, click the **Delete** () icon corresponding to the characteristic.

- Click **Save**.

The division-specific characteristics are defined for the price item or price item bundle.

Related Topics

For more information on...	See...
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142
How to copy a price item or price item bundle	Copying a Price Item or Price Item Bundle on page 136

For more information on...	See...
How to associate a price item or price item bundle with a division	Associating a Price Item or Price Item Bundle with a Division on page 132

Defining an SQI with a Price Item - Division Combination

Prerequisites

To define division-specific SQIs for a price item or price item bundle, you should have:


- SQIs defined in the application
- Price items or price item bundles associated with the division to which the user belongs

Procedure


To define division-specific SQIs for a price item or price item bundle:


1. Click the **Divisions** or **Show All** link from the **Section** pane in the **Price Item** screen when you are creating, editing or copying a price item or price item bundle.


The **Divisions** section appears.

2. Click the **Add** () icon in the **SQIs** column corresponding to the division for which you want to define division-specific price item or price item bundle SQIs.

The following fields appear in the **Divisions** section corresponding to the division:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to specify the SQI which you want to associate the price item or price item bundle. Note: The Search () icon appears corresponding to the SQI field. On clicking the Search icon, the Service Quantity Identifier Search window appears.	Yes (Conditional) Note: This field is required when you are defining a division-specific SQI for the price item or price item bundle.

3. Enter the required details in the **Divisions** section.
4. If you want to define more than one division-specific SQI for the price item or price item bundle, click the **Add** () icon and then repeat step 3.

Note: However, if you want to remove a division-specific SQI from the price item or price item bundle, click the **Delete** () icon corresponding to the SQI.

5. Click **Save**.

The division-specific SQIs are defined for the price item or price item bundle.

Related Topics

For more information on...	See...
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142
How to copy a price item or price item bundle	Copying a Price Item or Price Item Bundle on page 136
How to associate a price item or price item bundle with a division	Associating a Price Item or Price Item Bundle with a Division on page 132

Copying a Price Item or Price Item Bundle


Prerequisites

To copy a price item or price item bundle, you should have:

- Price item or price item bundle (whose copy you want to create) defined in the application
- Price item or price item bundle (whose copy you want to create) associated with the division to which the user belongs

Procedure

To copy a price item or price item bundle:

1. Search for the price item or price item bundle in the **Price Item** screen.
2. In the **Search Results** section, click the **Copy**  icon in the **Copy** column corresponding to the price item or price item bundle using which you want to create a new price item bundle.

The **Price Item** window appears. It contains the following sections:

- **Main** – Displays the basic details about the price item or price item bundle.

Note: By default the **Main** section is displayed.

- **Parameters** – Enables you to associate a parameter with the price item or price item bundle. These associated parameters are then used for aggregating transactions and/or for defining the price item pricing.

Note:

The **Parameter** section is displayed by clicking the **Parameters** or **Show All** link from the **Section**.

The **Parameters** section appears in the **Price Item** screen only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

Note:

The **Parameters** section appears in the **Price Item** window only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

You cannot associate parameters to ratio and phantom price item bundles. Therefore, while creating ratio and phantom price item bundles, the **Parameters** section does not appear in the **Price Item** window.

- **Divisions** – Enables you to associate the price item or price item bundle with one or more divisions. It also allows you to define division-specific SQIs and characteristics for the price item or price item bundle.
 - **Price Item Characteristics** – Enables you to define characteristics (which are applicable across divisions) for the price item or price item bundle.
3. Enter the required details in the **Main** section.
 4. Enter the required details in the **Parameter** section.

Note: You cannot associate parameters to ratio and phantom price item bundles. Therefore, while creating or editing ratio and phantom price item bundles, the **Parameters** section does not appear in the **Price Item** window.

5. Enter the required details in the **Price Item Characteristics** section.
6. Add, edit, or remove the price items from the new price item bundle, if required.
7. Define, edit, or remove bundle-specific characteristics from the price items, if required.
8. Click **Save**.

The unit of measure is generated automatically when the new price item or price item bundle is created.

Note:

The system allows you to add a price item to the new price item bundle only when:

- Price item and price item bundle (whose copy you are creating) are associated to the same contract type.
- Price item is associated with the division to which the price item bundle (whose copy you are creating) is associated.
- Another price item bundle with the same price item, relationship type, and date range combination does not exist in the system.

Related Topics

For more information on...	See...
How to search for a price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
How to create a price item or price item bundle	Creating a Price Item or Price Item Bundle on page 126
How to define bundle-specific characteristics for a price item	Defining Bundle-Specific Characteristics for a Price Item on page 151

Viewing the Price Item or Price Item Bundle Details**Procedure**

To view the details of a price item or price item bundle:

1. Search for the price item or price item bundle in the **Price Item** screen.
2. In the **Search Results** section, click the link in the **Price Item Information** column corresponding to the price item or price item bundle whose details you want to view.

The **Price Item** screen appears. It contains of the following tab:

- **Main** – Displays information about the price item or price item bundle. It contains the following zones:
 - **Price Item** – Displays the basic details of the price item or price item bundle.
 - **Divisions** – Displays the division to which the price item or price item bundle is associated.
 - **Division-Specific Characteristics for Price Item** – Displays the characteristics specific to division to which the price item or price item bundle is associated.

Note: This zone appears when you click the Broadcast  icon corresponding to the division in the **Divisions** zone.

- **Division-Specific SQIs for Price Item** – Displays the SQIs specific to division to which the price item or price item bundle is associated.

Note: This zone appears when you click the Broadcast  icon corresponding to the division in the **Divisions** zone.

- **Price Item Relationship** – Displays the basic relationship details of the price item or price item bundle.
3. View the basic details of the price item or price item bundle in the **Price Item** zone.
 4. View the division to which the price item or price item bundle is associated in the **Divisions** zone.
 5. View the characteristics specific to division to which the price item or price item bundle is associated in the **Division-Specific Characteristics for Price Item** zone.

6. View the SQIs specific to division to which the price item or price item bundle is associated in the **Division-Specific SQIs for Price Item** zone.
7. View the basic relationship details of the price item or price item bundle in the **Price Item Relationship** zone.


Related Topics

For more information on...	See...
How to search for a price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
Price Item screen	Price Item on page 138

Price Item

The **Price Item** screen allows you to view the details of a price item. It also allows you to edit a price item. It consists of the following tab:

- **Main** – Displays information about the price item. It contains the following zones:
 - **Price Item** – Displays the details of the price item.
 - **Divisions** – Displays the associated price item or price item bundle with one or more divisions.
 - **Division-Specific Characteristics for Price Item** – Displays the division-specific characteristics for the price item or price item bundle.

Note: This zone appears when you click the Broadcast () icon corresponding to the division in the **Divisions** zone.

- **Division-Specific SQIs for Price Item** – Displays the division-specific SQIs for the price item or price item bundle.

Note: This zone appears when you click the Broadcast () icon corresponding to the division in the **Divisions** zone.

- **Price Item Relationship** – Displays the details of price item relationship.

Price Item

The **Price Item** zone displays the details of the price item. This zone contains the following sections:

- **Main** – This section provides basic information about the price item. It contains the following fields:

Field Name	Field Description
Price Item	Displays the price item or price item bundle code.
Description	Displays the description for the price item or price item bundle.
Price Item Available For	Indicates whether the price item or price item bundle is available for only pricing or pricing and billing. The valid values are: <ul style="list-style-type: none"> • Only Pricing • Pricing and Billing
Price Item Type	Indicates the type of price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Rate • Fees

Field Name	Field Description
Bundle	Indicate whether you want to define a price item bundle. The valid values are: <ul style="list-style-type: none"> • Yes • No
Bundle Type	Indicates the type of the price item bundle. The valid values are: <ul style="list-style-type: none"> • Phantom • Ratio • Regular
Global Price List	Indicates whether the price item or price item bundle can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No
Contract Type	Displays the contract type that you want to associate with the price item or price item bundle.

- **Parameters** – This section displays the parameter associated with the price item or price item bundle. It contains the following columns:

Column Name	Column Description
Effective Start Date	Displays the date from when the parameter is effective for the price item or price item bundle.
Effective End Date	Displays the date till when the parameter is effective for the price item or price item bundle.
Parameter	Displays the parameter that you want to associate with the price item or price item bundle.
Business Label	Displays a business label for the parameter.
Display Order	Displays the order in which parameter values should be displayed in the price item parameter information string across the application.
Parameter Usage	Indicates whether you want to use the parameter for aggregation and/or for defining the price item pricing. The valid values are: <ul style="list-style-type: none"> • Aggregation • Pricing
Mandatory	Indicates whether the parameter is mandatory while defining the price item pricing. The valid values are: <ul style="list-style-type: none"> • Yes • No
Priority	Displays the priority in which optional parameters should be considered while determining best fit price for the price item or price item bundle.

- **Price Item Characteristics** – This section displays the characteristics set for effective date. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the price item or price item bundle.
Characteristic Type	Displays the characteristic type.
Characteristic Value	Displays the characteristic value.

- **Record Actions** – This section contains the following button:

Button Name	Button Description
Edit	Used to edit the details of the price item or price item bundle.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the price item or price item bundle is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.


Related Topics

For more information on...	See...
Price Item screen	Price Item on page 138
How to edit a price item or price item bundle	Editing a Price Item or Price Item Bundle on page 142

Divisions

The **Divisions** zone lists the division to associate the price item or price item bundle. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division to which you want to associate the price item or price item bundle. Note: It has a link. On clicking the link, the Division screen appears with the details of the respective price item or price item bundle.

On clicking the **Broadcast**  icon corresponding to a division, the **Division-Specific Characteristics for Price Item** and **Division-Specific SQIs for Price Item** zones appear with the details specific to the division.


Related Topics

For more information on...	See...
Price Item screen	Price Item on page 138

Division-Specific Characteristics for Price Item

The **Division-Specific Characteristics for Price Item** zone lists the division-specific characteristics for price item or price item bundle. This zone contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the price item or price item bundle characteristic is effective for the division.
Characteristic Type	Indicates the characteristic type. Note: It has a link. On clicking the link, the Characteristic Type screen appears with the details of the respective price item or price item bundle.
Characteristic Value	Displays the value for the characteristic type.

By default, the **Division-Specific Characteristics for Price Item** zone does not appear in the **Main** tab. It appears only when you click the **Broadcast**  icon corresponding to the division in the **Division** zone.


Related Topics

For more information on...	See...
Price Item screen	Price Item on page 138
Divisions zone	Divisions on page 140

Division-Specific SQIs for Price Item

The **Division-Specific SQIs for Price Item** zone lists the division-specific SQIs for price item or price item bundle. This zone contains the following columns:

Column Name	Column Description
SQI	Indicates the SQI to which you want to associate the price item or price item bundle.

By default, the **Division-Specific SQIs for Price Item** zone does not appear in the **Main** tab. It appears only when you click the **Broadcast**  icon corresponding to the division in the **Division** zone.

Related Topics


For more information on...	See...
Price Item screen	Price Item on page 138
Divisions zone	Divisions on page 140

Price Item Relationship

The **Price Item Relationship** zone lists the details of relationship of the price item or price item bundle. This zone contains the following columns:

Column Name	Column Description
Price Item Information	Displays the price item information. Note: It has a link. On clicking the link, the Price Item screen appears where you can view the details of the respective price item.
Price Item	Displays the price item or price item bundle code. Note: It has a link. On clicking the link, the Price Item window appears.
Effective Start Date	Displays the date from when the price item or price item bundle relationship is effective.

Column Name	Column Description
Effective End Date	Displays the date till when the price item or price item bundle relationship is effective.
Relationship Type	Displays the relationship type of price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Bundle • Denominator • Numerator • Other • Price Item • Service • Service Group

You can filter the list using various search criteria (such as, **Price Item**, **Description**, **Effective Start Date**, and **Relationship Type**) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
Price Item screen	Price Item on page 138

Editing a Price Item or Price Item Bundle

Prerequisites

To edit a price item or price item bundle, you should have:

- Contract types defined in the application
- Value defined for the **Default Contract Type** option type in the **Pricing Configuration (C1_PRICING)** feature configuration

Procedure

To edit a price item or price item bundle:

1. Search for the price item or price item bundle in the **Price Item** screen.
2. Click the **Edit** button in the **Record Actions** section.

The **Price Item** window appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item or price item bundle.
- **Parameters** – Used to associate a parameter with the price item or price item bundle. These associated parameters are then used for aggregating transactions and/or for defining the price item pricing.

Note:


The **Parameters** section appears in the **Price Item** window only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

You cannot associate parameters to ratio and phantom price item bundles. Therefore, while editing ratio and phantom price item bundles, the **Parameters** section does not appear in the **Price Item** window.

- **Price Item Characteristics** – Used to define characteristics (which are applicable across divisions) for the price item or price item bundle.
- **Divisions** – Used to associate the price item or price item bundle with one or more divisions. It also allows you to define division-specific characteristics for the price item or price item bundle.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Displays the price item or price item bundle code.	Not applicable
Description	Used to specify the description for the price item or price item bundle.	Yes
Price Item Available For	Indicates whether the price item or price item bundle is available for only pricing or pricing and billing. The valid values are: <ul style="list-style-type: none"> • Only Pricing • Pricing and Billing 	Not applicable
Price Item Type	Used to indicate the type of the price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Rate • Fees <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field appears only when the Price Item Available For field is set to Only Pricing. This field is disabled when you are editing a price item bundle.</p> </div>	Yes
Bundle	Indicates whether the price item is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Not applicable
Bundle Type	Indicates the type of the price item bundle. If the price item bundle is available for pricing and billing, the valid values are: <ul style="list-style-type: none"> • Phantom • Ratio • Regular <p>However, if the price item bundle is available for only pricing and the price item type is Fees, the valid values are:</p> <ul style="list-style-type: none"> • Regular 	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Global Price List	Used to indicate whether the price item or price item bundle can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Contract Type	Used to indicate the contract type that you want to associate with the price item or price item bundle. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <p>This field appears only when the Price Item Available For field is set to Pricing and Billing.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Contract Type Search window appears.</p> </div>	Yes

3. Modify the details in the **Main** section, if required.
4. Define, edit, or remove characteristics from the price item or price item bundle, if required.
5. Associate or disassociate a parameter from the price item or price item bundle, if required.

<p>Note:</p> <p>You can edit the parameter details and remove a parameter from the price item or price item bundle only when the parameter or any other parameter from the same date range is not yet used for aggregation or for defining the price item pricing.</p> <p>You can add a parameter which will be used for aggregation (in other words, where the Parameter Usage flag is set to Pricing) anytime, whenever required. However, you can add a parameter which will be used for pricing (in other words, where the Parameter Usage flag is set to Pricing) only when any other parameter from the same date range is not yet used for aggregation or for defining the price item pricing.</p>
--

6. Associate or remove the price item or price item bundle from the divisions, if required.

<p>Note: If the price item or price item bundle is associated to a division to which you do not have access, then the corresponding row in the Divisions section is grayed out.</p>

7. Define, edit, or remove division-specific characteristics from the price item or price item bundle, if required.
8. Define, edit, or remove division-specific SQIs from the price item or price item bundle, if required.
9. Click **Save**.

The changes made to the price item or price item bundle are saved.

Related Topics

For more information on...	See...
How to search for a price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
How to define characteristics for a price item or price item bundle	Defining Characteristics for a Price Item or Price Item Bundle on page 129
How to associate a price item or price item bundle with a division	Associating a Price Item or Price Item Bundle with a Division on page 132

For more information on...	See...
How to define division-specific characteristics for a price item or price item bundle	Defining Division-Specific Characteristics for a Price Item or Price Item Bundle on page 133
How to associate division-specific SQIs for a price item or price item bundle	Defining an SQI with a Price Item - Division Combination on page 135
How to associate a parameter with a price item or price item bundle	Associating a Parameter with a Price Item or Price Item Bundle on page 130

Price Item Relationship

Oracle Revenue Management and Billing allows you to associate two or more price items with each other, and thereby group them for various reasons, such as reporting, billing, and so on. In other words, you can define a price item to price item relationship. The price item to which a set of price items are associated is called a parent price item. You can also create a price item bundle and then add price items to the price item bundle. The main objective behind grouping price items or creating price item bundles is to offer discounts based on the volume across price items, facilitate minimum or maximum charge calculations across price items, or offer common price across price items.

While associating a price item with a parent price item or adding a price item to a price item bundle, you need to specify how the price item is related to the parent price item or price item bundle. You can add a price item to a price item bundle using the following relationship types:

- **Bundle** – Used while adding price items in the regular and phantom price item bundles.
- **Denominator** – Used while adding price items in the ratio price item bundles.
- **Numerator** – Used while adding price items in the ratio price item bundles.

However, you can associate a price item to a parent price item using the following relationship types:

- Other
- Price Item
- Service
- Service Group

Note:

You cannot add same set of price items using the same relationship type while defining two or more bundles with the same bundle type. For example, you cannot add P1 and P2 using the relationship type as Bundle while defining regular bundles named BUN1 and BUN2. However, you can use same set of price items while defining two or more price item to price item relationships.

If the multi parameter based pricing feature is enabled, you can add same set of price item and price item parameter combination (using the same relationship type) in more than one bundle (having the same bundle type) provided the price item parameter values are different.

The **Price Item Relationship** screen allows you to view the price items that are already associated with the parent price item or added to the price item bundle. It also allows you to associate or disassociate a price item from the parent price item, or add or remove a price item from the price item bundle. This screen consists of the following zone:

- [Assigned Price Items](#) on page 145

Assigned Price Items

The **Assigned Price Items** zone lists price items that are already associated with the parent price item or added to the price item bundle. You will not find any records in this zone if the parent price item does not have any price items

associated with it or if the price item bundle does not have any price items added to it. This zone contains the following columns:

Column Name	Column Description
Price Item	Displays the price item code.
Description	Displays the description of the price item.
Effective Start Date	Displays the date from when the price item is associated with the parent price item or added to the price item bundle.
Relationship Type	<p>Indicates how the price item is related to the parent price item or price item bundle. The valid values are:</p> <ul style="list-style-type: none"> • Bundle • Denominator • Numerator • Other • Price Item • Service • Service Group <p>Note: The Bundle relationship type is used while adding price items in the regular and phantom price item bundles. The Denominator and Numerator relationship types are used while adding price items in the ratio price item bundles. And, all other relationship types, such as Other, Price Item, Service, and Service Group are used while associating price items to the parent price item.</p>

By default, the **Filter** area is visible. You can hide the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

You can associate or disassociate a price item from the parent price item, or add or remove a price item from the price item bundle by clicking the **Add/Edit** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to view the price items associated with a parent price item or added to a price item bundle	Viewing Price Items Associated to a Parent Price Item or Added to a Price Item Bundle on page 146
How to associate a price item to a parent price item or add a price item to a price item bundle	Associating a Price Item to a Parent Price Item or Adding a Price Item to a Price Item Bundle on page 147
How to disassociate a price item from a parent price item or remove a price item from a price item bundle	Disassociating a Price Item from a Parent Price Item or Removing a Price Item from a Price Item Bundle on page 152
How to filter price items associated to a parent price item or added to a price item bundle	Filtering Price Items Associated to a Parent Price Item or Added to a Price Item Bundle on page 153

Viewing Price Items Associated to a Parent Price Item or Added to a Price Item Bundle

Procedure

To view the price items associated to a parent price item or added to a price item bundle:

1. Search for the parent price item or price item bundle in the **Price Item** screen.

- In the **Search Results** section, click the link in the **Price Item Relationship** column corresponding to the parent price item or price item bundle whose details you want to view.
The **Price Item Relationship** screen appears.
- View the price items that are already associated with the parent price item or added to the price item bundle in the **Assigned Price Items** zone.

Related Topics

For more information on...	See...
How to search for a parent price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
Price Item Relationship screen	Price Item Relationship on page 145
Assigned Price Items zone	Assigned Price Items on page 145

Associating a Price Item to a Parent Price Item or Adding a Price Item to a Price Item Bundle

Prerequisites

To associate a price item to a parent price item or add a price item to a price item bundle, you should have:

- Parent price item or price item bundle associated with the division to which the user belongs
- Price item and price item bundle associated to the same contract type

Note: If you are associating a price item to a parent price item, then the price item and parent price item need not have same contract type associated with them.

- Parameters associated with the price item (in case you want to determine price item utilization based on those parameters)
- Price item and regular price item bundle associated to the same parameters

Note: Not only the parameters, but also their details such as pricing flag, mandatory flag, and priority should be identical. Also, the date from when the parameters are effective for the price item bundle should be earlier than or equal to the date from when the parameters are effective for the price item.

- Price item associated with the division to which the parent price item or price item bundle belongs

Procedure


To associate a price item to a parent price item or add a price item to a price item bundle:

- Search for the parent price item or price item bundle in the **Price Item** screen.
- In the **Search Results** section, click the link in the **Price Item Relationship** column corresponding to the parent price item or price item bundle to which you want to associate or add a price item.

The **Price Item Relationship** screen appears.

- Click the **Add/Edit** link in the upper right corner of the **Assigned Price Items** zone.

The **Price Item Relationship** window appears. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Price Item	<p>Used to indicate the price item that you want to associate with the parent price item or add to the price item bundle.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price Item Search window appears.</p>	Yes
Relationship Type	<p>Used to indicate how the price item is related to the parent price item or price item bundle. The valid values are:</p> <ul style="list-style-type: none"> • Bundle • Denominator • Numerator • Other • Product • Service • Service Group <p>Note: You must use the Bundle relationship type while adding price items in the regular and phantom price item bundles. You must use the Denominator and Numerator relationship types while adding price items in the ratio price item bundles. And, you must use all other relationship types, such as Other, Product, Service, and Service Group while associating a price item to the parent price item.</p>	Yes
Effective Start Date	<p>Used to specify the date from when the price item is associated with the parent price item or added to the price item bundle.</p> <p>Note: The effective start date cannot be later than the effective end date.</p>	Yes
Effective End Date	<p>Used to specify the date till when the price item is associated with the parent price item or added to the price item bundle.</p> <p>Note: The effective end date cannot be earlier than the effective start date.</p>	No

Column Name	Column Description	Mandatory (Yes or No)
Price Item Parameters	Used to specify multiple parameters based on which you want to determine the price item utilization. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True . This column does not appear when you are adding price items to ratio and phantom price item bundles. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Parameters screen appears.	No
Characteristics	On clicking the Add (📄+) icon, you can define bundle-specific characteristics for the price item.	Not applicable

- Enter the required details in the **Add/Edit Price Item Relationship** screen.

Note:

You can search for a price item by clicking the **Search** (🔍) icon corresponding to the **Price Item** field.

You can add a price item to a regular price item bundle only when the regular price item bundle and price item have same parameters associated with them for the specified date range.

You cannot add same set of price items using the same relationship type while defining two or more price item bundles with the same bundle type. For example, you cannot add P1 and P2 using the relationship type as Bundle while defining regular bundles named BUN1 and BUN2. However, you can use same set of price items while defining two or more price item to price item relationships.

If the multi parameter based pricing feature is enabled, you can add same set of price item and price item parameter combination (using the same relationship type) in more than one bundle (having the same bundle type) provided the price item parameter values are different.

You cannot add same price item in numerator and denominator while defining a ratio price item bundle.

- If you want to determine price item utilization based on multiple parameters, select the parameters using the **Search** (🔍) icon corresponding to the **Price Item Parameters** field.
- Define bundle-specific characteristics for the price item, if required.
- If you want to associate more than one price item to the parent price item or add more than one price item to the price item bundle, click the **Add** (⊕) icon and then repeat the steps from 4 to 6.

Note: However, if you want to disassociate a price item from the parent price item or remove a price item from the price item bundle, click the **Delete** (🗑️) icon corresponding to the price item.

- Click **Save**.

The price item is associated with the parent price item or added to the price item bundle.

Related Topics

For more information on...	See...
How to search for a parent price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
Price Item Relationship screen	Price Item Relationship on page 145
Assigned Price Items zone	Assigned Price Items on page 145
How to set price item parameters	Setting Price Item Parameters on page 150
How to define bundle-specific characteristics for a price item	Defining Bundle-Specific Characteristics for a Price Item on page 151

Setting Price Item Parameters


Prerequisites

To set price item parameters, you should have:

- Parameters (with the **Parameter Usage** field set to **Pricing**) associated with the price item

Procedure

To set price item parameters:

1. Click the **Search**  icon corresponding to the **Price Item Parameters** field.

The **Price Item Parameters** window appears. It contains the following fields:


Field Name	Field Description
Price Item	Indicates the price item whose parameters' values you want to set based on which the price item utilization will be determined.
Description	Displays the description of the price item.

In addition, this screen contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Price Item Parameter	Indicates the parameter associated with the price item. Note: Only those parameters whose the Parameter Usage field is set to Pricing while associating them with the price item are listed in this column.	Not applicable
Mandatory	Indicates whether the parameter is mandatory. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Not applicable
Priority	Indicates the priority in which optional parameters should be considered while determining best fit price for the price item. Note: The priority for all parameters which are mandatory is set to 0.	Not applicable

Column Name	Column Description	Mandatory (Yes or No)
Parameter Value	Used to specify the value for the parameter.	Yes (Conditional) Note: This field is required when you want to determine the price item utilization based on the parameter.

- Enter the value for the parameters based on which you want to determine the price item utilization.

<p>Note:</p> <p>If the parameter value type is Predefined, the Search  icon appears corresponding to the Parameter Value field. On clicking the Search icon, you can search for a predefined parameter value.</p> <p>You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.</p>

- Click **OK**.

A comma-separated list of values appear in the **Price Item Parameters** column corresponding to the price item for which you have set the parameters. The order in which parameter values appear in the price item parameter information string is controlled by the display order (which is defined while associating a parameter with a price item).

Note: The value of parameters whose value type is **Adhoc** is validated using the **Validation** algorithm attached to the respective parameter.

Related Topics

For more information on...	See...
How to associate a price item to a parent price item or add a price item to a price item bundle	Associating a Price Item to a Parent Price Item or Adding a Price Item to a Price Item Bundle on page 147

Defining Bundle-Specific Characteristics for a Price Item


Prerequisites

To define bundle-specific characteristics for a price item, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price Item Relationship**)

Procedure

To define bundle-specific characteristics for a price item:

- Click the **Add**  icon in the **Characteristics** column corresponding to the price item for which you want to define bundle-specific characteristics.

A grid appears corresponding to the price item with the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the bundle-specific characteristic is effective for the price item.	Yes (Conditional) Note: This field is required when you are defining a bundle-specific characteristic for the price item.

Column Name	Column Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price Item Relationship .	Yes (Conditional) Note: This field is required when you are defining a bundle-specific characteristic for the price item.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a bundle-specific characteristic for the price item.

- Enter the required details in the grid.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one bundle-specific characteristic for the price item, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a bundle-specific characteristic from the price item, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click **Save**.

The bundle-specific characteristics are defined for the price item.

Related Topics

For more information on...	See...
How to associate a price item to a parent price item or add a price item to a price item bundle	Associating a Price Item to a Parent Price Item or Adding a Price Item to a Price Item Bundle on page 147
How to copy a price item bundle	Copying a Price Item or Price Item Bundle on page 136

Disassociating a Price Item from a Parent Price Item or Removing a Price Item from a Price Item Bundle

Prerequisites

To disassociate a price item from a parent price item or remove a price item from a price item bundle, you should have:

- Parent price item or price item bundle associated with the division to which the user belongs

Procedure

To disassociate a price item from a parent price item or remove a price item from a price item bundle:

- Search for the parent price item or price item bundle in the **Price Item** screen.
- In the **Search Results** section, click the (🗑️) icon in the **Price Item Relationship** column corresponding to the parent price item or price item bundle from which you want to disassociate or remove a price item.

The **Price Item Relationship** screen appears.

- Click the **Add/Edit** link in the upper right corner of the **Assigned Price Items** zone.

The **Price Item Relationship** window appears.

4. Filter the price items associated to the parent price item or added to the price item bundle, if required.
5. In the **Search Results** section, click the **Delete** (🗑️) icon corresponding to the price item that you want to disassociate from the parent price item or remove from the price item bundle.
6. Click **Save**.

The price item is disassociated from the parent price item or removed from the price item bundle.

Related Topics

For more information on...	See...
How to search for a parent price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
Price Item Relationship screen	Price Item Relationship on page 145
Assigned Price Items zone	Assigned Price Items on page 145

Filtering Price Items Associated to a Parent Price Item or Added to a Price Item Bundle

Prerequisites

To filter price items associated to a parent price item or added to a price item bundle, you should have:

- Parent price item or price item bundle associated with the division to which the user belongs

Procedure

To filter price items associated to a parent price item or added to a price item bundle:

1. Search for the parent price item or price item bundle in the **Price Item** screen.
2. In the **Search Results** section, click the **Price Item Relationship** (🔗) icon in the **Price Item Relationship** column corresponding to the parent price item or price item bundle whose details you want to view.

The **Price Item Relationship** screen appears.

3. Click the **Add/Edit** link in the upper right corner of the **Assigned Price Items** zone.

The **Price Item Relationship** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parent Price Item	Displays the parent price item or price item bundle code.	Not applicable
Price Item	Used to search a particular price item.	No
Description	Used to search price items with a particular description.	No
Effective Start Date	Used to search price items which are associated to the parent price item or added to the price item bundle from a particular date onwards.	No

Field Name	Field Description	Mandatory (Yes or No)
Relationship Type	Used to search price items which are related to the parent price item or price item bundle using a particular relationship type. The valid values are: <ul style="list-style-type: none"> • Bundle • Denominator • Numerator • Other • Price Item • Service • Service Group 	No

Note: You must specify at least one search criterion while filtering price items associated to a parent price item or added to a price item bundle.


4. Enter the search criteria in the **Price Item Relationship** screen.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

The search results are filtered based on the specified criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price Item	Indicates the price item associated with the parent price item or added to the price item bundle.
Relationship Type	Indicates how the price item is related to the parent price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Bundle • Denominator • Numerator • Other • Price Item • Service • Service Group
Effective Start Date	Displays the date from when the price item is associated with the parent price item or added to the price item bundle.
Effective End Date	Displays the date till when the price item is associated with the parent price item or added to the price item bundle.

Column Name	Column Description
Price Item Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this field is controlled by the display order (which is defined while associating a parameter with a price item).</p> <p>Note:</p> <p>This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p> <p>This column does not appear when you are viewing price items added to ratio and phantom price item bundles.</p>
Characteristics	On clicking the Add () icon, you can define bundle-specific characteristics for the price item.

Related Topics

For more information on...	See...
How to search for a parent price item or price item bundle	Searching for a Price Item or Price Item Bundle on page 125
How to define bundle-specific characteristics for a price item	Defining Bundle-Specific Characteristics for a Price Item on page 151

Price Item Assignments

The **Price Item Assignments** screen allows you to view all the price item assignments for a particular price item. It also allows you to view the active price lists where price item is assigned. This screen consists of the following zones:

- [Active Price Lists where Price Item is Assigned](#) on page 155
- [Persons to whom Price Item is Assigned](#) on page 156
- [Accounts where Price Item is Assigned](#) on page 156

Active Price Lists where Price Item is Assigned

The **Active Price Lists where Price Item is Assigned** zone displays the details of the active price lists where price item is assigned. This zone contains the following fields:

Field Name	Field Description
Price List Information	<p>Displays the information about the price list.</p> <p>Note: It has a link. On clicking the link, the Price List screen appears with the details of the respective price list.</p>
Effective Start Date	Displays the start date from when the price list is effective.
Effective End Date	Displays the end date till when the price list is effective.
Availability Start Date	Displays the date from when the price list is available for assignment.
Availability End Date	Displays the date till when the price list is available for assignment.

Related Topics

For more information on...	See...
How to search for a price item	Searching for a Price Item or Price Item Bundle on page 125
How to view the accounts and persons where price item is assigned	Viewing Accounts, Persons, and Price Lists where Price Item is Assigned on page 157

Persons to whom Price Item is Assigned

The **Persons to whom Price Item is Assigned** zone displays the details of the persons to whom price item is assigned. This zone contains the following fields:

Field Name	Field Description
Person ID	Displays the person ID.
Person Information	Displays information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Price Assignment Start Date	Displays the price assignment start date.
Price Assignment End Date	Displays the price assignment end date.
Division	Displays the division to which the person belongs.
Price Assignment ID	Displays the price assignment ID.

Related Topics

For more information on...	See...
How to search a price list	Searching for a Price List on page 162
How to view accounts and persons where price item is assigned	Viewing Accounts, Persons, and Price Lists where Price Item is Assigned on page 157

Accounts where Price Item is Assigned

The **Accounts where Price Item is Assigned** zone displays the details of the accounts where price item is assigned. This zone contains the following fields:

Field Name	Field Description
Account ID	Displays the account ID.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Price Assignment Start Date	Displays the price assignment start date.

Field Name	Field Description
Price Assignment End Date	Displays the price assignment end date.
Division	Displays the division to which the account belongs.
Price Assignment ID	Displays the price assignment ID.

Related Topics

For more information on...	See...
How to search for a price item	Searching for a Price Item or Price Item Bundle on page 125
How to view the accounts and persons where price item is assigned	Viewing Accounts, Persons, and Price Lists where Price Item is Assigned on page 157

Viewing Accounts, Persons, and Price Lists where Price Item is Assigned

Prerequisites

To view accounts, persons, and price lists where price item is assigned, you should have:

- Price item assigned to the accounts, persons, and price lists

Procedure

To view accounts, persons, and price lists where price item is assigned:

1. Search for the price item in the **Price Item** screen.
2. In the **Search Results** section, click the **Assigned To** (🔗) icon in the **Assigned To** column corresponding to the price item whose details you want to view.
The **Price Item Assignments** screen appears.
3. View the accounts where price item is assigned in the **Accounts where Price Item is Assigned** zone.
4. View the persons where price item is assigned in the **Person to whom Price Item is Assigned** zone.
5. View the price lists where price item is assigned in the **Active Price Lists where Price Item is Assigned** zone.

Related Topics

For more information on...	See...
How to search price item	Searching for a Price Item or Price Item Bundle on page 125
Price Item Assignments Screen	Price Item Assignments on page 155

Price List

A price list allows you to define standard prices for a group of price items. In other words, a price list is a rate card for price items or services which are offered to the accounts or persons. You can create more than one price list. For example, you can create a price list for large, medium-sized, and small customers. You can also create a set of price lists for different regions. You can define two types of price lists — **Standard** and **Promotional**. You can also set eligibility criteria for the price list with effective start date, end date, and description. At present, there is no functionality associated with the price list type. The implementation team can use the price list type to define the custom logic as per the business requirements.

A price list and price item pricing within the price list are effective for a particular duration. You can define multiple pricing for the same price item and variance parameter or product parameters combination within a price list only when the price item pricing date range is different. You can assign the same price item in multiple price lists and define different pricing for the price item in each price list based on the business requirements.

The system enables you to specify the duration for which the price list is available for assignment to an account or a person. However, note that at present, the availability start and end dates are not used in the product while assigning a price list to an account or a person. If required, the implementation team can build the custom logic using the availability start and end dates in the product.

Once you create a price list, you have to assign price items to the price list and define pricing for each price item assigned to the price list. The price lists are then assigned to accounts or persons to indicate the prices that will be charged for various price items or services offered to them. You can assign multiple price lists to an account or a person for an overlapping date range. But, you need to specify the priority or order for the price list in which the pricing from the price list should be considered. You can also assign the same price list to multiple accounts or persons.

You can define whether the account or person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, you can define whether the account or person can inherit price item pricing from the price list hierarchy.

The system allows you to create the following:

- **Default Price List** – You can create a price list and set it as a default price list for a particular division. To define a default price list for a division, you need to set the value for the **Default Price List ID** parameter in the price assignment search algorithm which is attached to the division. If the effective price item pricing is not available at any level in the customer hierarchy, the system checks whether the default price list is specified in the price assignment search algorithm. If the default price list is specified in the algorithm, the system checks whether effective price item pricing is available in the default price list and accordingly uses the price item pricing. You can have the same price list as a the default price list for multiple divisions.
- **Global Price List** – You can create one global price list in the system. It is used only when the price item pricing is not available at any level in the customer hierarchy and in the default price list associated with the division. You can assign only those price items in the global price list whose the **Global Price List** option is set to **Yes**. The global price list is used while searching an effective price item pricing only when the **Global Price List** parameter in the price assignment search algorithm (attached to the division) is set to **Y**. Finally, if the effective price item pricing is not available in the default and/or global price list, an error message occurs indicating that the effective price item pricing is not available in the system.
- **Template Price List** – You can define a template price list and assign template price item pricing to a template price list. You cannot assign template price list to an account or a person. You can only create a copy of a template price item pricing which is assigned to a template price list. Once you create a copy of the template price item pricing, you can save the new price item pricing in either **Active** or **Proposed** status.

The **Price List** screen allows you to search for a price list using various search criteria. It also allows you to create a price list. This screen consists of the following zones:

- [Search Price List](#) on page 158
- [Price List Price Items](#) on page 161


Search Price List

The **Search Price List** zone allows you to search for a price list using various search criteria. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:




Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search a price list.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Price List ID	Used to search price lists with a particular ID	No
Price List Description	Used to search price lists with a particular description.	No
Effective Start Date	Used to search price lists which are effective from a particular date.	No
Effective End Date	Used to search price lists which are effective till a particular date.	No
Price List Type	Used to search a particular type of price lists. The valid values are: <ul style="list-style-type: none"> • Standard • Promotional <div style="border: 1px solid black; padding: 2px;">Note: By default, the Standard option is selected.</div>	No
Global Price List	Used to indicate whether you want to search global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Availability Start Date	Used to search price lists which are available for assignment from a particular date. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when the Advanced Search link is clicked.</div>	No
Availability End Date	Used to search price lists which are available for assignment till a particular date. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when the Advanced Search link is clicked.</div>	No
Status	Used to search price lists with a particular status. The valid values are: <ul style="list-style-type: none"> • Active • Proposed • Template <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when the Advanced Search link is clicked.</div>	No
Division	Used to search price lists which are associated with a particular division. <div style="border: 1px solid black; padding: 2px;">Note: You can only view those divisions to which you have access in the Division list.</div>	No

Field Name	Field Description	Mandatory (Yes or No)
Parent Price List ID	Used to search price lists which can inherit pricing from a particular parent price list. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search window appears. This field appears only when the Advanced Search link is clicked.	No
Parent Price List Effective Date	Used to search price lists which can inherit pricing from a parent price list on a particular date. Note: This field appears only when the Advanced Search link is clicked.	No

Note: You must specify at least one search criterion while searching for a price list.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price List Information	Displays the concatenated string consisting of price list information and price list ID which are separated by a colon (:). Note: It has a link. On clicking the link, the Price List screen appears with the details of the respective price list.
Status	Indicates the status of the price list. The valid values are: <ul style="list-style-type: none"> • Active • Proposed • Template
Effective Start Date	Displays the date from when the price list is effective.
Effective End Date	Displays the date till when the price list is effective.
Availability Start Date	Displays the date from when the price list is available for assignment to an account or a person.
Availability End Date	Displays the date till when the price list is available for assignment to an account or a person.
Copy	On clicking the Copy  icon, the Copy Price List screen appears where you can create a new price list using an existing price list.
Price List Pricing	On clicking the Price List Pricing  icon, the Price List Price Item Pricing screen appears where you can view price list price items and assign price items.
Price List Assigned To	On clicking the Price List Assigned To  icon, the Price List Assignments screen appears where you can view the details of the price list assigned.

Column Name	Column Description
Eligible Accounts/ Persons	On clicking the Eligible Accounts/Persons (🔍) icon, the Persons and Accounts Eligible for Price List Assignment screen appears where you can view the details of the price list and can also search for eligible accounts and persons to be assigned to the price list.

Note: However, when you search for a price list by specifying the date (which can be current, past or future date) in the **Parent Price List Effective Date** field, the system retrieves the price lists that meet the search criteria along with the details of the parent price list that is effective on that date.

By default, the **Filter** area is visible. You can hide the **Filter** area by clicking the **Filters** (✖) icon in the upper right corner of this zone.

The **Price List Price Items** zone appears on clicking the broadcast **Broadcast** (📡) icon corresponding to the price list.

Related Topics


For more information on...	See...
Price List Price Items zone	Price List Price Items on page 177
How to search for a price list	Searching for a Price List on page 162
How to view price items assigned to a price list	Viewing Price Items Assigned to a Price List on page 163
How to view the details of a price list	Viewing the Price List Details on page 171
How to copy a price list	Copying a Price List on page 170
How to view price list price items and assign price items	Price List Price Item Pricing on page 176
How to view the details of the price list assigned	Price List Assignments on page 219
How to search for eligible accounts and persons to be assigned to the price list.	Persons and Accounts Eligible for Price List Assignment on page 222


Price List Price Items

The **Price List Price Items** zone lists price items that are assigned to the price list. You will not find any records in this zone if the price list does not have any price items assigned to it. This zone contains the following columns:

Column Name	Column Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for the price list. Note: It has a link. On clicking the link, the View Price Item Pricing window appears with the details of the respective pricing.
Pricing Parameters	Used to specify multiple parameters based on which you want to determine the pricing utilization. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARAM_FLG) feature configuration is set to True .

Column Name	Column Description
Pricing Status	Displays the status of pricing for the price item. The valid values are: <ul style="list-style-type: none"> Active Inactive
Effective Start Date	Displays the date from when the price item pricing is effective for the price list.
Effective End Date	Displays the date till when the price item pricing is effective for the price list.
Price Assignment Type	Indicates the type of the price item pricing. The valid values are: <ul style="list-style-type: none"> Regular Post Processing Post Processing – Invoice Based Post Processing – Price Item Based <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p> </div>

By default, the **Price List Price Items** zone does not appear in the **Price List** screen. It appears only when you click the **Broadcast**  icon corresponding to the price list in the **Search Price List** zone.

You can filter the list using various search criteria (such as, **Price Item** and **Effective Start Date**) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters**  icon in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view price items assigned to a price list	Viewing Price Items Assigned to a Price List on page 163
How to remove a price item from the price list	Removing a Price Item from a Price List on page 184
How to view price item pricing for the price list	View Price Item Pricing

Searching for a Price List

Prerequisites

To search for a price list, you should have:

- Divisions defined in the application
- Price list associated with the division to which the user belongs

Procedure

To search for a price list:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Price List**.
A sub-menu appears.

- Click the **Search** option from the **Price List** sub-menu.

The **Price List** screen appears.

- Enter the search criteria in the **Search Price List** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Price List screen	Price List on page 171
Search Price List zone	Search Price List on page 158

Viewing Price Items Assigned to a Price List


Prerequisites

To view price items assigned to a price list, you should have:

- An algorithm defined using the **C1-PLPINFO** algorithm type and attached to **Pricelist Products Assignment Information** system event in the **Algorithms** tab of the **Installation Options – Framework** screen

Procedure

To view price items assigned to a price list:

- Search for the price list in the **Price List** screen.
- In the **Search Results** section, click the **Broadcast**  icon corresponding to the price list whose price items you want to view.
The **Price List Price Items** zone appears.
- View the price items that are assigned to the price list in the **Price List Price Items** zone.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Price List Price Items zone	Price List Price Items on page 161

Creating a Price List

Procedure

To create a price list:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Pricing Management** and then click **Price List**.

A sub-menu appears.

3. Click the **Add** option from the **Price List** sub-menu.

The **Price List** screen appears. It consists of the following sections:

- **Main** – Used to specify basic details about the price list.
- **Hierarchy** – Used to define parent price list for the price list for a particular duration.
- **Divisions** – Used to associate price list with one or more divisions.
- **Eligibility Criteria** – Used to define eligibility criteria for price list.
- **Characteristics** – Used to define characteristics for the price list.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to specify the description for the price list.	Yes
Effective Start Date	Used to specify the date from when the price list is effective. Note: By default, the current date appears in this field.	Yes
Effective End Date	Used to specify the date till when the price list is effective. Note: The effective end date cannot be earlier than the effective start date.	No
Price List Type	Used to indicate the type of the price list. The valid values are: <ul style="list-style-type: none"> • Standard • Promotional Note: By default, the value is set to Standard .	Yes
Global Price List	Used to indicate whether the price list is a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Availability Start Date	Used to the specify the date from when the price list is available for assignment to an account or a person. Note: At present, the availability start date is not used in the price item while assigning a price list to an account or a person. It is available for future use.	No

Field Name	Field Description	Mandatory (Yes or No)
Availability End Date	Used to the specify the date till when the price list is available for assignment to an account or a person. Note: The availability end date cannot be earlier than the availability start date. At present, the availability end date is not used in the price item while assigning a price list to an account or a person. It is available for future use.	No
Validity Period (in Days)	Used to specify the period in days for which the price list is valid. It is used to calculate price list assignment validity end date while assigning the price list to an account or a person.	No
Status	Used to indicate the status of the price list. The valid values are: <ul style="list-style-type: none"> • Active – Used to indicate that the price list is used for billing. • Proposed – Used to indicate that the price list is used for quotations. • Template – Used to indicate that the price list is a template price list. Note: By default, the value is set to Active .	Yes

Tip: Alternatively, you can access the **Price List** screen by clicking the **Add** button in the **Page Title** area of the **Price List** screen.

4. Enter the required details in the **Main** section.

Note: By default the **Main** section is displayed.

5. Click the **Show All** link from the **Section** to view all the sections and define or associate the following:

- Define parent price list for the price list, if required.
- Associate price list with one or more divisions, if required.
- Define eligibility criteria for the price list, if required.
- Define characteristics for the price list, if required.

6. Click **Save**.

Note: The price list ID is generated automatically when the price list is created.

Related Topics

For more information on...	See...
Price List screen	Price List on page 171
Price List search screen	Price List on page 157
How to define the price list hierarchy	Defining the Price List Hierarchy on page 166
How to define characteristics for a price list	Defining Characteristics for a Price List on page 167

For more information on...	See...
How to associate a price list with a division	Associating a Price List with a Division on page 168
How to define eligibility criteria for the price list	Defining Eligibility Criteria for a Price List on page 169

Defining the Price List Hierarchy

Oracle Revenue Management and Billing allows you to define the price list hierarchy. It helps you to inherit the price item pricing from the parent price list if the price item pricing is not available in the price list (assigned to the account, person, or parent person). And, if the price item pricing is not available in the parent price list, the system will search for the price item pricing in the parent's parent price list (i.e. in the grandparent price list) and continue till it reaches the last level in the hierarchy.

In other words, when you define the price list hierarchy and assign the price list to an account or a person, the account or person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the assigned price list. However, if the price item pricing is available on both the assigned and parent price lists, the system derives the price item pricing from the assigned price list.


You can define multiple parent price lists for a price list. But, only one parent price list is effective for a particular duration. Two or more price lists can have the same parent price list.

Procedure

To define the price list hierarchy:


1. Click the **Hierarchy** or **Show All** link from the **Section** in the **Price List** window when you are creating or editing a price list.

The **Hierarchy** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parent Price List Effective From Date	Used to specify the date from when the price list can inherit pricing from the parent price list.	Yes (Conditional) Note: This field is required when you are defining a parent price list for the price list.
Parent Price List Effective To Date	Used to specify the date till when the price list can inherit pricing from the parent price list. Note: The effective to date cannot be earlier than the effective from date and later than price list effective end date.	No
Parent Price List ID	Used to specify the ID of the parent price list. Note: On specifying the ID for a parent price list, the description of the parent price list appears corresponding to the Parent Price List ID field. The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search window appears.	Yes (Conditional) Note: This field is required when you are defining a parent price list for the price list.


2. Enter the required details in the **Hierarchy** section.

Note: You can search for a price list by clicking the **Search**  icon corresponding to the **Parent Price List ID** field.

- If you want to define more than one parent price list for the price list, click the **Add**  icon and then repeat step 2.

Note:

You can define multiple parent price lists for a price list. But, only one parent price list is effective for a particular duration. Also, while defining parent price list for a price list, you can only specify a price list which is effective during the specified duration.

If you want to remove a parent price list from the price list hierarchy, click the **Delete**  icon corresponding to the parent price list.

- Click **Save**.

The parent price lists are defined for the price list.

Related Topics

For more information on...	See...
How to create a price list	Creating a Price List on page 163
How to edit a price list	Editing a Price List on page 174

Defining Characteristics for a Price List

Prerequisites

To define characteristics for a price list, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price List**)

Procedure

To define characteristics for a price list:

- Click the **Characteristics** or **Show All** link from the **Section** in the **Price List** window when you are creating or editing a price list.

The **Characteristics** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price list.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price List .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the price list, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the price list, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the price list.

Related Topics

For more information on...	See...
How to create a price list	Creating a Price List on page 163
How to edit a price list	Editing a Price List on page 174

Associating a Price List with a Division

You can assign a price list only to those accounts or persons which belong to the division to which the price list is associated. Therefore, you need to associate the price list with appropriate divisions.

Prerequisites

To associate a price list with a division, you should have:

- Divisions defined in the application

Procedure


To associate a price list with a division:


- Click the **Divisions** or **Show All** link from the **Section** in the **Price List** window when you are creating or editing a price list.

The **Divisions** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division to which you want to associate the price list. Note: You can only view those divisions to which you have access in the Division list.	No

- Select the required division from the list.

3. If you want to associate the price list with more than one division, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove the price list from a division, click the **Delete** () icon corresponding to the division.

4. Click **Save**.

The price list is associated with the divisions.

Tip: Alternatively, you can associate a price list with a division using the **Division** screen.

Related Topics

For more information on...	See...
How to create a price list	Creating a Price List on page 163
How to edit a price list	Editing a Price List on page 174

Defining Eligibility Criteria for a Price List

Prerequisites

To define eligibility criteria for a price list, you should have:


- The **Parameter Available For** section is updated with check box – Price List Eligibility Criteria selected while defining the parameter


Procedure


To define eligibility criteria for a price list:

1. Click the **Eligibility Criteria** or **Show All** link from the **Section** in the **Price List** window when you are creating or editing a price list.

The **Eligibility Criteria** section appears. It contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Criteria	On clicking the Add () icon, you can associate eligibility-criteria of parameter for the price list.	Yes (Conditional)
Effective Start Date	Used to specify the date from when the criteria is effective for the price list.	Yes (Conditional)
Effective End Date	Used to specify the date till when the criteria is effective for the price list.	Yes (Conditional)
Description	Used to specify the description for the criteria type.	No

2. Enter the required details in the **Eligibility Criteria**
3. If you want to define more than one eligibility criteria for the price list, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove the eligibility criteria, click the **Delete** () icon corresponding to the criteria.

4. Associate eligibility-criteria of parameter for the price list, if required.

5. Click **Save**.

The eligibility criteria are defined for the price list.

Related Topics

For more information on...	See...
How to create a price list	Creating a Price List on page 163
How to edit a price list	Editing a Price List on page 174
How to associate eligibility-criteria of parameter for a price list	Associating Eligibility-Criteria of Parameters for a Price List


Copying a Price List**Prerequisites**

To copy a price list, you should have:

- Price list (whose copy you want to create) defined in the application
- Price list (whose copy you want to create) associated with the division to which the user belongs

Procedure

To copy a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Copy**  icon in the **Copy** column corresponding to the price list using which you want to create a new price list.

The **Price List** window appears. It contains the following sections:

- **Main** – Used to specify basic details about the price list.
 - **Hierarchy** – Used to define parent price list for the price list for a particular duration.
 - **Divisions** – Used to associate price list with one or more divisions.
 - **Eligibility Criteria** – Used to define eligibility criteria for price list.
 - **Characteristics** – Used to define characteristics for the price list.
3. Enter the required details in the **Main** section.
 4. Add, edit, or remove the parent price list details in **Hierarchy** section, if required.
 5. Add, edit, or remove the details in the **Divisions** section, if required.
 6. Add, edit, or remove the price list eligibility criteria and parameter eligibility-criteria for price list in the **Eligibility Criteria** section, if required.
 7. Add, edit, or remove the details in the **Characteristics** section, if required.
 8. Click **Save**.

Note: The price list ID is generated automatically when the price list is created.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
How to create a price list	Creating a Price List on page 163

For more information on...	See...
How to edit a price list	Editing a Price List on page 174

Viewing the Price List Details

Procedure

To view the details of a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the link in the **Price List Information** column corresponding to the price list whose details you want to view.

The **Price List** screen appears. It contains the following tab:

- **Main** – Displays information about the price list. It contains the following zones:
 - **Price List** – Displays the basic details of the price item or price item bundle.
 - **Eligibility Criteria** – Lists the eligibility criteria to which the price list is associated.
- 3. View the details of the price list in the **Price List** screen.
- 4. View the eligibility criteria to which the price list is associated in the **Eligibility Criteria** zone.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Price List screen	Price List on page 171

Price List

The **Price List** screen allows you to view the details of a price list. It also allows you to edit a price list. It consists of the following tab:

- **Main** – Displays information about the price list. It contains the following zones:
 - **Price List** – Displays the details of the price list.
 - **Eligibility Criteria** – Displays the eligibility criteria for the price list.

Price List

The **Price List** zone displays the details of the price list. This zone contains the following sections:

- **Main** – This section provides basic information about the price list. It contains the following fields:

Field Name	Field Description
Price List ID	Displays the price list ID.
Price List Description	Displays the description for the price list.
Effective Start Date	Displays the date from when the price list is effective.
Effective End Date	Displays the date till when the price list is effective.

Field Name	Field Description
Price List Type	Indicates the type of the price list. The valid values are: <ul style="list-style-type: none"> Standard Promotional
Global Price List	Indicates whether the price list is a global price list. The valid values are: <ul style="list-style-type: none"> Yes No
Availability Start Date	Displays the date from when the price list is available for assignment to an account or a person.
Availability End date	Displays the date till when the price list is available for assignment to an account or a person.
Validity Period (in Days)	Displays the period in days for which the price list is valid. It is used to calculate price list assignment validity end date while assigning the price list to an account or a person.
Status	Indicates the status of the price list. The valid values are: <ul style="list-style-type: none"> Active – Indicates that the price list is used for billing. Proposed – Indicates that the price list is used for quotations. Template – Indicates that the price list is a template price list.

- **Hierarchy** – This section displays the parent price list for a particular duration. It contains the following columns:

Column Name	Column Description
Parent Price List ID	Displays the ID of the parent price list.
Parent Price List Effective From Date	Displays the date from when the price list can inherit pricing from the parent price list.
Parent Price List Effective To Date	Displays the date till when the price list can inherit pricing from the parent price list.

- **Divisions** – This section displays the price list with one or more divisions. It contains the following column:

Column Name	Column Description
Division	Displays the division to which you want to associate the price list. Note: It has a link. On clicking the link, the Division screen appears with the details of the respective division.

- **Characteristics** – This section displays characteristics for the price list. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the price list.
Characteristic Type	Displays the characteristic type.
Characteristic Value	Displays the value for the characteristic type.

- **Record Actions** – This section contains the following button:

Button Name	Button Description
Edit	Used to edit the details of the price list.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the price list is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Related Topics

For more information on...	See...
Price List screen	Price List on page 171
How to edit a price list	Editing a Price List on page 174

Eligibility Criteria

The **Eligibility Criteria** zone displays the eligibility criteria of the price list. It contains the following columns:

Field Name	Field Description
Effective Start Date	Displays the date from when the criteria is effective for the price list.
Effective End Date	Displays the date till when the criteria is effective for the price list.
Description	Displays the description for the criteria type.
Sequence Number	Indicates the order in which the price list eligibility criteria should be executed.
Parameter	Indicates the parameter (on the left hand side) is used in the pricing eligibility criteria.
Operator	Displays the relational operator to define the relation between the parameter name and value.
Parameter Value Type	Indicates whether the parameter (on the left hand side) must be compared against another parameter (on the right hand side) or directly against a parameter value.
Parameter	Indicates the parameter (on the right hand side) against which you want to compare the parameter (on the left hand side).
Parameter Value	Indicates the parameter value against which you want to compare the parameter (on the left hand side).
Is True	Indicates what happens when the condition is true (satisfied). The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number should be executed. • Rule Is False – Indicates that the action specified in the Rule False Action field should be executed • Rule Is True – Indicates that the action specified in the Rule True Action field should be executed.

Field Name	Field Description
Is False	<p>Indicates what happens when the condition is false (not satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number should be executed. • Rule Is False – Indicates that the action specified in the Rule False Action field should be executed • Rule Is True – Indicates that the action specified in the Rule True Action field should be executed.
Is Insufficient	<p>Indicates what happens when the data is insufficient. The valid values are:</p> <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number should be executed. • Rule Is False – Indicates that the action specified in the Rule False Action field should be executed • Rule Is True – Indicates that the action specified in the Rule True Action field should be executed.

Related Topics

For more information on...	See...
Price List screen	Price List on page 171

Editing a Price List

Procedure

To edit a price list:

1. Search for the price list in the **Price List** screen.
2. Click the **Edit** button in the **Record Actions** section.

The **Price List** window appears. It consists of the following sections:

- **Main** – Used to specify basic details about the price list.
- **Hierarchy** – Used to define parent price list for the price list for a particular duration.
- **Divisions** – Used to associate price list with one or more divisions.
- **Eligibility Criteria** – Used to define eligibility criteria for price list.
- **Characteristics** – Used to define characteristics for the price list.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to specify the description for the price list.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	Used to specify the date from when the price list is effective. Note: The system will not allow you to change the effective start date when: <ul style="list-style-type: none"> • There is a price item assigned to the price list on that date. • The price list is assigned to an account or a person on that date. 	Yes
Effective End Date	Used to specify the date till when the price list is effective. Note: The effective end date cannot be earlier than the effective start date.	No
Price List Type	Used to indicate the type of the price list. The valid values are: <ul style="list-style-type: none"> • Standard • Promotional 	Yes
Global Price List	Used to indicate whether the price list is a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Availability Start Date	Used to the specify the date from when the price list is available for assignment to an account or a person. Note: At present, the availability start date is not used in the product while assigning a price list to an account or a person. It is available for future use.	No
Availability End Date	Used to the specify the date till when the price list is available for assignment to an account or a person. Note: The availability end date cannot be earlier than the availability start date. At present, the availability end date is not used in the product while assigning a price list to an account or a person. It is available for future use.	No
Validity Period (in Days)	Used to specify the period in days for which the price list is valid. It is used to calculate price list assignment validity end date while assigning the price list to an account or a person.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to indicate the status of the price list. The valid values are:</p> <ul style="list-style-type: none"> • Active – Used to indicate that the price list is used for billing. This value appears only when you are editing a proposed price list • Proposed – Used to indicate that the price list is used for quotations. • Template – Used to indicate that the price list is a template price list. <p>Note: You cannot change the status of an active and template price list.</p>	Yes

3. Modify the details in the **Main** section, if required.

Note: By default the **Main** section is displayed.

4. Click the **Show All** link from the **Section** to view all the sections and define or associate the following:

- Add, edit or remove parent price list from the price list hierarchy, if required.
- Associate or remove the price list from the divisions, if required.

Note: You can only view those divisions to which you have access in the **Division** list. If the price list is associated to a division to which you do not have access, then the division is grayed out.

- Define, edit, or remove eligibility criteria from the price list, if required
- Define, edit, or remove characteristics from the price list, if required.

5. Click **Save**.

The changes made to the price list are saved.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
How to define the price list hierarchy	Defining the Price List Hierarchy on page 166
How to define characteristics for a price list	Defining Characteristics for a Price List on page 167
How to associate a price list with a division	Associating a Price List with a Division on page 168
How to define eligibility criteria for the price list	Defining Eligibility Criteria for a Price List on page 169

Price List Price Item Pricing

Once a price list is created, you can either assign a price item to the price list and then define pricing for the price item, or you can copy an existing price item pricing and assign it to the price list. The **Price List Price Item Pricing** screen allows you to:



- View and filter the price items that are assigned to the price list
- Search and assign price items to the price list
- Copy a price item pricing and assign it to the price list


This screen consists of the following zones:

- [Price List Price Items](#) on page 177
- [Search Price Item](#) on page 178

Price List Price Items

The **Price List Price Items** zone lists price items that are assigned to the price list. You will not find any records in this zone if the price list does not have any price items assigned to it. This zone contains the following columns:

Column Name	Column Description
Pricing Information	Displays the details of price item pricing.
Pricing Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item).</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p>
Pricing Status	<p>Indicates the status of the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template
Effective Start Date	Displays the date from when the price item pricing is effective for the price list.
Effective End Date	Displays the date till when the price item pricing is effective for the price list.
Price Assignment Type	<p>Indicates the type of the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p>
Edit	On clicking the Edit () icon, you can edit the price item from the price list.
Delete	<p>On clicking the Delete () icon, you can remove the price item from the price list.</p> <p>Note:</p> <p>The Delete icon appears in this column only when the price list is not yet assigned to any account or person.</p> <p>This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>

You can filter the list using various search criteria (such as, **Price Item** and **Effective Start Date**) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to edit a price item from the price list	Editing a Price Item Pricing
How to remove a price item from the price list	Removing a Price Item from a Price List on page 184

Search Price Item

You can assign a price item or price item bundle to a price list and then define pricing for the price item or price item bundle, or you can copy an existing price item pricing and assign it to a price list. The **Search Price Item** zone allows you to search for a price item pricing which is assigned to an account, person, or a price list. You can then create a new price item pricing using an existing price item pricing through copying the price item pricing. Once you create a copy of an existing price item pricing, the new price item pricing is assigned to the price list. On copying a price item pricing, the pricing details including the price components, eligibility and tiering criteria for each price component, and characteristics are copied to the new price item pricing. You can then edit the details, if required.

The system allows you to create a copy of active, proposed, inactive, rejected, and template price item pricing. Once you create the copy of a template price item pricing, you can save the new price item pricing in either **Active** or **Proposed** status.

The **Search Price Item** zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search price item, pricing assigned to price list and override pricing for an account, or person. The valid values are: <ul style="list-style-type: none"> • Price Item • Price list Pricing • Account Override Pricing • Person Override Pricing 	Yes
Price Item	Used to search a particular price item or price item bundle.	No
Description	Used to search price items or price item bundles with a particular description. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field appears only when you select the Price Item option from the Search By list. </div>	No
Global Price List	Used to search price items or price item bundles which can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

Field Name	Field Description	Mandatory (Yes or No)
Bundle	Used to indicate whether you want to search for price item bundles. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Price List ID	Used to search pricing of price items or price item bundles which are assigned to a particular price list. Note: This field appears only when you select the Price List Pricing option from the Search By list.	No
Effective Start Date	Used to search price item pricing on price lists which are effective from a particular date onwards. Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.	No
Effective End Date	Used to search price item pricing on price lists which are effective till a particular date. Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.	No
Pricing Status	Used to search price item pricing with a particular status. The valid values are: <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.	No
Price Assignment Type	Used to search a particular type of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to search pricing of price items or price item bundles which are assigned to a particular account. Note: This field appears only when you select the Account Override Pricing option from the Search By list.	Yes
Person ID	Used to search pricing of price items or price item bundles which are assigned to a particular person. Note: This field appears only when you select the Person Override Pricing option from the Search By list.	Yes



Note:

You must specify at least one search criterion while searching for a price item or price item bundle.

You can search for an account, person by clicking the **Search**  icon corresponding to the respective field.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The search results include only those price items or price item bundles that are associated with the division to which the price list belongs. It may also include price items or price item bundles that are already assigned to the price list in case those price items or price item bundles match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Assign	On clicking the Assign  icon, the Price Item Pricing screen appears where you can define a new price item pricing.
Price Item Information	Displays details of the price item or price item bundle. Note: It has a link. On clicking the link, the Price Item screen appears with the details of the respective price item or price item bundle.
Copy	On clicking the Copy  icon, the Price Item Pricing screen appears where you can define a new price item pricing using an existing price item pricing.
Pricing Information	Displays details of the price item pricing. Note: It has a link. On clicking the link, the View Price Item Pricing window appears with the details of the respective price item pricing.

Column Name	Column Description
Account Information	<p>Indicates the account to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Account Override Pricing option from the Search By list. It has a link. On clicking the link, the Account screen appears with the details of the respective account. The account information string appears only when an algorithm defined using the C1-AC-INFO algorithm type is attached to the Account Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>
Person Information	<p>Indicates the person to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Person Override Pricing option from the Search By list. It has a link. On clicking the link, the Person screen appears with the details of the respective person. The person information string appears only when an algorithm defined using the PERS-INFO algorithm type is attached to the Person Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>
Price List Information	<p>Indicates the price list to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Price List Pricing option from the Search By list. It has a link. On clicking the link, the Price List screen appears with the details of the respective person.</p>
Variance Parameter	<p>Indicates the variance parameter which is used for defining the price item pricing.</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>
Pricing Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item or price item bundle).</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p>
Effective Start Date	<p>Displays the date from when the price item pricing is effective.</p>

Column Name	Column Description
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Pricing Status	Indicates the status of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template
Rate Schedule	Indicates the rate schedule which is used for defining the price item pricing.
Price Assignment Usage	Indicates whether the price item pricing is applicable to all customers or only to new customers. The valid values are: <ul style="list-style-type: none"> • AC • NC
Price Assignment Type	Indicates the type of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <div style="border: 1px solid black; padding: 2px;"> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p> </div>
Price Item	Displays the price item or price item bundle code. <div style="border: 1px solid black; padding: 2px;"> <p>Note: It has a link. On clicking the link, the Price Item Pricing screen appears where you can define the pricing for the respective price item or price item bundle.</p> </div>
Description	Displays the description of the price item or price item bundle.
Global Price List	Indicates whether the price item or price item bundle can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Y • N
Unit of Measure	Indicates the unit of measure associated with the price item or price item bundle.
Bundle	Indicates whether the price item is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Y • N
Owner ID	Displays the ID of the person for whose account the price list is created.
Party ID	Displays the third party ID.

Column Name	Column Description
Price List ID	Indicates the price list to which the price item pricing is assigned. Note: This column appears only when you select the Price List Pricing option from the Search By list.
Price Assignment ID	Displays the price assignment ID.
Price Assignment Owner Type Flag	Displays whether price list or party is the owner of the price assignment.
Bundle Type	Indicates the type of the price item bundle. If the price item bundle is available for pricing and billing, the valid values are: <ul style="list-style-type: none"> • Phantom • Ratio • Regular However, if the price item bundle is available for only pricing and the price item type is Fees then the valid value is Regular . Note: This column appears only when you select the Yes option from the Bundle list.
Price Item Type	Indicates the type of the price item or price item bundle. The valid values are: <ul style="list-style-type: none"> • Rate • Fees

Related Topics

For more information on...	See...
How to view price item pricing	View Price Item Pricing
How to assign a price item to a price list	Assigning a Price Item to a Price List
Price Item Pricing window	Price Item Pricing
How to copy a price item pricing and assign it to a price list	Copying a Price Item Pricing
How to view price items assigned to a price list	Viewing Price Items Assigned to a Price List on page 183

Viewing Price Items Assigned to a Price List

Procedure

To view price items assigned to a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Price Item Pricing** (☰) icon from the **Price Item Pricing** column corresponding to the price list whose price items you want to view.

The **Price List Price Item Pricing** screen appears.

3. View the price items that are assigned to the price list in the **Price List Price Items** zone.


Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Price List Price Items zone	Price List Price Items on page 177


Removing a Price Item from a Price List

Procedure

To remove a price item from a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Price List Pricing**  icon corresponding to the price list from which you want to remove a price item.

The **Price List Price Item Pricing** screen appears.

3. Filter the list in the **Price List Price Items** zone, if required.
4. Click the **Delete**  icon in the **Delete** column corresponding to the price item that you want to remove from the price list.

A message appears confirming whether you want to remove the price item from the price list.

Note: The **Delete** icon appears in the **Delete** column only when the price list is not yet assigned to any account or person.

5. Click **OK**.

The price item is removed from the price list.


Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162

Viewing a Price Item Pricing

Procedure

To view a price item pricing and assignment details:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Price List Pricing**  icon corresponding to the price list whose details you want to view.

The **Price List Price Item Pricing** screen appears.

3. Price assignments effective for the price list appears in the **Price List Price Items** zone.
4. Click the link in the **Pricing Information** column corresponding to the price list whose pricing details you want to view.

The **Price Item Pricing** screen appears. It contains the following zones:

- **Price Item Pricing** – Displays the price item pricing details. It contains the following sections:
 - **Pricing Information** – Displays the pricing information of the price item.
 - **TFM Information** – Displays the transaction feed management information of the price item.

- **Characteristics** – Displays the details of price item pricing characteristics.
- **Price Item and Parameter Information** – Displays the price item parameter details.
- **Record Actions** – Displays the record actions of the price item pricing.
- **Record Information** – Displays the record information of the price item pricing.
- **Rate and Price Component Summary** – Displays the rate and price component summary of the price item.
- **Rate Components** – Displays the rate components of the price item.
- **Price Components** – Displays the details of price components of the price item.
- **Tiering Criteria** – Displays the tiering criteria of the price item pricing.

Note: This zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**

- **Pricing Eligibility Criteria** – Displays the pricing eligibility criteria of the price item pricing.

Note: This zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

5. View the basic details of price item pricing in the **Price Item Pricing** zone.
6. View the rate and price component summary of price item in the **Rate and Price Component Summary** zone.
7. View the rate components of price item in the **Rate Components** zone.
8. View the details of price components of price item in the **Price Components** zone.
9. View the tiering criteria of price item pricing in the **Tiering Criteria** zone.
10. View the pricing eligibility criteria of price item pricing in the **Pricing Eligibility Criteria** zone.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Price List Price Items zone	Price List Price Items on page 161
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
Price Item Pricing zone	Price Item Pricing on page 294
Rate and Price Component Summary zone	Rate and Price Component Summary on page 296
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299

Editing a Price Item Pricing of a Price List


Prerequisites

To edit a price item pricing of a price list, you should have:


- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on those parameters)

Procedure

To edit a price item pricing of a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Price List Pricing** () icon corresponding to the price list whose details you want to view.

The **Price List Price Item Pricing** screen appears.

3. Price assignments effective for the price list appears in the **Price List Price Items** zone.
4. Click the **Edit** () icon in the **Edit** column corresponding to the price item pricing whose details you want to edit.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Regular**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when the price item pricing is effective. Note: The effective start date cannot be later than the effective end date. If you change the effective start and end dates while editing a price item pricing, you need to specify the parameters which are effective during that date range. This field will be in read-only mode when the price assignment has been used.	Yes
End Date	Used to specify the date till when the price item pricing is effective. Note: The effective end date cannot be earlier than the effective start date.	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 638 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1150 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1472 1109 1541" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	<p>Used to select pricing eligibility criteria for price item pricing.</p> <div data-bbox="548 1650 1109 1749" style="border: 1px solid black; padding: 5px;"> <p>Note: This field will be enabled for selection if the checkbox is not selected. If the checkbox appears selected then this field will be in read-only mode.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	<p>Used to indicate the status of the price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Active – Indicates that the price assignment is used for billing. • Inactive – Indicates that the price assignment is no longer used for billing. • Proposed – Indicates that the price assignment is to be used for quotations. • Template – Indicates that the price assignment is a template price list. <div style="border: 1px solid black; padding: 5px;"> <p>Note: If a price assignment is in Active status, you can change its status to Inactive. If a price assignment is in Draft status, you cannot change its status to Proposed.</p> </div>	Yes
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	<p>Used to specify the rate schedule that you want to use while defining price item pricing.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</p> </div>	Yes
Print Zero	<p>Used to indicate whether zero pricing should be displayed in the bill. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, Yes is selected.</p> </div>	Yes
Price Assignment Usage	<p>Used to indicate whether the price item pricing is applicable to all customers or only to new customers. The valid values are:</p> <ul style="list-style-type: none"> • All Customers • New Customers 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Pricing Frequency	Used to indicate pricing frequency for the price item. Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees .	Yes

5. Modify the details in the **Main** section, if required.
6. Edit the TFM Information in a price item pricing, if required.
7. Edit the characteristics for a price item pricing, if required.
8. Edit the parameters for a price item pricing, if required.
9. Click **Save**.

The changes made to the price item pricing are saved.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Price List Price Items zone	Price List Price Items on page 161
How to define a price item pricing.	Defining a Price Item Pricing
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Assigning a Price Item to a Price List

Prerequisites

To assign a price item to a price list, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, and rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)


Procedure

To assign a price item to a price list:

1. Search for the price list in the **Price List** screen.
2. In the **Search Results** section, click the **Price List Pricing** (🔍) icon corresponding to the price list whose details you want to view.

The **Price List Price Item Pricing** screen appears.

3. Search for the price item that you want to assign to the price list in the **Search Price Item or Price Item Pricing** zone.

4. In the **Search Results** section, click the **Assign** () icon in the **Assign** column corresponding to the price item that you want to assign to the price list.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Processing**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when the price item pricing is effective. Note: By default, the current system date appears in this field. The effective start date cannot be later than the effective end date.	Yes
End Date	Used to specify the date till when the price item pricing is effective. Note: The effective end date cannot be earlier than the effective start date.	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	Used to select pricing eligibility criteria for price item pricing.	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	Used to indicate the status of the price assignment. The valid values are: <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Proposed – Indicates that the price assignment is used for quotations. • Template – Indicates that the price assignment is a template price list. 	Yes
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	Used to specify the rate schedule that you want to use while defining price item pricing. <div style="border: 1px solid black; padding: 5px;"> <p>Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</p> </div>	Yes
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, Yes is selected.</p> </div>	Yes
Price Assignment Usage	Used to indicate whether the price item pricing is applicable to all customers or only to new customers. The valid values are: <ul style="list-style-type: none"> • All Customers • New Customers 	Yes
Pricing Frequency	Used to indicate pricing frequency for the price item. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</p> </div>	Yes

5. Enter the required details in the **Main** section.
6. Define TFM Information in a price item pricing, if required.
7. Define characteristics for a price item pricing, if required.
8. Define parameters for a price item pricing, if required.
9. Click **Save**.

The pricing is defined for the price item.

Note: A bundle cannot be assigned if its child price items are already assigned to a price list and vice versa, in the same date range.

Related Topics

For more information on...	See...
How to search for an person	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Search Price Item or Price Item Pricing zone	Search Price Item on page 178
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Defining Characteristics for a Price Item Pricing

Prerequisites

To define characteristics for a price item pricing, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price Item**)

Procedure

To define characteristics for a price item pricing that is assigned to an account:

1. Ensure that the **Characteristics** section is expanded when you are defining a price item pricing.

The **Characteristics** section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price item pricing.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price Item Pricing .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.

Column Name	Column Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: If you select a predefined characteristic type, the Search (🔍) icon appears corresponding to the Characteristic Value field. On clicking the Search icon, the Predefined Characteristic Search window appears. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.

- Enter the required details in the **Characteristics** section.
- If you want to define more than one characteristic for the price item pricing, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a characteristic from the price item pricing, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining Parameters for a Price Item Pricing

Prerequisites

To define parameters for a price item pricing, you should have:

- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To define parameter details segment for a price item pricing that is assigned to an account:

- Ensure that the **Price Item and Parameter Information** section is expanded when you are defining a price item pricing.

The **Price Item and Parameter Information** section contains the following field:

Field Name	Field Description
Price Item	Indicates the price item or price item bundle whose pricing details are listed in this section.

In addition, this section contains a grid which has the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter	Used to indicate the parameter that you want to associate with the price item pricing. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Parameter Search window appears. The parameter search results displays only those parameters where the Price Item check box is selected	Yes
Parameter Information	Displays a comma-separated string which contains of the following: <ul style="list-style-type: none"> • Parameter Description • Mandatory (Yes or No) • Priority 	Not Applicable
Parameter Value	Used to specify the value of the parameter.	Yes

- Enter the required details in the **Price Item and Parameter Information** section.
- If you want to define more than one parameter information for the price item pricing, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a parameter information from the price item pricing, click the **Delete** (🗑️) icon corresponding to the parameter.

- Click **Save**.

The parameters are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining TFM Information in a Price Item Pricing

Prerequisites

To define the TFM information in a price item pricing, you should have:

- Transactions mapped to the price item defined in the application
- Aggregation or Rating Criteria data to be defined for the price item pricing

Procedure

To define the TFM information in a price item pricing:

- Ensure that the **TFM Information** section is expanded when you are defining a price item pricing.

The **TFM Information** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Ignore Transaction	Used to indicate whether the transactions mapped to the price item is considered for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregate Transactions	Used to indicate whether the transactions mapped to the price item is aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregation Schedule	Used to indicate the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quaterly • Yearly 	Yes
Transaction Rating Criteria	Used to indicate how and when the transaction legs mapped to the price item are rated. The valid values are: <ul style="list-style-type: none"> • Aggregate Transactions and Then Rate Aggregated SQs • Do Not Rate Transactions • Rate Transaction and Aggregate Calc Lines Across Transaction 	Yes

- Enter the required details in the **TFM Information** section.

Note: **TFM Information** section appears when the value for **Show Default Values in Price Item Pricing** option type of **C1_FM feature configuration** is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- Click **Save**.

The transactions are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing for an account	Assigning a Price Item to an Account on page 253
How to edit a price item pricing for an account	Editing a Price Item Pricing of an Account on page 245
How to override a price item pricing for an account	Overriding a Price Item Pricing of an Account on page 249
How to define a price item pricing for a person	Assigning a Price Item to a Person on page 286
How to edit a price item pricing for a person	Editing a Price Item Pricing of a Person on page 278
How to override a price item pricing for a person	Overriding a Price Item Pricing of a Person on page 282

For more information on...	See...
How to define a price item pricing for a price list	Assigning a Price Item to a Price List on page 189
How to edit a price item pricing for a price list	Editing a Price Item Pricing of a Price List on page 185

Price List Assignment

Once a price list is defined, you can assign it to accounts or persons to indicate the prices that will be charged for the price items or services offered to the accounts or persons. You can assign multiple price lists to an account or a person along with the priority or order in which the pricing should be considered. You can also define whether the account or person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, you can define whether the account or person can inherit the price item pricing from the price list hierarchy.

For example, suppose you have PL1 (with priority 10) and PL2 (with priority 20) assigned to an account or a person. While determining pricing for a price item, the system will search for the price item pricing in PL1. If the system does not find the price item pricing in PL1, it will search for the price item pricing in PL2. The system will behave in this manner only when the price list inheritance for PL1 is set to **No** during the price list assignment.

If the price list inheritance while assigning PL1 and PL2 to an account or a person is set to **Yes**, the system will search for the price item pricing in PL1. If the system does not find the price item pricing in PL1, it will search for the price item pricing from the price list hierarchy defined for PL1. However, if the system does not find the price item pricing from the price list hierarchy of PL1, it will then search for the price item pricing in PL2 (assigned to the account or person with priority 20). If the system still does not find the price item pricing in PL2, it will search for the price item pricing from the price list hierarchy defined for PL2.

The **Price List Assignment** screen allows you to search and assign a price list to the account or person. It also allows you to view the price lists that are already assigned to the account or person. This screen consists of the following zones:

- [Price List Assignments](#) on page 197
- [Price List Price Items](#) on page 199
- [Search Price List for Assignment](#)

Price List Assignments

The **Price List Assignments** zone allows you to view and filter price lists that are currently assigned to the account or person. You can also search for the price lists assigned to the account or person which either inactive or expired. You will not find any records in this zone if the account does not have any price lists assigned to it. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for current, inactive, or historical price list assignments. The valid values are: <ul style="list-style-type: none"> • Current Price List Assignments • Inactive Price List Assignments • Historical Price List Assignments <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: By default, the Current Price List Assignments option is selected. </div>	Yes


Field Name	Field Description	Mandatory (Yes or No)
Price List ID	Used to search a particular price list assigned to an account or a person.	No
Price List Description	Used to search price lists which are assigned to the account or person having a particular description.	No
Effective Start Date	Used to search price lists which are assigned to the account or person from a particular date.	No
Effective End Date	Used to search price lists which are assigned to the account or person till a particular date.	No
Assignment Status	<p>Used to search price list assignments with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Active • Rejected • Proposed • Inactive <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <p>The Inactive option is not available in the Assignment Status list when you have selected the Current Price List Assignments or Historical Price List Assignments option from the Search By list.</p> <p>This field is disabled, and by default, the Inactive option is selected when you select the Inactive Price List Assignments option from the Search By list.</p> </div>	No
Price List Inheritance	<p>Used to search price list assignments where the account or person can inherit price item pricing from the price list hierarchy. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No 	No

Note: You must specify at least one search criterion while searching for price list assignments.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price List Information	<p>Displays information about the price list which is assigned to the account or person.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: It has a link. On clicking the link, the Price List screen appears with the details of the respective price list.</p> </div>
Effective Start Date	Displays the date from when the price list is assigned to the account or person.
Effective End Date	Displays the date till when the price list is assigned to the account or person.
Priority	Indicates the order in which the assigned price list must be considered while determining the price item pricing for the account or person.

Column Name	Column Description
Assignment Status	Indicates the status of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Active • Rejected • Proposed • Inactive
Price List Inheritance	Indicates whether the account or person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, it indicates whether the account or person can inherit the price item pricing from the price list hierarchy.
Edit	On clicking the Edit  icon, the Price List Assignment screen appears where you can edit the price list assignment.

On clicking the **Broadcast**  icon corresponding to the assigned price list, the **Price List Price Items** zone appears where you can view the price items assigned to the price list.

Related Topics


For more information on...	See...
Price List Price Items zone	Price List Price Items on page 177
How to view price items assigned to the price list	Viewing Price Items Assigned to a Price List on page 205
How to edit the price list assignment details of an account	Editing the Price List Assignment Details of an Account on page 213
How to edit the price list assignment details of a person	Editing the Price List Assignment Details of a Person on page 216
How to view price lists assigned to an account	Viewing Price Lists Assigned to an Account on page 203
How to view price lists assigned to a person	Viewing Price Lists Assigned to a Person on page 204


Price List Price Items

The **Price List Price Items** zone lists the price items that are assigned to the price list. You will not find any records in this zone if the price list does not have any price items assigned to it. This zone contains the following columns:

Column Name	Column Description
Pricing Information	Displays information about the price item pricing. Note: It has a link. On clicking the link, the View Price Item Pricing screen appears where you can view the details of the price item pricing.
Pricing Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item). Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .

Column Name	Column Description
Pricing Status	Indicates the status of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template
Effective Start Date	Displays the date from when the price item pricing is effective for the price list.
Effective End Date	Displays the date till when the price item pricing is effective for the price list.
Price Assignment Type	Indicates the type of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p> </div>

By default, the **Price List Price Items** zone does not appear in the **Price List Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the assigned price list in the **Price List Assignments** zone.

You can filter the list using various search criteria (such as, **Price Item** and **Effective Start Date**) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters**  icon in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view price items assigned to a price list	Viewing Price Items Assigned to a Price List on page 205

Search Price List for Assignment

The **Search Price List for Assignment** zone allows you to search for a price list that you want to assign to the account or person. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search against all price lists or against those price lists which are already assigned to an account or a person. The valid values are: <ul style="list-style-type: none"> Price List Assigned Price List Note: By default, the Price List option is selected.	Yes
Price List ID	Used to search a particular price list.	No
Price List Description	Used to search price lists with a particular description.	No
Effective Start Date	If you have selected the Price List option from the Search By list, this field is used to search price lists which are effective from a particular date onwards. However, if you have selected the Assigned Price List option from the Search By list, this field is used to search price lists which are assigned to an account or a person from a particular date onwards.	No
Effective End Date	If you have selected the Price List option from the Search By list, this field is used to search price lists which are effective till a particular date. However, if you have selected the Assigned Price List option from the Search By list, this field is used to search price lists which are assigned to an account or a person till a particular date.	No
Account ID	Used to search price lists assigned to a particular account. Note: This field appears only when you have selected the Assigned Price List option from the Search By list.	No
Person ID	Used to search price lists assigned to a particular person. Note: This field appears only when you have selected the Assigned Price List option from the Search By list.	No
Status	Used to search price lists with a particular status. The valid values are: <ul style="list-style-type: none"> Active Proposed Note: This field appears only when you have selected the Price List option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Price List Type	Used to search a particular type of price lists. The valid values are: <ul style="list-style-type: none"> Standard Promotional <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you have selected the Price List option from the Search By list. </div>	No
Only Eligible Price Lists	Used to search price lists which are eligible for the account or person. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you have selected the Price List option from the Search By list. </div>	No
Eligibility Date	Used to search price lists which are eligible for the account or person from a particular date. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you have selected the Price List option from the Search By list. By default, the current date appears in this field when the Only Eligible Price Lists option is selected. You can change the value, if required. </div>	No

Note: You must specify at least one search criterion while searching for a price list.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The search results include only those price lists that are associated with the division to which the account belongs. It may also include price lists that are already assigned to the account in case those price lists match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Assign	On clicking the Assign () icon, the Price List Assignment screen appears where you can assign the price list to the account or person.
Price List Information	Displays the information about the price list. <div style="border: 1px solid black; padding: 2px;"> Note: It has a link. On clicking the link, the Price List screen appears with the details of the respective price list. </div>
Account Information	Displays the information about the account. <div style="border: 1px solid black; padding: 2px;"> Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account. </div>
Person Information	Displays the information about the person. <div style="border: 1px solid black; padding: 2px;"> Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person. </div>

Column Name	Column Description
Effective Start Date	If you have selected the Price List option from the Search By list, the date from when the price list is effective appears in this column. However, if you have selected the Assigned Price List option from the Search By list, the date from when the price list is assigned to the account or person appears in this column.
Effective End Date	If you have selected the Price List option from the Search By list, the date till when the price list is effective appears in this column. However, if you have selected the Assigned Price List option from the Search By list, the date till when the price list is assigned to the account or person appears in this column.
Availability Start Date	Displays the date from when the price list is available for assignment to an account or a person.
Availability End Date	Displays the date till when the price list is available for assignment to an account or a person.


Related Topics

For more information on...	See...
How to assign a price list to an account	Assigning a Price List to an Account on page 206
How to assign a price list to a person	Assigning a Price List to a Person on page 209

Viewing Price Lists Assigned to an Account

Procedure

To view the price lists assigned to an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the account.
- **Price List Price Items** – Lists the price items that are assigned to the price list.
- **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the account.

4. Do either of the following:

If...	Then
If you want to view the price lists which are currently assigned to an account	<ol style="list-style-type: none"> 1. Ensure that the Current Price List Assignments option is selected from the Search By list. 2. Enter the required search criteria and then click Search.

If...	Then
	The price lists which are currently assigned to the account appears in the search results.
If you want to view the price lists assigned to an account which are inactive	<ol style="list-style-type: none"> 1. Select the Inactive Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. <p>The price lists assigned to an account which are inactive appears in the search results.</p>
If you want to view the price lists assigned to an account which are expired	<ol style="list-style-type: none"> 1. Select the Historical Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. <p>The price lists assigned to an account which are expired appears in the search results.</p>


Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
Price List Assignment screen	Price List Assignment on page 197
Price List Assignments zone	Price List Assignments on page 197

Viewing Price Lists Assigned to a Person

Procedure

To view the price lists assigned to a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.

A menu appears.

3. Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the person.
- **Price List Price Items** – Lists the price items that are assigned to the price list.
- **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the person.

4. Do either of the following:

If...	Then
If you want to view the price lists which are currently assigned to a person	<ol style="list-style-type: none"> 1. Ensure that the Current Price List Assignments option is selected from the Search By list. 2. Enter the required search criteria and then click Search. <p>The price lists which are currently assigned to the person appears in the search results.</p>
If you want to view the price lists assigned to a person which are inactive	<ol style="list-style-type: none"> 1. Select the Inactive Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. <p>The price lists assigned to a person which are inactive appears in the search results.</p>
If you want to view the price lists assigned to a person which are expired	<ol style="list-style-type: none"> 1. Select the Historical Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. <p>The price lists assigned to a person which are expired appears in the search results.</p>

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person
Price List Assignment screen	Price List Assignment on page 197
Price List Assignments zone	Price List Assignments on page 197

Viewing Price Items Assigned to a Price List

Prerequisites

To view the price items assigned to a price list, you should have:





- An algorithm defined using the **C1-PLPINFO** algorithm type and attached to **Pricelist Products Assignment Information** system event in the **Algorithms** tab of the **Installation Options – Framework** screen

Procedure

To view the price items assigned to a price list:

1. Do either of the following:

If you want to view...	Then...
Price items assigned to the price list which is assigned to the account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen.

If you want to view...	Then...
	<ol style="list-style-type: none"> 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Price List Assignment menu option. The Price List Assignment screen appears. 4. In the Price List Assignments zone, click the Broadcast () icon corresponding to the assigned price list whose price items you want to view.
Price items assigned to the price list which is assigned to the person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Price List Assignment menu option. The Price List Assignment screen appears. 4. In the Price List Assignments zone, click the Broadcast () icon corresponding to the assigned price list whose price items you want to view.

The **Price List Price Items** zone appears.

2. View the price items that are assigned to the price list in the **Price List Price Items** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
How to search for a person	Searching for a Person
Price List Assignment screen	Price List Assignment on page 197
Price List Assignments zone	Price List Assignments on page 197
Price List Price Items zone	Price List Price Items on page 199

Assigning a Price List to an Account


Prerequisites

To assign a price list to an account, you should have:

- Price list defined in the application
- Price list associated with the division to which the account belongs

Procedure

To assign a price list to an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to edit.

A menu appears.

3. Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the account.
 - **Price List Price Items** – Lists the price items that are assigned to the price list.
 - **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the account.
4. In the **Search Price List for Assignment** zone, select the **Price List** or **Assigned Price List** option from the **Search By** list depending on whether you want to search against all price lists or against those price lists which are already assigned to an account or a person.
 5. Enter the search criteria in the **Search Price List for Assignment** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

Note: The search results include only those price lists that are associated with the division to which the account belongs. It may also include price lists that are already assigned to the account in case those price lists match the search criteria.

7. In the **Search Results** section, click the **Assign** () icon corresponding to the price list that you want to assign to the account.

The **Price List Assignment** screen appears. It consists of the following sections:

- **Main** – Used to specify basic information while assigning the price list to the account.
- **Characteristics** – Used to define characteristics for the price list assignment.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Information	Indicates the account to which you want to assign the price list.	Not applicable
Price List Information	Displays the information about the price list.	Not applicable
Effective Start Date	Used to specify the date from when you want to assign the price list to the account. Note: The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes

Field Name	Field Description	Mandatory (Yes or No)										
Effective End Date	<p>Used to specify the date till when you want to assign the price list to the account.</p> <p>Note:</p> <p>The effective end date cannot be earlier than the effective start date.</p> <p>If the validity period is specified for the price list, the price list assignment end date should be earlier than or equal to the following whichever is earlier:</p> <ul style="list-style-type: none"> • Price list assignment validity end date (which is price list assignment start date + validity period) • Price list effective end date <p>Let us understand this with the help of the following example:</p> <table border="1" data-bbox="516 743 1138 1121"> <tr> <td>Price List Effective Start Date</td> <td>01-Jan-2015</td> </tr> <tr> <td>Price List Effective End Date</td> <td>31-Jan-2015</td> </tr> <tr> <td>Validity Period</td> <td>15 Days</td> </tr> <tr> <td>Price List Assignment Start Date</td> <td>15-Jan-2015</td> </tr> <tr> <td>Price List Assignment Validity End Date</td> <td>30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)</td> </tr> </table> <p>In the above example, the price list assignment end date must be earlier than or equal to the price list assignment validity end date because the price list assignment validity end date is earlier than the price list effective end date.</p>	Price List Effective Start Date	01-Jan-2015	Price List Effective End Date	31-Jan-2015	Validity Period	15 Days	Price List Assignment Start Date	15-Jan-2015	Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)	No
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Price List Effective End Date	31-Jan-2015											
Validity Period	15 Days											
Price List Assignment Start Date	15-Jan-2015											
Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)											
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the account.	Yes										
Price List Inheritance	<p>Used to indicate whether the account can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are:</p> <ul style="list-style-type: none"> • Yes – Used to indicate that the account can inherit the price item pricing from the price list hierarchy. • No – Used to indicate that the account cannot inherit the price item pricing from the price list hierarchy. 	Yes										

Field Name	Field Description	Mandatory (Yes or No)
Assignment Status	Used to indicate the status of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Active – Used to indicate that you want to use the price item pricing on the price list for billing. • Proposed – Used to indicate that you want to use the price item pricing on the price list for quotations. 	Yes

8. Enter the required details in the **Main** section.
9. Define characteristics for the price list assignment, if required.
10. Click **Save**.

The price list is assigned to the account.

Related Topics

For more information on...	See
How to search for an account	Searching for an Account
Price List Assignment screen	Price List Assignment on page 197
Search Price List for Assignment zone	Search Price List for Assignment on page 200
How to define characteristics for a price list assignment	Defining Characteristics for a Price List Assignment on page 212

Assigning a Price List to a Person


Prerequisites

To assign a price list to a person, you should have:

- Price list defined in the application
- Price list associated with the division to which the person belongs

Procedure

To assign a price list to a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to edit.

A menu appears.

3. Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the person.
 - **Price List Price Items** – Lists the price items that are assigned to the price list.
 - **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the person.
4. In the **Search Price List for Assignment** zone, select the **Price List** or **Assigned Price List** option from the **Search By** list depending on whether you want to search against all price lists or against those price lists which are already assigned to an account or a person.


5. Enter the search criteria in the **Search Price List for Assignment** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

Note: The search results include only those price lists that are associated with the division to which the person belongs. It may also include price lists that are already assigned to the person in case those price lists match the search criteria.

7. In the **Search Results** section, click the **Assign** () icon corresponding to the price list that you want to assign to the person.

The **Price List Assignment** screen appears. It consists of the following sections:

- **Main** – Used to specify basic information while assigning the price list to the person.
- **Characteristics** – Used to define characteristics for the price list assignment.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person Information	Indicates the person to whom you want to assign the price list.	Not applicable
Price List Information	Displays the information about the price list.	Not applicable
Effective Start Date	Used to specify the date from when you want to assign the price list to the person. Note: The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes

Field Name	Field Description	Mandatory (Yes or No)										
Effective End Date	<p>Used to specify the date till when you want to assign the price list to the person.</p> <p>Note:</p> <p>The effective end date cannot be earlier than the effective start date.</p> <p>If the validity period is specified for the price list, the price list assignment end date should be earlier than or equal to the following whichever is earlier:</p> <ul style="list-style-type: none"> • Price list assignment validity end date (which is price list assignment start date + validity period) • Price list effective end date <p>Let us understand this with the help of the following example:</p> <table border="1" data-bbox="521 743 1141 1125"> <tr> <td>Price List Effective Start Date</td> <td>01-Jan-2015</td> </tr> <tr> <td>Price List Effective End Date</td> <td>31-Jan-2015</td> </tr> <tr> <td>Validity Period</td> <td>15 Days</td> </tr> <tr> <td>Price List Assignment Start Date</td> <td>15-Jan-2015</td> </tr> <tr> <td>Price List Assignment Validity End Date</td> <td>30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)</td> </tr> </table> <p>In the above example, the price list assignment end date must be earlier than or equal to the price list assignment validity end date because the price list assignment validity end date is earlier than the price list effective end date.</p>	Price List Effective Start Date	01-Jan-2015	Price List Effective End Date	31-Jan-2015	Validity Period	15 Days	Price List Assignment Start Date	15-Jan-2015	Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)	No
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Price List Effective End Date	31-Jan-2015											
Validity Period	15 Days											
Price List Assignment Start Date	15-Jan-2015											
Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)											
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the person.	Yes										
Price List Inheritance	<p>Used to indicate whether the person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are:</p> <ul style="list-style-type: none"> • Yes – Used to indicate that the person can inherit the price item pricing from the price list hierarchy. • No – Used to indicate that the person cannot inherit the price item pricing from the price list hierarchy. 	Yes										

Field Name	Field Description	Mandatory (Yes or No)
Assignment Status	Used to indicate the status of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Active – Used to indicate that you want to use the price item pricing on the price list for billing. • Proposed – Used to indicate that you want to use the price item pricing on the price list for quotations. 	Yes

8. Enter the required details in the **Main** section.
9. Define characteristics for the price list assignment, if required.
10. Click **Save**.

The price list is assigned to the person.

Related Topics

For more information on...	See
How to search for a person	Searching for a Person
Price List Assignment screen	Price List Assignment on page 197
Search Price List for Assignment zone	Search Price List for Assignment on page 200
How to define characteristics for a price list assignment	Defining Characteristics for a Price List Assignment

Defining Characteristics for a Price List Assignment

Prerequisites

To define characteristics for a price list assignment, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price List Assignment**)

Procedure

To define characteristics for a price list assignment:

1. Ensure that the **Characteristics** section is expanded when you are defining or editing characteristics for a price list assignment.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price list assignment.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price List Assignment .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the price list assignment, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the price list assignment, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the price list assignment.

Related Topics

For more information on...	See...
How to assign a price list to an account	Assigning a Price List to an Account on page 206
How to assign a price list to a person	Assigning a Price List to a Person on page 209
How to edit the price list assignment details of an account	Editing the Price List Assignment Details of an Account on page 213
How to edit the price list assignment details of a person	Editing the Price List Assignment Details of a Person on page 216

Editing the Price List Assignment Details of an Account

Procedure

To edit the price list assignment details of an account:

- Search for the account in the **Customer 360-Degree View** screen.
- In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the account whose details you want to edit.



A menu appears.

- Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the account.
- **Price List Price Items** – Lists the price items that are assigned to the price list.
- **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the account.

4. Do either of the following:

If you want to...	Then...
Edit the details of the price list assignment which is currently effective	<ol style="list-style-type: none"> <li data-bbox="846 275 1396 338">1. Select the Current Price List Assignments option from the Search By list. <li data-bbox="846 365 1396 506">2. Enter the required search criteria and then click Search. The price lists which are currently assigned to the account appears in the search results. <li data-bbox="846 533 1396 674">3. In the Search Results section, click the Edit () icon in the Edit column corresponding to the price list whose assignment details you want to edit.
Edit the details of the price list assignment which is expired	<ol style="list-style-type: none"> <li data-bbox="846 728 1396 791">1. Select the Historical Price List Assignments option from the Search By list. <li data-bbox="846 819 1396 959">2. Enter the required search criteria and then click Search. The price lists assigned to an account which are expired appears in the search results. <li data-bbox="846 987 1396 1127">3. In the Search Results section, click the Edit () icon in the Edit column corresponding to the price list whose assignment details you want to edit.

The **Price List Assignment** screen appears. It consists of the following sections:

- **Main** – Used to specify basic information while assigning the price list to the account.
- **Characteristics** – Used to define characteristics for the price list assignment.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Information	Indicates the account whose price list assignment details you want to edit.	Not applicable
Price List Information	Displays the information about the price list.	Not applicable
Effective Start Date	Displays the date from when the price list is assigned to the account.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)										
Effective End Date	<p>Used to specify the date till when you want to assign the price list to the account.</p> <p>Note:</p> <p>The effective end date cannot be earlier than the effective start date.</p> <p>If the validity period is specified for the price list, the price list assignment end date should be earlier than or equal to the following whichever is earlier:</p> <ul style="list-style-type: none"> • Price list assignment validity end date (which is price list assignment start date + validity period) • Price list effective end date <p>Let us understand this with the help of the following example:</p> <table border="1" data-bbox="521 743 1141 1121"> <tr> <td>Price List Effective Start Date</td> <td>01-Jan-2015</td> </tr> <tr> <td>Price List Effective End Date</td> <td>31-Jan-2015</td> </tr> <tr> <td>Validity Period</td> <td>15 Days</td> </tr> <tr> <td>Price List Assignment Start Date</td> <td>15-Jan-2015</td> </tr> <tr> <td>Price List Assignment Validity End Date</td> <td>30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)</td> </tr> </table> <p>In the above example, the price list assignment end date must be earlier than or equal to the price list assignment validity end date because the price list assignment validity end date is earlier than the price list effective end date.</p>	Price List Effective Start Date	01-Jan-2015	Price List Effective End Date	31-Jan-2015	Validity Period	15 Days	Price List Assignment Start Date	15-Jan-2015	Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)	No
Price List Effective Start Date	01-Jan-2015											
Price List Effective End Date	31-Jan-2015											
Validity Period	15 Days											
Price List Assignment Start Date	15-Jan-2015											
Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)											
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the account.	Yes										
Price List Inheritance	<p>Used to indicate whether the account can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are:</p> <ul style="list-style-type: none"> • Yes – Used to indicate that the account can inherit the price item pricing from the price list hierarchy. • No – Used to indicate that the account cannot inherit the price item pricing from the price list hierarchy. 	Yes										

Field Name	Field Description	Mandatory (Yes or No)
Assignment Status	<p>Used to indicate the status of the price list assignment. The valid values are:</p> <ul style="list-style-type: none"> • Active – Used to indicate that you want to use the price item pricing on the price list for billing. This value appears only when you are editing an active and proposed price list assignment. • Proposed – Used to indicate that you want to use the price item pricing on the price list for quotations. This value appears only when you are editing a proposed price list assignment. • Rejected – Used to indicate that you want to reject the price list assignment. This value appears only when you are editing a proposed price list assignment. • Inactive – Used to indicate that you no longer want to use the price list assignment. This value appears only when you are editing an active price list assignment. <p>Note: You cannot change the status of a rejected price list assignment.</p>	Yes

5. Modify the required details in the **Main** section.
6. Define, edit, or remove characteristics from the price list assignment, if required.
7. Click **Save**.

The changes made to the price list assignment are saved.


Related Topics

For more information on...	See
How to search for an account	Searching for an Account
Price List Assignment screen	Price List Assignment on page 197
Price List Assignments zone	Price List Assignments on page 197
How to define characteristics for a price list assignment	Defining Characteristics for a Price List Assignment on page 212

Editing the Price List Assignment Details of a Person

Procedure

To edit the price list assignment details of a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to edit.

A menu appears.

3. Click the **Go To Price List Assignment** menu option.

The **Price List Assignment** screen appears. It contains the following zones:

- **Price List Assignments** – Lists the price lists that are already assigned to the person.
- **Price List Price Items** – Lists the price items that are assigned to the price list.
- **Search Price List for Assignment** – Enables you to search for a price list that you want to assign to the person.

4. Do either of the following:

If you want to...	Then...
Edit the details of the price list assignment which is currently effective	<ol style="list-style-type: none"> 1. Select the Current Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. The price lists which are currently assigned to the person appears in the search results. 3. In the Search Results section, click the Edit (✎) icon in the Edit column corresponding to the price list whose assignment details you want to edit.
Edit the details of the price list assignment which is expired	<ol style="list-style-type: none"> 1. Select the Historical Price List Assignments option from the Search By list. 2. Enter the required search criteria and then click Search. The price lists assigned to a person which are expired appears in the search results. 3. In the Search Results section, click the Edit (✎) icon in the Edit column corresponding to the price list whose assignment details you want to edit.

The **Price List Assignment** screen appears. It consists of the following sections:

- **Main** – Used to specify basic information while assigning the price list to the person.
- **Characteristics** – Used to define characteristics for the price list assignment.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person Information	Indicates the person whose price list assignment details you want to edit.	Not applicable
Price List Information	Displays the information about the price list.	Not applicable
Effective Start Date	Displays the date from when the price list is assigned to the person.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)										
Effective End Date	<p>Used to specify the date till when the price list is assigned to the person.</p> <p>Note:</p> <p>The effective end date cannot be earlier than the effective start date.</p> <p>If the validity period is specified for the price list, the price list assignment end date should be earlier than or equal to the following whichever is earlier:</p> <ul style="list-style-type: none"> • Price list assignment validity end date (which is price list assignment start date + validity period) • Price list effective end date <p>Let us understand this with the help of the following example:</p> <table border="1" data-bbox="516 743 1138 1121"> <tr> <td>Price List Effective Start Date</td> <td>01-Jan-2015</td> </tr> <tr> <td>Price List Effective End Date</td> <td>31-Jan-2015</td> </tr> <tr> <td>Validity Period</td> <td>15 Days</td> </tr> <tr> <td>Price List Assignment Start Date</td> <td>15-Jan-2015</td> </tr> <tr> <td>Price List Assignment Validity End Date</td> <td>30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)</td> </tr> </table> <p>In the above example, the price list assignment end date must be earlier than or equal to the price list assignment validity end date because the price list assignment validity end date is earlier than the price list effective end date.</p>	Price List Effective Start Date	01-Jan-2015	Price List Effective End Date	31-Jan-2015	Validity Period	15 Days	Price List Assignment Start Date	15-Jan-2015	Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)	No
Price List Effective Start Date	01-Jan-2015											
Price List Effective End Date	31-Jan-2015											
Validity Period	15 Days											
Price List Assignment Start Date	15-Jan-2015											
Price List Assignment Validity End Date	30-Jan-2015 (i.e. 15-Jan-2015 + 15 Days)											
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the person.	Yes										
Price List Inheritance	<p>Used to indicate whether the person can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are:</p> <ul style="list-style-type: none"> • Yes – Used to indicate that the person can inherit the price item pricing from the price list hierarchy. • No – Used to indicate that the person cannot inherit the price item pricing from the price list hierarchy. 	Yes										

Field Name	Field Description	Mandatory (Yes or No)
Assignment Status	<p>Used to indicate the status of the price list assignment. The valid values are:</p> <ul style="list-style-type: none"> • Active – Used to indicate that you want to use the price item pricing on the price list for billing. This value appears only when you are editing an active and proposed price list assignment. • Proposed – Used to indicate that you want to use the price item pricing on the price list for quotations. This value appears only when you are editing a proposed price list assignment. • Rejected – Used to indicate that you want to reject the price list assignment. This value appears only when you are editing a proposed price list assignment. • Inactive – Used to indicate that you no longer want to use the price list assignment. This value appears only when you are editing an active price list assignment. <p>Note: You cannot change the status of a rejected price list assignment.</p>	Yes

5. Modify the required details in the **Main** section.
6. Define, edit, or remove characteristics from the price list assignment, if required.
7. Click **Save**.

The changes made to the price list assignment are saved.

Related Topics

For more information on...	See
How to search for a person	Searching for a Person
Price List Assignment screen	Price List Assignment on page 197
Price List Assignments zone	Price List Assignments on page 197
How to define characteristics for a price list assignment	Defining Characteristics for a Price List Assignment

Price List Assignments

The **Price List Assignments** screen allows you to view the price list assignments of a particular price list. This screen consists of the following zones:

- [Persons to whom Price List is Assigned](#) on page 220
- [Accounts where Price List is Assigned](#) on page 220

Accounts where Price List is Assigned

The **Accounts where Price List is Assigned** zone displays the details of the accounts where price list is assigned. This zone contains the following fields:

Field Name	Field Description
Account ID	Displays the account ID.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Price List Assignment Start Date	Displays the price list assignment start date.
Price List Assignment End Date	Displays the price list assignment end date.
Division	Displays the division to which the account belongs.
Price List Assignment ID	Displays the price list assignment ID.

Related Topics

For more information on...	See...
How to search a price list	Searching for a Price List on page 162
How to view accounts and persons where price list is assigned	Viewing Accounts and Persons where Price List is Assigned on page 221

Persons to whom Price List is Assigned

The **Persons to whom Price List is Assigned** zone displays the details of the persons where price list is assigned. This zone contains the following fields:

Field Name	Field Description
Person ID	Displays the person ID.
Person Information	Displays information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Price List Assignment Start Date	Displays the price list assignment start date.
Price List Assignment End Date	Displays the price list assignment end date.
Division	Displays the division to which the person belongs.
Price List Assignment ID	Displays the price list assignment ID.

Related Topics

For more information on...	See...
How to search a price list	Searching for a Price List on page 162
How to view accounts and persons where price list is assigned	Viewing Accounts and Persons where Price List is Assigned on page 221

Viewing Accounts and Persons where Price List is Assigned**Prerequisites**

To view accounts and persons where price list is assigned, you should have:

- Accounts and persons created in the application
- Price list defined and assigned to the accounts and persons

Procedure

To view accounts and persons where price list is assigned:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Price List**.
The **Price List** screen appears.
3. You can search for a price list by entering the search criteria in the **Search Price List** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of price lists that meet the search criteria appears in the search results.
5. In the **Search Results** section, click the **Assigned To** (👤) icon in the **Assigned To** column corresponding to the price list whose details you want to view.
The **Price List Assignments** screen appears.
6. You can view the accounts and persons list where price list is assigned in the **Price List Assignments** screen.

Related Topics

For more information on...	See...
How to search a price list	Searching for a Price List on page 162
Accounts where Price List is Assigned zone	Accounts where Price List is Assigned on page 220
Persons to whom Price List is Assigned zone	Persons to whom Price List is Assigned on page 220

Persons and Accounts Eligible for Price List Assignment

The **Persons and Accounts Eligible for Price List Assignment** screen allows you to view the details of a price list. It also allows you to search for multiple eligible accounts or persons and assign them to the price list. This screen consists of the following zones:

- [Eligible Accounts](#) on page 222
- [Eligible Persons](#) on page 222

Eligible Accounts

The **Eligible Accounts** zone allows you to search the eligible accounts for price list assignments. Moreover, it also allows you to assign the multiple eligible accounts to a price list. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division whose accounts you want to search.	Yes
Effective Date	Used to indicate the date from when the accounts are eligible for price list assignment.	No
Account ID	Used to indicate the account ID.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account Information	Displays the information about the eligible accounts where price list can be assigned. In addition, this column has a context menu which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account. </div>
Assigned	Displays whether the account is assigned to the price list or not. The valid values are: <ul style="list-style-type: none"> • Yes • No

Eligible Persons

The **Eligible Persons** zone allows you to search the eligible persons for price list assignments. Moreover, it also allows you to assign the multiple eligible persons to a price list. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division whose persons you want to search.	Yes
Effective Date	Used to indicate the date from when the persons are eligible for price list assignment.	No

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Used to indicate the person ID.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Person Information	Displays the information about the eligible persons where price list can be assigned. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Assigned	Displays whether the person is assigned to the price list or not. The valid values are: <ul style="list-style-type: none"> • Yes • No

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
How to view the accounts and persons eligible for price list assignments	Viewing Accounts and Persons Eligible for Price List Assignment
How to define characteristics for a Price List Assignment	Defining Characteristics for a Price List Assignment on page 226

Assigning a Price List to One or More Eligible Accounts

Prerequisites

To assign a price list to one or more eligible accounts, you should have:

- Price list defined in the application
- Accounts created in the application
- Price list should be associated with the division to which accounts belong.

Procedure

To assign a price list to one or more eligible accounts:

1. Search for the eligible accounts in the **Eligible Accounts** zone of **Persons and Accounts Eligible for Price List Assignment** screen.
2. In the **Search Results** section, select the one or more accounts that you want to assign to the price list.
3. Click the **Assign** button available in the upper left corner of this section

The **Price List Assignment** screen appears. This screen contains following two sections:

- **Main** — Used to specify basic details about the price list. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Information	Displays the additional information about the price list.	Not Applicable

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	Used to specify the date from when the price list is effective.	Yes
Effective End Date	Used to specify the date till when the price list is effective.	No
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the account.	No
Price List Inheritance	Used to indicate whether the account can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Assignment Status	Used to indicate the status of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Active • Proposed 	No
Priority Indicator	Used to set the priority of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Highest — Used when you want the price list assignment to have the highest priority. It checks whether there are any other price list assignments for the account, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with highest priority minus one. • Lowest — Used when you want the price list assignment to have the lowest priority. It checks whether there are any other price list assignments for the account, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with lowest priority plus one. 	No

- **Characteristics** — Used to define characteristics for the price list.

4. Click **Save**.

Selected accounts are assigned to the price list.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Eligible Persons zone	Eligible Persons on page 222

For more information on...	See...
Eligible Accounts zone	Eligible Accounts on page 222
How to define characteristics for a Price List Assignment	Defining Characteristics for a Price List Assignment on page 226

Assigning a Price List to One or More Eligible Persons

Prerequisites

To assign a price list to one or more eligible persons, you should have:

- Price list defined in the application
- Persons created in the application
- Price list should be associated with the division to which persons belong.

Procedure

To assign a price list to one or more eligible persons:

1. Search for the eligible Persons in the **Eligible Persons** zone of **Persons and Accounts Eligible for Price List Assignment** screen.
2. In the **Search Results** section, select the one or more persons that you want to assign to the price list.
3. Click the **Assign** button available in the upper left corner.

The **Price List Assignment** screen appears. This screen contains following two sections:

- **Main** — Used to specify basic details about the price list. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Information	Displays the additional information about the price list.	Not Applicable
Effective Start Date	Used to specify the date from when the price list is effective.	Yes
Effective End Date	Used to specify the date till when the price list is effective.	No
Priority	Used to specify the order in which the price list should be considered while determining the price item pricing for the person.	No
Price List Inheritance	Used to indicate whether the account can avail the price item pricing listed on the parent or grandparent price list if it is not available on the price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Assignment Status	Used to indicate the status of the price list assignment. The valid values are: <ul style="list-style-type: none"> • Active • Proposed 	No

Field Name	Field Description	Mandatory (Yes or No)
Priority Indicator	<p>Used to set the priority of the price list assignment. The valid values are:</p> <ul style="list-style-type: none"> • Highest — Used when you want the price list assignment to have the highest priority. It checks whether there are any other price list assignments for the person, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with highest priority minus one. • Lowest — Used when you want the price list assignment to have the lowest priority. It checks whether there are any other price list assignments for the person, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with lowest priority plus one. 	No

- **Characteristics** — Used to define characteristics for the price list.

4. Click **Save**.

Selected persons are assigned to the price list.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
Eligible Persons zone	Eligible Persons on page 222
Eligible Accounts zone	Eligible Accounts on page 222
How to define characteristics for a Price List Assignment	Defining Characteristics for a Price List Assignment on page 226

Defining Characteristics for a Price List Assignment

Prerequisites

To define characteristics for a price list assignment, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price List Assignment**)

Procedure

To define characteristics for a price list assignment:

1. Click the **Characteristics** tab in the **Price List Assignment** screen when you are assigning a price list to multiple persons or accounts and also editing the price list assignment details of multiple persons or accounts.

The **Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price list assignment.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price List Assignment .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price list assignment.

2. Enter the required details in the **Characteristics** tab.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the price list assignment, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the price list assignment, click the **Delete** (🗑️) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the price list assignment.

Related Topics

For more information on...	See...
How to assign a price list to a person	Assigning a Price List to a Person on page 209
How to edit the price list assignment details of a person	Editing the Price List Assignment Details of a Person on page 216

Pricing (Account)

The **Pricing (Account)** screen allows you to:

- View effective price assignments of an account
- View the details of an assigned or inherited price item pricing
- Search and assign price items or price item bundles to an account
- Edit or override a price item pricing
- Copy a price item pricing and assign it to an account

This screen consists of the following zones:

- [Effective Price Assignments for Account](#) on page 228
- [Search Price Item](#) on page 233

Effective Price Assignments for Account

The **Effective Price Assignments for Account** zone lists the price item pricing (i.e. price assignments) which are effective on the current date. In other words, it lists effective pricing for price items or price item bundles assigned to the account either directly or through the customer hierarchy. The order in which the price assignments are listed is controlled by the **Price Assignment Search** algorithm defined for the division to which the account belongs. If required, you can filter effective price assignments using various search criteria.

Note: If the effective pricing is available for the price item, regular bundle (to which the price item belongs), and parent (regular) bundle (i.e. to which the regular bundle belongs) at the same level, the system lists the pricing depending on the value defined for the **Prefer Price Item Over Bundle** parameter in the price assignment search algorithm. If the value of the **Prefer Price Item Over Bundle** parameter is set to **Y**, the system lists effective pricing which is available for the price item. If the effective pricing is not available for the price item, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the parent bundle at the same level. However, if the value of the **Prefer Price Item Over Bundle** parameter is set to **N**, the system lists effective pricing which is available for the parent bundle. If the effective pricing is not available for the parent bundle, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the price item at the same level.


This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Indicates the account whose effective price assignments are listed in this zone.	Not applicable
Effective Pricing Date	Used to search price assignments which are effective on a particular date. Note: By default, this field is set to the system date.	No

Field Name	Field Description	Mandatory (Yes or No)
Assignment Level	<p>Used to search price assignments at a particular level in the customer hierarchy. The valid values are:</p> <ul style="list-style-type: none"> • Account Agreed – Means price item pricing is agreed for the account. • Account Price List – Means price item pricing is defined in the price list which is assigned to the account. • Account Inherited Price List – Means price item pricing is inherited from the parent price list hierarchy defined for the price list which is assigned to the account. • Customer Agreed – Means price item pricing is agreed for the main customer in the customer hierarchy. • Customer Price List – Means price item pricing is defined in the price list which is assigned to the main customer. • Default Price List – Means price item pricing defined in the price list is available in the default price list. • Global Price List – Means price item pricing defined in the price list is available in the global price list. • Customer Inherited Price List – Means price item pricing is inherited from the parent price list hierarchy defined for the price list which is assigned to the main customer. • Parent Customer Agreed – Means price item pricing is agreed for the parent customer in the customer hierarchy. • Parent Customer Price List – Means price item pricing is defined in the price list which is assigned to the parent customer. • Parent Customer Inherited Price List – Means price item pricing is inherited from the parent price list hierarchy defined for the price list which is assigned to the parent customer. • Product Default Price List – Means product defined in the price list is available in the default price list. 	No
Parent Person	Used to search price assignments which are inherited from a particular parent customer.	No


Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	Used to search price assignments with a particular status. The valid values are: <ul style="list-style-type: none"> Active Proposed <div style="border: 1px solid black; padding: 2px;">Note: By default, the Active option is selected.</div>	No
Show Default and Global Pricing	Used to search price assignments inherited from the default or global price list. The valid values are: <ul style="list-style-type: none"> Yes – Used when you want to search price assignments inherited from either of the following: <ul style="list-style-type: none"> Product-specific default price list defined for the division Default price list defined for the division Global price list No – Used when you do not want to search price assignments inherited from either of the following: <ul style="list-style-type: none"> Product-specific default price list defined for the division Default price list defined for the division Global price list <div style="border: 1px solid black; padding: 2px;">Note: By default, the No option is selected.</div>	No
Price Item	Used to search price assignments of a particular price item or price item bundle.	No
Description	Used to search price assignments of a price item or price item bundle having a particular description.	No
Search Type	Used to search the price list using the following values: <ul style="list-style-type: none"> Best Fit Exact Match <div style="border: 1px solid black; padding: 2px;">Note: By default, the Exact Match option is selected.</div>	No

Note: The Search  icon appears corresponding to the **Price Item** field. On clicking the **Search** icon, you can search for a price item.


- **Price Item Parameters** – The **Price Item Parameters** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parameter	Used to search price assignments which are defined using a particular parameter. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .	No
Parameter Value	Used to search price assignments which are defined using a particular parameter value. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .	No

Note:



The **Search**  icon appears corresponding to the **Parameter** field. On clicking the **Search** icon, you can search for a parameter.


You can only use those parameters where the source entity is set to **Transaction**.

The **Search**  icon appears corresponding to the **Parameter Value** field only when the value type of the parameter is **Predefined** or **Reference**. If the value type of the parameter is **Predefined** then on clicking the **Search** icon, you can search for a predefined parameter value. However, if the value type of the parameter is **Reference** then on clicking the **Search** icon, you can search for a reference parameter value.

- **Search Results** – On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID for the account. Note: It has a link. On clicking the link, the View Price Item Pricing screen appears with the details of the respective price item pricing.
Price Item	Displays the price item or price item bundle code.
Pricing Parameters	Used to specify multiple parameters based on which you want to determine the pricing utilization. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .

Column Name	Column Description
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based
Assignment Level	Indicates the level at which the price item pricing is defined in the customer hierarchy. The valid values are: <ul style="list-style-type: none"> • Account Agreed • Account Price List • Account Inherited Price List • Customer Agreed • Customer Price List • Default Price List • Global Price List • Customer Inherited Price List • Parent Customer Agreed • Parent Customer Price List • Parent Customer Inherited Price List • Product Default Price List
Price List Information	Displays the information about the price list which is assigned to the account.
Rate Schedule	Indicates the rate schedule which is used for defining the price item pricing.
View Rate	On Clicking the View Rate  icon, the Effective Pricing Information screen appears where you can view the details persisted rate. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: When the value of Price Item Type is defined as Rate, only then the icon would be available.</p> </div>
Edit	On clicking the Edit  icon, the Price Item Pricing screen appears where you can edit the details of the price item pricing. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: The Edit icon appears only when the assignment level is Account Agreed.</p> </div>

Column Name	Column Description
Override	<p>On clicking the Override  icon, the Price Item Pricing screen appears where you can override the price item pricing.</p> <p>Note:</p> <p>You can override a price item pricing assigned at any level in the customer hierarchy. On overriding a price item pricing, a new price item pricing which is specific to the account is defined at the account level and is then called account agreed pricing.</p> <p>A customer agreed or account agreed price assignments are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the Expire Override Switch option type of the C1_EXP_OVRD feature configuration to Y, the system will automatically expire an agreed pricing when the agreed pricing of a customer or an account without end date is overridden. If you do not want an agreed pricing to automatically expire when it is overridden, you must set the Expire Override Switch option type of the C1_EXP_OVRD feature configuration to N.</p>
Effective Start Date	Displays the date from when the price item pricing is effective.
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Parent Person	Displays the name of the parent or grandparent customer from whom the price item pricing is inherited.

Note: The number of records that can be displayed in the **Search Results** section is controlled via the **C1_PR_REC** feature configuration. You can change the number of records that can be displayed using the **Effective Pricing RecordSet Limit** option type of the **C1_PR_REC** feature configuration. For more information, refer to [Setting the C1_PR_REC Feature Configuration](#) on page 1644.

Related Topics

For more information on...	See...
How to view effective price assignments of an account	Viewing Effective Price Assignments of an Account on page 238
How to override a price item pricing	Overriding a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing
How to filter effective price assignments of an account	Filtering Effective Price Assignments of an Account on page 239

Search Price Item

You can either assign a price item to a price list and then define pricing for the price item, or you can copy an existing price item pricing and assign it to a price list. The **Search Price Item** zone allows you to search for a price item pricing which is assigned to an account, person, or a price list. You can then create a new price item pricing using an existing price item pricing through copying the price item pricing. Once you create a copy of an existing price item pricing, the new price item pricing is assigned to the price list. On copying a price item pricing, the pricing details including the price components, eligibility and tiering criteria for each price component, and characteristics are copied to the new price item pricing. You can then edit the details, if required.

The system allows you to create a copy of active, proposed, inactive, rejected, and template price item pricing. Once you create the copy of a template price item pricing, you can save the new price item pricing in either **Active** or **Proposed** status.

The **Search Price Item** zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to search whether you want to search price item pricing for a price item, account, person, or a price list. The valid values are: <ul style="list-style-type: none"> • Price Item • Price List Pricing • Account Override Pricing • Person Override Pricing 	Yes
Price Item	Used to search pricing for a particular price item or price item bundle.	No
Description	Used to search price items or price item bundles with a particular description. Note: This field appears only when you select the Price Item option from the Search By list.	No
Global Price List	Used to search price items or price item bundles which can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: This field appears only when you select the Price Item option from the Search By list.	No
Bundle	Used to search whether the price item is a bundle or not. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: This field appears only when you select the Price Item option from the Search By list.	No
Price List ID	Used to search the price list to which the price item pricing is assigned. Note: This field appears only when you select the Price List Pricing option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	<p>Used to search price item pricing on price lists which are effective from a particular date onwards.</p> <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Effective End Date	<p>Used to search price item pricing on price lists which are effective till a particular date.</p> <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Pricing Status	<p>Used to search price item pricing with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Price Assignment Type	<p>Used to search a particular type of the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Account ID	<p>Used to search pricing of price items which are assigned to a particular account.</p> <p>Note: This field appears only when you select the Account Override Pricing option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Used to search pricing of price items which are assigned to a particular person. Note: This field appears only when you select the Person Override Pricing option from the Search By list.	No



Note:

You must specify at least one search criterion while searching for a price item or price item bundle.

The **Search**  icon appears corresponding to the **Price List ID**, **Price Item**, **Account ID**, and **Person ID** fields. On clicking the **Search** icon, you can search for a price list, price item, an account, and person.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The search results include only those price items or price item bundles that are associated with the division to which the account belongs. It may also include price items or price item bundles that are already assigned to the account in case those price items or price item bundles match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Assign	On clicking the Assign  icon, the Price Item Pricing screen appears where you can define a new price item pricing. Note: This column appears only when you select the Price Item option from the Search By list.
Price Item Information	Displays details of the price item or price item bundle. Note: It has a link. On clicking the link, the Price Item screen appears with the details of the respective price item or price item bundle. This column appears only when you select the Price Item option from the Search By list.
Copy	On clicking the Copy  icon, the Price Item Pricing screen appears where you can define a new price item pricing using an existing price item pricing.
Pricing Information	Displays details of the price item pricing. Note: This column appears only when you select the Price List Pricing , Account Override Pricing , or Person Override Pricing option from the Search By list.

Column Name	Column Description
Account Information	<p>Indicates the account to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Account Override Pricing option from the Search By list. It has a link. On clicking the link, the Account screen appears with the details of the respective account. The account information string appears only when an algorithm defined using the C1-AC-INFO algorithm type is attached to the Account Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>
Person Information	<p>Indicates the person to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Person Override Pricing option from the Search By list. It has a link. On clicking the link, the Person screen appears with the details of the respective person. The person information string appears only when an algorithm defined using the PERS-INFO algorithm type is attached to the Person Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>
Price List Information	<p>Indicates the price list to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Price List Pricing option from the Search By list. It has a link. On clicking the link, the Price List screen appears with the details of the respective price list.</p>
Pricing Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item or price item bundle).</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>
Effective Start Date	<p>Displays the date from when the price item pricing is effective.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>

Column Name	Column Description
Effective End Date	<p>Displays the date till when the price item pricing is effective.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Pricing Currency	<p>Indicates the currency in which the price item pricing is defined.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Rate Schedule	<p>Indicates the rate schedule which is used for defining the price item pricing.</p> <p>Note: It has a link. On clicking the link Rate Schedule screen appears. This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Price Assignment Usage	<p>Indicates whether the price item pricing is applicable to all customers or only to new customers. The valid values are:</p> <ul style="list-style-type: none"> • All Customers • New Customers <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Price Assignment Type	<p>Indicates the type of the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>

Related Topics

For more information on...	See...
How to assign a price item or price item bundle to an account	Assigning a Price Item or Price Item Bundle to an Account
How to copy a price item pricing	Copying a Price Item Pricing on page 243

Viewing Effective Price Assignments of an Account


Prerequisites

To view effective price assignments of an account, you should have:

- Price items or price item bundles assigned to the account either directly or through the customer hierarchy

Procedure

To view effective price assignments of an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Account)** screen appears.
4. View the pricing for price items or price item bundles assigned to the account (either directly or through the customer hierarchy) in the **Effective Price Assignments for Account** zone.
5. Filter the effective price assignments of the account, if required.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
How to filter effective price assignments of an account	Filtering Effective Price Assignments of an Account on page 239

Filtering Effective Price Assignments of an Account


Prerequisites

To filter effective price assignments of an account, you should have:


- Price items or price item bundles defined in the application
- Parameters defined in the application (where the source entity is set to **Transaction**)
- Price items or price item bundles assigned to the account either directly or through the customer hierarchy



Procedure

To filter effective price assignments of an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Account)** screen appears.
4. Enter the search criteria in the **Effective Price Assignments for Account** zone.

Note:

You can search for a price item, parameter, or parameter value by clicking the **Search** () icon corresponding to the respective field.

If you want to add more than one parameter in the search criteria, click the **Add** () icon and then enter the parameter name and its value. However, if you want to remove a parameter from the search criteria, click the **Delete** () icon corresponding to the parameter.

You can only use those parameters where the source entity is set to **Transaction**.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of price assignments which are effective on the specified date and that meet the search criteria are listed in the **Effective Price Assignments for Account** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228

Exporting Effective Price Assignments of an Account


Prerequisites

To export effective price assignments of an account in the CSV format, you should have:

- Price items or price item bundles assigned to the account either directly or through the customer hierarchy

Procedure

To export effective price assignments of an account in the CSV format:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Account)** screen appears.
4. Filter the effective price assignments of the account, if required.
5. Click the **Export to Excel** link in the **Effective Price Assignment** zone.
A message appears confirming whether you want to open or save the EffectivePricing.csv file.
6. Select the **Save As** option from the **Save** list.
The **Save As** dialog box appears.
7. Browse to the location where you want to save the file.
8. Enter the file name in the respective field, and click **Save**.
The search results are exported in the CSV format.
9. Open the CSV file in Microsoft Excel.
The sheet contains the following columns:

Column Name	Column Description
Price Item	Displays the price item or price item bundle code.
Description	Displays the description of the price item or price item bundle.
Variance	Indicates the variance parameter which is used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item). A tool tip appears when you hover over this column corresponding to the price item. It indicates the price item parameters and their values which are used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing — Invoice Based • Post Processing — Price Item Based
Assignment Level	Indicates the level at which the price item pricing is defined in the customer hierarchy. The valid values are: <ul style="list-style-type: none"> • Account Agreed • Account Price List • Account Inherited Price List • Customer Agreed • Customer Price List • Customer Inherited Price List • Parent Customer Agreed • Parent Customer Price List • Parent Customer Inherited Price List
Price List Description	Displays the description of the price list. Note: The description appears only when the assignment level is Account Price List, Account Inherited Price List, Customer Price List, Customer Inherited Price List, Parent Customer Price List, or Parent Customer Inherited Price List .
Rate Description	Displays the description of the rate schedule which is used for defining the price item pricing.

Column Name	Column Description
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Setup of the Rate Component
Price Component Sequence	Indicates the sequence number of the price component.
Price Component Description	Displays the description of the price component.
Rate	Indicates the rate defined for the price component.
Effective Start Date	Displays the date from when the price item pricing is effective.
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
From	Displays the lower limit of the tiering range.
To	Displays the upper limit of the tiering range.
Price Assignment Usage	Indicates whether the price item pricing is applicable to all customers or only to the new customers. The valid values are: <ul style="list-style-type: none"> • AC • NC
Price Assignment ID	Displays the price assignment ID.
Parent Level	Indicates the numerical level of the parent in the customer hierarchy from whom the price item pricing is inherited.
Price List ID	Indicates the price list from where the price item pricing is inherited.
Price List Start Date	Displays the date from when the price list is effective.
Parent Person	Displays the name of the parent or grandparent customer from whom the price item pricing is inherited.
Parent Pricelist Level	Indicates the parent level when price item pricing is inherited from the price list hierarchy. If the pricing is inherited from the assigned price list, the parent price list level will be 0. However, if the pricing is inherited from the parent price list in the hierarchy, the parent price list level will be 1. And, if the pricing is inherited from the grandparent price list in the hierarchy, the parent price list level will be 2, and so on.
Ignore Transaction	Indicates whether the transactions mapped to the price item is considered for billing. The valid values are: <ul style="list-style-type: none"> • Y • N
Aggregate Transaction	Indicates whether the transactions mapped to the price item is aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Y • N

Column Name	Column Description
Aggregation Schedule	Indicates the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quarterly • Yearly
Tiering Criterion	Indicates the tiering criterion which is used in the tiering range.
Tiering Price Item	Indicates whether the price item is billed individually or at the price item bundle level.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignment zone	Effective Price Assignments for Account on page 228

Copying a Price Item Pricing


Prerequisites

To copy a price item pricing and assign it to an account, you should have:

- Account (to which you want to assign the price item pricing) defined in the application
- Account associated with the division to which the user belongs
- Price item pricing (whose copy you want to create) defined in the application

Procedure

To copy a price item pricing and assign it to an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Effective Pricing** menu option.


The **Pricing (Account)** screen appears.

4. In the **Search Price Item** zone, select the required option from the **Search By** list to indicate whether you want to search price item pricing assigned to an account, person, or a price list.

The fields in the **Search Criteria** section change depending on the option that you select from the **Search By** list.

5. Enter the search criteria in the **Search Price Item** zone to search for the price item pricing whose copy you want to create and assign it to the account.
6. Click **Search**.

A list of price assignments that meet the search criteria appears in the **Search Results** section.

- In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the price item pricing whose copy you want to create.

The **Price Item Pricing** screen appears.

- Modify the required pricing details.

Note:

If you change the effective start and end dates while copying a price item pricing, you need to specify the parameters which are effective during that date range.

While copying a price item pricing, you can not only edit the existing tiering combination details, but can also add additional tiering combinations until the maximum tiering combinations limit is met.

If you are creating a copy of active, proposed, inactive, rejected, or template price item pricing, you can save the new price item pricing in the **Active** or **Proposed** status.

- Edit the characteristics of the price item pricing, if required.

- Click **Save**.

A new price item pricing is defined and assigned to the account.


Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Search Price Item zone	Search Price Item on page 233
How to edit a price item pricing	Editing a Price Item Pricing
How to edit characteristics of a price item pricing	Editing the Price Item Pricing Characteristics

Viewing a Price Item Pricing

Procedure

To view a price item pricing and assignment details:

- Search for the account in the **Customer 360-Degree View** screen.
- In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.

A menu appears.

- Click the **Go To Effective Pricing** menu option.

The **Pricing (Account)** screen appears.

- Price assignments effective for the account appears in the **Effective Price Assignments for Account** zone.

- In the **Search Results** section, click the link in the **Pricing Information** column corresponding to the price item whose pricing details you want to view.

The **Price Item Pricing** screen appears. It contains the following zones:

- Price Item Pricing** – Displays the price item pricing details. It contains the following sections:
 - Pricing Information** – Displays the pricing information of the price item.

- **TFM Information** – Displays the transaction feed management information of the price item.
- **Characteristics** – Displays the details of price item pricing characteristics.
- **Price Item and Parameter Information** – Displays the price item parameter details.
- **Record Actions** – Displays the record actions of the price item pricing.
- **Record Information** – Displays the record information of the price item pricing.
- **Rate and Price Component Summary** – Displays the rate and price component summary of the price item.
- **Rate Components** – Displays the rate components of the price item.
- **Price Components** – Displays the details of price components of the price item.
- **Tiering Criteria** – Displays the tiering criteria of the price item pricing.

Note: This zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**

- **Pricing Eligibility Criteria** – Displays the pricing eligibility criteria of the price item pricing.

Note: This zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

6. View the basic details of price item pricing in the **Price Item Pricing** zone.
7. View the rate and price component summary of price item in the **Rate and Price Component Summary** zone.
8. View the rate components of price item in the **Rate Components** zone.
9. View the details of price components of price item in the **Price Components** zone.
10. View the tiering criteria of price item pricing in the **Tiering Criteria** zone.
11. View the pricing eligibility criteria of price item pricing in the **Pricing Eligibility Criteria** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
Price Item Pricing zone	Price Item Pricing on page 294
Rate and Price Component Summary zone	Rate and Price Component Summary on page 296
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299

Editing a Price Item Pricing of an Account

Prerequisites

To edit a price item pricing of an account, you should have:

- Transactions mapped to the price item defined in the application

- Rate schedules, rate versions, rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on those parameters)

Procedure

To edit a price item pricing of an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Effective Pricing** menu option.

The **Pricing (Account)** screen appears.

4. Price assignments effective for the account appears in the **Effective Price Assignments for Account** zone.
5. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the price item pricing whose details you want to edit.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Regular**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <p>Note:</p> <p>The effective start date cannot be later than the effective end date.</p> <p>If you change the effective start and end dates while editing a price item pricing, you need to specify the parameters which are effective during that date range.</p> <p>This field will be in read-only mode when the price assignment has been used.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <p>Note: The effective end date cannot be earlier than the effective start date.</p>	No
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <p>Note:</p> <p>The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p>	Yes
Pricing Eligibility	<p>Used to select pricing eligibility criteria for price item pricing.</p> <p>Note: This field will be enabled for selection if the checkbox is not selected. If the checkbox appears selected then this field will be in read-only mode.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	<p>Used to indicate the status of the price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Active – Indicates that the price assignment is used for billing. • Inactive – Indicates that the price assignment is no longer used for billing. • Proposed – Indicates that the price assignment is used for quotations. <p>Note: If a price assignment is in Active status, you can change its status to Inactive. If a price assignment is in Draft status, you cannot change its status to Proposed.</p>	Yes
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	<p>Used to specify the rate schedule that you want to use while defining price item pricing.</p> <p>Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</p>	Yes
Print Zero	<p>Used to indicate whether zero pricing should be displayed in the bill. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: By default, Yes is selected.</p>	Yes
Pricing Frequency	<p>Used to indicate pricing frequency for the price item.</p> <p>Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</p>	Yes

6. Modify the details in the **Main** section, if required.
7. Edit the TFM Information in a price item pricing, if required.
8. Edit the characteristics for a price item pricing, if required.
9. Edit the parameters for a price item pricing, if required.
10. Click **Save**.

The changes made to the price item pricing are saved.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
How to define a price item pricing.	Defining a Price Item Pricing
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Overriding a Price Item Pricing of an Account



Prerequisites

To override a price item pricing of an account, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To override a price item pricing of an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Account)** screen appears.
4. Price assignments effective for the account appears in the **Effective Price Assignments for Account** zone.
5. In the **Search Results** section, click the **Override** () icon in the **Override** column corresponding to the price item pricing whose details you want to override.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.

- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Regular**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <p>Note: The effective start date cannot be later than the effective end date. If you change the effective start and end dates while overriding a price item pricing, you need to specify the parameters which are effective during that date range. This field will be in read-only mode when the price assignment has been used.</p>	Yes
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <p>Note: The effective end date cannot be earlier than the effective start date.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 640 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1155 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1476 1109 1541" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	<p>Used to select pricing eligibility criteria for price item pricing.</p> <div data-bbox="548 1654 1109 1751" style="border: 1px solid black; padding: 5px;"> <p>Note: This field will be in enabled for selection if the checkbox is not selected. If the checkbox appears selected then this field will be in read-only mode.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	Used to indicate the status of the price assignment. The valid values are: <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Proposed – Indicates that the price assignment is used for quotations. <div style="border: 1px solid black; padding: 2px;">Note: If a price assignment is in Draft status, you cannot change its status to Proposed.</div>	Yes
Pricing Currency	Used to indicate the currency in which you want to override the price item pricing.	Yes
Rate Schedule	Used to specify the rate schedule that you want to use while defining price item pricing. <div style="border: 1px solid black; padding: 2px;">Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</div>	Yes
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 2px;">Note: By default, Yes is selected.</div>	Yes
Pricing Frequency	Used to indicate pricing frequency for the price item. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</div>	Yes

6. Modify the details in the **Main** section, if required.
7. Modify the TFM Information in a price item pricing, if required.
8. Modify the characteristics for a price item pricing, if required.
9. Modify the parameters for a price item pricing, if required.

Note: If you change the effective end date while overriding a price item pricing, you need to specify the parameters which are effective during the date range of start and end date.

10. Click **Save**.

The price item pricing is overridden.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43

For more information on...	See...
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
How to define a price item pricing.	Defining a Price Item Pricing
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Assigning a Price Item to an Account



Prerequisites

To assign a price item to an account, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, and rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To assign a price item to an account:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Account)** screen appears.
4. Search for the price item that you want to assign to the account in the **Search Price Item or Price Item Pricing** zone.
5. In the **Search Results** section, click the **Assign** () icon in the **Assign** column corresponding to the price item that you want to assign to the account.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Processing**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <div data-bbox="548 344 1105 554" style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the current system date appears in this field. The effective start date cannot be later than the effective end date.</p> </div>	Yes
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <div data-bbox="548 659 1105 726" style="border: 1px solid black; padding: 5px;"> <p>Note: The effective end date cannot be earlier than the effective start date.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 638 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1152 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1476 1109 1543" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	Used to select pricing eligibility criteria for price item pricing.	No
Pricing Status	<p>Used to indicate the status of the price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Proposed – Indicates that the price assignment is used for quotations. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	Used to specify the rate schedule that you want to use while defining price item pricing. <div style="border: 1px solid black; padding: 5px;"> <p>Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</p> </div>	Yes
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, Yes is selected.</p> </div>	Yes
Pricing Frequency	Used to indicate pricing frequency for the price item. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</p> </div>	Yes

6. Enter the required details in the **Main** section.
7. Define TFM Information in a price item pricing, if required.
8. Define characteristics for a price item pricing, if required.
9. Define parameters for a price item pricing, if required.
10. Click **Save**.

The pricing is defined for the price item.

Note: A bundle cannot be assigned if its child price items are already assigned to an account and vice versa, in the same date range.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account on page 43
Pricing (Account) screen	Pricing (Account) on page 227
Search Price Item or Price Item Pricing zone	Search Price Item on page 233
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Defining Characteristics for a Price Item Pricing

Prerequisites

To define characteristics for a price item pricing, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price Item**)

Procedure

To define characteristics for a price item pricing that is assigned to an account:

1. Ensure that the **Characteristics** section is expanded when you are defining a price item pricing.

The **Characteristics** section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price item pricing.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price Item Pricing .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.
Characteristic Value	Used to specify the value for the characteristic type. Note: If you select a predefined characteristic type, the Search (🔍) icon appears corresponding to the Characteristic Value field. On clicking the Search icon, the Predefined Characteristic Search window appears. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.

2. Enter the required details in the **Characteristics** section.
3. If you want to define more than one characteristic for the price item pricing, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a characteristic from the price item pricing, click the **Delete** (🗑️) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining Parameters for a Price Item Pricing

Prerequisites

To define parameters for a price item pricing, you should have:

- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To define parameter details segment for a price item pricing that is assigned to an account:

1. Ensure that the **Price Item and Parameter Information** section is expanded when you are defining a price item pricing.

The **Price Item and Parameter Information** section contains the following field:

Field Name	Field Description
Price Item	Indicates the price item or price item bundle whose pricing details are listed in this section.

In addition, this section contains a grid which has the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter	Used to indicate the parameter that you want to associate with the price item pricing. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Parameter Search window appears. The parameter search results displays only those parameters where the Price Item check box is selected	Yes
Parameter Information	Displays a comma-separated string which contains of the following: <ul style="list-style-type: none"> Parameter Description Mandatory (Yes or No) Priority 	Not Applicable
Parameter Value	Used to specify the value of the parameter.	Yes

2. Enter the required details in the **Price Item and Parameter Information** section.
3. If you want to define more than one parameter information for the price item pricing, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a parameter information from the price item pricing, click the **Delete** (🗑️) icon corresponding to the parameter.

4. Click **Save**.

The parameters are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining TFM Information in a Price Item Pricing

Prerequisites

To define the TFM information in a price item pricing, you should have:

- Transactions mapped to the price item defined in the application
- Aggregation or Rating Criteria data to be defined for the price item pricing

Procedure

To define the TFM information in a price item pricing:

1. Ensure that the **TFM Information** section is expanded when you are defining a price item pricing.

The **TFM Information** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Ignore Transaction	Used to indicate whether the transactions mapped to the price item is considered for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregate Transactions	Used to indicate whether the transactions mapped to the price item is aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregation Schedule	Used to indicate the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quaterly • Yearly 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Transaction Rating Criteria	Used to indicate how and when the transaction legs mapped to the price item are rated. The valid values are: <ul style="list-style-type: none"> Aggregate Transactions and Then Rate Aggregated SQs Do Not Rate Transactions Rate Transaction and Aggregate Calc Lines Across Transaction 	Yes

- Enter the required details in the **TFM Information** section.

Note: **TFM Information** section appears when the value for **Show Default Values in Price Item Pricing** option type of **C1_FM feature configuration** is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- Click **Save**.

The transactions are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing for an account	Assigning a Price Item to an Account on page 253
How to edit a price item pricing for an account	Editing a Price Item Pricing of an Account on page 245
How to override a price item pricing for an account	Overriding a Price Item Pricing of an Account on page 249
How to define a price item pricing for a person	Assigning a Price Item to a Person on page 286
How to edit a price item pricing for a person	Editing a Price Item Pricing of a Person on page 278
How to override a price item pricing for a person	Overriding a Price Item Pricing of a Person on page 282
How to define a price item pricing for a price list	Assigning a Price Item to a Price List on page 189
How to edit a price item pricing for a price list	Editing a Price Item Pricing of a Price List on page 185

Pricing (Person)

The **Pricing (Person)** screen allows you to:

- View effective price assignments of a person
- View the details of an assigned or inherited price item pricing
- Search and assign price items or price item bundles to a person
- Edit or override a price item pricing
- Copy a price item pricing and assign it to a person

You can also view effective price assignments of a global person (i.e. a person who is not associated to any division) in this screen. The pricing for all price items or price item bundles assigned to the global person either directly or through a price list appears in this screen. However, you will be able to view pricing for only those price items or price item bundles that are associated to the division to which you have access.

Since a global person is not associated to any division, the system cannot determine the price assignment search order for a global person. Hence, the default search order is defined for global persons through the **C1_PRASNORDR** feature configuration. This feature configuration contains the **Price Assignment Algorithm** option type where you need to

specify the algorithm which contains default search order for global persons. You can change this default search order, if required. The valid search order values are — **AGREED_PRICELIST** and **AGREED_FIRST**. You can also create a custom search order, if required.

This screen consists of the following zones:

- [Effective Price Assignments for Person](#) on page 261
- [Search Price Item](#) on page 266

Effective Price Assignments for Person

The **Effective Price Assignments for Person** zone lists the price item pricing (i.e. price assignments) which are effective on the current date. In other words, it lists effective pricing for price items or price item bundles assigned to the person either directly or through the customer hierarchy. The order in which the price assignments are listed is controlled by the **Price Assignment Search** algorithm defined for the division to which the person belongs. If required, you can filter effective price assignments using various search criteria.

Note: If the effective pricing is available for the price item, regular bundle (to which the price item belongs), and parent (regular) bundle (i.e. to which the regular bundle belongs) at the same level, the system lists the pricing depending on the value defined for the **Prefer Price Item Over Bundle** parameter in the price assignment search algorithm. If the value of the **Prefer Price Item Over Bundle** parameter is set to **Y**, the system lists effective pricing which is available for the price item. If the effective pricing is not available for the price item, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the parent bundle at the same level. However, if the value of the **Prefer Price Item Over Bundle** parameter is set to **N**, the system lists effective pricing which is available for the parent bundle. If the effective pricing is not available for the parent bundle, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the price item at the same level.


This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Indicates the person whose effective price assignments are listed in this zone.	Not applicable
Effective Pricing Date	Used to search price assignments which are effective on a particular date. Note: By default, this field is set to the current date.	No

Field Name	Field Description	Mandatory (Yes or No)
Assignment Level	<p>Used to search price assignments at a particular level in the customer hierarchy. The valid values are:</p> <ul style="list-style-type: none"> • Customer Agreed – Means price item pricing is agreed for the main customer in the customer hierarchy. • Customer Price List – Means price item pricing is defined in the price list which is assigned to the main customer. • Customer Inherited Price List – Means price item pricing is inherited from the parent price list hierarchy defined for the price list which is assigned to the main customer. • Default Price List – Means price item pricing defined in the price list is available in the default price list. • Global Price List – Means price item pricing defined in the price list is available in the global price list. • Parent Customer Agreed – Means price item pricing is agreed for the parent customer in the customer hierarchy. • Parent Customer Price List – Means price item pricing is defined in the price list which is assigned to the parent customer. • Parent Customer Inherited Price List – Means price item pricing is inherited from the parent price list hierarchy defined for the price list which is assigned to the parent customer. 	No
Parent Person	Used to search price assignments which are inherited from a particular parent customer.	No
Pricing Status	<p>Used to search price assignments with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Active • Proposed <p>Note: By default, the Active option is selected.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Show Default and Global Pricing	Used to indicate whether you want to search price assignments inherited from the default or global price list. The valid values are: <ul style="list-style-type: none"> Yes – Used when you want to search price assignments inherited from either of the following: <ul style="list-style-type: none"> Default price list defined for the division Global price list No – Used when you do not want to search price assignments inherited from either of the following: <ul style="list-style-type: none"> Default price list defined for the division Global price list <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: By default, the No option is selected.</div>	No
Price Item	Used to search price assignments of a particular price item or price item bundle.	No
Description	Used to search price assignments of a price item or price item bundle having a particular description.	No
Search Type	Used to search the price list using the following values: <ul style="list-style-type: none"> Best Fit Exact Match <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: By default, the Exact Match option is selected.</div>	No


Note: The **Search**  icon appears corresponding to the **Price Item** field. On clicking the **Search** icon, you can search for a price item.

- Price Item Parameters** – The **Price Item Parameters** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Parameter	Used to search price assignments which are defined using a particular parameter. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</div>	No

Field Name	Field Description	Mandatory (Yes or No)
Parameter Value	Used to search price assignments which are defined using a particular parameter value. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .	No

Note:



The **Search**  icon appears corresponding to the **Parameter** field. On clicking the **Search** icon, you can search for a parameter.

You can only use those parameters where the source entity is set to **Transaction**.

The **Search**  icon appears corresponding to the **Parameter Value** field only when the value type of the parameter is **Predefined** or **Reference**. If the value type of the parameter is **Predefined** then on clicking the **Search** icon, you can search for a predefined parameter value. However, if the value type of the parameter is **Reference** then on clicking the **Search** icon, you can search for a reference parameter value.

- **Search Results** – On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID for the person. Note: It has a link. On clicking the link, the View Price Item Pricing screen appears with the details of the respective price item pricing.
Price Item	Displays the price item or price item bundle code.
Pricing Parameters	Used to specify multiple parameters based on which you want to determine the pricing utilization. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based

Column Name	Column Description
Assignment Level	<p>Indicates the level at which the price item pricing is defined in the customer hierarchy. The valid values are:</p> <ul style="list-style-type: none"> • Customer Agreed • Customer Price List • Customer Inherited Price List • Default Price List • Global Price List • Parent Customer Agreed • Parent Customer Price List • Parent Customer Inherited Price List
Price List Information	Displays the information about the price list which is assigned to the account.
Rate Schedule	Indicates the rate schedule which is used for defining the price item pricing.
Edit	<p>On clicking the Edit  icon, the Price Item Pricing screen appears where you can edit the details of the price item pricing.</p> <p>Note: The Edit icon appears only when the assignment level is Customer Agreed.</p>
Override	<p>On clicking the Override  icon, the Price Item Pricing screen appears where you can override the price item pricing.</p> <p>Note:</p> <p>You can override a price item pricing assigned at any level in the customer hierarchy. On overriding a price item pricing, a new price item pricing which is specific to the account is defined at the account level and is then called account agreed pricing.</p> <p>A customer agreed or account agreed price assignments are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the Expire Override Switch option type of the C1_EXP_OVRD feature configuration to Y, the system will automatically expire an agreed pricing when the agreed pricing of a customer or an account without end date is overridden. If you do not want an agreed pricing to automatically expire when it is overridden, you must set the Expire Override Switch option type of the C1_EXP_OVRD feature configuration to N.</p>
Effective Start Date	Displays the date from when the price item pricing is effective.
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Parent Person	Displays the name of the parent or grandparent customer from whom the price item pricing is inherited.

Note: The number of records that can be displayed in the **Search Results** section is controlled via the **C1_PR_REC** feature configuration. You can change the number of records that can be displayed using the **Effective Pricing RecordSet Limit** option type of the **C1_PR_REC** feature configuration. For more information, refer to [Setting the C1_PR_REC Feature Configuration](#) on page 1644.

Related Topics

For more information on...	See...
How to view effective price assignments of a person	Viewing Effective Price Assignments of a Person on page 271
How to override a price item pricing	Override Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing
How to filter effective price assignments of a person	Filtering Effective Price Assignments of a Person on page 272

Search Price Item

You can either assign a price item to a price list and then define pricing for the price item, or you can copy an existing price item pricing and assign it to a price list. The **Search Price Item** zone allows you to search for a price item pricing which is assigned to an account, person, or a price list. You can then create a new price item pricing using an existing price item pricing through copying the price item pricing. Once you create a copy of an existing price item pricing, the new price item pricing is assigned to the price list. On copying a price item pricing, the pricing details including the price components, eligibility and tiering criteria for each price component, and characteristics are copied to the new price item pricing. You can then edit the details, if required.

The system allows you to create a copy of active, proposed, inactive, rejected, and template price item pricing. Once you create the copy of a template price item pricing, you can save the new price item pricing in either **Active** or **Proposed** status.

The **Search Price Item** zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to search whether you want to search price item pricing for a price item, account, person, or a price list. The valid values are: <ul style="list-style-type: none"> • Price Item • Price List Pricing • Account Override Pricing • Person Override Pricing 	Yes
Price Item	Used to search pricing for a particular price item or price item bundle.	No
Description	Used to search price items or price item bundles with a particular description. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field appears only when you select the Price Item option from the Search By list. </div>	No
Global Price List	Used to search price items or price item bundles which can be assigned to a global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field appears only when you select the Price Item option from the Search By list. </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Bundle	<p>Used to search whether the price item is a bundle or not. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: This field appears only when you select the Price Item option from the Search By list.</p>	No
Price List ID	<p>Used to search the price list to which the price item pricing is assigned.</p> <p>Note: This field appears only when you select the Price List Pricing option from the Search By list.</p>	No
Effective Start Date	<p>Used to search price item pricing on price lists which are effective from a particular date onwards.</p> <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Effective End Date	<p>Used to search price item pricing on price lists which are effective till a particular date.</p> <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No
Pricing Status	<p>Used to search price item pricing with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive • Proposed • Rejected • Template <p>Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	Used to search a particular type of the price item pricing. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list. </div>	No
Account ID	Used to search pricing of price items which are assigned to a particular account. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Account Override Pricing option from the Search By list. </div>	No
Person ID	Used to search pricing of price items which are assigned to a particular person. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Person Override Pricing option from the Search By list. </div>	No


Note:


You must specify at least one search criterion while searching for a price item or price item bundle.

The **Search**  icon appears corresponding to the **Price List ID, Price Item, Account ID, and Person ID** fields. On clicking the **Search** icon, you can search for a price list, price item, an account, and person.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The search results include only those price items or price item bundles that are associated with the division to which the person belongs. However, if the person does not belong to any division, the search will be performed against all price items or price item bundles defined in the system. It may also include price items or price item bundles that are already assigned to the person in case those price items or price item bundles match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Assign	On clicking the Assign  icon, the Price Item Pricing screen appears where you can define a new price item pricing. <div style="border: 1px solid black; padding: 2px;"> Note: This column appears only when you select the Price Item option from the Search By list. </div>

Column Name	Column Description
Price Item Information	<p>Displays details of the price item or price item bundle.</p> <p>Note: It has a link. On clicking the link, the Price Item screen appears with the details of the respective price item or price item bundle. This column appears only when you select the Price Item option from the Search By list.</p>
Copy	<p>On clicking the Copy () icon, the Price Item Pricing screen appears where you can define a new price item pricing using an existing price item pricing.</p>
Pricing Information	<p>Displays details of the price item pricing.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Account Information	<p>Indicates the account to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Account Override Pricing option from the Search By list. It has a link. On clicking the link, the Account screen appears with the details of the respective account. The account information string appears only when an algorithm defined using the C1-AC-INFO algorithm type is attached to the Account Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>
Person Information	<p>Indicates the person to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Person Override Pricing option from the Search By list. It has a link. On clicking the link, the Person screen appears with the details of the respective person. The person information string appears only when an algorithm defined using the PERS-INFO algorithm type is attached to the Person Information system event in the Algorithms tab of the Installation Options – Framework screen.</p>

Column Name	Column Description
Price List Information	<p>Indicates the price list to which the price item pricing is assigned. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: This column appears only when you select the Price List Pricing option from the Search By list. It has a link. On clicking the link, the Price List screen appears with the details of the respective price list.</p>
Pricing Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item or price item bundle).</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>
Effective Start Date	<p>Displays the date from when the price item pricing is effective.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Effective End Date	<p>Displays the date till when the price item pricing is effective.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Pricing Currency	<p>Indicates the currency in which the price item pricing is defined.</p> <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Rate Schedule	<p>Indicates the rate schedule which is used for defining the price item pricing.</p> <p>Note: It has a link. On clicking the link Rate Schedule screen appears. This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>
Price Assignment Usage	<p>Indicates whether the price item pricing is applicable to all customers or only to new customers. The valid values are:</p> <ul style="list-style-type: none"> • All Customers • New Customers <p>Note: This column appears only when you select the Price List Pricing, Account Override Pricing, or Person Override Pricing option from the Search By list.</p>

Column Name	Column Description
Price Assignment Type	<p>Indicates the type of the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>

Related Topics

For more information on...	See...
How to copy a price item pricing	Copying a Price Item Pricing on page 275
How to assign a price item or price item bundle to a person	Assigning a Price Item or Price Item Bundle to a Person

Viewing Effective Price Assignments of a Person


Prerequisites

To view effective price assignments of a person, you should have:

- Price items or price item bundles assigned to the person either directly or through the customer hierarchy

Procedure

To view effective price assignments of a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. View the pricing for price items or price item bundles assigned to the person (either directly or through the customer hierarchy) in the **Effective Price Assignments for Person** zone.
5. Filter the effective price assignments of the person, if required.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignments for Person zone	Effective Price Assignments for Person on page 261
How to filter effective price assignments of a person	Filtering Effective Price Assignments of a Person on page 272

Filtering Effective Price Assignments of a Person


Prerequisites

To filter effective price assignments of a person, you should have:

- Price items or price item bundles defined in the application
- Parameters defined in the application (where the source entity is set to **Transaction**)
- Price items or price item bundles assigned to the person either directly or through the customer hierarchy

Procedure

To filter effective price assignments of a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.


A menu appears.


3. Click the **Go To Effective Pricing** menu option.

The **Pricing (Person)** screen appears.

4. Enter the search criteria in the **Effective Price Assignments for Person** zone.

Note:

You can search for a price item, parameter, or parameter value by clicking the **Search** () icon corresponding to the respective field.

If you want to add more than one parameter in the search criteria, click the **Add** () icon and then enter the parameter name and its value. However, if you want to remove a parameter from the search criteria, click the

Delete () icon corresponding to the parameter.

You can only use those parameters where the source entity is set to **Transaction**.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of price assignments which are effective on the specified date and that meet the search criteria are listed in the **Effective Price Assignments for Person** zone.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignments for Person zone	Effective Price Assignments for Person on page 261

Exporting Effective Price Assignments of a Person


Prerequisites

To export effective price assignments of a person in the CSV format, you should have:

- Price items or price item bundles assigned to the person either directly or through the customer hierarchy

Procedure

To export effective price assignments of a person in the CSV format:

1. Search for the person in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.

A menu appears.

3. Click the **Go To Effective Pricing** menu option.

The **Pricing (Person)** screen appears.

4. Filter the effective price assignments of the person, if required.
5. Click the **Export to Excel** link in the **Effective Price Assignment** zone.

A message appears confirming whether you want to open or save the EffectivePricing.csv file.

6. Select the **Save As** option from the **Save** list.

The **Save As** dialog box appears.

7. Browse to the location where you want to save the file.
8. Enter the file name in the respective field, and click **Save**.

The search results are exported in the CSV format.

9. Open the CSV file in Microsoft Excel.

The sheet contains the following columns:

Column Name	Column Description
Price Item	Displays the price item or price item bundle code.
Description	Displays the description of the price item or price item bundle.
Variance	Indicates the variance parameter which is used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this column is controlled by the display order (which is defined while associating a parameter with a price item). A tool tip appears when you hover over this column corresponding to the price item. It indicates the price item parameters and their values which are used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .

Column Name	Column Description
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing — Invoice Based • Post Processing — Price Item Based
Assignment Level	Indicates the level at which the price item pricing is defined in the customer hierarchy. The valid values are: <ul style="list-style-type: none"> • Customer Agreed • Customer Price List • Customer Inherited Price List • Parent Customer Agreed • Parent Customer Price List • Parent Customer Inherited Price List
Price List Description	Displays the description of the price list. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: The description appears only when the assignment level is Customer Price List, Customer Inherited Price List, Parent Customer Price List, or Parent Customer Inherited Price List.</p> </div>
Rate Description	Displays the description of the rate schedule which is used for defining the price item pricing.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Setup of the Rate Component
Price Component Sequence	Indicates the sequence number of the price component.
Price Component Description	Displays the description of the price component.
Rate	Indicates the rate defined for the price component.
Effective Start Date	Displays the date from when the price item pricing is effective.
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
From	Displays the lower limit of the tiering range.
To	Displays the upper limit of the tiering range.
Price Assignment Usage	Indicates whether the price item pricing is applicable to all customers or only to the new customers. The valid values are: <ul style="list-style-type: none"> • AC • NC
Price Assignment ID	Displays the price assignment ID.

Column Name	Column Description
Parent Level	Indicates the numerical level of the parent in the customer hierarchy from whom the price item pricing is inherited.
Price List ID	Indicates the price list from where the price item pricing is inherited.
Price List Start Date	Displays the date from when the price list is effective.
Parent Person	Displays the name of the parent or grandparent customer from whom the price item pricing is inherited.
Parent Pricelist Level	Indicates the parent level when price item pricing is inherited from the price list hierarchy. If the pricing is inherited from the assigned price list, the parent price list level will be 0. However, if the pricing is inherited from the parent price list in the hierarchy, the parent price list level will be 1. And, if the pricing is inherited from the grandparent price list in the hierarchy, the parent price list level will be 2, and so on.
Ignore Transaction	Indicates whether the transactions mapped to the price item is considered for billing. The valid values are: <ul style="list-style-type: none"> • Y • N
Aggregate Transaction	Indicates whether the transactions mapped to the price item is aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Y • N
Aggregation Schedule	Indicates the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quarterly • Yearly
Tiering Criterion	Indicates the tiering criterion which is used in the tiering range.
Tiering Price Item	Indicates whether the price item or price item bundle's total usage is considered for determining the rate.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignment zone	Effective Price Assignments for Person on page 261

Copying a Price Item Pricing



Prerequisites

To copy a price item pricing and assign it to a person, you should have:

- Person (to which you want to assign the price item pricing) defined in the application
- Person associated with the division to which the user belongs
- Price item pricing (whose copy you want to create) defined in the application

Procedure

To copy a price item pricing and assign it to a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. In the **Search Price Item** zone, select the required option from the **Search By** list to indicate whether you want to search price item pricing assigned to an account, person, or a price list.
The fields in the **Search Criteria** section change depending on the option that you select from the **Search By** list.
5. Enter the search criteria in the **Search Price Item** zone to search for the price item pricing whose copy you want to create and assign it to the person.
6. Click **Search**.
A list of price assignments that meet the search criteria appears in the **Search Results** section.
7. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the price item pricing whose copy you want to create.
The **Price Item Pricing** screen appears.
8. Modify the required pricing details.

Note:

If you change the effective start and end dates while copying a price item pricing, you need to specify the parameters which are effective during that date range.

While copying a price item pricing, you can not only edit the existing tiering combination details, but can also add additional tiering combinations until the maximum tiering combinations limit is met.

If you are creating a copy of active, proposed, inactive, rejected, or template price item pricing, you can save the new price item pricing in the **Active** or **Proposed** status.

9. Edit the characteristics of the price item pricing, if required.
10. Click **Save**.

A new price item pricing is defined and assigned to the person.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Search Price Item zone	Search Price Item on page 266

For more information on...	See...
How to edit a price item pricing	Editing a Price Item Pricing
How to edit characteristics of a price item pricing	Editing the Price Item Pricing Characteristics

Viewing a Price Item Pricing

Procedure

To view a price item pricing and assignment details:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the person whose details you want to view.

A menu appears.

3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. Price assignments effective for the person appears in the **Effective Price Assignments for Person** zone.
5. In the **Search Results** section, click the link in the **Pricing Information** column corresponding to the price item whose pricing details you want to view.

The **Price Item Pricing** screen appears. It contains the following zones:

- **Price Item Pricing** – Displays the price item pricing details. It contains the following sections:
 - **Pricing Information** – Displays the pricing information of the price item.
 - **TFM Information** – Displays the transaction feed management information of the price item.
 - **Characteristics** – Displays the details of price item pricing characteristics.
 - **Price Item and Parameter Information** – Displays the price item parameter details.
 - **Record Actions** – Displays the record actions of the price item pricing.
 - **Record Information** – Displays the record information of the price item pricing.
- **Rate and Price Component Summary** – Displays the rate and price component summary of the price item.
- **Rate Components** – Displays the rate components of the price item.
- **Price Components** – Displays the details of price components of the price item.
- **Tiering Criteria** – Displays the tiering criteria of the price item pricing.

Note: This zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**

- **Pricing Eligibility Criteria** – Displays the pricing eligibility criteria of the price item pricing.

Note: This zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

6. View the basic details of price item pricing in the **Price Item Pricing** zone.
7. View the rate and price component summary of price item in the **Rate and Price Component Summary** zone.
8. View the rate components of price item in the **Rate Components** zone.
9. View the details of price components of price item in the **Price Components** zone.
10. View the tiering criteria of price item pricing in the **Tiering Criteria** zone.

11. View the pricing eligibility criteria of price item pricing in the **Pricing Eligibility Criteria** zone.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignments for Account zone	Effective Price Assignments for Person on page 261
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
Price Item Pricing zone	Price Item Pricing on page 294
Rate and Price Component Summary zone	Rate and Price Component Summary on page 296
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299

Editing a Price Item Pricing of a Person

Prerequisites

To edit a price item pricing of a person, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on those parameters)

Procedure

To edit a price item pricing of a person:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the person whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. Price assignments effective for the person appears in the **Effective Price Assignments for Person** zone.
5. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the price item pricing whose details you want to edit.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Regular**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <p>Note: The effective start date cannot be later than the effective end date. If you change the effective start and end dates while editing a price item pricing, you need to specify the parameters which are effective during that date range. This field will be in read-only mode when the price assignment has been used.</p>	Yes
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <p>Note: The effective end date cannot be earlier than the effective start date.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 638 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1152 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1476 1109 1543" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	<p>Used to select pricing eligibility criteria for price item pricing.</p> <div data-bbox="548 1652 1109 1751" style="border: 1px solid black; padding: 5px;"> <p>Note: This field will be enabled for selection if the checkbox is not selected. If the checkbox appears selected then this field will be in read-only mode.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	<p>Used to indicate the status of the price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Active – Indicates that the price assignment is used for billing. • Inactive – Indicates that the price assignment is no longer used for billing. • Proposed – Indicates that the price assignment is used for quotations. <p>Note: If a price assignment is in Active status, you can change its status to Inactive. If a price assignment is in Draft status, you cannot change its status to Proposed.</p>	Yes
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	<p>Used to specify the rate schedule that you want to use while defining price item pricing.</p> <p>Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</p>	Yes
Print Zero	<p>Used to indicate whether zero pricing should be displayed in the bill. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: By default, Yes is selected.</p>	Yes
Pricing Frequency	<p>Used to indicate pricing frequency for the price item.</p> <p>Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</p>	Yes

6. Modify the details in the **Main** section, if required.
7. Edit the TFM Information in a price item pricing, if required.
8. Edit the characteristics for a price item pricing, if required.
9. Edit the parameters for a price item pricing, if required.
10. Click **Save**.

The changes made to the price item pricing are saved.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignments for Person zone	Effective Price Assignments for Person on page 261
How to define a price item pricing.	Defining a Price Item Pricing
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Overriding a Price Item Pricing of a Person



Prerequisites

To override a price item pricing of a person, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To override a price item pricing of a person:

1. Search for the person in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the person whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. Price assignments effective for the person appears in the **Effective Price Assignments for Person** zone.
5. In the **Search Results** section, click the **Override** () icon in the **Override** column corresponding to the price item pricing whose details you want to override.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.

- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Regular**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <p>Note: The effective start date cannot be later than the effective end date. If you change the effective start and end dates while overriding a price item pricing, you need to specify the parameters which are effective during that date range. This field will be in read-only mode when the price assignment has been used.</p>	Yes
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <p>Note: The effective end date cannot be earlier than the effective start date.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 638 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1150 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1472 1109 1541" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	<p>Used to select pricing eligibility criteria for price item pricing.</p> <div data-bbox="548 1650 1109 1751" style="border: 1px solid black; padding: 5px;"> <p>Note: This field will be in enabled for selection if the checkbox is not selected. If the checkbox appears selected then this field will be in read-only mode.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	Used to indicate the status of the price assignment. The valid values are: <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Proposed – Indicates that the price assignment is used for quotations. <div style="border: 1px solid black; padding: 2px;">Note: If a price assignment is in Draft status, you cannot change its status to Proposed.</div>	Yes
Pricing Currency	Used to indicate the currency in which you want to override the price item pricing.	Yes
Rate Schedule	Used to specify the rate schedule that you want to use while defining price item pricing. <div style="border: 1px solid black; padding: 2px;">Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.</div>	Yes
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No <div style="border: 1px solid black; padding: 2px;">Note: By default, Yes is selected.</div>	Yes
Pricing Frequency	Used to indicate pricing frequency for the price item. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees.</div>	Yes

6. Modify the details in the **Main** section, if required.
7. Modify the TFM Information in a price item pricing, if required.
8. Modify the characteristics for a price item pricing, if required.
9. Modify the parameters for a price item pricing, if required.

Note: If you change the effective end date while overriding a price item pricing, you need to specify the parameters which are effective during the date range of start and end date.

10. Click **Save**.

The price item pricing is overridden.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42

For more information on...	See...
Pricing (Person) screen	<i>Pricing (Person)</i> on page 260
Effective Price Assignments for Person zone	<i>Effective Price Assignments for Person</i> on page 261
How to define a price item pricing.	<i>Defining a Price Item Pricing</i>
How to define characteristics for a price item pricing.	<i>Defining Characteristics for a Price Item Pricing</i> on page 193
How to define parameters for a price item pricing.	<i>Defining Parameters for a Price Item Pricing</i> on page 194
How to define TFM Information in a price item pricing.	<i>Defining TFM Information in a Price Item Pricing</i> on page 195

Assigning a Price Item to a Person

Prerequisites

To assign a price item to a person, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, and rate components defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To assign a price item to a person:

1. Search for the account in the **Customer 360-Degree View** screen.
2. In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the person whose details you want to view.
A menu appears.
3. Click the **Go To Effective Pricing** menu option.
The **Pricing (Person)** screen appears.
4. Search for the price item that you want to assign to the person in the **Search Price Item or Price Item Pricing** zone.
5. In the **Search Results** section, click the **Assign** (📧) icon in the **Assign** column corresponding to the price item that you want to assign to the person.

The **Price Item Pricing** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the price item pricing.
- **TFM Information** – Used to specify the transaction feed management information about the price item pricing.

Note: This section appears in the **Price Item Pricing** screen only when the value for the **Show Default Values in Price Item Pricing** option type for **C1_FM** feature configuration is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- **Characteristics** – Used to define characteristics for the price item pricing.
- **Price Item and Parameter Information** – Used to define the parameter details segment for the price item pricing.

Note: This section appears only when **Price Assignment Type** is **Processing**.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	<p>Used to specify the date from when the price item pricing is effective.</p> <div data-bbox="548 344 1105 558" style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the current system date appears in this field. The effective start date cannot be later than the effective end date.</p> </div>	Yes
End Date	<p>Used to specify the date till when the price item pricing is effective.</p> <div data-bbox="548 663 1105 730" style="border: 1px solid black; padding: 5px;"> <p>Note: The effective end date cannot be earlier than the effective start date.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	<p>Used to indicate the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular – Used to indicate that the pricing must be used to generate regular bill segment. • Post Processing – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. The post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account. <div data-bbox="613 638 1109 898" style="border: 1px solid black; padding: 5px;"> <p>Note: The post processing bill segment is generated when the Post Processing Sequence (PPSEQ) characteristic is defined for the price item and when the price item is associated with another price item using the Price Item relationship type.</p> </div> <ul style="list-style-type: none"> • Post Processing – Invoice Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account. <div data-bbox="613 1152 1109 1220" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div> <ul style="list-style-type: none"> • Post Processing – Price Item Based – Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account. <div data-bbox="613 1476 1109 1543" style="border: 1px solid black; padding: 5px;"> <p>Note: This will not be applicable for price item which are defined for Only Pricing.</p> </div>	Yes
Pricing Eligibility	Used to select pricing eligibility criteria for price item pricing.	No
Pricing Status	<p>Used to indicate the status of the price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Draft – Indicates that the price assignment is created as a draft. • Proposed – Indicates that the price assignment is used for quotations. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Pricing Currency	Used to indicate the currency in which you want to define the price item pricing.	Yes
Rate Schedule	Used to specify the rate schedule that you want to use while defining price item pricing. Note: Rate schedules control how the bills for the price item will be calculated. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Rate Schedule Search screen appears.	Yes
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: By default, Yes is selected.	Yes
Pricing Frequency	Used to indicate pricing frequency for the price item. Note: This field appears only when Price Item is defined as Only Pricing and Price Item Type is defined as Fees .	Yes

6. Enter the required details in the **Main** section.
7. Define TFM Information in a price item pricing, if required.
8. Define characteristics for a price item pricing, if required.
9. Define parameters for a price item pricing, if required.
10. Click **Save**.

The pricing is defined for the price item.

Note: A bundle cannot be assigned if its child price items are already assigned to a person and vice versa, in the same date range.

Related Topics

For more information on...	See...
How to search for a person	Searching for a Person on page 42
Pricing (Person) screen	Pricing (Person) on page 260
Search Price Item or Price Item Pricing zone	Search Price Item on page 266
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195

Defining Characteristics for a Price Item Pricing

Prerequisites

To define characteristics for a price item pricing, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Price Item**)

Procedure

To define characteristics for a price item pricing that is assigned to an account:

1. Ensure that the **Characteristics** section is expanded when you are defining a price item pricing.

The **Characteristics** section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price item pricing.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Price Item Pricing .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.
Characteristic Value	Used to specify the value for the characteristic type. Note: If you select a predefined characteristic type, the Search (🔍) icon appears corresponding to the Characteristic Value field. On clicking the Search icon, the Predefined Characteristic Search window appears. On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the price item pricing.

2. Enter the required details in the **Characteristics** section.
3. If you want to define more than one characteristic for the price item pricing, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a characteristic from the price item pricing, click the **Delete** (🗑️) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining Parameters for a Price Item Pricing

Prerequisites

To define parameters for a price item pricing, you should have:

- Parameters associated with the price item (in case you want to define price item pricing based on multiple parameters)

Procedure

To define parameter details segment for a price item pricing that is assigned to an account:

1. Ensure that the **Price Item and Parameter Information** section is expanded when you are defining a price item pricing.

The **Price Item and Parameter Information** section contains the following field:

Field Name	Field Description
Price Item	Indicates the price item or price item bundle whose pricing details are listed in this section.

In addition, this section contains a grid which has the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter	Used to indicate the parameter that you want to associate with the price item pricing. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Parameter Search window appears. The parameter search results displays only those parameters where the Price Item check box is selected	Yes
Parameter Information	Displays a comma-separated string which contains of the following: <ul style="list-style-type: none"> Parameter Description Mandatory (Yes or No) Priority 	Not Applicable
Parameter Value	Used to specify the value of the parameter.	Yes

2. Enter the required details in the **Price Item and Parameter Information** section.
3. If you want to define more than one parameter information for the price item pricing, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a parameter information from the price item pricing, click the **Delete** (🗑️) icon corresponding to the parameter.

4. Click **Save**.

The parameters are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing	Defining a Price Item Pricing
How to edit a price item pricing	Editing a Price Item Pricing on page 340
How to override a price item pricing	Overriding a Price Item Pricing

Defining TFM Information in a Price Item Pricing

Prerequisites

To define the TFM information in a price item pricing, you should have:

- Transactions mapped to the price item defined in the application
- Aggregation or Rating Criteria data to be defined for the price item pricing

Procedure

To define the TFM information in a price item pricing:

1. Ensure that the **TFM Information** section is expanded when you are defining a price item pricing.

The **TFM Information** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Ignore Transaction	Used to indicate whether the transactions mapped to the price item is considered for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregate Transactions	Used to indicate whether the transactions mapped to the price item is aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes
Aggregation Schedule	Used to indicate the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quaterly • Yearly 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Transaction Rating Criteria	Used to indicate how and when the transaction legs mapped to the price item are rated. The valid values are: <ul style="list-style-type: none"> Aggregate Transactions and Then Rate Aggregated SQs Do Not Rate Transactions Rate Transaction and Aggregate Calc Lines Across Transaction 	Yes

- Enter the required details in the **TFM Information** section.

Note: **TFM Information** section appears when the value for **Show Default Values in Price Item Pricing** option type of **C1_FM feature configuration** is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

- Click **Save**.

The transactions are defined for the price item pricing.

Related Topics

For more information on...	See...
How to define a price item pricing for an account	Assigning a Price Item to an Account on page 253
How to edit a price item pricing for an account	Editing a Price Item Pricing of an Account on page 245
How to override a price item pricing for an account	Overriding a Price Item Pricing of an Account on page 249
How to define a price item pricing for a person	Assigning a Price Item to a Person on page 286
How to edit a price item pricing for a person	Editing a Price Item Pricing of a Person on page 278
How to override a price item pricing for a person	Overriding a Price Item Pricing of a Person on page 282
How to define a price item pricing for a price list	Assigning a Price Item to a Price List on page 189
How to edit a price item pricing for a price list	Editing a Price Item Pricing of a Price List on page 185

Price Item Pricing (Used for Viewing)

Once the pricing is defined for a price item pricing which is assigned to a account, person, or price list, the **Price Item Pricing** screen allows you to:

- Edit the details of a price item pricing
- Delete a price item pricing
- Submit a price item pricing for processing
- View the details of price components of the rate component
- View the details of tiering criteria, pricing eligibility criteria of a price component
- Add price components of the rate components
- Add tiering components, pricing eligibility criteria of the price components
- Edit price components, tiering criteria, pricing eligibility criteria
- Delete price components, tiering criteria, pricing eligibility criteria

Note:

When the price assignment is in **Draft** status and when:

- Approval Workflow is off then status is changed from **Draft** to **Active**.
- Approval Workflow is on then status is changed from **Draft** to **Pending in Approval**.

Price Item Pricing

The **Price Item Pricing** zone displays the details of the price item pricing. It contains the following sections:

- **Pricing Information** – Displays the pricing information of the price item. It contains the following fields:

Field Name	Field Description
Start Date	Displays the date from when the price item pricing is effective.
End Date	Displays the date till when the price item pricing is effective.
Rate Schedule	Indicates the rate schedule used while defining price item pricing. Note: It has a link. On clicking the link, the Rate Schedule screen appears where you can view the details of the rate schedule.
Print Zero	Indicates the zero pricing displayed in the bill. The valid values are: <ul style="list-style-type: none"> • Yes • No
Pricing Currency	Indicates the currency in which the price item pricing is defined. Note: It has a link. On clicking the link, the Currency screen appears where you can view the details of the currency.
Pricing Status	Indicates the status of the price assignment. The valid values are: <ul style="list-style-type: none"> • Draft • Active • Inactive • Proposed • Rejected • Template
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing – Invoice Based • Post Processing – Price Item Based
Pricing Eligibility	Displays the pricing eligibility criteria for price item pricing.

Field Name	Field Description
Price Assignment Usage	Indicates whether the price item pricing is applicable to all customers or only to new customers. The valid values are: <ul style="list-style-type: none"> • All Customers • New Customers

- **TFM Information** – Displays the transactions mapped to the price item pricing. It contains the following fields:

Field Name	Field Description
Ignore Transaction	Indicates whether the transactions mapped to the price item is considered for billing or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Aggregate Transactions	Indicates whether the transactions mapped to the price item is aggregated for billing or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Aggregation Schedule	Indicates the transaction aggregation cycle. The valid values are: <ul style="list-style-type: none"> • Daily • Weekly • Monthly • Quaterly • Yearly
Transaction Rating Criteria	Indicates how and when the transaction legs mapped to the price item are rated. The valid values are: <ul style="list-style-type: none"> • Aggregate Transactions and Then Rate Aggregated SQs • Do Not Rate Transactions

Note:

TFM Information section appears when the value for **Show Default Values in Price Item Pricing** option type of **C1_FM feature configuration** is set to **Y** and **Price Item Available For** is **Pricing and Billing**.

TFM Information section does not appears when the **Price Item Available For** is **Only Pricing** and the **Price Item Type** is **Fees** then, only the **Pricing Frequency** field appears.

- **Characteristics** – Lists the characteristics defined for the price item pricing. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the price item pricing.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Price Item and Parameter Information** – Displays the parameter details segment for the price item pricing. It contains the following field:

Field Name	Field Description
Price Item	Indicates the price item or price item bundle whose pricing details are listed in this section.

In addition, this section contains the following columns:

Column Name	Column Description
Parameter	Indicates the parameter that is associated with the price item pricing.
Parameter Value	Displays the parameter value.

- **Record Actions** – This section contains the following buttons:

Column Name	Column Description
Edit	Used to define, edit the price item pricing. It is also used to remove the characteristics, price item and parameter information of price item pricing. Note: The Edit button appears only when the price item pricing is in the Draft status.
Delete	Used to delete the price item pricing. Note: The Delete button appears only when the price item pricing is in the Draft status.
Submit	Used to submit the price item pricing for validation and processing. Note: The Submit button appears only when the price item pricing is in the Draft status.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the price item pricing is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Rate and Price Component Summary

The **Rate and Price Component Summary** zone lists the following in a tree view:

- Information string of price component with tiers where the rate schedule is flat.
- Information string of price component with tiers where the rate schedule is step.
- Information string of price component with tiers where the rate schedule is threshold.

Rate Components

The **Rate Components** zone lists rate components and its details for price item pricing that are assigned to an account, person, or price list. This zone contains the following columns:

Column Name	Column Description
Sequence	Indicates the sequence number of the rate component.
Rate Components	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component ID • Rate Component Sequence Number • Tiering Setup of the Rate Component
Add Price Component	On clicking the Add Price Component button, the Price Component screen appears where you can add the price component for the rate component. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: This button appears only when the Pricing Status of the price item pricing is in Draft, Proposed and Template status.</p> </div>

On clicking the broadcast **Broadcast** (📡) icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view a Price Item Pricing	Price Item Pricing (Used for Viewing) on page 293
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to view price components of a rate component	Viewing the Price Components of a Rate Component on page 301

Price Components

The **Price Components** zone lists details of price components of the rate component for price item pricing that are assigned to an account, person, or price list. This zone contains the following columns:

Column Name	Column Description
Sequence	Indicates the sequence number of the price component.
Show Price Component	Indicates whether to display the price components or not. The valid values are: <ul style="list-style-type: none"> • Yes • No
Description	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Tiering Setup of the Price Component • Description of the Price Component
Rate Value	Indicates the rate defined for the price component.
Edit	On clicking the Edit (✎) icon, the Price Component screen appears where you can edit the details of the price component.

Column Name	Column Description
Delete	On clicking the Delete (🗑️) icon, you can delete the price component. Note: The Delete icon appears only when the price assignment is in Draft, Proposed or Template status.

By default, the **Price Components** zone does not appear in the **Price Item Pricing** screen. It appears only when you click the broadcast **Broadcast** (📡) icon corresponding to a rate component in the **Rate Components** zone.

On clicking the **Broadcast** (📡) icon corresponding to a price component, the **Tiering Criteria** and **Pricing Eligibility Criteria** zones appear with details of the respective tiering, pricing eligibility criteria.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

You can define price component for a rate component by clicking the **Add** link in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view a Price Item Pricing	Price Item Pricing (Used for Viewing) on page 293
Rate Components zone	Rate Components on page 296
Tiering Criteria zone	Tiering Criteria on page 298
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to define a tiering criteria for a price component	Defining a Tiering Criteria for a Price Component on page 309
How to view the tiering criteria of a price component	Viewing the Tiering Criteria of a Price Component on page 302
How to define a pricing eligibility criteria for a price component	Defining a Pricing Eligibility Criteria for a Price Component on page 312
How to view the pricing eligibility criteria of a price component	Viewing the Pricing Eligibility Criteria of a Price Component on page 304

Tiering Criteria

The **Tiering Criteria** zone lists the detail of tiering criterions that are used in the tiering range. This zone contains the following columns:

Column Name	Column Description
Sequence	Indicates the sequence number of the tiering criteria.
Tiering Criterion	Indicates the tiering criterion.

Column Name	Column Description
Price Item	Displays the price item.
Parameter Information	Displays information about the parameter associated with the price item.
Lower Limit	Displays the lower limit of the tiering range.
Upper Limit	Displays the upper limit of the tiering range.
Edit	On clicking the Edit (✎) icon, the Price Component screen appears where you can edit the details of the tiering criteria.
Delete	On clicking the Delete (🗑) icon, you can delete the tiering criteria. Note: The Delete icon appears only when the price assignment is in Draft, Proposed or Template status.

By default, the **Tiering Criteria** zone does not appear in the **Price Item Pricing** screen. It appears only when you click the broadcast **Broadcast** (📡) icon corresponding to a price component in the **Price Components** zone.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

You can define tiering criteria for a price component by clicking the **Add** link in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.



Related Topics


For more information on...	See...
How to view a Price Item Pricing	Price Item Pricing (Used for Viewing) on page 293
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to define a tiering criteria for a price component	Defining a Tiering Criteria for a Price Component on page 309
How to view the tiering criteria of a price component	Viewing the Tiering Criteria of a Price Component on page 302

Pricing Eligibility Criteria

The **Pricing Eligibility Criteria** zone lists the detail of parameters used while defining the pricing eligibility criteria. This zone contains the following columns:

Column Name	Column Description
Sequence	Indicates the sequence number of the tiering criteria.
Parameter	Indicates the parameter (on the left hand side) is used in the pricing eligibility criteria.
Operator	Displays the relational operator defined for the relation between the parameter name and value.
Parameter Value Type	Indicates whether the parameter (on the left hand side) is compared against another parameter (on the right hand side) or directly against a parameter value.

Column Name	Column Description
Parameter	Indicates the parameter (on the right hand side) against which you have compared the parameter (on the left hand side).
Parameter Value	Indicates the parameter value against which you have compared the parameter (on the left hand side).
Is True	Indicates what happens when the condition is true (satisfied). The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number is executed. • Rule Is False – Indicates that the action specified in the Rule False Action field is executed. • Rule Is True – Indicates that the action specified in the Rule True Action field is executed.
Is False	Indicates what happens when the condition is false (not satisfied). The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number is executed. • Rule Is False – Indicates that the action specified in the Rule False Action field is executed • Rule Is True – Indicates that the action specified in the Rule True Action field is executed.
Is Insufficient	Indicates what happens when the data is insufficient. The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Indicates that the condition with consecutive sequence number is executed. • Rule Is False – Indicates that the action specified in the Rule False Action field is executed • Rule Is True – Indicates that the action specified in the Rule True Action field is executed.
Edit	On clicking the Edit () icon, the Price Component screen appears where you can edit the details of the pricing eligibility criteria.
Delete	On clicking the Delete () icon, you can delete the pricing eligibility criteria. Note: The Delete icon appears only when the price assignment is in Draft, Proposed or Template status.

By default, the **Pricing Eligibility Criteria** zone does not appear in the **Price Item Pricing** screen. It appears only when you click the broadcast **Broadcast** () icon corresponding to a price component in the **Price Components** zone.

Note:

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

You can define pricing eligibility criteria for a price component by clicking the **Add** link in the upper right corner of this zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view a Price Item Pricing	Price Item Pricing (Used for Viewing) on page 293
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to define a pricing eligibility criteria for a price component	Defining a Pricing Eligibility Criteria for a Price Component on page 312
How to view the pricing eligibility criteria of a price component	Viewing the Pricing Eligibility Criteria of a Price Component on page 304


Viewing the Price Components of a Rate Component


Procedure

To view the details of price components of a rate component:

1. Do either of the following:

If you want to view...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone.

If you want to view...	Then...
	<ol style="list-style-type: none"> In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> Search for the price list in the Price List screen. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view. The Price List Price Item Pricing screen appears. Price items assigned to the price list appears in the Price List Price Items zone. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.

- The **Price Item Pricing** screen appears.
- In the **Rate Components** zone, click the **Broadcast** () icon corresponding to a rate component in the **Rate Components** zone.
The **Price Components** zone appears.
- View the details of the price components of the rate component in the **Price Components** zone.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
How to search for a person	Searching for a Person
How to search for a price list	Searching for a Price List on page 162
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297




Viewing the Tiering Criteria of a Price Component

Procedure

To view the details of tiering criteria of a price component:

- Do either of the following:

If you want to view...	Then...
Tiering criteria of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> Search for the account in the Customer 360-Degree View screen.

If you want to view...	Then...
	<ol style="list-style-type: none"> 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.
Tiering criteria of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.
Tiering criteria of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears. 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.

2. The **Price Item Pricing** screen appears.
3. In the **Rate Components** zone, click the **Broadcast** () icon corresponding to a rate component in the **Rate Components** zone.

The **Price Components** zone appears.

- In the **Price Components** zone, click the **Broadcast** (📡) icon corresponding to a price component in the **Price Components** zone.

The **Tiering Criteria** zone appears.

- View the details of tiering criterions that are used in the tiering range in **Tiering Criteria** zone.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
How to search for a person	Searching for a Person
How to search for a price list	Searching for a Price List on page 162
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298



Viewing the Pricing Eligibility Criteria of a Price Component



Procedure

To view the details of pricing eligibility criteria of a price component:

- Do either of the following:

If you want to view...	Then...
Pricing eligibility criteria of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> Search for the account in the Customer 360-Degree View screen. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the account whose <i>details</i> you want to view. A menu appears. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.

If you want to view...	Then...
Pricing eligibility criteria of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.
Pricing eligibility criteria of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears. 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.

2. The **Price Item Pricing** screen appears.
3. In the **Rate Components** zone, click the **Broadcast** () icon corresponding to a rate component in the **Rate Components** zone.
The **Price Components** zone appears.
4. In the **Price Components** zone, click the **Broadcast** () icon corresponding to a price component in the **Price Components** zone.
The **Pricing Eligibility Criteria** zone appears.
5. View the details of parameters used while defining the pricing eligibility criteria in **Pricing Eligibility Criteria** zone.

Note:

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

Related Topics

For more information on...	See...
How to search for an account	Searching for an Account
How to search for a person	Searching for a Person
How to search for a price list	Searching for a Price List on page 162
Price Item Pricing screen	Price Item on page 138
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299

Defining a Price Component for a Rate Component

Prerequisites



To define a price component for a rate component, you should have:




- Rate component defined for the price item in the application


Procedure

To define price component for a rate component:

1. Do either of the following:

If you want to define...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item.

If you want to define...	Then...
	<ol style="list-style-type: none"> 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears. 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.

If you want to define...	Then...
	<p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. Click the **Add Price Component** button in the **Add Price Component of Rate Components** zone.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Type of the Rate Component

In addition, this screen contains the following sections:

- **Main** – Used to specify the basic details about the price component.
- **Tiering Criteria** – Used to specify the details of tiering criteria that are used in the tiering range.
- **Pricing Eligibility Criteria** – Used to specify the details of parameters used while defining the pricing eligibility criteria.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the sequence in which price component should be considered.	Yes
Show Price Component	Used to indicate whether the price component should appear or not.	Yes
Description	Used to specify the description of the price component.	Yes
Rate Value	Used to indicate the rate defined for the price component.	Yes

Tip: Alternatively, you can access the **Price Component** screen by clicking the **Add** link to the right hand side corner of the **Price Components** zone.

3. Enter the required details in the **Main** section.

4. Define tiering criteria for a price component.
5. Define pricing eligibility criteria for a price component.
6. Click **Save**.

The price component is defined for a rate component.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to define a tiering criteria for a price component.	Defining a Tiering Criteria for a Price Component on page 309
How to define pricing eligibility criteria for a price component.	Defining a Pricing Eligibility Criteria for a Price Component on page 312

Defining a Tiering Criteria for a Price Component

Prerequisites

To define a tiering criteria for a price component, you should have:

- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application.

Procedure

To define a tiering criteria for a price component:

1. Click the **Add** link the right hand side corner of the **Tiering Criteria** zone.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Type of the Rate Component

In addition, this screen contains the following sections:

- **Main** – Used to specify the basic details about the price component.



This section contains the following fields:


Field Name	Field Description
Sequence	Indicates the sequence in which price component should be considered.
Show Price Component	Indicates that the price component will appear or not.
Description	Displays the description of the price component.
Rate Value	Indicates the rate defined for the price component.


- **Tiering Criteria** – Used to specify the details of tiering criteria that are used in the tiering range.

This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the sequence in which tiering criteria should be considered.	Yes
Tiering Criterion	Used to select the tiering criterion which is used in the tiering range.	Yes
Lower Limit	Used to specify the lower limit of the pricing range. Note: The system provides you with the facility to specify the lower limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.	Yes
Upper Limit	Used to specify the upper limit of the pricing range. Note: The system provides you with the facility to specify the upper limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range. When you define single tier with the maximum value as blank (for example, 0 to BLANK), the system will automatically replace the blank space with 9999999999999999.99.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Used to Indicate whether the price item or price item bundle's total usage is considered for determining the rate. By default, the price item code for which you are defining the pricing appears in this field. You can specify any other price item or bundle code, if required. Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears.	Yes
Price Item Parameters	Used to specify the parameters based on which price item or bundle's total usage should be considered for determining the rate. By default, the parameters based on which you are defining the pricing appear in this field. You can specify any other parameters (where the Pricing flag is set to Yes), if required. However, note that you can only select parameters associated with the price item or bundle which is used for defining the tiering criteria. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True . The Edit () appears corresponding to this field. On clicking the Edit icon, the Parameters Search screen appears.	No

- Enter the required details in the **Tiering Criteria** section.
- If you want to define more than one tiering criteria for the price component, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove a tiering criteria from the price component, click the **Delete** () icon corresponding to the tiering criterion.

- Click **Save**.

The tiering criteria is defined for the price component.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158

For more information on...	See...
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to define a price component for a rate component.	Defining a Price Component for a Rate Component on page 306

Defining a Pricing Eligibility Criteria for a Price Component

Prerequisites

To define a pricing eligibility criteria for a price component, you should have:

- Pricing eligibility defined in the application

Procedure

To define a pricing eligibility criteria for a price component:

1. Click the **Add** link the right hand side corner of the **Pricing Eligibility Criteria** zone.

Note:

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Type of the Rate Component

In addition, this screen contains the following sections:

- **Main** – Used to specify the basic details about the price component.


This section contains the following fields:

Field Name	Field Description
Sequence	Indicates the sequence in which price component should be considered.
Show Price Component	Indicates that the price component will appear or not.
Description	Displays the description of the price component.
Rate Value	Indicates the rate defined for the price component.

- **Pricing Eligibility Criteria** – Used to specify the details of parameters used in the pricing eligibility criteria.

This section contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the criteria should be executed in the rule.	Yes
Parameter	<p>Used to indicate the left hand side parameter which you want to use along with the price item for price determination.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARAM_FLG) feature configuration is set to True.</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears.</p> <p>You must not specify any special character except underscore (_) in the parameter code. Otherwise, the status of the transaction is changed to Error (ERROR).</p> </div>	Yes
Operator	<p>Used to specify the relational operator to define the relation between the left hand side and right hand side parameters code. The valid values are:</p> <ul style="list-style-type: none"> • < • <= • <> • = • > • >= • Algorithm • Between • In • Like 	Yes
Parameter Value Type	<p>Used to indicate the type of pricing eligibility. The valid values are:</p> <ul style="list-style-type: none"> • Parameter – Used to indicate the type of parameter. • Value – Used to indicate the type of value. 	Yes

Column Name	Column Description	Mandatory (Yes or No)
Parameter Value	<p>When the Parameter option is selected for the Parameter Value Type field then it is used to specify the right hand side parameter which you want to use along with the price item for price determination. When the Value option is selected for the Parameter Value Type field then it is used to specify the parameter value.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARAM_FLG) feature configuration is set to True.</p> <p>The Search () icon appears corresponding to this field only when the Parameter option is selected for Parameter Value Type field. On clicking the Search icon, the Price Item Search screen appears.</p> <p>When the Parameter option is selected for the Parameter Value Type field then you must not specify any special character except underscore (_) in the parameter code. Otherwise, the status of the transaction is changed to Error (ERROR).</p> <p>When the Value option is selected for the Parameter Value Type field then you can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon (;) in the parameter value.</p> </div>	Yes
Is True	<p>Used to indicate what should happen when the condition is true (satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is False	Used to indicate what should happen when the condition is false (not satisfied). The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes
Is Insufficient	Used to indicate what should happen when the data is insufficient. The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

2. Enter the required details in the **Pricing Eligibility Criteria** section.
3. If you want to define more than one pricing eligibility criteria for the price component, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a pricing eligibility criteria from the price component, click the **Delete** (🗑️) icon corresponding to the parameter.

4. Click **Save**.

The pricing eligibility criteria is defined for the price component.

Related Topics

For more information on...	See...
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
How to define a price component for a rate component.	Defining a Price Component for a Rate Component on page 306

Editing a Price Component

Prerequisites




To edit a price component for a rate component, you should have:




- Rate component defined for the price item in the application

Procedure



To edit a price component for a rate component:

1. Do either of the following:

If you want to edit...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears. </div>
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears.

If you want to edit...	Then...
	<p>3. Click the Go To Effective Pricing menu option.</p> <p>The Pricing (Person) screen appears.</p> <p>4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone.</p> <p>5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <p>1. Search for a price item in the Search Price Item or Price Item Pricing zone.</p> <p>2. In the Search Results section, click the Assign () icon corresponding to the price item.</p> <p>3. Enter the required details in the Price Item Pricing screen and click Save.</p> <p>4. The Price Item Pricing screen appears.</p>
Price components of Price Item Pricing assigned to a price list	<p>1. Search for the price list in the Price List screen.</p> <p>2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view.</p> <p>The Price List Price Item Pricing screen appears.</p> <p>3. Price items assigned to the price list appears in the Price List Price Items zone.</p> <p>4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <p>1. Search for a price item in the Search Price Item or Price Item Pricing zone.</p> <p>2. In the Search Results section, click the Assign () icon corresponding to the price item.</p> <p>3. Enter the required details in the Price Item Pricing screen and click Save.</p>

If you want to edit...	Then...
	4. The Price Item Pricing screen appears.

- In the **Rate Components** zone, click the **Broadcast**  icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
- Click the **Edit**  icon in the **Edit** column corresponding to the price component whose details you want to edit for the rate component.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> Rate Component Sequence Tiering Type of the Rate Component

In addition, this screen contains the following sections:

- Main** – Used to specify the basic details about the price component.
- Tiering Criteria** – Used to specify the details of tiering criteria that are used in the tiering range.
- Pricing Eligibility Criteria** – Used to specify the details of parameters used while defining the pricing eligibility criteria.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the sequence in which price component is to be considered.	Yes
Show Price Component	Used to indicate whether the price component must appear or not.	Yes
Description	Used to specify the description of the price component.	Yes
Rate Value	Used to indicate the rate defined for the price component.	Yes

- Modify the required details in the **Main** section.
- Modify the tiering criteria for a price component.
- Modify the pricing eligibility criteria for a price component.
- Click **Save**.

The price component is edited for a rate component.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to edit a tiering criteria for a price component.	Editing a Tiering Criteria of a Price Component on page 321
How to edit a pricing eligibility criteria for a price component.	Editing a Pricing Eligibility Criteria of a Price Component on page 329





Deleting a Price Component


Procedure



To delete a price component:

1. Do either of the following:

If you want to delete...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the account whose details you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p>

If you want to delete...	Then...
	<ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears. </div>
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears.

If you want to delete...	Then...
	<p>3. Price items assigned to the price list appears in the Price List Price Items zone.</p> <p>4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. In the **Rate Components** zone, click the **Broadcast** () icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
3. Click the **Delete** () icon in the **Delete** column corresponding to the price component that you want to remove for the rate component.

Note: The **Delete** icon appears only when the price assignment is in **Draft, Proposed** or **Template** status.

A message appears confirming whether you want to remove the price component for the rate component.

4. Click **OK**.

The price component is removed for the rate component.

Related Topics

For more information on...	See...
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to view price components of a rate component.	Viewing the Price Components of a Rate Component on page 301
How to define a price component for a rate component.	Defining a Price Component for a Rate Component on page 306

Editing a Tiering Criteria of a Price Component

Prerequisites




To edit a tiering criteria for a price component, you should have:




- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application.



Procedure

To edit a tiering criteria of a price component:

1. Do either of the following:


If you want to edit the tiering criteria of.....	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears.

If you want to edit the tiering criteria of.....	Then...
	<p>4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone.</p> <p>5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view. <p>The Price List Price Item Pricing screen appears.</p> <ol style="list-style-type: none"> 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. In the **Rate Components** zone, click the **Broadcast**  icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
3. In the **Price Components** zone, click the **Broadcast**  icon corresponding to the price component, the **Tiering Criteria** zone appears with the details of tiering criterions that are used in the tiering range.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

4. Click the **Edit**  icon in the **Edit** column corresponding to the tiering criteria whose details you want to edit for the price component.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Type of the Rate Component

In addition, this screen contains the following sections:

- **Main** – Used to specify the basic details about the price component.

This section contains the following fields:

Field Name	Field Description
Sequence	Indicates the sequence in which price component should be considered.
Show Price Component	Indicates that the price component will appear or not.
Description	Displays the description of the price component.
Rate Value	Indicates the rate defined for the price component.

- **Tiering Criteria** – Used to specify the details of tiering criterions that are used in the tiering range.

This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the sequence in which tiering criteria is to be considered.	Yes
Tiering Criterion	Used to select the tiering criterion which is used in the tiering range.	Yes
Lower Limit	Used to specify the lower limit of the pricing range. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The system provides you with the facility to specify the lower limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Upper Limit	<p>Used to specify the upper limit of the pricing range.</p> <p>Note: The system provides you with the facility to specify the upper limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.</p> <p>When you define single tier with the maximum value as blank (for example, 0 to BLANK), the system will automatically replace the blank space with 9999999999999999.99.</p>	Yes
Price Item	<p>Used to Indicate whether the price item or price item bundle's total usage is considered for determining the rate. By default, the price item code for which you defined the pricing appears in this field. You can specify any other price item or bundle code, if required.</p> <p>Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears.</p>	Yes
Price Item Parameters	<p>Used to specify the parameters based on which price item or bundle's total usage should be considered for determining the rate. By default, the parameters based on which you are defining the pricing appear in this field. You can specify any other parameters (where the Pricing flag is set to Yes), if required. However, note that you can only select parameters associated with the price item or bundle which is used for defining the tiering criteria.</p> <p>Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p> <p>The Edit (✎) appears corresponding to this field. On clicking the Edit icon, the Parameters Search screen appears.</p>	No

5. Modify the tiering criteria for a price component.
6. Click **Save**.

The tiering criteria is edited for a price component.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to define a tiering criteria for a price component.	Defining a Tiering Criteria for a Price Component on page 309







Deleting a Tiering Criteria of a Price Component


Procedure



To delete a tiering criteria of a price component:

1. Do either of the following:

If you want to delete tiering criteria of...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone.


If you want to delete tiering criteria of...	Then...
	<ol style="list-style-type: none"> 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears.

If you want to delete tiering criteria of...	Then...
	<p>3. Price items assigned to the price list appears in the Price List Price Items zone.</p> <p>4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. In the **Rate Components** zone, click the **Broadcast** () icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
3. In the **Price Components** zone, click the **Broadcast** () icon corresponding to the price component, the **Tiering Criteria** zone appears with the details of tiering criterions that are used in the tiering range.

Note:

The **Tiering Criteria** zone appears only when **Tiering Type** for the rate component is **STEP** or **Threshold**.

4. Click the **Delete** () icon in the **Delete** column corresponding to the tiering criteria that you want to remove for the price component.

Note: The **Delete** icon appears only when the price assignment is in **Draft**, **Proposed** or **Template** status.

A message appears confirming whether you want to remove the tiering criteria of a price component.

5. Click **OK**.

The tiering criteria is removed for the price component.

Related Topics

For more information on...	See...
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Tiering Criteria zone	Tiering Criteria on page 298
How to view tiering criteria of a price component.	Viewing the Tiering Criteria of a Price Component on page 302

For more information on...	See...
How to define a tiering criteria for a price component.	Defining a Tiering Criteria for a Price Component on page 309

Editing a Pricing Eligibility Criteria of a Price Component

Prerequisites



To edit a pricing eligibility criteria for a price component, you should have:




- Pricing eligibility defined in the application


Procedure



To edit a pricing eligibility criteria of a price component:

1. Do either of the following:

If you want to edit the pricing eligibility criteria of.....	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.


If you want to edit the pricing eligibility criteria of.....	Then...
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears. 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p>

If you want to edit the pricing eligibility criteria of.....	Then...
	<ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. In the **Rate Components** zone, click the **Broadcast** () icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
3. In the **Price Components** zone, click the **Broadcast** () icon corresponding to the price component, the **Pricing Eligibility Criteria** zone appears with the details of parameters used in the pricing eligibility criteria.

Note:

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

4. Click the **Edit** () icon in the **Edit** column corresponding to the parameter whose pricing eligibility criteria details you want to edit for the price component.

The **Price Component** screen appears. It contains the following fields:

Field Name	Field Description
Pricing Information	Displays the concatenated string consisting of pricing information and pricing ID which are separated by a colon (:) for an account, person or price list.
Rate Component Information	Displays a comma-separated string which consists of the following: <ul style="list-style-type: none"> • Rate Component Sequence • Tiering Type of the Rate Component

In addition, this screen contains the following sections:


- **Main** – Used to specify the basic details about the price component.

This section contains the following fields:

Field Name	Field Description
Sequence	Indicates the sequence in which price component should be considered.
Show Price Component	Indicates that the price component will appear or not.
Description	Displays the description of the price component.
Rate Value	Indicates the rate defined for the price component.

- **Pricing Eligibility Criteria** – Used to specify the details of parameters used in the pricing eligibility criteria.

This section contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the criteria to be executed in the rule.	Yes
Parameter	<p>Used to indicate the left hand side parameter which you want to use along with the price item for price determination.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARAM_FLG) feature configuration is set to True.</p> <p>The Search () icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears.</p> <p>You must not specify any special character except underscore (_) in the parameter code. Otherwise, the status of the transaction is changed to Error (ERROR).</p> </div>	Yes
Operator	<p>Used to specify the relational operator to define the relation between the left hand side and right hand side parameters code. The valid values are:</p> <ul style="list-style-type: none"> • < • <= • <> • = • > • >= • Algorithm • Between • In • Like 	Yes
Parameter Value Type	<p>Used to indicate the type of pricing eligibility. The valid values are:</p> <ul style="list-style-type: none"> • Parameter – Used to indicate the type of parameter. • Value – Used to indicate the type of value. 	Yes

Column Name	Column Description	Mandatory (Yes or No)
Parameter Value	<p>When the Parameter option is selected for the Parameter Value Type field then it is used to specify the right hand side parameter which you want to use along with the price item for price determination. When the Value option is selected for the Parameter Value Type field then it is used to specify the parameter value.</p> <p>Note:</p> <p>This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARAM_FLG) feature configuration is set to True.</p> <p>The Search (🔍) icon appears corresponding to this field only when the Parameter option is selected for Parameter Value Type field. On clicking the Search icon, the Price Item Search screen appears.</p> <p>When the Parameter option is selected for the Parameter Value Type field then you must not specify any special character except underscore (_) in the parameter code. Otherwise, the status of the transaction is changed to Error (ERROR).</p> <p>When the Value option is selected for the Parameter Value Type field then you can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon (;) in the parameter value.</p>	Yes
Is True	<p>Used to indicate what should happen when the condition is true (satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is False	Used to indicate what should happen when the condition is false (not satisfied). The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes
Is Insufficient	Used to indicate what should happen when the data is insufficient. The valid values are: <ul style="list-style-type: none"> • Check Next Condition – Used to indicate that the condition with consecutive sequence number should be executed. • Rule Is False – Used to indicate that the action specified in the Rule False Action field should be executed. • Rule Is True – Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

5. Modify the pricing eligibility criteria for a price component.

6. Click **Save**.

The pricing eligibility criteria is edited for a price component.

Related Topics




For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
How to define a price component for a rate component	Defining a Price Component for a Rate Component on page 306
How to define a pricing eligibility criteria for a price component	Defining a Pricing Eligibility Criteria for a Price Component on page 312




Deleting a Pricing Eligibility Criteria of a Price Component



Procedure

To delete a pricing eligibility criteria of a price component:

1. Do either of the following:

If you want to delete pricing eligibility criteria of...	Then...
Price components of Price Item Pricing assigned to an account	<ol style="list-style-type: none"> 1. Search for the account in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears. </div>
Price components of Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears.

If you want to delete pricing eligibility criteria of...	Then...
	<p>4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone.</p> <p>5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price components of Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view. <p>The Price List Price Item Pricing screen appears.</p> <ol style="list-style-type: none"> 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. <p>The Price Item Pricing screen appears.</p> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

- In the **Rate Components** zone, click the **Broadcast**  icon corresponding to the rate component, the **Price Components** zone appears with the details of the price components for the respective rate component.
- In the **Price Components** zone, click the **Broadcast**  icon corresponding to the price component, the **Pricing Eligibility Criteria** zone appears with the details of parameters used in the pricing eligibility criteria.

Note:

The **Pricing Eligibility Criteria** zone appears only when eligibility checkbox is selected in the **Price Item Pricing** screen and details for pricing eligibility criteria is added in the **Price Component** screen.

- Click the **Delete**  icon in the **Delete** column corresponding to the pricing eligibility criteria that you want to remove for the price component.

Note: The **Delete** icon appears only when the price assignment is in **Draft, Proposed** or **Template** status.

A message appears confirming whether you want to remove the pricing eligibility criteria of a price component.

- Click **OK**.

The pricing eligibility criteria is removed for the price component.

Related Topics




For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Rate Components zone	Rate Components on page 296
Price Components zone	Price Components on page 297
Pricing Eligibility Criteria zone	Pricing Eligibility Criteria on page 299
How to view pricing eligibility criteria of a price component.	Viewing the Pricing Eligibility Criteria of a Price Component on page 304
How to define a pricing eligibility criteria for a price component.	Defining a Pricing Eligibility Criteria for a Price Component on page 312




Deleting a Price Item Pricing**Procedure**

To delete a price item pricing:

- Do either of the following:

If you want to delete...	Then...
Price Item Pricing assigned to an account	<ol style="list-style-type: none"> Search for the account in the Customer 360-Degree View screen.

If you want to delete...	Then...
	<ol style="list-style-type: none"> 2. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price Item Pricing assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p>

If you want to delete...	Then...
	<ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.
Price Item Pricing assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view. The Price List Price Item Pricing screen appears. 3. Price items assigned to the price list appears in the Price List Price Items zone. 4. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears.

2. Click the **Delete** button in the **Record Actions** zone.

Note:

When the price assignment is in **Draft** status then the **Delete** button appears.

When the price assignment is in **Draft** status and when the approval workflow is on and:

- If the approval workflow is in **Draft** status then it is changed to **Pending in Approval**.
- If the approval workflow is in **Proposed** status and,
 - If the price assignment is not approved for the first time then **Delete** button appears.

- If the price assignment is approved then **Delete** button does not appear.
- When the approval workflow is in **Template** status and,
 - If the price assignment is not approved for the first time then **Delete** button appears.
 - If the price assignment is approved then **Delete** button does not appear.

When the price assignment is in **Draft** status, and when the approval workflow is off and is in **Draft** status then it is changed to **Active**.

A message appears confirming whether you want to delete the price item pricing.

3. Click **OK**.

The price item pricing is deleted.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
How to search for an account.	Searching for an Account
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
How to view a price item pricing	Price Item Pricing (Used for Viewing) on page 293
Price Item Pricing zone	Price Item Pricing on page 294

Editing a Price Item Pricing

Prerequisites

To edit a price item pricing, you should have:

- Transactions mapped to the price item defined in the application
- Rate schedules, rate versions, rate components defined in the application
- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application
- Pricing eligibility defined in the application
- Parameters associated with the price item (in case you want to define price item pricing based on those parameters)




Procedure



To edit a price item pricing:

1. Do either of the following:

If you want to...	Then...
Edit pricing of a price item that is assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen.

If you want to...	Then...
	<p>2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the person whose <i>details</i> you want to view.</p> <p>A menu appears.</p> <p>3. Click the Go To Effective Pricing menu option.</p> <p>The Pricing (Person) screen appears.</p> <p>4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone.</p> <p>5. You can edit the pricing item pricing through the following alternatives:</p> <p>a. First alternative,</p> <ul style="list-style-type: none"> • In the Search Results section of Effective Price Assignments for Person zone, click the Edit (✎) icon in the Edit column corresponding to the price item pricing whose details you want to edit. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <p>b. Second alternative,</p> <ul style="list-style-type: none"> • In the Search Results section of Effective Price Assignments for Person zone, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. <p>The Price Item Pricing screen appears.</p> <ul style="list-style-type: none"> • Click the Edit button in the Record Actions section. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <div style="border: 1px solid black; padding: 2px;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div> <p>c. Third alternative,</p> <ul style="list-style-type: none"> • Search for a price item in the Search Price Item or Price Item Pricing zone.

If you want to...	Then...
	<p>In the Search Results section, click the Assign () icon corresponding to the price item.</p> <ul style="list-style-type: none"> Enter the required details in the Price Item Pricing screen and click Save. <p>The Price Item Pricing screen appears.</p> <ul style="list-style-type: none"> Click the Edit button in the Record Actions section. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div>
<p>Edit pricing of a price item that is assigned to an account</p>	<ol style="list-style-type: none"> Search for the person in the Customer 360-Degree View screen. In the Search Results section, click the Show Context Menu () icon corresponding to the account whose <i>details</i> you want to view. A menu appears. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. Price assignments effective for the account appears in the Effective Price Assignments for Account zone. You can edit the pricing item pricing through the following alternatives: <ol style="list-style-type: none"> First alternative, <ul style="list-style-type: none"> In the Search Results section of Effective Price Assignments for Account zone, click the Edit () icon in the Edit column corresponding to the price item pricing whose details you want to edit. The Price Item Pricing screen appears to edit the pricing details of a price item. Second alternative,

If you want to...	Then...
	<ul style="list-style-type: none"> • In the Search Results section of Effective Price Assignments for Account zone, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. • Click the Edit button in the Record Actions section. The Price Item Pricing screen appears to edit the pricing details of a price item. <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div> <p>c. Third alternative,</p> <ul style="list-style-type: none"> • Search for a price item in the Search Price Item or Price Item Pricing zone. In the Search Results section, click the Assign () icon corresponding to the price item. • Enter the required details in the Price Item Pricing screen and click Save. The Price Item Pricing screen appears. • Click the Edit button in the Record Actions section. The Price Item Pricing screen appears to edit the pricing details of a price item. <div style="border: 1px solid black; padding: 2px; margin: 5px 0;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div>
Edit pricing of a price item that is assigned to a price list	<ol style="list-style-type: none"> 1. Search for the price list in the Price List screen. 2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose details you want to view. The Price List Price Item Pricing screen appears.

If you want to...	Then...
	<p>3. Price items assigned to the price list appears in the Price List Price Items zone.</p> <p>4. You can edit the pricing item pricing through the following alternatives:</p> <p>a. First alternative,</p> <ul style="list-style-type: none"> In the Search Results section of Price List Price Items zone, click the Edit (✎) icon in the Edit column corresponding to the price item pricing whose details you want to edit. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <p>b. Second alternative,</p> <ul style="list-style-type: none"> In the Search Results section of Price List Price Items zone, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. <p>The Price Item Pricing screen appears.</p> <ul style="list-style-type: none"> Click the Edit button in the Record Actions section. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <div data-bbox="1010 1289 1399 1388" style="border: 1px solid black; padding: 5px;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div> <p>c. Third alternative,</p> <ul style="list-style-type: none"> Search for a price item in the Search Price Item or Price Item Pricing zone. <p>In the Search Results section, click the Assign (📄) icon corresponding to the price item.</p> <ul style="list-style-type: none"> Enter the required details in the Price Item Pricing screen and click Save. <p>The Price Item Pricing screen appears.</p>

If you want to...	Then...
	<ul style="list-style-type: none"> Click the Edit button in the Record Actions section. <p>The Price Item Pricing screen appears to edit the pricing details of a price item.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The Edit button appears only when the price item pricing is in the Draft status.</p> </div>

The **Price Item Pricing** screen appears.

- Modify the required pricing details.

Note:

If you change the effective start and end dates while editing a price item pricing, you need to specify the parameters which are effective during that date range.

You can search for parameter, rate schedule by clicking the **Search** (🔍) icon corresponding to the respective fields.

- Edit the TFM Information in a price item pricing, if required.
- Edit the characteristics for a price item pricing, if required.
- Edit the parameters for a price item pricing, if required.
- Edit the price assignment, if required.
- Click **Save**.

Note:

If any value other than **Status** and **End Date** is updated then the price item pricing for the price item is end with **End Date** updated as (today's date -1) and a new price item pricing is generated for the price item with new price item pricing ID and start date as today's date.

The **Edit Price Components** button appears only when you are editing a price assignment which is in the **Active**, **Proposed**, or **Template** status and which is not past dated; If the approval workflow is on, then the **Edit Price Components** button appears when you are editing a proposed and template price assignment which is already approved.

When the price assignment is in **Draft** status and,

- When the approval workflow is on and is in **Draft** status then it is changed to **Pending in Approval**.

When the price assignment is in **Draft** status and,

- When the approval workflow is off and is in **Draft** status then it is changed to **Active**.

The changes made to the price item pricing are saved.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
Pricing (Person) screen	Pricing (Person) on page 260

For more information on...	See...
Effective Price Assignments for Person zone	Effective Price Assignments for Person on page 261
How to search for an account.	Searching for an Account
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Price List Price Items zone	Price List Price Items on page 177
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293
How to define a price item pricing for an account.	Assigning a Price Item to an Account on page 253
How to define a price item pricing for a person.	Assigning a Price Item to a Person on page 286
How to define a price item pricing for a price list.	Assigning a Price Item to a Price List on page 189
How to define characteristics for a price item pricing.	Defining Characteristics for a Price Item Pricing on page 193
How to define parameters for a price item pricing.	Defining Parameters for a Price Item Pricing on page 194
How to define TFM Information in a price item pricing.	Defining TFM Information in a Price Item Pricing on page 195




Submitting a Price Item Pricing



Procedure

To submit pricing for a price item:

1. Do either of the following:

If you want to...	Then...
Submit pricing of a price item that is assigned to a person	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu (☰) icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Person) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Person zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding

If you want to...	Then...
	<p>to the price item whose pricing details you want to view.</p> <p>The Price Item Pricing screen appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. 4. The Price Item Pricing screen appears. </div>
Submit pricing of a price item that is assigned to an account	<ol style="list-style-type: none"> 1. Search for the person in the Customer 360-Degree View screen. 2. In the Search Results section, click the Show Context Menu () icon corresponding to the person whose <i>details</i> you want to view. A menu appears. 3. Click the Go To Effective Pricing menu option. The Pricing (Account) screen appears. 4. Price assignments effective for the person appears in the Effective Price Assignments for Account zone. 5. In the Search Results section, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <div style="border: 1px solid black; padding: 5px;"> <p>Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> 1. Search for a price item in the Search Price Item or Price Item Pricing zone. 2. In the Search Results section, click the Assign () icon corresponding to the price item. 3. Enter the required details in the Price Item Pricing screen and click Save. </div>

If you want to...	Then...
	<ol style="list-style-type: none"> <li data-bbox="846 205 1396 233">4. The Price Item Pricing screen appears.
<p data-bbox="224 289 800 348">Submit pricing of a price item that is assigned to a pricelist</p>	<ol style="list-style-type: none"> <li data-bbox="846 310 1396 338">1. Search for the price list in the Price List screen. <li data-bbox="846 369 1396 464">2. In the Search Results section, click the Price List Pricing () icon corresponding to the price list whose <i>details</i> you want to view. The Price List Price Item Pricing screen appears. <li data-bbox="846 579 1396 638">3. Price items assigned to the price list appears in the Price List Price Items zone. <li data-bbox="846 669 1396 785">4. In the Search Results section of Price List Price Items zone, click the link in the Pricing Information column corresponding to the price item whose pricing details you want to view. The Price Item Pricing screen appears. <div data-bbox="820 867 1396 1312" style="border: 1px solid black; padding: 5px;"> <p data-bbox="820 867 1396 926">Tip: Alternatively, you can access the Price Item Pricing screen by:</p> <ol style="list-style-type: none"> <li data-bbox="846 957 1396 1016">1. Search for a price item in the Search Price Item or Price Item Pricing zone. <li data-bbox="846 1047 1396 1142">2. In the Search Results section, click the Assign () icon corresponding to the price item. <li data-bbox="846 1173 1396 1232">3. Enter the required details in the Price Item Pricing screen and click Save. <li data-bbox="846 1264 1396 1291">4. The Price Item Pricing screen appears. </div>

2. Click the **Submit** button in the **Record Actions** section.

Note:

When the price assignment is in **Draft** status and when the approval workflow is on and:

- When the approval workflow is in **Draft** status then it is changed to **Pending in Approval**.
- When the approval workflow is in **Proposed** status and on clicking the **Submit** button, the status does not change and remains the same.
- When the approval workflow is in **Template** status and on clicking the **Submit** button, the status does not change and remains the same.

When the price assignment is in **Draft** status and when the approval workflow is off and:

- When the approval workflow is in **Draft** status then it is changed to **Active**.
- When the approval workflow is in **Proposed** status then on clicking the **Submit** button, the status does not change and remains the same.

- When the approval workflow is in **Template** status then on clicking the **Submit** button, the status does not change and remains the same.

Related Topics

For more information on...	See...
360-Degree Search zone	360-Degree Search
How to search for a person.	Searching for a Person
Pricing (Person) screen	Pricing (Person) on page 260
Effective Price Assignments for Person zone	Effective Price Assignments for Person on page 261
How to search for an account.	Searching for an Account
Pricing (Account) screen	Pricing (Account) on page 227
Effective Price Assignments for Account zone	Effective Price Assignments for Account on page 228
Search Price List zone	Search Price List on page 158
How to search for a price list.	Searching for a Price List on page 162
Price List Price Item Pricing screen	Price List Price Item Pricing on page 176
Price List Price Items zone	Price List Price Items on page 177
Price Item Pricing screen	Price Item Pricing (Used for Viewing) on page 293

Pricing Simulation

The **Pricing Simulation** screen allows you to:

- View pricing simulation details for account or price list
- View effective pricing information
- Search simulation details of account or price list

This screen consists of the following zones:

- [Search Pricing](#) on page 349

Through the **Pricing Simulation** screen, you can navigate to the following screens:

- [Price Item](#) on page 138
- [Simulation - Effective Pricing Information](#) on page 353

Search Pricing

The **Search Pricing** zone allows you to search pricing for an account.




In case of bundles, the order in which the price item pricing is listed in this zone is based on the following condition:


- If the system finds pricing for price items that belong to a bundle before finding pricing for the bundle, then the system lists the pricing for price items that belong to the bundle, and not the pricing for the bundle. For example, let say, B0001 is a bundle, and contains C0001 and C0002 price items. If the system finds pricing for B0001, it validates whether the pricing for C0001 and C0002 has already been found. If yes, then the system lists the pricing for C0001 and C0002. If the system does not find pricing for C0001 and C0002 before finding pricing for B0001, it lists the pricing for B0001.



Note: If the effective pricing is available for the price item, regular bundle (to which the price item belongs), and parent (regular) bundle (i.e. to which the regular bundle belongs) at the same level, the system lists the pricing depending on the value defined for the **Prefer Price Item Over Bundle** parameter in the price assignment search algorithm. If the value of the **Prefer Price Item Over Bundle** parameter is set to **Y**, the system lists effective pricing which is available for the price item. If the effective pricing is not available for the price item, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the parent bundle at the same level. However, if the value of the **Prefer Price Item Over Bundle** parameter is set to **N**, the system lists effective pricing which is available for the parent bundle. If the effective pricing is not available for the parent bundle, then the system lists effective pricing which is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system lists effective pricing which is available for the price item at the same level.

This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following two options:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for pricing using price list or account or person details. The valid values are: <ul style="list-style-type: none"> • Price List • Account /Person Note: By default, Price List option is selected.	Yes
Price List ID	Used to indicate Price List ID for which simulation must be created. Note: This field appears only when the Price List ID option is selected for the Search By field. The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search screen appears.	Yes
Account ID	Used to specify the account for which simulation must be created. Note: This field appears only when the Account option is selected for the Search By field. The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search screen appears.	Yes
Person ID	Used to specify the person for which simulation must be created. This field gets auto populated once the Account ID value is defined. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search screen appears.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Simulation Date	Used to search price simulations which are effective from a particular date onwards.	Yes
Pricing Status	Used to search price assignments with a particular status. The valid values are: <ul style="list-style-type: none"> • Active • Proposed 	No
Search Type	Used to indicate whether you want to search the price list using the following values: <ul style="list-style-type: none"> • Best Fit • Exact Match <div style="border: 1px solid black; padding: 2px;"> Note: By default, Exact Match option is selected. </div>	No
Show Default and Global Pricing	Used to indicate whether the product is assigned to a default and global price list. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No
Price Item	Used to specify the price items for pricing simulation. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears. </div>	No
Description	Used to search price assignments of a price item having a particular description.	No
View Type	Used to indicate whether you want to view summary or tiering details of price components. The valid values are: <ul style="list-style-type: none"> • Detail — Used when you want to view the details of price component with pricing eligibility and tiering criteria. • Summary — Used when you want to view the summary of effective price component. 	No


Field Name	Field Description	Mandatory (Yes or No)
Parameter	<p>Used to specify multiple parameter codes based on which you want to define the pricing.</p> <p>Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Parameter Search screen appears.</p>	No
Parameter Value	<p>Displays the value of the parameter or used to specify multiple parameter value.</p> <p>Note: The Search  icon appears corresponding to this field only when the value type for the Parameter is Reference or Predefined.</p> <p>If the value type of the Parameter is Reference then on clicking the Search icon, the Reference Parameter Value Search screen appears.</p> <p>If the value type of the Parameter is Predefined then on clicking the Search icon, the Predefined Parameter Value Search screen appears.</p>	No

To add more than one **Parameter**, click the **Add**  icon and to delete the parameters click the **Delete**  icon corresponding to the **Parameter** field.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Note: If default Price List ID is added to the Price List Value and if **Yes** is selected for **Show Default and Global Pricing**, also if Price List is added to the product for selected account then **Search Results** section will display price list assignments for the value and product will be displayed along with the default price list assignments.

Column Name	Column Description
Price Item	<p>Displays the price item code.</p> <p>Note: It has a link. On clicking the link, the View Price Item screen appears with the details of the respective price item.</p>
Description	Displays the description of the price item.
Variance Parameters	<p>Indicates the variance parameter which is used for defining the price item pricing.</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False.</p>

Column Name	Column Description
Price Item Parameters	<p>Displays a comma-separated list of parameter values. The order in which parameter values appear in this field is controlled by the display order (which is defined while associating a parameter with a price item). A tool tip appears when you hover over this column corresponding to the price item. It indicates the price item parameters and their values used for defining the price item pricing.</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p>
Price Assignment Type	<p>Indicates the type of price assignment. The valid values are:</p> <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing — Invoice Based • Post Processing — Price Item Based
Assignment Level	Indicates the level at which the price item pricing is defined in the customer hierarchy.
Price List Description	<p>Displays the description of the price list.</p> <p>Note: The description appears only when the pricing assignment type is Account Price List, or Account Inherited Price List.</p>
Rate Description	Displays the description of the tiering setup of the rate component.
Simulate	<p>On clicking the Simulate  icon, the Simulation — Effective Pricing Information screen appears where you can add the Price Item SQIs and Pricing Eligibility Parameters details that can be passed for pricing simulation.</p> <p>Note: This column appears only when the price item is Rate and Fees.</p>
Effective Start Date	Displays the date from when the pricing is effective.
Effective End Date	Displays the date till when the pricing is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Parent Person	Displays the name of the parent or grandparent customer from whom the pricing is inherited.

Note:

The number of records that can be displayed in the **Search Results** section of the **Search Pricing** zone is controlled via the **C1_PR_REC** feature configuration. You can change the number of records that can be displayed using the **Effective Pricing RecordSet Limit** option type of the **C1_PR_REC** feature configuration. For more information, refer to [Setting the C1_PR_REC Feature Configuration](#) on page 1644.

Related Topics

For more information on...	See...
How to view effective pricing of a simulation	Simulation - Effective Pricing Information on page 353

Simulation - Effective Pricing Information




The **Simulation — Effective Pricing Information** screen contains the following sections:

- **SQIs** — This section contains the following fields:

Field Name	Field Description
SQI	<p>Used to indicate the SQI that you want to associate with the price item.</p> <p>Note:</p> <p>If you want to define more than one price item SQI, click the Add (+) icon corresponding to this field.</p> <p>If you want to remove a price item SQI, click the Delete (🗑️) icon corresponding to this field.</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the search icon, the Search for Service Quantity Identifier screen appears.</p> <p>This field is required when you want to view the effective pricing simulation.</p>
Value	<p>Used to indicate the SQI value that you want to associate with the price item.</p> <p>Note:</p> <p>If you want to define more than one value, click the Add (+) icon corresponding to this field.</p> <p>If you want to remove a price item SQI value, click the Delete (🗑️) icon corresponding to this field.</p>

- **Pricing Eligibility Parameters** — This section contains the following fields:

Field Name	Field Description
Parameter	<p>Used to specify multiple parameter codes based on which you want to define the pricing</p> <p>Note:</p> <p>This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to true.</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the search icon, the Parameter Search screen appears.</p> <p>If you want to define more than one parameter, click the Add (+) icon corresponding to this field.</p> <p>If you want to remove a parameter, click the Delete (🗑️) icon corresponding to this field.</p>

Field Name	Field Description
Parameter Value	<p>Displays the value of the parameter or used to specify multiple parameter value.</p> <p>Note:</p> <p>The Search () icon appears corresponding to this field appears only when the value type for the Parameter is defined as Reference or Predefined. If the value type of the Parameter is Reference, then the Reference Parameter Value Search screen appears and if the value type of the Parameter is Predefined, then the Predefined Parameter Value Search screen appears.</p> <p>If you want to define more than one value, click the Add () icon corresponding to this field.</p> <p>If you want to remove a parameter value, click the Delete () icon corresponding to this field.</p>

After providing the required information, when you click on **Simulate** button, the **Effective Pricing Information** zone appears where you can view the effective pricing simulation. This zone contains the following sections:

- **Rate Information** — This section contains the following fields:

Field Name	Field Description
Applicable Rate	Displays the rate applicable for which pricing is defined.
Contributing Price Components are	Displays how the price components are contributed.

Note: This section appears only when **Price Item Type** is **Rate** .

- **Fee Information** — This section contains the following fields:

Field Name	Field Description
Applicable Fee	Displays the fee applicable for which pricing is defined.
Contributing Price Components are	Displays how the price components are contributed.

Note: This section appears only when **Price Item Type** is **Fees** .

- **Price Item and Parameter Information** — This section contains the following fields:

Field Name	Field Description
Price Item	Displays the price item for which pricing is defined.
Description	Displays the description of the price item

The Parameter Information appears only when the **Multi Price Parameter** option type of the **Multi Parameter Based Pricing (C1_PPARM_FLG)** feature configuration is set to **True**.

This segment contains the following fields:

Field Name	Field Description
Parameter	Specifies multiple parameter codes associated with the price items based on which pricing is defined.

Field Name	Field Description
Parameter Information	Displays the parameter information with concatenated comma separated values.
Parameter Value	Displays the value of the parameter.

- **TFM Information** — This section contains the following fields:

Field Name	Field Description
Ignore Transaction	Displays whether the transactions mapped to the price item is considered for billing.
Aggregation Schedule	Displays the aggregation cycle.
Aggregation Transaction	Specifies whether the transactions mapped to the price item are aggregated for billing.
Rating Criteria	Specifies how and when you rate the transaction legs mapped to the price item.

Note: This section appears only when the **Price Item** is available for **Pricing and Billing**.

- **Pricing Information** — This section contains the following fields.

Field Name	Field Description
Effective Start Date	Displays the date from when the price item pricing is effective.
Pricing Currency	Specifies the currency in which you define the price item pricing.
Effective End Date	Displays the date till when the price item pricing is effective.
Pricing Status	Displays the status of price assignment.
Variance Parameter	Specifies the variance based on which price item pricing is defined. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Rate Schedule	Specifies the rate schedule used for defining price item pricing.
Price Assignment Type	Displays the type of price assignment.
Print Zero	Specifies whether zero pricing should be displayed in the bill.
Apply To	Displays whether the price item pricing is applied to all customers or only to the new customers.
Pricing Frequency	Displays the frequency for pricing where Price Item Type is fees.
Advance Pricing	Displays only if Price Item is defined as Pricing Only , Price Item Type is defined as Fees and Price Assignment Type is defined as Post Processing . The valid values are: <ul style="list-style-type: none"> • Yes • No

Pricing Eligibility Criteria and **Tiering Criteria** for each eligibility or tier range are displayed in following fields:

Field Name	Field Description
Rate Component Sequence	Displays the sequence number of the rate component.
Tiering Type	Displays the tiering type of the rate component.
Price Component Sequence	Specifies the sequence of price component whose rate is used for calculation.
Price Component Description	Displays the description of the rate component.
Rate	Specifies the price for the price item.
Contributing Factor	Displays the availability of contributing factor.
Eligibility/Tier Details	On clicking the Add (+) icon, expandable details of Tiering Criteria and Pricing Eligibility Criteria are displayed.

When you click the Add (+) icon, if the price component is scheduled for Flat Rate then, only **Pricing Eligibility Criteria** segment appears. If the price component is scheduled for Step or Threshold then both the segments, **Tiering Criteria** and **Pricing Eligibility Criteria** appears.

Tiering Criteria segment contains the following fields:

Field Name	Field Description
Tiering Criteria	Displays the tiering criteria.
Price Item	Specifies whether the price item or bundle's total usage is considered for determining the rate.
Variance Parameter	Specifies the variance based on which price item or bundle's total usage is considered for determining the rate. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Specifies the parameters based on which price item or bundle's total usage is considered for determining the rate. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
From	Specifies the lower limit of the tiering range.
To	Specify the upper limit of the tiering range.

Pricing Eligibility Criteria segment contains the following fields:

Field Name	Field Description
Sequence Number	Specifies the order in which the criteria should be executed in the rule.
Parameter	Specifies the left hand side parameter which you want to use along with the price item for price determination. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .

Field Name	Field Description
Operator	Specifies the relational operator to define the relation between the left hand side and right hand side parameters.
Parameter Value Type	Displays the type of pricing eligibility.
Parameter	Specifies the right hand side parameter which you want to use along with the price item for price determination. Note: This field appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
Parameter Value	Specifies the parameter value.
Is True	Displays what should happen when the condition is true (satisfied).
Is False	Displays what should happen when the condition is false (not satisfied).
Is Sufficient	Displays what should happen when the data is insufficient.

This section contains the following links:

Link Name	Link Description
Expand All	Used to define all the Tiering Criteria and Pricing Eligibility Criteria segments.
Collapse All	Used to un-define the displayed Tiering Criteria and Pricing Eligibility Criteria segments.
Expand Only Contributing Factors	Used to define only those Tiering Criteria and Pricing Eligibility Criteria segments with contributing factors.

Related Topics

For more information on...	See...
How to search for effective price assignments for an account.	Effective Price Assignments for Account on page 228
How to view effective pricing of an account	Viewing Effective Price Assignments of an Account on page 238
How to export effective price assignments of an account	Exporting Effective Price Assignments of an Account on page 240
Price Item Pricing screen	Price Item Pricing
View Price Item Pricing screen	View Price Item Pricing

Searching Pricing Simulation for Account or Price List

Prerequisites

To search pricing simulation for an account or price list, you should have:

- Price Item, Account or Person details defined in the application

Procedure

To search pricing simulation for an account or price list:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

- From the **Main** menu, select **Pricing Management** and then click **Pricing Simulation**.

The **Pricing Simulation** screen appears.

- In the **Search Pricing** zone, select **Account** or **Price List** depending on what you want search pricing simulation.
- Enter the additional search criteria, if required.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of pricing details that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Pricing Simulation screen	Pricing Simulation on page 349
Search Pricing zone	Search Pricing on page 349

Viewing Pricing Simulation

Prerequisites

To view pricing simulation details of an account, you should have:

- Price items assigned to the account

Procedure

To view pricing simulation of an account:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Pricing Management** and then click **Pricing Simulation**.
The **Pricing Simulation** screen appears.
- You can search for an account by entering the search criteria in the **Search Pricing** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

Related Topics

For more information on...	See...
How to search pricing details	Search Pricing on page 349
Pricing Simulation screen	Pricing Simulation on page 349

For more information on...	See...
Effective Pricing Information screen	Simulation - Effective Pricing Information on page 353

Exporting Effective Price Simulation

Procedure

To export effective price simulation for an account in the CSV format:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Pricing Simulation**.
The **Pricing Simulation** screen appears.
3. You can search for an account by entering the search criteria in the **Search Pricing** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click the **Export to Excel** link in the **Search Pricing** zone.
The **File Download** dialog box appears.
5. Click **Save**.
The **Save As** dialog box appears.
6. Browse to the location where you want to save the file.
7. Enter the file name in the respective field, and click **Save**.
The search results are exported in CSV format.
8. Open the CSV file in Microsoft Excel.

It contains the following columns:

Column Name	Column Description
Price Item	Displays the price item code.
Description	Displays the description of the price item.
Variance	Indicates the variance parameter which is used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Indicates the parameters which are used for defining the price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .

Column Name	Column Description
Price Assignment Type	Indicates the type of price assignment. The valid values are: <ul style="list-style-type: none"> • Regular • Post Processing • Post Processing — Invoice Based • Post Processing — Price Item Based
Assignment Level	Indicates the level at which the price item pricing is defined in the customer hierarchy.
Price List Description	Displays the description of the price list. Note: The description appears only when the pricing assignment type is Account Price List, Customer Price List, or Parent Customer Price List.
Rate	Displays the price of the price item. It also indicates whether the price is a Flat, Threshold, or Step price. The price can be agreed pricing, price list pricing, or pricing inherited from the price list hierarchy. If the price is applicable only to new customers, an asterisk (*) symbol appears corresponding to the price.
Price Component Description	Displays the description of the price component whose rate is used for calculation. Note: The data appears in this column only when the rate corresponding to the price component in the price item pricing is used for calculation.
Effective Start Date	Displays the date from when the pricing assignment is effective.
Effective End Date	Displays the date till when the pricing assignment is effective.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
From	Displays the lower limit of the tiering range.
To	Displays the upper limit of the tiering range.
Price Assignment Usage	Indicates whether the price assignment is applicable to all customers or only to the new customers.
Price Assignment ID	Displays the ID that is generated automatically when the price assignment is done.
Parent Level	Displays the numerical level of the parent in the hierarchy from whom the pricing is inherited.
Price List ID	Displays the price list ID from where the pricing is inherited.
Price List Start Date	Displays the date from when the price list is effective.
Parent Person	Displays the name of the parent or grandparent customer from whom the pricing is inherited.
Parent Pricelist Level	Indicates the parent level when pricing is inherited from the price list hierarchy. If the pricing is inherited from the assigned price list, the parent price list level will be 0. However, if the pricing is inherited from the parent price list in the hierarchy, the parent price list level will be 1. And, if the pricing is inherited from the grandparent price list in the hierarchy, the parent price list level will be 2, and so on.
Ignore Transaction	Indicates whether the transactions mapped to the price item should be considered for billing. The valid values are: <ul style="list-style-type: none"> • Y • N

Column Name	Column Description
Aggregate Transaction	Indicates whether the transactions mapped to the price item should be aggregated for billing. The valid values are: <ul style="list-style-type: none"> • Y • N
Aggregation Schedule	Indicates the aggregation cycle.
Tiering Criterion	Indicates the tiering criterion.
Tiering Price Item	Indicates whether the price item is billed individually or at the bundle level.

Related Topics

For more information on...	See...
How to search an account	Searching for a Pricing Simulation Account
Pricing Simulation screen	Pricing Simulation on page 349

Eligible Price List

The **Eligible Price List** screen allows you to:

- View eligible price list details for account or person
- View pricing simulation details of account or person


This screen consists of the following zones:




- [Search Eligible Price Lists](#) on page 362
- [Pricing Simulation](#) on page 349



Search Eligible Price Lists

The **Search Eligible Price List** zone allows you to search eligible price list for account and person. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Eligible Date	Used to specify the date on which the eligibility check need to be searched.	Yes
Person ID	Used to specify the person for which eligible price list to be searched. <div style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the icon, the Person Search screen appears.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account for which eligible price list to be searched. Note: The Search () icon appears corresponding to this field. On clicking the icon, the Account Search screen appears.	No
Status	Used to search eligible price list based on status.	Yes
Division	Used to search eligible price list based on division.	Yes
Parameter	Used to specify multiple parameter codes based on which you want to define the pricing. Note: This field appears only when the MultiPrice Parameter option type of the MultiParameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True. The Search () icon appears corresponding to this field. On clicking the icon, the Parameter Search screen appears.	No
Parameter Value	Displays the value of the parameter or used to specify multiple parameter value. Note: The Search () icon appears corresponding to this field only when the value type for the Parameter is defined as Reference or Predefined . If the value type of the Parameter is Reference then on clicking the search icon, the Reference Parameter Value Search screen appears else if the value type of the Parameter is Predefined then on clicking the search icon, the Predefined Parameter Value Search screen appears.	No

Note: To add more than one **Parameter**, click the add () icon and to delete the parameters click the delete () icon corresponding to this field.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price List ID	Displays the price list ID. Note: It has a link. On clicking the link, the Price List Price Item Assignments screen appears with the details of the respective price list.
Price List Description	Displays the price list description. Note: It has a link. On clicking the link, the Price List Price Item Assignments screen appears with the details of the respective price list.

Column Name	Column Description
Status	Indicates the status of the price list. The valid values are: <ul style="list-style-type: none"> Active Proposed
Availability Start Date	Used to search price lists which are available for assignment from a particular date.
Availability End Date	Used to search price lists which are available for assignment till a particular date.
Effective Start Date	Used to search price lists which are effective from a particular date.
Effective End Date	Used to search price lists which are effective till a particular date.
Simulate	On clicking the Simulate  icon, the Pricing Simulation Screen appears with the price list ID, account and person fields prepopulated.

Related Topics

For more information on...	See...
How to search for a price list	Searching for a Price List on page 162
How to view price items assigned to a price list	Viewing Price Items Assigned to a Price List on page 163
How to view the details of a price list	Viewing the Price List Details on page 171
How to create a price list	Creating a Price List on page 163
How to edit a price list	Editing a Price List on page 174
How to copy a price list	Copying a Price List on page 170

Rate Definition

Rate schedules, rate versions, and rate components are used to define the formulas to calculate the total amount charged to a customer for a product. Some examples of formulas are: price times the number of transactions used and a flat monthly charge plus a percentage of the average daily balance.

The rate is a formula with variables whose values are supplied by a user by setting up a price list or override price. For example, a rate might add a flat monthly charge and a percentage of the average daily balance to arrive at the amount charged to the customer. This rate might be used to calculate the charge for multiple products, each product with its own flat amount and percentage. So, these two factors are defined as variables whose values must be entered by users when they setup price list or override price. In Oracle Revenue Management and Billing (ORMB), these variables are defined as rate components.

The system provides you with the ability to create tiered pricing in case standard flat pricing is not sufficient to meet the business needs. The **Rate Definition** screen allows you to indicate whether the rate component supports standard flat pricing or tiered pricing. It allows you to define, edit, and delete the tiering setup of a rate component. This screen consists of the following zones:

- [Rate Schedule Components](#) on page 364
- [Create/Edit Rate Definition](#) on page 366

Rate Schedule Components


The **Rate Schedule Components** zone allows you to select the rate schedule whose rate components' tiering setup you want to define or edit. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Rate Schedule	Used to select the rate schedule.	Yes

- **Search Results** — On clicking the **Search** button, the rate components of the rate schedule appear in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Rate Schedule	Displays the rate schedule.
Rate Component Sequence	Displays the sequence number of the rate component.
Rate Component Description	Displays the description of the rate component.
Effective Start Date	Displays the date from when the rate version to which the rate component belongs is effective.
Tiering Type	Displays the tiering type.
Maximum Tiering Combinations	Displays the maximum number of tiering ranges supported by the rate component. Note: Each tiering range supports more than one tiering criteria. For example, a rate component supports tiering based on two different criteria such as transaction volumes from a bundle and balances of the priced product. In such case, for a single rate, it is possible to enter separate tiering range information for each criterion and vary this information by product.
Rate Component Map Description	Displays the description of the tiering setup of the rate component.
Action	Indicates the action that can be performed on the rate component. The valid values are: <ul style="list-style-type: none"> • Add — Allows you to define the tiering setup of the rate component • Edit — Allows you to edit the tiering setup of the rate component
Rate Component Map ID	Displays the rate component map ID. Note: This ID is generated automatically when you define the tiering setup of the rate component.

On clicking the **Broadcast**  icon corresponding to the rate component, the **Create/Edit Rate Definition** zone appears with the details of the respective rate component.

Related Topics

For more information on...	See...
How to define tiering setup of a rate component	Defining Tiering Setup of a Rate Component on page 367
How to edit tiering setup of a rate component	Editing Tiering Setup of a Rate Component on page 368
How to delete tiering setup of a rate component	Deleting Tiering Setup of a Rate Component on page 368

Create/Edit Rate Definition

The **Create/Edit Rate Definition** zone allows you to define and edit tiering setup of the rate component. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rate Schedule	Displays the code of the rate schedule.	Not applicable
Rate Component Description	Displays the description of the rate component.	Not applicable
Effective Start Date	Displays the date from when the rate version to which the rate component belongs is effective.	Not applicable
Rate Component Sequence	Displays the sequence number of the rate component.	Not applicable
Tiering Type	Used to specify the tiering type. The valid values are: <ul style="list-style-type: none"> • FLAT • STEP • THRESHOLD <div style="border: 1px solid black; padding: 2px;"> <p>Note: This field is non-editable when you edit the tiering setup of the rate component.</p> </div>	Yes
Maximum Tiering Combinations	Used to specify the maximum number of tiering ranges supported by the rate component. <div style="border: 1px solid black; padding: 2px;"> <p>Note: This field is non-editable when you:</p> <ul style="list-style-type: none"> • Select the tiering type as FLAT or STEP • Edit the tiering setup of the rate component <p>By default, 0 appears in this field when you select the tiering type as FLAT, and 1 appears when you select the tiering type as STEP.</p> </div>	Yes
Rate Component Map Description	Used to specify the description for the tiering setup of the rate component. For example, if you want the user to enter price per transaction for a tiering range, enter Price Per Transaction in the Rate Component Map Description field.	Yes

This zone contains the following buttons:

Button Name	Button Description (When the Action is Add)	Button Description (When the Action is Edit)
Save	Used to create the tiering setup.	Used to save the changes made in this zone.
Delete	<div style="border: 1px solid black; padding: 2px;"> <p>Note: This button is disabled when you define the tiering setup of the rate component.</p> </div>	<div style="border: 1px solid black; padding: 2px;"> <p>Used to delete the tiering setup of the rate component.</p> <p>Note: You can delete the tiering setup only when the rate component is not yet used for any product pricing.</p> </div>

Button Name	Button Description (When the Action is Add)	Button Description (When the Action is Edit)
Cancel	Used to clear the fields in this zone.	Used to reset the changes made in this zone.

Related Topics

For more information on...	See...
How to define tiering setup of a rate component	Defining Tiering Setup of a Rate Component on page 367
How to edit tiering setup of a rate component	Editing Tiering Setup of a Rate Component on page 368
How to delete tiering setup of a rate component	Deleting Tiering Setup of a Rate Component on page 368

Defining Tiering Setup of a Rate Component


Prerequisites

To define tiering setup of a rate component, you should have:

- Rate schedules defined in the application
- Rate components of the rate schedule defined in the application

Procedure

To define tiering setup of a rate component:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Rate Definition**.
The **Rate Definition** screen appears.
3. Select the rate schedule in the **Rate Schedule Components** zone.
4. Click **Search**.
The rate components of the rate schedule appear as the search results.
5. Click the **Broadcast**  icon corresponding to the rate component whose tiering setup you want to define.
The **Create/Edit Rate Definition** zone appears.
6. Select the tiering type from the list.
7. Enter the maximum number of tiering ranges supported by the rate component.

Note:

The **Maximum Tiering Combinations** field is non-editable when you select the tiering type as **FLAT** or **STEP**.
By default, **0** appears in the **Maximum Tiering Combinations** field when you select the tiering type as **FLAT**, and **1** appears when you select the tiering type as **STEP**.

8. Enter the description for the tiering setup of the rate component.
For example, if you want the user to enter price per transaction for a tiering range, enter **Price Per Transaction** in the **Rate Component Map Description** field.
9. Click **Save**.
The rate component map ID is generated automatically when you define the tiering setup of the rate component.


Related Topics

For more information on...	See...
Rate Definition screen	Rate Definition on page 364
Rate Schedule Components zone	Rate Schedule Components on page 364
Create/Edit Rate Definition zone	Create/Edit Rate Definition on page 366

Editing Tiering Setup of a Rate Component

Procedure

To edit tiering setup of a rate component:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Rate Definition**.
The **Rate Definition** screen appears.
3. Select the rate schedule in the **Rate Schedule Components** zone.
4. Click **Search**.
The rate components of the rate schedule appear as the search results.
5. Click the **Broadcast**  icon corresponding to the rate component whose tiering setup you want to edit.
The **Create/Edit Rate Definition** zone appears.
6. Modify the details of the tiering setup.

Note: You can only modify the rate component map description.

7. Click **Save**.
The changes made to the tiering setup are saved.

Related Topics

For more information on...	See...
Rate Definition screen	Rate Definition on page 364
Rate Schedule Components zone	Rate Schedule Components on page 364
Create/Edit Rate Definition zone	Create/Edit Rate Definition on page 366

Deleting Tiering Setup of a Rate Component

Procedure

To delete tiering setup of a rate component:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Rate Definition**.

The **Rate Definition** screen appears.

3. Select the rate schedule in the **Rate Schedule Components** zone.

4. Click **Search**.

The rate components of the rate schedule appear as the search results.

5. Click the **Broadcast**  icon corresponding to the rate component whose tiering setup you want to delete.

The **Create/Edit Rate Definition** zone appears.

6. Click **Delete**.

The tiering setup of the rate component is deleted, and the action that can be performed on the rate component changes from **Edit** to **Add** in the **Rate Schedule Components** zone.

Note:

The **Delete** button is disabled when you define the tiering setup of the rate component.

You can delete the tiering setup only when the rate component is not yet used for any product pricing.

Related Topics

For more information on...	See...
Rate Definition screen	Rate Definition on page 364
Rate Schedule Components zone	Rate Schedule Components on page 364
Create/Edit Rate Definition zone	Create/Edit Rate Definition on page 366

Tiering Criterion

Oracle Revenue Management and Billing (ORMB) provides you with the ability to create tiered pricing in case standard flat pricing is not sufficient to meet the business needs. Through tiered pricing, you can offer more favorable pricing to the customers based on service quantity utilization.

Let us understand this with the help of an example. ABC company uses wire transfer services provided by a large bank. If ABC company initiates up to 1,000 wire transfers, the fee charged by the bank will be \$5 per transfer. If ABC company initiates more than 1,000 wire transfers, the fee will be \$3 per transfer. To introduce this flexibility in the pricing model, you will have to define tiered pricing with the following tiering ranges:

- If the number of wire transfers is greater than 0 and less than or equal to 1000, then charge \$5 per transfer to ABC company.
- If the number of wire transfers is greater than 1000, then charge \$3 per transfer to ABC company.

In the above example, number of wire transfers is the tiering criterion, 0 – 1000 and 1000 – BLANK are tiering ranges, and \$5 and \$3 are rates per transfer.

The **Tiering Criteria** screen allows you to create and edit a tiering criterion. This screen consists of the following zones:


- [Tiering Criterion List](#) on page 370
- [Edit Tiering Criterion](#) on page 370
- [Create Tiering Criterion](#) on page 370

Tiering Criterion List

The **Tiering Criterion List** zone displays tiering criterion that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Tiering Criterion	Displays the code of the tiering criterion.
Description	Displays the description of the tiering criterion.
Service Quantity Identifier	Displays the Service Quantity Identifier (SQI) of the tiering criterion.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

On clicking the **Broadcast**  icon corresponding to the tiering criterion, the **Edit Tiering Criterion** zone appears with the details of the respective tiering criterion.


Edit Tiering Criterion

The **Edit Tiering Criterion** zone allows you to edit the tiering criterion. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tiering Criterion	Displays the code of the tiering criterion.	Not applicable
Description	Used to modify the description of the tiering criterion.	Yes
Service Quantity Identifier	Displays the Service Quantity Identifier (SQI) of the tiering criterion.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to save the changes made in this zone.
Cancel	Used to clear the changes made in this zone.

By default, the **Edit Tiering Criterion** zone does not appear in the **Tiering Criteria** screen. It appears only when you click the **Broadcast**  icon corresponding to the tiering criterion in the **Tiering Criteria List** zone.

Related Topics

For more information on...	See...
How to edit a tiering criterion	Editing a Tiering Criterion on page 371

Create Tiering Criterion

The **Create Tiering Criterion** zone allows you to create tiering criterion. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tiering Criterion	Used to specify the code that uniquely identifies the tiering criterion.	Yes
Description	Used to specify the description for the tiering criterion.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Service Quantity Identifier	Used to specify the Service Quantity Identifier (SQI) for the tiering criterion. Note: During billing, the rating engine uses the SQI to determine which service quantities are applied to tiers.	Yes

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to create the tiering criterion.
Cancel	Used to clear the fields in this zone.

Related Topics

For more information on...	See...
How to create a tiering criterion	Creating a Tiering Criterion on page 371

Creating a Tiering Criterion

Prerequisites

To create a tiering criterion, you should have:

- Service Quantity Identifiers (SQIs) defined in the application

Procedure

To create a tiering criterion:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Tiering Criterion**.
The **Tiering Criterion** screen appears.
3. In the **Create Tiering Criterion** zone, enter the code that uniquely identifies the tiering criterion.
4. Enter the description for the tiering criterion.
5. Select the Service Quantity Identifier (SQI) that you want to associate with the tiering criterion.
6. Click **Save**.

The tiering criterion is created.


Related Topics

For more information on...	See...
Tiering Criterion screen	Tiering Criterion on page 369
Create Tiering Criterion zone	Create Tiering Criterion on page 370

Editing a Tiering Criterion

Procedure

To edit a tiering criterion:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Tiering Criterion**.
The **Tiering Criterion** screen appears.
3. In the **Tiering Criterion** zone, click the **Broadcast**  icon corresponding to the tiering criterion whose details you want to edit.
The **Edit Tiering Criterion** zone appears.
4. Modify the description of the tiering criterion, if required.
5. Click **Save**.
The changes made to the tiering criterion are saved.

Related Topics

For more information on...	See...
Tiering Criterion screen	Tiering Criterion on page 369
Edit Tiering Criterion zone	Edit Tiering Criterion on page 370

Variance Parameter

Oracle Revenue Management and Billing allows you to define pricing for a product based on the variance parameter. This helps you to maintain variance based pricing for a product. For example, you can define different product pricing for each country or currency, if required. Before you define product pricing based on a variance parameter, you need to define the variance parameter. The **Variance Parameter** screen allows you to define, edit, and delete a variance parameter. It also allows you to filter the variance parameters using a search criteria.

Filtering the Variance Parameters

Procedure

To filter the variance parameters:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **V** and then click **Variance Parameter**.

The **Variance Parameter** screen appears. It contains the following two sections:

- **Search Criteria**— The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Variance Parameter	Used to specify the variance parameter.	No

- **Search Results** — On clicking the **Search** button corresponding to the **Variance Parameter** field, the search results are filtered based on the specified criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Variance Parameter	Displays the variance parameter.
Description	Displays the description of the variance parameter.

- Enter the search criteria in the **Variance Parameter** field.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click the **Search** button corresponding to the **Variance Parameter** field.

The search results are filtered based on the specified criteria.

Related Topics

For more information on...	See...
Variance Parameter screen	Variance Parameter on page 372

Defining a Variance Parameter

Procedure

To define a variance parameter:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **V** and then click **Variance Parameter**.

The **Variance Parameter** screen appears. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Variance Parameter	Used to specify the variance parameter.	Yes
Description	Used to specify the description for the variance parameter.	Yes

- Enter the required details.
- If you want to define more than one variance parameter, click the **Add** (+) icon and then repeat step 4.

Note: However, if you want to remove a variance parameter, click the **Delete** (🗑️) icon corresponding to the variance parameter that you want to delete.

- Click **Save**.

The variance parameter is defined.

Related Topics

For more information on...	See...
Variance Parameter screen	Variance Parameter on page 372

Editing a Variance Parameter

Procedure

To edit a variance parameter:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **V** and then click **Variance Parameter**.

The **Variance Parameter** screen appears.

3. If required, you can filter the variance parameters in the **Variance Parameter** screen.

A list of variance parameters that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Variance Parameter	Displays the variance parameter.	Not applicable
Description	Used to specify the description for the variance parameter.	Yes

4. Modify the required details.

5. Click **Save**.

The changes made to the variance parameter are saved.

Related Topics

For more information on...	See...
Variance Parameter screen	Variance Parameter on page 372
How to filter the variance parameters	Filtering the Variance Parameters on page 372

Deleting a Variance Parameter

Procedure

To delete a variance parameter:

1. Click the **Admin** link in the **Application** toolbar.


A list appears.

2. From the **Admin** menu, select **V** and then click **Variance Parameter**.

The **Variance Parameter** screen appears.

3. If required, you can filter the variance parameters in the **Variance Parameter** screen.

A list of variance parameters that meet the search criteria appears in the **Search Results** section.

4. Click the **Delete**  icon corresponding to the variance parameter that you want to delete.

5. Click **Save**.

The variance parameter is deleted.

Note: You can only delete a variance parameter which is not yet used.

Related Topics

For more information on...	See...
Variance Parameter screen	Variance Parameter on page 372
How to filter the variance parameters	Filtering the Variance Parameters on page 372

Person to Person Relationship Type Sequence

Oracle Revenue Management and Billing provides you the flexibility to define person to person relationship type sequence:

- For each division, price item, and price item parameters combination
- For each division
- In the C1_PER_REL feature configuration

The system will first check whether the person to person relationship type sequence is defined for the division, price item, and price item parameters combination. If the person to person relationship type sequence is defined for the division, price item, and price item parameters combination, the system will search effective price item pricing at the parent customer level based on the sequence defined for the combination. However, if the person to person relationship type sequence is not defined for the division, price item, and price item parameters combination, the system will check whether the person to person relationship type sequence is defined for the division. If the person to person relationship type sequence is defined for the division, the system will search effective price item pricing at the parent customer level based on the sequence defined for the division. However, if the person to person relationship type sequence is not defined for the division, the system will consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration and accordingly search effective price item pricing at the parent customer level.

The **Person to Person Relationship Type Sequence** screen allows you to define, edit, and delete person to person relationship type sequence of:

- a division
- a division, price item, and price item parameters combination

This screen consists of the following zones:

- [Search Person Relationship Type Sequence for Price Item](#) on page 375
- [Search Person Relationship Type Sequence for Division](#) on page 377

Search Person Relationship Type Sequence for Price Item

The **Search Person Relationship Type Sequence for Price Item** zone allows you to search person to person relationship type sequence defined for a division, price item, and price item parameters combination. You can also define, edit, and delete person to person relationship type sequence of a division, price item, and price item parameters combination.

This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Used to specify the price item code.	No
Price Item Description	Used to specify the description of the price item.	No
Division	Used to specify the division. Note: You can only view those divisions to which you have access in the Division list.	No

Note: You must specify at least one search criterion while searching person to person relationship type sequence defined for a division, price item, and price item parameters combination.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price Item	Displays the price item code. Note: It has a link. On clicking the link, the View Price Item screen appears with the details of the respective price item.
Description	Displays the description of the price item.
Price Item Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this field is controlled by the display order (which is defined while associating a parameter with a price item).
Division	Indicates the division for which price item and price item parameters specific person to person relationship type sequence is defined.
View	On clicking the View (🔍) icon, the Person Relationship Type Sequence for Division and Price Item screen appears where you can view person to person relationship type sequence defined for the division, price item, and price item parameters combination.
Edit	On clicking the Edit (✎) icon, the Person Relationship Type Sequence for Division and Price Item screen appears where you can edit person to person relationship type sequence defined for the division, price item, and price item parameters combination.
Delete	On clicking the Delete (🗑) icon, you can delete person to person relationship type sequence defined for the division, price item, and price item parameters combination.

You can define person to person relationship type sequence for a division, price item, and price item parameters combination by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division, price item, and price item parameters combination	Searching Relationship Type Sequence for a Division, Price Item, and Price Item Parameters on page 378
How to view person to person relationship type sequence of a division, price item, and price item parameters combination	Viewing Relationship Type Sequence of a Division, Price Item, and Price Item Parameters on page 382

For more information on...	See...
How to define person to person relationship type sequence for a division, price item, and price item parameters combination	Defining Relationship Type Sequence for a Division, Price Item, and Price Item Parameters on page 379
How to edit person to person relationship type sequence of a division, price item, and price item parameters combination	Editing Relationship Type Sequence of a Division, Price Item, and Price Item Parameters on page 380
How to delete person to person relationship type sequence of a division, price item, and price item parameters combination	Deleting Relationship Type Sequence of a Division, Price Item, and Price Item Parameters on page 381

Search Person Relationship Type Sequence for Division

The **Search Person Relationship Type Sequence for Division** zone allows you to search person to person relationship type sequence defined for a division. You can also define, edit, and delete person to person relationship type sequence of a division.

This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division. Note: You can only view those divisions to which you have access in the Division list.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Division	Indicates the division for which person to person relationship type sequence is defined.
Description	Displays the description of the division.
View	On clicking the View (👁️) icon, the Person Relationship Type Sequence for Division screen appears where you can view person to person relationship type sequence of the division.
Edit	On clicking the Edit (✏️) icon, the Person Relationship Type Sequence for Division screen appears where you can edit person to person relationship type sequence of the division.
Delete	On clicking the Delete (🗑️) icon, you can delete the person to person relationship type sequence of the division.

You can define person to person relationship type sequence for a division by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division	Searching Relationship Type Sequence for a Division on page 383

For more information on...	See...
How to view person to person relationship type sequence of a division	Viewing Relationship Type Sequence of a Division on page 386
How to define person to person relationship type sequence for a division	Defining Relationship Type Sequence for a Division on page 384
How to edit person to person relationship type sequence of a division	Editing Relationship Type Sequence of a Division on page 385
How to delete person to person relationship type sequence of a division	Deleting Relationship Type Sequence of a Division on page 386

Searching Relationship Type Sequence for a Division, Price Item, and Price Item Parameters

Prerequisites

To search person to person relationship type sequence for a division, price item, and price item parameters combination, you should have:

- Divisions defined in the application

Procedure

To search person to person relationship type sequence for a division, price item, and price item parameters combination:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Pricing Management** and then click **Person to Person Relationship Type Sequence**.

The **Person to Person Relationship Type Sequence** screen appears.

3. Enter the search criteria in the **Search Person Relationship Type Sequence for Price Item** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually whenever required.

4. Click **Search**.

A list of division, price item, and price item parameters combinations that meet the search criteria and for which person to person relationship type sequence is defined appears in the **Search Results** section.

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person to Person Relationship Type Sequence on page 375
Search Person Relationship Type Sequence for Price Item zone	Search Person Relationship Type Sequence for Price Item on page 375

Defining Relationship Type Sequence for a Division, Price Item, and Price Item Parameters

Prerequisites

To define person to person relationship type sequence for a division, price item, and price item parameters combination, you should have:

- Divisions defined in the application
- Price items associated with the division to which the user belongs
- Parameters associated with the price item
- Person relationship types defined in the application

Procedure

To define person to person relationship type sequence for a division, price item, and price item parameters combination:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Pricing Management** and then click **Person to Person Relationship Type Sequence**.

The **Person to Person Relationship Type Sequence** screen appears.

3. Click the **Add** link in the upper right corner of the **Search Person Relationship Type Sequence for Price Item** zone.

The **Person Relationship Type Sequence for Division and Price Item** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division for which you want to define price item and price item parameters specific person to person relationship type sequence.	Yes
Price Item	Used to specify the price item code. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Search screen appears.	Yes
Price Item Parameters	Used to specify the price item parameters. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Price Item Parameters Search screen appears.	No


In addition, this screen contains the following section:


- **Person Relationship Type Sequence** — This section allows you to define person to person relationship type sequence for the division, price item, and price item parameters combination. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the sequence in which relationship type should be considered while searching for effective price item pricing at the parent customer level.	Yes
Relationship Type	Used to indicate the person to person relationship type.	Yes

4. Enter the required details.

Note: You can search for a price item and price item parameters by clicking the **Search** () icon corresponding to the respective field.

5. If you want to define more than one relationship type in the person to person relationship type sequence, click the **Add** () icon and then enter the details in the **Person Relationship Type Sequence** section.

Note: However, if you want to remove a relationship type from the person to person relationship type sequence, click the **Delete** () icon corresponding to the relationship type.

6. Click **Save**.

The person to person relationship type sequence is defined for the division, price item, and price item parameters combination.

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person to Person Relationship Type Sequence on page 375
Search Person Relationship Type Sequence for Price Item zone	Search Person Relationship Type Sequence for Price Item on page 375
How to search for a price item	Searching for a Price Item or Price Item Bundle on page 125
How to set price item parameters	

Editing Relationship Type Sequence of a Division, Price Item, and Price Item Parameters


Prerequisites

To edit person to person relationship type sequence of a division, price item, and price item parameters combination, you should have:

- Person relationship types defined in the application

Procedure

To edit person to person relationship type sequence of a division, price item, and price item parameters combination:

1. Search person to person relationship type sequence for the division, price item, and price item parameters combination in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **Edit** () icon in the **Edit** column corresponding to the division, price item, and price item parameters combination whose person to person relationship type sequence you want to edit.


The **Person Relationship Type Sequence for Division and Price Item** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Division	Indicates the division for which price item and price item parameters specific person to person relationship type sequence is defined.	Not applicable
Price Item	Displays the price item code.	Not applicable
Price Item Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this field is controlled by the display order (which is defined while associating a parameter with a price item).	Not applicable

In addition, this screen contains the following section:

- **Person Relationship Type Sequence** — This section allows you to define person to person relationship type sequence for the division, price item, and price item parameters combination. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the sequence in which relationship type should be considered while searching for effective price item pricing at the parent customer level.	Yes
Relationship Type	Used to indicate the person to person relationship type.	Yes

3. If you want to define more than one relationship type in the person to person relationship type sequence, click the **Add** () icon and then enter the details in the **Person Relationship Type Sequence** section.

Note: However, if you want to remove a relationship type from the person to person relationship type sequence, click the **Delete** () icon corresponding to the relationship type.

4. Click **Save**.

The changes made to the person to person relationship type sequence are saved.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division, price item, and price item parameters combination	Searching Relationship Type Sequence for a Division, Price Item, and Price Item Parameters on page 378



Deleting Relationship Type Sequence of a Division, Price Item, and Price Item Parameters

Procedure

To delete person to person relationship type sequence of a division, price item, and price item parameters combination:

1. Search person to person relationship type sequence for the division, price item, and price item parameters combination in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the division, price item, and price item parameters combination whose person to person relationship type sequence you want to delete.

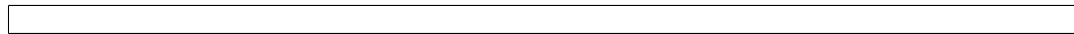
A message appears confirming whether you want to delete the person to person relationship type sequence.

3. Click **OK**.

The person to person relationship type sequence of the division, price item, and price item parameters combination is deleted.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division, price item, and price item parameters combination	Searching Relationship Type Sequence for a Division, Price Item, and Price Item Parameters on page 378



Viewing Relationship Type Sequence of a Division, Price Item, and Price Item Parameters

Procedure

To view person to person relationship type sequence of a division, price item, and price item parameters combination:

1. Search person to person relationship type sequence for the division, price item, and price item parameters combination in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **View** (👁️) icon in the **View** column corresponding to the division, price item, and price item parameters combination whose person to person relationship type sequence you want to view.

The **Person Relationship Type Sequence for Division and Price Item** screen appears. It contains the following fields:

Field Name	Field Description
Division	Indicates the division for which price item and price item parameters specific person to person relationship type sequence is defined.
Price Item	Displays the price item code.
Price Item Parameters	Displays a comma-separated list of parameter values. The order in which parameter values appear in this field is controlled by the display order (which is defined while associating a parameter with a price item).

In addition, this screen contains the following section:

- **Person Relationship Type Sequence** — This section allows you to view person to person relationship type sequence defined for the division, price item, and price item parameters combination. It contains the following columns:

Column Name	Column Description
Sequence Number	Indicates the sequence in which relationship type will be considered while searching for effective price item pricing at the parent customer level.
Relationship Type	Indicates the person to person relationship type.

- View the person to person relationship type sequence defined for the division, price item, and price item parameters combination in the **Person Relationship Type Sequence for Division and Price Item** screen.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division, price item, and price item parameters combination	Searching Relationship Type Sequence for a Division, Price Item, and Price Item Parameters on page 378

Searching Relationship Type Sequence for a Division

Prerequisites

To search person to person relationship type sequence for a division, you should have:

- Divisions defined in the application

Procedure

To search person to person relationship type sequence for a division:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Pricing Management** and then click **Person to Person Relationship Type Sequence**.
The **Person to Person Relationship Type Sequence** screen appears.
- Enter the search criteria in the **Search Person Relationship Type Sequence for Division** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually whenever required.

- Click **Search**.

A list of divisions that meet the search criteria and for which person to person relationship type sequence is defined appears in the **Search Results** section.

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person to Person Relationship Type Sequence on page 375
Search Person Relationship Type Sequence for Division zone	Search Person Relationship Type Sequence for Division on page 377

Defining Relationship Type Sequence for a Division

Prerequisites

To define person to person relationship type sequence for a division, you should have:

- Divisions defined in the application

Procedure

To define person to person relationship type sequence for a division:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Pricing Management** and then click **Person to Person Relationship Type Sequence**.

The **Person to Person Relationship Type Sequence** screen appears.

3. Click the **Add** link in the upper right corner of the **Search Person Relationship Type Sequence for Division** zone.


The **Person Relationship Type Sequence for Division** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division for which you want to define person to person relationship type sequence.	Yes

In addition, this screen contains the following section:

- **Person Relationship Type Sequence** — This section allows you to define person to person relationship type sequence for the division. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the sequence in which relationship type should be considered while searching for effective price item pricing at the parent customer level.	Yes
Relationship Type	Used to indicate the person to person relationship type.	Yes

4. Enter the required details.
5. If you want to define more than one relationship type in the person to person relationship type sequence, click the **Add** () icon and then enter the details in the **Person Relationship Type Sequence** section.

Note: However, if you want to remove a relationship type from the person to person relationship type sequence, click the **Delete** () icon corresponding to the relationship type.

6. Click **Save**.

The person to person relationship type sequence is defined for the division.


Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person Relationship Type Sequence on page 77
Search Person Relationship Type Sequence for Division zone	Search Person Relationship Type Sequence for Division on page 377

Editing Relationship Type Sequence of a Division

Procedure

To edit person to person relationship type sequence of a division:

1. Search person to person relationship type sequence for the division in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **Edit** () icon in the **Edit** column corresponding to the division whose person to person relationship type sequence you want to edit.


The **Person Relationship Type Sequence for Division** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Division	Indicates the division for which person to person relationship type sequence is defined.	Not applicable

In addition, this screen contains the following section:

- **Person Relationship Type Sequence** — This section allows you to define person to person relationship type sequence for the division. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the sequence in which relationship type should be considered while searching for effective price item pricing at the parent customer level.	Yes
Relationship Type	Used to indicate the person to person relationship type.	Yes

3. If you want to define more than one relationship type in the person to person relationship type sequence, click the **Add** () icon and then enter the details in the **Person Relationship Type Sequence** section.

Note: However, if you want to remove a relationship type from the person to person relationship type sequence, click the **Delete** () icon corresponding to the relationship type.

4. Click **Save**.

The changes made to the person to person relationship type sequence are saved.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division	Searching Relationship Type Sequence for a Division on page 383

Deleting Relationship Type Sequence of a Division

Procedure

To delete person to person relationship type sequence of a division:

1. Search person to person relationship type sequence for the division in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the division whose person to person relationship type sequence you want to delete.

A message appears confirming whether you want to delete the person to person relationship type sequence.

3. Click **OK**.

The person to person relationship type sequence of the division is deleted.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division	Search Person Relationship Type Sequence for Division on page 377

Viewing Relationship Type Sequence of a Division

Procedure

To view person to person relationship type sequence of a division:

1. Search person to person relationship type sequence for the division in the **Person to Person Relationship Type Sequence** screen.
2. In the **Search Results** section, click the **View** (👁️) icon in the **View** column corresponding to the division whose person to person relationship type sequence you want to view.

The **Person Relationship Type Sequence for Division** screen appears. It contains the following fields:

Field Name	Field Description
Division	Indicates the division for which person to person relationship type sequence is defined.

In addition, this screen contains the following section:

- **Person Relationship Type Sequence** — This section allows you to view person to person relationship type sequence defined for the division. It contains the following columns:

Column Name	Column Description
Sequence Number	Indicates the sequence in which relationship type will be considered while searching for effective price item pricing at the parent customer level.
Relationship Type	Indicates the person to person relationship type.

3. View the person to person relationship type sequence defined for the division in the **Person Relationship Type Sequence for Division** screen.

Related Topics

For more information on...	See...
How to search person to person relationship type sequence for a division	Search Person Relationship Type Sequence for Division on page 377

Chapter

3

Division

Topics:

- [Division Search](#)
- [Division](#)

The following two types of divisions are used while defining a contract type:

- **General Ledger (GL) Division** — GL divisions typically comprise of individual entities (for example, companies) in the general ledger. You must set up a GL division for each such entity. The GL division is used to define the accounting period for financial transactions linked to contracts. Contracts are associated with GL divisions through their contract type. The system uses accounting periods to prevent a user from creating financial transactions in the closed periods. It also uses accounting periods when it generates the flat file that contains the consolidated journal entry that is interfaced to the general ledger.
- **Division** — A division is associated with a jurisdiction. A jurisdiction is a geographic-oriented entity with unique business rules. For example, if you conduct business in California and Japan, each jurisdiction has different set of rules, and therefore you need to have a separate jurisdiction for each division. You must set up a division for each jurisdiction in which you conduct the business. For the Pricing Management functionality, setting up a division is mandatory, and the system must contain information about at least one division.

A division is associated with the following:

- **Person** — You may or may not associate person to a division. It is optional. But, when you are using division specific functionality, you have to associate person to a division while creating a local person.
- **Contract** — Contract is associated to a division through its contract type. The contract type controls multiple business rules which are defined for a given jurisdiction and contract type combination. In addition to controlling the business rules defined on the contract's contract type, the contract's division also controls the type of collection criteria used to determine if and how to collect overdue debt.
- **Account** — The division on account when combined with the account's customer class defines the jurisdiction that governs financial business rules (for example, the bill's due date, when and how late payment charges are calculated, etc.). It also allows you to assign To Do entries associated with the account to a given To Do role based on the account's division.

Division Search

The **Division Search** window allows you to search for a division. This screen contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division code.	No
Description	Used to specify the description for the division.	No

- **Search Results** — On clicking the **Search** button corresponding to the respective field, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Division	Displays the division code.
Description	Displays the description of the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390

Searching for a Division

Procedure

To search for a division:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Division**.

A sub-menu appears.

3. Click the **Search** option from the **Division** sub-menu.

The **Division Search** window appears.

4. Enter the code or description of the division in the **Search Criteria** section.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click the **Search** button corresponding to the respective field.

A list of divisions that meet the search criteria appears in the search results.

6. In the **Search Results** section, click the division whose details you want to view or edit.

The **Division** screen appears.

Related Topics

For more information on...	See...
Division screen	Division on page 391

Division

The **Division** screen allows you to define and edit a division. This screen consists of the following tabs:

Tab Name	Tab Description	Mandatory (Yes or No)
Main	Used to define basic details for a division.	Yes
Access Groups	Used to define the users who have right to associate objects (such as persons, accounts, price items, price lists, etc.) with this division. The users can only view those divisions to which they have access in the Division list used across the application.	No
Price Items	Used to define which price items are available to persons or accounts in this division. Note: Once the price item is created, you need to associate it with a division.	No
Price Lists	Used to define which price lists are available to persons or accounts in this division. Note: Once the price list is created, you need to associate it with a division. You can associate a price list with a division only when all price items in the price list are already associated with the division.	No
Languages	Used to limit the languages that you can select for a person's bills and correspondence in this division.	No
Invoice Currencies	Used to limit the invoice currencies that you can select for accounts in this division. Note: Invoice currency is a currency in which the accounts in this division can be billed.	No
Person Identifier Types	Used to limit the person identifier types that you can select for persons in this division.	No

Tab Name	Tab Description	Mandatory (Yes or No)
Algorithms	<p>Used to associate algorithms with the division. Once a division is created, you must associate the Price Assignment Search algorithm to it. For the Banking functionality, this is required to ensure that the price item pricing is displayed in the correct order as defined by the algorithm. Each division can have unique hierarchy order or more than one division can have the same hierarchy order. The hierarchy order is also used in billing when the price determination is controlled by the sort order definition of the algorithm.</p> <p>You can define algorithms in the Algorithm screen. The search order is governed by the second parameter of the algorithm, and the valid values for the same are:</p> <ul style="list-style-type: none"> • AGREED_PRICELIST – If you use this search order, the price item pricing is searched in the following order: Account Agreed, Account Price List, Account Inherited Price List, Customer Agreed, Customer Price List, Customer Inherited Price List, Parent Customer Agreed, Parent Customer Price List, and Parent Customer Inherited Price List. <div data-bbox="607 957 1105 1087" style="border: 1px solid black; padding: 2px;"> <p>Note: In this search order, the account agreed level has highest precedence and parent customer inherited price list level has lowest precedence.</p> </div> <ul style="list-style-type: none"> • AGREED_FIRST - If you use this search order, the price item pricing is searched in the following order: Account Agreed, Customer Agreed, Parent Customer Agreed, Account Price List, Account Inherited Price List, Customer Price List, Customer Inherited Price List, Parent Customer Price List, and Parent Customer Inherited Price List. <div data-bbox="607 1377 1105 1507" style="border: 1px solid black; padding: 2px;"> <p>Note: In this search order, the account agreed level has highest precedence and parent customer inherited price list level has lowest precedence.</p> </div>	No
Characteristics	Used to define characteristics for the division.	No
Bill Messages	Used to specify the bill messages that are valid for accounts in this division.	No
Party Char Types	Used to limit the characteristic types that you can select for persons and accounts in this division.	No
Bill Cycles	Used to limit the bill cycles that you can select for accounts in this division.	No
Account Identifier Types	Used to limit the account identifier types that you can select for accounts in this division.	No

Tab Name	Tab Description	Mandatory (Yes or No)
Price Item Characteristics	Used to define division-specific characteristics for price items associated with this division.	No

Related Topics

For more information on...	See...
How to define a division	Defining a Division on page 393
How to associate access groups with a division	Associating Access Groups with a Division on page 396
How to associate price items with a division	Associating Price Items with a Division on page 397
How to associate price lists with a division	Associating Price Lists with a Division on page 398
How to associate languages with a division	Associating Languages with a Division on page 399
How to associate invoice currencies with a division	Associating Invoice Currencies with a Division on page 400
How to associate person identifier types with a division	Associating Person Identifier Types with a Division on page 401
How to associate algorithms with a division	Associating Algorithms with a Division on page 401
How to define characteristics for a division	Defining Characteristics for a Division on page 404
How to associate bill messages with a division	Associating Bill Messages with a Division on page 405
How to associate party characteristic types with a division	Associating Party Char Types with a Division on page 406
How to associate bill cycles with a division	Associating Bill Cycles with a Division on page 407
How to associate account identifier types with a division	Associating Account Identifier Types with a Division on page 408
How to define division-specific characteristics for a price item	Defining Division-Specific Characteristics for a Price Item on page 408

Defining a Division

Prerequisites

To define a division, you should have:

- Work calendars, bill formats, bill route types, time zones, currencies, business objects, To Do types, and To Do roles defined in the application

Procedure


To define a division:





1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Division**.
A sub-menu appears.
3. Click the **Add** option from the **Division** sub-menu.

The **Division** screen appears. It contains the following tabs:


- Main
- Access Groups
- Price Items
- Price Lists
- Languages
- Invoice Currencies
- Person Identifier Types
- Algorithms
- Characteristics
- Bill Messages
- Party Char Types
- Bill Cycles
- Account Identifier Types
- Price Item Characteristics

The **Main** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the code that uniquely identifies the division. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search screen appears.	Yes
Description	Used to specify the description for the division.	Yes
Work Calendar	Used to indicate the days on which this division operates. This calendar is used to ensure that the system calculated dates (for example, bill due date, credit and collection event dates, etc.) fall on a working day.	Yes
Status	Used to indicate the status of the division. You can use either of the following values: <ul style="list-style-type: none"> • Active Indicates that the division can be used in the system • Pending Indicates that the division is still being defined • Retired Indicates that the division is no longer available for use 	Yes
Bill Format	Used to specify the default bill format for accounts in this division.	No
Bill Route Type	Used to specify the default bill route type for accounts in this division.	No

Field Name	Field Description	Mandatory (Yes or No)
Base Currency Code	Used when accounts in this division can be billed in a currency that is different from the currency required by the GL. The system generates GL entries in the currency defined for an account. If you specify the value in this field, the system will convert the GL amounts maintained in the accounts currency into this currency. The financial transactions in both the currencies will be maintained in the system.	No
Time Zone	Used to indicate the time zone in which this division operates.	No
Eligible for Accrual	Used to indicate whether the accounts belonging to the division are eligible for accrual.	No
Accrual Cycle	Used to indicate the accrual cycle for the division. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Accrual Cycle Search screen appears.	Yes (Conditional) Note: The field is required when the division is eligible for accrual.
Comments	Used to specify additional details about the division.	No
Business Object	Used to specify a business object that may govern additional rules related to this division. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Business Object Search screen appears.	Yes
To Do Type	Used when you want the To Do entries (associated with accounts in this division) of a given To Do type must be assigned to the users with a given To Do role. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search screen appears.	No
To Do Role	Used when you want the To Do entries (associated with accounts in this division) of a given To Do type must be assigned to the users with a given To Do role. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Role for To Do Type screen appears.	No

4. Enter the required details.

Note: You can search for a To Do type and To Do role by clicking the **Search**  icon corresponding to the respective field.

- If you want to add more than one To Do type and To Do role combination for a division, click the **Add** (+) icon and then enter the To Do type and To Do role.

Note: However, if you want to remove a To Do type and To Do role combination from the division, click the **Delete** (🗑️) icon corresponding to the combination.

- Associate access groups, price items, price lists, languages, invoice currencies, person identifier types, algorithms, bill messages, party characteristic types, bill cycles, and account identifier types with the division, if required.
- Define characteristics for the division, if required.
- Define division-specific characteristics for the price items, if required.
- Click the **Save** button in the **Page Title** area.

The division is defined.

Related Topics

For more information on...	See...
How to associate access groups with a division	Associating Access Groups with a Division on page 396
How to associate products with a division	Associating Price Items with a Division on page 397
How to associate price lists with a division	Associating Price Lists with a Division on page 398
How to associate languages with a division	Associating Languages with a Division on page 399
How to associate invoice currencies with a division	Associating Invoice Currencies with a Division on page 400
How to associate customer identifier types with a division	Associating Person Identifier Types with a Division on page 401
How to associate algorithms with a division	Associating Algorithms with a Division on page 401
How to define characteristics for a division	Defining Characteristics for a Division on page 404
How to associate bill messages with a division	Associating Bill Messages with a Division on page 405
How to associate party characteristic types with a division	Associating Party Char Types with a Division on page 406
How to associate bill cycles with a division	Associating Bill Cycles with a Division on page 407
How to associate account identifier types with a division	Associating Account Identifier Types with a Division on page 408
How to define division-specific characteristics for a price item	Defining Division-Specific Characteristics for a Price Item on page 408

Associating Access Groups with a Division

Prerequisites

To associate access groups with a division, you should have:


- Access groups defined in the application

Procedure


To associate access groups with a division:


1. Search for the division to which you want to associate access groups.
2. Click the **Access Groups** tab in the **Division** screen..


The **Access Groups** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Access Group	Used to specify the access group code. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Access Group Search window appears.	No
Description	Displays the description of the access group. Note: The description appears automatically when you specify the access group.	Not applicable

3. Enter the access group code.

Note: You can search for an access group by clicking the **Search**  icon corresponding to the field.

4. If you want to associate more than one access group with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove an access group from the division, click the **Delete**  icon corresponding to the access group.

5. Click the **Save** button in the **Page Title** area.

The access groups are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Price Items with a Division

Prerequisites

To associate products with a division, you should have:

- Products created in the application

Procedure


To associate products with a division:


1. Search for the division to which you want to associate products.
2. Click the **Products** tab in the **Division** screen.


The **Products** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Description	Displays the description of the product. Note: The description appears automatically when you specify the product code.	Not applicable

3. Enter the product code.

Note: You can search for a product by clicking the **Search**  icon corresponding to the field.

4. If you want to associate more than one product with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove a product from the division, click the **Delete**  icon corresponding to the product.

5. Click the **Save** button in the **Page Title** area.

The products are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Price Lists with a Division

Prerequisites

To associate price lists with a division, you should have:


- Price lists created in the application

Procedure

To associate price lists with a division:


1. Search for the division to which you want to associate price lists.
2. Click the **Price Lists** tab in the **Division** screen.


The **Price Lists** tab appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Price List ID	Used to specify the price list ID. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price List Search window appears.	No

Field Name	Field Description	Mandatory (Yes or No)
Description	Displays the description of the price list. Note: The description appears automatically when you specify the price list ID.	Not applicable

- Enter the price list ID.

Note: You can search for a price list by clicking the **Search**  icon corresponding to the field.

- If you want to associate more than one price list with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove a price list from the division, click the **Delete**  icon corresponding to the price list.

- Click the **Save** button in the **Page Title** area.

The price lists are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Languages with a Division

Prerequisites

To associate languages with a division, you should have:

- Languages defined in the application


Procedure


To associate languages with a division:

- Search for the division to which you want to associate languages.
- Click the **Languages** tab in the **Division** screen.

The **Languages** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Language	Used to specify the language.	No

- Select the language from the list.
- If you want to associate more than one language with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove a language from the division, click the **Delete**  icon corresponding to the language.

- Click the **Save** button in the **Page Title** area.

The languages are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Invoice Currencies with a Division**Prerequisites**

To associate invoice currencies with a division, you should have:

- Currencies defined in the application

Procedure

To associate invoice currencies with a division:

1. Search for the division in the **Division** screen.
2. Click the **Invoice Currencies** tab.

The **Invoice Currencies** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Currency	Used to specify the currency.	No
Rounding Type	Used to indicate the rounding type for the currency. The valid values are: <ul style="list-style-type: none"> • Down • Nearest • Up 	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field is required when you are associating a currency with the division. </div>

3. Select the currency and its rounding type from the respective list.
4. If you want to associate more than one invoice currency with the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove an invoice currency from the division, click the **Delete** (🗑️) icon corresponding to the invoice currency.

5. Click the **Save** button in the **Page Title** area.

The invoice currencies are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

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Associating Person Identifier Types with a Division

Prerequisites

To associate person identifier types with a division, you should have:

- Person identifier types defined in the application

Procedure

To associate person identifier types with a division:

1. Search for the division to which you want to associate person identifier types.
2. Click the **Person Identifier Types** tab in the **Division** screen.

The **Person Identifier Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person Identifier Type	Used to specify the person identifier type.	No

3. Select the person identifier type from the list.
4. If you want to associate more than one person identifier type with the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a person identifier type from the division, click the **Delete** (🗑️) icon corresponding to the person identifier type.

5. Click the **Save** button in the **Page Title** area.

The person identifier types are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

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Associating Algorithms with a Division

Prerequisites

To associate algorithms with a division, you should have:

- Algorithms defined in the application

Procedure

To associate algorithms with a division:


1. Search for the division to which you want to associate algorithms.
2. Click the **Algorithms** tab in the **Division** screen.


The **Algorithms** tab appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Division Algorithm Entity	<p>Used to indicate the entity to which you want to attach the algorithm. The valid values are:</p> <ul style="list-style-type: none"> • Currency Conversion For Adjustments — Used to attach a date or date and time based currency conversion algorithm which must be triggered during adjustment creation and FT GL creation for adjustments. • Currency Conversion For Bill Segments — Used to attach a date or date and time based currency conversion algorithm which must be triggered during bill segment generation and FT GL creation for bill segments. • Currency Conversion For Payments — Used to attach a date or date and time based currency conversion algorithm which must be triggered during payment and tender creation and during FT GL creation for payments. • TFM - Currency Conversion — Used to attach a date or date and time based currency conversion algorithm which must be triggered during the transaction aggregation process. • Price Assignment Search — Used to attach an algorithm which indicates the order in which the price item pricing must be determined while billing. It also indicates the order in which the price item pricing must be displayed on the Pricing (Account) and Pricing (Person) screens. • Sequential Bill Number Generation — Used to attach an algorithm which indicates how to sequence alternate bill numbers which are unique within the division. • Usage Account Contract Mapping — Used to attach an algorithm which must be triggered when you create a usage account. It checks whether the usage account satisfies any account selection template criteria defined for any active construct. If yes, it includes the usage account in the active construct provided no bills are generated for the construct. • GL Account Validation – Used to attach an algorithm which is triggered during dynamic GL account validation. • TFM - Cancellation Pre-Processing – Used to attach an algorithm which is triggered when you execute the C1-TXCNC batch. This algorithm is used to undertake some preprocessing activities (such as cleaning data in any custom tables) during the cancellation process. • TFM - Disaggregation Pre-Processing - Used to attach an algorithm which is triggered when you execute the C1-PDTXN batch. This algorithm is used to undertake some preprocessing activities (such as cleaning data in any custom tables) during the disaggregation process. 	<p>Yes (Conditional)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This field is required when you are associating an algorithm with the division.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
	<ul style="list-style-type: none"> • TFM - Rollback Pre-Processing - Used to attach an algorithm which is triggered when you execute the C1-TXNRB batch. This algorithm is used to undertake some preprocessing activities (such as cleaning data in any custom tables) during the rollback process. • TFM - Verify Pricing Post-Processing — Used to attach an algorithm which is triggered when you execute the C1-TXNVP batch. This algorithm is used to undertake some post-processing activities on a summary record in the CI_TXN_DTL_PRITM_SUMMARY table. • TFM - Billable Charge Post-Processing — Used to attach an algorithm which is triggered when you execute the C1-TXNSQ and C1-TXNCU batches. This algorithm is used to undertake some post-processing activities on a billable charge. • TFM - Price Item Derivation Post-Processing — Used to attach an algorithm which is triggered when you execute the C1-TXNIP batch. This algorithm is used to undertake some post-processing activities on the transaction legs. • TFM - Rate Post-Processing — Used to attach an algorithm which is triggered when you execute the C1-TXNEX and C1-TXNSQ batches. This algorithm is used to undertake some preprocessing activities while determining rate for transaction legs. • TFM - Rate Pre-Processing — Used to attach an algorithm which is triggered when you execute the C1-TXNEX and C1-TXNSQ batches. This algorithm is used to undertake some post-processing activities after determining rate for transaction legs. 	
Sequence Number	Used to specify the order in which the algorithms with the same entity should be executed.	Yes (Conditional) Note: This field is required when you are associating an algorithm with the division.
Algorithm	Used to specify the algorithm code. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	Yes (Conditional) Note: This field is required when you are associating an algorithm with the division.
Description	Displays the description of the algorithm. Note: The description appears automatically when you specify the algorithm code.	Not applicable

3. Enter the required details.

Note: You can search for an algorithm by clicking the **Search**  icon corresponding to the field.

- If you want to associate more than one algorithm with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove an algorithm from the division, click the **Delete**  icon corresponding to the algorithm.

- Click the **Save** button in the **Page Title** area.
The algorithms are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Defining Characteristics for a Division

Prerequisites

To define characteristics for a division, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to Division)

Procedure

To define characteristics for a division:

- Search for the division for which you want to define characteristics.
- Click the **Characteristics** tab in the **Division** screen.

The **Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the division.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the division.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Division.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the division.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the division.

- Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a characteristic from the division, click the **Delete** (🗑️) icon corresponding to the characteristic.

- Click the **Save** button in the **Page Title** area.

The characteristics are defined for the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Bill Messages with a Division

Prerequisites

To associate bill messages with a division, you should have:

- Bill messages defined in the application

Procedure

To associate bill messages with a division:


- Search for the division to which you want to associate bill messages.
- Click the **Bill Messages** tab in the **Division** screen.


The **Bill Messages** tab appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when you want the bill message to appear on the bill.	Yes (Conditional) Note: This field is required when you are associating a bill message with the division.
End Date	Used to specify the date till when you want the bill message to appear on the bill.	No
Bill Message	Used to specify the bill message that is valid for accounts in this division. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Bill Message Search window appears.	Yes (Conditional) Note: This field is required when you are associating a bill message with the division.

Field Name	Field Description	Mandatory (Yes or No)
Description	Displays the description of the bill message. Note: The description appears automatically when you specify the message code.	Not applicable

- Enter the required details.

Note: You can search for a bill message by clicking the **Search**  icon corresponding to the field.

- If you want to associate more than one bill message with the division, click the **Add**  icon and then repeat step 3.

Note: However, if you want to remove a bill message from the division, click the **Delete**  icon corresponding to the message code.

- Click the **Save** button in the **Page Title** area.

The bill messages are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Party Char Types with a Division

Prerequisites

To associate party char types with a division, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to Division)

Procedure

To associate party char types with a division:

- Search for the division to which you want to associate party char types.
- Click the **Party Char Types** tab in the **Division** screen.

The **Party Char Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Entity	Used to indicate whether the characteristic type is valid for a person or an account in this division.	Yes (Conditional) Note: This field is required when you are associating a party char type with the division.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Division.	Yes (Conditional) Note: This field is required when you are associating a party char type with the division.

- Enter the required details.

4. If you want to associate more than one party char type with the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a party char type from the division, click the **Delete** (🗑️) icon corresponding to the characteristic type.

5. Click the **Save** button in the **Page Title** area.

The party char types are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Associating Bill Cycles with a Division

Prerequisites

To associate bill cycles with a division, you should have:

- Bill cycles defined in the application

Procedure

To associate bill cycles with a division:

1. Search for the division to which you want to associate bill cycles.
2. Click the **Bill Cycles** tab in the **Division** screen.

The **Bill Cycles** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Bill Cycle	Used to specify the bill cycle.	No

3. Select the bill cycle from the list.
4. If you want to associate more than one bill cycle with the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove a bill cycle from the division, click the **Delete** (🗑️) icon corresponding to the bill cycle.

5. Click the **Save** button in the **Page Title** area.

The bill cycles are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391

For more information on...	See...
How to define a division	Defining a Division on page 393

Associating Account Identifier Types with a Division

Prerequisites

To associate account identifier types with a division, you should have:

- Account Identifier Types defined in the application

Procedure

To associate account identifier types with a division:

- Search for the division to which you want to associate account identifier types.
- Click the **Account Identifier Types** tab in the **Division** screen.

The **Account Identifier Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	No

- Select the account identifier type from the list.
- If you want to associate more than one account identifier type with the division, click the **Add** (+) icon and then repeat step 3.

Note: However, if you want to remove an account identifier type from the division, click the **Delete** (🗑️) icon corresponding to the account identifier type.

- Click the **Save** button in the **Page Title** area.

The account identifier types are associated with the division.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Defining Division-Specific Characteristics for a Price Item

Prerequisites

To define division-specific characteristics for a price item, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to Division/Price Item Combination)
- Price item associated with the division to which the user belongs

Procedure

To define division-specific characteristics for a price item:

1. Search for the division for which you want to define price item characteristics.
2. Click the **Price Item Characteristics** tab in the **Division** screen.


The **Price Item Characteristics** tab appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Price item	Displays the price item code.	Not applicable
Effective Date	Used to specify the date from when the price item characteristic is effective for the division.	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Division/Price Item Combination.	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a division-specific characteristic for the price item.


3. If the division has multiple price items associated with it, scroll to define characteristics for the required price item.

Note: You can use the **Previous** () and **Next** () buttons to scroll through the price items while defining their characteristics.

4. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. If you want to define more than one division-specific characteristic for the price item, click the **Add** () icon and then repeat step 4.

Note: However, if you want to remove a division-specific characteristic from the price item, click the **Delete** () icon corresponding to the characteristic.

6. Click the **Save** button in the **Page Title** area.

The division-specific characteristics are defined for the price item.

Related Topics

For more information on...	See...
How to search for a division	Searching for a Division on page 390
Division screen	Division on page 391
How to define a division	Defining a Division on page 393

Chapter

4

Approval Workflow

Topics:

- [Most Commonly Used Terms](#)
- [Approval Workflow Process](#)
- [Prerequisites](#)
- [Approval Transaction](#)
- [Comparison: New versus Existing](#)
- [Approve Price Assignment](#)
- [Resolve Price Assignment](#)
- [Modify Price Assignment](#)
- [Approval Workflow Group \(Used for Searching\)](#)
- [Approval Workflow Group \(Used for Viewing\)](#)
- [Approval Workflow Chain \(Used for Searching\)](#)
- [Approval Workflow Chain \(Used for Viewing\)](#)
- [Approval Workflow Criterion Type \(Used for Searching\)](#)
- [Approval Workflow Criterion Type \(Used for Viewing\)](#)
- [Approval Workflow Group Chain Linkage \(Used for Searching\)](#)
- [Approval Workflow Group Chain Linkage \(Used for Viewing\)](#)
- [Approval Workflow Setting \(Used for Searching\)](#)
- [Approval Workflow Setting \(Used for Viewing\)](#)
- [Approval Workflow Reason \(Used for Searching\)](#)

Oracle Revenue Management and Billing may optionally be configured to use the approval workflow process whenever any addition, modification, or deletion is done manually by a user. The approval workflow process routes any changes made to the business objects (such as person, account, contract, division, and so on) to a group of people for approval. The approval workflow process allows you to manage and track all tasks involved in the approval process.

Approval workflow allows you to define the rules for requiring an approval step before the data changes are committed to the database. Once you establish the approval workflow rules, the application manages the business process flow for having data changes approved before they are reflected in the database.

The system provides you with a flexible set of options used to determine when approvals are required, and how the approval process is to be managed including:

- Turning approval on or off for individual business objects within the application
- Grouping business objects so that approval is required for the group rather than the individual business objects within the group
- Who should approve
- How many levels of approvals are required
- Different approval workflow chains based on different criteria

Once you have turned approval workflow on for an object, or a group of objects, the system will use the approval workflow configuration to manage the entire approval process including:

- Determining whether approval is required based on data changes submitted by a user
- Routing approval workflow requests to one or more qualified approvers
- Managing rejected data changes and sending these back to the submitter for resolution
- Committing the changes once all required approvals are received

- *Approval Workflow Reason
(Used for Viewing)*

Most Commonly Used Terms

Before you understand the approval workflow process, you must familiarize yourself with the following terms:

Term	Description
Submitter	A person who adds, modifies or deletes a business object, such as person, account, contract, and division is called a submitter.
Approver	A person who approves any changes made to a business object is called an approver.
Approval Workflow Group	A group of one or more business objects for which approval is required, under some or all conditions, when data changes are made.
Approval Workflow Chain	The approval workflow chain indicates how many levels of approvals are required to approve the changes made by the submitter.

Approval Workflow Process

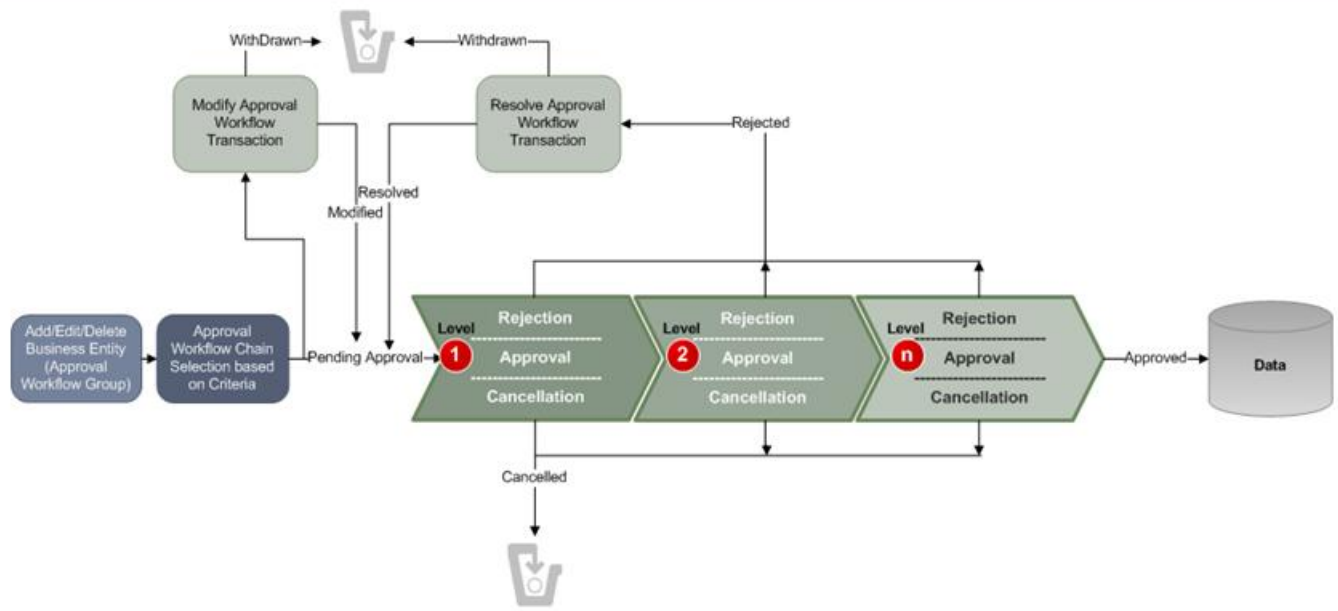
When a submitter adds, edits or deletes a business object (for example, an account) that belongs to an approval workflow group, the system checks whether approval workflow is activated for the approval workflow group. If the approval workflow is activated for the group, the system creates an approval workflow request. Every approval workflow request is uniquely identified in the system through the Approval Transaction ID.

The system identifies the approval workflow chain that must be used for approval depending on the pre-configured conditions or criteria. Based on the number of levels defined in the approval workflow chain, the request is sent to the approver at each level in the chain or hierarchy for approval. When the approver at the first level approves the request, a notification is sent to the approver at the second level for approval. This process continues till the approval is received from all levels in the hierarchy. Once the approvers at all levels approve the request, the changes are committed to the database.

However, if an approver at any level in the hierarchy rejects the request, a notification is sent to the submitter who has made the changes. The submitter then makes the required corrections based on the approver's comments and resubmits the changes for approval. In this case, the approval process starts once again from the beginning and not from the level at which the request was rejected.

The submitter also has the facility to modify the request before the approver at the first level in the hierarchy approves or rejects the request. Once the changes are made, the submitter submits the request for approval. The submitter also has the facility to cancel the request.

The following figure indicates the flow of the approval workflow process:



To implement the approval workflow process, you need to define the following:

- [Approval Workflow Group \(Used for Searching\)](#) on page 468
- [Approval Workflow Chain \(Used for Searching\)](#) on page 488
- [Approval Workflow Criterion Type \(Used for Searching\)](#) on page 494
- [Approval Workflow Group Chain Linkage \(Used for Searching\)](#) on page 500
- [Approval Workflow Reason \(Used for Searching\)](#) on page 517
- [Approval Workflow Setting \(Used for Searching\)](#) on page 510

For price list, price item and price assignment, the approval workflow configuration is shipped with ORMB. The following groups are available in the system:

- **C1PRODUCT** – Contains the C1_PRICEITEM_BO business object
- **C1PRICELST** – Contains the C1_F_ADDPLBO business object
- **C1PRICEASG** – Contains the C1_PRICECOMP and C1_PRICEASGN_BO business objects

After creating the approval workflow chains, you need to link these groups to the corresponding approval workflow chains. To setup the approval workflow process for price assignment, you need to do the following:

For Price Item	<ol style="list-style-type: none"> 1. If a Determine BO algorithm is not specified for the C1_PRICEITEM maintenance object, create a Determine BO algorithm using the F1-MOBO algorithm type and specify C1_PRICEITEM_BO as the business object on this algorithm. 2. Attach this algorithm on the Determine BO algorithm spot of the C1_PRICEITEM MO. 3. Link the C1PRODUCT group to the appropriate approval workflow chain. 4. Activate the approval workflow for the C1PRODUCT group by setting the Active flag corresponding to the group in the Approval Workflow Settings screen to Y.
----------------	---

For Price List	<ol style="list-style-type: none"> 1. If a Determine BO algorithm is not specified for the C1_PRICELIST maintenance object, create a Determine BO algorithm using the F1-MOBO algorithm type and specify C1_F_ADDPLBO as the business object on this algorithm. 2. Attach this algorithm on the Determine BO algorithm spot of the C1_PRICELIST MO. 3. Link the C1PRICELST group to the appropriate approval workflow chain. 4. Activate the approval workflow for the C1PRICELST group by setting the Active flag corresponding to the group in the Approval Workflow Settings screen to Y.
For Price Assignments	<ol style="list-style-type: none"> 1. If a Determine BO algorithm is not specified for the C1_PRICECOMP maintenance object, create a Determine BO algorithm using the F1-MOBO algorithm type and specify C1_PRICECOMP as the business object on this algorithm. 2. Attach this algorithm on the Determine BO algorithm spot of the C1_PRICECOMP MO. 3. If a Determine BO algorithm is not specified for the C1_PRICEASGN maintenance object, create a Determine BO algorithm using the F1-MOBO algorithm type and specify C1_PRICEASGN_BO as the business object on this algorithm. 4. Attach this algorithm on the Determine BO algorithm spot of the C1_PRICEASGN MO. 5. Link the C1PRICEASG group to the appropriate approval workflow chain. 6. Activate the approval workflow for the C1PRICEASG group by setting the Active flag corresponding to the group in the Approval Workflow Settings screen to Y.

Similarly, for invoicing group, the approval workflow configuration is shipped with ORMB. The following groups are available in the system:

- **C1IGADD**
- **C1IGUPD**

After creating the approval workflow chains, you need to link these groups to the corresponding approval workflow chains, and activate the approval workflow for these groups by setting the following in the **Approval Workflow Settings** screen:

- Set **Active** flag to **Yes**
- Set **Prevalidation** flag to **Yes**

Note: You must set the **Active** flag to **No** for both the groups in case you do not want to activate the approval workflow for invoicing group. If you set the **Active** flag to **Yes** for either of the groups, approval workflow is triggered when you add and/or edit an invoicing group.

Prerequisites

You need to setup the following prerequisites to implement the approval workflow process:

- **Setup Feature Configuration for Approval Workflow** — If you create new Maintenance Objects (MOs) and want the access control for these MOs in the approval workflow transactions to be based on the access group and division, then you have to create a custom algorithm and attach it to the **Approval Transaction Entity Access Algorithms** option type of the **C1_AXENTITY** feature configuration. Note that you will then have two access algorithms; one default algorithm (that is, **C1-APPTXN**) and another custom algorithm. For more information

about the **C1_AXENTITY** feature configuration, see [Setting the C1_AXENTITY Feature Configuration](#) on page 1649.

- **Create and Attach Determine BO Algorithm** — To use approval workflow for a business object, check the corresponding maintenance object to see if a **Determine BO** algorithm is already attached to it. If not, create a **Determine BO** algorithm using the **F1-MOBO** algorithm type, and specify the appropriate business object name on the newly created algorithm. Attach this algorithm on the **Determine BO** algorithm spot of the maintenance object.
- **Attach Audit Algorithm to Business Objects** — To use the approval workflow process for a business object, you need to attach the **C1-APPTXNBAS** algorithm on the **Audit** algorithm spot of the business object. Unless you attach the audit algorithm to a business object, the approval workflow process will not be triggered for the respective business object. This step is only required when you are using the base panels. If you have created custom UI maps to enter or modify data for a specific business object, this step is not needed.
- **Attach Validation Algorithms to Business Objects** — The following algorithms are shipped with ORMB:

Business Object	Basic Validation Algorithm	Pending Transaction Validation Algorithm
C1-AppBOChain	C1-GRPCHNALG	C1-APPGRPCHL
C1-AppGrp	C1-GRPALG	C1-APPGROUPV
C1-ApprovalChainEligible	C1-ADMALG	C1-APGBYPORT
C1-ApprovalTransactionChain	C1-APCHALGO	C1-APCHNPEND

The basic validation algorithms are attached to the respective business objects, and then shipped with ORMB. However, the pending transaction validation algorithms are not attached to the respective business objects. If you want to restrict the users from either editing or deleting the approval workflow group, approval workflow settings, approval workflow chain, or approval workflow group chain linkage when the respective approval workflow requests are in the **Pending**, **Work-in-Progress**, or **Rejected** state, then you must attach the pending transaction validation algorithm on the **Validation** algorithm spot of the respective business object.

- **Set Colors for Highlighting during Comparison** — While approving, rejecting, or cancelling approval workflow requests where the submitter action is Update (UPD), you will be able to compare the existing and new data. By default, any modifications are highlighted in the Yellow (9933FF) color and new additions are highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#).
- **Create To Do Types** — You need to create the To Do types that you want to use in the approval workflow process. Once the To Do type is created, you need to link it to the required To Do roles so that users belonging to the To Do role can view and work on the To Do type.
- **Create To Do Roles** — You need to create the To Do roles that you want to use in the approval workflow process. Once the To Do role is created, you need to add the users whom you want to assign this role.

Note: User who is withdrawing the approval workflow request must be assigned to the To Do role to which the approver at the first level in the hierarchy is assigned. Otherwise, the user will not be able to withdraw the approval workflow request.

- **Create Input UI Map for an Approval Workflow Group** — The system provides you with the ability to automatically generate an Input UI map, and associate it with the approval workflow group. Alternatively, you can create an Input UI map manually, and attach it to the approval workflow group. For more information on how to create an Input UI map manually, see [Creating Input UI Map for an Approval Workflow Group](#) on page 1639.
- **Create Display UI Map for an Approval Workflow Group** — The system provides you with the ability to automatically generate a Display UI map, and associate it with the approval workflow group. Alternatively, you can create a Display UI map manually, and attach it to the approval workflow group. For more information on

how to create a Display UI map manually, see [Creating Display UI Map for an Approval Workflow Group](#) on page 1638.

Approval Transaction

If an approver at any level in the hierarchy rejects a request, a notification is sent to the submitters having the To Do role to resolve. The submitter then makes the required corrections based on the approver's comments, and resubmits the changes for approval. In this case, the approval process starts once again from the beginning, and not from the level at which the request was rejected.

The **Approval Transaction** screen allows you to resolve or withdraw a request. It consists of the following zones:

- [Search Approval Transaction](#) on page 417
- [Approval Transaction Log](#) on page 421

Search Approval Transaction

The **Search Approval Transaction** zone allows you to search for an approval transaction using various search criteria. It contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for an approval transaction using the task or approval transaction details. The valid values are: <ul style="list-style-type: none"> • Task Details • Approval Transaction Details <div style="border: 1px solid black; padding: 2px;">Note: By default, the Task Details option is selected.</div>	Yes
Status	Used to search approval transactions with a particular status. The valid values are: <ul style="list-style-type: none"> • Approved • Cancelled • Rejected • Inprocess • Pending • Deleted <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Approval Transaction Details option from the Search By list.</div>	No
Task	Used to search approval transactions with a particular task. The valid values are: <ul style="list-style-type: none"> • Approve • Modify • Resolve <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Task Details option from the Search By list.</div>	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This field is required when you want to search approval transactions using the task details.</div>


Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to search approval transactions created for the business objects that belong to a particular approval workflow group.	No
Division	Used to search approval transactions which belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Reference ID	Used to search approval transactions created for the business object with a particular reference ID.	No
Approval Transaction ID	Used to search for a particular approval transaction.	No
Created From	Used to search approval transactions which are created from a particular date onwards.	No
Created Until	Used to search approval transactions which are created till a particular date.	No
Action	Used to search approval transactions which are created while adding, updating, or deleting a business object.	No
Submitter ID	Used to search approval transactions which are created by a particular submitter. Note: This field appears either when you select the Task Details from the Search By list and Approve option from the Task list or when you select the Approval Transaction Details from the Search By list and Processing, Pending, or Deleted option from the Approval Transaction Status list. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Submitter Id for Status window appears.	No
Approver ID	Used to search approval transactions which are rejected by a particular approver. Note: The Approver ID is displayed when the approval transaction is searched by Task Details and Task is Resolve . It is also displayed when the approval transaction is searched by Approval Transaction Details and Status is Approved, Canceled, or Rejected . The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Approver ID Search window appears.	No

Note: You must specify at least one search criterion while searching for an approval transaction. One more search criterion is required when you are searching for an approval transaction using the **Task** field.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Transaction ID	<p>Displays the approval transaction ID.</p> <p>Note: It has a link. The link appears when you select Task Details option from the Search By list. If the Approve option is selected from the Task list then on clicking the link, Comparison: New versus Existing window appears with the compared details of the new and existing approval transactions. If the Modify option is selected from the Task list then on clicking the link, Modify/Resolve Price List Assignment window appears to modify or resolve the details of price list assignment. If the Resolve option is selected from the Task list then on clicking the link, Modify/Resolve Price List Assignment window appears to modify or resolve the details of price list assignment.</p>
Approval Workflow Group	Displays the code of the approval workflow group.
Submitter Name	<p>Displays the name of submitter who submits the approval transaction details list.</p> <p>Note: This column appears either when you select the Approve or Modify option from the Task list or when you select the Processing, Pending, or Deleted option from the Approval Transaction Status list.</p>
Approver Name	<p>Displays the name of an approver who approves an approval transaction details list.</p> <p>Note: This column appears either when you select the Resolve option from the Task list or when you select the Approved, Canceled, or Rejected option from the Approval Transaction Status list.</p>
Submitted On	<p>Displays the date and time on which approval transaction is submitted for approval.</p> <p>Note: This column appears either when you select the Approve or Modify option from the Task list or when you select the Approved, Pending, or Deleted option from the Approval Transaction Details list.</p>
Action	<p>Indicates the various types of action. The valid values are:</p> <ul style="list-style-type: none"> • Add • Delete (DEL) • Update (UPD)
Division	Displays the division to which the approval transaction belongs.

Column Name	Column Description
Status	<p>Displays the status of approval transaction. The valid values are:</p> <ul style="list-style-type: none"> • Approved • Cancelled • Rejected • Processing • Pending • Deleted <p>Note: This column appears either when you select Approval Transaction Details option from the Search By list of the search criteria.</p>
To Do Type	Displays the type of To Do (notification) received for the approval transaction.
Approval Transaction Information	Displays additional information about the approval transaction.
Rejected On	<p>Displays the date and time on which the transaction is rejected.</p> <p>Note: This column appears either when you select the Resolve option from the Task list or when you select the Rejected, option from the Approval Transaction Details list.</p>
Reject Reason	<p>Displays the reason for which the approval transaction is rejected by the approver.</p> <p>Note: This column appears either when you select the Resolve option from the Task list or when you select the Rejected option from the Approval Transaction Details list.</p>
Canceled On	<p>Displays the date and time on which the approval transaction is canceled by the user.</p> <p>Note: This column appears when you select the Cancelled option from the Approval Transaction Details list.</p>
Cancel Reason	<p>Displays the reason for which the approval transaction is canceled by the user.</p> <p>Note: This column appears either when you select the Canceled option from the Approval Transaction Details list.</p>
Withdraw	<p>Displays a link to withdraw an approval transaction.</p> <p>Note: This column appears either when you select the Modify or Resolve option from the Task list. It has a link and on clicking the link, a message appears to confirm the withdrawal of the respective approval transaction.</p>

On clicking the **Broadcast**  icon corresponding to the approval transaction the **Approval Transaction Log** zone appears with the approval transaction log details.

Related Topics


For more information on...	See...
Approval Transaction Log zone	Approval Transaction Log on page 421
How to search for an approval transaction	Searching for an Approval Transaction on page 421

For more information on...	See...
How to view the log of an approval transaction	Viewing the Log of an Approval Transaction on page 422

Approval Transaction Log

The **Approval Transaction Log** zone displays the complete trail of submitter and approver actions performed on the approval transaction. It contains the following columns:

Column Name	Column Description
Date Time	Displays the date and time when the action was performed on the approval transaction.
User Name	Indicates the user who has performed the action on the approval transaction.
Status	Displays the status of the approval transaction. The valid values are: <ul style="list-style-type: none"> • Approved • Cancelled • Rejected • InProcess • Pending • Deleted
View	It has a link. On clicking the View link, the Comparison: New versus Existing window appears where you can view the existing and new compared transactions”.
Status Reason	Displays the status reason of the approval transaction.
Comments	Displays additional information about the approval transaction.

By default, the **Banking Approval Transaction Log** zone does not appear. It appears only when you click the **Broadcast**  icon corresponding to the approval transaction in the **Approval Transaction** zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view the log of an approval transaction	Viewing the Log of an Approval Transaction on page 422

Searching for an Approval Transaction

Procedure

To search for an approval transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approval Transaction**.
The **Approval Transaction** screen appears.
3. Click the **Search** option from the **Approval Transaction** sub-menu.

The **Approval Transaction** screen appears.

4. Enter the search criteria in the **Search Approval Transaction** zone depending on whether you want to search for a task or approval transaction details.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of task or approval transactions that meet the search criteria appears in the **Search Results** section.


Related Topics

For more information on...	See...
Approval Transaction screen	Approval Transaction on page 417
Search Approval Transaction zone	Search Approval Transaction on page 417

Viewing the Log of an Approval Transaction

Procedure

To view the log of an approval transaction:

1. Search for the task or approval transaction details in the **Approval Transaction** screen.
2. In the Search Results section, click the **Broadcast**  icon corresponding to the approval transaction whose log details you want to view.

The **Approval Transaction Log** zone appears.

3. View the log details of the approval transactions in the **Approval Transaction Log** zone.

Related Topics

For more information on...	See...
Search Approval Transaction zone	Search Approval Transaction on page 417
Approval Transaction Log zone	Approval Transaction Log on page 421

Comparison: New versus Existing

You have to define the reason codes which are used when the approval workflow request is either rejected or cancelled. The reason code helps to indicate the reason why a particular request was rejected or cancelled.

The **Comparison: New versus Existing** screen allows you to view the changes in the new approval transaction compared to the existing one. It contains the following sections:

- New
- Existing

Through this screen you can do the following:

- Approve an approval transaction
- Reject an Approval Transaction

- Cancel an approval transaction
- Modify an approval transaction
- Withdraw an Approval Transaction
- Resolve an approval transaction

Approving an Approval Transaction

You can view the number of approval transactions which are pending for approval in the **Approval Transaction** screen. The approver can review, and accordingly approve, return to the submitter, revert to the original, or cancel the approval transaction based on the observations.

Note: The system will not allow you to approve, return to the submitter, revert to the original or cancel an approval transaction submitted by you.

Procedure

To approve an approval transaction:

1. Search for approval transactions with task details and status as Approve in the **Approval Transaction** screen.
2. In the **Search Results** section, click the link in the **Approval Transaction ID** column corresponding to the approval transaction which you want to review.

The **Comparison: New versus Existing** screen appears.

3. Review the compared existing and new approval transactions.
4. Click **Approve**.

A message appears with confirmation on transaction approved successfully.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **OK**.

The approval transaction is removed from the search results.

Note: By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

6. Review the changes and click **Approve** to accept the changes.

The changes in the approval transaction are approved.

Related Topics

For more information on...	See...
Search Approval Transaction zone	Search Approval Transaction on page 417
Comparison: New versus Existing screen	Comparison: New versus Existing on page 422
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Rejecting an Approval Transaction

“

Prerequisites

To return an approval transaction to its submitter, you should have:

- Rejection reasons defined in the application

Note:

While returning an approval transaction, you need to specify the reason why you want to return the approval transaction. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the business object in the **Status Reason** screen.

The system will not allow you to approve, return or revert an approval transaction submitted by you.

Procedure

To reject an approval transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. In the **Search Results** section, click the link in the **Approval Transaction ID** column corresponding to the approval transaction which you want to review.
The **Comparison: New versus Existing** screen appears.
3. Review the compared existing and new approval transactions.
4. Click Return to Submitter.” With stepresult, “The Rejection/Cancelation Reason window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to specify additional information while rejecting the usage record.	Yes

5. Enter the required details.
6. Click **OK**.

The approval transaction is removed from the search results.

Related Topics

For more information on...	See...
Search Approval Transaction zone	Search Approval Transaction on page 417
Comparison: New versus Existing screen	Comparison: New versus Existing on page 422
How to approve an approval transaction	Approving an Approval Transaction on page 423
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Canceling an Approval Transaction

Prerequisites

To revert an approval transaction to its initial status, you should have:

- Cancellation reasons defined in the application

Note:

While reverting an approval transaction, you need to specify the reason why you want to revert the approval transaction. You can select the appropriate cancellation reason only when you have defined the reasons for the **Canceled** status of the business object in the **Status Reason** screen.

The system will not allow you to approve, return or revert an approval transaction submitted by you.

Procedure

To cancel an approval transaction:

1. Search for approval transactions with task details and status as Approve in the **Approval Transaction** screen.
2. In the **Search Results** section, click the link in the **Approval Transaction ID** column corresponding to the approval transaction which you want to review.
The **Comparison: New versus Existing** screen appears.
3. Review the compared existing and new approval transactions.
4. Click **Revert to Original**.

The **Rejection/Cancellation Reason** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to specify additional information while rejecting the usage record.	Yes

5. Enter the required details.

A **Comparison: New versus Existing** screen appears where you can view the changes in the new transaction as compared to the existing ones.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

6. Click **OK**.

The approval transaction is removed from the search results.

Related Topics

For more information on...	See...
Search Approval Transaction zone	Search Approval Transaction on page 417
Comparison: New versus Existing screen	Comparison: New versus Existing on page 422
How to approve an approval transaction	Approving an Approval Transaction on page 423
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Modifying an Approval Transaction**Prerequisites**

To modify an approval transaction, you should have:

- Characteristic Types defined in the application.

Procedure

To Modify an approval transaction:

1. Search for approval transactions with task details and status as Modify in the **Approval Transaction** screen.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Approval Transaction**.

A screen appears where you can review the changes, and accordingly modify or resolve the request based on your observations. In case where the submitter action is **Update (UPD)**, you will be able to compare the existing and new data, and accordingly take an action.

3. Modify the required details.
4. Click **Save**.

The modifications made to the approval transaction are saved.

Related Topics

For more information on...	See...
Approval Transaction screen	Approval Transaction on page 417
Search Approval Transaction zone	Search Approval Transaction on page 417
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Withdrawing an Approval Transaction

Procedure

To withdraw an approval transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. In the **Search Results** section, click the link in the **Withdraw** column corresponding to the approval transaction which you want to withdraw.
A message appears confirming whether you want to withdraw the approval transaction.
3. Click **OK**.
A message appears confirming whether you want to delete the approval transaction.
4. Click **OK**.

The approval transaction is deleted.

Related Topics

For more information on...	See...
Approval Transaction screen	Approval Transaction on page 417
Search Approval Transaction zone	Search Approval Transaction on page 417

For more information on...	See...
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Resolving an Approval Transaction

Prerequisites

To resolve an approval transaction, you should have:

- Characteristic Types defined in the application.

Procedure

To resolve an approval transaction:

1. Search for approval transactions with task details and status as Resolve in the **Approval Transaction** screen.

A list appears.

2. In the **Search Results** section, click the link in the **Approval Transaction ID** column corresponding to the approval transaction which you want to resolve.

A screen appears where you can review the changes, and accordingly modify or resolve the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

3. Make the required changes.
4. Click **Save**.

The changes resolve for the approval transaction are saved.

Related Topics

For more information on...	See...
Approval Transaction screen	Approval Transaction on page 417
Search Approval Transaction zone	Search Approval Transaction on page 417
How to search for an approval transaction	Searching for an Approval Transaction on page 421

Approve Price Assignment

The **Approve Price Assignment** screen allows you to search for the price assignment requests that are pending in your workflow for approval. You can review the changes, and accordingly approve, reject or cancel the request based on your observations. It contains the following zones:

- [Search](#) on page 427
- [List of Price Assignments](#) on page 431
- [Approve Price Assignment - Comparison: New versus Existing](#) on page 432
- [Approval Transaction Log](#) on page 421

Search

The **Search** zone allows you to search for the price assignment requests that are pending in your workflow for approval. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate whether you want to search for price assignments using the account, person, price list, submitter ID or transaction ID. The valid values are:</p> <ul style="list-style-type: none"> • Person • Account • Price List • Submitter ID • Approval Transaction ID <p>Note: By default, the Person option is selected.</p>	Yes
Division	<p>Used to search price assignments which are associated with a particular division.</p> <p>Note: You can only view those divisions to which you have access in the Division list. This field appears only when you select the Person or Account option from the Search By list.</p>	No
Person Identifier Type	<p>Used to specify the value for the person identifier type.</p>	<p>Yes (Conditional)</p> <p>Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.</p>
Person Identifier	<p>Used to specify the ID linked to the person.</p> <p>Note: This field appears only when you select the Person option from the Search By list.</p>	<p>Yes (Conditional)</p> <p>Note: If you specify the person identifier type as a search criteria, you have to enter the person identifier.</p>
Account ID	<p>Used to search price assignments which are created for a particular account.</p> <p>Note: This field appears only when you select the Account option from the Search By list.</p>	No
Account Identifier Type	<p>Used to select the identifier type based on which you want to search price assignments of an account.</p> <p>Note: This field appears only when you select the Account option from the Search By list.</p>	<p>Yes (Conditional)</p> <p>Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.</p>


Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the account whose price assignments you want to view. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Price List Description	Used to search price lists with a particular description. Note: This field appears only when you select the Price List option from the Search By list.	No
Submitter ID	Used to search for price assignment requests that are created by a particular submitter. Note: This field appears only when you select the Submitter ID option from the Search By list.	No
Approval Transaction ID	This field appears only when you select the Approval Transaction ID option from the Search By list. Note: The approval transaction ID is generated automatically when the price assignment request is created. This field appears only when you select the Transaction ID option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a price assignment.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. It contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID. Note: This column appears only when you select the Account option from the Search By list.
Account Identifier Type	Indicates the account identifier type of the account for the price assignments. Note: This column appears only when you select the Account option from the Search By list.
Account Identifier	Displays the value of the account identifier type. Note: This column appears only when you select the Account option from the Search By list.
Price List ID	Note: This column appears only when you select the Price List option from the Search By list.

Column Name	Column Description
Price List Description	Displays the description for the price list. Note: This column appears only when you select the Price List option from the Search By list.
Person Identifier	Note: This column appears only when you select the Person option from the Search By list.
Person Name	Displays the name of the person. Note: This column appears only when you select the Person option from the Search By list.
Division	Displays the division to which the account, person, or price list belongs.
Submitter ID	Displays the ID of the submitter. Note: This column appears only when you select the Submitter ID option from the Search By list.
Approval Transaction ID	Displays the approval transaction ID. Note: This column appears only when you select the Approval Transaction ID option from the Search By list.
Owner ID	<< explanation needed >>
Person Identifier Type	<< explanation needed >>
Account Information	<< explanation needed >>
Task	<< explanation needed >>
View Log	<< explanation needed >>
Submitter Name	<< explanation needed >>
To Do Type	<< explanation needed >>
Action	<< explanation needed >>
Submitted On	<< explanation needed >>
Approval Transaction Information	<< explanation needed >>

On clicking the **Broadcast**  icon corresponding to the account, person, price list, or submitter ID the **List of Price Assignments** zone appears with the list of price assignments.

Related Topics

For more information on...	See...
List of Price Assignments zone	List of Price Assignments on page 460
How to approve a price assignment for an account	Approving a Price Assignment for an Account on page 434
How to approve a price assignment for a person	Approving a Price Assignment for a Person on page 435
How to approve a price assignment for a price list	Approving a Price Assignment for a Price List on page 436


For more information on...	See...
How to reject a price assignment for an account	Rejecting a Price Assignment for an Account on page 437
How to reject a price assignment for a person	Rejecting a Price Assignment for a Person on page 439
How to reject a price assignment for a price list	Rejecting a Price Assignment for a Price List on page 440
How to cancel a price assignment for an account	Canceling a Price Assignment for an Account on page 441
How to cancel a price assignment for a person	Canceling a Price Assignment for a Person on page 443
How to cancel a price assignment for a price list	Canceling a Price Assignment for a Price List on page 444

List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a person, or a price list. It contains the following columns:

Column Name	Column Description
Approval Transaction ID	Displays the approval transaction id. Note: The approval transaction id is generated automatically when the price assignment request is created.
Submitter Name	Displays the name of the submitter.
Action	Indicates the type of action, such as Add , Update (UPD) , or Delete (DEL) performed by the submitter during price assignment.
Submitted On	Indicates the submitter who has created the price assignment request.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Price Item	Displays the price item or price item code.
Description	Displays the description of the price item or price item code.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Start Date	Displays the date from when the price item pricing is effective.
End Date	Displays the date till when the price item pricing is effective.
Approval Transaction Information	Displays the additional information of an approval transaction.

Note:

By default, the **List of Price Assignments** zone does not appear in the **Approve Price Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the account, person, or price list in the **Search** zone.

Related Topics

For more information on...	See...
Search Approve Price Assignment zone	Search on page 427
Comparison: New versus Existing zone	Approve Price Assignment - Comparison: New versus Existing on page 432
How to approve a price assignment for an account	Approving a Price Assignment for an Account on page 434

For more information on...	See...
How to approve a price assignment for a person	Approving a Price Assignment for a Person on page 435
How to approve a price assignment for a price list	Approving a Price Assignment for a Price List on page 436
How to reject a price assignment for an account	Rejecting a Price Assignment for an Account on page 437
How to reject a price assignment for a person	Rejecting a Price Assignment for a Person on page 439
How to reject a price assignment for a price list	Rejecting a Price Assignment for a Price List on page 440
How to cancel a price assignment for an account	Canceling a Price Assignment for an Account on page 441
How to cancel a price assignment for a person	Canceling a Price Assignment for a Person on page 443
How to cancel a price assignment for a price list	Canceling a Price Assignment for a Price List on page 444

Approve Price Assignment - Comparison: New versus Existing

The **Comparison: New versus Existing** zone lists the existing and the new price assignments defined in the system. You can approve, cancel, reject a price assignment through this zone. It contains the following fields:

Field Name	Field Description
Approval Transaction ID	Displays the approval transaction id.
Submitter ID	Displays the submitter id who has created the price assignment request.
Approval Transaction Information	Displays information about the approval transaction
Action	Indicates the action that can be performed on the price assignment. The valid values are: <ul style="list-style-type: none"> • Add – Allows you to define the tiering setup of the price assignment • DEL – Allows you to delete the tiering setup of the price assignment. • UPD – Allows you to upload the tiering setup of the price assignment.


In addition to the above fields, this zone also contains the following two sections:

- **New** – It consists of the new approved price assignments.
- **Existing** – It consists of the existing or old price assignments.

In addition, this zone also contains the following buttons:

Button Name	Button Description
Approve	Used to approve the price assignment.
Return to Submitter	Used to reject the price assignment.
Revert to Original	Used to cancel the price assignment.

Note:

By default, the **Comparison: New versus Existing** zone does not appear in the **Approve Price Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the approval transaction ID in the **List Of Price Assignments** zone.

The changes made are highlighted in both the sections for the respective fields. The fields change according to the price assignments.

You can click on **Approve** button, **Return to Submitter** button, or **Revert to Original** button to **Approve**, **Reject** or **Cancel** the price assignments, respectively.

Related Topics

For more information on...	See...
Search Approve Price Assignment zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 460
How to approve a price assignment for an account	Approving a Price Assignment for an Account on page 434
How to approve a price assignment for a person	Approving a Price Assignment for a Person on page 435
How to approve a price assignment for a price list	Approving a Price Assignment for a Price List on page 436
How to reject a price assignment for an account	Rejecting a Price Assignment for an Account on page 437
How to reject a price assignment for a person	Rejecting a Price Assignment for a Person on page 439
How to reject a price assignment for a price list	Rejecting a Price Assignment for a Price List on page 440
How to cancel a price assignment for an account	Canceling a Price Assignment for an Account on page 441
How to cancel a price assignment for a person	Canceling a Price Assignment for a Person on page 443
How to cancel a price assignment for a price list	Canceling a Price Assignment for a Price List on page 444


Approval Transaction Log

The **Approval Transaction Log** zone displays the complete trail of submitter and approver actions performed on the approval transaction. It contains the following columns:

Column Name	Column Description
Date Time	Displays the date and time when the action was performed on the approval transaction.
User Name	Indicates the user who has performed the action on the approval transaction.

Column Name	Column Description
Status	Indicates the status of the approval transaction. The valid values are: <ul style="list-style-type: none"> • Approved • Cancelled • Rejected • Inprocess • Pending • Initial • Deleted
Status Reason	Indicates the reason why the approval transaction was rejected or cancelled.
Comments	Displays the additional details entered by the approver on rejecting or cancelling the approval transaction.

Note:

By default, the **Approval Transaction Log** zone does not appear in the **Approve Price Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the approval transaction ID in the **List Of Price Assignments** zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
List Of Price Assignments zone	List of Price Assignments on page 460

Approving a Price Assignment for an Account

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. The approver can review, and accordingly approve, reject or cancel the price assignment based on the observations.

Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure


To approve a price assignment for an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.
3. Enter the search criteria in the **Search** zone.


Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of accounts that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review and approve.

The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the compared existing and new approval transactions.

A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.

8. Click **Approve**.

A message appears with confirmation on transaction approved successfully.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve and then click **Approve**.

9. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Approving a Price Assignment for a Person

Procedure

To approve a price assignment for a person:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria by selecting **Person** in the **Search By** field.


Note:

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

The **Search Results** appear only when **Person Identifier Type** and **Person Identifier** fields are entered.

4. Click **Search**.

A list of persons that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

6. Click the **Broadcast**  icon corresponding to the **Transaction Id** in the **List of Price Assignments** zone, whose details you want to view and approve.

The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the pricing details, tiering ranges, and price assignment characteristics, and if they are accurate, then click **Approve**.

A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.

8. Click **OK**.

A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve, and then click **Approve**.

Related Topics



For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431

Approving a Price Assignment for a Price List**Procedure**

To approve a price assignment for a price list:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria by selecting either **Price List** in the **Search By** field.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of price lists that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the price list whose price assignments you want to review for approval.
The **List of Price Assignments** zone appears.
6. Click the **Broadcast**  icon corresponding to the **Transaction Id** in the **List of Price Assignments** zone, whose details you want to view and approve.
The **Comparison: New Versus Existing** zone appears.
7. Review the pricing details, tiering ranges, and price assignment characteristics, and if they are accurate, then click **Approve**.
A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.
8. Click **OK**.
A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve, and then click **Approve**.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431

Rejecting a Price Assignment for an Account

Procedure

To reject a price assignment for an account:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

- From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.


The **Approve Price Assignment** screen appears.

- In the **Search** zone, enter the search criteria by selecting either **Account** in the **Search By** field.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of accounts that meet the search criteria appears in the **Search Results** section.

- Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

- Click the **Broadcast**  icon corresponding to the **Transaction Id** in the **List of Price Assignments** zone, whose details you want to view and approve.

The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

- Review the pricing details, tiering ranges, and price assignment characteristics, and if they are not appropriate, then click **Return to Submitter**.

The **Rejection/Cancellation Reason** screen appears.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

- Select the reason for rejecting the price assignment request and enter the comments in the respective field.
- Click **OK**.

The **Approve** and **Revert to Original** buttons are disabled. You will no longer be able to view this request in your workflow for approval.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431

Rejecting a Price Assignment for a Person

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. You can review, and accordingly approve, reject or cancel the price assignment based on the observations.

Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure

To reject a price assignment for a person:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.


3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of persons that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review.
The **List of Price Assignments** zone appears.

6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review.

The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the compared existing and new approval transactions.

The **Rejection/Cancellation Reason** screen appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reason Code	Used to specify the reason why the approval workflow request is rejected.	Yes
Rejection/Cancellation Comment	Used to specify additional information while rejecting/cancelling the approval workflow request.	Yes

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

8. Click **Return to Submitter**.

The **Rejection/Cancelation Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to add additional comments.	No

9. Enter the required details.

10. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Note: Alternatively, you can cancel the price assignment by selecting the check box corresponding to the price assignment which you want to cancel and then click the **Revert to Original** button in the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Rejecting a Price Assignment for a Price List

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. You can review, and accordingly approve, reject or cancel the price assignment based on the observations.

Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure

To reject a price assignment for a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.


The **Approve Price Assignment** screen appears.

3. Enter the search criteria in the **Search** zone.


Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the price list whose price assignments you want to review.

The **List of Price Assignments** zone appears.

6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review.

The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the compared existing and new approval transactions.

The **Rejection/Cancellation Reason** screen appears.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

8. Click **Return to Submitter**.

The **Rejection/Cancelation Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to add additional comments.	No

9. Enter the required details.

The **Approve** and **Revert to Original** buttons are disabled.

10. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Tip: Alternatively, you can reject the price assignment by selecting the check box corresponding to the price assignment which you want to reject and then click the **Return to Submitter** button in the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Canceling a Price Assignment for an Account

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. You can review, and accordingly approve, reject or cancel the price assignment based on the observations.



Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure

To cancel a price assignment for an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.
3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of accounts that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.
The **List of Price Assignments** zone appears.
6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review.
The **Comparison: New Versus Existing** zone appears.

Note:
By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.
Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the compared existing and new approval transactions.
The **Rejection/Cancelation Reason** screen appears.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Revert to Original**.

8. Click **Revert to Original**.
The **Rejection/Cancelation Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to add additional comments.	No

9. Enter the required details.
10. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Tip: Alternatively, you can cancel the price assignment by selecting the check box corresponding to the price assignment which you want to cancel and then click the **Revert to Original** button in the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Canceling a Price Assignment for a Person

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. You can review, and accordingly approve, reject or cancel the price assignment based on the observations.



Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure

To cancel a price assignment for a person:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.
The **Approve Price Assignment** screen appears.
3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of accounts that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.
The **List of Price Assignments** zone appears.
6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review.
The **Comparison: New Versus Existing** zone appears.

Note:

By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Setting the CI_AXENTITY Feature Configuration](#) on page 1649.

Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

7. Review the compared existing and new approval transactions.
The **Rejection/Cancelation Reason** screen appears.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Revert to Original**.

8. Click **Revert to Original**.

The **Rejection/Cancelation Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to add additional comments.	No

9. Enter the required details.

10. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Tip: Alternatively, you can cancel the price assignment by selecting the check box corresponding to the price assignment which you want to cancel and then click the **Revert to Original** button in the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Canceling a Price Assignment for a Price List

You can view the number of price assignments which are pending for approval in the **Approve Price Assignment** screen. You can review, and accordingly approve, reject or cancel the price assignment based on the observations.

Note: The system will not allow you to approve, reject or cancel a price assignment submitted by you.

Procedure

To cancel a price assignment for a price list:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Approve Price Assignment**.


The **Approve Price Assignment** screen appears.

3. Enter the search criteria in the **Search** zone.


Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the price list whose price assignments you want to review.

The **List of Price Assignments** zone appears.

6. In the **List of Price Assignments** zone, click the **Broadcast**  icon corresponding to the price assignment whose details you want to review.
The **Comparison: New Versus Existing** zone appears.
7. Review the compared existing and new approval transactions.
The **Rejection/Cancellation Reason** screen appears.

Tip: Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to cancel, and then click **Revert to Original**.

8. Click **Revert to Original**.

The **Rejection/Cancellation Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	Yes
Comments	Used to add additional comments.	No

9. Enter the required details.
10. Click **OK**.

The approval transaction is removed from the **List of Price Assignments** zone.

Tip: Alternatively, you can cancel the price assignment by selecting the check box corresponding to the price assignment which you want to cancel and then click the **Revert to Original** button in the **List of Price Assignments** zone.

Related Topics

For more information on...	See...
Approve Price Assignment screen	Approve Price Assignment on page 427
Search zone	Search on page 427
List of Price Assignments zone	List of Price Assignments on page 431
Comparison: New versus Existing zone	Comparison: New versus Existing on page 422

Resolve Price Assignment

If an approver at any level in the hierarchy rejects a price assignment request, a notification is sent to the submitter who has made the changes. The submitter then makes the required corrections based on the approver's comments, and resubmits the changes for approval. In this case, the approval process starts once again from the beginning, and not from the level at which the request was rejected.

The **Resolve Price Assignment** screen allows you to resolve or withdraw a price assignment request. It consists of the following zones:

- [Search](#) on page 445
- [List of Price Assignments](#) on page 448

Search

The **Search** zone allows you to search for the price assignment requests rejected by approvers and pending for you to resolve. It contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for price assignments using the account, person, price list, submitter ID or transaction ID. The valid values are: The valid values are: <ul style="list-style-type: none"> • Person • Account • Price List • Submitter ID • Approval Transaction ID <p>Note: By default, the Person option is selected.</p>	Yes
Division	Used to search price assignments which are associated with a particular division. <p>Note: You can only view those divisions to which you have access in the Division list.</p>	No
Person Identifier Type	Used to select the identifier type based on which you want to search price assignments through which the person's record is created or updated in the system. <p>Note: This field appears only when you select the Person option from the Search By list.</p>	Yes (Conditional) <p>Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.</p>
Person Identifier	Used to specify the value for the person identifier type. <p>Note: This field appears only when you select the Person option from the Search By list.</p>	Yes (Conditional) <p>Note: If you specify the person identifier type as a search criteria, you have to enter the person identifier.</p>
Account ID	Used to search price assignments which are created for a particular account. <p>Note: This field appears only when you select the Account option from the Search By list.</p>	No
Account Identifier Type	Used to select the identifier type based on which you want to search price assignments of an account. <p>Note: This field appears only when you select the Account option from the Search By list.</p>	Yes (Conditional) <p>Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.</p>
Account Identifier	Used to specify the account whose price assignments you want to view. <p>Note: This field appears only when you select the Account option from the Search By list.</p>	Yes (Conditional) <p>Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.</p>


Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to search price lists with a particular description. Note: This field appears only when you select the Price List option from the Search By list.	No
Submitter ID	Used to search for price assignment requests that are created by a particular submitter. Note: This field appears only when you select the Submitter ID option from the Search By list.	No
Approval Transaction ID	Used to search the price assignment request using the approval transaction ID. Note: The approval transaction ID is generated automatically when the price assignment request is created. This field appears only when you select the Approval Transaction ID option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a price assignment.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Person Identifier	Displays the ID linked to the person. Note: This column appears only when you are searching for price assignment requests of a person.
Person Name	Displays the name of the person. Note: This column appears only when you select the Person option from the Search By list.
Division	Displays the division to which the account, person, or price list belongs.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: This column appears only when you are searching for price assignment requests of an account. It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Account Identifier Type	Indicates the account identifier type of the account for the price assignments. Note: This column appears only when you select the Account option from the Search By list.

Column Name	Column Description
Account Identifier	Displays the value of the account identifier type. Note: This column appears only when you select the Account option from the Search By list.
Price List ID	Displays the price list ID. Note: This column appears only when you select the Price List option from the Search By list.
Price List Description	Displays the description for the price list. Note: This column appears only when you select the Price List option from the Search By list.
Owner ID	Displays the ID of the person for whose account the approval workflow request is created.
Approval Transaction ID	Displays the approval transaction ID. Note: This column appears only when you select the Approval Transaction ID option from the Search By list.
Person Identifier Type	Displays the person identifier type. Note: This column appears only when you select the Person option from the Search By list.

On clicking the **Broadcast**  icon corresponding to the account, person, price list, or submitter ID the **List of Price Assignments** zone appears with the list of price assignments.


Related Topics

For more information on...	See...
List of Price Assignments zone	List of Price Assignments on page 448
How to resolve a price assignment for an account	Resolving a Price Assignment for an Account on page 450
How to resolve a price assignment for a person	Resolving a Price Assignment for a Person on page 451
How to resolve a price assignment for a price list	Resolving a Price Assignment for a Price List on page 452
How to withdraw a price assignment for an account	Withdrawing a Price Assignment for an Account on page 453
How to withdraw a price assignment for a person	Withdrawing a Price Assignment for a Person on page 454
How to withdraw a price assignment for a price list	Withdrawing a Price Assignment for a Price List on page 455

List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a person, or a price list. It contains the following columns:

Column Name	Column Description
Approval Transaction ID	Displays the approval transaction ID. Note: The approval transaction ID is generated automatically when the price assignment request is created.
Submitter Name	Indicates the submitter who has created the price assignment request.
Action	Indicates the type of action, such as Add , Update (UPD) , or Delete (DEL) performed by the submitter during price assignment.
Submitted On	Displays the date and time when the price assignment request was created by the submitter.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Price Item	Displays the price item or price item code
Description	Displays the description of the product.
Pricing Currency	Indicates the currency in which the product pricing is defined.
Start Date	Displays the date from when the product pricing is effective.
End Date	Displays the date till when the product pricing is effective.
Approver Name	Indicates the approver who has rejected the price assignment request.
Rejected On	Displays the date and time when the price assignment request was rejected by an approver.
Reject Reason	Indicates the reason why the price assignment request was rejected.
Rejection Comments	Displays the additional details entered by an approver on rejecting the price assignment request.
Approval Transaction Information	Displays information about the approval transaction. Note: This information string is generated using the C1-APPTXNINF algorithm.
Resolve	It has a link. On clicking the Resolve link, the Modify/Resolve Price Assignment screen appears where you can correct the price assignment.
Withdraw	It has a link. On clicking the Withdraw link, you can withdraw and remove the approval transaction from the list of price assignments.
View	It has a link. On clicking the Log link, you can view the approval transaction log details.

By default, the **List of Price Assignments** zone does not appear in the **Resolve Price Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the account, person, or price list in the **Search** zone.

Related Topics

For more information on...	See...
Search zone	Search on page 445
How to resolve a price assignment for an account	Resolving a Price Assignment for an Account on page 450
How to resolve a price assignment for a person	Resolving a Price Assignment for a Person on page 451
How to resolve a price assignment for a price list	Resolving a Price Assignment for a Price List on page 452

For more information on...	See...
How to withdraw a price assignment for an account	Withdrawing a Price Assignment for an Account on page 453
How to withdraw a price assignment for a person	Withdrawing a Price Assignment for a Person on page 454
How to withdraw a price assignment for a price list	Withdrawing a Price Assignment for a Price List on page 455

Resolving a Price Assignment for an Account


You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw or view log of the price assignment based on the observations.

Procedure

To resolve a price assignment for an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.
The **Resolve Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or account identifier.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of accounts that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.
The **List of Price Assignments** zone appears.
6. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment that you want to resolve.
The **Modify/Resolve Price Assignment** screen appears.

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request and resubmit it for approval.

7. In the **Modify/Resolve Price Assignment** screen, you can correct or edit the price assignment details, parameters, characteristics, rat
8. Resolve or correct to the required details.
9. Click **Save**.
The price assignment is updated and resubmitted for approval.

Related Topics

For more information on...	See...
Resolve Price Assignment screen	Resolve Price Assignment on page 445
Search zone	Search on page 445
List of Price Assignments zone	List of Price Assignments on page 448

Resolving a Price Assignment for a Person


You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw or view log of the price assignment based on the observations.

Procedure

To resolve a price assignment for a person:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.
The **Resolve Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria, such as the division to which the person belongs or the person identification type and value.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of persons that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review.
The **List of Price Assignments** zone appears.
6. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment that you want to resolve.
The **Modify/Resolve Price Assignment** screen appears.
7. In the **Modify/Resolve Price Assignment** screen, you can correct or edit the price assignment details, parameters, characteristics, rat

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

8. Resolve or correct to the required details.
9. Click **Save**.
The changes made to the price assignment are saved.

Related Topics

For more information on...	See...
Resolve Price Assignment screen	Resolve Price Assignment on page 445
Search zone	Search on page 445

For more information on...	See...
List of Price Assignments zone	List of Price Assignments on page 448

Resolving a Price Assignment for a Price List


You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw or view log of the price assignment based on the observations.

Procedure

To resolve a price assignment for a price list:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.
The **Resolve Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria, such as the description of the price list.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of price lists that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the price assignments you want to review.
The **List of Price Assignments** zone appears.
6. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment that you want to resolve.
The **Modify/Resolve Price Assignment** screen appears.
7. In the **Modify/Resolve Price Assignment** screen, you can correct or edit the price assignment details, parameters, characteristics, rat

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

8. Resolve or correct to the required details.
9. Click **Save**.
The changes made to the price assignment are saved.

Related Topics

For more information on...	See...
Resolve Price Assignment screen	Resolve Price Assignment on page 445
Search zone	Search on page 445
List of Price Assignments zone	List of Price Assignments on page 448

Withdrawing a Price Assignment for an Account

You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure


To withdraw a price assignment of an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.
The **Resolve Price Assignment** screen appears.
3. Do the following:

If you want to...	Then...
Withdraw a price assignment request when it is in the Pending Approval status	From the Main menu, select Approval Workflow Management and then click Modify Price Assignment . The Modify Price Assignment screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the Main menu, select Approval Workflow Management and then click Resolve Price Assignment . The Resolve Price Assignment screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or account identifier.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.
A list of accounts that meet the search criteria appears in the **Search Results** section.
6. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.
The **List of Price Assignments** zone appears.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment that you want to withdraw.
A message appears confirming whether you want to withdraw the approval transaction.
8. Click **OK**.
The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	<i>Modify Price Assignment</i> on page 457
Resolve Price Assignment screen	<i>Resolve Price Assignment</i> on page 445
Search zone	<i>Search</i> on page 445
List of Price Assignments zone	<i>List of Price Assignments</i> on page 448

Withdrawing a Price Assignment for a Person

You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure

To withdraw a price assignment for a person:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.¹

If you want to...	Then...
Withdraw a price assignment request when it is in the Pending Approval status	From the Main menu, select Approval Workflow Management and then click Modify Price Assignment . The Modify Price Assignment screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the Main menu, select Approval Workflow Management and then click Resolve Price Assignment . The Resolve Price Assignment screen appears.

The **Resolve Price Assignment** screen appears.

3. In the **Search** zone, enter the search criteria, such as the division to which the person belongs or the person identification type and value.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of persons that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review.
The **List of Price Assignments** zone appears.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

6. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment that you want to withdraw.
7. Click **OK**.
A message appears confirming whether you want to delete the approval transaction.

8. Click **OK**.

The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Resolve Price Assignment screen	Resolve Price Assignment on page 445
Search zone	Search on page 445
List of Price Assignments zone	List of Price Assignments on page 448

Withdrawing a Price Assignment for a Price List

You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure

To withdraw a price assignment for a price list:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Resolve Price Assignment**.

If you want to...	Then...
Withdraw a price assignment request when it is in the Pending Approval status	From the Main menu, select Approval Workflow Management and then click Modify Price Assignment . The Modify Price Assignment screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the Main menu, select Approval Workflow Management and then click Resolve Price Assignment . The Resolve Price Assignment screen appears.

The **Resolve Price Assignment** screen appears.

3. In the **Search** zone, enter the search criteria, such as the description of the price list.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of price lists that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the price list whose price assignments you want to review.

The **List of Price Assignments** zone appears.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

6. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment that you want to withdraw.
A message appears confirming whether you want to withdraw the approval transaction.
7. Click **OK**.
A message appears confirming whether you want to delete the approval transaction.
8. Click **OK**.
The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Resolve Price Assignment screen	Resolve Price Assignment on page 445
Search zone	Search on page 445
List of Price Assignments zone	List of Price Assignments on page 448

Viewing the Log of an Approval Transaction


You can view the number of price assignments which are pending for correction in the **Resolve Price Assignment** screen. The user can review, and accordingly resolve, withdraw or view log of the price assignment based on the observations.

Procedure

To view the log of an approval transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.
The **Resolve Price Assignment** screen appears.
3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of price lists that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the price assignments whose log you want to view.
The **List of Price Assignments** zone appears.
6. Click on **Log** link in the **View** column corresponding to the price assignment that you want view.
The **Approval Transaction Log** window appears.
7. View the complete trail of actions performed on the approval transaction.

Related Topics

For more information on...	See...
Search zone	Search on page 445
Approval Transaction Log zone	Approval Transaction Log on page 421
List of Price Assignments zone	List of Price Assignments on page 448

Modify Price Assignment

The submitter has the facility to modify or withdraw a price assignment request before the approver at the first level in the hierarchy approves or rejects the request. Once the changes are made, the submitter submits the request for approval.

The **Modify Price Assignment** screen allows you to modify or withdraw a price assignment request. It contains the following zones:

- [Search](#) on page 457
- [List of Price Assignments](#) on page 448

Search

The **Search** zone allows you to search for the price assignment request using various search criteria. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate whether you want to search for price assignments using the account, person, price list, submitter ID or transaction ID. The valid values are:</p> <ul style="list-style-type: none"> • Person • Account • Price List • Submitter ID • Approval Transaction ID <p>Note: By default, the Person option is selected.</p>	Yes
Division	<p>Used to search price assignments which are associated with a particular division.</p> <p>Note: You can only view those divisions to which you have access in the Division list. This field appears only when you select the Person or Account option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Person Identifier Type	Used to select the identifier type based on which you want to search price assignments through which the person's record is created or updated in the system. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used to specify the value for the person identifier type.	Yes (Conditional) Note: If you specify the person identifier type as a search criteria, you have to enter the person identifier.
Account ID	Used to search price assignments which are created for a particular account. Note: This field appears only when you select the Account option from the Search By list.	No
Account Identifier Type	Used to select the identifier type based on which you want to search price assignments of an account. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the account whose price assignments you want to view. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Price List Description	Used to search price lists with a particular description. Note: This field appears only when you select the Price List option from the Search By list.	No
Submitter ID	Used to search for price assignment requests that are created by a particular submitter. Note: This field appears only when you select the Submitter ID option from the Search By list.	No


Field Name	Field Description	Mandatory (Yes or No)
Approval Transaction ID	Used to search the price assignment request using the approval transaction ID. Note: The approval transaction ID is generated automatically when the price assignment request is created. This field appears only when you select the Approval Transaction ID option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a price assignment.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Person Identifier	Indicates the person for whom the price assignment is created. Note: This column appears only when you select the Person or Submitter ID option from the Search By list.
Person Name	Displays the name of the person. Note: This column appears only when you select the Person or Submitter ID option from the Search By list.
Person Identifier Type	Displays the person identifier type. Note: This column appears only when you select the Submitter ID option from the Search By list.
Division	Displays the division to which the account, person, or price list belongs.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: This column appears only when you select the Account or Submitter ID option from the Search By list. It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Account Identifier Type	Indicates the account identifier type of the account for the price assignments. Note: This column appears only when you select the Account or Submitter ID option from the Search By list.
Account Identifier	Displays the value of the account identifier type. Note: This column appears only when you select the Account or Submitter ID option from the Search By list.

Column Name	Column Description
Price List ID	Displays the price list ID. Note: This column appears only when you select the Price List option from the Search By list.
Price List Description	Displays the description for the price list. Note: This column appears only when you select the Price List option from the Search By list. Note: This column appears only when you are searching for price assignment requests of a price list.
Submitter ID	Displays the ID of the submitter. Note: This column appears only when you select the Submitter ID option from the Search By list.

On clicking the **Broadcast**  icon corresponding to the account, person, price list, or submitter ID the **List of Price Assignments** zone appears with the list of price assignments.

Related Topics


For more information on...	See...
List of Price Assignments zone	List of Price Assignments on page 460
How to modify a price assignment for an account	Modifying a Price Assignment for an Account on page 461
How to modify a price assignment for a person	Modifying a Price Assignment for a Person on page 462
How to modify a price assignment for a price list	Modifying a Price Assignment for a Price List on page 463
How to withdraw a price assignment for an account	Withdrawing a Price Assignment for an Account on page 464
How to withdraw a price assignment for a person	Withdrawing a Price Assignment for a Person on page 465
How to withdraw a price assignment for a price list	Withdrawing a Price Assignment for a Price List on page 466

List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a person, or a price list. It contains the following columns:

Column Name	Column Description
Approval Transaction ID	Displays the approval transaction ID. Note: The approval transaction id is generated automatically when the price assignment request is created.
Submitter Name	Indicates the submitter who has created the price assignment request.
Action	Indicates the type of action, such as Add , Update (UPD) , or Delete (DEL) , performed by the submitter during price assignment.

Column Name	Column Description
Submitted On	Displays the date and time when the price assignment request was created by the submitter.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Price Item	Displays the price item or price item code.
Description	Displays the description of the price item or price item code.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Start Date	Displays the date from when the price item pricing is effective.
End Date	Displays the date till when the price item pricing is effective.
Approval Transaction Information	Displays information about the approval transaction. Note: This information string is generated using the C1-APPTXNINF algorithm.
Modify	It has a link. On clicking the Modify link, the Modify/Resolve Price Assignment screen appears where you can modify the price assignment.
Withdraw	It has a link. On clicking the Withdraw link, you can withdraw and remove the approval transaction from the list of price assignments.
View	It has a link. On clicking the Log link, you can view the approval transaction log details.

By default, the **List of Price Assignments** zone does not appear in the **Modify Price Assignment** screen. It appears only when you click the **Broadcast**  icon corresponding to the account, person, or price list in the **Search** zone.

Related Topics

For more information on...	See...
Modify Price Assignment Search zone	Search on page 457
How to modify a price assignment for an account	Modifying a Price Assignment for an Account on page 461
How to modify a price assignment for a person	Modifying a Price Assignment for a Person on page 462
How to modify a price assignment for a price list	Modifying a Price Assignment for a Price List on page 463
How to withdraw a price assignment for an account	Withdrawing a Price Assignment for an Account on page 464
How to withdraw a price assignment for a person	Withdrawing a Price Assignment for a Person on page 465
How to withdraw a price assignment for a price list	Withdrawing a Price Assignment for a Price List on page 466

Modifying a Price Assignment for an Account


You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw or view log of the price assignment based on the observations.

Procedure

To modify a price assignment for an account:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.
The **Modify Price Assignment** screen appears.
3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of accounts that meet the search criteria appears in the **Search Results** section.
5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.
The **List of Price Assignments** zone appears.
6. Click the **Modify** link in the **Modify** column corresponding to the price assignment that you want to modify.
The **Modify/Resolve Price Assignment** screen appears.

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

7. Make the required changes.
8. Modify the required details.
The changes made to the price assignment are saved.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search on page 457
List of Price Assignments zone	List of Price Assignments on page 460

Modifying a Price Assignment for a Person

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw or view log of the price assignment based on the observations.

Procedure


To modify a price assignment for a person:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.
The **Modify Price Assignment** screen appears.
3. In the **Search** zone, enter the search criteria, such as the division to which the person belongs or the person identification type and value.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of persons that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review.

The **List of Price Assignments** zone appears.

6. Click the **Modify** link in the **Modify** column corresponding to the price assignment that you want to modify.

The **Modify/Resolve Price Assignment** screen appears.

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

7. In the

Modify/Resolve Price Assignment screen, you can modify the price assignment details, parameters, characteristics, rate comp

8. Modify the required details.

9. Click **Save**.

The changes made to the price assignment are saved.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search on page 457
List of Price Assignments zone	List of Price Assignments on page 460

Modifying a Price Assignment for a Price List

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw or view log of the price assignment based on the observations.

Procedure

To modify a price assignment for a price list:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.


The **Modify Price Assignment** screen appears.

3. In the **Search** zone, enter the search criteria, such as the description of the price list.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the price list whose price assignments you want to review.

The **List of Price Assignments** zone appears.

6. Click the **Modify** link in the **Modify** column corresponding to the price assignment that you want to modify.

The **Modify/Resolve Price Assignment** screen appears.

Note: Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

7. In the

Modify/Resolve Price Assignment screen, you can modify the price assignment details, parameters, characteristics, rate comp

8. Modify the required details.

9. Click **Save**.

The changes made to the price assignment are saved.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search on page 457
List of Price Assignments zone	List of Price Assignments on page 460

Withdrawing a Price Assignment for an Account

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure

To withdraw a price assignment of an account:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.


The **Modify Price Assignment** screen appears.

3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of accounts that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the account whose price assignments you want to review.

The **List of Price Assignments** zone appears.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

6. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment that you want to withdraw.
A message appears confirming whether you want to withdraw the approval transaction.
7. Click **OK**.
A message appears confirming whether you want to delete the approval transaction.
8. Click **OK**.
The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search on page 457
List of Price Assignments zone	List of Price Assignments on page 460

Withdrawing a Price Assignment for a Person

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure

To withdraw a price assignment of a person:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. Select the **Main** menu and do the following:

If you want to...	Then...
Withdraw a price assignment request when it is in the Pending Approval status	From the Main menu, select Approval Workflow Management and then click Modify Price Assignment . The Modify Price Assignment screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the Main menu, select Approval Workflow Management and then click Resolve Price Assignment . The Resolve Price Assignment screen appears.

3. In the **Search** zone, enter the search criteria, such as the division to which the person belongs or the person identification type and value.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
A list of persons that meet the search criteria appears in the **Search Results** section.

- Click the **Broadcast**  icon corresponding to the person whose price assignments you want to review.
The **List of Price Assignments** zone appears.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

- Click the **Withdraw** link in the **Withdraw** corresponding to the price assignment that you want to withdraw.
A message appears confirming whether you want to withdraw the approval transaction.
- Click **OK**.
A message appears confirming whether you want to delete the approval transaction.
- Click **OK**.
The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search Approval Transaction on page 417
List of Price Assignments zone	List of Price Assignments on page 460

Withdrawing a Price Assignment for a Price List

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw (those price assignments which are pending for approval or are rejected by the approver), or view log of the price assignment based on the observations.

Procedure

To withdraw a price assignment for a price list:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.
The **Modify Price Assignment** screen appears.
- Do the following:

If you want to...	Then...
Withdraw a price assignment request when it is in the Pending Approval status	From the Main menu, select Approval Workflow Management and then click Modify Price Assignment . The Modify Price Assignment screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the Main menu, select Approval Workflow Management and then click Resolve Price Assignment . The Resolve Price Assignment screen appears.


- In the **Search** zone, enter the search criteria, such as the description of the price list.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search

criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

6. Click the **Broadcast**  icon corresponding to the price assignment that you want to withdraw.

A message appears confirming whether you want to withdraw the approval transaction.

Note: The system provides you with a facility to view the log of a price assignment request from the **Modify Price Assignment** and **Resolve Price Assignment** screens before withdrawing a request.

7. Click **OK**.

A message appears confirming whether you want to delete the approval transaction.

8. Click **OK**.

The approval transaction is deleted.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search Approval Transaction on page 417
List of Price Assignments zone	List of Price Assignments on page 460

Viewing the Log of an Approval Transaction

You can view the number of price assignments which are pending for modification in the **Modify Price Assignment** screen. The modifier can review, and accordingly modify, withdraw or view log of the price assignment based on the observations.

Procedure

To view the log of an approval transaction:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Approval Workflow Management** and then click **Modify Price Assignment**.


The **Modify Price Assignment** screen appears.

3. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of price lists that meet the search criteria appears in the **Search Results** section.

5. Click the **Broadcast**  icon corresponding to the price assignments whose log you want to view.

The **List of Price Assignments** zone appears.

6. Click on **Log** link in the **View** column.

The **Approval Transaction Log** window appears.

- View the complete trail of actions performed on the approval transaction.

Related Topics

For more information on...	See...
Modify Price Assignment screen	Modify Price Assignment on page 457
Search zone	Search on page 457
Approval Transaction Log zone	Approval Transaction Log on page 421
List of Price Assignments zone	List of Price Assignments on page 460

Approval Workflow Group (Used for Searching)

The **Approval Workflow Group** screen allows you to search for approval workflow group using various search criteria. Through this screen, you can navigate to the following screen:

- [Approval Workflow Group \(Used for Viewing\)](#) on page 479

This screen consists of the following zone:

- [Search Approval Workflow Group](#) on page 468

For more information on...	See...
How to search an approval workflow group	Searching for an Approval Workflow Group on page 469
How to view the details of approval workflow group	Viewing the Approval Workflow Group Details on page 469

Search Approval Workflow Group

The **Search Approval Workflow Group** zone allows you to search for an approval workflow group using various search criteria. It contains the following sections:

- Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to search a particular approval workflow group.	No
Description	Used to search approval workflow groups with a particular description.	No

- Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Workflow Group	Displays the approval workflow group.

Column Name	Column Description
Description	Displays the description of the approval workflow group. Note: It has a link. On clicking the link, the Approval Workflow Group screen appears with the details of the respective approval workflow group.

Note: You must specify at least one search criterion while searching for an Approval Workflow Group.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
How to view the details of an approval workflow group	Viewing the Approval Workflow Group Details on page 469

Searching for an Approval Workflow Group

Procedure

To search for an approval workflow group:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Group**.
The **Approval Workflow Group** screen appears.
3. Enter the search criteria in the **Search Approval Workflow Group** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of approval workflow groups that meet the search criteria appear in the **Search Results** section.

Related Topics

For more information on...	See...
Search Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Search Approval Workflow Group zone	Search Approval Workflow Group on page 468

Viewing the Approval Workflow Group Details

Procedure

To view the details of an approval workflow group:

1. Search for the approval workflow group in the **Approval Workflow Group** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group whose details you want to view.
The **Approval Workflow Group** screen appears. It consists of the **Main** tab with the following zone:

- [Approval Workflow Group](#) on page 480

3. View the details of the approval workflow group in the **Approval Workflow Group** zone.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Approval Workflow Group zone	Search Approval Workflow Group on page 468

Defining an Approval Workflow Group

Prerequisites

To define an approval workflow group, you should have:

- Input and Display UI maps created in the application in case you want to use custom UI maps.
- Dependency, Approval, and Approval Post Processing algorithms defined in the application in case you want to use any of them.

Note: Before you define an approval workflow group for the User BO, you need to attach the **C1-APPTXNBAS** algorithm on the **Audit** algorithm spot of the business object belonging to the USER-SC MO, and not the USER MO.

Procedure

To define an approval workflow group:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, Select **A** and then click **Approval Workflow Group**.

The **Approval Workflow Group** screen appears.




3. Click the **Add** button in the **Page Title** area of **Approval Workflow Group** screen.



The **Approval Workflow Group** screen appears. It contains the following sections:



- **Main** - Used to specify basic details about the approval workflow group.
- **Business Objects and Group BO Relation** - Used to add business objects and define group BO Relation for the approval workflow group.

The **Main** section contains the following:

Field Name	Field Description	Mandatory (Yes or No)
Approval Transaction Type	Used to indicate the transaction type to which the approval workflow group belongs.	Yes
Approval Workflow Group	Used to specify the approval workflow group.	Yes
Description	Used to specify the approval workflow group with a particular description.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Display UI Map	<p>Used to specify the UI map that you want to use for viewing data of the business objects within the approval workflow group.</p> <p>Note: You can search for a UI map, code, and an algorithm by clicking the Search icon () corresponding to the Display UI Map field.</p> <p>Note: If you clear the Display UI Map field, you need to either manually specify the UI map or automatically regenerate the UI map by clicking the Regenerate UI Maps icon corresponding to the group in the Approval Workflow Settings screen.</p>	No
Input UI Map	<p>Used to specify the UI map that you want to use for modifying data of the business objects within the approval workflow group.</p> <p>Note: You can search for a UI map, code, and an algorithm by clicking the Search icon () corresponding to the Input UI Map field.</p> <p>Note: If you clear the Input UI Map field, you need to either manually specify the UI map or automatically regenerate the UI map by clicking the Regenerate UI Maps icon corresponding to the group in the Approval Workflow Settings screen.</p>	No
Dependency Algorithm	<p>Used to specify the algorithm that will be triggered before creating the approval workflow group.</p> <p>Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon () corresponding to the Dependency Algorithm field.</p> <p>Note: This algorithm can be used to check all prerequisites before creating the approval workflow group.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Approval Algorithm	<p>Used to specify the algorithm that will be triggered after the approval workflow group is approved by the approver at the last level in the hierarchy. The following approval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPPROD - This approval algorithm is used for the C1PRODUCT group, which is shipped with ORMB. • C1-APPPL - This approval algorithm is used for the C1PRICELST group, which is shipped with ORMB. • C1-APPASG - This approval algorithm is used for the C1PRICEASG group, which is shipped with ORMB. • C1-APPALG - This is a standard approval algorithm that you can use for approval workflow groups where custom logic is not required. <p>You can also create your own approval algorithms for custom UIs.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon () corresponding to the Approval Algorithm field.</p> </div>	No
Approval Post Processing Algorithm	<p>Used to specify the algorithm that will be triggered after the changes (which are approved by all approvers in the hierarchy) are committed to the database.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon () corresponding to the Approval Post Processing Algorithm field.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Creation Algorithm	<p>Used to specify the algorithm that will create approval workflow group. The following transaction creation algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPASGCR - Used to create approval workflow group for price assignment. • C1-AXPROD - Used to create approval workflow group for price item. • C1-AXUSR - Used to create approval workflow group for user. • C1-IGCREATE - Used to create approval workflow group for invoicing group. • C1-AXCREATE - This is a standard transaction creation algorithm that you can use to create approval workflow group for most of the base objects. <p>You can also create your own transaction creation algorithms for custom UIs.</p> <p>In case of the base UIs, this algorithm is only used while modifying or resolving a group. The initial approval transaction creation for base UIs takes place through the Audit algorithm attached on the business object.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon () corresponding to the Transaction Creation Algorithm field.</p> </div>	Yes
Data Retrieval Algorithm	<p>Used to specify the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD). The following data retrieval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPIGDR - Used to retrieve data for invoicing group. • C1-AXPRICEOV - Used to retrieve data for price assignment. • C1_APPDATA - This is a standard data retrieval algorithm that you can use to retrieve data for most of the base objects. <p>You can also create your own data retrieval algorithms for custom UIs.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon () corresponding to the Data Retrieval Algorithm field.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Information Algorithm	Used to specify the algorithm information. Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon (🔍) corresponding to the Approval Post Processing Algorithm field.	No
Compare Map	Used to specify the customized Display UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Display UI Map field. Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon (🔍) corresponding to the Approval Post Processing Algorithm field.	No
Input Script	Used to specify the customized Input UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Input UI Map field. Note: You can search for a Input UI map, code, and an algorithm by clicking the Search icon (🔍) corresponding to the Approval Post Processing Algorithm field.	No

- Enter the required details.
- Add business objects and group BO relation with the approval workflow group, if required.
- Click **Save**.

The approval workflow group is defined.

Related Topics

For more information on...	See...
Approval Workflow Group screen	Approval Workflow Group (Used for Viewing) on page 479
Approval Workflow Group zone	Approval Workflow Group on page 480
How to add business objects and group BO relation	<< DITA file to be placed here >>

Adding a Business Object

Prerequisites

To add a business object in the approval workflow group, you should have:

- Business object and approval workflow group created in the application.

Procedure

To add a business object in the approval workflow group:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, Select **A** and then click **Approval Workflow Group**.
The **Approval Workflow Group** screen appears.
- Click the **Add** button in the page-title area of **Approval Workflow Group** screen.
The **Approval Workflow Group** screen appears. It contains following two sections:

- **Main** — Used to specify basic details of the approval workflow group.
- **Business Objects and Group BO Relation** — Used to specify the fields that allow to define business objects, and link them with the approval workflow group.

The **Main** section contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Transaction Type	Indicates the transaction type to which the approval workflow group belongs.	Yes
Approval Workflow Group	Used to search a particular approval workflow group.	Yes
Description	Used to search approval workflow group with a particular description. Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.	Yes
Display UI Map	Used to specify the UI map that you want to use for viewing data of the business objects within the approval workflow group. Note: If you do not specify a Display UI map for the approval workflow group, it is generated automatically and associated with the group when you set the Active flag of the group to Yes in the Approval Workflow Settings screen.	No
Input UI Map	Used to specify the UI map that you want to use for modifying data of the business objects within the approval workflow group. Note: If you do not specify an Input UI map for the approval workflow group, it is generated automatically and associated with the group when you set the Active flag of the group to Yes in the Approval Workflow Settings screen.	No
Dependency Algorithm	Used to specify the algorithm that will be triggered before creating the approval workflow group. Note: This algorithm can be used to check all prerequisites before creating the approval workflow group.	No



Field Name	Field Description	Mandatory (Yes or No)
Approval Algorithm	<p>Used to specify the algorithm that will be triggered after the approval workflow group is approved by the approver at the last level in the hierarchy. The following approval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPPROD — This approval algorithm is used for the C1PRODUCT group, which is shipped with ORMB. • C1-APPPL — This approval algorithm is used for the C1PRICELST group, which is shipped with ORMB. • C1-APPASG — This approval algorithm is used for the C1PRICEASG group, which is shipped with ORMB. • C1-APPALG — This is a standard approval algorithm that you can use for approval workflow groups where custom logic is not required. <p>You can also create your own approval algorithms for custom UIs.</p>	No
Approval Post Processing Algorithm	<p>Used to specify the algorithm that will be triggered after the changes (which are approved by all approvers in the hierarchy) are committed to the database.</p>	No
Transaction Creation Algorithm	<p>Used to specify the algorithm that will create approval workflow group. The following transaction creation algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPASGCR — Used to create approval workflow group for price assignment. • C1-AXPROD — Used to create approval workflow group for price item. • C1-AXUSR — Used to create approval workflow group for user. • C1-IGCREATE — Used to create approval workflow group for invoicing group. • C1-AXCREATE — This is a standard transaction creation algorithm that you can use to create approval workflow group for most of the base objects. <p>You can also create your own transaction creation algorithms for custom UIs.</p> <p>In case of the base UIs, this algorithm is only used while modifying or resolving a group. The initial approval transaction creation for base UIs takes place through the Audit algorithm attached on the business object.</p>	

Field Name	Field Description	Mandatory (Yes or No)
Data Retrieval Algorithm	<p>Used to specify the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD). The following data retrieval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> • C1-APPIGDR — Used to retrieve data for invoicing group. • C1-AXPRICEOV— Used to retrieve data for price assignment. • C1_APPDATA— This is a standard data retrieval algorithm that you can use to retrieve data for most of the base objects. <p>You can also create your own data retrieval algorithms for custom UIs.</p>	
Information Algorithm	<< information needed >>	<< info needed>>
Compare Map	Used to specify customized Display UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Display UI Map field.	No
Input Script	Used to specify customized Input UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Input UI Map field.	No

The **Business Objects and Group BO Relation** section contains following fields:


Field Name	Field Description	Mandatory (Yes or No)
Business Object	Used to specify the Business Object Code that you want to include in the Approval Workflow Group.	Yes
Reference ID 1	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	Yes
Reference ID 2	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	Yes
Reference ID 3	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	Yes
Reference ID 4	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	Yes
Reference Foreign Key 1	<< information needed >>	<< info needed>>
Reference Foreign Key 2	<< information needed >>	<< info needed>>

Field Name	Field Description	Mandatory (Yes or No)
Reference Foreign Key 3	<< information needed >>	<< info needed>>
Reference Foreign Key 4	<< information needed >>	<< info needed>>
Reference Foreign Key 5	<< information needed >>	<< info needed>>
Reference Foreign Key 6	<< information needed >>	<< info needed>>
List	Used to indicate whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.	Yes
Parent Business Object	Used to specify the parent business object. This should be one of the business objects within the group.	No
From Key	Used to specify the XPATH key of the field or list of fields in the parent business object.	No
To Key	Used to specify the XPATH key of the field or list of fields in the current business object.	No

Note: You can search for a business object by clicking the **Search** () icon placed corresponding to the field. You can also define a new business object by clicking the **Add** () icon placed corresponding to the field.

4. Enter the required details in **Main** and **Business Objects and Group BO Relation** sections.
5. Click **Save**.

The business object is added in the approval workflow group.

Note: When you add business objects in an approval workflow group, you need to regenerate the Input and Display UI maps by clicking the **Regenerate UI Maps** () icon corresponding to the group in the **Approval Workflow Settings** screen. You must do this only when you are using automatically generated UI maps, and not otherwise.

Related Topics

For more information on...	See...
Approval Workflow Group screen	Approval Workflow Group (Used for Viewing) on page 479
Approval Workflow Group zone	Approval Workflow Group on page 480
How to define an approval workflow business object	Adding a Business Object

Defining a Group BO Relation

Prerequisites

To define a relationship between business object in the approval workflow group, you should have:

- Business objects added in the approval workflow group.

Procedure

To define a relationship between business objects in the approval workflow group:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, Select **A** and then click **Approval Workflow Group**.
The **Approval Workflow Group** screen appears.
3. Search for an approval workflow group in the **Approval Workflow Group** screen.
4. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group.
5. The **Approval Workflow Group** screen appears. It contains following sections:
 - **Main** - Used to specify basic details of the approval workflow group.
 - **Business Objects and Group BO Relation** - Used to specify the fields that allow to define business and parent objects, and link them with the approval workflow group.
6. Define and edit the approval workflow group details from the **Main** section, if required.
7. If you only want to define a business object, enter the required details in the **Business Objects and Group BO Relation** section.
8. If you want to define a group BO relation with the business object, enter the required details in the following fields.
 - a) **Parent Business Object**
 - b) **From Key**
 - c) **To Key**

Note: If you want to define more than one business or parent object, click the **Add** (+) icon and then repeat step 2. However, if you want to remove a business or parent object, click the **Delete** (🗑️) icon corresponding to the business or parent object field.

9. Click **Save**.

The business object is defined, and its relationship with the parent object is also defined in the approval workflow group.

Related Topics

For more information on...	See...
How to define an approval workflow group	Defining an Approval Workflow Group on page 470
How to define an approval workflow business object	Adding a Business Object on page 474
How to define an approval workflow group BO object	Defining a Group BO Relation on page 478

Approval Workflow Group (Used for Viewing)

Once you define an approval workflow group, the **Approval Workflow Group** screen allows you to:

- Edit the details of an approval workflow group
- Edit the details of business objects and group business object relation
- Delete an approval workflow group
- Delete a business object and a group business object relation

- View the details of an approval workflow group

This screen consists of the following zone:

- [Approval Workflow Group](#) on page 480

Approval Workflow Group

The **Approval Workflow Group** zone displays the details of the approval workflow group. It contains the following sections:

- **Main** - Displays basic information about the approval workflow group. It contains the following fields:

Field Name	Field Description
Approval Workflow Group	Displays the name of the approval workflow group.
Description	Displays the description of the approval workflow group.
Display UI Map	Indicates the UI map that will be used for viewing data of the business objects within the approval workflow group. Note: It has a link. On clicking the link, the UI Map screen appears with the details of the respective UI Map.
Input UI Map	Indicates the UI map that will be used for modifying data of the business objects within the approval workflow group. Note: It has a link. On clicking the link, the UI Map screen appears with the details of the respective UI Map.
Dependency Algorithm	Indicates the algorithm that will be triggered before creating the approval workflow request. Note: This algorithm can be used to check all prerequisites before creating the approval workflow request.
Approval Algorithm	Indicates the algorithm that will be triggered after the approval workflow request is approved by the approver at the last level in the hierarchy.
Approval Post Processing Algorithm	Indicates the algorithm that will be triggered after the changes (which are approved by all approvers in the hierarchy) are committed to the database.
Transaction Creation Algorithm	Indicates the algorithm that will create approval workflow requests. Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.
Data Retrieval Algorithm	Indicates the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD). Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.
Information Algorithm	Indicates the Approval Transaction information from the Approval Transactions that are created for a particular entity, based on the inputs of the XPath paths provided in the Reference IDs.
Compare Map	Indicates the customized Display UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Display UI Map field.

Field Name	Field Description
Input Script	Indicates the customized Input UI map that you want to use for the approval workflow group. It overrides the UI map specified in the Input UI Map field.

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to define, edit the approval workflow group. It is also used to delete the business objects and group BO relation.
Delete	Used to delete an approval workflow group.

- **Record Information** - This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow group is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

- **Business Objects And Group BO Relation** - The Business Objects And Group BO Relation contains the following fields:

Field Name	Field Description
Business Object	Indicates the Business Object that you want to include in the Approval Workflow Group.
Reference ID 1	Indicates the XPATH key of the field in the business object that you want to display in the approval transaction information string.
Reference ID 2	Indicates the XPATH key of the field in the business object that you want to display in the approval transaction information string.
Reference ID 3	Indicates the XPATH key of the field in the business object that you want to display in the approval transaction information string.
Reference ID 4	Indicates the XPATH key of the field in the business object that you want to display in the approval transaction information string.
Reference Foreign Key 1	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.
Reference Foreign Key 2	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.
Reference Foreign Key 3	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.
Reference Foreign Key 4	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.
Reference Foreign Key 5	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.
Reference Foreign Key 6	Indicates the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.

Field Name	Field Description
List	Indicates whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.
Parent Business Object	Indicates the parent business object. This should be one of the business objects within the group.
From Key	Indicates the XPATH key of the field or list of fields in the parent business object.
To Key	Indicates the XPATH key of the field or list of fields in the current business object.

Editing an Approval Workflow Group

Procedure

To edit an approval workflow group:

1. Search for the approval workflow group in the **Approval Workflow Group**.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group whose details you want to edit.

The **Approval Workflow Group** screen appears.

3. Click the **Edit** button in the **Approval workflow Group** zone.

The **Approval Workflow Group** screen appears.

4. Modify the details of the approval workflow group, if required.
5. Define, edit, or remove business objects and group BO relation from the approval workflow group, if required.
6. Click **Save**.

The changes made to the approval workflow group are saved.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
How to add a business object	Adding a Business Object
How to define a Group BO Relation	Defining a Group BO Relation on page 478

Deleting an Approval Workflow Group

Procedure

To delete an approval workflow group:

1. Search for the approval workflow group in the **Search Approval Workflow Group** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group that you want to delete.
3. Click the **Delete** button in the **Approval Workflow Group** zone.

A message appears confirming whether you want to delete the approval workflow group.

4. Click **OK**.

The approval workflow group is deleted.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469

Editing a Business Object

Procedure

To edit a business object in the approval workflow group:

1. From the **Admin** menu, select **A** and then click **Approval Workflow Group**.
The **Approval Workflow Group** screen appears.
2. Search for an approval workflow group in the **Search Approval Workflow Group** zone.
3. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group whose details you want to edit.
4. The **Approval Workflow Group** zone appears. Click the **Edit** button from **Record Action** sections.


The **Approval Workflow Group** screen appears. It contains the following sections:


- **Main** - Used to specify the basic details of the approval workflow group.
- **Business Objects and Group BO Relation** - Used to specify the fields that allow to define business objects and link them with the approval workflow group

The **Business Objects and Group BO Relation** section contains following fields:


Field Name	Field Description	Mandatory (Yes or No)
Business Object	Displays the Business Object Code that is included in the Approval Workflow Group.	Yes
Reference ID 1	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	No
Reference ID 2	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	No
Reference ID 3	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	No
Reference ID 4	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow groups.	No
Reference Foreign Key 1	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No
Reference Foreign Key 2	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No

Field Name	Field Description	Mandatory (Yes or No)
Reference Foreign Key 3	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No
Reference Foreign Key 4	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No
Reference Foreign Key 5	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No
Reference Foreign Key 6	Displays the XPATH key of the field in the business object that you want to use for validating whether duplicate approval transaction exists in the system.	No
List	Indicates whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.	Yes
Parent Business Object	Used to specify the parent business object. This should be one of the business objects within the group.	No
From Key	Display the XPATH key of the field or list of fields in the parent business object.	No
To Key	Display the XPATH key of the field or list of fields in the current business object.	No

Note: You can search for a business object or parent business object by clicking the **Search**  icon placed corresponding to the **Business Object** and **Parent Business Object** field.

- If you want to define more than one business object or parent object for the approval workflow group, click the **Add**  icon placed corresponding to the field.
- Enter the required details in **Main** and **Business Objects and Group BO Relation** sections.
- Click **Save**.

The changes made to the business object in approval workflow group are saved.

Note: When you change business objects in an approval workflow group, you need to regenerate the Input and Display UI maps by clicking the **Regenerate UI Maps**  icon corresponding to the group in the **Approval Workflow Settings** screen. You must do this only when you are using automatically generated UI maps, and not otherwise.

Related Topics

For more information on...	See...
Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Approval Workflow Group zone	Search Approval Workflow Group on page 468
How to delete a Business Object	Deleting a Business Object on page 485

Deleting a Business Object

Procedure

To delete a business object in the approval workflow group:

1. Search for an approval workflow group in the **Approval Workflow Group** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group.

The **Approval Workflow Group** zone appears.

3. In the View section of **Approval Workflow Group**, click the **Edit** button.

The **Approval Workflow Group** window appears.

4. In the **Business Objects and Group BO Relation** zone, click the **Delete** (🗑️) icon corresponding to the business object that you want to delete.
5. Click **Save**.

The business object is deleted from the approval workflow group.

Related Topics

For more information on...	See...
Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Approval Workflow Group zone	Search Approval Workflow Group on page 468

Editing a Group BO Relation

Procedure

To edit the business object's relationship details in the approval workflow group:

1. If required, filter the approval workflow group in the **Approval Workflow Group** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group.



The **Approval Workflow Group** screen appears. It contains following two sections:

- **Main** - Displays the basic details of the approval workflow group.
- **Business Objects and Group BO Relation** - Displays the fields that allow to define or edit business objects, and link them with the approval workflow group.

3. If required, define and edit the approval workflow group details from the **Main** section.
4. The **Business Objects and Group BO Relation** section contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Business Object	Used to specify the business object that you want to add in the approval workflow group.	Yes
Reference ID 1	Used to indicate the XPATH key of the field that you want to concatenate in the approval transaction information string.	No
Reference ID 2	Used to indicate the XPATH key of the field that you want to concatenate in the approval transaction information string.	No

Field Name	Field Description	Mandatory (Yes or No)
Reference ID 3	Used to indicate the XPATH key of the field that you want to concatenate in the approval transaction information string.	No
Reference ID 4	Used to indicate the XPATH key of the field that you want to concatenate in the approval transaction information string.	No
Reference Foreign Key 1	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
Reference Foreign Key 2	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
Reference Foreign Key 3	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
Reference Foreign Key 4	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
Reference Foreign Key 5	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
Reference Foreign Key 6	Used to indicate the XPATH key of the field that you want to use while validating whether a duplicate approval transaction does not exist in the system.	No
List	Indicates whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.	Yes
Parent Business Object	Displays the parent business object. This should be one of the business objects within the group.	No
From Key	Displays the XPATH key of the field or list of fields in the parent business object.	No
To Key	Displays the XPATH key of the field or list of fields in the current business object.	No

Note: You can search for a parent business object by clicking the **Search** () icon placed corresponding to the field. You can also define a new parent business object by clicking the **Add** () icon placed corresponding to the field.

5. Modify the required details in **Business Objects and Group BO Relation** section.
6. Click **Save**.

The changes made to business object's relationship are saved in the approval workflow group.

Related Topics

For more information on...	See...
Search Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Search Approval Workflow Group zone	Search Approval Workflow Group on page 468
How to edit a Business Object	Editing a Business Object on page 483
How to edit a Group BO Relation	Editing a Group BO Relation on page 485

Defining a Group BO Relation

Prerequisites

To define a relationship between business object in the approval workflow group, you should have:

- Business objects added in the approval workflow group.

Procedure

To define a relationship between business objects in the approval workflow group:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, Select **A** and then click **Approval Workflow Group**.
The **Approval Workflow Group** screen appears.
3. Search for an approval workflow group in the **Approval Workflow Group** screen.
4. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group.
5. The **Approval Workflow Group** screen appears. It contains following sections:
 - **Main** - Used to specify basic details of the approval workflow group.
 - **Business Objects and Group BO Relation** - Used to specify the fields that allow to define business and parent objects, and link them with the approval workflow group.
6. Define and edit the approval workflow group details from the **Main** section, if required.
7. If you only want to define a business object, enter the required details in the **Business Objects and Group BO Relation** section.
8. If you want to define a group BO relation with the business object, enter the required details in the following fields.
 - a) **Parent Business Object**
 - b) **From Key**
 - c) **To Key**

Note: If you want to define more than one business or parent object, click the **Add** (+) icon and then repeat step 2. However, if you want to remove a business or parent object, click the **Delete** (🗑️) icon corresponding to the business or parent object field.

9. Click **Save**.

The business object is defined, and its relationship with the parent object is also defined in the approval workflow group.

Related Topics

For more information on...	See...
How to define an approval workflow group	Defining an Approval Workflow Group on page 470
How to define an approval workflow business object	Adding a Business Object on page 474
How to define an approval workflow group BO object	Defining a Group BO Relation on page 478

Approval Workflow Chain (Used for Searching)

The **Approval Workflow Chain** screen allows you to search for approval workflow chain using various search criteria. Through this screen, you can navigate to the following screen:

- [Approval Workflow Chain \(Used for Viewing\)](#) on page 491

This screen consists of the following zone:

- [Search Approval Workflow Chain](#) on page 488

Search Approval Workflow Chain

The **Search Approval Workflow Chain** zone allows you to search for an approval workflow chain using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Chain	Used to search a particular approval workflow chain.	No
Description	Used to search approval workflow chains with a particular description.	No

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Workflow Chain	Displays the approval workflow chain.
Description	Displays the description of the approval workflow chain. Note: It has a link. On clicking the link, the Approval Workflow Chain screen appears with the details of the respective approval workflow chain.

Note: You must specify at least one search criterion while searching for an approval workflow chain.

Related Topics

For more information on...	See...
How to search for an approval workflow chain	Searching for an Approval Workflow Chain on page 489
How to view the details of an approval workflow chain	Viewing the Approval Workflow Chain Details on page 489

Searching for an Approval Workflow Chain

Procedure

To search the approval workflow chain:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Chain**.
The **Approval Workflow Chain** screen appears.
3. Enter the search criteria in the **Search Approval Workflow Chain** zone.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of approval workflow chains that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Search Approval Workflow Chain zone	Search Approval Workflow Chain on page 488

Viewing the Approval Workflow Chain Details

Procedure

To view the details of an approval workflow chain:

1. Search for the approval workflow chain in the **Approval Workflow Chain** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow chain whose details you want to view.
The **Approval Workflow Chain** screen appears. It contains the following zone:
 - [Approval Workflow Chain](#) on page 492
3. View the details of the approval workflow chain in the **Approval Workflow Chain** zone.

Related Topics

For more information on...	See...
How to search an approval workflow chain	Searching for an Approval Workflow Chain on page 489

Defining an Approval Workflow Chain

Prerequisites

To define an approval workflow chain, you should have:

- The To Do role and To Do type defined in the application.
- Action algorithms defined in the application, in case you want to use any of them.

Procedure

To define an approval workflow chain:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **A** and then click **Approval Workflow Chain**.

The **Approval Workflow Chain** screen appears.

3. Click the **Add** button in the **Page Title** area of the **Approval Workflow Chain** screen.

The **Approval Workflow Chain** screen appears. It contains the following sections:

- **Main** - Used to specify basic details of the approval workflow chain.
- **Approval Levels** - Used to specify a level in the approval workflow chain.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Chain	Used to specify the approval workflow chain	Yes
Description	Used to specify the description for the approval workflow chain	Yes
To Do Role To Resolve	Used to specify the To Do Role to indicate the users who will receive a notification when the approval transactions are rejected by an approver at any level in the hierarchy.	Yes

4. Enter the required details.
5. Define approval levels for the approval workflow chain, if required.
6. Click **Save**.

The approval workflow chain is defined.

Related Topics

For more information on...	See...
Approval Workflow Chain screen	Approval Workflow Chain (Used for Searching) on page 488
Approval Workflow Chain zone	Approval Workflow Chain on page 492
How to define Approval Levels for an approval workflow chain	Defining Approval Levels for an Approval Workflow Chain on page 490

Defining Approval Levels for an Approval Workflow Chain**Prerequisites**

To define approval levels in the approval workflow chain, you should have:

- The To Do Role and To Do Type defined in the application.
- Action algorithms defined in the application, in case you want to use any of them.

Procedure

To define an approval levels for an approval workflow chain:

1. Ensure that the **Approval Levels** section is expanded when you are defining or editing an approval workflow chain.

The **Approval Levels** section contains the following fields

Field Name	Field Description	Mandatory (Yes or No)
Action Algorithm	Used to specify the additional action that you want the system to perform apart from generating a notification when the approver approves or rejects the request. Note: You can search for an action algorithm by clicking the Search (🔍) icon corresponding to the Action Algorithm field.	Yes
Approver To Do Role	Used to specify the To Do role to indicate the users who will either approve or reject the request at this level in the hierarchy. Note: You can search for an approver to do role by clicking the Search (🔍) icon corresponding to the Approver To Do Role field.	Yes
Approver To Do Type	Used to specify the type of notification that you want to generate when the approver approves or rejects the request. Note: You can search for an approver to do type by clicking the Search (🔍) icon corresponding to the Approver To Do Type field.	Yes

2. Enter the required details in the **Approval Levels** section.
3. If you want to define more than one approval level for the approval workflow chain, click the **Add** (+) icon and then repeat step 2. However, if you want to remove a approval level from the approval workflow chain, click the **Delete** (🗑️) icon corresponding to the approval level.

Related Topics

For more information on...	See...
How to define an approval workflow chain	Defining an Approval Workflow Chain on page 489
How to edit an approval workflow chain	Editing an Approval Workflow Chain on page 492

Approval Workflow Chain (Used for Viewing)

Once you define an approval workflow chain, the **Approval Workflow Chain** screen allows you to:

- View the details of an approval workflow chain
- Edit an approval workflow chain
- Delete an approval workflow chain

This screen contains the following zone:

- [Approval Workflow Chain](#) on page 492

Approval Workflow Chain

The **Approval Workflow Chain** zone displays the details of the approval workflow chain. It contains the following sections:

- **Main** - Displays basic information about the approval workflow chain. It contains the following fields:

Field Name	Field Description
Approval Workflow Chain	Displays the approval workflow chain and levels.
Description	Displays the description of the approval workflow chain and levels.
To Do Role To Resolve	Displays the description of To Do Role role type.

- **Approval Levels** - Displays the levels defined in the approval workflow chain.

Field Name	Field Description
Action Algorithm	Indicates the additional action that the system will perform apart from generating a notification when the approver approves or rejects the request.
Level	Indicates the level in the hierarchy.
Approver To Do Role	Indicates that the users with the specified To Do role will either approve or reject the request at this level in the hierarchy.
Approval To Do Type	Indicates the type of notification that will be generated when the approver approves or rejects the request.

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit and delete the approval workflow chain and approval levels.
Delete	Used to delete the approval workflow chain.

- **Record Information** - This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow chain is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Editing an Approval Workflow Chain

Procedure

To edit an approval workflow chain:

1. Search for an approval workflow chain in the **Search Approval Workflow Chain** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow chain whose details you want to edit.

The **Approval Workflow Chain** screen appears.

3. Click the **Edit** button in the **Approval Workflow Chain**.

The **Approval Workflow Chain** screen appears.

- **Main** - Used to specify the basic details of the approval workflow chain. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Chain	Displays the approval workflow chain.	Yes
Description	Displays the description for the approval workflow chain.	Yes
To Do Role To Resolve	Displays the To Do role to indicate the users who will be sent a notification when the approval workflow request is rejected by an approver at any level in the hierarchy.	Yes

- **Approval Levels** - Used to specify a level in the approval workflow chain. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Algorithm	Displays the additional action that you want the system to perform apart from generating a notification when the approver approves or rejects the request.	Yes
Approver To Do Role	Displays the To Do role to indicate the users who will either approve or reject the request at this level in the hierarchy.	Yes
Approval To Do Type	Displays the type of notification that you want to generate when the approver approves or rejects the request.	Yes

4. Modify the required details in the **Main** section.
5. Edit, or remove approval levels from the approval workflow chain, if required.
6. Click **Save**.

The changes made to the approval workflow chain screen are saved.

Related Topics

For more information on...	See...
Approval Workflow Chain screen	Approval Workflow Chain (Used for Viewing) on page 491
Approval Workflow Chain zone	Approval Workflow Chain on page 492
How to define approval levels for an approval workflow chain	Defining an Approval Workflow Chain on page 489

Deleting an Approval Workflow Chain

Procedure

To delete an approval workflow chain:

1. Search for the approval workflow chain in the **Search Approval Workflow Chain** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow chain that you want to delete.

The **Approval Workflow Chain** screen appears.

3. Click the **Delete** button in the **Approval Workflow Chain** zone.

A message appears confirming whether you want to delete the approval workflow chain.

4. Click **OK**.

The approval workflow chain is deleted.

Related Topics

For more information on...	See...
How to search for an approval workflow chain	Searching for an Approval Workflow Chain on page 489
Approval Workflow Chain screen	Approval Workflow Chain (Used for Viewing) on page 491
Approval Workflow Chain zone	Approval Workflow Chain on page 492

Approval Workflow Criterion Type (Used for Searching)

The **Approval Workflow Criterion Type** screen allows you to search for an approval workflow criterion type using various search criteria. Through this screen, you can navigate to the following screen:

- [Approval Workflow Criterion Type \(Used for Viewing\)](#) on page 497

This screen consists of the following zone:

- [Search Approval Workflow Criterion Type](#) on page 494

Search Approval Workflow Criterion Type

The **Search Approval Workflow Criterion Type** zone allows you to search for an approval workflow criterion type using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Criterion Type	Used to search a particular approval workflow criterion type.	Yes
Description	Used to specify the description for the approval workflow criteria type.	No

Note: You must specify at least one search criterion while searching for an approval workflow criterion type.

- **Search Results** - On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Workflow Criterion Type	Displays the approval workflow criterion type.
Description	Displays the description of the approval workflow criterion type.

Related Topics

For more information on...	See...
How to search for an approval workflow criterion type	Searching for an Approval Workflow Criterion Type on page 495
How to view the details of an approval workflow criterion type	Viewing the Approval Workflow Criterion Type Details on page 495

Searching for an Approval Workflow Criterion Type

Procedure

To search the approval workflow criterion type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Criterion Type**.
The **Approval Workflow Criterion Type** screen appears.
3. Enter the search criteria in the **Search Approval Workflow Criterion Type** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**

A list of approval workflow criterion types that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Approval Workflow Criterion Type screen	Approval Workflow Criterion Type (Used for Searching) on page 494
Approval Workflow Criterion Type zone	Search Approval Workflow Criterion Type on page 494

Viewing the Approval Workflow Criterion Type Details

Procedure

To view the details of an approval workflow criterion type:

1. If required, filter the approval workflow criterion type details in the **Search Approval Workflow Criterion Type** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow criterion type whose details you want to view.

The **Approval Workflow Criterion** screen appears. It contains the following zone:

- [Approval Workflow Criterion Type](#) on page 497

3. View the details of the approval workflow criterion type in the **Approval Workflow Criterion Type** zone.

Related Topics

For more information on...	See...
How to search the approval workflow criterion type	Searching for an Approval Workflow Criterion Type on page 495
Approval Workflow Criterion Type screen	Approval Workflow Criterion Type (Used for Viewing) on page 497
Approval Workflow Criterion Type zone	Approval Workflow Criterion Type on page 497

Defining an Approval Workflow Criterion Type

Prerequisites

To define an approval workflow criterion type, you should have:

- Algorithm, Business object, and Field object defined in the application.

Procedure

To define an approval workflow criterion type:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **A** and then click **Approval Workflow Criterion Type**.


The **Approval Workflow Criterion Type** screen appears.

3. Click the **Add** button in the **Page Title** area of the **Approval Workflow Criterion Type** screen.

The **Approval Workflow Criterion Type** screen appears. It contains the following section:

- **Main** - Used to specify basic details about the approval workflow criterion type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Criterion Type	Used to specify the approval workflow criterion type.	Yes
Description	Used to specify the description for the approval workflow criterion type.	Yes
Derived From	Used to indicate the option which triggers the approval workflow. The valid values are: <ul style="list-style-type: none"> • Algorithm • Business Object 	Yes
Algorithm	Used to indicate the algorithm for which you want to define the approval workflow criterion type. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> <p>This field appears only when you select the Algorithm option from the Derived From list.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Business Object	<p>Used to indicate the business object for which you want to define the approval workflow criterion type.</p> <p>Note:</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Business Object Search window appears.</p> <p>This field appears only when you select the Business Object option from the Derived From list.</p>	Yes
Field	<p>Used to indicate the field that you want to use to define the criteria for associating approval workflow requests with the approval workflow chains.</p> <p>Note:</p> <p>The Search (🔍) icon corresponding to this field. On clicking the Search icon, the Field Search window appears.</p> <p>This field appears only when you select the Business Object option from the Derived From list.</p>	Yes

4. Enter the required details.

5. Click **Save**.

The approval workflow criterion type is created.

Related Topics

For more information on...	See...
Approval Workflow Criterion Type screen	Approval Workflow Criterion Type (Used for Viewing) on page 497
Search Approval Workflow Criterion Type zone	Search Approval Workflow Criterion Type on page 494

Approval Workflow Criterion Type (Used for Viewing)

Once you define an approval workflow criterion type, the **Approval Workflow Criterion Type** screen allows you to:

- Edit the details of an approval workflow criterion type
- Delete an approval workflow criterion type

This screen contains the following zone:

- [Approval Workflow Criterion Type](#) on page 497

Approval Workflow Criterion Type

The **Approval Workflow Criterion Type** zone displays the details of the approval workflow criterion types. It contains the following sections:

- **Main** - Displays basic information about the approval workflow criterion type. It contains the following fields:

Field Name	Field Description
Approval Workflow Criterion Type	Displays the approval workflow criterion type.
Description	Displays the description of the approval workflow criterion type.
Derived From	Indicates the criteria type that triggers the approval workflow. The valid values are: <ul style="list-style-type: none"> Algorithm Business Object
Business Object	Indicates the business object using which the approval workflow criterion type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object. </div>
Field	Indicates the field using which the criteria for associating approval workflow requests with the approval workflow chains will be defined. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: It has a link. On clicking the link, the Fields screen appears with the details of the respective field. </div>

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the approval workflow criterion type.
Delete	Used to delete the approval workflow criterion type.

- **Record Information** - This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow chain and levels is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object. </div>

Editing an Approval Workflow Criterion Type

Procedure

To edit an approval workflow criterion type:

1. Search for the approval workflow criterion type in the **Approval Workflow Criterion Type** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow criterion type whose details you want to edit.

The **Approval Workflow Criterion Type** screen appears.

3. Click the **Edit** button in the **Approval Workflow Criterion Type** zone.

The **Approval Workflow Criterion Type** screen appears. It contains the following section:

- **Main** - This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Criterion Type	Displays the approval workflow criterion type.	Yes
Description	Displays the description for the approval workflow criterion type.	Yes
Derived From	Displays an option which triggers the approval workflow.	Yes
Algorithm	<p>Displays the algorithm for which you want to define the approval workflow criterion type.</p> <p>Note:</p> <p>The Search (🔍) icon corresponding to this field. On clicking the Search icon, the Algorithm Search window appears</p> <p>This field appears only when you select the Algorithm option form the Derived From list.</p>	Yes
Business Object	<p>Displays the business object which is used to define the approval workflow criterion type.</p> <p>Note:</p> <p>The Search (🔍) icon corresponding to this field. On clicking the Search icon, the Business Object Search window appears.</p> <p>This field appears only when you select the Business Object option form the Derived From list.</p>	Yes
Field	<p>Displays the field which is used to define the criteria for associating approval workflow requests with the approval workflow chains.</p> <p>Note:</p> <p>The Search (🔍) icon corresponding to the respective field. On clicking the Search icon, the Field Search window appears.</p> <p>This field appears only when you select the Business Object option form the Derived From list.</p>	Yes

4. Modify the required details in the **Approval Workflow Criterion Type** screen.
5. Click **Save**.

The changes made to the approval workflow criterion type screen are saved.

Related Topics

For more information on...	See...
How to search for an approval workflow criterion type	Searching for an Approval Workflow Criterion Type on page 495
Approval Workflow Criterion Type screen	Approval Workflow Criterion Type (Used for Viewing) on page 497
Approval Workflow Criterion Type zone	Approval Workflow Criterion Type on page 497

Deleting an Approval Workflow Criterion Type

Procedure

To delete an approval workflow criterion type:

1. Search for the approval workflow criterion type in the **Approval Workflow Criterion Type** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow criterion type whose details you want to delete.

The **Approval Workflow Criterion Type** screen appears.

3. Click the **Delete** button in the **Approval Workflow Criterion Type** zone.

A message appears confirming whether you want to delete the approval workflow criterion type.

4. Click **OK**.

The approval workflow criterion type is deleted.

Related Topics

For more information on...	See...
How to search for an approval workflow criterion type	Searching for an Approval Workflow Criterion Type on page 495
Approval Workflow Criterion Type screen	Approval Workflow Criterion Type (Used for Viewing) on page 497
Approval Workflow Criterion Type zone	Approval Workflow Criterion Type on page 497

Approval Workflow Group Chain Linkage (Used for Searching)

The **Approval Workflow Group Chain Linkage** screen allows you to search for an approval workflow group chain linkage using various search criteria. Through this screen, you can navigate to the following screen:

- [Approval Workflow Group Chain Linkage \(Used for Viewing\)](#) on page 506

This screen consists of the following zone:

- [Search Approval Workflow Group Chain Linkage](#) on page 501

For more information on...	See...
How to search for an approval workflow group chain linkage	Searching for an Approval Workflow Group Chain Linkage on page 501
How to view the details of an approval workflow group chain linkage	Viewing the Approval Workflow Group Chain Linkage Details on page 502

Search Approval Workflow Group Chain Linkage

The **Search Approval Workflow Group Chain Linkage** zone allows you to search for an approval workflow group chain linkage using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group Chain Linkage ID	Used to search a particular approval workflow group chain linkage.	Yes
Approval Workflow Group	Used to search a group chain linkage for which an approval workflow group is defined.	Yes
Approval Workflow Chain	Used to search a group chain linkage for which an approval workflow chain is defined.	Yes

Note: You must specify at least one search criterion while searching for an approval workflow group chain linkage.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Group Chain Linkage ID	Displays the ID which is generated automatically when the link is created.
Approval Workflow Group	Indicates the approval workflow group for which the link is created. Note: It has a link. On clicking the link, the Approval Workflow Group Chain Linkage screen appears with the details of the respective business object.
Approval Workflow Chain	Indicates the approval workflow chain for which the link is created.
Field Approval Rule	Indicates whether you want to configure approval rule for one or more fields of the business objects which are included in the approval workflow group. The valid values are: <ul style="list-style-type: none"> • Yes • No

Related Topics

For more information on...	See...
How to search for an approval work group chain linkage	Searching for an Approval Workflow Group Chain Linkage on page 501
How to view the details of an approval workflow group chain linkage	Viewing the Approval Workflow Group Chain Linkage Details on page 502

Searching for an Approval Workflow Group Chain Linkage

Procedure

To search an approval workflow group chain linkage:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

- From the **Admin** menu, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

- Enter the search criteria in the **Search Group Chain Linkage** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of group chain linkages that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Approval Workflow Group Chain Linkage screen	Approval Workflow Group Chain Linkage (Used for Searching) on page 500
Search Approval Workflow Group Chain Linkage zone	Search Approval Workflow Group Chain Linkage on page 501

Viewing the Approval Workflow Group Chain Linkage Details

Procedure

To view the details of an approval workflow chain linkage:

- Search for the approval workflow group chain linkage in the **Approval Workflow Group Chain Linkage** screen.
- In the **Search Results** section, click the link in the **Approval Workflow Group** column corresponding to the approval workflow chain whose details you want to view.

The **Approval Workflow Group Chain Linkage** screen appears. It contains the following zone:

- [Approval Workflow Group Chain Linkage](#) on page 507

- View the details of the approval workflow group chain linkage in the **Approval Workflow Group Chain Linkage** zone.

Related Topics

For more information on...	See...
How to search for an approval workflow group chain linkage	Searching for an Approval Workflow Group Chain Linkage on page 501
Approval Workflow Group Chain Linkage screen	Approval Workflow Group Chain Linkage (Used for Viewing) on page 506

Defining an Approval Workflow Group Chain Linkage

Prerequisites

To define an approval workflow group chain linkage, you should have:

- Business Object, Field, Criterion Type, Approval Workflow Group and Approval Workflow Chain defined in the application.

Procedure

To define an approval workflow group chain linkage:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

3. Click the **Add** button in the **Page Title** area of the **Approval Workflow Group Chain Linkage** screen.

The **Approval Workflow Group Chain Linkage** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the approval workflow group chain linkage.
- **Group Chain Linkage Criteria** - Used to define group chain linkage criteria for the approval workflow type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to indicate the approval workflow group. Note: You can search for an approval workflow group type by clicking the Search (🔍) icon corresponding to the field.	Yes
Approval Workflow Chain	Used to indicate the approval workflow chain. Note: You can search for an approval workflow chain by clicking the Search (🔍) icon corresponding to the field.	Yes
Field Approval Rule	Used to indicate whether you want to configure approval rule for one or more fields of the business objects which are included in the approval workflow group. The valid values are: <ul style="list-style-type: none"> • Yes • No 	Yes

4. Enter the required details.
5. Define group chain linkage criteria for the approval workflow, if required.
6. Define field approval rule criteria for the approval workflow, if required.
7. Click **Save**.

The approval workflow group chain linkage is created.

Related Topics

For more information on...	See...
Approval Workflow Chain Linkage screen	Approval Workflow Group Chain Linkage (Used for Searching) on page 500
Search Approval Workflow Chain Linkage zone	Search Approval Workflow Group Chain Linkage on page 501

For more information on...	See...
How to define group chain linkage criteria for an approval workflow	Defining an Approval Workflow Group Chain Linkage on page 502

Defining Group Chain Linkage Criteria for an Approval Workflow

Prerequisites

To define group chain linkage criteria for an approval workflow, you should have:

- Approval Workflow Criterion Type defined in the application.

Procedure

To define group chain linkage criteria for an approval workflow:

- Ensure that the **Group Chain Linkage Criteria** section is expanded when you are defining or editing an approval workflow.

The **Group Chain Linkage Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group Chain Linkage ID	Displays the Group Chain Linkage ID. Note: The data appears in this field only when you are editing the details of an approval workflow criterion type.	Yes
Criterion Type	Used to indicate the criteria type needed for defining the criterion. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Approval Workflow Chain Search window appears.	Yes
Operator	Used to indicate the relational operator used to define the relation between the criterion type and criterion value.	Yes
Criterion Value	Used to specify the criterion value.	Yes

- Enter the required details.
- If you want to define more than one group chain linkage criteria for the approval workflow, click the **Add** (+) icon, and then repeat step 2.

Note: However, if you want to remove a group chain linkage criteria from the approval workflow, click the **Delete** (🗑️) icon corresponding to the group chain linkage criteria.

Related Topics

For more information on...	See...
How to edit an approval workflow group chain linkage	Editing an Approval Workflow Group Chain Linkage on page 509

Defining a Field Approval Rule

Prerequisites

To define a field approval rule for an approval workflow group chain linkage, you should have:

- Business Object, Field, and Approval Workflow Chain to be defined in the application.




Procedure

To define a field approval rule for an approval workflow group chain linkage:

1. Ensure that the


Field Approval Rule Criteria section is expanded when you select the Yes option from the Field Approval Rule field of the M



The **Field Approval Rule Criteria** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Sequence.	Used to indicate the order in which the rule criteria should be executed while adding or updating the field value.	Yes
Applicable For	Used to indicate whether the rule criteria should be considered while adding and/or updating the field value. The valid values are: <ul style="list-style-type: none"> • Add • Update • Add and Update 	Yes
Business Object	Used to indicate the business object in which the field is included. Note: The Search  icon appears corresponding to the Business Object field. On clicking the search icon, the Search Group Based Business Object search window appears.	Yes
Field	Used to indicate the field for which you want to define the approval rule criteria. Note: The Search  icon appears corresponding to the Field search field. On clicking the search icon, the Field Search search window appears.	Yes
Approval Workflow Chain	Used to indicate the approval workflow chain that you want to use for the field value approval. Note: The Search  icon appears corresponding to the Approval Workflow Chain field. On clicking the search icon, the Approval Workflow Chain Search search window appears.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Value Range	Used to indicate whether you want to define value based threshold limit for each approval level. Note: This field is enabled only when the data type of the field is Numeric .	No
Hierarchical	Used to indicate whether multi-level or single-level approval is required while adding or updating the field value beyond the threshold limit.	No

If the **Value Range** check box is selected, a grid appears with the following set of fields:

Field	Field Description
Threshold Value	Used to specify the threshold value using which you want to control the approval hierarchy.
Approval Level	Used to indicate the approval level at which approval is required when the field value is within the threshold value. Note: The Search  icon appears corresponding to the Approval Level field. On clicking the search icon, the Approval Level Search search window appears. Note: The search results will include all those levels which are defined in the approval workflow chain.
Approval Level Information	Displays additional information about the approval level.

- Enter the required details in the **Field Approval Rule Criteria** section.
- If you want to define more than one field approval rule criteria for the approval workflow chain linkage, click the **Add**  icon and then repeat step 2. However, if you want to remove a field approval rule criteria from the approval workflow chain linkage, click the **Delete**  icon corresponding to the sequence field.
- Click **Save**.

The approval workflow field rule is defined.

Related Topics

For more information on...	See...
How to edit an approval workflow group chain linkage	Editing an Approval Workflow Group Chain Linkage on page 509

Approval Workflow Group Chain Linkage (Used for Viewing)

Once you define an approval workflow group chain linkage, the **Approval Workflow Group Chain Linkage** screen allows you to:

- Edit an approval workflow group chain linkage
- Delete an approval workflow group chain linkage

This screen contains the following zone:

- [Approval Workflow Group Chain Linkage](#) on page 507

For more information on...	See...
How to view the details of an approval workflow group chain linkage	Viewing the Approval Workflow Group Chain Linkage Details on page 502

Approval Workflow Group Chain Linkage

The **Approval Workflow Group Chain Linkage** zone displays the details of the approval workflow group chain linkage. It contains the following sections:

- **Main** - Displays basic information about the approval workflow group chain linkage. It contains the following fields:

Field Name	Field Description
Approval Workflow Group	Displays the approval workflow group for which a link is created. Note: It has a link. On clicking the link, the Approval Workflow Group screen appears with the details of the respective approval workflow group.
Approval Workflow Chain	Displays the approval workflow chain for which a link is created. Note: It has a link. On clicking the link, the Approval Workflow Chain screen appears with the details of the respective approval workflow group.
Field Approval Rule	Indicates whether you want to configure approval rule for one or more fields of the business objects which are included in the approval workflow group. The valid values are: <ul style="list-style-type: none"> • Yes • No

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the approval workflow group chain linkage. Also used to define, edit, delete Group Chain Linkage Criteria and Field Approval Rule Criteria.
Delete	Used to delete the approval workflow group chain linkage.

- **Record Information** - This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow chain linkage is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

- **Group Chain Linkage Criteria** - Lists the group chain linkage criteria. This section contains the following columns:

Column Name	Column Description
Group Chain Linkage ID	Displays the ID which is generated automatically when the link is created.
Criterion Type	Displays the criterion type needed for defining the criterion. Note: It has a link. On clicking the link, the Approval Workflow Criterion Type screen appears with the details of the respective criterion type.
Operator	Indicates the relational operator used to define the relation between the criterion type and criterion value. The valid values are: <ul style="list-style-type: none"> EQUALS IN
Criterion Value	Displays the criterion value.

- **Field Approval Rule Criteria** - Lists the field approval rule criteria for approval workflow group chain linkage. It contains the following columns:

Column Name	Column Description
Sequence	Indicates the order in which the rule criteria should be executed while adding or updating the field value.
Applicable For	Displays the rule criteria which should be considered while adding and/or updating the field value.
Business Object	Displays the business object in which the field is included.
Field	Displays the field for which you want to define the approval rule criteria. Note: The Context Menu (☰) icon appears corresponding to the Field search field. On clicking the context menu icon, the Go to Field menu appears. On clicking the Go to Field menu item, the Field screen appears with the details of the respective field. Note: It has a link. On clicking the link, the Field screen appears with the details of the respective field.
Approval Workflow Chain	Indicates the approval workflow chain that you want to use for the field value approval. Note: It has a link. On clicking the link, the Approval Workflow Chain screen appears with the details of the respective approval workflow chain.
Value Range	Indicates whether you want to define value based threshold limit for each approval level. Note: This field is enabled only when the data type of the field is Numeric .

Column Name	Column Description
Hierarchical Approval	Indicates whether multi-level or single-level approval is required while adding or updating the field value beyond the threshold limit. Note: This field is enabled only when the Value Range check box is selected.

If the **Value Range** check box is selected, a grid appears with the following set of fields:

Field	Field Description
Threshold Value	Displays the threshold value using which you want to control the approval hierarchy.
Approval Level	Displays the approval level at which approval is required when the field value is within the threshold value. Note: The Search (🔍) icon appears corresponding to the Approval Level field. On clicking the search icon, the Approval Level Search search window appears. Note: The search results will include all those levels which are defined in the approval workflow chain.
Approval Level Information	Displays additional information about the approval level.

Editing an Approval Workflow Group Chain Linkage

Prerequisites

To edit an approval workflow group chain linkage, you should have:

- Business Object, Field, Criterion Type, Approval Workflow Group, and Approval Workflow Chain defined in the application.

Procedure

To edit an approval workflow group chain linkage:

1. Search for the Approval Workflow Group Chain Linkage in the **Approval Workflow Group Chain Linkage** screen.
2. In the **Search Results** section, click the link in the **Approval Workflow Group** column corresponding to the approval workflow chain whose details you want to edit.
The **Approval Workflow Group Chain Linkage** screen appears.
3. Click the **Edit** button in the **Approval Workflow Group Chain Linkage** zone.
The **Approval Workflow Group Chain Linkage** screen appears.
4. Define or edit approval workflow group chain linkage, if required.
5. Define, edit or remove approval workflow criterion from the approval workflow group chain linkage, if required.
6. Define, edit or remove field approval rule criteria from the approval workflow group chain linkage, if required.
7. Click **Save**.

The changes made to the approval workflow group chain linkage screen are saved.

Related Topics

For more information on...	See...
How to search approval workflow group chain linkage	Searching for an Approval Workflow Group Chain Linkage on page 501
Approval Workflow Group Chain Linkage screen	Approval Workflow Group Chain Linkage (Used for Viewing) on page 506
Approval Workflow Group Chain Linkage zone	Approval Workflow Group Chain Linkage on page 507

Deleting an Approval Workflow Group Chain Linkage

Procedure

To delete an approval workflow group chain linkage:

1. Search for an approval workflow group chain linkage in the **Search Approval Workflow Group Chain Linkage** zone.
2. In the **Search Results** section, click the link in the **Approval Workflow Group** column corresponding to the approval workflow chain that you want to delete.
The **Approval Workflow Group Chain Linkage** screen appears.
3. Click the **Delete** button in the **Approval Workflow Group Chain Linkage** zone.
A message appears confirming whether you want to delete the approval workflow group chain linkage.
4. Click **OK**.
The approval workflow group chain linkage is deleted.

Related Topics

For more information on...	See...
How to search for an approval workflow group chain linkage	Searching for an Approval Workflow Group Chain Linkage on page 501

Approval Workflow Setting (Used for Searching)

The **Approval Workflow Setting** screen allows you to search for approval workflow setting using various search criteria. It consists the following zone:

- [Search Approval Workflow Group](#) on page 510

Through this screen, you can navigate to the following screen:

- [Approval Workflow Setting \(Used for Viewing\)](#) on page 514

For more information on...	See...
How to search for an approval workflow setting	Searching for an Approval Workflow Group on page 511
How to view the details of approval workflow settings	Viewing the Approval Workflow Setting Details on page 512

Search Approval Workflow Group

The **Search Approval Workflow Group** zone allows you to search for an approval workflow group using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields::

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to search a particular approval workflow group.	Yes
Description	Used to search approval workflow group with a particular description.	Yes

Note: You must specify at least one search criterion while searching for an approval workflow group.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Workflow Group	Displays the approval workflow group.
Description	Displays the description of the approval workflow group.

Note: It has a link. On clicking the link, the **Approval Workflow Group** screen appears with the details of the respective approval workflow group.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
How to view the details of approval workflow setting	Viewing the Approval Workflow Setting Details on page 512

Searching for an Approval Workflow Group

Prerequisites

To search for an approval workflow group, you should have:

- Approval Workflow Group defined in the application.
- Active flag should be set to **Yes**

Procedure

To search for an approval workflow group:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, Select **A** and then click **Approval Workflow Setting**.
The **Approval Workflow Setting** screen appears.
3. Enter the search criteria in the **Search Approval Workflow Group** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of approval workflow groups that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Approval Workflow Setting screen	Approval Workflow Setting (Used for Viewing) on page 514
Search Approval Workflow Group zone	Search Approval Workflow Group on page 468

Viewing the Approval Workflow Setting Details**Procedure**

To view the details of approval workflow setting:

1. Search for an approval workflow group in the **Approval Workflow Setting** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group whose details you want to view.
The **Approval Workflow Settings** screen appears.
3. View the details of the approval workflow group in the **Approval Workflow Group Settings** zone.

Related Topics

For more information on...	See...
Approval Workflow Group Settings screen	Approval Workflow Setting (Used for Viewing) on page 514
Approval Workflow Group Settings zone	Approval Workflow Group Settings on page 514
How to search for an approval workflow setting	Searching for an Approval Workflow Group on page 511

Defining Approval Workflow Group Settings**Prerequisites**

To define an approval workflow group setting, you should have:



- Approval Workflow Group defined in the application.
- Active flag set to **Yes**

Procedure

To define an approval workflow group setting:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Setting**.
The **Approval Workflow Settings** screen appears.
3. Click the **Add** button in the **Page Title** area of the **Approval Workflow Settings** screen.
The **Approval Workflow Settings** screen appears. It contains the following section:
 - **Main** - Used to specify the details for the approval workflow settings.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to specify the approval workflow group.	Yes
Approval Chain Selection Algorithm	<p>Used to specify the algorithm that will be triggered before creating the approval workflow request.</p> <p>Note: This algorithm identifies the approval workflow chain that must be used for the approval workflow group.</p> <p>Note: You can search for an approval chain selection algorithm by clicking the Search  icon corresponding to the Approval Chain Selection Algorithm field.</p>	Yes
Prevalidation	<p>Used to indicate whether validation must be done before the approval workflow request is created. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No <p>Note: You can search for a prevalidation by clicking the Search  icon corresponding to the Prevalidation field.</p>	Yes
Approval Reason Required	<p>Used to indicate whether you want the approver to add reason and comments while approving the approval transaction. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No 	Yes
Active	<p>Used to indicate whether the approval workflow is required for the business objects in the approval workflow group. The valid values are:</p> <ul style="list-style-type: none"> • Yes - Used when you want to activate the approval workflow for the business objects in the approval workflow group. • No - Used when you do not want to activate the approval workflow for the business objects in the approval workflow group. • Conditional - Used when you want to activate the approval workflow for business objects that satisfy particular criteria (for example, when the person or account belongs to a particular division). Note that, at present, this functionality works only for an approval workflow group which consists of a single business object. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Conditional Algorithm	Used to specify the algorithm that will be used to determine the business objects for which the approval workflow must be activated. Note: This field appears only when the Conditional option is selected from the Active list.	Yes

4. Enter the required details.
5. Click **Save**.

The approval workflow group setting is defined.

Related Topics

For more information on...	See...
Approval Workflow Group screen	Approval Workflow Group (Used for Searching) on page 468
Search Approval Workflow Group zone	Search Approval Workflow Group on page 468

Approval Workflow Setting (Used for Viewing)

Once the approval workflow group setting is defined, the **Approval Workflow Settings** screen allows you to:

- View the details of an approval workflow setting
- Edit the approval workflow group settings
- Delete an approval workflow group settings
- Regenerate approval workflow setting UI maps

This screen consists of the following zone:

- [Approval Workflow Group Settings](#) on page 514

For more information on...	See...
How to edit the approval workflow group settings	Editing Approval Workflow Group Settings on page 516
How to delete an approval workflow group settings	Deleting Approval Workflow Group Settings on page 516
How to regenerate UI Maps	Regenerating Input and Display UI Maps on page 517

Approval Workflow Group Settings

The **Approval Workflow Group Settings** zone displays the details of the approval workflow group settings. It contains the following sections:

- **Main** - Displays the basic information about the approval workflow group settings. It contains the following fields:

Field Name	Field Description
Approval Workflow Group	Displays the approval workflow group.

Field Name	Field Description
Approval Chain Selection Algorithm	<p>Displays the algorithm that will be triggered after creating the approval workflow request.</p> <p>Note: This algorithm identifies the approval workflow chain that must be used for the approval workflow group.</p> <p>Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective approval chain selection algorithm.</p>
Prevalidation	<p>Indicates whether validation must be done before the approval workflow request is created. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No
Approval Reason Required	<p>Indicates whether you want the approver to add reason and comments while approving the approval transaction. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No
Active	<p>Indicates whether the approval workflow is required for the business objects in the approval workflow group. The valid values are:</p> <ul style="list-style-type: none"> • Yes - Used when you want to activate the approval workflow for the business objects in the approval workflow group. • No - Used when you do not want to activate the approval workflow for the business objects in the approval workflow group. • Conditional - Used when you want to activate the approval workflow for business objects that satisfy particular criteria (for example, when the person or account belongs to a particular division). Note that, at present, this functionality works only for an approval workflow group which consists of a single business object.
Conditional Algorithm	<p>Displays the algorithm that will be used to determine the business objects for which the approval workflow must be activated.</p> <p>Note: This field appears only when the Conditional option is selected from the Active list.</p> <p>Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective conditional algorithm.</p>

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the settings of the approval workflow group.
Delete	Used to delete the approval workflow group setting.
Regenerate UI Maps	Used to regenerate the approval workflow group setting UI Maps.

- **Record Information** - This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow reason is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Editing Approval Workflow Group Settings

Prerequisites

To edit approval workflow group settings, you should have:

- Approval Chain Selection Algorithm defined in the application.
- Prevalidation, Approval Reason Required, and Active flag defined in the application.
- Conditional Algorithm defined in the application

Procedure

To edit approval workflow group settings:

1. Search for the approval workflow group in the **Approval Workflow Setting** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group whose details you want to edit.
The **Approval Workflow Settings** screen appears.
3. Click the **Edit** button in the **Approval Workflow Group Settings** zone.
The **Approval Workflow Group Settings** screen appears.
4. Edit the settings for the approval workflow group, if required.
5. Click **Save**.

The changes made to the approval workflow group settings are saved.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
Approval Workflow Settings screen	Approval Workflow Setting (Used for Viewing) on page 514
Approval Workflow Group Settings zone	Approval Workflow Group Settings on page 514

Deleting Approval Workflow Group Settings

Procedure

To delete approval workflow group settings:

1. Search for the approval workflow group in the **Approval Workflow Setting** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group that you want to delete.
The **Approval Workflow Settings** screen appears.
3. Click the **Delete** button in the **Approval Workflow Group Settings** zone.

A message appears confirming whether you want to delete the approval workflow group settings.

4. Click **OK**.

The approval workflow setting is deleted.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
Approval Workflow Settings screen	Approval Workflow Setting (Used for Viewing) on page 514
Approval Workflow Group Settings zone	Approval Workflow Group Settings on page 514

Regenerating Input and Display UI Maps

Procedure

To regenerate UI Maps for an approval workflow group setting:

1. Search for the approval workflow group in the **Approval Workflow Setting** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow group for which you want to regenerate UI maps.

The **Approval Workflow Settings** screen appears.

3. Click the **Regenerate UI Maps** button in the **Approval Workflow Group Settings** zone.

A message appears confirming whether you want to replace the existing Input and Display UI Maps.

4. Click **OK**.

The Input and Display UI Maps are generated.

Related Topics

For more information on...	See...
How to search for an approval workflow group	Searching for an Approval Workflow Group on page 469
Approval Workflow Settings screen	Approval Workflow Setting (Used for Viewing) on page 514
Approval Workflow Setting zone	Approval Workflow Group Settings on page 514

Approval Workflow Reason (Used for Searching)

The **Approval Workflow Reason** screen allows you to search for an approval workflow reason using various search criteria. It also allows you to define an approval workflow reason. It contains the following zone:

- [Approval Workflow Reason List](#) on page 517

Approval Workflow Reason List

The **Approval Workflow Reason List** zone lists the approval workflow reasons that are already defined in the system. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to search a particular approval workflow reason.	No
Description	Used to search approval workflow reasons with a particular description.	No

- **Search Results** - On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Approval Workflow Reason	Displays the approval workflow reason.
Description	Displays the description of the approval workflow reason.
Reason Category	Indicates the category to which the approval workflow reason belongs. The valid values are: <ul style="list-style-type: none"> • Approve • Cancel • Reject

Related Topics

For more information on...	See...
How to filter approval workflow reasons	Filtering the Approval Workflow Reasons on page 518
How to view the details of an approval workflow reason	Viewing the Approval Workflow Reason Details on page 519
How to define an approval workflow reason	Defining an Approval Workflow Reason on page 519

Filtering the Approval Workflow Reasons

Procedure

To filter the approval workflow reasons:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Reason**.
The **Approval Workflow Reason** screen appears.
3. Enter the required search criteria in the **Approval Workflow Reason List** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

The search results are filtered based on the specified criteria.

Related Topics

For more information on...	See...
Approval Workflow Reason screen	Approval Workflow Reason (Used for Searching) on page 517
Approval Workflow Reason List zone	Approval Workflow Reason List on page 517

Viewing the Approval Workflow Reason Details**Procedure**

To view the details of an approval workflow reason:

1. If required, filter the approval workflow reasons in the **Approval Workflow Reason** screen.
2. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow reason whose details you want to view.

The **Approval Workflow Reason** screen appears. It contains the following zone:

- [Approval Workflow Reason](#) on page 520

3. View the details of the approval workflow reason in the **Approval Workflow Reason** zone.

Related Topics

For more information on...	See...
How to filter the approval workflow reasons	Filtering the Approval Workflow Reasons on page 518
Approval Workflow Reason screen	Approval Workflow Reason (Used for Viewing) on page 520

Defining an Approval Workflow Reason**Prerequisites**

To define an approval workflow reason, you should have:

- Values defined for the **APPTXN_REASON_TYPE** lookup field

Procedure

To define an approval workflow reason:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Reason**.
The **Approval Workflow Reason** screen appears.
3. Click the **Add** button in the **Page Title** area of the **Approval Workflow Reason** screen.

The **Approval Workflow Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Used to specify the approval workflow reason.	Yes
Description	Used to specify the description for the approval workflow reason.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Reason Category	Used to indicate the category to which the approval workflow reason belongs. The valid values are: <ul style="list-style-type: none"> • Approve • Cancel • Reject 	Yes

- Enter the required details in the **Approval Workflow Reason** screen.
- Click **Save**.

The approval workflow reason is defined.

Related Topics

For more information on...	See...
Approval Workflow Reason screen	Approval Workflow Reason (Used for Searching) on page 517

Approval Workflow Reason (Used for Viewing)

Once you define an approval workflow reason, the **Approval Workflow Reason** screen allows you to:

- View the details of an approval workflow reason
- Edit and delete an approval workflow reason

This screen contains the following zone:

- [Approval Workflow Reason](#) on page 520

Approval Workflow Reason

The **Approval Workflow Reason** zone displays the details of the approval workflow reason. It contains the following sections:

- **Main** - Displays basic information about the approval workflow reason. It contains the following fields:

Field Name	Field Description
Approval Workflow Reason	Displays the approval workflow reason.
Description	Displays the description of the approval workflow reason.
Reason Category	Indicates the category to which the approval workflow reason belongs. The valid values are: <ul style="list-style-type: none"> • Approve • Cancel • Reject

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the approval workflow reason.
Delete	Used to delete the approval workflow reason.

- **Record Information** - This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the approval workflow reason is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Related Topics

For more information on...	See...
How to edit an approval workflow reason	Editing an Approval Workflow Reason on page 521
How to delete an approval workflow reason	Deleting an Approval Workflow Reason on page 522

Editing an Approval Workflow Reason

Prerequisites

To edit an approval workflow reason, you should have:

- Values defined for the **APPTXN_REASON_TYPE** lookup field

Procedure

To edit an approval workflow reason:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Approval Workflow Reason**.
The **Approval Workflow Reason** screen appears.
3. If required, filter the approval workflow reasons in the **Approval Workflow Reason** screen.
4. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow reason whose details you want to edit.
The **Approval Workflow Reason** screen appears.
5. Click the **Edit** button in the **Approval Workflow Reason** zone.

The **Approval Workflow Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Reason	Displays the approval workflow reason.	Not applicable
Description	Used to specify the description for the approval workflow reason.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Reason Category	Used to indicate the category to which the approval workflow reason belongs. The valid values are: <ul style="list-style-type: none"> • Approve • Cancel • Reject 	Yes

6. Modify the required details in the **Approval Workflow Reason** screen.

7. Click **Save**.

The changes made to the approval workflow reason are saved.

Related Topics

For more information on...	See...
How to filter the approval workflow reasons	Filtering the Approval Workflow Reasons on page 518
Approval Workflow Reason screen	Approval Workflow Reason (Used for Viewing) on page 520
Approval Workflow Reason zone	Approval Workflow Reason on page 520

Deleting an Approval Workflow Reason

Procedure

To delete an approval workflow reason:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **A** and then click **Approval Workflow Reason**.

The **Approval Workflow Reason** screen appears.

3. If required, filter the approval workflow reasons in the **Approval Workflow Reason** screen.

4. In the **Search Results** section, click the link in the **Description** column corresponding to the approval workflow reason that you want to delete.

The **Approval Workflow Reason** screen appears.

5. Click the **Delete** button in the **Approval Workflow Reason** zone.

A message appears confirming whether you want to delete the approval workflow reason.

6. Click **OK**.

The approval workflow reason is deleted.

Related Topics

For more information on...	See...
How to filter the approval workflow reasons	Filtering the Approval Workflow Reasons on page 518
Approval Workflow Reason screen	Approval Workflow Reason (Used for Viewing) on page 520
Approval Workflow Reason zone	Approval Workflow Reason on page 520

Chapter 5

Rules Engine

Topics:

- [Rule Type \(Used for Searching\)](#)
- [Rule Type \(Used for Viewing\)](#)
- [Rule](#)
- [View Rule](#)
- [Rule Check](#)

A rules engine executes one or more business rules in a runtime production environment. It allows you to define, execute, and maintain these business rules separately from the application code. You can then use these business rules in any program to facilitate operational decisions at runtime. For example, you might use business rules in the Collection module to decide the collection strategy or in the Banking module to derive charges codes or price items for the transaction.

A rules engine allows you to classify these rules using the rule type. It also allows you to define the relationship between two or more rules and set the priority for each rule. When a calling program invokes these rules using the rule type, all effective rules with the specified rule type are executed, starting with the rule having highest priority. For example, a rule with the priority 10 will be executed before a rule with the priority 20.

Each rule contains one or more criteria. Depending on whether the criteria is satisfied, the system either executes the next criteria or indicates whether the rule is true or false. The rules engine allows you to define what should happen when the rule is true or false. In both the cases, you can enforce the system to either:

- Execute any dependent rule
- Execute a rule with the same rule type having lower priority
- Return the output parameters and their values to the calling program

You can define a criteria for a rule only using the input parameters that are defined for the rule type. Also, when the rule is true, you can only return the output parameters that are defined for the rule type to the calling programs. Therefore, in case you want to use any field in the rule, you have to associate it with the rule type as an input or output parameter.

A rules engine also allows you to execute preprocessing and postprocessing algorithms. A preprocessing algorithm is triggered before executing any criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated. A postprocessing algorithm is triggered after executing all criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.

Oracle Revenue Management and Billing provides you with the Rule Check utility. It allows you to validate whether rules defined with a specific rule type get executed as expected. On validating, it indicates the sequence in which the rules were executed, the total execution time, and displays the output parameters of the rule that was successfully executed.

Normally, in the Transaction Feed Management feature, the transaction legs are created using the output parameters of the rule where the criteria returns **Rule**

Is True and the rule true action is set to **Success**. Oracle Revenue Management and Billing also enables you to accumulate the output parameters of all rules where the criteria returns **Rule Is True** irrespective of whether the rule true action is set to **Next Dependent**, **Next Rule by Priority**, or **Success**. This accumulation process continues until a rule is executed where the criteria returns **Rule Is True** and the rule true action is set to **Success**. Once the output parameters are accumulated, the transactions legs are created using these accumulated output parameters. You can enable the rule output accumulation feature for the Transaction Feed Management module by setting the **Rule Output Accumulation** option type in the **C1_FM** feature configuration to **true**.

There might be situations when duplicate transaction legs are created through the rule output accumulation process. The system enables you to indicate whether duplicate transaction legs must be created during the transaction aggregation cycle through the rule output accumulation process. If the **Remove Duplicates from Accumulated Rule Output** option type in **C1_FM** feature configuration is set to **true**, the system does not create duplicate transaction legs during the transaction aggregation cycle.

Note: The transaction legs with the same account ID, price item, variance parameter or price item parameters, and processing date are considered as duplicate transaction legs.

Rule Type (Used for Searching)

A rule type can be used for defining rule based auto pay instructions or business rules for mapping transactions with the price items. If you want to use the rule type for defining rule based auto pay instructions, you must set the **Rule Type Usage** field to **Auto Pay**. However, if you want to use the rule type for defining business rules for mapping transactions with the price items, you must leave the **Rule Type Usage** field blank.

It is the rule type which helps the system to determine:

- Fields that can be used while defining criteria for business rules or rule based auto pay instructions
- Entities whose characteristics can be used while defining criteria for rule based auto pay instructions
- Algorithms which must be used for deriving information from the financial transaction
- Maximum number of rules that can be defined when the rule based auto pay instruction is created using the rule type

The **Rule Type** screen allows you to search for a rule type using various search criteria. It also allows you to define, edit, delete, and copy a rule type. It contains the following zone:

- [Search Rule Type](#) on page 525


Search Rule Type




The **Search Rule Type** zone allows you to search for a rule type using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to search a particular rule type.	No
Description	Used to search rule types with a particular description.	No
Rule Type Usage	Used to indicate whether you want to search rule types which are used for defining rule based auto pay instructions or which are used for defining business rules for mapping transactions with the price items. The valid value is: <ul style="list-style-type: none"> • Auto Pay <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: If you want to search rule types which are used for defining business rules for mapping transactions with the price items, you must leave this field blank. </div>	No

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Rule Type	Displays the rule type.
Description	Displays the description of the rule type.
Rule Type Usage	Indicates whether the rule type is used for defining rule based auto pay instructions or for defining business rules for mapping transactions with the price items.
View	On clicking the View  icon, the Rule Type screen appears where you can view the details of the rule type.

Column Name	Column Description
Edit	On clicking the Edit () icon, the Rule Type screen appears where you can edit the details of the rule type.
Delete	On clicking the Delete () icon, you can delete the rule type. Note: You can delete a rule type only when the rule based auto pay instructions or business rules are not yet defined using the rule type.
Copy	On clicking the Copy () icon, the Rule Type screen appears where you can create a new rule type using an existing rule type.

Related Topics

For more information on...	See...
How to search for a rule type	Searching for a Rule Type on page 526
How to view the details of a rule type	Viewing the Rule Type Details on page 536
How to edit a rule type	Editing a Rule Type on page 532
How to delete a rule type	Deleting a Rule Type on page 534
How to copy a rule type	Copying a Rule Type on page 534

Searching for a Rule Type

Prerequisites

To search for a rule type, you should have:

- Values defined for the **C1_RULE_USAGE_FLG** lookup field

Procedure

To search for a rule type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Rule Type**.
A sub-menu appears.
3. Click the **Search** option from the **Rule Type** sub-menu.
The **Rule Type** screen appears.
4. Enter the search criteria in the **Search Rule Type** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of rule types that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Rule Type screen	Rule Type (Used for Searching) on page 525
Search Rule Type zone	Search Rule Type on page 525

Defining a Rule Type

Prerequisites

To define a rule type, you should have:

- Values defined for the **C1_RULE_USAGE_FLG** lookup field

Procedure

To define a rule type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Rule Type**.

A sub-menu appears.

3. Click the **Add** option from the **Rule Type** sub-menu.

The **Rule Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the rule type.
- **Input and Output Parameters** - Used to define input and output parameters for the rule type.
- **Rule Criteria Characteristic Entities** - Used to indicate the entities whose characteristics you can use while defining rule based auto pay instructions using the rule type.

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

- **Rule Criteria Derivation Algorithms** - Used to attach algorithms which you want to use for deriving the following from the financial transaction:
 - Values of all those fields (such as, policy number, plan number, or price item) which are selected in the rule type as the input and output parameters
 - Characteristics of all those entities which are selected in the rule type as the rule criteria characteristic entities

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Rule Type Usage	Used to indicate whether you want to use the rule type for defining rule based auto pay instructions or for defining business rules for mapping transactions with the price items. The valid value is: <ul style="list-style-type: none"> Auto Pay <div style="border: 1px solid black; padding: 5px;"> <p>Note: If you want to use the rule type for defining rule based auto pay instructions, you must set the rule type usage to Auto Pay. However, if you want to use the rule type for defining business rules for mapping transactions with the price items, you must leave this field blank.</p> </div>	No
Description	Used to specify the description for the rule type.	Yes
Maximum Rule Count	Used to indicate the maximum number of rules that can be defined when the rule based auto pay instruction is created using the rule type. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when you select the Auto Pay option from the Rule Type Usage list. The maximum rule count cannot be less than or equal to zero.</p> </div>	No

Tip: Alternatively, you can access this screen by clicking the **Add** button in the **Page Title** area of the **Rule Type** screen.

- Enter the required details in the **Main** section.
- Define input and output parameters for the rule type.
- Associate one or more characteristic entities with the rule type, if required.

Note: You must specify at least one input or output parameter when you want to use the rule type for defining business rules for mapping transactions with the price items. However, you must specify at least one input or output parameter or associate at least one characteristic entity when you want to use the rule type for defining rule based auto pay instructions.

- Associate the rule criteria derivation algorithm when you want to use the rule type for defining rule based auto pay instructions.

Note: You must associate the rule criteria derivation algorithm with the rule type when the **Rule Type Usage** field is set to **Auto Pay**.

- Click **Save**.

The rule type is defined.

Related Topics

For more information on...	See...
How to define input and output parameters for a rule type	Defining Input and Output Parameters for a Rule Type on page 529
How to associate a characteristic entity with a rule type	Associating a Characteristic Entity with a Rule Type on page 531

For more information on...	See...
How to associate an algorithm with a rule type	Associating an Algorithm with a Rule Type on page 530

Defining Input and Output Parameters for a Rule Type

Prerequisites

To define the input and output parameters for a rule type, you should have:

- Fields defined in the application
- Field search zone defined in the application

Procedure

To define the input and output parameters for a rule type:

1. Ensure that the **Input and Output Parameters** section is expanded when you are defining, editing, or copying a rule type.

The **Input and Output Parameters** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to specify the sequence number for the input or output parameter.	Yes
Field	Used to indicate the field that you want to use as the input or output parameter. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Field Search window appears.	Yes
Rule Input/Output	Used to indicate whether you want to use the field as input and/or output parameter while defining a business rule. The valid values are: <ul style="list-style-type: none"> • Input • Input and Output • Output Note: By default, the Input option is selected. This field appears only when you do not select the Auto Pay option from the Rule Type Usage list.	Yes
Search Zone	Used to indicate the search zone that you want to use for searching the field value while defining criteria for rule based auto pay instructions. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Zone Search window appears. This field appears only when you select the Auto Pay option from the Rule Type Usage list.	No

2. Enter the required details in the **Input and Output Parameters** section.

Note:

At present, the following fields are only supported while defining a rule type where the **Rule Type Usage** field is set to **Auto Pay**:

- Policy Number
- Plan Number
- Price Item

If you want to use any other field while defining criteria for rule based auto pay instructions, the implementation team will have to develop the custom logic to implement the requirement.

3. If you want to define more than one input or output parameter for the rule type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove an input or output parameter from the rule type, click the **Delete** (🗑️) icon corresponding to the parameter.

Related Topics

For more information on...	See...
How to define a rule type	Defining a Rule Type on page 527
How to edit a rule type	Editing a Rule Type on page 532
How to copy a rule type	Copying a Rule Type on page 534

Associating an Algorithm with a Rule Type**Prerequisites**

To associate an algorithm with a rule type, you should have:

- Rule criteria derivation algorithm defined using the **C1-APRCRIDER** algorithm type


Procedure

To associate an algorithm with a rule type:


1. Ensure that the **Rule Criteria Derivation Algorithms** section is expanded when you are defining, editing, or copying a rule type.


The **Rule Criteria Derivation Algorithms** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithm should be executed.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Algorithm	<p>Used to attach an algorithm which you want to use for deriving the following from the financial transaction:</p> <ul style="list-style-type: none"> • Values of all those fields (such as, policy number, plan number, or price item) which are selected in the rule type as the input and output parameters • Characteristics of all those entities which are selected in the rule type as the rule criteria characteristic entities <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	Yes

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

2. Enter the required details in the **Rule Criteria Derivation Algorithms** section.
3. If you want to associate more than one algorithm with the rule type, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove an algorithm from the rule type, click the **Delete**  icon corresponding to the algorithm.

Related Topics

For more information on...	See...
How to define a rule type	Defining a Rule Type on page 527
How to edit a rule type	Editing a Rule Type on page 532
How to copy a rule type	Copying a Rule Type on page 534

Associating a Characteristic Entity with a Rule Type

Prerequisites

To associate a characteristic entity with a rule type, you should have:

- Values defined for the **RULE_CRITERIA_ENTITY_FLG** lookup field

Procedure

To associate a characteristic entity with a rule type:

1. Ensure that the **Rule Criteria Characteristic Entities** section is expanded when you are defining, editing, or copying a rule type.

The **Rule Criteria Characteristic Entities** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Entity	<p>Used to indicate the entity whose characteristics you want to use while defining criteria for rule based auto pay instructions. The valid values are:</p> <ul style="list-style-type: none"> • Adjustment • Billable Charge • Policy • Policy Plan • Price Item <p>Note: At present, the characteristics of the above listed entities are only supported while defining criteria for rule based auto pay instructions. If you want to use characteristics of any other entity, the implementation team will have to develop the custom logic to implement the requirement.</p>	Yes

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

2. Enter the required details in the **Rule Criteria Characteristic Entities** section.
3. If you want to associate more than one characteristic entity with the rule type, click the **Add (+)** icon and then repeat step 2.

Note: However, if you want to remove a characteristic entity from the rule type, click the **Delete (🗑)** icon corresponding to the characteristic entity.

Related Topics

For more information on...	See...
How to define a rule type	Defining a Rule Type on page 527
How to edit a rule type	Editing a Rule Type on page 532
How to copy a rule type	Copying a Rule Type on page 534

Editing a Rule Type

Procedure

To edit a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **Edit (✎)** icon in the **Edit** column corresponding to the rule type whose details you want to edit.

The **Rule Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the rule type.
- **Input and Output Parameters** - Used to define input and output parameters for the rule type.
- **Rule Criteria Characteristic Entities** - Used to indicate the entities whose characteristics you can use while defining rule based auto pay instructions using the rule type.

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

- **Rule Criteria Derivation Algorithms** - Used to attach algorithms which you want to use for deriving the following from the financial transaction:
 - Values of all those fields (such as, policy number, plan number, or price item) which are selected in the rule type as the input and output parameters
 - Characteristics of all those entities which are selected in the rule type as the rule criteria characteristic entities

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Displays the rule type.	Not applicable
Rule Type Usage	Indicates whether the rule type is used for defining rule based auto pay instructions or for defining business rules for mapping transactions with the price items.	Not applicable
Description	Used to specify the description for the rule type.	Yes
Maximum Rule Count	Used to indicate the maximum number of rules that can be defined when the rule based auto pay instruction is created using the rule type. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Rule Type Usage field is set to Auto Pay. The maximum rule count cannot be less than or equal to zero. You cannot reduce the maximum rule count when one or more auto pay instructions contain the specified number of rules.</p> </div>	No

Tip: Alternatively, you can edit the details of a rule type by clicking the **Edit** link in the **Rule Type** zone.

3. Modify the required details in the **Main** section.
4. Define, edit, or remove input or output parameters from the rule type, if required.

Note: You cannot edit or remove an input or output parameter from the rule type when it is used for defining criteria in a business rule or rule based auto pay instruction.

5. Associate or remove one or more characteristic entities from the rule type, if required.

Note:

You must specify at least one input or output parameter when you want to use the rule type for defining business rules for mapping transactions with the price items. However, you must specify at least one input or output parameter or associate at least one characteristic entity when you want to use the rule type for defining rule based auto pay instructions.

You cannot remove a characteristic entity from the rule type when it is used for defining criteria in a rule based auto pay instruction.

6. Associate or remove one or more rule criteria derivation algorithm from the rule type, if required.

Note: You must associate the rule criteria derivation algorithm with the rule type when the **Rule Type Usage** field is set to **Auto Pay**.

7. Click **Save**.

The changes made to the rule type are saved.

Related Topics

For more information on...	See...
How to search for a rule type	Searching for a Rule Type on page 526
How to define input and output parameters for a rule type	Defining Input and Output Parameters for a Rule Type on page 529
How to associate a characteristic entity with a rule type	Associating a Characteristic Entity with a Rule Type on page 531
How to associate an algorithm with a rule type	Associating an Algorithm with a Rule Type on page 530
Rule Type zone	Rule Type on page 536

Deleting a Rule Type

Procedure

To delete a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the rule type that you want to delete.

A message appears confirming whether you want to delete the rule type.

Note: You can delete a rule type only when the rule based auto pay instructions or business rules are not yet defined using the rule type.

3. Click **OK**.

The rule type is deleted.

Related Topics

For more information on...	See...
How to search for a rule type	Searching for a Rule Type on page 526

Copying a Rule Type

Instead of creating a rule type from scratch, you can create a new rule type using an existing rule type. This is possible through copying a rule type. On copying a rule type, the details including the input and output parameters, rule criteria characteristic entities, and rule criteria derivation algorithms are copied to the new rule type. You can then edit the details, if required.

Prerequisites


To copy a rule type, you should have:

- Rule type (whose copy you want to create) defined in the application
- Values defined for the **C1_RULE_USAGE_FLG** lookup field

Procedure

To copy a rule type:

1. Search for the rule type in the **Rule Type** screen.

2. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the rule type whose copy you want to create.

The **Rule Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the rule type.
- **Input and Output Parameters** - Used to define input and output parameters for the rule type.
- **Rule Criteria Characteristic Entities** - Used to indicate the entities whose characteristics you can use while defining rule based auto pay instructions using the rule type.

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

- **Rule Criteria Derivation Algorithms** - Used to attach algorithms which you want to use for deriving the following from the financial transaction:
 - Values of all those fields (such as, policy number, plan number, or price item) which are selected in the rule type as the input and output parameters
 - Characteristics of all those entities which are selected in the rule type as the rule criteria characteristic entities

Note: This section appears only when you select the **Auto Pay** option from the **Rule Type Usage** list.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes
Rule Type Usage	Used to indicate whether you want to use the rule type for defining rule based auto pay instructions or for defining business rules for mapping transactions with the price items. The valid value is: <ul style="list-style-type: none"> • Auto Pay <p>Note: If you want to use the rule type for defining rule based auto pay instructions, you must set the rule type usage to Auto Pay. However, if you want to use the rule type for defining business rules for mapping transactions with the price items, you must leave this field blank.</p>	No
Description	Used to specify the description for the rule type.	Yes
Maximum Rule Count	Used to indicate the maximum number of rules that can be defined when the rule based auto pay instruction is created using the rule type. <p>Note: This field appears only when you select the Auto Pay option from the Rule Type Usage list. The maximum rule count cannot be less than or equal to zero.</p>	No

3. Enter the required details in the **Main** section.
4. Define, edit, or remove input or output parameters from the rule type, if required.
5. Associate or remove one or more characteristic entities from the rule type, if required.

Note: You must specify at least one input or output parameter when you want to use the rule type for defining business rules for mapping transactions with the price items. However, you must specify at least one input or output parameter or associate at least one characteristic entity when you want to use the rule type for defining rule based auto pay instructions.

- Associate the rule criteria derivation algorithm when you want to use the rule type for defining rule based auto pay instructions.

Note: You must associate the rule criteria derivation algorithm with the rule type when the **Rule Type Usage** field is set to **Auto Pay**.

- Click **Save**.

The new rule type is defined.


Related Topics

For more information on...	See...
How to search for a rule type	Searching for a Rule Type on page 526
How to define input and output parameters for a rule type	Defining Input and Output Parameters for a Rule Type on page 529
How to associate a characteristic entity with a rule type	Associating a Characteristic Entity with a Rule Type on page 531
How to associate an algorithm with a rule type	Associating an Algorithm with a Rule Type on page 530

Viewing the Rule Type Details

Procedure

To view the details of a rule type:

- Search for the rule type in the **Rule Type** screen.
- In the **Search Results** section, click the **View**  icon in the **View** column corresponding to the rule type whose details you want to view.

The **Rule Type** screen appears.

- View the details of the rule type in the **Rule Type** zone.

Related Topics

For more information on...	See...
How to search for a rule type	Searching for a Rule Type on page 526
Rule Type screen	Rule Type (Used for Viewing) on page 536
Rule Type zone	Rule Type

Rule Type (Used for Viewing)

The **Rule Type** screen allows you to view the details of the rule type. It contains the following zone:

- [Rule Type](#) on page 536

Rule Type

The **Rule Type** zone displays the details of the rule type. It contains the following sections:

- **Main** - Displays basic information about the rule type. It contains the following fields:

Field Name	Field Description
Rule Type	Displays the rule type.
Rule Type Usage	Indicates whether the rule type is used for defining rule based auto pay instructions or for defining business rules for mapping transactions with the price items. Note: This field appears only when the rule type usage is specified while defining the rule type.
Description	Displays the description of the rule type.
Maximum Rule Count	Indicates the maximum number of rules that can be defined when the rule based auto pay instruction is created using the rule type. Note: This field appears only when the Rule Type Usage field is set to Auto Pay .

- **Input and Output Parameters** - Lists the input and output parameters defined for the rule type. It contains the following columns:

Column Name	Column Description
Sequence	Displays the sequence number of the input or output parameter.
Field	Indicates the field which is used as the input or output parameter.
Type	Indicates whether the field is used as input and/or output parameter while defining a business rule.
Search Zone	Indicates the search zone that is used for searching the field value while defining criteria for rule based auto pay instructions. Note: It has a link. On clicking the link, the Zone screen appears where you can view the details of the zone.

- **Rule Criteria Characteristic Entities** - This section contains the following column:

Column Name	Column Description
Characteristic Entity	Indicates the entity whose characteristics can be used while defining criteria for rule based auto pay instructions. The valid values are: <ul style="list-style-type: none"> • Adjustment • Billable Charge • Policy • Policy Plan • Price Item

- **Rule Criteria Derivation Algorithms** - Lists the algorithms attached to the rule type. It contains the following columns:

Column Name	Column Description
Sequence	Indicates the order in which the algorithm should be executed.

Column Name	Column Description
Algorithm	Indicates the algorithm attached to the rule type which derives the following from the financial transaction: <ul style="list-style-type: none"> • Values of all those fields (such as, policy number, plan number, or price item) which are selected in the rule type as the input and output parameters • Characteristics of all those entities which are selected in the rule type as the rule criteria characteristic entities

Note: The **Rule Criteria Characteristic Entities** and **Rule Criteria Derivation Algorithms** sections appear only when the **Rule Type Usage** field is set to **Auto Pay**.

You can edit the details of the rule type by clicking the **Edit** link in the upper-right corner of this zone.

Related Topics

For more information on...	See...
How to edit a rule type	Editing a Rule Type on page 532

Rule

The **Rule** screen allows you to define, edit, delete, and copy a rule. This screen consists of the following zones:

- [Search](#) on page 538

Search





The **Search** zone allows you to search for a rule. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	No
Rule Type	Used to specify the type of rule.	No
Description	Used to specify the description for the rule.	No
Rule Priority	Used to specify the priority of the rule.	No
Effective Start Date	Used to specify the date from when the rule is effective.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Priority	Displays the priority of the rule.
Code	Displays the rule code.
Description	Displays the description of the rule.
Type	Displays the type of rule.
Start Date	Displays the date from when the rule is effective.

Column Name	Column Description
End Date	Displays the date till when the rule is effective.
Preprocessing Algorithm	Indicates the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.
Postprocessing Algorithm	Indicates the algorithm that will be triggered when the rule is true. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.
View	On clicking the View () icon, the View Rule screen appears where you can view the details of the rule.
Edit	On clicking the Edit () icon, the Edit Rule screen appears where you can edit the details of the rule.
Delete	On clicking the Delete () icon, you can delete the rule. <div style="border: 1px solid black; padding: 2px;">Note: You can delete a rule only if it is not used.</div>
Copy	On clicking the Copy () icon, the Copy Rule screen appears where you can create a rule using an existing rule.

You can create a new rule by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a rule	Searching for a Rule on page 539
How to view the details of a rule	Viewing the Rule Details on page 552
How to define a rule	Defining a Rule on page 540
How to edit a rule	Editing a Rule on page 544
How to delete a rule	Deleting a Rule on page 549
How to copy a rule	Copying a Rule on page 549

Searching for a Rule

Procedure

To search for a rule:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Rule**.
A sub-menu appears.
3. Click the **Search** option from the **Rule** sub-menu.
The **Rule** screen appears.
4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of rules that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Rule screen	Rule on page 538
Search zone	Search on page 538

Defining a Rule

Prerequisites

To define a rule, you should have:

- Rule types defined in the application
- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them

Procedure

To define a rule:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **R** and then click **Rule**.

A sub-menu appears.

3. Click the **Add** option from the **Rule** sub-menu.

The **Add Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	Yes
Rule Type	Used to specify the type of rule.	Yes
Description	Used to specify the description for the rule.	Yes
Rule Priority	Used to specify the priority of the rule. Note: You cannot define two rules with the same rule type and priority in the same duration.	Yes
Effective Start Date	Used to specify the date from when the rule is effective.	Yes
Effective End Date	Used to specify the date till when the rule is effective. Note: The effective end date cannot be earlier than the effective start date.	No

Field Name	Field Description	Mandatory (Yes or No)
Preprocessing Algorithm	<p>Used to specify the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.</p> <div data-bbox="545 386 1105 558" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	No
Postprocessing Algorithm	<p>Used to specify the algorithm that will be triggered when the rule is true. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.</p> <div data-bbox="545 730 1105 903" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	No
Rule True Action	<p>Used to indicate what should happen when all conditions in the rule are satisfied and returns Rule is True. The valid values are:</p> <ul style="list-style-type: none"> • Next Dependent Rule — Used to indicate that the dependent rule should be executed when the rule is true. • Next Rule by Priority — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is true. • Success — Used to indicate that no more rules should be executed when the rule is true. The output parameters and their values are returned to the calling programs. 	Yes
Dependent Rule	<p>Used to specify the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule True Action list.</p>	<p>Yes (Conditional)</p> <div data-bbox="1130 1499 1463 1625" style="border: 1px solid black; padding: 5px;"> <p>Note: This field is required when you select Next Dependent Rule from the Rule True Action list.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
Rule False Action	Used to indicate what should happen when any of the criteria in the rule is not satisfied and returns Rule is False . The valid values are: <ul style="list-style-type: none"> • Next Dependent Rule — Used to indicate that the dependent rule should be executed when the rule is false. • Next Rule by Priority — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is false. • Success — Used to indicate that no more rules should be executed when the rule is false. The output parameters and their values are returned to the calling programs. 	Yes
Dependent Rule	Used to specify the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule False Action list.	Yes (Conditional) Note: This field is required when you select Next Dependent Rule from the Rule False Action list.

In addition, it contains the following two sections:

- **Rule Output Parameters** — Used to specify the output parameters that must be returned to the calling programs or dependent rules when all conditions in the rule are satisfied. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter Name	Used to specify the parameter. Note: For more information about the output parameters that you can specify while defining a rule, see Transaction Validation and Initial Price Item Determination on page 579. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.	Yes
Parameter Value	Used to specify the value for the parameter. Note: You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.	Yes

- **Criteria** — Used to define criteria for the rule. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the order in which the criteria should be executed in the rule.	Yes

Column Name	Column Description	Mandatory (Yes or No)
Parameter Name	<p>Used to indicate whether you want to specify a field or an algorithm as an input parameter. It also allows you to specify the field or algorithm name.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: If a business label is defined for a user defined field (that you have selected), the business label appears in the Parameter Name field.</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.</p> </div>	Yes
Operator	Used to specify the relational operator to define the relation between the parameter name and value.	Yes
Parameter Value	<p>Used to specify the parameter value.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.</p> <p>The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.</p> </div>	Yes
Is True	<p>Used to indicate what should happen when the condition is true (satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes
Is False	<p>Used to indicate what should happen when the condition is false (not satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is Insufficient	Used to indicate what should happen when the data is insufficient. The valid values are: <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

Tip: Alternatively, you can access the **Add Rule** screen by clicking the **Add** link in the upper right corner of the **Search** zone in the **Rule** screen.

4. Enter the required details.

Note:

You can search for a parameter, dependent rule and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Add** (+) icon and then specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Delete** (🗑️) icon corresponding to it.

5. Click **Save**.

The rule is defined.

Related Topics

For more information on...	See...
Rule screen	Rule on page 538
Search zone	Search on page 538

Editing a Rule

Prerequisites

To edit a rule, you should have:

- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them.

Procedure

To edit a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **Edit** (✏️) icon in the **Edit** column corresponding to the rule whose details you want to edit.

The **Edit Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	Yes
Rule Type	Used to specify the type of rule.	Yes
Description	Used to specify the description for the rule.	Yes
Rule Priority	Used to specify the priority of the rule. Note: You cannot define two rules with the same rule type and priority in the same duration.	Yes
Effective Start Date	Used to specify the date from when the rule is effective.	Yes
Effective End Date	Used to specify the date till when the rule is effective. Note: The effective end date cannot be earlier than the effective start date.	No
Preprocessing Algorithm	Used to specify the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	No
Postprocessing Algorithm	Used to specify the algorithm that will be triggered when the rule is true. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	No

Field Name	Field Description	Mandatory (Yes or No)
Rule True Action	Used to indicate what should happen when all conditions in the rule are satisfied and returns Rule is True . The valid values are: <ul style="list-style-type: none"> • Next Dependent Rule — Used to indicate that the dependent rule should be executed when the rule is true. • Next Rule by Priority — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is true. • Success — Used to indicate that no more rules should be executed when the rule is true. The output parameters and their values are returned to the calling programs. 	Yes
Dependent Rule	Used to specify the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule True Action list.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field is required when you select Next Dependent Rule from the Rule True Action list. </div>
Rule False Action	Used to indicate what should happen when any of the criteria in the rule is not satisfied and returns Rule is False . The valid values are: <ul style="list-style-type: none"> • Next Dependent Rule — Used to indicate that the dependent rule should be executed when the rule is false. • Next Rule by Priority — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is false. • Success — Used to indicate that no more rules should be executed when the rule is false. The output parameters and their values are returned to the calling programs. 	Yes
Dependent Rule	Used to specify the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule False Action list.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field is required when you select Next Dependent Rule from the Rule False Action list. </div>

In addition, it contains the following two sections:

- **Rule Output Parameters** — Used to specify the output parameters that must be returned to the calling programs or dependent rules when all conditions in the rule are satisfied. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter Name	Used to specify the parameter. Note: For more information about the output parameters that you can specify while defining a rule, see Transaction Validation and Initial Price Item Determination on page 579. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.	Yes
Parameter Value	Used to specify the value for the parameter. Note: You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value.	Yes

- **Criteria** — Used to define criteria for the rule. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the order in which the criteria should be executed in the rule.	Yes
Parameter Name	Used to indicate whether you want to specify a field or an algorithm as an input parameter. It also allows you to specify the field or algorithm name. Note: If a business label is defined for a user defined field (that you have selected), the business label appears in the Parameter Name field. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.	Yes
Operator	Used to specify the relational operator to define the relation between the parameter name and value.	Yes
Parameter Value	Used to specify the parameter value. Note: You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;) in the parameter value. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Search Rule Type Field window appears.	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is True	Used to indicate what should happen when the condition is true (satisfied). The valid values are: <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes
Is False	Used to indicate what should happen when the condition is false (not satisfied). The valid values are: <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes
Is Insufficient	Used to indicate what should happen when the data is insufficient. The valid values are: <ul style="list-style-type: none"> • Check next condition — Used to indicate that the condition with consecutive sequence number should be executed. • Rule is false — Used to indicate that the action specified in the Rule False Action field should be executed. • Rule is true — Used to indicate that the action specified in the Rule True Action field should be executed. 	Yes

Tip: Alternatively, you can access the **Edit Rule** screen by clicking the **Edit** link in the **View Rule** screen.

3. Modify the required details.

Note: You can search for a parameter, dependent rule and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

4. Add or remove output parameters or criteria from the rule, if required.

Note: If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Add** (+) icon and then specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Delete** (🗑️) icon corresponding to it.

5. Click **Save**.

The changes made to the rule are saved.


Related Topics

For more information on...	See...
Rule screen	Rule on page 538
Search zone	Search on page 538

Deleting a Rule

Procedure

To delete a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **Delete**  icon in the **Delete** column corresponding to the rule that you want to delete.

A message appears confirming whether you want to delete the rule.

Note: You can delete a rule only if it is not used.
--

3. Click **OK**.

The rule is deleted.

Related Topics

For more information on...	See...
Rule screen	Rule on page 538
Search zone	Search on page 538

Copying a Rule

Instead of creating a rule from scratch, you can also create a new rule using an existing rule. You can do this by copying a rule. When you copy a rule, the output parameters and criteria defined for the original rule are copied to the new rule. You can then add or remove parameters or criteria from the new rule.

Prerequisites

To copy a rule, you should have:

- Rule (whose copy you want to create) defined in the application
- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them

Procedure

To copy a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **Copy**  icon corresponding to the rule whose copy you want to create.

The **Copy Rule** screen appears.

3. Enter the new rule code and the description for the new rule.
4. Modify the required details.

- Add or remove output parameters or criteria from the new rule.

Note:

You can specify any special characters except ampersand (&), comma (,), underscore (_), equal to (=), tilde (~), and semi-colon(;), in the parameter value.

You can search for a parameter, dependent rule and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Add** (+) icon and then specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Delete** (🗑️) icon corresponding to it.

For more information about the output parameters that you can specify while defining a rule, see [Transaction Validation and Initial Price Item Determination](#) on page 579.

- Click **Save**.

The new rule is defined.

Related Topics

For more information on...	See...
Rule screen	Rule on page 538
Search zone	Search on page 538
How to define a rule	Defining a Rule on page 540

View Rule

The **View Rule** screen allows you to view the details of a rule. This screen consists of the following zones:

- [Rule Information](#) on page 550

Rule Information

The **Rule Information** zone displays information about the rule. This zone contains the following fields:

Field Name	Field Description
Rule Code	Displays the rule code.
Rule Type	Indicates the type of rule.
Description	Displays the description of the rule.
Rule Priority	Indicates the priority of the rule. Note: You can use the Move Up (↑) and Move Down (↓) icons corresponding to this field to view the details of a rule (having the same rule type) with a higher or lower priority. Note that this functionality is available only when you access the View Rule screen through the Rule screen.
Effective Start Date	Displays the date from when the rule is effective.
Effective End Date	Displays the date till when the rule is effective.

Field Name	Field Description
Preprocessing Algorithm	Indicates the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.
Postprocessing Algorithm	Indicates the algorithm that will be triggered after executing the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.
Rule True Action	Indicates what should happen when all conditions in the rule are satisfied and returns Rule is True .
Dependent Rule	Indicates the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule True Action list.
Rule False Action	Indicates what should happen when any of the criteria in the rule is not satisfied and returns Rule is False .
Dependent Rule	Indicates the next dependent rule that must be executed when Next Dependent Rule is selected from the Rule False Action list.

In addition, it contains the following two sections:

- **Rule Output Parameters** — Lists the output parameters that must be returned to the calling programs or dependent rules when all conditions in the rule are satisfied. This section contains the following columns:

Column Name	Column Description
Parameter Name	Displays the name of the parameter. In addition, this column has a context menu which helps in navigating to the Field screen.
Parameter Value	Displays the value of the parameter.

- **Criteria** — Lists the criteria defined in the rule. This section contains the following columns:

Column Name	Column Description
Sequence Number	Indicates the order in which the criteria should be executed in the rule.
Parameter Type	Indicates whether the input parameter is a field or an algorithm.
Parameter Name	Displays the field or algorithm name which is used as an input parameter.
Operator	Indicates the relational operator used to define the relation between the parameter name and value.
Parameter Value	Displays the parameter value.
Is True	Indicates what should happen when the condition is true (satisfied). The valid values are: <ul style="list-style-type: none"> • Check next condition — Indicates that the condition with consecutive sequence number should be executed. • Rule is false — Indicates that the action specified in the Rule False Action field should be executed. • Rule is true — Indicates that the action specified in the Rule True Action field should be executed.

Column Name	Column Description
Is False	<p>Indicates what should happen when the condition is false (not satisfied). The valid values are:</p> <ul style="list-style-type: none"> • Check next condition — Indicates that the condition with consecutive sequence number should be executed. • Rule is false — Indicates that the action specified in the Rule False Action field should be executed. • Rule is true — Indicates that the action specified in the Rule True Action field should be executed.
Is Insufficient	<p>Indicates what should happen when the data is insufficient. The valid values are:</p> <ul style="list-style-type: none"> • Check next condition — Indicates that the condition with consecutive sequence number should be executed. • Rule is false — Indicates that the action specified in the Rule False Action field should be executed. • Rule is true — Indicates that the action specified in the Rule True Action field should be executed.

The **Edit** link appears in the upper-right corner of the **Rule Information** zone. On clicking the **Edit** link, the **Edit Rule** screen appears where you can edit the details of the rule.

Related Topics

For more information on...	See...
How to view the details of a rule	Viewing the Rule Details on page 552

Viewing the Rule Details

Procedure

To view the details of a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the rule whose details you want to view.

The **View Rule** screen appears.

3. View the details of the rule in the **Rule Information** zone.

Related Topics

For more information on...	See...
View Rule screen	View Rule on page 550
Rule Information zone	Rule Information on page 550
How to search for a rule	Searching for a Rule Type on page 526

Rule Check

The **Rule Check** screen allows you to validate whether rules of a particular rule type are executed as expected. On validating, it indicates the sequence in which all effective rules were executed, the total execution time, and the output parameters of the rule that was successfully executed. This screen consists of the following sections:

- Rule Type Input Parameters
- Rule Output Parameters
- Rule Execution

Rule Type Input Parameters

The **Rule Type Input Parameters** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes
Effective Date	Used when you want to execute the rules which are effective on a particular date. Note: If you do not specify the effective date, the system executes all rules which are effective on the system date.	No
Parameter Name	Indicates the input parameter. Note: The input parameters listed change depending on the rule type that you have selected.	Not applicable
Parameter Value	Used to specify the value for the input parameter.	Yes

In addition, this section contains the **Check Rule** button. On clicking the button, you can validate the sequence in which the rules with the specified rule type are executed.

Rule Output Parameters

The **Rule Output Parameters** section contains the following fields:

Field Name	Field Description
Status	Displays the status of the rule execution. The valid values are: <ul style="list-style-type: none"> • Success — Indicates that one of the rule was successfully executed and returned the output parameters. • Fail — Indicates that none of the rules with the specified rule type were successfully executed. • Error — Indicates that an error occurred while executing a rule.
Execution Time	Displays the total time taken to execute all effective rules with the specified rule type.
Error	Displays the error message indicating the error that occurred while executing a rule. Note: This field appears only when the status is Error .

In addition, this section contains the following columns:

Column Name	Column Description
Parameter Name	Displays the output parameter of the rule that was successfully executed.
Parameter Value	Displays the value of the output parameter.

Rule Execution

The **Rule Execution** section indicates the sequence in which all effective rules with the specified rule type were executed. This section contains the following columns:

Column Name	Column Description
Rule Code	Indicates the rule that was executed.
Rule Type	Indicates the type of rule.
Rule Priority	Indicates the priority of the rule.
Rule Status Flag	Indicates whether the rule was true or false.
Rule Next Action	Indicates the action that took place when the rule was true or false.

Rule Check

The **Rule Check** zone allows you to validate whether rules of a particular rule type are executed as expected. It indicates the sequence in which all effective rules were executed along with the total execution time. This zone consists of the following sections:

- **Rule Type Input Parameters** — This sections contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes
Effective Date	Used when you want to execute the rules which are effective on a particular date.	No
Parameter Name	Indicates the input parameter. Note: The input parameters listed change depending on the rule type that you have selected.	Not applicable
Parameter Value	Used to specify the value for the input parameter.	Yes

In addition, this section contains the **Check Rule** button. On clicking the button, you can validate the sequence in which the rules with the specified rule type are executed.

- **Rule Output Parameters** — This section contains the following fields:

Field Name	Field Description
Status	Displays the status of the rule execution. The valid values are: <ul style="list-style-type: none"> • Success — Indicates that one of the rule was successfully executed and returned the output parameters. • Fail — Indicates that none of the rules with the specified rule type were successfully executed. • Error — Indicates that an error occurred while executing a rule.
Execution Time	Displays the total time taken to execute a set of rules.

Field Name	Field Description
Error	Displays the error message indicating the error that occurred while executing a rule. Note: This field appears only when the status is Error .

In addition, this section contains the following columns:

Column Name	Column Description
Parameter Name	Displays the output parameter of the rule that was successfully executed.
Parameter Value	Displays the value of the output parameter.

- **Rule Execution** — Indicates the sequence in which the rules with the specified rule type were executed. This section contains the following columns:

Column Name	Column Description
Rule Code	Displays the rule code.
Rule Type	Displays the type of rule.
Rule Priority	Displays the priority of the rule.
Rule Status Flag	Indicates whether the rule was true or false.
Rule Next Action	Indicates the action that took place when the rule was true or false.

Related Topics

For more information on...	See...
Rule Check screen	Rule Check on page 553

Chapter

6

Alternate Sequential Bill Numbers

Topics:

- [Sequential Bill Number Generation Algorithms](#)
- [Enabling the Alternate Sequential Bill Numbers Feature](#)

Each bill is uniquely identified by its bill ID. Bill ID is a random, system-generated number. In some locales, bills have an additional identifier known as alternate sequential bill number. Alternate sequential bill numbers are system-generated, sequential numbers. For example, the first bill generated by the system is assigned a sequential bill number of 1, the next bill is assigned a value of 2, and so on.

If you want to generate alternate sequential bill numbers, you must select the **Use Sequential Bill Numbers** check box in the **Billing** tab of the **Installation Options** screen. However, you can only generate alternate sequential bill numbers for bills that are complete and for which the alternate sequential bill numbers are not yet generated.

You can configure the application to generate alternate sequential bill numbers which are either unique throughout the system or within the division. The **Assign Sequential Bill Numbers (ASSGNSBN)** batch allows you to generate alternate sequential bill numbers for completed bills. You need to configure this batch such that it is executed at regular intervals. For more information about the batch, refer to *Oracle Revenue Management and Billing Batch Guide*.

Sequential Bill Number Generation Algorithms

The following table lists the sequential bill number generation algorithm types shipped with the product:

If you want to generate...	Then create algorithm using the following algorithm type....
Alternate sequential bill numbers unique throughout the system	C1_ALTBLLSYS on page 558
Alternate sequential bill numbers unique within the division	C1_ALTBLDV on page 561
Alternate sequential bill numbers unique throughout the system and in the required format using a set of parameters	C1_ALTBLSYS1 on page 558 Note: The alternate sequential bill number will be unique throughout the system only when you configure the algorithm parameters appropriately.
Alternate sequential bill numbers unique within the division and in the required format using a set of parameters	C1_ALTBLDIV1 on page 561 Note: The alternate sequential bill number will be unique within the division only when you configure the algorithm parameters appropriately.

C1_ALTBLLSYS

The **C1_ALTBLLSYS** algorithm type is used to generate alternate bill ID for a completed bill. The alternate bill ID is sequenced using the sequence number, and is unique throughout the system. This algorithm type does not have any parameters.

C1_ALTBLSYS1

The **C1_ALTBLSYS1** algorithm type is used to generate alternate bill ID for a completed bill. You can generate alternate bill ID in the required format using the following parameters:

Parameter	Description
'X'	Here, X stands for a separator. For example, ','. The separator must be enclosed within single quotes. It will act as a delimiter in the alternate sequential bill number.
CIS_DIVISION	The division to which the account belongs. It is retrieved from the bill. It should not be more than five characters.
BILL_CYC_CD	The bill cycle of the account for which the bill is generated. It is retrieved from the bill. It should not be more than four characters.

Parameter	Description
ACCT_IDENTIFIER=<Account_Identifier_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Account_Identifier_Type> - Used to indicate the account identifier type whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the account identifier. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the account identifier. If you do not specify the count, by default, it is set to five.
CHARACC=<Characteristic_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Characteristic_Type> - Used to indicate the account's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. <div data-bbox="818 1241 1463 1339" style="border: 1px solid black; padding: 5px;"> <p>Note: If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.</p> </div>

Parameter	Description
CHARPER=<Characteristic_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Characteristic_Type> - Used to indicate the person's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. <p>Note: If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.</p>
BILL_DT=MMddyy	<p>The date when the bill is created for the account. It should not be more than six characters. You can use the following patterns in the date format:</p> <ul style="list-style-type: none"> • "yyyy" or "yy" for year • "MM" or "M" for month • "dd" or "d" for day <p>Note: The date format should either start or end with the year.</p>
SEQ_NBR	The sequence number generated by the database. It should not be more than 12 characters.
FIXED_SUFFIX=XX	Here, X stands for a letter or a group of letters that you want to add at the end of the alternate sequential bill number.
LEFT_PADDING_CHAR=ZERO LEFT_PADDING_CHAR=SPACE	<p>or</p> <p>Indicates whether you want to add zero or space when the number of characters derived from the account's or person's characteristic value is less than the character count. The padding is added to the left.</p>

You can specify the above mentioned parameters against any of the following parameters available in the **C1_ALTBLSYS1** algorithm type:

- Field1
- Field2
- Field3
- Field4
- Field5
- Field6
- Field7
- Field8

- Field9
- Field10

None of these algorithm type parameters are mandatory. The system will concatenate the parameter values and then generate alternate bill ID in the required format. For example, if you created the algorithm using the following parameters:

- Field1 — CIS_DIVISION
- Field2 — ‘|’
- Field3 — SEQ_NBR
- Field4 — ‘-’
- Field5 — FIXED_SUFFIX=01

In this case, the system will generate the alternate bill ID in the CIS_DIVISION|SEQ_NBR-01 format. For example, DIV1|12345678-01. If you want to generate unique alternate bill ID, we recommend you to use the **SEQ_NBR** parameter while creating an algorithm using the **C1_ALTBLSYS1** algorithm type.

Note that if you do not specify the value for any parameters while creating an algorithm using the **C1_ALTBLSYS1** algorithm type, the system will generate the alternate bill ID using the sequence number.

While specifying the value for these parameters, you need to ensure that the length of the alternate bill ID should not exceed 30 characters. An algorithm named **C1_ALTBLSYS1** is already shipped with the product. You can create custom algorithms using the **C1_ALTBLSYS1** algorithm type to design the required alternate bill ID format using the above mentioned parameters.

C1_ALTBLDV

The **C1_ALTBLDV** algorithm type is used to generate alternate bill ID for a completed bill which is unique within the division. For example, two bills (such as B1 and B2) belonging to the same division (such as D1) cannot have the same alternate bill ID. However, two bills (such as B1 and B2) belonging to different divisions, (such as D1 and D2) can have the same alternate bill ID.

This algorithm type contains the following parameters:

Parameter	Description	Mandatory (Yes or No)
Initial Bill Sequence Number	Used to specify the initial alternate bill ID that you want to use while sequencing. Note: If you do not specify any value for this parameter, by default, the system will generate the initial alternate bill ID for sequencing.	No

C1_ALTBLDIV1

The **C1_ALTBLDIV1** algorithm type is used to generate alternate bill ID for a completed bill. You can generate alternate bill ID in the required format using the following parameters:

Parameter	Description
‘X’	Here, X stands for a separator. For example, ‘;’. The separator must be enclosed within single quotes. It will act as a delimiter in the alternate sequential bill number.
CIS_DIVISION	The division to which the account belongs. It is retrieved from the bill. It should not be more than five characters.

Parameter	Description
BILL_CYC_CD	The bill cycle of the account for which the bill is generated. It is retrieved from the bill. It should not be more than four characters.
ACCT_IDENTIFIER=<Account_Identifier_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Account_Identifier_Type> - Used to indicate the account identifier type whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the account identifier. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the account identifier. If you do not specify the count, by default, it is set to five.
CHARACC=<Characteristic_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Characteristic_Type> - Used to indicate the account's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. <p>Note: If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.</p>

Parameter	Description
CHARPER=<Characteristic_Type>,<CharStartPosition>,<CharCount>	<p>Here, you need to specify the following information separated by a comma:</p> <ul style="list-style-type: none"> • <Characteristic_Type> - Used to indicate the person's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. <p>Note: If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.</p>
BILL_DT=MMddy	<p>The date when the bill is created for the account. It should not be more than six characters. You can use the following patterns in the date format:</p> <ul style="list-style-type: none"> • "yyyy" or "yy" for year • "MM" or "M" for month • "dd" or "d" for day <p>Note: The date format should either start or end with the year.</p>
FIXED_SUFFIX=XX	<p>Here, X stands for a letter or a group of letters that you want to add at the end of the alternate sequential bill number.</p>
LEFT_PADDING_CHAR=ZERO LEFT_PADDING_CHAR=SPACE	<p>or</p> <p>Indicates whether you want to add zero or space when the number of characters derived from the account's or person's characteristic value is less than the character count. The padding is added to the left.</p>

You can specify the above mentioned parameters against any of the following parameters available in the C1_ALTBLDIV1 algorithm type:

- Field1
- Field2
- Field3
- Field4
- Field5
- Field6
- Field7
- Field8
- Field9
- Field10

None of these algorithm type parameters are mandatory. The system will concatenate the parameter values and then generate alternate bill ID in the required format. For example, if you created the algorithm using the following parameters:

- Field1 — CIS_DIVISION
- Field2 — ‘|’
- Field3 — BILL_DT=MMddy
- Field4 — ‘-’
- Field5 — FIXED_SUFFIX=01

In this case, the system will generate the alternate bill ID in the CIS_DIVISION|MMddy-01 format. For example, DIV1|110501-01. Note that if you do not specify the value for any of these algorithm type parameters, the system will not generate the alternate bill ID for a completed bill.

While specifying the value for these parameters, you need to ensure that the length of the alternate bill ID should not exceed 30 characters. An algorithm named **C1_ALTBLDIV1** is already shipped with the product. You can create custom algorithms using the **C1_ALTBLDIV1** algorithm type to design the required alternate bill ID format using the above mentioned parameters.

Enabling the Alternate Sequential Bill Numbers Feature

Prerequisites

To enable the alternate sequential bill numbers feature, you should have:

- An algorithm created using the **C1_ALTBLLSYS**, **C1_ALTBLSYS1**, **C1_ALTBLDV**, or **C1_ALTBLDIV1** algorithm type depending on which you want to use for alternate sequential bill number generation

Procedure

To enable the alternate sequential bill numbers feature:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **I** and then click **Installation Options**.
The **Installation Options** screen appears.
3. Click the **Billing** tab.
The **Billing** tab appears.
4. Select the **Use Sequential Bill Numbers** check box to indicate that you want to generate alternate sequential bill numbers for completed bills.
The **Sequential Invoice** field is enabled.
5. Select the **System-wide** or **Division-specific** option from the **Sequential Invoice** list depending on whether you want alternate sequential bill numbers to be unique throughout the system or within the division.
6. Do either of the following:

If you want to generate...	Then
Alternate sequential bill numbers unique throughout the system	<ol style="list-style-type: none"> 1. Attach an algorithm created using the C1_ALTBLLSYS algorithm type to the Sequence Generation Algorithm field to indicate how the alternate bill numbers which are unique throughout the system should be sequenced.

If you want to generate...	Then
	<p>Note: The Sequence Generation Algorithm field is enabled only when you select the System-wide option from the Sequential Invoice list.</p> <ol style="list-style-type: none"> Click the Save button in the Page Title area. The changes made to the installation options are saved.
Alternate sequential bill numbers unique within the division	<ol style="list-style-type: none"> Click the Save button in the Page Title area. The changes made to the installation options are saved. Search for the division, whose accounts' bills should have alternate sequential bill numbers unique within the division, in the Division screen. The Division screen appears. Click the Algorithms tab. The Algorithms tab appears. Select the Sequential Bill Number Generation option from the Division Algorithm Entity list. Enter the sequence number to indicate the order in which the algorithms with the same entity should be executed. Attach an algorithm created using the C1_ALTBLDV algorithm type to the respective field to indicate how alternate bill numbers which are unique within the division should be sequenced. Click the Save button in the Page Title area. The changes made to the division are saved.
Alternate sequential bill numbers unique throughout the system and in the required format using a set of parameters	<ol style="list-style-type: none"> Attach an algorithm created using the C1_ALTBLSYS1 algorithm type to the Sequence Generation Algorithm field to indicate how the alternate bill numbers which are unique throughout the system should be generated. <p>Note: The Sequence Generation Algorithm field is enabled only when you select the System-wide option from the Sequential Invoice list. The alternate sequential bill number will be unique throughout the system only when you configure the algorithm parameters appropriately.</p> Click the Save button in the Page Title area. The changes made to the installation options are saved.

If you want to generate...	Then
<p>Alternate sequential bill numbers unique within the division and in the required format using a set of parameters</p>	<ol style="list-style-type: none"> 1. Click the Save button in the Page Title area. The changes made to the installation options are saved. 2. Search for the division, whose accounts' bills should have alternate sequential bill numbers unique within the division, in the Division screen. The Division screen appears. 3. Click the Algorithms tab. The Algorithms tab appears. 4. Select the Sequential Bill Number Generation option from the Division Algorithm Entity list. 5. Enter the sequence number to indicate the order in which the algorithms with the same entity should be executed. 6. Attach an algorithm created using the C1_ALTBLDIV1 algorithm type to the respective field to indicate how the alternate bill numbers which are unique within the division should be generated. <div style="border: 1px solid black; padding: 2px; margin: 5px 0;">Note: The alternate sequential bill number will be unique within the division only when you configure the algorithm parameters appropriately.</div> 7. Click the Save button in the Page Title area. The changes made to the division are saved.

Related Topics

For more information on...	See...
Alternate Sequential Bill Numbers	Alternate Sequential Bill Numbers on page 557
Sequential Bill Number Generation Algorithms	Sequential Bill Number Generation Algorithms on page 558

Chapter 7

Transaction Feed Management

Topics:

- [Prerequisites](#)
- [Transaction Rating Before Billing](#)
- [Uploading Transaction Data](#)
- [Transaction Aggregation](#)
- [Transaction Aggregation Batch Processing](#)
- [Transaction Disaggregation](#)
- [Transaction Disaggregation Batch Processing](#)
- [Transaction Cancellation](#)
- [Transaction Cancellation Batch Processing](#)
- [Transaction Rollback](#)
- [Feed Status Transition](#)
- [Transaction Status Transition](#)
- [Transaction Leg Status Transition](#)
- [Transaction Data File](#)
- [Error List](#)
- [Feed Management Dashboard](#)
- [View Billed Transactions](#)
- [Transaction Details](#)
- [Transaction Source](#)
- [Transaction Record Type](#)
- [Transaction Aggregation Rule](#)
- [Schedule](#)
- [Disaggregation Request](#)

Oracle Revenue Management and Billing provides you with a facility to upload banking transactions received from various product processors or banking applications for billing. You can use the **File Upload Interface** feature to upload transaction data files in the following formats:

- Comma Separated Values
- JavaScript Object Notation
- Fixed Position
- Pipe Separated Values
- Tilde Separated Values
- Extensible Markup Language

For more information on how to upload the data using the **File Upload Interface** feature, refer to the respective feature documentation. Once the transaction data is uploaded in the system, you need to:

- Validate Header Details
- Validate Transaction Details and Determine Initial Product
- Verify Price Item Pricing
- Rate Transactions Before Billing (if required)
- Create and Update Billable Charge with the SQI values
- Clean-up Unwanted Data

The system provides the flexibility to rate the transactions either prior to billing or during billing. Based on the business requirements, you can configure the system such that transactions mapped to some price item can be rated at a frequency which is different than the account's billing frequency. For example, daily, weekly, etc. During the transaction feed management process, each transaction goes through various statuses until it is billed to the person. For more information about the transaction statuses, see [Transaction Status Transition](#) on page 618.

The transaction feed management process includes the following sub-processes:

- [Transaction Aggregation](#) on page 577
- [Transaction Disaggregation](#) on page 602
- [Transaction Cancellation](#) on page 611
- [Transaction Rollback](#) on page 615

Prerequisites

To setup the transaction feed management process, you need to do the following:

- Define the required transaction sources in the system
- Define the required transaction record types for each transaction source
- Associate the required SQIs with a price item —division combination
- Define the required transaction aggregation rule for each SQI
- Define the aggregation schedules in the system
- Define the required rules in the system to determine initial price item for transactions
- Attach a validation algorithm to each account identifier type (to ensure that the account identifier type and account identifier combination is unique in or across divisions)
- Attach the **Price Assignment Search** algorithm to each division
- Define the **Processing Date for Transaction Feed Management** characteristic for each division
- Create an algorithm of the **C1_CURALGTFM** algorithm type and attach it to the **Currency Conversion For Transaction Feed Management** algorithm spot of the division for which you want to enable the currency conversion feature
- Define the required exchange rates for currency conversion
- Define values for the PAGE_NUMBER lookup field
- Create an algorithm of the **C1_RTCL_POPC** algorithm type and attach it to the **Feed Management Rate Post-Processing** algorithm spot of the required division

Besides this, you need to setup the following feature configurations:

- *Rule Engine (C1_RLENG)*
- *Dummy Header (C1-TXNDMYID)*
- *Multi Parameter Based Pricing (C1_PPARAM_FLG)*
- *Feed Management (C1_FM)*

Transaction Rating Before Billing

The system provides the flexibility to rate the transaction legs either prior to billing or during billing. Based on the business requirements, you can configure the system such that transactions mapped to some price items can be rated at a frequency which is different than the account's billing frequency. For example, daily, weekly, etc. This will help to reduce the performance issues which are caused when large volume of transactions are rated at the time of billing.

The system offers the following ways in which a transaction leg can be priced, rated and billed:

1. **Rate the Transaction Leg During Billing** – In this approach, you can use either of the following ways:
 - a. Determine effective pricing for a transaction leg, create a billable charge for the transaction leg, and then determine the rate during billing.
 - b. Determine effective pricing for a transaction leg, create a billable charge for aggregated transaction legs, and then determine the rate during billing.
2. **Rate the Transaction Leg Prior to Billing** – In this approach, you can use either of the following ways:

- a. Determine effective pricing and rate for a transaction leg, and accumulate pre-calculated charges in a pass through billable charge based on the distribution code, currency code, description on bill, aggregation parameter group ID (which is created based on the rate component characteristics). The pass through billable charge is then billed during billing.
- b. Determine effective pricing for a transaction leg, aggregate the transaction legs, determine rate for aggregated service quantities, and then accumulate pre-calculated charges in a pass through billable charge based on the distribution code, currency code, description on bill, aggregation parameter group ID (which is created based on the rate component characteristics). The pass through billable charge is then billed during billing.
- c. Determine effective pricing and rate for a transaction leg and create a pass through billable charge for the transaction leg which is billed during billing.

3. Ignore the Transaction Leg for Billing – In this approach, you can use either of the following ways:

- a. Determine effective pricing for a transaction leg, but the billable charge is not created for the transaction leg.
- b. Determine effective pricing and rate for a transaction leg, but the billable charge is not created for the transaction leg.

Note:

Once the rate is determined for transaction legs, a set of rate component characteristics and their values are grouped. For example, if a price assignment has the following rate components, the system creates two groups — Group A and Group B:

- RC1, Char1=Y, Char2=Y
- RC2, Char1=N, Char2=Y
- RC3, Char1=Y, Char2=Y

Group A contains Char1=Y, Char2=Y and Group B contains Char1=N, Char2=Y. These groups are used for accumulating pre-calculated charges. A unique aggregation parameter group ID is generated for each group. If a group with a set of rate component characteristics and their values already exists in the system, a new group is not created. Instead, the existing group is used for accumulating pre-calculated charges. The aggregation parameter group ID is created only when you attach an algorithm of the **C1_RTCL_POPC** algorithm type on the **TFM - Rate Post-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.

While defining a price item pricing, you need to specify the rating criteria which indicates how and when you want to rate the transaction legs. The valid values are:

- Do Not Rate Transactions (DNRT)
- Aggregate transactions and then rate aggregated SQs (AGTR)
- Rate individual transactions and aggregate calc lines across transactions (RITA)
- Rate Transactions (RITX)

Along with the **Rating Criteria** field, the **Ignore Transaction** and **Aggregate Transaction** fields help the system to determine how and when the corresponding transaction leg must be rated. The following table indicates how to configure the system in order to use the above mentioned ways:

Transaction Rating Approach and Way	Ignore Transaction (Yes or No)	Aggregate Transaction (Yes or No)	Rating Criteria	Batch in which the Rate is Determined
3a	Yes	Not applicable	Do Not Rate Transactions (DNRT)	Not applicable because ignored transactions are not considered for billing.
3b	Yes	Not applicable	Rate Transactions (RITX)	Update Status (C1-TXNEX)
1b	No	Yes	Do Not Rate Transactions (DNRT)	Not applicable because the rate is determined during billing.
2b	No	Yes	Aggregate transactions and then rate aggregated SQs (AGTR)	Service Quantity Calculation (C1-TXNSQ)
2a	No	Yes	Rate individual transactions and aggregate calc lines across transactions (RITA)	Update Status (C1-TXNEX)
1a	No	No	Do Not Rate Transactions (DNRT)	Not applicable because the rate is determined during billing.
2c	No	No	Rate Transactions (RITX)	Service Quantity Calculation (C1-TXNSQ)

Let us understand the following transaction rating ways with the help of an example:

- 2a
- 2b
- 2c

The following table lists the account, price item, and price item parameters combination to which transaction T1 and T2 are mapped:

Transaction	Transaction Volume	Transaction Date	Account	Price Item	Price Item Parameter Group ID	Price Assignment ID	Aggregation Schedule
T1	300	01/01/2015	A1	P1	PG1	PA1	Monthly
T1	300	01/01/2015	A2	P1	PG1	PA2	Monthly
T2	200	15/01/2015	A1	P1	PG1	PA1	Monthly
T2	200	15/01/2015	A3	P1	PG1	PA3	Monthly

The following table lists the rate components available on the PA1, PA2, and PA3 price assignments:

Transaction	Price Assignment ID	Rate Component	Currency Code	Distribution Code	Description on Bill	Aggregation Parameter Group ID (Rate Component's Characteristics)
T1	PA1	RC1-0.1*Transaction Volume	USD	BK-AR1	XYZ	Char1=Y
T1	PA1	RC2-0.2*Transaction Volume	USD	BK-AR2	ABC	Char2=Y
T1	PA2	RC3-0.3*Transaction Volume	USD	BK-AR3	XYZ	Char1=Y
T1	PA2	RC4-0.2*Transaction Volume	USD	BK-AR4	ABC	Char2=Y
T2	PA1	RC1-0.1*Transaction Volume	USD	BK-AR1	XYZ	Char1=Y
T2	PA1	RC2-0.2*Transaction Volume	USD	BK-AR2	ABC	Char2=Y
T2	PA3	RC3-0.3*Transaction Volume	USD	BK-AR3	XYZ	Char1=Y
T2	PA3	RC4-0.2*Transaction Volume	USD	BK-AR3	XYZ	Char1=Y

Now, if you use **RITA (2a)** approach, the system will rate a transaction leg and accumulate pre-calculated charges in a pass through billable charge based on the distribution code, currency code, description on bill, aggregation parameter group ID, as shown in the following table:

Billable Charge	Start Date	End Date	Transaction Leg	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
BC1	01/01/2015	31/01/2015	T1- A1P1PG1- PA1, T2- A1P1PG1- PA1	RC1	$300*0.1 = 30$, $200*0.1 = 20$	$30+20 = 50$	The pass through charge is calculated for each transaction leg and then accumulated because the distribution code, currency code, description on bill, and characteristics of the rate components are same.

Billable Charge	Start Date	End Date	Transaction Leg	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
BC1	01/01/2015	31/01/2015	T1– A1P1PG1– PA1, T2– A1P1PG1– PA1	RC2	$300 * 0.2 = 60$, $200 * 0.2 = 40$	$60 + 40 = 100$	The pass through charge is calculated for each transaction leg and then accumulated because the distribution code, currency code, description on bill, and characteristics of the rate components are same.
BC2	01/01/2015	31/01/2015	T1– A2P1PG1– PA2	RC3	$300 * 0.3 = 90$	90	The pass through charge is calculated for the transaction leg.
BC2	01/01/2015	31/01/2015	T1– A2P1PG1– PA2	RC4	$300 * 0.2 = 60$	60	The pass through charge is calculated for the transaction leg.
BC3	01/01/2015	31/01/2015	T2– A3P1PG1– PA3	RC3, RC4	$200 * 0.3 = 60$, $200 * 0.2 = 40$	$60 + 40 = 100$	The pass through charges are calculated for the transaction leg and then accumulated because the distribution code, currency code, description on bill, and characteristics of the rate components are same.

In the above example, the BC1 and BC2 will have two pass through lines, whereas the BC3 will have one pass through line.

Now, if you use **RITX (2c)** approach, the system will rate a transaction leg and calculate charges for each transaction leg in a separate pass through billable charge, as shown in the following table:

Billable Charge	Start Date	End Date	Transaction Leg	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
BC1	01/01/2015	31/01/2015	T1-A1P1PG1-PA1	RC1	$300 * 0.1 = 30$	30	The pass through charge is calculated for the transaction leg.
BC1	01/01/2015	31/01/2015	T1-A1P1PG1-PA1	RC2	$300 * 0.2 = 60$	60	The pass through charge is calculated for the transaction leg.
BC2	01/01/2015	31/01/2015	T1-A2P1PG1-PA2	RC3	$300 * 0.3 = 90$	90	The pass through charge is calculated for the transaction leg.
BC2	01/01/2015	31/01/2015	T1-A2P1PG1-PA2	RC4	$300 * 0.2 = 60$	60	The pass through charge is calculated for the transaction leg.
BC3	01/01/2015	31/01/2015	T2-A1P1PG1-PA1	RC1	$200 * 0.1 = 20$	20	The pass through charge is calculated for the transaction leg.
BC3	01/01/2015	31/01/2015	T2-A1P1PG1-PA1	RC2	$200 * 0.2 = 40$	40	The pass through charge is calculated for the transaction leg.
BC4	01/01/2015	31/01/2015	T2-A3P1PG1-PA3	RC3, RC4	$200 * 0.3 = 60$, $200 * 0.2 = 40$	$60 + 40 = 100$	The pass through charges are calculated for the transaction leg and then accumulated because the distribution code, currency code, description on bill, and characteristics of the rate components are same.

In the above example, the BC1, BC2, and BC3 will have two pass through lines, whereas the BC4 will have one pass through line.

Now, if you use **AGTR (2b)** approach, the system will determine effective pricing for a transaction leg, aggregate the transaction legs, determine rate for aggregated service quantities, and then accumulate pre-calculated charges in a pass through billable charge based on the distribution code, currency code, description on bill, aggregation parameter group ID (which is created based on the rate component characteristics), as shown in the following table:

Account- Price Item- Price Item Parameter Group- Price Assignment- Aggregation Schedule	Total Transaction Volume	Billable Charge	Start Date	End Date	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
A1P1PG1- PA1- Monthly	300+200 = 500	BC1	01/01/2015	31/01/2015	RC1	500*0.1 = 50	50	The transaction volume of T1 and T2 legs having the same price item and price item parameters combination and whose transaction date falls between the aggregation schedule is first aggregated and then pass through charge is calculated for aggregated service quantities.

Account- Price Item- Price Item Parameter Group- Price Assignment- Aggregation Schedule	Total Transaction Volume	Billable Charge	Start Date	End Date	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
A1P1PG1- PA1- Monthly	300+200 = 500	BC1	01/01/2015	31/01/2015	RC2	500*0.2 = 100	100	The transaction volume of T1 and T2 legs having the same price item and price item parameters combination and whose transaction date falls between the aggregation schedule is first aggregated and then pass through charge is calculated for aggregated service quantities.
A2P1PG1- PA2- Monthly	300	BC2	01/01/2015	31/01/2015	RC3	300*0.3 = 90	90	The pass through charge is calculated for the transaction leg.
A2P1PG1- PA2- Monthly	300	BC2	01/01/2015	31/01/2015	RC4	300*0.2 = 60	60	The pass through charge is calculated for the transaction leg.

Account-Price Item-Price Item Parameter Group-Price Assignment-Aggregation Schedule	Total Transaction Volume	Billable Charge	Start Date	End Date	Rate Component	Calculation Details	Pass Through Charge (\$)	Comments
A3P1PG1-PA3-Monthly	200	BC3	01/01/2015	31/01/2015	RC3, RC4	200*0.3 = 60, 200*0.2 = 40	60+40 = 100	The pass through charges are calculated for the transaction leg and then accumulated because the distribution code, currency code, description on bill, and characteristics of the rate components are same.

In the above example, the BC1 and BC2 will have two pass through lines, whereas the BC3 will have one pass through line.

Uploading Transaction Data

Oracle Revenue Management and Billing provides a feature named **File Upload Interface** which enables you to upload the transaction data files in the following formats:

- Comma Separated Values
- JavaScript Object Notation
- Fixed Position
- Pipe Separated Values
- Tilde Separated Values
- Extensible Markup Language

For more information on how to upload the data using the **File Upload Interface** feature, refer to the respective feature documentation. While creating a file request type for the **Transaction Feed Management (TFM)** module, you need to ensure the following:

- The **File Header Required** option is selected in the file request type.
- The **C1-TranDtlStageUpload** business service is included in the file request type.

Note: The **C1-TranDtlStageUpload** business service uploads the transaction data in various tables, such as **CI_TXN_DETAIL_STG**, **CI_TXN_HEADER**, **CI_TXN_REC_TYPE**, and **CI_TXN_SOURCE** in the database.

- Transformation details are defined for the file header and transaction record fields, and the record transformation algorithm is attached to the file request type.

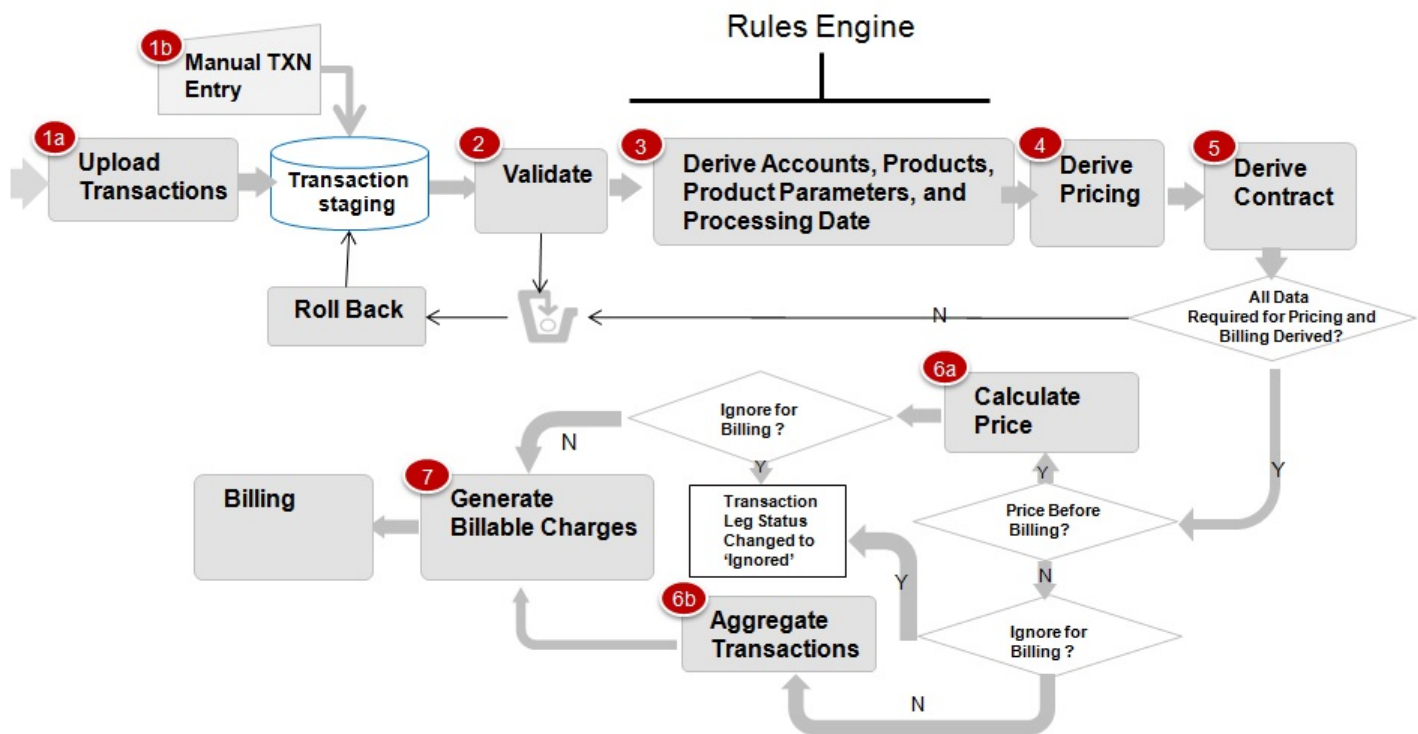
Note: You can use the **C1-FRTA** algorithm for data transformation. However, at present, it supports data transformation for the **Comma Separated Values**, **Fixed Position**, **Pipe Separated Values**, and **Tilde Separated Values** formats. If you want to upload data in the **JavaScript Object Notation** or **Extensible Markup Language** format, you need to create a custom record transformation algorithm.

Transaction Aggregation

The transaction aggregation process includes the following sub-processes:

- [Header Validation](#) on page 577
- [Transaction Validation and Initial Price Item Determination](#) on page 579
- [Price Item Pricing Verification](#) on page 589
- [Aggregation](#) on page 593
- [Clean Up](#) on page 597

The following figure graphically explains the transaction aggregation process:



Header Validation

Once the file is uploaded in the system, you can execute the **Header Validation (C1-TXNHV)** batch to validate the file or header level information. It checks whether:

- Transaction Header ID and Transaction Source is available in the header.
- At least one transaction record is available in the file.
- The number of transaction records in the file matches the total transaction records in the header.
- The sum of transaction amount matches the total transaction amount in the header.
- The sum of transaction volume matches the total transaction volume in the header.
- File with the same header date and transaction header ID is not available in the system.
- External reference number is specified in each transaction record of the file.

If the file or header information is validated successfully, the status of the file or feed is changed to **Validated (VALI)** and the status of all transactions in the feed remains as **Uploaded (UPLD)**. However, if the header validation fails, the status of the feed and all transactions in the feed is changed to **Invalid (INVL)**.

The **Header Validation (C1-TXNHV)** batch is a multi-threaded batch. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to validate a particular transaction feed.	No
Transaction Source	Used when you want to validate the transaction feeds which are received from a particular transaction source.	No
Checksum Validation Required	Used to indicate whether the following should be validated: <ul style="list-style-type: none"> • The number of transaction records in the file matches the total transaction records in the header. • The sum of transaction amount matches the total transaction amount in the header. • The sum of transaction volume matches the total transaction volume in the header. The valid values are: <ul style="list-style-type: none"> • Y • N 	No
Duplicate Check Required	Used to indicate whether the following should be validated: <ul style="list-style-type: none"> • File with the same header date and external header ID is not available in the system. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: The duplicate check is done only against the transaction feeds which are in the Validated (VALI) status and not against the transaction feeds which are in the Uploaded (UPLD) status. </div>	No

Parameter Name	Description	Mandatory (Yes or No)
Allow Positive Transaction Volume in Header	Used to indicate whether you want to allow positive value in the total transaction volume which is specified in the header record. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px;">Note: By default, the parameter value is set to Y.</div>	Yes
Allow Negative Transaction Volume in Header	Used to indicate whether you want to allow negative value in the total transaction volume which is specified in the header record. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px;">Note: By default, the parameter value is set to N.</div>	Yes
Allow Zero Transaction Volume in Header	Used to indicate whether you want to allow zero value in the total transaction volume which is specified in the header record. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px;">Note: By default, the parameter value is set to N.</div>	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Transaction Validation and Initial Price Item Determination

This process includes the following three sub-processes:

- **Transaction Validation** - In this sub-process, the transaction records are validated. The transaction level validations are done to check the integrity of the data. During the transaction validation, the system checks whether:
 - Transaction source is defined in the system.
 - Transaction record type is defined for the transaction source in the system.
 - Division and currencies are defined in the system.
 - The account with the specified account identifier, account identifier type and division exists in the system.

Note: This validation is done only when the **Transaction Detail Account Validation** option type of the **Feed Management (C1_FM)** feature configuration is set to **Y**. If you set the **Transaction Detail Account Validation** option type of the **Feed Management (C1_FM)** feature configuration to **N**, the system overrides the transaction's account identifier type, account identifier, and division with the first derived account's account identifier type, account identifier, and division, respectively.

- User ID (if available in the transaction information) is defined in the system.
- The value other than 'Y' or 'N' is not specified in the **Manual Switch** column.
- The value other than '+' or '-' is not specified in the **Credit/Debit Indicator** column.
- Transaction Amount is specified when Transaction Currency is specified, and vice versa.
- Additional Amount 1 is specified when Amount 1 Currency Code is specified, and vice versa.

- Additional Amount 2 is specified when Amount 2 Currency Code is specified, and vice versa.
- Additional Amount 3 is specified when Amount 3 Currency Code is specified, and vice versa.
- Additional Amount 4 is specified when Amount 4 Currency Code is specified, and vice versa.
- Additional Amount 5 is specified when Amount 5 Currency Code is specified, and vice versa.
- Additional Amount 6 is specified when Amount 6 Currency Code is specified, and vice versa
- Additional Amount 7 is specified when Amount 7 Currency Code is specified, and vice versa
- Additional Amount 8 is specified when Amount 8 Currency Code is specified, and vice versa
- Additional Amount 9 is specified when Amount 9 Currency Code is specified, and vice versa
- Additional Amount 10 is specified when Amount 10 Currency Code is specified, and vice versa

If the transaction information is invalid or incorrect (for example, division is invalid), the status of the transaction is changed to **Error (EROR)**. But, if the transaction information is not available, the status of the transaction is changed to **Invalid (INVL)**.

- **Initial Price Item Determination** - Once the transaction records are validated, the account which will bear the charges for the transaction and the price item and variance parameter or price item parameters to which the transaction will be mapped are determined using certain business rules. These business rules are invoked through a rule type. Depending on the transaction record type, a rule type is invoked for each transaction. The effective rules with the specified rule type are executed, starting with the rule having highest priority, until a rule is satisfied. For example, a rule with the priority 10 will be executed before a rule with the priority 20.

Note: The system determines rules which are effective based on the **Processing Date for Transaction Feed Management** characteristic defined for the division to which the transaction belongs. The system uses the **Processing Date for Transaction Feed Management** characteristic which is effective on the transaction date. If the **Processing Date for Transaction Feed Management** characteristic type is set to BATCH_DT, the system executes rules which are effective on the batch business date. However, if the **Processing Date for Transaction Feed Management** characteristic type is set to TXN_DT, the system executes rules which are effective on the transaction date. Note that the transaction date must be earlier than or equal to the batch business date. And, if the **Processing Date for Transaction Feed Management** characteristic is not defined for the division to which a transaction belongs, the system, by default, executes rules which are effective on the transaction date.

Each rule contains one or more conditions or criteria. For example, Rule A states that if the transaction record type is R001 and the division is New York, then set the following output parameters:

- ACCT_NO1_Val - Account 1
- DIVISION1_VAL - D1
- PRODUCT1_1_Val - Price Item X

Here, Transaction Record Type = R001 and Division = New York are two conditions. If these two conditions in the rule are satisfied, then set three output parameters - ACCT_NO1_Val, DIVISION1_VAL and PRODUCT1_1_Val. Now, when this rule is executed and the transaction satisfies this criteria, the transaction is mapped to Price Item X and Account 1 which belongs to D1 bears the charges for the transaction. In case, the rule has four output parameters (ACCT_NO1_Val set to Account 1, DIVISION1_VAL set to D1, PRODUCT1_1_Val set to Price Item X, and PRODUCT1_2_Val set to Price Item Y), the transaction will be mapped to both the price items (i.e. Price Item X and Price Item Y) and Account 1 which belongs to D1 bears the charges for the transaction. A transaction can be mapped to one or more price items or to one or more price item and TOU (variance parameter) combinations. If the multi parameter based pricing feature is enabled, you can map a transaction to one or more price item and price item parameters combinations. Let us understand this with the help of an example.

Rule B states that if the transaction is performed in US and the transaction amount exceeds 1000 USD, then set the following output parameters:

- ACCT_NO1_Val - Account A
- DIVISION1_VAL - D1

- PRODUCT1_1_Val - Price Item X
- PCD1_1_1_VAL - Country
- PVL1_1_1_VAL - US
- PCD1_1_2_VAL - Currency
- PVL1_1_2_VAL - USD
- PRODUCT1_2_Val - Price Item Y
- PCD1_2_1_VAL - Country
- PVL1_2_1_VAL - US
- PCD1_2_2_VAL - Currency
- PVL1_2_2_VAL - USD

Now, when this rule is executed and the transaction satisfies the criteria, Account A which belongs to D1 bears the charges for the transaction which is mapped to the following price item and price item parameters combinations:

- Price Item X, Country - US, Currency - USD
- Price Item Y, Country - US, Currency - USD

More than one account can bear the charges for a transaction and each account can belong to a different division. You can map a transaction to one or more price items, to one or more price item and TOU (variance parameter) combinations, or to one or more price item and price item parameters combinations. The system allows you to map price items for each account. For example, Rule C states that if the transaction is performed in UK and the transaction amount exceeds 1000 USD, then set the following output parameters:

- ACCT_NO1_Val - Account A
- DIVISION1_VAL - D1
- PRODUCT1_1_Val - Price Item X
- PCD1_1_1_VAL - Country
- PVL1_1_1_VAL - UK
- PCD1_1_2_VAL - Currency
- PVL1_1_2_VAL - USD
- PRODUCT1_2_Val - Price Item Y
- PCD1_2_1_VAL - Country
- PVL1_2_1_VAL - UK
- PCD1_2_2_VAL - Currency
- PVL1_2_2_VAL - USD
- ACCT_NO2_Val - Account B
- DIVISION2_VAL - D2
- PRODUCT2_1_Val - Price Item A
- PCD2_1_1_VAL - Country
- PVL2_1_1_VAL - US
- PCD2_1_2_VAL - Currency
- PVL2_1_2_VAL - USD

Now, when this rule is executed and the transaction satisfies the criteria, the transaction is mapped to the following price item and price item parameters combinations:

Charges Borne By	Division to which the account belongs...	Price Item	Country	Currency
Account A	D1	Price Item X	UK	USD
Account A	D1	Price Item Y	UK	USD
Account B	D2	Price Item A	US	USD

You can limit the maximum accounts that can bear the charges for a transaction, maximum price item that can be mapped to a transaction, and maximum parameters that can be used with each price item to determine price item pricing. For more information, see [Defining a Transaction Record Type](#) on page 714. You can also define rules to ignore transactions based on the transaction attributes. If the rule returns the **IGNORE_SW** equal to **Y**, the status of the transaction is changed to **Ignored (IGNR)** and no further processing takes place on the transaction.

You can use the following output parameters while defining rules in the system:

Output Parameter	Naming Convention	Example	Description
Account Identifier	ACCT_NOX_Val	ACCT_NO1_Val, ACCT_NO2_Val, ACCT_NO3_Val,	Used to indicate the account which must bear the charges for the transaction.
Account Identifier Column Name	ACCT_NOX_Col	ACCT_NO1_Col, ACCT_NO2_Col, ACCT_NO3_Col, ...	Used to indicate the column from where the account identifier corresponding to the transaction (in the transaction details) must be picked.
Account Identifier Type	ACCT_NO_TYPEX_Val	ACCT_NO_TYPE1_Val, ACCT_NO_TYPE2_Val, ACCT_NO_TYPE3_Val, ...	Used to indicate the type of account identifier.
Account Identifier Type Column Name	ACCT_NO_TYPEX_Col	ACCT_NO_TYPE1_Col, ACCT_NO_TYPE2_Col, ACCT_NO_TYPE3_Col, ...	Used to indicate the column from where the account identifier type corresponding to the transaction (in the transaction details) must be picked.
Account Division	DIVISIONX_VAL	DIVISION1_VAL	Used to indicate the division to which the account belongs.
Account Division Column Name	DIVISIONX_COL	DIVISION1_COL	Used to indicate the column from where the division corresponding to the transaction (in the transaction details) must be picked.
Price Item Name	PRODUCTX_Y_Val Note: Here, X represents the account and Y represents the price item.	PRODUCT1_1_Val, PRODUCT2_1_Val, PRODUCT2_2_Val,	Used to indicate the price item to which the transaction must be mapped.

Output Parameter	Naming Convention	Example	Description
Price Item Column Name	PRODUCTX_Y_Col Note: Here, X represents the account and Y represents the price item.	PRODUCT1_1_Col,, PRODUCT2_1_Col, PRODUCT2_2_Col, ...	Used to indicate the column from where the price item corresponding to the transaction (in the transaction details) must be picked.
TOU	TOUX_Y_Val Note: Here, X represents the account and Y represents the price item.	TOU1_1_Val, TOU2_1_Val, TOU2_2_Val, ...	Used to indicate the variance parameter which you want to use along with the price item for price determination. Note: This output parameter appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
TOU Column Name	TOUX_Y_Col Note: Here, X represents the account and Y represents the price item.	TOU1_1_Col, TOU2_1_Col, TOU2_2_Col, ...	Used to indicate the column from where the variance parameter corresponding to the transaction (in the transaction details) must be picked. Note: This output parameter appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Parameter Code	PCDX_Y_Z_VAL Note: Here, X represents the account, Y represents the price item, and Z represents the parameter.	PCD1_1_1_VAL, PCD1_2_1_VAL, PCD2_1_1_VAL, ...	Used to indicate the parameter which you want to use along with the price item for price determination. Note: This output parameter appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True . You must not specify any special character except underscore (_) in the parameter code. Otherwise, the status of the transaction is changed to Error (EROR) .

Output Parameter	Naming Convention	Example	Description
Parameter Value	PVLX_Y_Z_VAL Note: Here, X represents the account, Y represents the price item, and Z represents the parameter.	PVL1_1_1_VAL, PVL1_2_1_VAL, PVL2_1_1_VAL, ...	Used to specify the value for the parameter. Note: This output parameter appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True . The parameter value must not contain the equal to (=) and tilde (~) symbols. Otherwise, the status of the transaction is changed to Error (EROR) .
Parameter Value Column Name	PVLX_Y_Z_COL Note: Here, X represents the account, Y represents the price item, and Z represents the parameter.	PVL1_1_1_COL, PVL1_2_1_COL, PVL2_1_1_COL, ...	Used to indicate the column from where the parameter value corresponding to the transaction (in the transaction details) must be picked. Note: This output parameter appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True . The column from where the parameter value is picked must not contain the equal to (=) and tilde (~) symbols. Otherwise, the status of the transaction is changed to Error (EROR) .

Output Parameter	Naming Convention	Example	Description
Processing Date Type	PRCS_DTX_Y_TYP <div style="border: 1px solid black; padding: 2px;"> <p>Note: Here, X represents the account and Y represents the price item.</p> </div>	PRCS_DT1_1_TYP, PRCS_DT1_2_TYP, PRCS_DT2_1_TYP, ...	Used to indicate the date type using which you want to determine the effective price item parameters, pricing, and exchange rate. The valid values are: <ul style="list-style-type: none"> • TXN_DT - Used when you want to determine price item parameters, pricing, and exchange rate which are effective on the transaction date. • Batch_DT - Used when you want to determine price item parameters, pricing, and exchange rate which are effective on the batch business date. <div style="border: 1px solid black; padding: 2px;"> <p>Note: Based on the Processing Date for Transaction Feed Management characteristic defined for the division to which a transaction belongs, the system determines the rules, price item parameters, pricing, and exchange rate which are effective on the transaction or batch business date. The price item parameters, pricing, and exchange rate which are effective is determined for all account and price item combinations to which the transaction is mapped. If you want to use a custom processing date for a particular account and price item combination to which the transaction is mapped, you need to set the PRCS_DTX_Y_TYP output parameter. In other words, the PRCS_DTX_Y_TYP output parameter helps you to override the processing date for a particular account and price item combination. However, the overridden processing date is used only while determining effective price item parameters, pricing, and exchange rate.</p> </div>

Output Parameter	Naming Convention	Example	Description
Processing Date	PRCS_DTX_Y_VAL Note: Here, X represents the account and Y represents the price item.	PRCS_DT1_1_VAL, PRCS_DT1_2_VAL, PRCS_DT2_1_VAL, ...	Used to specify a custom date on which you want to determine the effective price item parameters, pricing, and exchange rate. Note: The custom date must be a date other than the transaction or batch business date. Based on the Processing Date for Transaction Feed Management characteristic defined for the division to which a transaction belongs, the system determines the rules, price item parameters, pricing, and exchange rate which are effective on the transaction or batch business date. The price item parameters, pricing, and exchange rate which are effective is determined for all account and price item combinations to which the transaction is mapped. If you want to use a custom processing date for a particular account and price item combination to which the transaction is mapped, you need to set the PRCS_DTX_Y_VAL output parameter. In other words, the PRCS_DTX_Y_VAL output parameter helps you to override the processing date for a particular account and price item combination. However, the overridden processing date is used only while determining effective price item parameters, pricing, and exchange rate.
Ignore Transaction	IGNORE_SW		Used to ignore transactions based on the transaction attributes. The valid values are: <ul style="list-style-type: none"> • Y • N

Once the transaction satisfies any rule (invoked through the rule type), one transaction leg is created for each account, division, price item, and variance parameter or price item parameters combination. Let us understand this with the help of an example. The following table lists the accounts and price items to which T1, T2, and T3 are mapped:

Transaction	Charges Borne By	Division to which the account belongs...	Price Item	Variance Parameter	Price Item Parameters
T1	A1	D1	P1	-	Country - US, Currency - USD
T1	A1	D1	P2	-	Country - Germany, Currency - USD
T1	A2	D2	P3	USD	-
T2	A1	D1	P1	-	Country - US, Currency - USD
T2	A2	D2	P2	USD	-
T3	A1	D1	P3	-	Country - Germany, Currency - USD

In such case, the system will create three legs for T1, two legs for T2, and one leg for T3. Each transaction leg will have its own status. The status of the transaction legs and transaction is changed to **Initial Price Item Determined (INPD)**. However, if a transaction does not satisfy any rule, the status of the transaction is changed to **Error (EROR)**.

Note:

During this sub-process, the system validates the following:

- Whether the price item parameters specified in the output parameters are effective for the price item on the processing date.
- Whether the mandatory price item parameter which is effective on the processing date is specified in the output parameter.
- Whether the parameter value is specified for all mandatory price item parameters which are effective on the processing date.

If any of the above validation fails, the status of the transaction is changed to **Error (EROR)** and no transaction legs are created.

- **Parameter Group Creation** - Once the transaction legs are created, the price item parameters of each transaction leg are grouped. For example, when a transaction is mapped to the following price item and price item parameters combinations, the system creates three groups - Group A, Group B, and Group C:
 - Account A, Price Item X, Country - US, Currency - USD
 - Account A, Price Item Y, Country - Germany, Currency - USD
 - Account B, Price Item X, Country - England, Currency - USD

Group A contains Country - US, Currency - USD; Group B contains Country - Germany, Currency - USD; and Group C contains Country - England, Currency - USD.

A set of price item parameters are grouped only when the multi parameter based pricing feature is enabled. A group is used to determine the price item pricing. A unique group ID is generated for each group. If a group with a set of price item parameters already exists in the system, a new group is not created. Instead, the existing group is used for determining the price item pricing.

You can execute this process through a multi-threaded batch named **Validate Transaction and Derive Price Item (C1-TXNIP)**. You can specify the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Batch Business Date	Used to identify the transactions for which you want to perform validation and determine price item. The system considers the transactions whose transaction date is earlier than or equal to the batch business date. Note: If you do not specify any date, the batch business date is set to the current date. The batch business date used while executing the C1-TXNIP batch is stamped in the database. It is then used while executing all other consequent batches in the transaction aggregation cycle.	No
Transaction Header ID	Used when you want to validate and derive price item for the transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to validate and derive price item for the transactions which are received from a particular transaction source.	No
Division	Used when you want to validate and derive price item for the transactions belonging to a particular division.	No
Shuffle Work Unit	Used to indicate whether you want to shuffle the work units across threads to correct the uneven thread processing time. The valid values are: <ul style="list-style-type: none">• Y• N Note: By default, the parameter value is set to N.	No
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

A log is generated if the **Logging Rules for Transaction Feed** option type in the **Rule Engine (C1_RLENG)** feature configuration is set to **True**. This log indicates the rules that were executed for each transaction and whether each rule passed or failed during the execution.

Note:
You can aggregate transaction legs in a billable charge using aggregation parameters other than account ID, price item code, variance or price item parameters, aggregation start date, and aggregation end date. The additional aggregation parameters can be stamped in the form of aggregation parameter group ID while performing post-processing activities for each transaction leg. This aggregation parameter group ID will be used in subsequent batches during the transaction aggregation cycle. If you want to perform some post-processing activities on the transaction legs, you need to attach a post-processing algorithm on the **TFM - Price Item Derivation Post-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. Note that the system invokes the algorithm which is attached on the division to which the transaction belongs. This algorithm is triggered only for transactions which are in the **Initial Price Item Determined (INPD)** status. It is triggered before the price item parameter group is created.

A sample post-processing algorithm type named **C1_PRDR_POPC** is shipped with the price item. It does not have any business logic. If you want to undertake some post-processing activities for a transaction leg, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Price Item Derivation Post-Processing** algorithm spot of the respective division. You can refer to the **C1_PRDR_POPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Once the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch is executed, the processing date is stamped against each transaction leg in the database. If a custom processing date is specified for a particular account and price item combination, the custom processing date is stamped against the respective transaction leg. Otherwise, the processing date defined for the division to which a transaction belongs is stamped against the legs of the respective transaction. The processing date which is stamped against a transaction leg in the database is used while executing all subsequent batches in the transaction aggregation cycle.

Related Topics

For more information on...	See...
Rules Engine	Rules Engine on page 523
How to define a rule	Defining a Rule on page 540

Price Item Pricing Verification

In this process, the system behaves in the following manner:

If the Multi Parameter Based Pricing feature is...	Then...
Disabled	<p>The system checks whether effective pricing is available for the account, price item or regular bundle (to which the price item belongs) or parent (regular) bundle (to which the regular bundle belongs) and/or TOU combination on the processing date. The system searches for the price item, regular bundle or parent bundle pricing depending on the value defined for the Prefer Price Item Over Bundle parameter in the price assignment search algorithm (which is defined for the division to which the account belongs).</p> <p>If the price item belongs to a regular bundle and the effective pricing is available for the regular bundle at the account level, the system considers the regular bundle as the final price item and maps it to the transaction leg. If the effective pricing is not available for the regular bundle, the system checks whether the effective pricing is available for the parent bundle (if assigned) at the account level. If the effective pricing is available for the parent bundle, the system considers the parent bundle as the final price item and maps it to the transaction leg. If the effective pricing is not available for the price item, regular bundle, or parent bundle, the status of the transaction leg is changed to Error (EROR). If the effective pricing is not available for one or more price items to which a transaction is mapped, the status of the transaction is also changed to Error (EROR).</p>

If the Multi Parameter Based Pricing feature is...	Then...
Enabled	<p>The system checks whether effective pricing is available for the account, price item or regular bundle (to which the price item belongs) or parent (regular) bundle (to which the regular bundle belongs)and/or price item parameters (parameter group) combination on the processing date. The system searches for the price item, regular bundle or parent bundle pricing depending on the value defined for the Prefer Price Item Over Bundle parameter in the price assignment search algorithm (which is defined for the division to which the account belongs).</p> <p>The system searches for a price with exact match at all levels defined in the search order. If the exact match is available at two or more levels, the price assignment at the higher precedence level is considered for calculating the charges. But, if the system does not find the exact match at any level, it searches for the best fit match at all levels. For more information about best fit match, see Multi Parameter Based Pricing on page 71. If the system finds the best fit match with same weight at multiple levels, the price assignment at the higher precedence level is considered for calculating the charges.</p> <p>If the price item belongs to a regular bundle and the exact or best fit price is available for the regular bundle at the account level, the system considers the regular bundle as the final price item and maps it to the transaction leg. If the exact or best fit price is not available for the regular bundle, the system checks whether the exact or best fit price is available for the parent bundle (if assigned) at the account level. If the exact or best fit price is available for the parent bundle, the system considers the parent bundle as the final price item and maps it to the transaction leg. If the exact or best fit price is not available for the price item, regular bundle, or parent bundle, the status of the transaction leg is changed to Error (EROR). If the exact or best fit price is not available for one or more price items to which a transaction is mapped, the status of the transaction is also changed to Error (EROR).</p>

Note:

The processing date which is stamped against a transaction leg is used to determine effective pricing for the transaction leg.

The order in which the system searches effective pricing for the price item, regular bundle, or parent (regular) bundle at the same level depends on the value defined for the **Prefer Price Item Over Bundle** parameter in the price assignment search algorithm. If the value of the **Prefer Price Item Over Bundle** parameter is set to **Y**, the system first searches whether effective pricing is available for the price item. If the effective pricing is not available for the price item, then the system searches whether effective pricing is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system searches whether effective pricing is available for the parent bundle at the same level. However, if the value of the **Prefer Price Item Over Bundle** parameter is set to **N**, the system first searches whether effective pricing is available for the parent bundle. If the effective pricing is not available for the parent bundle, then the system searches whether effective pricing is available for the regular bundle at the same level. If the effective pricing is not available for the regular bundle, then the system searches whether effective pricing is available for the price item at the same level.

In addition, the status of the transaction and transaction leg is changed to **Error (EROR)** when:

- There is no contract available with the specified contract type on the transaction date or when the contract is inactive.
- There are multiple effective contracts of the same contract type (available on the transaction date) in **Active**, **Pending Stop**, or **Stop** status.
- The **Price Assignment Search** algorithm is not defined for the division.

- The parameter values are either not defined or invalid in the **Price Assignment Search** algorithm on the processing date.
- The period in which the transaction date falls is not defined in the aggregation schedule.

Once the effective pricing is determined for the initial or final price item, the values of the following pricing attributes are retrieved:

- Ignore Transaction
- Aggregate Transaction
- Aggregation Schedule
- Rating Criteria
- Price Assignment ID
- Account ID (in case of account agreed and price list pricing)
- Person ID (in case of customer agreed and price list pricing)
- Price List ID (in case of price list pricing)
- Contract ID
- Regular Bundle Code
- Pricing Currency

You can execute this process through a multi-threaded batch named **Price Item Pricing Verification (C1-TXNVP)**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to find the price item pricing for transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to find the price item pricing for transactions which are received from a particular transaction source.	No
Division	Used when you want to find the price item pricing for transactions belonging to a particular division.	No
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

If you want to perform some post-processing activities on a summary record in the **CI_TXN_DTL_PRITM_SUMMARY** table, you need to attach a post-processing algorithm on the **TFM - Verify Pricing Post-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered once the effective pricing is determined for a transaction leg. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.

A sample post-processing algorithm type named **C1-VRPR_POPC** is shipped with the product. It does not have any business logic. If you want to undertake some post-processing activities on a summary record, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Verify Pricing Post-Processing** algorithm spot of the respective division. You can refer to the **C1-VRPR_POPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Note that the **Price Item Pricing Verification (C1-TXNVP)** batch does not change the status of the transaction and its legs. You need to execute the **Update Status (C1-TXNEX)** batch to update the status of the transaction and its legs. Besides updating the status, the **Update Status (C1-TXNEX)** batch determines the rate for transaction legs whose effective pricing has either of the following set of attributes:

- **Ignore Transaction** is set to **Yes** and **Rating Criteria** is set to **Rate Transactions (RITX)**
- **Ignore Transaction** is set to **No**, **Aggregate Transaction** is set to **Yes**, and **Rating Criteria** is set to **Rate individual transactions and aggregate calc lines across transactions (RITA)**

Each set of pricing attributes indicates how the transaction legs must be rated before billing. For more information about the different ways in which a transaction leg can be rated, see [Transaction Rating Before Billing](#) on page 568.

You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to change the status of transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to change the status of transactions which are received from a particular transaction source.	No
Division	Used when you want to change the status of transactions belonging to a particular division.	No
Shuffle Work Unit	Used to indicate whether you want to shuffle the work units across threads to correct the uneven thread processing time. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: By default, the parameter value is set to N.</div>	No
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

You must specify same parameters in the **Product Pricing Verification (C1-TXNVP)** and **Update Status (C1-TXNEX)** batches. Otherwise, erroneous results might occur.

If you want to do some preprocessing activities before invoking the rates engine, you need to attach a preprocessing algorithm on the **TFM - Rate Pre-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs. A sample preprocessing algorithm type named **C1_RTCL_PRPC** is shipped with the product. It does not have any business logic. If you want to undertake some preprocessing activities before invoking the rates engine, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Rate Pre-Processing** algorithm spot of the respective division. You can refer to the **C1_RTCL_PRPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

If a transaction leg is ignored and not considered for billing, the status of the transaction leg is changed to **Ignored (IGNR)**, whereas the status of the transaction remains as **Initial Price Item Determined (INPD)**. However, if all legs of a transaction are ignored and not considered for billing, the status of the transaction and transaction legs is changed to **Ignored (IGNR)**.

You can store the price item pricing information, and thereby improve the **Price Item Pricing Verification (C1-TXNVP)** batch performance. If you set the **Use Materialized Views** option type of the **C1_FM** feature configuration to **true**, the system will store the product pricing information in the following tables:

- CI_PRC_AGRD
- CI_PRC_PL
- CI_PRC_INH_PL

But, if you set the **Use Materialized Views** option type of the **C1_FM** feature configuration to **false**, the system will not store the product pricing information in the above mentioned tables. If there are any pricing changes, you will have to update these tables before executing the **Price Item Pricing Verification (C1-TXNVP)** batch. You can update the product pricing information in these tables by executing the **Refresh Pricing (C1-TXNRP)** batch. Ideally, you must execute the **Refresh Pricing (C1-TXNRP)** batch after you execute the **Flush All Caches (F1-FLUSH)** batch in the transaction aggregation cycle. You can specify the following parameters while executing the **Refresh Pricing (C1-TXNRP)** batch:

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to update the price item pricing information of accounts belonging to a particular division.	No
Chunk Size	Used to specify the number of persons whose regular and post-processing price item pricing information you want to update in each work unit.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Related Topics

For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619
How to set the C1_FM feature configuration	Setting the C1_FM Feature Configuration on page 1651

Aggregation

Once the price item pricing verification is complete, you can aggregate the transaction legs, create a billable charge, and update the SQI values in the billable charge. In the aggregation process, the system behaves in the following manner:

If the Multi Parameter Based Pricing feature is...	Then...
Disabled	<p>The system checks the value defined in the Aggregate Transaction field. If the Aggregate Transaction field is set to No, the system creates one billable charge (with the Billable status) for each transaction leg. However, if the Aggregate Transaction field is set to Yes, the system creates one billable charge (with the Billable status) for all transactions legs having the same price item and TOU combination and whose transaction date falls between the aggregation schedule.</p> <p>Note:</p> <p>During the billable charge creation, the system also considers the contract start and end dates along with the aggregation schedule. If the contract start date falls between the aggregation schedule, the billable charge start date is equal to the contract start date. If the contract start date is earlier than the aggregation schedule start date, the billable charge start date is equal to the aggregation schedule start date. If the contract end date is earlier than the aggregation schedule end date, the billable charge end date is equal to the contract end date. If the contract end date is later than the aggregation schedule end date, the billable charge end date is equal to the aggregation schedule end date. However, if the contract start date is later than the aggregation schedule end date or if the contract end date is earlier than the aggregation schedule start date, the status of the transaction leg is changed to Error (EROR).</p> <p>If the aggregated billable charge already exists for the account, price item and TOU combination and there is no bill segment associated with the billable charge, the system will update the SQI values in the existing billable charge.</p>
Enabled	<p>The system checks the value defined in the Aggregate Transaction field. If the Aggregate Transaction field is set to No, the system creates one billable charge (with the Billable status) for each transaction leg. However, if the Aggregate Transaction field is set to Yes, the system creates one billable charge (with the Billable status) for all transaction legs having the same price item and price item parameters (parameter group) combination and whose transaction date falls between the aggregation schedule.</p> <p>Note:</p> <p>During the billable charge creation, the system also considers the contract start and end dates along with the aggregation schedule. If the contract start date falls between the aggregation schedule, the billable charge start date is equal to the contract start date. If the contract start date is earlier than the aggregation schedule start date, the billable charge start date is equal to the aggregation schedule start date. If the contract end date is earlier than the aggregation schedule end date, the billable charge end date is equal to the contract end date. If the contract end date is later than the aggregation schedule end date, the billable charge end date is equal to the aggregation schedule end date. However, if the contract start date is later than the aggregation schedule end date or if the contract end date is earlier than the aggregation schedule start date, the status of the transaction leg is changed to Error (EROR).</p> <p>If the aggregated billable charge already exists for the account, price item and price item parameters combination and there is no bill segment associated with the billable charge, the system will update the SQI values in the existing billable charge.</p>

The transaction aggregation is done based on the aggregation schedule defined in the price item pricing. You can use the following standard schedules or you can create your own custom schedules for aggregation:

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly

Once the billable charge is created, the system aggregates the SQIs defined for the price item — division combination using the aggregation function and then updates the billable charge with the respective SQI values. If the aggregation function is based on the transaction amount or on any other user defined amount and the transaction or user defined currency is different from the pricing currency, the system does currency conversion if the appropriate exchange rate is available in the system. The processing date which is stamped against a transaction leg is used to determine effective exchange rate for the transaction leg.

Once the SQI values are updated in the billable charge, the rate is determined for the transaction leg whose effective pricing has either of the following set of attributes:

- **Ignore Transaction** is set to **No**, **Aggregate Transaction** is set to **Yes**, and **Rating Criteria** is set to **Aggregate transactions and then rate aggregated SQs (AGTR)**
- **Ignore Transaction** is set to **No**, **Aggregate Transaction** is set to **No**, and **Rating Criteria** is set to **Rate Transactions (RITX)**

Each set of pricing attributes indicates how the transaction legs must be rated before billing. For more information about the different ways in which a transaction leg can be rated, see [Transaction Rating Before Billing](#) on page 568.

Note: If you want to do some preprocessing activities while determining rate, you need to attach a preprocessing algorithm on the **TFM - Rate Pre-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs. A sample preprocessing algorithm type named **C1_RTCL_PRPC** is shipped with the price item. It does not have any business logic. If you want to undertake some preprocessing activities while determining rate for transaction legs, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Rate Pre-Processing** algorithm spot of the respective division. You can refer to the **C1_RTCL_PRPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Once the billable charge is created and updated successfully, the status of the transaction leg is changed to **Completed (COMP)**. However, if the SQIs are not defined for the price item — division combination, the transaction aggregation rule is not defined for the SQI, or if the exchange rate is not available during currency conversion, the status of the transaction leg is changed to **Error (EROR)**. If all legs of a transaction are in the **Completed (COMP)** status, the status of the transaction is changed to **Completed (COMP)**. But, if any of the transaction leg is in the **Error (EROR)** status, the status of the transaction is changed to **Error (EROR)**.

You can execute this process through a multi-threaded batch named **Service Quantity Calculation (C1-TXNSQ)**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to create the billable charges for transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to create the billable charges for transactions which are received from a particular transaction source.	No
Division	Used when you want to create the billable charges for transactions belonging to a particular division.	No

Parameter Name	Description	Mandatory (Yes or No)
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

The **Service Quantity Calculation (C1-TXNSQ)** batch does not change the status of the transaction and its legs. You need to execute the **Mark Completion (C1-TXNCM)** batch to update the status of the transaction and its legs. Besides updating the status, the **Mark Completion (C1-TXNCM)** batch does the following with other legs when billable charge is not created for one or more transaction legs:

Rate for other transaction leg is determined using the following set of pricing attributes...	Then....
Ignore Transaction is set to Yes and Rating Criteria is set to Rate Transactions (RITX)	The corresponding calculation lines of the transaction leg are deleted.
Ignore Transaction is set to No , Aggregate Transaction is set to No , and Rating Criteria is set to Rate Transactions (RITX)	The corresponding billable charge and calculation lines of the transaction leg are deleted.
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Rate individual transactions and aggregate calc lines across transactions (RITA)	The corresponding calculation lines of the transaction leg are deleted.
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Aggregate transactions and then rate aggregated SQs (AGTR)	The corresponding billable charge and calculation lines are not deleted.
Ignore Transaction is set to No , Aggregate Transaction is set to No , and Rating Criteria is set to Do Not Rate Transactions	The corresponding non-aggregated billable charge is deleted.

You can specify either of the following parameters while executing the **Mark Completion (C1-TXNCM)** batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to change the status of transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to change the status of transactions which are received from a particular transaction source.	No
Division	Used when you want to change the status of transactions belonging to a particular division.	No
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

You must specify same parameters in the **Service Quantity Calculation (C1-TXNSQ)** and **Mark Completion (C1-TXNCM)** batches. Otherwise, erroneous results might occur.

If you want to perform some post-processing activities on a billable charge, you need to attach a post-processing algorithm on the **TFM - Billable Charge Post-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered once the billable charge is created and SQIs are updated in the billable charge. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs. A sample post-processing algorithm type named **C1_BCHG_POPC** is shipped with the product. It does not have any business logic. If you want to undertake some post-processing activities on a billable charge, you need to create custom algorithm type and attach the respective algorithm on the **Feed Management Billable Charge Post-Processing** algorithm spot of the respective division. You can refer to the **C1_BCHG_POPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Related Topics

For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619

Clean Up

There might be situations when a transaction is mapped to one or more price items and due to some reasons a billable charge could not be created for one of the price item. And, therefore the status of the transaction is changed to **Error (EROR)**. In such case, you need to either recalculate SQIs in the aggregated billable charge or delete the aggregated billable charge depending on whether the aggregated billable charge includes transaction legs in the **Completed (COMP)** status. You can perform this clean up process through a multi-threaded batch named **Clean Up (C1-TXNCU)**.

When the transaction legs in the **Error (EROR)** and **Completed (COMP)** statuses are aggregated together in a billable charge, the **Clean Up (C1-TXNCU)** batch does the following:

Billable charge contain transaction legs with the following set of pricing attributes...	Then....
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Do Not Rate Transactions	The SQIs are recalculated in the billable charge.
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Aggregate transactions and then rate aggregated SQs (AGTR)	The SQIs are recalculated in the billable charge and the rate is determined for aggregated service quantities. Once the rate is determined, pass through charges are calculated and accumulated accordingly.
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Rate individual transactions and aggregate calc lines across transactions (RITA)	The pass through charges are recalculated and accumulated accordingly.

However, when the transaction legs in the **Error (EROR)** status are only aggregated in a billable charge, the **Clean Up (C1-TXNCU)** batch does the following:

Billable charge contain transaction legs with the following set of pricing attributes...	Then....
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Do Not Rate Transactions	The aggregated billable charge is deleted.

Billable charge contain transaction legs with the following set of pricing attributes...	Then....
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Aggregate transactions and then rate aggregated SQs (AGTR)	The aggregated billable charge and the corresponding calculation lines are deleted.
Ignore Transaction is set to No , Aggregate Transaction is set to Yes , and Rating Criteria is set to Rate individual transactions and aggregate calc lines across transactions (RITA)	The aggregated billable charge is deleted.

Note:

If the aggregation function is based on the transaction amount or on any other user defined amount and the transaction or user defined currency is different from the pricing currency, the system does currency conversion if the appropriate exchange rate is available in the system. The processing date which is stamped against a transaction leg is used to determine effective exchange rate for the transaction leg.

The SQIs in an aggregated billable charge are recalculated only when the **SQ Recalculation Required** option type in the **C1_FM** feature configuration is set to **Y**. If you set the **SQ Recalculation Required** option type in the **C1_FM** feature configuration to **N**, the SQIs are not recalculated in an aggregated billable charge. We recommend you to recalculate SQIs in an aggregated billable charge when more than one account bears the charges for a transaction.

If you want to perform some post-processing activities on a billable charge, you need to attach a post-processing algorithm on the **TFM - Billable Charge Post-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered once the billable charge is created and SQIs are updated in the billable charge. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs. A sample post-processing algorithm type named **C1_BCHG_POPC** is shipped with the product. It does not have any business logic. If you want to undertake some post-processing activities on a billable charge, you need to create custom algorithm type and attach the respective algorithm on the **Feed Management Billable Charge Post-Processing** algorithm spot of the respective division. You can refer to the **C1_BCHG_POPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Besides the transaction aggregation process, the **Clean Up (C1-TXNCU)** batch is also used during the following sub-processes:

- **Cancellation** — During the cancellation process, it deletes non-aggregated billable charges and recalculates SQIs in aggregated billable charges.
- **Disaggregation** — During the disaggregation process, it deletes an aggregated billable charge when all the corresponding transaction legs which were aggregated in the billable charge are deleted during disaggregation.

You can specify either of the following parameters while executing the **Clean Up (C1-TXNCU)** batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to update or delete billable charges created for transactions which are received in a particular transaction feed. Note: This parameter should not be used during the disaggregation process.	Yes (Conditional) Note: This parameter is required when you set the request type to CNCL .
Transaction Source	Used when you want to update or delete billable charges created for transactions which are received from a particular transaction source. Note: This parameter should not be used during the cancellation and disaggregation processes.	No

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to update or delete billable charges created for transactions belonging to a particular division. Note: This parameter should not be used during the cancellation process.	No
Account ID	Used when you want to update or delete billable charges created for transactions of a particular account. Note: This parameter should be used only during the disaggregation process.	No
Bill Cycle	Used when you want to update or delete billable charges created for transactions of accounts having a particular bill cycle. Note: This parameter should be used only during the disaggregation process.	No
Disaggregate Transactions From Date	Used when you want to update or delete billable charges created for transactions which were performed from a particular date onwards. Note: You must specify the date in the YYYY-MM-DD format. This parameter should be used only during the disaggregation process.	Yes (Conditional) Note: This parameter is required when you set the request type to DISAGG .
Request Type	Used to indicate the process during which you want to execute the batch. The valid values are: <ul style="list-style-type: none"> • CNCL • EROR • DISAGG 	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Related Topics

For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619
How to set the C1_FM feature configuration	Setting the C1_FM Feature Configuration on page 1651

Transaction Aggregation Batch Processing

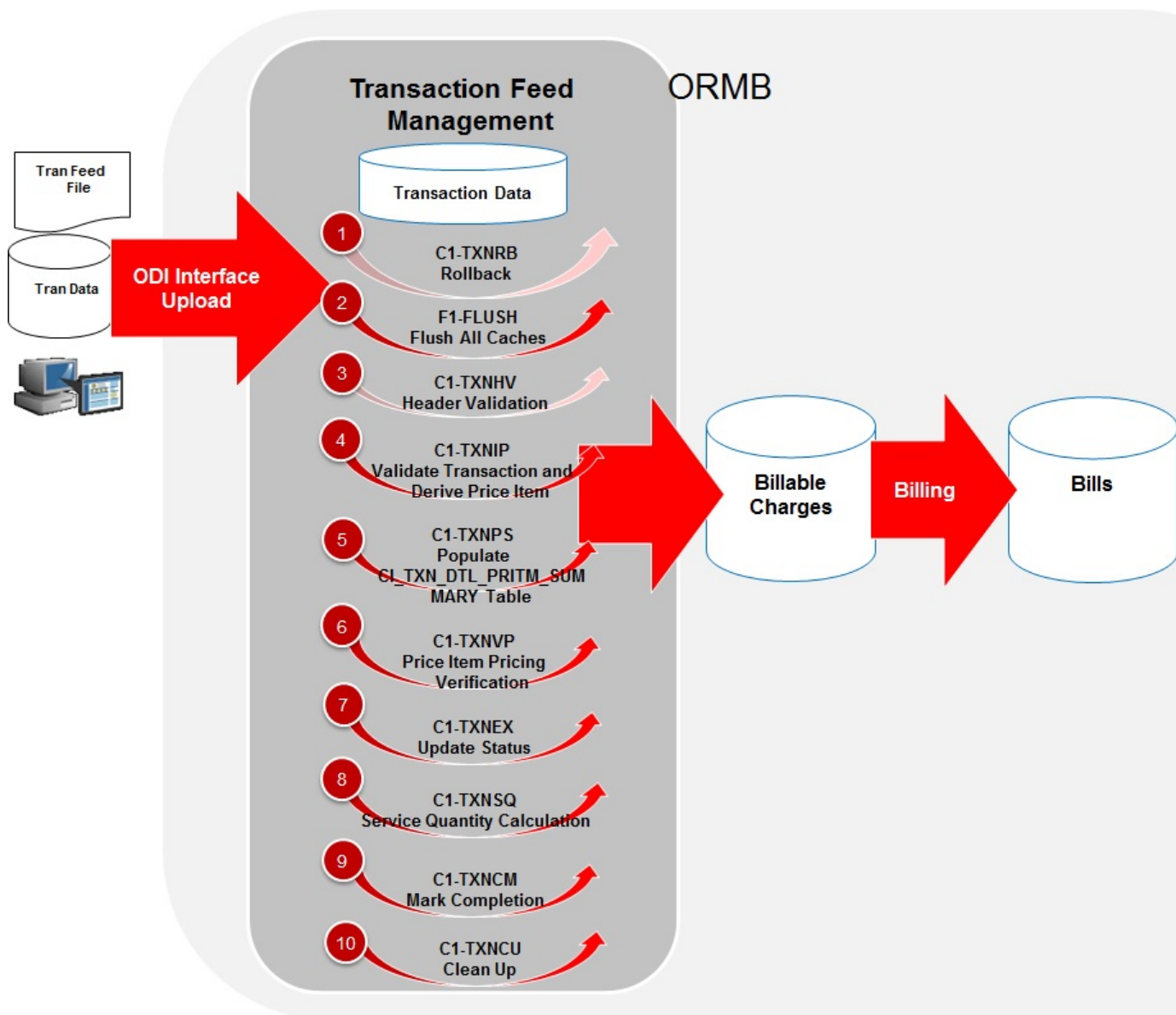
During the transaction aggregation process, you need to execute the following batches in the specified order:

1. Flush All Caches (F1-FLUSH)
2. Refresh Pricing (C1-TXNRP)
3. Header Validation (C1-TXNHV)
4. Validate Transaction and Derive Price Item (C1-TXNIP)
5. Price Item Pricing Verification (C1-TXNVP)
6. Update Status (C1-TXNEX)
7. Service Quantity Calculation (C1-TXNSQ)
8. Mark Completion (C1-TXNCM)
9. Clean Up (C1-TXNCU) with the **Request Type** parameter set to **EROR**

The **Validate Transaction and Derive Price Item (C1-TXNIP)** batch locks the **CI_TXN_DTL_PRITM_SUMMARY** table before inserting records to ensure that only unique records are inserted in this table. The locking mechanism results in performance issue when there is no or very little aggregation of transactions. Therefore, we recommend you to use an alternative transaction aggregation process when the aggregation ratio is low. You can enable the alternative transaction aggregation process by setting the **Use C1-TXNPS During Transaction Aggregation** option type in the **C1_FM** feature configuration to **true**. In this alternative transaction aggregation process, you need to execute the following batches in the specified order:

1. Flush All Caches (F1-FLUSH)
2. Refresh Pricing (C1-TXNRP)
3. Header Validation (C1-TXNHV)
4. Validate Transaction and Derive Price Item (C1-TXNIP)
5. Populate CI_TXN_DTL_PRITM_SUMMARY Table (C1-TXNPS)
6. Price Item Pricing Verification (C1-TXNVP)
7. Update Status (C1-TXNEX)
8. Service Quantity Calculation (C1-TXNSQ)
9. Mark Completion (C1-TXNCM)
10. Clean Up (C1-TXNCU) with the **Request Type** parameter set to **EROR**

The following figure graphically explains the sequence in which you need to execute the batches during the transaction aggregation process:

**Note:**

You need to remember the following points during the transaction aggregation process:

- Before you start the transaction aggregation process, you need to execute the **Flush All Caches (F1-FLUSH)** batch to clean the cache. This batch has one parameter named **Thread Pool** which allows you to clean cache of a particular thread pool. In case you want to reprocess the error transactions from the earlier cycle, you need to execute the **Rollback (C1-TXNRB)** batch.
- You can store the price item pricing information, and thereby improve the **Price Item Pricing Verification (C1-TXNVP)** batch performance. If you set the **Use Materialized Views** option type of the **C1_FM** feature configuration to **true**, the system will store the price item pricing information in the following tables:
 - CI_PRC_AGRD
 - CI_PRC_PL
 - CI_PRC_INH_PL

But, if you set the **Use Materialized Views** option type of the **C1_FM** feature configuration to **false**, the system will not store the price item pricing information in the above mentioned tables. If there are any pricing changes,

you can update the price item pricing information in these tables by executing the **Refresh Pricing (C1-TXNRP)** batch.

- The **Header Validation (C1-TXNHV)** batch is optional. You can directly execute the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch once the transactions are uploaded in the system.
- The system allows you to execute each batch consecutively. You can execute the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch consecutively with the same division and same parameters, or with the different division and different parameters. But, you cannot execute the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch consecutively with the same division and different parameters. For example, once you execute this batch with division as D1 and transaction source as S1, you cannot execute this batch again with division as D1 and transaction source as S2 until the former transaction aggregation cycle is complete.
- Once the **Price Item Pricing Verification (C1-TXNVP)** batch is executed, you cannot execute the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch again with the same division and same parameters unless and until the transaction aggregation cycle is complete. Similarly, once the **Service Quantity Calculation (C1-TXNSQ)** batch is executed, you cannot execute the **Price Item Pricing Verification (C1-TXNVP)** batch again with the same division and same parameters unless and until the transaction aggregation cycle is complete. This rule is applicable to all subsequent batches in the transaction aggregation cycle.
- During the transaction aggregation process, you must specify the same division and same parameters across each batch. Otherwise, erroneous results might occur.
- If you have already executed the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch without any division, then you cannot execute this batch once again with a division unless and until the transaction aggregation cycle is complete.

Transaction Disaggregation

As the aggregation cycle is different from the billing cycle, there might be situations when due to pricing changes, the billable charges are no longer valid. In such cases, you need to disaggregate the transactions. In the following scenarios, the system automatically creates a disaggregation request in the CI_TXN_DISAGG_REQ table:

If...	Then
A price item is assigned to an account	A disaggregation request is created for the account.
The following values in the price item pricing assigned to an account is changed: <ul style="list-style-type: none"> • Effective Start Date • Effective End Date • Aggregation Schedule • Ignore Transaction • Aggregate Transaction • Rating Criteria • Price Item Parameter 	A disaggregation request is created for the account.
A price item is assigned to a person	A disaggregation request is created for each account of the person and its child person.

If...	Then
<p>The following values in the price item pricing assigned to a person is changed:</p> <ul style="list-style-type: none"> • Effective Start Date • Effective End Date • Aggregation Schedule • Ignore Transaction • Aggregate Transaction • Rating Criteria • Price Item Parameter 	<p>A disaggregation request is created for each account of the person and its child person.</p>
<p>A price list is assigned to an account.</p>	<p>A disaggregation request is created for the account.</p>
<p>The following values in the price list assigned to an account is changed:</p> <ul style="list-style-type: none"> • Effective Start Date • Effective End Date • Priority • Price List Inheritance 	<p>A disaggregation request is created for the account.</p>
<p>A price list is assigned to a person.</p>	<p>A disaggregation request is created for each account of the person and its child person.</p>
<p>The following values in the price list assigned to a person is changed:</p> <ul style="list-style-type: none"> • Effective Start Date • Effective End Date • Priority • Price List Inheritance 	<p>A disaggregation request is created for each account of the person and its child person.</p>

However, there are various other scenarios for which you have to disaggregate the transactions. But, at the moment, the system does not automatically create a disaggregation request for these scenarios in the `CI_TXN_DISAGG_REQ` table. You will have to create an appropriate disaggregation request in this table. The system allows you to create a disaggregation request manually through the **Disaggregation Request** screen or through a batch named **Disaggregation Request Creation (C1-DISTG)**.

In the following scenarios, you have to create an appropriate disaggregation request for the account or person, respectively:

- Effective price item pricing assigned to an account is overridden.
- Variance parameter in the price item pricing assigned to an account is changed.
- A price list assignment has expired or a price list is no longer available to an account.
- Effective price item pricing assigned to a person is overridden.
- Variance parameter in the price item pricing assigned to a person is changed.
- A price list assignment has expired or a price list is no longer available to a person.
- A price item is added to a price list.

- The following details in the price item pricing assigned to a price list is changed:
 - Variance Parameter
 - Effective Start Date
 - Effective End Date
 - Aggregation Schedule
 - Ignore Transaction
 - Rating Criteria
 - Aggregate Transaction
- A new bundle is created.
- A price item is added to a bundle.
- A price item is removed from a bundle.
- A bundle is eliminated (that is, all its price item are removed).
- A price item is added.
- A price list hierarchy is changed.
- SQIs associated with a price item - division combination are changed.
- Transaction aggregation rule defined for an SQI is changed or deleted.
- Business rules used for initial price item mapping are changed.

At present, the system disaggregates transactions at the account level and not at the price item level. Let us understand this with the help of an example. The following table lists the accounts and price items to which T1 is mapped:

Transaction	Account	Price Item
T1	A1	P1
T1	A1	P2
T1	A2	P1
T1	A2	P2

Now, if the pricing of P1 assigned to A1 changes, the system creates a disaggregation request for A1 and identifies all transaction legs which are mapped to A1 for disaggregation. In this example, the system will consider the first two transaction legs - T1-A1-P1 and T1-A1-P2 - for disaggregation even if the pricing of P2 assigned to A1 has not changed.

The **Disaggregation Request Creation (C1-DISTG)** batch creates a disaggregation request for an account. When you create a disaggregation request for an account, the transactions mapped to the account are disaggregated. This batch is a multi-threaded batch. The multi-threading is based on account ID and chunks for multi-threading are created based on numerical distribution of account ID. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to create disaggregation request for accounts belonging to a particular division.	No
Person ID	Used when you want to create disaggregation request for accounts belonging to a particular person.	No
Bill Cycle	Used when you want to create disaggregation request for accounts having a particular bill cycle.	No

Parameter Name	Description	Mandatory (Yes or No)
Disaggregate Transactions From Date	Used when you want to create disaggregation request for accounts for which transactions were performed from a particular date onwards. Note: You must specify the date in the YYYY-MM-DD format.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Before you proceed with the disaggregation process, you need to ensure that there are no pending bills for the accounts whose transactions need to be disaggregated. If there are pending bills for these accounts, you need to first execute the **Pending Bill Segments Deletion (C1-BSEGD)** batch and then execute the **Pending Bill Deletion (C1-PNBD)** batch. While executing these batches in the specified order, ensure that you specify the same parameters in both these batches. For more information about these batches, see *Oracle Revenue Management and Billing Batch Execution Guide*.

Note: The **Pending Bill Deletion (C1-PNBD)** batch deletes those pending bills which are generated through the billing batches (i.e. **BILLING** or **C1-PNDBL**). It does not delete pending bills which are generated through the user interface. Also, it deletes regular pending bills and not adhoc pending bills.

Once a disaggregation request is either manually or automatically created for an account, you need to execute the following batches in the specified order to disaggregate transactions:

- **Identify Affected Transactions (C1-IAENT)** - This batch fetches disaggregation requests created for accounts from the **CI_TXN_DISAGG_REQ** table. It identifies the transactions and the corresponding aggregated and non-aggregated billable charges for disaggregation. If the bill segment of a billable charge is in the **Pending Cancel** or **Frozen** status, the system will not identify the billable charge for deletion. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to identify the transactions of accounts belonging to a particular division for disaggregation.	No
Account ID	Used when you want to identify the transactions of a particular account for disaggregation.	No
Bill Cycle	Used when you want to identify the transactions of accounts having a particular bill cycle for disaggregation.	No
Disaggregate Transactions From Date	Used when you want to identify the transactions which were performed from a particular date onwards for disaggregation. Note: You must specify the date in the YYYY-MM-DD format. The aggregated billable charge, which is affected, should not contain a transaction leg whose transaction date is earlier than the date specified in this parameter. Otherwise, erroneous results will occur. Therefore, ensure that you specify the appropriate value for the Disaggregate Transactions From Date parameter.	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes

Parameter Name	Description	Mandatory (Yes or No)
Post-Processing Algorithm	Used to attach a post-processing algorithm. This algorithm is triggered once the transactions and corresponding billable charges are identified for disaggregation.	No
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

OR

Identify Transactions for Disaggregation (C1-IDENT) - This batch fetches disaggregation requests which are created for accounts from the CI_TXN_DISAGG_REQ table. It identifies the transactions and the corresponding aggregated and non-aggregated billable charges for disaggregation. If the bill segment of a billable charge is in the **Pending Cancel** or **Frozen** status, the system will not identify the billable charge for deletion. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to identify the transactions of accounts belonging to a particular division for disaggregation.	No
Account ID	Used when you want to identify the transactions of a particular account for disaggregation.	No
Bill Cycle	Used when you want to identify the transactions of accounts having a particular bill cycle for disaggregation.	No
Disaggregate Transactions From Date	Used when you want to identify the transactions which were performed from a particular date onwards for disaggregation. <div style="border: 1px solid black; padding: 5px;"> <p>Note: You must specify the date in the YYYY-MM-DD format. The aggregated billable charge, which is affected, should not contain a transaction leg whose transaction date is earlier than the date specified in this parameter. Otherwise, erroneous results will occur. Therefore, ensure that you specify the appropriate value for the Disaggregate Transactions From Date parameter.</p> </div>	No
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Post-Processing Algorithm	Used to attach a post-processing algorithm. This algorithm is triggered once the transactions and corresponding billable charges are identified for disaggregation.	No

Parameter Name	Description	Mandatory (Yes or No)
Exclude Canceled Billable Charges (Y or N)	Used to indicate whether you want to exclude the aggregated and non-aggregated billable charges which are in the Canceled status during the disaggregation process. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: If you do not specify any value, by default, the parameter value is set to N.</div>	No
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

- **Process Non-Aggregated Transactions (C1-PDTXN)** - This batch processes the identified transactions, deletes the required transaction legs, and changes the status of the transaction to **Uploaded (UPLD)**. If a non-aggregated billable charge exists for a transaction leg and the corresponding bill segment is in the **Cancel** status, then:
 - The billable charge is cancelled.
 - The corresponding transaction leg and calculation lines (if any) are deleted.
 - The status of the transaction is changed to **Uploaded (UPLD)**.

However, if a non-aggregated billable charge exists for a transaction leg, but if the bill segment is not yet generated, then the billable charge, the corresponding calculation lines (if any), and transaction leg are deleted, and the status of the transaction is changed to **Uploaded (UPLD)**. If a non-aggregated billable charge is in the **Cancel** status, then the corresponding transaction leg and calculation lines (if any) are deleted and the status of the transaction is changed to **Uploaded (UPLD)**. If the rate is determined for a transaction leg which is in the **Ignored (IGNR)** status, the calculation lines are deleted along with the transaction leg during disaggregation.

If aggregated billable charge exists for a transaction leg, then the corresponding transaction legs and calculation lines (if any) are deleted and the status of the transaction is changed to **Uploaded (UPLD)**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Division	Used when you want to disaggregate the transactions of accounts belonging to a particular division.	No
Account ID	Used when you want to disaggregate the transactions of a particular account.	No
Bill Cycle	Used when you want to disaggregate the transactions of accounts having a particular bill cycle.	No
Disaggregate Transactions From Date	Used when you want to disaggregate the transactions which were performed from a particular date onwards. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: You must specify the date in the YYYY-MM-DD format.</div>	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

If you want to undertake some preprocessing activities (such as cleaning data in any custom tables) during the disaggregation process, you need to attach a preprocessing algorithm on the **TFM - Disaggregation Pre-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the **Process Non-Aggregated Transactions (C1-PDTXN)** batch. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.

A sample preprocessing algorithm type named **C1_DSAG_PRPC** is shipped with the product. It does not have any business logic. If you want to undertake some preprocessing activities during the disaggregation process, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Disaggregation Pre-Processing** algorithm spot of the respective division. You can refer to the **C1_DSAG_PRPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

- **Clean Up (C1-TXNCU)** - This batch deletes an aggregated billable charge when all the corresponding transaction legs which were aggregated in the billable charge are deleted during disaggregation. If an aggregated billable charge exists for a transaction leg and the corresponding bill segment is in the **Cancel** status, then:
 - The billable charge is cancelled.
 - The status of the transaction is changed to **Uploaded (UPLD)**.

However, if an aggregated billable charge exists for a transaction leg, but if the bill segment is not yet generated, then the billable charge, and the corresponding calculation lines (if any) are deleted, and the status of the transaction is changed to **Uploaded (UPLD)**. If an aggregated billable charge is in the **Cancel** status, then the corresponding calculation lines (if any) are deleted and the status of the transaction is changed to **Uploaded (UPLD)**.

While executing the **Clean Up (C1-TXNCU)** batch during disaggregation, you must set the **Request Type** parameter to **DISAGG**. For more information about the parameters that you can specify while executing this batch, refer to [Clean Up](#) on page 597.

- **Update Disaggregation Request Status (C1-DARSU)** - This batch changes the status of the disaggregation request in the **CI_TXN_DISAGG_REQ** table to **COMPLETE**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Account ID	Used when you want to update the disaggregation requests' status of a particular account.	No
Division	Used when you want to update the disaggregation requests' status of accounts belonging to a particular division.	No
Bill Cycle	Used when you want to update the disaggregation requests' status of accounts having a particular bill cycle.	No
Disaggregate Transactions From Date	Used when you want to update the disaggregation requests' status of accounts whose transactions were performed from a particular date onwards and the bill segments created for these transactions are in the Pending Cancel or Frozen status. Note: You must specify the date in the YYYY-MM-DD format.	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes

Parameter Name	Description	Mandatory (Yes or No)
Exclude Canceled Billable Charges (Y or N)	Used to indicate whether you want to change the status of the disaggregation request to COMPLETE when the canceled billable charges are excluded during the disaggregation process. The valid values are: <ul style="list-style-type: none"> • Y • N <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <p>If you do not specify any value, by default, the parameter value is set to N.</p> <p>You must specify the same value for this parameter while executing the Identify Transactions for Disaggregation (C1-IDENT) and Update Disaggregation Request Status (C1-DARSU) batches during the disaggregation process. Otherwise, erroneous results will occur.</p> </div>	No
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

OR

Update Disaggregation Request Status (C1-DRSUA) - This batch changes the status of the disaggregation request in the CI_TXN_DISAGG_REQ table to **COMPLETE**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Account ID	Used when you want to update the disaggregation requests' status of a particular account.	No
Division	Used when you want to update the disaggregation requests' status of accounts belonging to a particular division.	No
Bill Cycle	Used when you want to update the disaggregation requests' status of accounts having a particular bill cycle.	No
Disaggregate Transactions From Date	Used when you want to update the disaggregation requests' status of accounts whose transactions were performed from a particular date onwards and the bill segments created for these transactions are in the Pending Cancel or Frozen status. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You must specify the date in the YYYY-MM-DD format.</p> </div>	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes

Parameter Name	Description	Mandatory (Yes or No)
Update Status Algorithm	Used to attach a custom algorithm which indicates when the status of the disaggregation request in the CI_TXN_DISAGG_REQ table must be changed to COMPLETE . Note: If an algorithm is specified in this parameter, the system uses the custom logic and not the in-built logic for updating the status of the disaggregation requests.	No
Exclude Canceled Billable Charges (Y or N)	Used to indicate whether you want to change the status of the disaggregation request to COMPLETE when the canceled billable charges are excluded during the disaggregation process. The valid values are: <ul style="list-style-type: none"> • Y • N Note: If you do not specify any value, by default, the parameter value is set to N . You must specify the same value for this parameter while executing the Identify Transactions for Disaggregation (C1-IDENT) and Update Disaggregation Request Status (C1-DRSUA) batches during the disaggregation process. Otherwise, erroneous results will occur.	No
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Related Topics

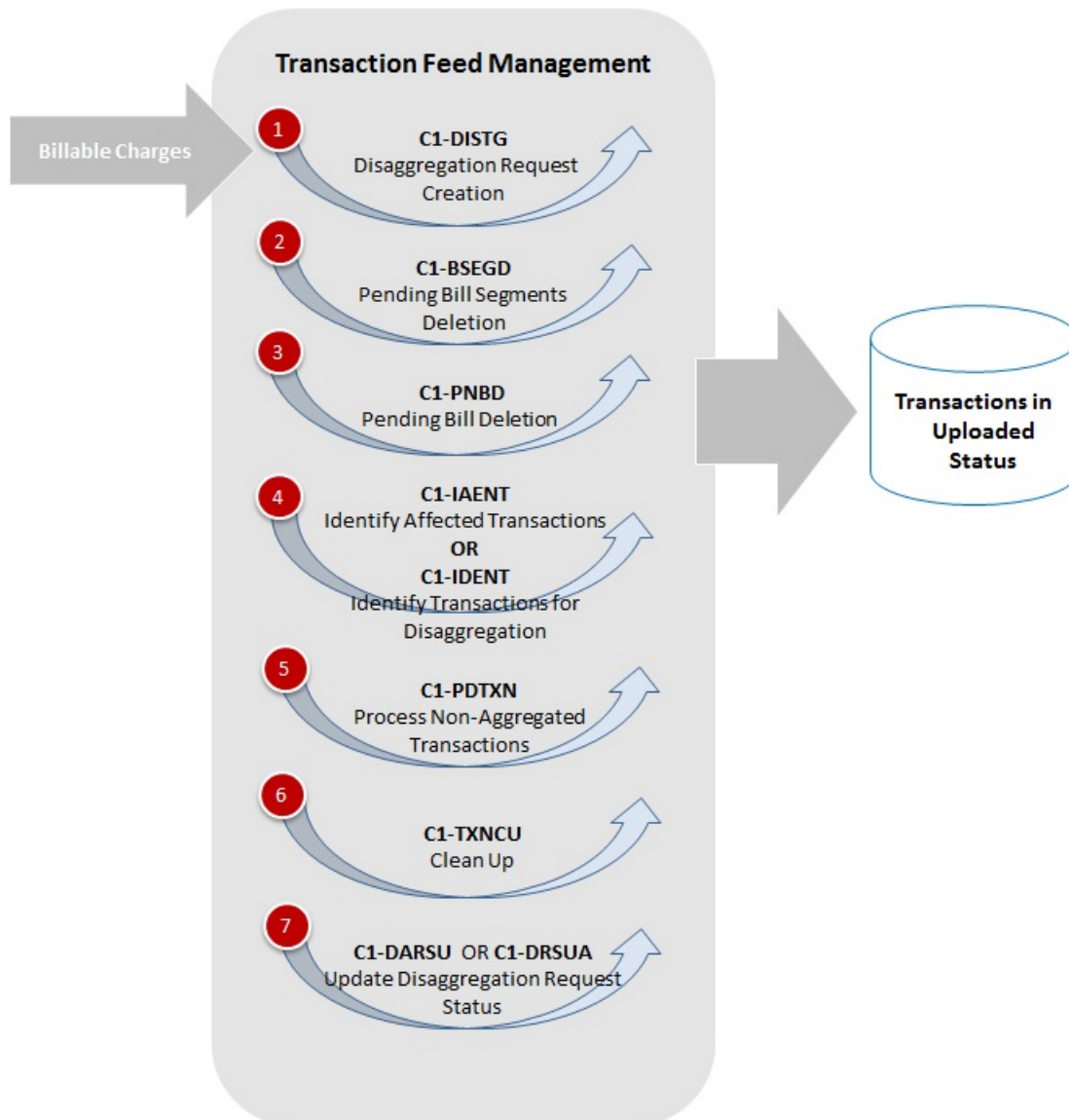
For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619
How to create a disaggregation request manually	Creating a Disaggregation Request on page 741

Transaction Disaggregation Batch Processing

During the transaction disaggregation process, you need to execute the following batches in the specified order:

1. Disaggregation Request Creation (C1-DISTG)
2. Pending Bill Segments Deletion (C1-BSEGD)
3. Pending Bill Deletion (C1-PNBD)
4. Identify Affected Transactions (C1-IAENT) or Identify Transactions for Disaggregation (C1-IDENT)
5. Process Non-Aggregated Transactions (C1-PDTXN)
6. Clean Up (C1-TXNCU) with the **Request Type** parameter set to **DISAGG**
7. Update Disaggregation Request Status (C1-DARSU or C1-DRSUA)

The following figure graphically explains the sequence in which you need to execute the batches during the transaction disaggregation process:



Transaction Cancellation

There might be situations when incorrect transaction data file is uploaded in the system. In such cases, the system provides you with an ability to cancel the whole transaction feed. You can cancel a transaction feed either before the transaction aggregation process starts (that is, before executing the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch) or after the transaction aggregation process ends (that is, after executing the **Clean Up (C1-TXNCU)** batch). In other words, you cannot cancel a transaction feed during the transaction aggregation process. Once the transaction feed is cancelled, the status of the feed and all transactions in the feed is changed to **Cancelled (CNCL)**.

The following table explains how the system behaves:

When you cancel a transaction feed for which...	Then
<p>A bill (with the Pending status) is already generated in the system</p>	<p>The corresponding billable charges, bill segments, and bill are deleted. The corresponding transaction legs and their calculation lines (if any) are deleted, and the status of the transactions is changed to Cancelled (CNCL).</p> <p>Note:</p> <p>If a pending bill has a bill segment in the Frozen or Pending Cancel status, the system does not allow you to cancel the transaction feed.</p> <p>If a pending bill has a bill segment in the Cancel status, the system behaves in the following manner:</p> <ul style="list-style-type: none"> • Deletes all other bill segments which are not in the Cancel status. • The billable charge corresponding to the bill segment which is not in the Cancel status is deleted if the billable charge is in the Billable status and if the billable charge only includes transactions from the feed that you want to cancel. • The billable charge corresponding to the bill segment which is not in the Cancel status is not deleted or recalculated if the billable charge is in the Cancelled status. • The billable charge corresponding to the bill segment which is in the Cancel status is cancelled if the billable charge only includes transactions from the feed that you want to cancel. • The SQIs in the billable charge are recalculated if the billable charge includes transactions from multiple feeds. <p>If a bill is created for transactions which are uploaded through multiple transaction feeds (for example, Feed A and Feed B and you want to cancel Feed A), then:</p> <ul style="list-style-type: none"> • The bill and their corresponding bill segments are deleted. • The SQIs are recalculated in the corresponding billable charges. • The legs of transactions uploaded through Feed A and the corresponding calculation lines (if any) are deleted. • The status of the transactions uploaded through Feed A is changed to Cancelled (CNCL). • The status of Feed A is changed to Cancelled (CNCL). • The status of the transactions uploaded through Feed B remains the same (i.e. Completed (COMP)).
<p>A bill (with the Complete status) already exists in the system</p>	<p>The system does not allow you to cancel the transaction feed.</p>

When you cancel a transaction feed for which...	Then
A bill (with the Complete status) has all bill segments in the Cancelled status	The corresponding billable charges are cancelled. The corresponding transaction legs and their calculation lines (if any) are deleted, and the status of the transactions is changed to Cancelled (CNCL) .
A billable charge (with the Billable status) exists in the system	<p>The billable charge is deleted. The corresponding transaction legs and their calculation lines (if any) are deleted, and the status of the transactions is changed to Cancelled (CNCL).</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>In case a billable charge is created for transactions uploaded through multiple transaction feeds (for example, Feed A and Feed B and you want to cancel Feed A), then:</p> <ul style="list-style-type: none"> • The SQIs are recalculated in the billable charge. • The legs of transactions uploaded through Feed A and the corresponding calculation lines (if any) are deleted. • The status of the transactions uploaded through Feed A is changed to Cancelled (CNCL). • The status of Feed A is changed to Cancelled (CNCL). • The status of the transactions uploaded through Feed B remains the same (i.e. Completed (COMP)). </div>
A billable charge (with the Cancelled status) exists in the system	The billable charge is not deleted. However, the corresponding transaction legs and their calculation lines (if any) are deleted and the status of the transactions is changed to Cancelled (CNCL) .

To cancel a transaction feed, you need to execute the following batches in the specified order:

- 1. Pending Bill Deletion (C1-DELBL)** — This batch deletes the bills (with the **Pending** status) and their corresponding bill segments. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to delete bills which include charges for transactions which are received in a particular transaction feed.	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

- 2. Clean Up (C1-TXNCU)** — This batch deletes non-aggregated and aggregated billable charges. An aggregated billable charge is deleted only when it includes legs of transactions from the feed that you want to cancel. If an aggregated billable charge includes legs of transactions from multiple feeds, the SQIs and calculation lines (if any) are recalculated in the aggregated billable charge. The corresponding calculation lines are deleted whenever an aggregated billable charge, which includes transaction legs whose rating criteria is set to **Aggregate transactions and then rate aggregated SQs (AGTR)**, is cancelled or deleted during the cancellation process. Note that while executing this batch, the **Request Type** parameter must be set to **CNCL**. For more information about the parameters that you can specify while executing this batch, refer to [Clean Up](#) on page 597.

3. **Cancellation (C1-TXCNC)** — This batch deletes the transaction legs. The corresponding calculation lines are deleted whenever an aggregated billable charge, which includes transaction legs whose rating criteria is set to **Rate individual transactions and aggregate calc lines across transactions (RITA)** or **Rate Transactions (RITX)**, is cancelled or deleted during the cancellation process. Finally, this batch changes the status of the feed and all transactions in the feed to **Cancelled (CNCL)**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Header ID	Used when you want to cancel a particular transaction feed.	Yes
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

If you want to undertake some preprocessing activities (such as cleaning data in any custom tables) during the cancellation process, you need to attach a preprocessing algorithm on the **TFM - Cancellation Pre-Processing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the **Cancellation (C1-TXCNC)** batch. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.

A sample preprocessing algorithm type named **C1_CNCL_PRPC** is shipped with the product. It does not have any business logic. If you want to undertake some preprocessing activities during the cancellation process, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Cancellation Pre-Processing** algorithm spot of the respective division. You can refer to the **C1_CNCL_PRPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Related Topics

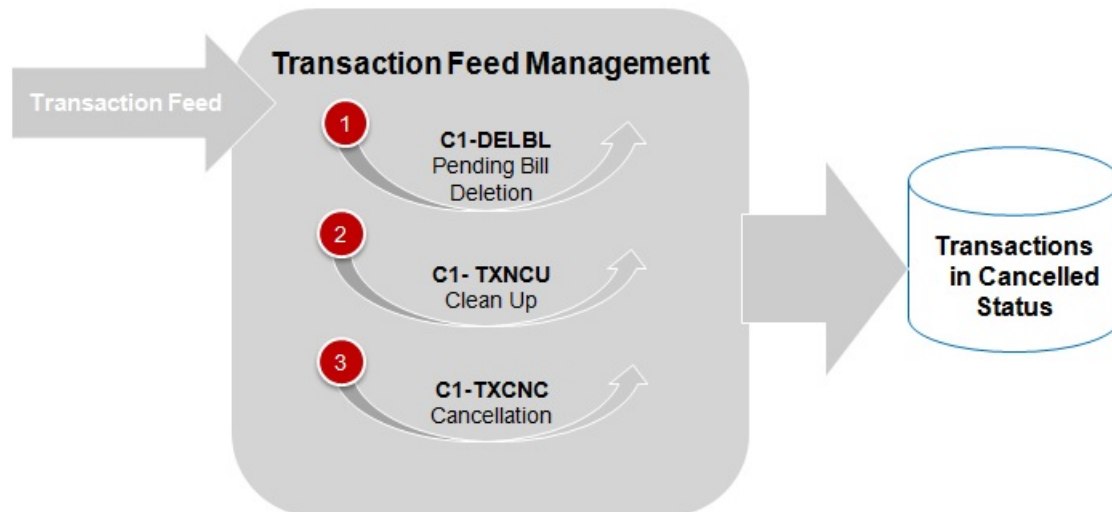
For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619

Transaction Cancellation Batch Processing

During the transaction cancellation process, you need to execute the following batches in the specified order:

1. Pending Bill Deletion (C1-DELBL)
2. Clean Up (C1-TXNCU) with the **Request Type** parameter set to **CNCL**
3. Cancellation (C1-TXCNC)

The following figure graphically explains the sequence in which you need to execute the batches during the transaction cancellation process:



Transaction Rollback

In the transaction aggregation process, an error occurs when:

- Transaction validation fails.
- Transaction does not satisfy any rule invoked through the rule type.
- Effective pricing is not available for one or more price items to which a transaction is mapped.
- SQIs are not defined for the price item — division combination.
- Transaction aggregation rule is not defined for the SQL.
- Exchange rate is not available during currency conversion.
- There is no contract available with the specified contract type on the transaction date or when the contract is inactive.
- There are multiple effective contracts of the same contract type (available on the transaction date) in **Active**, **Pending Stop**, or **Stop** status.
- The **Price Assignment Search** algorithm is not defined for the division.
- The parameter values are either not defined or invalid in the **Price Assignment Search** algorithm on the processing date.
- The period in which the transaction date falls is not defined in the aggregation schedule.
- Price Item parameters specified in the output parameters are not effective for the price item on the processing date.
- Mandatory price item parameter which is effective on the processing date is not specified in the output parameter.
- Parameter value is not specified for all mandatory price item parameters which are effective on the processing date.

In such cases, the status of the transaction is changed to **Error**. You can configure the required setup and then execute the following batches once again in the specified order:

1. Flush All Caches (F1-FLUSH)
2. Refresh Pricing (C1-TXNRP)
3. Header Validation (C1-TXNHV)
4. Validate Transaction and Derive Price Item (C1-TXNIP)
5. Populate CI_TXN_DTL_PRITM_SUMMARY Table (C1-TXNPS)

Note: You must execute the **Populate CI_TXN_DTL_PRITM_SUMMARY Table (C1-TXNPS)** batch only when the **Use C1-TXNPS During Transaction Aggregation** option type in the **C1_FM** feature configuration is set to **true**.

6. Price Item Pricing Verification (C1-TXNVP)
7. Update Status (C1-TXNEX)
8. Service Quantity Calculation (C1-TXNSQ)
9. Mark Completion (C1-TXNCM)
10. Clean Up (C1-TXNCU)

But, before you execute these batches, you need to rollback the transaction status to **Uploaded (UPLD)**. The system allows you to rollback transactions which are in the **Ignored (IGNR)** and **Error (EROR)** status. When you rollback a transaction, the corresponding transaction legs are deleted and the status of the transaction is changed to **Uploaded (UPLD)**. On rolling back a transaction leg whose effective pricing has the **Ignore Transaction** field set to **Yes** and the **Rating Criteria** field set to **Rate Transactions (RITX)**, the corresponding calculation lines are also deleted along with the transaction leg. If you rollback a partially disaggregated transaction which is in the **Error (EROR)** status, the transaction legs which are in the **Error (EROR)** status are only deleted and the status of the transaction is changed to **Uploaded (UPLD)**.

You need to execute the **Rollback (C1-TXNRB)** batch to rollback transactions which are in the **Ignored (IGNR)** and **Error (EROR)** status. You can specify the following parameters while executing this batch:

Parameter Name	Description	Mandatory (Yes or No)
Transaction Status	Used to indicate whether you want to rollback transactions which are in the Ignored or Error status. The valid values are: <ul style="list-style-type: none"> • IGNR • EROR 	Yes
Transaction Header ID	Used when you want to rollback transactions which are received in a particular transaction feed.	No
Transaction Source	Used when you want to rollback transactions which are received from a particular transaction source.	No
Division	Used when you want to rollback transactions belonging to a particular division.	No
Rollback From Date	Used when you want to rollback transactions which were performed from a particular date onwards. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You must specify the date in the YYYY-MM-DD format. The rollback from date cannot be later than the rollback to date.</p> </div>	No
Rollback To Date	Used when you want to rollback transactions which were performed till a particular date. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You must specify the date in the YYYY-MM-DD format. The rollback to date cannot be earlier than the rollback from date.</p> </div>	No

Parameter Name	Description	Mandatory (Yes or No)
Chunk Size	Used to specify the number of transactions you want to execute in each work unit.	Yes
Maximum Batch Count	Used to specify the maximum number of transactions after which the data must be transferred to the database.	Yes
Thread Pool Name	Used to specify the thread pool on which you want to execute the batch.	No

Note:

If you want to undertake some preprocessing activities (such as cleaning data in any custom tables) during the rollback process, you need to attach a preprocessing algorithm on the **Transaction Feed Management Rollback Preprocessing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the **Rollback (C1-TXNRB)** batch. Note that the system invokes the algorithm which is attached on the division to which the transaction belongs.

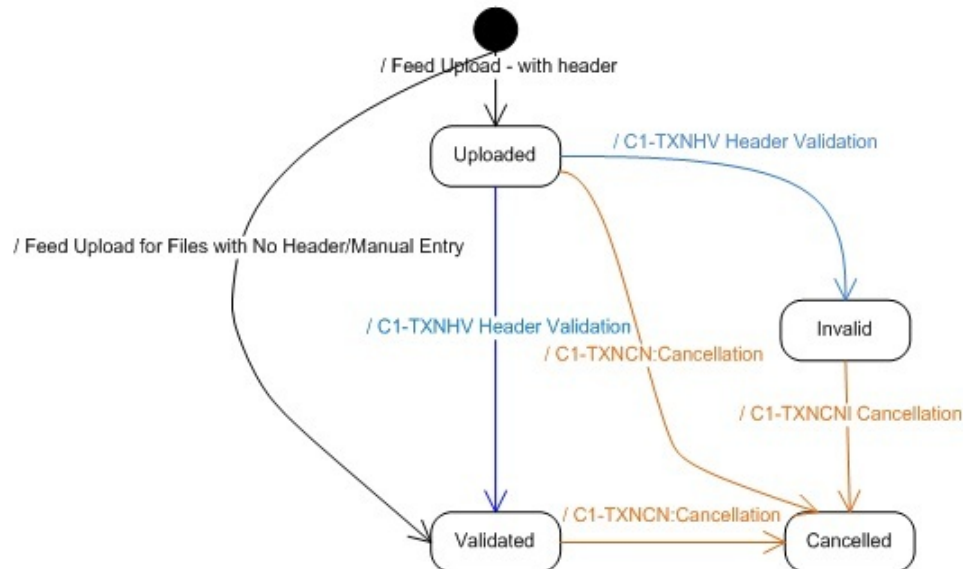
A sample preprocessing algorithm type named **C1_ROBK_PRPC** is shipped with the product. It does not have any business logic. If you want to undertake some preprocessing activities during the rollback process, you need to create custom algorithm type and attach the respective algorithm on the **TFM - Rollback Pre-Processing** algorithm spot of the respective division. You can refer to the **C1_ROBK_PRPC** algorithm type to understand the input parameters that must be passed to the custom algorithm type.

Related Topics

For more information on...	See...
Transaction Leg Status Transition	Transaction Leg Status Transition on page 619

Feed Status Transition

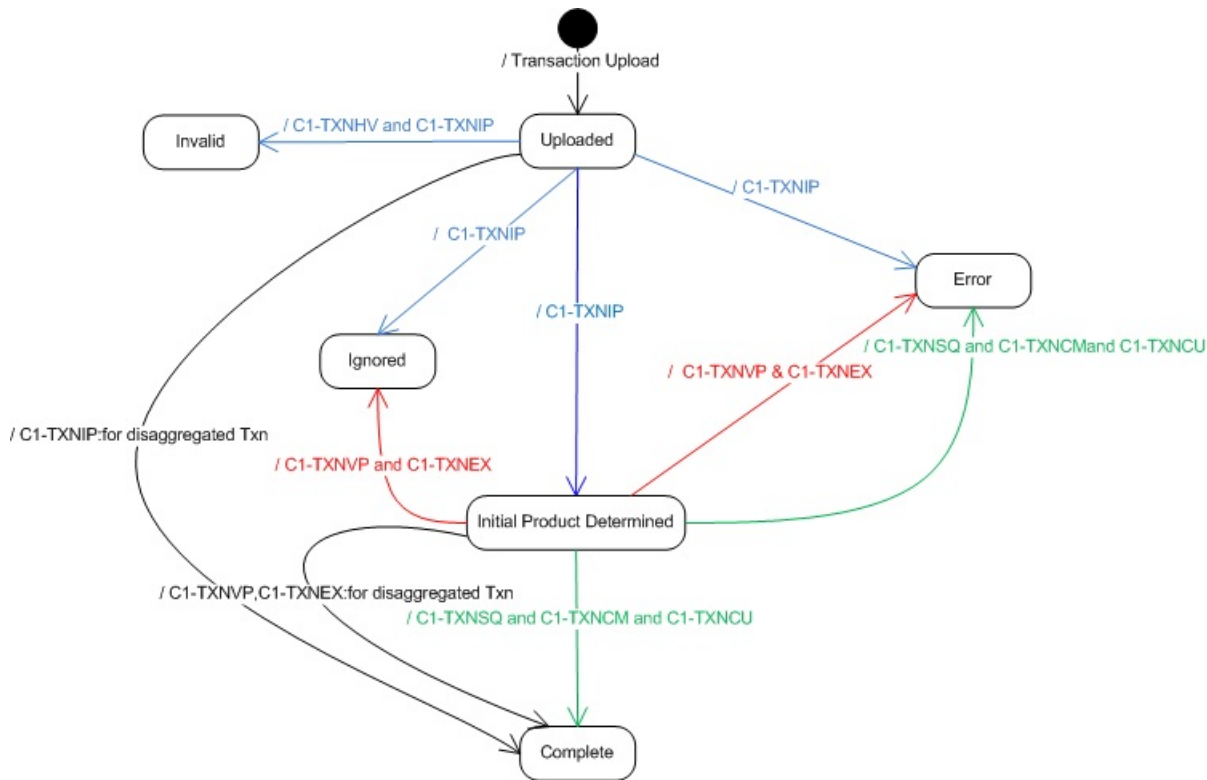
The following figure graphically indicates how a feed moves from one status to another during the transaction feed management process:



Transaction Status Transition

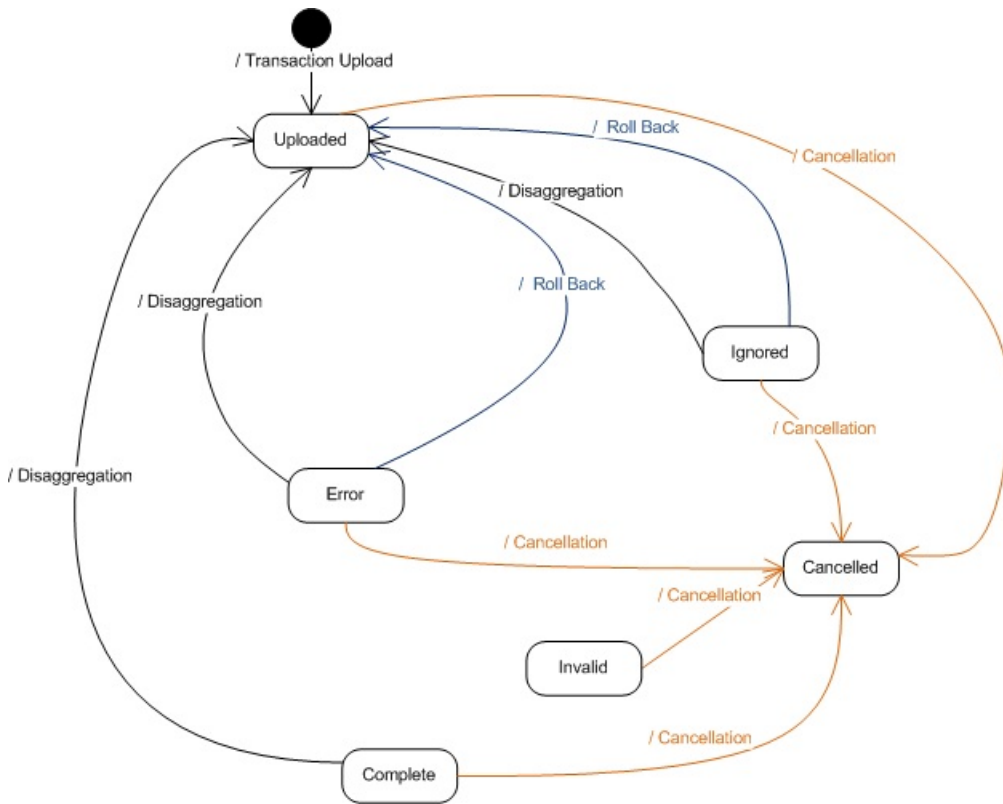
Aggregation

The following figure graphically indicates how a transaction moves from one status to another during the aggregation process:



Disaggregation, Rollback, and Cancellation

The following figure graphically indicates how a transaction moves from one status to another during the disaggregation, rollback, and cancellation processes:



Transaction Leg Status Transition

This section explains how a transaction leg moves from one status to another during the following sub-processes:

- Transaction Aggregation

Note: This is the aggregation process for transactions that are recently uploaded or reaggregated after being fully disaggregated.

- Transaction Rollback
- Transaction Cancellation
- Transaction Disaggregation
- Transaction Reaggregation

Note: This is the aggregation process for transactions that are reaggregated after being partially disaggregated.

Transaction Aggregation

The following table indicates how a transaction leg moves from one status to another during the aggregation process:

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
1	C1-TXNIP	Transaction validation fails due to incomplete transaction data	UPLOADED	Not applicable as the transaction legs are not yet created	INVALID	Not applicable as the transaction legs are not yet created
2	C1-TXNIP	Transaction validation fails due to invalid or incorrect transaction data	UPLOADED	Not applicable as the transaction legs are not yet created	ERROR	Not applicable as the transaction legs are not yet created
3	C1-TXNIP	Transaction validation is successful but no product is derived	UPLOADED	Not applicable as the transaction legs are not yet created	ERROR	Not applicable as the transaction legs are not yet created
4	C1-TXNIP	Transaction validation is successful and product is derived	UPLOADED	Not applicable as the transaction legs are not yet created	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED
5	C1-TXNIP	Transaction validation is successful and the transaction is ignored by the rule based on the transaction attributes	UPLOADED	Not applicable as the transaction legs are not yet created	IGNORED	Not applicable as the transaction legs are not yet created
6	C1-TXNVP and C1-TXNEX	Effective pricing is not found for any of the transaction legs	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	ERROR	ERROR
7	C1-TXNVP and C1-TXNEX	Ignore Transaction flag is set to Y in the effective pricing for one or more transaction legs but not for all transaction legs	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	IGNORED (when Ignore Transaction flag is set to Y in the effective pricing) INITIAL PRODUCT DETERMINED (when Ignore Transaction flag is set to N in the effective pricing)
8	C1-TXNVP and C1-TXNEX	Ignore Transaction flag is set to Y in the effective pricing for all transaction legs	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	IGNORED	IGNORED

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
9	C1-TXNVP and C1-TXNEX	Ignore Transaction flag is set to N in the effective pricing for all transaction legs	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED
10	C1-TXNSQ and C1-TXNCM	SQIs are not defined for the product — division combination, Transaction aggregation rule is not defined for the SQI, or Exchange rate is not available during currency conversion	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	ERROR	ERROR
11	C1-TXNSQ and C1-TXNCM	Billable charges are created successfully for all transaction legs	INITIAL PRODUCT DETERMINED	INITIAL PRODUCT DETERMINED	COMPLETED	COMPLETED

Transaction Rollback

The following table indicates how a transaction leg moves from one status to another during the rollback process:

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
1	C1-TXNRB	Transactions with the Error (EROR) status are rolled back	ERROR	ERROR	UPLOADED	Not applicable as the transaction legs are not yet created
2	C1-TXNRB	Transactions with the Ignored (IGNR) status are rolled back	IGNORED	IGNORED	UPLOADED	Not applicable as the transaction legs are not yet created

Transaction Cancellation

The following table indicates how a transaction leg moves from one status to another during the cancellation process:

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
1	C1-TXCNC	Transactions in any status are cancelled	UPLOADED, INITIAL PRODUCT DETERMINED, ERROR, COMPLETED, INVALID, or IGNORED	INITIAL PRODUCT DETERMINED, ERROR, IGNORED, or COMPLETED	CANCELLED	CANCELLED

Transaction Disaggregation

The following table indicates how a transaction leg moves from one status to another during the disaggregation process:

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
1	C1-DISTG	Transactions in the COMPLETED, ERROR, or IGNORED status are disaggregated.	COMPLETED, ERROR, or IGNORED Note: The transactions in the ERROR or IGNORED status must have legs for disaggregation.	COMPLETED, ERROR, or IGNORED	No change in the status	No change in the status
2	C1-DISTG	Transactions in the INVALID or CANCELLED status cannot be disaggregated. In addition, the newly uploaded transactions and fully disaggregated transactions which are in the UPLOADED status cannot be disaggregated.	CANCELLED, INVALID, or UPLOADED	Not applicable as the transactions will not have any legs in these statuses	No change in the status	Not applicable as the transactions will not have any legs in these statuses
3	C1-IAENT or C1-IDENT	Transactions in the COMPLETED, ERROR, or IGNORED status are disaggregated.	COMPLETED, ERROR, or IGNORED Note: The transactions in the ERROR or IGNORED status must have legs for disaggregation.	COMPLETED, ERROR, or IGNORED	No change in the status	No change in the status

Sr. No.	Batch	Event	Pre Event Transaction Status	Pre Event Transaction Leg Status	Post Event Transaction Status	Post Event Transaction Leg Status
4	C1-IAENT or C1-IDENT	Transaction has already been disaggregated and is in the UPLOADED status. The transaction legs which were not affected are moved in the staging table and the transaction legs which were affected are deleted. Now, if the effective pricing is changed for the account to which the transaction leg in the staging table is mapped, then that transaction leg must be disaggregated. Thus, disaggregation is done even though the transaction is in the UPLOADED status.	UPLOADED	UPLOADED	No change in the status	No change in the status
5	C1-PDTXN	Transactions in the COMPLETED, ERROR, or IGNORED status are disaggregated.	COMPLETED, ERROR, or IGNORED Note: The transactions in the ERROR or IGNORED status must have legs for disaggregation.	COMPLETED, ERROR, or IGNORED	UPLOADED	Transaction legs which are affected during disaggregation are deleted and the other legs which are not affected are moved to the staging table.

Transaction Reaggregation

The following table indicates how a transaction leg moves from one status to another during the reaggregation process:

Sr. No.	Batch	Event	Transaction Status Before Disaggregation	Transaction Leg Status Before Disaggregation	Transaction Status After Reaggregation	Transaction Leg Status After Reaggregation
1	C1-TXNIP	Transaction in the COMPLETED status was disaggregated. It had four transaction legs – two in the COMPLETED status and other two in the IGNORED status. A transaction leg in the COMPLETED status was disaggregated due to change in the business rule (i.e. IGNORE_SW is set to Y).	COMPLETED	COMPLETED, IGNORED	COMPLETED	Derived Leg: IGNORED Existing Legs: COMPLETED and IGNORED
2	C1-TXNIP	Transaction in the COMPLETED status was disaggregated. It had one transaction leg in the COMPLETED status and all other transaction legs in the IGNORED status. The leg in the COMPLETED status was disaggregated due to change in the business rule (i.e. IGNORE_SW is set to Y).	COMPLETED	COMPLETED, IGNORED	IGNORED	Derived Leg: IGNORED Existing Legs: IGNORED

Sr. No.	Batch	Event	Transaction Status Before Disaggregation	Transaction Leg Status Before Disaggregation	Transaction Status After Reaggregation	Transaction Leg Status After Reaggregation
3	C1-TXNIP	Transaction in the COMPLETED status was disaggregated. All the transaction legs were in the COMPLETED status. One of the transaction legs in the COMPLETED status was disaggregated. During reaggregation, no product was derived for this transaction leg.	COMPLETED	COMPLETED	ERROR	Derived Leg: No new transaction leg was created Existing Legs: COMPLETED
4	C1-TXNIP	Transaction in the ERROR status was disaggregated. It had no transaction legs. During reaggregation, no product was derived for the transaction.	ERROR	No Transaction Legs Exist	ERROR	Derived Leg: No new transaction leg was created Existing Legs: None
5	C1-TXNIP	Transaction in the ERROR status was disaggregated. It had no transaction legs. During reaggregation, a product was derived for the transaction.	ERROR	No Transaction Legs Exist	INITIAL PRODUCT DETERMINED	Derived Leg: INITIAL PRODUCT DETERMINED Existing Legs: None

Sr. No.	Batch	Event	Transaction Status Before Disaggregation	Transaction Leg Status Before Disaggregation	Transaction Status After Reaggregation	Transaction Leg Status After Reaggregation
6	C1-TXNVP and C1-TXNEX	Transaction in the COMPLETED status was disaggregated. It had four transaction legs – two in the COMPLETED status and other two in the IGNORED status. A transaction leg in the COMPLETED status was disaggregated. During reaggregation, the effective pricing was not found for the transaction leg.	COMPLETED	COMPLETED, IGNORED	ERROR	Derived Leg: ERROR Existing Legs: COMPLETED and IGNORED
7	C1-TXNVP and C1-TXNEX	Transaction in the ERROR status was disaggregated. It had no transaction legs. During reaggregation, the effective pricing is found for the transaction legs.	ERROR	No Transaction Legs Exist	INITIAL PRODUCT DETERMINED	Derived Legs: INITIAL PRODUCT DETERMINED Existing Legs: None
8	C1-TXNVP and C1-TXNEX	Transaction in the COMPLETED status was disaggregated. It had four transaction legs – two in the COMPLETED status and other two in the IGNORED status. A transaction leg in the COMPLETED status was disaggregated due to change in the effective pricing (i.e. Ignore Transaction flag is set to Y).	COMPLETED	COMPLETED, IGNORED	COMPLETED	Derived Leg: IGNORED Existing Legs: COMPLETED and IGNORED

Sr. No.	Batch	Event	Transaction Status Before Disaggregation	Transaction Leg Status Before Disaggregation	Transaction Status After Reaggregation	Transaction Leg Status After Reaggregation
9	C1-TXNVP and C1-TXNEX	Transaction in the COMPLETED status was disaggregated. It had one transaction leg in the COMPLETED status and all other transaction legs in the IGNORED status. The leg in the COMPLETED status was disaggregated due to change in the effective pricing (i.e. Ignore Transaction flag is set to Y).	COMPLETED	COMPLETED, IGNORED	IGNORED	Derived Leg: IGNORED Existing Legs: IGNORED
10	C1-TXNSQ and C1-TXNCM	While reaggregating transaction legs, SQIs are not defined for the product — division combination, Transaction aggregation rule is not defined for the SQI, or Exchange rate is not available during currency conversion.	COMPLETED, ERROR, IGNORED Note: There must be no legs for the transaction in the IGNORED status.	COMPLETED, ERROR	ERROR	Derived Legs: ERROR Existing Legs: No change in the status
11	C1-TXNSQ and C1-TXNCM	Billable charges are created successfully for all transaction legs which were earlier disaggregated and now reaggregated.	COMPLETED, ERROR, IGNORED Note: There must be no legs for the transaction in the IGNORED status.	COMPLETED, ERROR	COMPLETED	Derived Leg: COMPLETED Existing Legs: No change in the status

Transaction Data File

You can upload a transaction data file in the following formats:

- Comma Separated Values

- JavaScript Object Notation
- Fixed Position
- Pipe Separated Values
- Tilde Separated Values
- Extensible Markup Language

Before uploading a transaction data file, you need to ensure that it contains the following:

- **File Header** - Every file must have one header record. It should contain the following details:

Header Data	Description	Mandatory (Yes or No)
Transaction Source	Used to specify the source from where the transactions are received.	Yes
Header Date (YYYYMMDD)	Used to specify the header date.	Yes
Transaction Header ID	Used to specify the external transaction header ID.	Yes
File Name	Used to specify the file name.	Yes
Number of Transactions	Used to specify the total number of transaction records in the file.	Yes
Total Transaction Volume	Used to specify the total transaction volume.	Yes
Total Transaction Amount	Used to specify the total transaction amount.	Yes

- **Transaction Record** - Every file must have one or more transaction records. It should contain the following details:

Record Data	Description	Mandatory (Yes or No)
Transaction Record Type	Used to specify the record type of the transaction.	Yes
Transaction Source	Used to specify the source from where the transaction is received.	Yes
Transaction Date (YYYYMMDD)	Used to specify the date when the transaction was performed.	Yes
External Reference Number	Used to specify the external reference number of the transaction.	Yes
Customer Reference Number	Used to indicate the customer who has performed the transaction.	No
Division	Used to specify the division to which the transaction belongs.	Yes
Transaction Volume	Used to specify the transaction volume.	Yes
Transaction Amount	Used to specify the transaction amount.	Yes

Record Data	Description	Mandatory (Yes or No)
Transaction Currency	Used to specify the currency in which the transaction was performed. Note: If you specify a currency other than the pricing currency, the system will do the currency conversion when the appropriate exchange rate is available in the system.	Yes
Credit/Debit Indicator	Used to indicate whether the transaction is a debit or a credit transaction. The valid values are: <ul style="list-style-type: none"> • Plus (+) • Minus (-) 	Yes
Account Identifier Type	Used to indicate the account identifier type.	Yes
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes
UDF_NUM_1, UDF_NUM_2, UDF_NUM_3, ..., UDF_NUM_20	Used to specify additional information about the transaction.	No
UDF_AMT_1, UDF_AMT_2, UDF_AMT_3, ..., UDF_AMT_10	Used to specify additional transaction amount.	Yes (Conditional) Note: The UDF_AMT_N is required when the corresponding UDF_CCY_N is specified.
UDF_CCY_1, UDF_CCY_2, UDF_CCY_3,, UDF_CCY_10	Used to specify additional transaction currency. Note: If you specify a currency other than the pricing currency, the system will do the currency conversion when the appropriate exchange rate is available in the system.	Yes (Conditional) Note: The UDF_CCY_N is required when the corresponding UDF_AMT_N is specified.
UDF_DTTM_1, UDF_DTTM_2,, UDF_DTTM_5	Used to specify additional information about the transaction.	No
UDF_CHAR_1, UDF_CHAR_2, UDF_CHAR_3, ..., UDF_CHAR_50	Used to specify additional information about the transaction. Note: If the data in these columns will be used for price item parameter mapping, you must not use the equal to (=) and tilde (~) symbols in these columns.	No

Error List

The following table lists the errors that may occur while executing various batches in the transaction feed management process. It also indicates how you can resolve these errors.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNHV	102	{Checksum Validation Required} field invalid.	11001	The possible issues could be: <ul style="list-style-type: none"> The value other than 'Y', 'y', 'N' or 'n' is specified for the Checksum Validation Required parameter.
C1-TXNHV	102	{Duplicate Check Required} field invalid.	11001	The possible issues could be: <ul style="list-style-type: none"> The value other than 'Y', 'y', 'N' or 'n' is specified for the Duplicate Check Required parameter.
C1-TXNHV	1314	The Transaction Source is mandatory.	17000	The possible issues could be: <ul style="list-style-type: none"> The data is not available in the Transaction Source column.
C1-TXNHV	1332	Sum of transaction records in the header does not match the total number of records in the file.	17000	The possible issues could be: <ul style="list-style-type: none"> Inappropriate file is uploaded in the system.
C1-TXNHV	1333	Sum of transaction volume in the header does not match the total transaction volume in the file.	17000	The possible issues could be: <ul style="list-style-type: none"> Inappropriate file is uploaded in the system.
C1-TXNHV	1334	Sum of transaction amount in the header does not match the total transaction amount in the file.	17000	The possible issues could be: <ul style="list-style-type: none"> Inappropriate file is uploaded in the system.
C1-TXNHV	1338	The Transaction Header ID already exists in the system. Please enter unique header ID.	17000	The possible issues could be: <ul style="list-style-type: none"> The same file is uploaded multiple times in the system.
C1-TXNHV	1341	Exception occurred during the transaction header validation.	17000	The possible issues could be: <ul style="list-style-type: none"> The data is not available in the required format.
C1-TXNHV	1421	Transaction records does not exist in the file. Please check.	17000	The possible issues could be: <ul style="list-style-type: none"> Inappropriate file is uploaded in the system.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNHV	1422	Sum of transaction records in the header cannot be zero. Please enter valid data in the header.	17000	The possible issues could be: <ul style="list-style-type: none"> The value available in the Number of Transactions column is less than or equal to zero.
C1-TXNHV	1423	Sum of transaction volume in the header cannot be zero. Please enter valid data in the header.	17000	The possible issues could be: <ul style="list-style-type: none"> The value available in the Total Transaction Volume column is less than or equal to zero.
C1-TXNHV	1663	Transaction Header External Id is missing.	17000	The possible issues could be: <ul style="list-style-type: none"> The data is not available in the Transaction Header ID column.
C1-TXNHV	1664	Header Transaction Amount should be greater than 0.	17000	The possible issues could be: <ul style="list-style-type: none"> The value available in the Total Transaction Amount column is less than or equal to zero.
C1-TXNIP	102	{Chunk Size} field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNIP	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXNIP	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id}	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNIP	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code}	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.
C1-TXNIP	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division}	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1301	The account with the specified identifier does not exist in the system. Enter a valid identifier.	17000	The possible issues could be: <ul style="list-style-type: none"> The account with the specified account identifier is not found in the system.
C1-TXNIP	1302	UDF_CURRENCY_1 is mandatory when UDF_AMT_1 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_1 column of the CI_TXN_DETAIL table.
C1-TXNIP	1303	UDF_AMT_1 is mandatory when UDF_CURRENCY_1 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_1 column of the CI_TXN_DETAIL table.
C1-TXNIP	1304	UDF_CURRENCY_2 is mandatory when UDF_AMT_2 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_2 column of the CI_TXN_DETAIL table.
C1-TXNIP	1305	UDF_AMT_2 is mandatory when UDF_CURRENCY_2 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_2 column of the CI_TXN_DETAIL table.
C1-TXNIP	1306	UDF_CURRENCY_3 is mandatory when UDF_AMT_3 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_3 column of the CI_TXN_DETAIL table.
C1-TXNIP	1307	UDF_AMT_3 is mandatory when UDF_CURRENCY_3 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_3 column of the CI_TXN_DETAIL table.
C1-TXNIP	1308	UDF_CURRENCY_4 is mandatory when UDF_AMT_4 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_4 column of the CI_TXN_DETAIL table.
C1-TXNIP	1309	UDF_AMT_4 is mandatory when UDF_CURRENCY_4 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_4 column of the CI_TXN_DETAIL table.
C1-TXNIP	1310	UDF_CURRENCY_5 is mandatory when UDF_AMT_5 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_5 column of the CI_TXN_DETAIL table.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1311	UDF_AMT_5 is mandatory when UDF_CURRENCY_5 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_5 column of the CI_TXN_DETAIL table.
C1-TXNIP	1312	UDF_CURRENCY_6 is mandatory when UDF_AMT_6 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_6 column of the CI_TXN_DETAIL table.
C1-TXNIP	1313	UDF_AMT_6 is mandatory when UDF_CURRENCY_6 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_6 column of the CI_TXN_DETAIL table.
C1-TXNIP	1314	UDF_CURRENCY_7 is mandatory when UDF_AMT_7 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_7 column of the CI_TXN_DETAIL table.
C1-TXNIP	1315	UDF_AMT_7 is mandatory when UDF_CURRENCY_7 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_7 column of the CI_TXN_DETAIL table.
C1-TXNIP	1316	UDF_CURRENCY_8 is mandatory when UDF_AMT_8 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_8 column of the CI_TXN_DETAIL table.
C1-TXNIP	1317	UDF_AMT_8 is mandatory when UDF_CURRENCY_8 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_8 column of the CI_TXN_DETAIL table.
C1-TXNIP	1318	UDF_CURRENCY_9 is mandatory when UDF_AMT_9 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_9 column of the CI_TXN_DETAIL table.
C1-TXNIP	1319	UDF_AMT_9 is mandatory when UDF_CURRENCY_9 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_9 column of the CI_TXN_DETAIL table.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1320	UDF_CURRENCY_10 is mandatory when UDF_AMT_10 is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_10 column of the CI_TXN_DETAIL table.
C1-TXNIP	1321	UDF_AMT_10 is mandatory when UDF_CURRENCY_10 is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the UDF_AMT_10 column of the CI_TXN_DETAIL table.
C1-TXNIP	1347	Could not derive a price item from the rules engine.	17000	The possible issues could be: <ul style="list-style-type: none"> There is some technical issue while executing the rule or while processing the rule output. No rules are effective on the processing date. The rule type is not defined for the transaction source and transaction record type combination in the system.
C1-TXNIP	1349	Division is invalid. Please enter a valid division for the transaction.	17000	The possible issues could be: <ul style="list-style-type: none"> Division (to which the transaction belongs) is not defined in the system.
C1-TXNIP	1351	Transaction Currency is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency in which the transaction was performed is not available in the Transaction Currency column. Currency is not defined in the system.
C1-TXNIP	1362	UDF Currency 1 is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	1363	UDF Currency 2 is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	1364	UDF Currency 3 is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1365	UDF Currency 4 is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	1366	UDF Currency 5 is invalid. Please enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	1377	Transaction currency is mandatory when transaction amount is non-zero. Enter a valid currency code.	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the Transaction Currency column.
C1-TXNIP	1378	Transaction amount is mandatory when transaction currency is specified. Enter the amount.	17000	The possible issues could be: <ul style="list-style-type: none"> The amount is not available in the Transaction Amount column.
C1-TXNIP	1379	The user does not exist in the system. Please enter a valid user ID.	17000	The possible issues could be: <ul style="list-style-type: none"> The user is not defined in the system.
C1-TXNIP	1380	The value entered in the Credit/Debit Indicator column is incorrect. Enter either "+" or "-".	17000	The possible issues could be: <ul style="list-style-type: none"> The value other than '+' or '-' is available in the HOW_TO_USE_TXN_FLG column of the CI_TXN_DETAIL table.
C1-TXNIP	1381	The value entered in the Manual Switch field is incorrect. Enter either "Y" or "N".	17000	The possible issues could be: <ul style="list-style-type: none"> The value other than 'Y' or 'N' is available in the MANUAL_SW column of the CI_TXN_DETAIL table.
C1-TXNIP	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-TXNIP	1636	Invalid batch run [% 1] for [%2] division(s). %3 <div style="border: 1px solid black; padding: 5px;"> <p>Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code</p> </div>	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNVP, C1-TXNEX, C1-TXNSQ, C1-TXNCM or C1-TXNCU batch instead of the C1-TXNIP batch (which is first mandatory batch in the transaction aggregation cycle).

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1637	Batch [%1] is already executed for [%2] division(s). Please complete pending batch runs before starting new cycle for [%3] division(s). Note: [%1] stands for batch code; [%2] and [%3] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division (for example, D1) after executing any other batch in the transaction aggregation cycle which is already initiated for D1.
C1-TXNIP	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.
C1-TXNIP	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNIP	1646	Value for mandatory parameter is missing.	17000	The possible issues could be: <ul style="list-style-type: none"> No value is defined for the mandatory price item parameter in the rule.
C1-TXNIP	1647	Mandatory parameter is missing.	17000	The possible issues could be: <ul style="list-style-type: none"> The mandatory price item parameter is not defined as the output parameter in the rule.
C1-TXNIP	1648	Account Number derived by the rule is invalid.	17000	The possible issues could be: <ul style="list-style-type: none"> No value is defined for either Account Identifier (ACCT_NOX_Val) or Account Identifier Column Name (ACCT_NOX_Col) output parameter in the rule.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1649	Account Number type code derived by the rule is invalid.	17000	The possible issues could be: <ul style="list-style-type: none"> No value is defined for either Account Identifier Type (ACCT_NO_TYPEX_Val) or Account Identifier Type Column Name (ACCT_NO_TYPEX_Col) output parameter in the rule.
C1-TXNIP	1650	Division derived by the rule is invalid.	17000	The possible issues could be: <ul style="list-style-type: none"> No value is defined for either Account Division (DIVISIONX_VAL) or Account Division Column Name (DIVISIONX_COL) output parameter in the rule.
C1-TXNIP	1651	Not able to derive account ID.	17000	The possible issues could be: <ul style="list-style-type: none"> The account with the specified account identifier type, account identifier, and division is not found in the system.
C1-TXNIP	1652	Product derived by the rule is invalid.	17000	The possible issues could be: <ul style="list-style-type: none"> No value is defined for either Product Name (PRODUCTX_Y_Val) or Product Column Name (PRODUCTX_Y_Col) output parameter in the rule.
C1-TXNIP	1653	Length of the derived product is greater than 10.	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Product Name (PRODUCTX_Y_Val) or Product Column Name (PRODUCTX_Y_Col) output parameter in the rule exceeds the maximum length of 10 characters.
C1-TXNIP	1654	Length of the derived variance parameter is greater than 8.	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the TOU (TOUX_Y_Val) or TOU Column Name (TOUX_Y_Col) output parameter in the rule exceeds the maximum length of 8 characters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	1656	Length of the product parameter value derived by the rule is greater than 254.	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Parameter Value (PVLX_Y_Z_VAL) or Parameter Value Column Name (PVLX_Y_Z_COL) output parameter in the rule exceeds the maximum length of 254 characters.
C1-TXNIP	1657	Length of the product parameter code derived by the rule is greater than 30.	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Parameter Code (PCDX_Y_Z_VAL) output parameter in the rule exceeds the maximum length of 30 characters.
C1-TXNIP	2002	Transaction is in EROR due to one or more reasons.	17000	The possible issues could be: <ul style="list-style-type: none"> There might be one or more reasons why the status of the transaction is set to Error (EROR).
C1-TXNIP	2007	%1 cannot be blank. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> The division to which the transaction belongs is not available in the Division column.
C1-TXNIP	2007	%1 cannot be blank. Note: [%1] stands for user ID	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the USER_ID column of the CI_TXN_DETAIL table when the MANUAL_SW column is set to Y.
C1-TXNIP	2011	%1 is mandatory when %2 is non-zero. Enter a valid currency code. Note: [%1] stands for "Currency Code"; [%2] stands for "Transaction Amount"	17000	The possible issues could be: <ul style="list-style-type: none"> The currency in which the transaction was performed is not available in the CURRENCY_CD column of the CI_TXN_DETAIL table.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 1 Currency Code”;</p> <p>[%2] stands for “Additional Amount 1”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_1 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 2 Currency Code”;</p> <p>[%2] stands for “Additional Amount 2”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_2 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 3 Currency Code”;</p> <p>[%2] stands for “Additional Amount 3”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_3 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 4 Currency Code”;</p> <p>[%2] stands for “Additional Amount 4”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_4 column of the CI_TXN_DETAIL table.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 5 Currency Code”;</p> <p>[%2] stands for “Additional Amount 5”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_5 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 6 Currency Code”;</p> <p>[%2] stands for “Additional Amount 6”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_6 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 7 Currency Code”;</p> <p>[%2] stands for “Additional Amount 7”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_7 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	<p>%1 is mandatory when %2 is non-zero. Enter a valid currency code.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>[%1] stands for “Amount 8 Currency Code”;</p> <p>[%2] stands for “Additional Amount 8”</p> </div>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_8 column of the CI_TXN_DETAIL table.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2011	%1 is mandatory when %2 is non-zero. Enter a valid currency code. Note: [%1] stands for “Amount 9 Currency Code”; [%2] stands for “Additional Amount 9”	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_9 column of the CI_TXN_DETAIL table.
C1-TXNIP	2011	%1 is mandatory when %2 is non-zero. Enter a valid currency code. Note: [%1] stands for “Amount 10 Currency Code”; [%2] stands for “Additional Amount 10”	17000	The possible issues could be: <ul style="list-style-type: none"> The currency is not available in the UDF_CURRENCY_CD_10 column of the CI_TXN_DETAIL table.
C1-TXNIP	2012	%1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Currency Code”; [%2] stands for transaction currency	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	2012	%1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 1 Currency Code”; [%2] stands for UDF_CURRENCY_CD_1	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.
C1-TXNIP	2012	%1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 2 Currency Code”; [%2] stands for UDF_CURRENCY_CD_2	17000	The possible issues could be: <ul style="list-style-type: none"> Currency is not defined in the system.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 3 Currency Code”; [%2] stands for UDF_CURRENCY_CD_3	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 4 Currency Code”; [%2] stands for UDF_CURRENCY_CD_4	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 5 Currency Code”; [%2] stands for UDF_CURRENCY_CD_5	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 6 Currency Code”; [%2] stands for UDF_CURRENCY_CD_6	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 7 Currency Code”; [%2] stands for UDF_CURRENCY_CD_7	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 8 Currency Code”; [%2] stands for UDF_CURRENCY_CD_8	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 9 Currency Code”; [%2] stands for UDF_CURRENCY_CD_9	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2012	% 1 %2 is invalid. Please enter a valid currency code. Note: [%1] stands for “Amount 10 Currency Code”; [%2] stands for UDF_CURRENCY_CD_10	17000	The possible issues could be: <ul style="list-style-type: none"> • Currency is not defined in the system.
C1-TXNIP	2013	The user %1 does not exist in the system. Please enter a valid user ID. Note: [%1] stands for user ID	17000	The possible issues could be: <ul style="list-style-type: none"> • The user is not defined in the system.
C1-TXNIP	2014	% 1 derived using %2 by the rule is invalid. Note: [%1] stands for “Account Number” [%2] stands for the ACCT_NOX_Val or ACCT_NOX_Col output parameter	17000	The possible issues could be: <ul style="list-style-type: none"> • No value is defined for either Account Identifier (ACCT_NOX_Val) or Account Identifier Column Name (ACCT_NOX_Col) output parameter in the rule.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2014	<p>%1 derived using %2 by the rule is invalid.</p> <p>Note: [%1] stands for “Account Identifier Type” [%2] stands for the ACCT_NO_TYPEX_Val or ACCT_NO_TYPEX_Col output parameter</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> No value is defined for either Account Identifier Type (ACCT_NO_TYPEX_Val) or Account Identifier Type Column Name (ACCT_NO_TYPEX_Col) output parameter in the rule.
C1-TXNIP	2014	<p>%1 derived using %2 by the rule is invalid.</p> <p>Note: [%1] stands for “Division” [%2] stands for the DIVISIONX_VAL or DIVISIONX_COL output parameter</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> No value is defined for either Account Division (DIVISIONX_VAL) or Account Division Column Name (DIVISIONX_COL) output parameter in the rule.
C1-TXNIP	2014	<p>%1 derived using %2 by the rule is invalid.</p> <p>Note: [%1] stands for “Initial Product Code” [%2] stands for the PRODUCTX_Y_Val or PRODUCTX_Y_Col output parameter</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> No value is defined for either Product Name (PRODUCTX_Y_Val) or Product Column Name (PRODUCTX_Y_Col) output parameter in the rule.
C1-TXNIP	2015	<p>Not able to derive account id for given Account Number %1, Account Number Type Code %2 and Division %3.</p> <p>Note: [%1] stands for account identifier; [%2] stands for account identifier type; [%3] stands for division</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The account with the specified account identifier type, account identifier and division is not found in the system.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2016	<p>Length of the derived %1 using %2 by the rule is greater than %3.</p> <p>Note: [%1] stands for “Initial Product Code”; [%2] stands for PRODUCTX_Y_Val or PRODUCTX_Y_Col output parameter; [%3] stands for length of product code (i.e. 30)</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The value specified for the Product Name (PRODUCTX_Y_Val) or Product Column Name (PRODUCTX_Y_Col) output parameter in the rule exceeds the maximum length of 30 characters.
C1-TXNIP	2016	<p>Length of the derived %1 using %2 by the rule is greater than %3.</p> <p>Note: [%1] stands for “Variance Parameter”; [%2] stands for TOUX_Y_Val or TOUX_Y_Col output parameter; [%3] stands for length of variance parameter (i.e. 8)</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The value specified for the TOU (TOUX_Y_Val) or TOU Column Name (TOUX_Y_Col) output parameter in the rule exceeds the maximum length of 8 characters.
C1-TXNIP	2016	<p>Length of the derived %1 using %2 by the rule is greater than %3.</p> <p>Note: [%1] stands for “Parameter”; [%2] stands for PCDX_Y_Z_VAL output parameter; [%3] stands for length of parameter (i.e. 30)</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The value specified for the Parameter Code (PCDX_Y_Z_VAL) output parameter in the rule exceeds the maximum length of 30 characters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2016	<p>Length of the derived %1 using %2 by the rule is greater than %3.</p> <p>Note:</p> <p>[%1] stands for “Parameter Value”;</p> <p>[%2] stands for PVLX_Y_Z_VAL or PVLX_Y_Z_COL output parameter;</p> <p>[%3] stands for length of parameter value (i.e. 254)</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The value specified for the Parameter Value (PVLX_Y_Z_VAL) or Parameter Value Column Name (PVLX_Y_Z_COL) output parameter in the rule exceeds the maximum length of 254 characters.
C1-TXNIP	2017	<p>Mandatory parameter %1 is missing for %2 %3 and processing date %4.</p> <p>Note:</p> <p>[%1] stands for the product parameter code;</p> <p>[%2] stands for “Initial Product Code”</p> <p>[%3] stands for the product code</p> <p>[%4] stands for the processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The mandatory product parameter is not defined as the output parameter in the rule.
C1-TXNIP	2018	<p>Value for mandatory parameter %1 is missing for product %2 and processing date %3.</p> <p>Note:</p> <p>[%1] stands for product parameter code;</p> <p>[%2] stands for product code;</p> <p>[%3] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> No value is defined for the mandatory product parameter in the rule.
C1-TXNIP	2019	<p>Value of the derived %1 %2 contains '~' or '='.</p> <p>Note:</p> <p>[%1] stands for parameter code</p> <p>[%2] stands for parameter value</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The parameter code or value contains the equal to (=) and tide (~) symbols.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNIP	2037	<p>Error during executing rules for transaction record type %1, transaction source %2 and processing date %3.</p> <p>Note: [%1] stands for transaction record type; [%2] stands for transaction source; [%3] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • There is some technical issue while executing the rule or while processing the rule output. • No rules are effective on the processing date. • The rule type is not defined for the transaction source and transaction record type combination in the system.
C1-TXNIP	2043	<p>Unable to derive Rule Type with Transaction Source %1 and Transaction Record Type %2.</p> <p>Note: [%1] stands for transaction source; [%2] stands for transaction record type</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The rule type is not defined for the transaction source and transaction record type combination in the system.
C1-TXNIP	2087	<p>Division %1 is invalid. Please enter a valid division for the transaction.</p> <p>Note: [%1] stands for division</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • Division (to which the transaction belongs) is not defined in the system.
C1-TXNVP	102	{Chunk Size} field invalid	11001	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNVP	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id}	11001	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNVP	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code}	11001	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNVP	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.
C1-TXNVP	1636	Invalid batch run [%1] for [%2] division(s). %3 Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNVP batch before executing the C1-TXNIP batch (which is first mandatory batch in the transaction aggregation cycle). You are trying to execute the C1-TXNVP batch in between the C1-TXNCM and C1-TXNCU batches during the transaction aggregation cycle.
C1-TXNVP	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.
C1-TXNVP	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNVP	1644	Transaction Feed Management cycle for division(s) [%1] is already in progress with filter [Source= %2, Header= %3] criteria. Filter criteria must be same for complete cycle. Note: [%1] stands for division; [%2] stands for transaction source; [%3] stands for transaction header ID	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division and different parameters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNEX	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXNEX	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNEX	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.
C1-TXNEX	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.
C1-TXNEX	790	The selected Member account does not have active Contracts.	17000	The possible issues could be: <ul style="list-style-type: none"> There are no contracts for the account in Active, Pending Stop, or Stop status on the transaction date.
C1-TXNEX	1336	Effective pricing is not available for the product. Please check.	17000	The possible issues could be: <ul style="list-style-type: none"> The effective pricing is not available for the product.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	1392	Invalid configuration of Price Search Algorithm Parameters or Contracts or Schedule Periods.	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The parameter values are either not defined or invalid in the Price Assignment Search algorithm (which is associated with the division). The period in which the transaction date falls is not defined in the aggregation schedule. There are multiple effective contracts of the same contract type (available on the transaction date) in Active, Pending Stop, or Stop status.
C1-TXNEX	1556	{Maximum Batch Size} field should be greater than zero	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-TXNEX	1588	No Schedule Period found for the transaction date.	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The period in which the transaction date falls is not defined in the aggregation schedule.
C1-TXNEX	1611	Division specific Price Search Algorithm is not configured.	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The Price Assignment Search algorithm is not defined for the division.
C1-TXNEX	1612	Price Search Algorithm parameters are not set or are invalid.	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The parameter values are either not defined or invalid in the Price Assignment Search algorithm (which is associated with the division).
C1-TXNEX	1613	Multiple contracts in Active, Pending Stop, Stop status exists for same contract type.	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> There are multiple effective contracts of the same contract type in Active, Pending Stop, or Stop status on the transaction date.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	1636	Invalid batch run [%1] for [%2] division(s). %3 Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNEX batch before executing the C1-TXNIP batch (which is first mandatory batch in the transaction aggregation cycle). You are trying to execute the C1-TXNEX batch in between the C1-TXNCM and C1-TXNCU batches during the transaction aggregation cycle.
C1-TXNEX	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.
C1-TXNEX	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNEX	1644	Transaction Feed Management cycle for division(s) [%1] is already in progress with filter [Source= %2, Header= %3] criteria. Filter criteria must be same for complete cycle. Note: [%1] stands for division; [%2] stands for transaction source; [%3] stands for transaction header ID	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division and different parameters.
C1-TXNIP	2003	One or more Sub Transactions are in EROR state.	17000	The possible issues could be: <ul style="list-style-type: none"> One or more transaction legs are in the Error (EROR) status.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	2006	<p>No active contract exists for account %1, product %2 and transaction date %3.</p> <p>Note: [%1] stands for derived account; [%2] stands for derived product; and [%3] stands for transaction date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • There is no contract with the specified contract type available on the transaction date. • The contract is inactive.
C1-TXNEX	2020	<p>Invalid configuration of Price Search Algorithm Parameters or Contracts or Schedule Periods for division %1, account %2, product %3, transaction date %4 and processing date %5.</p> <p>Note: [%1] stands for derived division; [%2] stands for derived account; [%3] stands for derived product; [%4] stands for transaction date; [%5] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The parameter values are either not defined or invalid in the Price Assignment Search algorithm (which is associated with the division). • The period in which the transaction date falls is not defined in the aggregation schedule. • There are multiple effective contracts of the same contract type (available on the transaction date) in Active, Pending Stop, or Stop status.
C1-TXNEX	2021	<p>Division specific Price Search Algorithm is not configured for division %1 and processing date %2.</p> <p>Note: [%1] stands for derived division; [%2] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The Price Assignment Search algorithm is not defined for the derived division on the processing date.
C1-TXNEX	2022	<p>Price Search Algorithm parameters are not set or are invalid for division %1 and processing date %2.</p> <p>Note: [%1] stands for derived division; [%2] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The parameter values are either not defined or invalid in the Price Assignment Search algorithm which is associated with the derived division on the processing date.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	2023	<p>Effective pricing is not available for account %1, product %2, parameters %3 and processing date %4.</p> <p>Note:</p> <p>[%1] stands for derived account;</p> <p>[%2] stands for derived product;</p> <p>[%3] stands for derived product parameter;</p> <p>[%4] stands for processing date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The effective pricing is not available for the account, product and product parameters combination on the processing date.
C1-TXNEX	2024	<p>No Schedule Period found for product %1, price assignment id %2 and transaction date %3.</p> <p>Note:</p> <p>[%1] stands for derived product;</p> <p>[%2] stands for price assignment ID;</p> <p>[%3] stands for transaction date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The period in which the transaction date falls is not defined in the aggregation schedule (which is used in the product pricing).
C1-TXNEX	2025	<p>Multiple contracts in Active, Pending Stop, Stop status exists for same contract type against account %1, product %2 and transaction date %3.</p> <p>Note:</p> <p>[%1] stands for derived account;</p> <p>[%2] stands for derived product;</p> <p>[%3] stands for transaction date</p>	17000	<p>The possible issues could be:</p> <ul style="list-style-type: none"> There are multiple effective contracts of the same contract type in Active, Pending Stop, or Stop status on the transaction date.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNEX	2026	No active contract exists for account %1, product %2 and transaction date %3. Note: [%1] stands for derived account; [%2] stands for derived product; [%3] stands for transaction date	17000	The possible issues could be: <ul style="list-style-type: none"> There are no contracts for the account in Active, Pending Stop, or Stop status on the transaction date.
C1-TXNSQ	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXNSQ	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNSQ	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNSQ	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.
C1-TXNSQ	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.
C1-TXNSQ	1388	Data configuration error for { ENV_ID }.	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the ENV_ID column of the CI_INSTALLATION table. The data available in the ENV_ID column of the CI_INSTALLATION table is not properly cached.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNSQ	1388	Data configuration error for { SQL Fragment }.	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the SQL_FRAG, TXN_PRM, SQL_CD, and SQL_FUNC columns of the CI_TXN_SQL_FRAG table. The data available in the SQL_FRAG, TXN_PRM, SQL_CD, and SQL_FUNC columns of the CI_TXN_SQL_FRAG table is not properly cached.
C1-TXNSQ	1388	Data configuration error for { Price Item SQI }.	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the PRICEITEM_CD, CIS_DIVISION, and SQL_CD columns of the CI_PRICEITEM_SQI table. The data available in the PRICEITEM_CD, CIS_DIVISION, and SQL_CD columns of the CI_PRICEITEM_SQI table is not properly cached.
C1-TXNSQ	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-TXNSQ	1636	Invalid batch run [%1] for [%2] division(s). %3 <div style="border: 1px solid black; padding: 5px;"> <p>Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code</p> </div>	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNSQ batch before executing the C1-TXNIP batch (which is first mandatory batch in the transaction aggregation cycle). You are trying to execute the C1-TXNSQ batch in between the C1-TXNCM and C1-TXNCU batches during the transaction aggregation cycle.
C1-TXNSQ	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNSQ	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNSQ	1644	Transaction Feed Management cycle for division(s) [%1] is already in progress with filter [Source= %2, Header= %3] criteria. Filter criteria must be same for complete cycle. Note: [%1] stands for division; [%2] stands for transaction source; [%3] stands for transaction header ID	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division and different parameters.
C1-TXNSQ	2003	One or more Sub Transactions are in EROR state.	17000	The possible issues could be: <ul style="list-style-type: none"> One or more transaction legs are in the Error (EROR) status.
C1-TXNSQ	2026	SQIs not configured for product %1 and division %2. Note: [%1] stands for final product code; [%2] stands for derived division	17000	The possible issues could be: <ul style="list-style-type: none"> The SQIs are not defined for the product — division combination.
C1-TXNSQ	2027	Currency Conversion from Currency [%1] to Currency [%2] not successful.	17000	The possible issues could be: <ul style="list-style-type: none"> The exchange rate is not available during currency conversion.
C1-TXNCM	102	{Chunk Size} field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCM	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXNCM	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNCM	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.
C1-TXNCM	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.
C1-TXNCM	1393	Either the transaction feed management setup is incomplete, or there is no active contract available.	17000	The possible issues could be: <ul style="list-style-type: none"> The SQIs are not defined for the product — division combination. The transaction aggregation rule is not defined for the SQI. There is no contract with the specified contract type available in the system. The contract is inactive.
C1-TXNCM	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-TXNCM	1636	Invalid batch run [%1] for [%2] division(s). %3 Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNCM batch before executing the C1-TXNIP batch.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCM	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.
C1-TXNCM	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNCM	1644	Transaction Feed Management cycle for division(s) [%1] is already in progress with filter [Source= %2, Header= %3] criteria. Filter criteria must be same for complete cycle. Note: [%1] stands for division; [%2] stands for transaction source; [%3] stands for transaction header ID	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division and different parameters.
C1-TXNCM	2003	One or more Sub Transactions are in EROR state.	17000	The possible issues could be: <ul style="list-style-type: none"> One or more transaction legs are in the Error (EROR) status.
C1-TXNCM	2026	SQIs not configured for product %1 and division %2. Note: [%1] stands for final product code; [%2] stands for derived division	17000	The possible issues could be: <ul style="list-style-type: none"> The SQIs are not defined for the product — division combination.
C1-TXNCM	2027	Currency Conversion from Currency [%1] to Currency [%2] not successful.	17000	The possible issues could be: <ul style="list-style-type: none"> The exchange rate is not available during currency conversion.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCU	101	{ Disaggregation From Date } field missing	11001	The possible issues could be: <ul style="list-style-type: none"> No value is specified for the Disaggregate Transactions From Date parameter when the request type is set to DISAGG.
C1-TXNCU	101	{ Request Type } field missing	11001	The possible issues could be: <ul style="list-style-type: none"> No value is specified for the Request Type parameter.
C1-TXNCU	101	{ Transaction Header Id } field missing	11001	The possible issues could be: <ul style="list-style-type: none"> No value is specified for the Transaction Header ID parameter when the request type is set to CNCL.
C1-TXNCU	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNCU	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXNCU	102	{ Request Type } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value other than 'EROR', 'CNCL' or 'DISAGG' is specified for the Request Type parameter.
C1-TXNCU	102	{ Transaction Division } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Division parameter is specified when the request type is set to CNCL.
C1-TXNCU	102	{ Transaction Source Code } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Transaction Source parameter is specified when the request type is set to CNCL.
C1-TXNCU	102	{ Account Id } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Account ID parameter is specified when the request type is set to CNCL.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCU	102	{Bill Cycle Code } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Bill Cycle parameter is specified when the request type is set to CNCL.
C1-TXNCU	102	{Disaggregation From Date } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Disaggregate Transactions From Date parameter is specified when the request type is set to CNCL.
C1-TXNCU	102	{Account Id } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Account ID parameter is specified when the request type is set to EROR.
C1-TXNCU	102	{Bill Cycle Code } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Bill Cycle parameter is specified when the request type is set to EROR.
C1-TXNCU	102	{Disaggregation From Date } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Disaggregate Transactions From Date parameter is specified when the request type is set to EROR.
C1-TXNCU	102	{Transaction Header Id } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Transaction Header ID parameter is specified when the request type is set to DISAGG.
C1-TXNCU	102	{ Transaction Source Code } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value for the Transaction Source parameter is specified when the request type is set to DISAGG.
C1-TXNCU	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id}	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-TXNCU	106	Value { Given Transaction Source Code } too long for field { transactionSource }. Maximum length: 30. Found: { Length of given Transaction Source Code}	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Source parameter exceeds the maximum length of 30 characters.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCU	106	Value { Given Transaction Division } too long for field { division }. Maximum length: 5 Found: { Length of given Transaction Division }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Division parameter exceeds the maximum length of 5 characters.
C1-TXNCU	1388	Data configuration error for { SQI Fragment }.	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the SQL_FRAG, TXN_PRM, SQI_CD, and SQL_FUNC columns of the CI_TXN_SQI_FRAG table. The data available in the SQL_FRAG, TXN_PRM, SQI_CD, and SQL_FUNC columns of the CI_TXN_SQI_FRAG table is not properly cached.
C1-TXNCU	1388	Data configuration error for { Price Item SQI }.	17000	The possible issues could be: <ul style="list-style-type: none"> No data exists in the PRICEITEM_CD, CIS_DIVISION, and SQI_CD columns of the CI_PRICEITEM_SQI table. The data available in the PRICEITEM_CD, CIS_DIVISION, and SQI_CD columns of the CI_PRICEITEM_SQI table is not properly cached.
C1-TXNCU	1391	Bill is completed hence cant cancel the header.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to cancel a transaction feed for which a bill with the Complete status already exists in the system.
C1-TXNCU	1424	There are pending bills for the feed you want to cancel. Please execute the Pending Bill Deletion (C1-DELBL) batch.	17000	The possible issues could be: <ul style="list-style-type: none"> The Pending Bill Deletion (C1-DELBL) batch is not yet executed to delete the bills (generated for the feed) which are in the Pending status.
C1-TXNCU	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNCU	1636	Invalid batch run [% 1] for [%2] division(s). %3 Note: [%1] stands for batch code; [%2] stands for division; [%3] stands for expected batch code	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute the C1-TXNCU batch before executing the C1-TXNIP or C1-TXNCM batch.
C1-TXNCU	1638	Transaction Feed Management cycle for individual division(s) is not yet complete. Please complete pending batch runs before starting new cycle for processing [ALL] divisions.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for all divisions before completing the transaction aggregation cycle which is initiated for a particular division.
C1-TXNCU	1639	Transaction Feed Management cycle for [ALL] divisions is not yet complete. Please complete pending batch runs before starting new cycle for individual division [%1]. Note: [%1] stands for division	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch for a particular division before completing the transaction aggregation cycle which is initiated for all divisions.
C1-TXNCU	1644	Transaction Feed Management cycle for division(s) [%1] is already in progress with filter [Source= %2, Header= %3] criteria. Filter criteria must be same for complete cycle. Note: [%1] stands for division; [%2] stands for transaction source; [%3] stands for transaction header ID	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to execute this batch once again with the same division and different parameters.
C1-TXNRB	102	{Chunk Size} field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXNRB	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXNRB	102	{ Status Value } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value other than 'ERROR' or 'IGNR' is specified for the Transaction Status parameter.
C1-TXNRB	102	{ RollBack From Date } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The date specified in the Rollback From Date parameter is later than the date specified in the Rollback To Date parameter.
C1-TXNRB	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-DELBL	101	{ Transaction Header Id } field missing	11001	The possible issues could be: <ul style="list-style-type: none"> No value is specified for the Transaction Header ID parameter.
C1-DELBL	102	{Chunk Size} field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-DELBL	106	Value { Given Transaction Header Id } too long for field { transactionHeaderId }. Maximum length: 14. Found: { Length of given Transaction Header Id }	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Transaction Header ID parameter exceeds the maximum length of 14 characters.
C1-DELBL	1391	Bill is completed or bill segment is frozen or pending-cancelled hence can not cancel the header.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to cancel a transaction feed for which a bill with the Pending status is already generated in the system. This pending bill has a bill segment in either Frozen or Pending Cancel status.
C1-DELBL	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-TXCNC	101	{ Transaction Header Id } field missing	11001	The possible issues could be: <ul style="list-style-type: none"> No value is specified for the Transaction Header ID parameter.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-TXCNC	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-TXCNC	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-TXCNC	1391	Bill is completed or bill segment is frozen or pending-cancelled hence can not cancel the header.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to cancel a transaction feed for which a bill with the Pending status is already generated in the system. This pending bill has a bill segment in either Frozen or Pending Cancel status.
C1-TXCNC	1424	There are pending bills for the feed you want to cancel. Please execute the Pending Bill Deletion (C1-DELBL) batch.	17000	The possible issues could be: <ul style="list-style-type: none"> The Pending Bill Deletion (C1-DELBL) batch is not yet executed to delete the bills (generated for the feed) which are in the Pending status.
C1-TXCNC	1556	{ Maximum Batch Size } field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.
C1-DISTG	102	{ Division } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> Division is not defined in the system.
C1-DISTG	102	{ Billing Cycle Code } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> Bill cycle is not defined in the system.
C1-IAENT or C1-IDENT	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-IAENT or C1-IDENT	1660	Disaggregate Transactions From Date would impose partial disaggregation for some billable charges	17000	The possible issues could be: <ul style="list-style-type: none"> The identified aggregated billable charges aggregate transactions whose transaction date falls before the disaggregate transactions from date.

Batch Name	Message Number	Error Message	Message Category	Possible Issues
C1-DARSU	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-DRSUA	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-PDTXN	102	{ Chunk Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Chunk Size parameter is less than or equal to one.
C1-PDTXN	102	{ Maximum Batch Size } field invalid	11001	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is greater than the value specified for the Chunk Size parameter.
C1-PDTXN	1556	{Maximum Batch Size} field should be greater than zero	17000	The possible issues could be: <ul style="list-style-type: none"> The value specified for the Maximum Batch Count parameter is less than or equal to zero.

Feed Management Dashboard

The **Feed Management Dashboard** screen allows you to view the details of a transaction feed. It allows you to drill down and view:

- Transaction volume details of a feed at the division level
- Transactions in a feed which belong to a division
- Legs of a transaction
- SQIs which are associated with the price item-division combination to which a transaction is mapped
- Calculation lines generated for a transaction leg
- Characteristics defined for each calculation line

This screen consists of the following zones:

- [Search - Feed Level](#) on page 666
- [Division Level Information](#) on page 667
- [Transaction Level Information](#) on page 668
- [Transaction Leg Information](#) on page 669
- [Transaction Leg Service Quantity](#) on page 670
- [Transaction Leg Calculation Lines](#) on page 671

- [Transaction Leg Calc Line Characteristics](#) on page 672

Search - Feed Level

The **Search - Feed Level** zone allows you to search for a transaction feed using various search criteria. You can view the details of a transaction feed which is already uploaded in the system. This zone contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Feed Header Date From	Used to search for transaction feeds having header date later than or equal to the specified date.	No
Feed Header Date To	Used to search for transaction feeds having header date earlier than or equal to the specified date.	No
Transaction Source	Used to search for transaction feeds received from a particular transaction source.	No
File Name	Used to search for a transaction feed based on the file name.	No
Feed Load Date From	Used to search for transaction feeds which are uploaded on or later than the specified date.	No
Feed Load Date To	Used to search for transaction feeds which are uploaded on or earlier than the specified date.	No
Transaction Header ID	Used to search for a transaction feed based on the header ID.	No

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
File Name	Displays the name of the file from where the transaction feed is uploaded.
Transaction Source	Displays the transaction source from where the transaction feed is received.
Transaction Header ID	Displays the transaction header ID. Note: The transaction header ID is generated automatically when the file is uploaded.
Transaction Header External ID	Displays the ID mentioned in the file header.
Feed Header Date	Displays the date mentioned in the file header.
Feed Load Date	Displays the date when the transaction feed was uploaded in the system.
Feed Status	Displays the status of the transaction feed. The valid values are: <ul style="list-style-type: none"> • Uploaded - Indicates that the transaction feed is uploaded. • Validated - Indicates that the file header is validated. • Cancelled - Indicates that the transaction feed is cancelled. • Invalid - Indicates that the file header validation failed.
Error Message	Indicates the reason why the file header validation failed.
Total Volume	Displays the total transaction volume of the feed.

Column Name	Column Description
Uploaded Volume	Displays the total transaction volume which is uploaded in the system.
INPD Volume	Displays the total transaction volume which is validated and for which price item is determined in the system.
Completed Volume	Displays the total transaction volume for which billable charges are created and completed in the system.
Error Volume	Displays the total transaction volume which could not pass through the validation, price item determination, or billable charge creation process.
Cancelled Volume	Displays the total transaction volume which is cancelled in the system.
Ignored Volume	Displays the total transaction volume which is ignored in the system.
Invalid Volume	Displays the total transaction volume which is invalid.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672

Division Level Information

The **Division Level Information** zone allows you to drill down and view the transaction volume details of a feed at the division level. This zone contains the following two sections:


- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used when you want to view the transaction volume details of a particular division received through the feed. Note: You can only view those divisions to which you have access in the Division list.	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Division	Indicates the division.
Total Volume	Displays the total transaction volume of the division.
Uploaded Volume	Displays the total transaction volume (of the division) which is uploaded in the system.
INPD Volume	Displays the total transaction volume (of the division) which is validated and for which price item is determined in the system.
Completed Volume	Displays the total transaction volume (of the division) for which billable charges are created and completed in the system.
Error Volume	Displays the total transaction volume (of the division) which could not pass through the validation, price item determination, or billable charge creation process.

Column Name	Column Description
Cancelled Volume	Displays the total transaction volume (of the division) which is cancelled in the system.
Ignored Volume	Displays the total transaction volume (of the division) which is ignored in the system.
Invalid Volume	Displays the total transaction volume (of the division) which is invalid.

By default, the **Division Level Information** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast**  icon corresponding to the transaction feed in the **Search — Feed Level** zone.

Related Topics

For more information on...	See...
How to view the division level details of a transaction feed	Viewing Division Level Details of a Transaction Feed on page 673

Transaction Level Information

The **Transaction Level Information** zone lists transactions in a feed which belong to a division. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Transaction Status	Used to search transactions with a particular status.	No
External Reference Number	Used to search a transaction with a particular external reference number.	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID.
External Reference Number	Displays the external reference number of the transaction.
Division	Indicates the division to which the transaction belongs.
Transaction Record Type	Displays the record type of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Account Identifier Type	Displays the type of account identifier.

Column Name	Column Description
Account Identifier	Indicates the account for which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Transaction Amount	Displays the transaction amount.
Credit/Debit Indicator	Indicates whether the transaction is a debit or credit transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Status	Indicates the status of the transaction.
Error Message	Indicates the reason why the validation, price item determination, or billable charge creation process failed.
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

Related Topics


For more information on...	See...
How to view the transaction details of a division	Viewing Transactions that Belong to a Division on page 673

Transaction Leg Information

The **Transaction Leg Information** zone lists the legs of a transaction. It contains the following columns:

Column Name	Column Description
Transaction ID	Indicates the transaction to which the transaction leg belongs.
Sequence	Displays the sequence number of transaction leg.
Account Identifier Type	Indicates the type of account identifier to which the transaction is mapped.
Account Identifier	Indicates the account which will bear the charges for the transaction.
Price Item	Indicates the price item to which the transaction is mapped.
Variance	Indicates the variance parameter which is used along with the price item for determining price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .

Column Name	Column Description
Price Item Parameters	<p>Displays a comma-separated list of parameter values. It indicates the price item parameters and their values which are used along with the price item for determining price item pricing.</p> <p>Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True.</p>
Billable Charge ID	<p>Indicates the billable charge which is created for the transaction leg.</p> <p>Note:</p> <p>The data appears in this column only when the billable charge is created for the transaction leg.</p> <p>It has a link. On clicking the link, the Billable Charge screen appears where you can view the details of the billable charge.</p>
Transaction Calculation ID	<p>Displays the transaction calculation ID.</p> <p>Note: The data appears in this column only when the transaction leg is rated before billing.</p>
Aggregation Parameter Group ID	Indicates the aggregation parameter group using which the transaction leg is aggregated in the billable charge.

By default, the **Transaction Leg Information** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast**  icon corresponding to the transaction in the **Transaction Level Information** zone.


Related Topics

For more information on...	See...
How to view the legs of a transaction	Viewing Legs of a Transaction on page 674

Transaction Leg Service Quantity

The **Transaction Leg Service Quantity** zone lists the SQIs which are associated with the price item-division combination to which a transaction is mapped. It contains the following columns:

Column Name	Column Description
SQI	Indicates the service quantity identifier.
Daily Service Quantity	Displays the SQI value which is calculated using the transaction aggregation rule defined for the price item - division combination.

By default, the **Transaction Leg Service Quantity** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast**  icon corresponding to the transaction leg, which is rated before billing, in the **Transaction Leg Information** zone.

Related Topics


For more information on...	See...
How to view the SQIs calculated for a transaction leg	Viewing the SQIs Calculated for a Transaction Leg on page 674

Transaction Leg Calculation Lines

During the pass through charge calculation, a calculation line is created for each rate component. The **Transaction Leg Calculation Lines** zone lists the calculation lines created for a transaction leg. It contains the following columns:

Column Name	Column Description
Transaction Calculation ID	Displays the transaction calculation ID.
Sequence	Indicates the sequence in which the calculation line was created. It is the sequence of the rate component which is used in the rate schedule.
Price Component ID	Indicates the price component which is used during calculation.
Rate	Displays the rate which is used for calculation.
SQI	Indicates the service quantity identifier.
Billable Service Quantity	Displays the SQI value used by the rates engine for calculation.
Calculated Amount	Displays the calculated charge amount which is rounded off. This amount appears in the invoice currency.
Precise Calculated Amount	Displays the calculated charge amount. This amount appears in the invoice currency.
Exempt Amount	Displays the amount of the calculated charge that the person does not have to pay due to tax exemption.
Base Amount	Displays the total amount derived from the cross-referenced line(s) that the current line then used to calculate the charge amount.
Pricing Amount	Displays the calculated charge amount. This amount appears in the pricing currency.
Exchange Rate	Indicates the exchange rate which is used when the invoice currency is different from the pricing currency.
Print	Indicates whether information about the calculation line must be printed on the person's bill. The valid values are: <ul style="list-style-type: none"> • Y • N
Description on Bill	Displays the summarized information about the calculation line that will be printed on the bill.
Distribution Code	Indicates the distribution code associated with the rate component.
Pricing Currency	Indicates the currency in which the price item pricing is defined.
Aggregation Parameter Group ID	Indicates the aggregation parameter group using which the transaction leg is aggregated in the billable charge.

By default, the **Transaction Leg Calculation Lines** zone does not appear in the **Feed Management Dashboard** screen.

It appears only when you click the **Broadcast**  icon corresponding to the transaction leg, which is rated before billing, in the **Transaction Leg Information** zone.


Related Topics

For more information on...	See...
How to view the calculation lines of a transaction leg	Viewing the Calculation Lines of a Transaction Leg on page 675

Transaction Leg Calc Line Characteristics

The **Transaction Leg Calc Line Characteristics** zone lists the characteristics defined for each calculation line. It contains the following columns:

Column Name	Column Description
Transaction Calculation ID	Displays the transaction calculation ID.
Sequence	Indicates the sequence in which the calculation line was created. It is the sequence of the rate component which is used in the rate schedule.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

By default, the **Transaction Leg Calc Line Characteristics** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast**  icon corresponding to the transaction leg, which is rated before billing, in the **Transaction Leg Information** zone.

Related Topics

For more information on...	See...
How to view characteristics of a calculation line	Viewing Characteristics of a Calculation Line on page 675

Searching for a Transaction Feed

Procedure

To search for a transaction feed:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Feed Management Dashboard**.
The **Feed Management Dashboard** screen appears.

3. Enter the search criteria in the **Search — Feed Level** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of transaction feeds that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Feed Management Dashboard screen	Feed Management Dashboard on page 665

For more information on...	See...
Search — Feed Level zone	Search - Feed Level on page 666

Viewing Division Level Details of a Transaction Feed

Procedure

To view the division level details of a transaction feed:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose division level details you want to view.

The **Division Level Information** zone appears.

3. View the transaction volume details of each division in the **Division Level Information** zone.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667


Viewing Transactions that Belong to a Division

Procedure

To view the transactions that belong to a division:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose details you want to view.

The **Division Level Information** zone appears.

3. Click the **Broadcast**  icon corresponding to the division whose transaction details you want to view.

The **Transaction Level Information** zone appears.

4. View the list of the transactions that belong to the division in the **Transaction Level Information** zone.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667
Transaction Level Information zone	Transaction Level Information on page 668


Viewing Legs of a Transaction

Procedure


To view the legs of a transaction:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose details you want to view.

The **Division Level Information** zone appears.

3. Click the **Broadcast**  icon corresponding to the division whose transactions you want to view.

The **Transaction Level Information** zone appears.

4. Click the **Broadcast**  icon corresponding to the transaction whose legs you want to view.

The **Transaction Leg Information** zone appears.

5. View the details of transaction legs in the **Transaction Leg Information** zone.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667
Transaction Level Information zone	Transaction Level Information on page 668
Transaction Leg Information zone	Transaction Leg Information on page 669


Viewing the SQIs Calculated for a Transaction Leg

Procedure


To view the SQIs calculated for a transaction leg:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose details you want to view.


The **Division Level Information** zone appears.

3. Click the **Broadcast**  icon corresponding to the division whose transactions you want to view.

The **Transaction Level Information** zone appears.

4. Click the **Broadcast**  icon corresponding to the transaction whose legs you want to view.

The **Transaction Leg Information** zone appears.

5. Click the **Broadcast**  icon corresponding to the transaction leg (which is rated before billing) whose SQIs you want to view.

The **Transaction Leg Service Quantity**, **Transaction Leg Calculation Lines**, and **Transaction Leg Calc Line Characteristics** zones appear.


6. View the SQIs calculated for the transaction leg in the **Transaction Leg Service Quantity** zone.

Related Topics


For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667
Transaction Level Information zone	Transaction Level Information on page 668
Transaction Leg Information zone	Transaction Leg Information on page 669
Transaction Leg Service Quantity zone	Transaction Leg Service Quantity on page 670

Viewing the Calculation Lines of a Transaction Leg**Procedure**


To view the calculation lines of a transaction leg:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose details you want to view.


The **Division Level Information** zone appears.

3. Click the **Broadcast**  icon corresponding to the division whose transactions you want to view.

The **Transaction Level Information** zone appears.

4. Click the **Broadcast**  icon corresponding to the transaction whose legs you want to view.

The **Transaction Leg Information** zone appears.

5. Click the **Broadcast**  icon corresponding to the transaction leg (which is rated before billing) whose calculation lines you want to view.

The **Transaction Leg Service Quantity**, **Transaction Leg Calculation Lines**, and **Transaction Leg Calc Line Characteristics** zones appear.

6. View the list of calculation lines generated for the transaction leg in the **Transaction Leg Calculation Lines** zone.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667
Transaction Level Information zone	Transaction Level Information on page 668
Transaction Leg Information zone	Transaction Leg Information on page 669
Transaction Leg Calculation Lines zone	Transaction Leg Calculation Lines on page 671


Viewing Characteristics of a Calculation Line**Procedure**

To view the characteristics of a calculation line:


1. Search for the transaction feed in the **Feed Management Dashboard** screen.

- In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction feed whose details you want to view.


The **Division Level Information** zone appears.

- Click the **Broadcast**  icon corresponding to the division whose transactions you want to view.

The **Transaction Level Information** zone appears.

- Click the **Broadcast**  icon corresponding to the transaction whose legs you want to view.

The **Transaction Leg Information** zone appears.

- Click the **Broadcast**  icon corresponding to the transaction leg (which is rated before billing) whose calculation lines you want to view.

The **Transaction Leg Service Quantity**, **Transaction Leg Calculation Lines**, and **Transaction Leg Calc Line Characteristics** zones appear.

- View the characteristics of each calculation line in the **Transaction Leg Calc Line Characteristics** zone.

Related Topics

For more information on...	See...
How to search for a transaction feed	Searching for a Transaction Feed on page 672
Division Level Information zone	Division Level Information on page 667
Transaction Level Information zone	Transaction Level Information on page 668
Transaction Leg Information zone	Transaction Leg Information on page 669
Transaction Leg Calc Line Characteristics zone	Transaction Leg Calc Line Characteristics on page 672

View Billed Transactions

The **View Billed Transactions** screen allows you to view the transactions which are billed to the person. This screen consists of the following zones:



- [Search Bill](#) on page 676
- [Bill Segments](#) on page 678
- [Transaction Details](#) on page 679
- [SQ Details](#) on page 680

You can also access this screen from the **Bill** screen by selecting the **Go To View Billed Transactions** option from the **Bill ID** context menu. The only difference is that the **Search Bill** zone does not appear when you access this screen from the **Bill** screen.

Search Bill

The **Search Bill** zone allows you to search for a bill. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Used to search bills of a particular person. Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	No
Bill ID	Used to search a particular bill. Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID.	No
Division	Used to search bills of accounts that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	Yes (Conditional) Note: This field is not required when you search for a bill using the Bill ID or the Alternate Bill ID.
Primary Account Identifier Type	Used to select the identifier type based on which you want to search bills of a particular account.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.
Primary Account Identifier	Used when you want search bills of a particular account.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Primary Person Identifier Type	Used to select the identifier type based on which you want to search bills of a particular person.	Yes (Conditional) Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.
Primary Person Identifier	Used when you want search bills of a particular person.	Yes (Conditional) Note: If you specify the person identifier type as a search criteria, you have to enter the person identifier.
Bill Completion From Date	Used to search bills which are completed on or later than the specified date.	No
Bill Completion To Date	Used to search bills which are completed on or earlier than the specified date.	No

Field Name	Field Description	Mandatory (Yes or No)
Bill Status	Used to search bills with a particular status. The valid values are: <ul style="list-style-type: none"> Complete Pending 	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Bill Status	Displays the status of the bill.
Completion Date	Displays the date when the bill was completed.
Total Bill Amount	Displays the total amount billed to the person.
Invoice Currency	Displays the currency in which the amount is billed to the person.
Account Identifier Type	Displays the primary account identifier type.
Account Identifier	Indicates the account for which the bill is created.
Person Identifier Type	Displays the primary person identifier type.
Person Identifier	Indicates the person for whom the bill is created.
Division	Displays the division to which the account belongs.
Alternate Bill ID	Displays the alternate bill ID.

Related Topics


For more information on...	See...
How to search for a bill	Searching for a Bill on page 680
How to view the bill segments of a bill	Viewing the Bill Segments of a Bill on page 681
How to view the transactions for which a bill segment is generated in a bill	Viewing Transactions for which the Bill Segment is Generated on page 681

Bill Segments

The **Bill Segments** zone lists the bill segments of a bill. This zone contains the following columns:

Column Name	Column Description
Bill Segment ID	Displays the bill segment ID. Note: It has a link. On clicking the link, the Bill Segment screen appears with the details of the respective bill segment.
Status	Indicates the status of the bill segment.
Start Date	Displays the start date of the bill segment.

Column Name	Column Description
End Date	Displays the end date of the bill segment.
Amount	Displays the amount of the bill segment.
Currency	Indicates the currency in which the bill segment is generated.
Price Item	Indicates the price item for which the bill segment is generated.
Variance Parameter	Indicates the variance parameter which is used along with the price item for determining price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Displays a comma-separated list of parameter values. It indicates the price item parameters and their values which are used along with the price item for determining price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
Rate Schedule	Indicates the rate schedule which is used for defining the price item pricing.
Billable Charge ID	Indicates the billable charge for which the bill segment is generated. Note: It has a link. On clicking the link, the Billable Charge screen appears with the details of the respective billable charge.
Account Information	Indicates the member account (in the invoicing group) for which the bill segment is generated.
Invoice Construct ID	Indicates the construct through which the bill segment is generated.

By default, the **Bill Segments** zone does not appear in the **View Billed Transactions** screen. It appears only when you click the **Broadcast**  icon corresponding to the bill in the **Search** zone.

Related Topics


For more information on...	See...
How to view the bill segments of a bill	Viewing the Bill Segments of a Bill on page 681

Transaction Details

The **Transaction Details** zone lists the transactions for which the billable charge (corresponding to the bill segment) is created. This zone contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Volume	Displays the transaction volume.
Transaction Amount	Displays the transaction amount.
Transaction Source	Displays the transaction source from where the transaction was received.

Column Name	Column Description
Transaction Record Type	Displays the record type of the transaction.
Initial Price Item	Indicates the price item to which the transaction is mapped.
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

By default, the **Transaction Details** zone does not appear in the **View Billed Transactions** screen. It appears only when you click the **Broadcast**  icon corresponding to the bill segment in the **Bill Segments** zone.


Related Topics

For more information on...	See...
How to view the transactions for which a bill segment is generated in a bill	Viewing Transactions for which the Bill Segment is Generated on page 681

SQ Details

The **SQ Details** zone lists the SQIs calculated on the billable charge (corresponding to the bill segment). This zone contains the following columns:

Column Name	Column Description
SQI	Indicates the service quantity identifier.
Billable Service Quantity	Displays the SQI value used by the rates engine for calculation.

By default, the **SQ Details** zone does not appear in the **View Billed Transactions** screen. It appears only when you click the **Broadcast**  icon corresponding to the bill segment in the **Bill Segments** zone.

Related Topics

For more information on...	See...
How to view the SQIs calculated on the billable charge	Viewing SQIs Calculated on the Billable Charge on page 682

Searching for a Bill

Procedure

To search for a bill:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **View Billed Transactions**.
The **View Billed Transactions** screen appears.
3. Enter the search criteria in the **Search Bill** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of bills that meet the search criteria appears in the **Search Results** section.


Related Topics

For more information on...	See...
View Billed Transactions screen	View Billed Transactions on page 676
Search Bill zone	Search Bill on page 676

Viewing the Bill Segments of a Bill

Procedure

To view the bill segments of a bill:

1. Search for the bill in the **View Billed Transactions** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the bill whose bill segments you want to view.

The **Bill Segments** zone appears.

3. View all bill segments of the bill in the **Bill Segments** zone.


Related Topics

For more information on...	See...
How to search for a bill	Searching for a Bill on page 680
Bill Segments zone	Bill Segments on page 678


Viewing Transactions for which the Bill Segment is Generated

Procedure

To view transactions for which the bill segment is generated:

1. Search for the bill in the **View Billed Transactions** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the bill whose bill segments you want to view.

The **Bill Segments** zone appears.

3. Click the **Broadcast**  icon corresponding to the bill segment whose details you want to view.

The **Transaction Details** zone appears.


4. View the list of transactions for which the billable charge (corresponding to the bill segment) is created.

Related Topics


For more information on...	See...
How to search for a bill	Searching for a Bill on page 680
Bill Segments zone	Bill Segments on page 678
Transaction Details zone	Transaction Details on page 679

Viewing SQIs Calculated on the Billable Charge**Procedure**

To view the SQIs calculated on the billable charge:

1. Search for the bill in the **View Billed Transactions** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the bill whose bill segments you want to view.

The **Bill Segments** zone appears.

3. Click the **Broadcast**  icon corresponding to the bill segment whose billable charge details you want to view.

The **SQ Details** zone appears.

4. View the SQIs calculated on the billable charge in the **SQ Details** zone.

Related Topics

For more information on...	See...
How to search for a bill	Searching for a Bill on page 680
Bill Segments zone	Bill Segments on page 678
SQ Details zone	SQ Details on page 680

Transaction Details

The **Transaction Details** screen allows you to search for transactions using various search criteria. It also allows you to add and copy a transaction. This screen consists of the following zones:

- [Search](#) on page 682

Search

The **Search** zone allows you to search for transactions using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The fields in the **Search Criteria** section change depending on the query option selected. You can select either of the following query options:
 - **Uploaded** — Used to indicate that you want to search for a transaction which is recently uploaded in the system.

- **Initial Price Item Determined** — Used to indicate that you want to search for a transaction for which a price item is determined in the system.
- **Ignored** — Used to indicate that you want to search for a transaction which is ignored in the system.
- **Error** — Used to indicate that you want to search for a transaction which could not pass through the validation, price item determination, or billable charge creation process.
- **Cancelled** — Used to indicate that you want to search for a transaction which is cancelled in the system.
- **Completed** — Used to indicate that you want to search for a transaction for which billable charge is completed in the system.
- **Invalid** — Used to indicate that you want to search for a transaction which is invalid.
- **Search Results** — The **Search Results** section displays the records based on the specified search criteria. The columns in the search results change depending on the query option selected.

You can also add a transaction manually by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for an uploaded transaction	Searching for an UPLD Transaction on page 683
How to search for a transaction for which price item is determined	Searching for an INPD Transaction on page 685
How to search for an ignored transaction	Searching for an IGNR Transaction on page 694
How to search for an invalid transaction	Searching for an INVL Transaction on page 696
How to search for a transaction with an error	Searching for an EROR Transaction on page 691
How to search for a cancelled transaction	Searching for an CNCL Transaction on page 689
How to search for a transaction for which billable charge is completed	Searching for an COMP Transaction on page 687
How to add a transaction manually	Adding a Transaction on page 702
How to view the details of a transaction	Viewing the Transaction Details on page 700

Searching for an UPLD Transaction

Procedure

To search for an uploaded transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.
The **Transaction Details** screen appears.
3. Select the **Uploaded** option from the **Search By** list to indicate that you want to search for a transaction which is recently uploaded in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Transaction Header ID	Used to search transactions which are uploaded through a particular transaction feed.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of transactions that meet the search criteria appears in the **Search Results** section. It contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.

Column Name	Column Description
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Manual Entry	Indicates whether the transaction is manually added in the system. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Transaction Information	Displays additional information about the transaction. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.</p> </div>

6. View the legs of the transaction in the **Transaction Legs** zone, if required.

Note: You can only view the legs of an uploaded transaction which is partially disaggregated.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the legs of a transaction	Viewing the Transaction Legs on page 698

Searching for an INPD Transaction

Procedure

To search for a transaction for which a price item is determined:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

3. Select the **Initial Price Item Determined** option from the **Search By** list to indicate that you want to search for a transaction for which a price item is determined in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Price Item	Used to search transactions which are mapped to a particular price item.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

6. View the legs of the transaction in the **Transaction Legs** zone, if required.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the legs of a transaction	Viewing the Transaction Legs on page 698

Searching for an COMP Transaction

Procedure

To search for a transaction for which billable charge is completed:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

- From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

- Select the **Completed** option from the **Search By** list to indicate that you want to search for a transaction for which billable charge is completed in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Billable Charge ID	Used to search transactions which are included in a particular billable charge.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

- Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
External Reference Number	Displays the external reference number of the transaction.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

6. View the legs of the transaction in the **Transaction Legs** zone, if required.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the legs of a transaction	Viewing the Transaction Legs on page 698

Searching for an CNCL Transaction

Procedure

To search for a cancelled transaction:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

- From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

- Select the **Cancelled** option from the **Search By** list to indicate that you want to search for a transaction which is cancelled in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Transaction Header ID	Used to search transactions which are uploaded through a particular transaction feed.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

- Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Manual Entry	Indicates whether the transaction is manually added in the system. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682

Searching for an EROR Transaction

Procedure

To search for a transaction with an error:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

- From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

- Select the **Error** option from the **Search By** list to indicate that you want to search for a transaction which could not pass through the validation, price item determination, or billable charge creation process.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Transaction Header ID	Used to search transactions which are uploaded through a particular transaction feed.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

- Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	<p>Displays the transaction ID.</p> <p>Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.</p>
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the person who performed the transaction.
Disaggregation Status	<p>Indicates whether the transaction was disaggregated. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Error Message	<p>Indicates the reason why the validation and price item determination process failed.</p> <p>Note: If the error occurred while executing the Validate Transaction and Derive Price Item (C1-TXNIP) batch, a generic message appears indicating that the transaction is in the Error (EROR) status due to one or more reasons. You can view all error messages logged for the transaction in the Transaction Error Messages zone. However, if the error occurred while executing the Price Item Pricing Verification (C1-TXNVP) or Service Quantity Calculation (C1-TXNSQ) batch, a generic message appears indicating that one or more transaction legs are in the Error (EROR) status. You can view the error message corresponding to the transaction leg in the Transaction Legs zone.</p>
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Rule	<p>Indicates the rule which was met while determining initial price item for the transaction.</p> <p>Note:</p> <p>It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.</p> <p>This column is blank when the error has occurred while determining initial price item for the transaction.</p>
Transaction Information	<p>Displays additional information about the transaction.</p> <p>Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.</p>

6. View the legs of the transaction in the **Transaction Legs** zone, if required.
7. View the error messages logged for the transaction in the **Transaction Error Messages** zone, if required.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the legs of a transaction	Viewing the Transaction Legs on page 698
How to view the error messages logged for a transaction	Viewing Error Messages on page 700

Searching for an IGNR Transaction

Procedure

To search for an ignored transaction:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.
The **Transaction Details** screen appears.
3. Select the **Ignored** option from the **Search By** list to indicate that you want to search for a transaction which is ignored in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Transaction Header ID	Used to search transactions which are uploaded through a particular transaction feed.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.

Column Name	Column Description
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.

- View the legs of the transaction in the **Transaction Legs** zone, if required.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the legs of a transaction	Viewing the Transaction Legs on page 698

Searching for an INVL Transaction

Procedure

To search for an invalid transaction:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.
The **Transaction Details** screen appears.
- Select the **Invalid** option from the **Search By** list to indicate that you want to search for a transaction which is invalid.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to search a transaction with a particular external reference number.	No
Division	Used to search transactions that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	No
Transaction Source	Used to search transactions received from a particular transaction source.	No
Transaction Record Type	Used to search transactions with a particular record type.	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to select the identifier type based on which you want to search transactions of an account.	No
Account Identifier	Used to search transactions which are performed for a particular account.	No
Transaction Date	Used to search transactions which are performed on a particular date.	No
Transaction Upload Date	Used to search transactions which are uploaded in the system on a particular date.	No
Transaction Header ID	Used to search transactions which are uploaded through a particular transaction feed.	No
Disaggregated	Used to indicate whether you want to search transactions which were disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No 	No

4. Enter the search criteria in the **Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of transactions that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. Note: It has a link. On clicking the link, the Transaction Details screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Disaggregation Status	Indicates whether the transaction was disaggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.

Column Name	Column Description
Transaction Volume	Displays the transaction volume.
Division	Indicates the division to which the transaction belongs.
Account Information	Indicates the account for which the transaction was performed. The string includes the account identifier type and account identifier.
Transaction Information	Displays additional information about the transaction. Note: It has a link. On clicking the link, the Transaction Details screen appears where you can view the details of the transaction.
Error Message	Indicates the reason why the transaction is invalid. Note: A generic message appears indicating that the error occurred due to one or more reasons. You can view all error messages logged for the transaction in the Transaction Error Messages zone.

- View the error messages logged for the transaction in the **Transaction Error Messages** zone, if required.


Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to view the error messages logged for a transaction	Viewing Error Messages on page 700

Viewing the Transaction Legs

Procedure

To view the legs of a transaction:


- Search for the transaction in the **Transaction Details** screen.
- In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction whose legs you want to view.

The **Transaction Legs** zone appears. It contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID.
Transaction Leg Status	Indicates the status of the transaction leg. The valid values are: <ul style="list-style-type: none"> Uploaded (UPLD) Initial Price Item Derived (INPD) Ignored (IGNR) Error (EROR) Completed (COMP)

Column Name	Column Description
Account Information	Indicates the account which will bear the charges for the transaction. The string includes the account identifier type, account identifier, and division (to which the derived account belongs).
Initial Price Item Code	Indicates the initial price item to which the transaction is mapped.
Variance Parameter	Indicates the variance parameter which is used along with the final price item for determining price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to False .
Price Item Parameters	Displays a comma-separated list of parameter values. It indicates the price item parameters and their values which are used along with the final price item for determining price item pricing. Note: This column appears only when the Multi Price Parameter option type of the Multi Parameter Based Pricing (C1_PPARM_FLG) feature configuration is set to True .
Final Price Item Code	Indicates the final price item to which the transaction is mapped.
Rule	Indicates the rule which was met while determining initial price item for the transaction. Note: It has a link. On clicking the link, the Rule screen appears where you can view the details of the rule.
Price Assignment ID	Indicates the effective pricing which is available for the account, price item or regular bundle (to which the price item belongs) or parent (regular) bundle (to which the regular bundle belongs) and/or variance parameter or price item parameters (parameter group) combination on the processing date.
Aggregate Transaction	Indicates whether the transaction leg is aggregated. The valid values are: <ul style="list-style-type: none"> • Yes • No
Billable Charge ID	Indicates the billable charge in which the transaction leg is included for billing.
Division	Indicates the division to which the derived account belongs. The derived account means the account which will bear the charges for the transaction.
Sequence Number	Displays the sequence number of the transaction leg.
Error Message	Indicates the reason why the price item pricing verification or billable charge creation process failed.

Note:

The **Broadcast**  icon appears corresponding to an UPLD, INPD, IGNR, EROR and COMP transaction. This is because you can only view legs of an UPLD, INPD, IGNR, EROR and COMP transaction.

You can only view the legs of an uploaded transaction which is partially disaggregated.

3. View the details of the transaction legs in the **Transaction Legs** zone.


Related Topics

For more information on...	See...
How to search for an uploaded transaction	Searching for an UPLD Transaction on page 683
How to search for a transaction for which price item is determined	Searching for an INPD Transaction on page 685
How to search for an ignored transaction	Searching for an IGNR Transaction on page 694
How to search for a transaction with an error	Searching for an EROR Transaction on page 691
How to search for a transaction for which billable charge is completed	Searching for an COMP Transaction on page 687

Viewing Error Messages

Procedure

To view the error messages logged for a transaction:

1. Search for the transaction which is in the **Invalid (INVL)** or **Error (EROR)** status in the **Transaction Details** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the transaction whose error messages you want to view.

The **Transaction Error Messages** zone appears. It contains the following columns:

Column Name	Column Description
Error Message	Indicates the reason why the transaction is in the Invalid (INVL) or Error (EROR) status.

Note: The **Transaction Error Messages** zone appears when the transactions are in the **Invalid (INVL)** status and when the errors occur while executing the **Validate Transaction and Derive Price Item (C1-TXNIP)** batch. It does not appear when the errors occur while executing the **Price Item Pricing Verification (C1-TXNVP)** or **Service Quantity Calculation (C1-TXNSQ)** batch.

3. View the error messages in the **Transaction Error Messages** zone.

Related Topics

For more information on...	See...
How to search for a transaction with an error	Searching for an EROR Transaction on page 691
How to search for an invalid transaction	Searching for an INVL Transaction on page 696

Viewing the Transaction Details

Procedure

To view the details of a transaction:

1. Search for the transaction in the **Transaction Details** screen.
2. In the **Search Results** section, click the link in the **Transaction ID** column corresponding to the transaction whose details you want to view.

The **Transaction Details** screen appears. It contains the following fields:

Field Name	Field Description
Transaction ID	Displays the transaction ID. Note: The transaction ID is generated automatically when the transaction is uploaded or manually created in the system.
Transaction Source	Displays the transaction source from where the transaction was received.
Division	Displays the division to which the transaction belongs.
Transaction Record Type	Displays the record type of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Manual Entry	Indicates whether the transaction was manually entered in the system.
Credit/Debit Indicator	Indicates whether the transaction is a debit or credit transaction.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the person who performed the transaction.
Account Identifier Type	Displays the type of account identifier.
Account Identifier	Indicates the account for which the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Currency	Indicates the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Account ID	Indicates the account for which the transaction was performed.
Additional Amount 1, Additional Amount 2, ..., Additional Amount 10 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Displays additional information about the transaction.
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 10 Currency Code Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Displays additional information about the transaction.
Additional Date 1, Additional Date 2, ..., Additional Date 5 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Displays additional information about the transaction.

Field Name	Field Description
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3,, Additional Numeric Data 20 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Displays additional information about the transaction.
Additional Data 1, Additional Data 2, Additional Data 3,, Additional Data 50 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Displays additional information about the transaction.

Related Topics

For more information on...	See...
How to copy a transaction	Copying a Transaction on page 705

Adding a Transaction

Prerequisites

To add a transaction manually, you should have:

- Divisions, account identifier types, transaction sources, transaction record types, and currencies defined in the application

Procedure

To add a transaction manually:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Transaction Details**.
The **Transaction Details** screen appears.
3. Click the **Add** link in the upper right corner of the **Search** zone.

The **Transaction Details** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source from where the transaction was received.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the transaction belongs. Note: You can only view those divisions to which you have access in the Division list.	Yes
Transaction Record Type	Used to specify the record type of the transaction.	Yes
Transaction Date	Used to specify the date when the transaction was performed.	Yes
Manual Entry	Indicates that the transaction is manually entered in the system.	Not applicable
Credit/Debit Indicator	Used to indicate whether the transaction is a debit or credit transaction.	Yes
External Reference Number	Used to specify the external reference number of the transaction.	No
Customer Reference Number	Used to indicate the person who performed the transaction.	No
Account Identifier Type	Used to specify the type of account identifier.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Amount	Used to specify the transaction amount.	Yes
Transaction Currency	Used to indicate the currency in which the transaction was performed.	Yes
Transaction Volume	Used to specify the transaction volume.	Yes
Additional Amount 1, Additional Amount 2, ..., Additional Amount 10 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction. Note: These fields appear only when you select the transaction source and record type from the respective list.	Yes (Conditional) Note: This field is required when you are specifying the currency in the corresponding field.

Field Name	Field Description	Mandatory (Yes or No)
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 10 Currency Code Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction. Note: These fields appear only when you select the transaction source and record type from the respective list.	Yes (Conditional) Note: This field is required when you are specifying the amount in the corresponding field.
Additional Date 1, Additional Date 2, ..., Additional Date 5 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction. Note: These fields appear only when you select the transaction source and record type from the respective list.	No
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3,, Additional Numeric Data 20 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction. Note: These fields appear only when you select the transaction source and record type from the respective list.	No
Additional Data 1, Additional Data 2, Additional Data 3,, Additional Data 50 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction. Note: These fields appear only when you select the transaction source and record type from the respective list.	No

4. Enter the required details.
5. Click **Save**.

The transaction is added in the system. If the following option types are set in the **Dummy Header (C1-TXNDMYID)** feature configuration, the header details including the header ID are generated automatically for the manually added transaction:

- Dummy File Name
- Dummy Header ID
- Dummy Transaction Source
- Dummy Header Date

Note: The header ID remains same for all transactions which are manually created on a particular date. You can cancel manually added transactions using the Transaction Header ID.

Related Topics

For more information on...	See...
Transaction Details screen	Transaction Details on page 682
Search zone	Search on page 682
How to set the Dummy Header (C1-TXNDMYID) feature configuration	Setting the C1-TXNDMYID Feature Configuration on page 1642

Copying a Transaction

Instead of adding a transaction from scratch, you can create a copy of similar transaction and then edit it accordingly.

Prerequisites

To copy a transaction, you should have:

- Transaction (whose copy you want to create) available in the application
- Divisions, account identifier types, transaction sources, transaction record types, and currencies defined in the application

Procedure

To copy a transaction:

1. Search for the transaction in the **Transaction Details** screen.
2. In the **Search Results** section, click the link in the **Transaction ID** column corresponding to the transaction whose copy you want to create.

The **Transaction Details** screen appears. Note that the fields are in the read-only mode.

3. Click **Copy**.

The **Transaction Details** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source from where the transaction was received.	Yes
Division	Used to specify the division to which the transaction belongs. Note: You can only view those divisions to which you have access in the Division list.	Yes
Transaction Record Type	Used to specify the record type of the transaction.	Yes
Transaction Date	Used to specify the date when the transaction was performed.	Yes
Manual Entry	Indicates that the transaction is manually entered in the system.	Not applicable
Credit/Debit Indicator	Used to indicate whether the transaction is a debit or credit transaction.	Yes

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Price Item Reference Number	Used to indicate the person who performed the transaction.	No
Account Identifier Type	Used to specify the type of account identifier.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Amount	Used to specify the transaction amount.	Yes
Transaction Currency	Used to indicate the currency in which the transaction was performed.	Yes
Transaction Volume	Used to specify the transaction volume.	Yes
Additional Amount 1, Additional Amount 2, ..., Additional Amount 10 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction.	Yes (Conditional) Note: This field is required when you are specifying the currency in the corresponding field.
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 10 Currency Code Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction.	Yes (Conditional) Note: This field is required when you are specifying the amount in the corresponding field.
Additional Date 1, Additional Date 2, ..., Additional Date 5 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction.	No

Field Name	Field Description	Mandatory (Yes or No)
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3,, Additional Numeric Data 20 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction.	No
Additional Data 1, Additional Data 2, Additional Data 3,, Additional Data 50 Note: If the business label is defined for any of these user defined fields, the business label appears instead of the field name.	Used to specify additional information about the transaction.	No

4. Enter the required details.
5. Click **Save**.

The new transaction is added in the system.

Related Topics

For more information on...	See...
How to view the details of a transaction	Viewing the Transaction Details on page 700

Transaction Source

The **Transaction Source** screen allows you to define, edit, delete, and copy a transaction source. This screen consists of the following zones:

- [Search Transaction Source](#) on page 707




Search Transaction Source

The **Search Transaction Source** zone allows you to search for a transaction source. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to search a particular transaction source.	No
Description	Used to search transaction sources with a particular description.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction Source	Displays the transaction source.
Description	Displays the description of the transaction source.
Account Identifier Type	Indicates the type of account identifier that will be received from the transaction source.
Edit	On clicking the Edit () icon, the Transaction Source screen appears where you can edit the details of the transaction source.
Delete	On clicking the Delete () icon, you can delete the transaction source. Note: You can only delete a transaction source which is not yet used.
Copy	On clicking the Copy () icon, the Transaction Source screen appears where you can create a transaction source using an existing transaction source.

You can create a new transaction source by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a transaction source	Searching for a Transaction Source on page 708
How to define a transaction source	Defining a Transaction Source on page 709
How to edit a transaction source	Editing a Transaction Source on page 710
How to delete a transaction source	Deleting a Transaction Source on page 710
How to copy a transaction source	Copying a Transaction Source on page 711

Searching for a Transaction Source

Procedure

To search for a transaction source:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Source**.
The **Transaction Source** screen appears.
3. Enter the search criteria in the **Search Transaction Source** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of transaction sources that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Transaction Source screen	Transaction Source on page 707
Search Transaction Source zone	Search Transaction Source on page 707

Defining a Transaction Source**Prerequisites**

To define a transaction source, you should have:

- Account identifier types defined in the application

Procedure

To define a transaction source:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Source**.
The **Transaction Source** screen appears.
3. Click the **Add** link in the upper right corner of the **Search Transaction Source** zone.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source. Note: You cannot specify any special character except underscore (_) in the transaction source.	Yes
Description	Used to specify the description for the transaction source.	Yes
Account Identifier Type	Used to indicate the type of account identifier that will be received from the transaction source.	Yes

4. Enter the required details.
5. Click **Save**.

The transaction source is defined.

Related Topics

For more information on...	See...
Transaction Source screen	Transaction Source on page 707
Search Transaction Source zone	Search Transaction Source on page 707

Editing a Transaction Source

Prerequisites

To edit a transaction source, you should have:

- Account identifier types defined in the application

Procedure

To edit a transaction source:

1. Search for the transaction source in the **Transaction Source** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the transaction source whose details you want to edit.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Displays the transaction source.	Not applicable
Description	Used to specify the description for the transaction source.	Yes
Account Identifier Type	Used to indicate the type of account identifier that will be received from the transaction source.	Yes

3. Modify the required details.
4. Click **Save**.

The changes made to the transaction source are saved.

Related Topics

For more information on...	See...
How to search for a transaction source	Searching for a Transaction Source on page 708

Deleting a Transaction Source

Procedure

To delete a transaction source:

1. Search for the transaction source in the **Transaction Source** screen.
2. In the **Search Results** section, click the **Delete** (🗑) icon in the **Delete** column corresponding to the transaction source that you want to delete.

A message appears confirming whether you want to delete the transaction source.

Note: You can only delete a transaction source which is not yet used.

3. Click **OK**.

The transaction source is deleted.

Related Topics

For more information on...	See...
How to search for a transaction source	Searching for a Transaction Source on page 708

Copying a Transaction Source

Instead of creating a transaction source from scratch, you can create a new transaction source using an existing transaction source. This is possible through copying a transaction source. Once you create a copy of a transaction source, the record types defined for the original transaction source are also copied to the new transaction source.


Prerequisites

To copy a transaction source, you should have:

- Transaction source (whose copy you want to create) defined in the application
- Account identifier types defined in the application

Procedure

To copy a transaction source:

1. Search for the transaction source in the **Transaction Source** screen.
2. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the transaction source whose copy you want to create.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source. Note: You cannot specify any special character except underscore (_) in the transaction source.	Yes
Description	Used to specify the description for the transaction source.	Yes
Account Identifier Type	Used to indicate the type of account identifier that will be received from the transaction source.	Yes

3. Enter the required details.
4. Click **Save**.

The new transaction source is defined.

Related Topics

For more information on...	See...
How to search for a transaction source	Searching for a Transaction Source on page 708

Transaction Record Type

The **Transaction Record Type** screen allows you to define, edit, delete, and copy a transaction record type. While defining a transaction record type, you need to define a rule type. This rule type is invoked for transactions with the

transaction source and record type combination. While defining a rule type, you can select the transaction detail fields that you want to use as input or output parameters in a rule.

Besides using the transaction detail fields, the system allows you to use fields which are not part of the standard transaction details. These fields are referred to as temporary fields and are defined similar to other fields, but are not associated with any ORMB tables. You need to associate temporary fields with the rule type while defining a transaction record type. Once associated, you can use the temporary field as input or output parameter while defining a rule using the rule type.

Note: At present, you can only associate a temporary field with a rule type, but cannot use the temporary field in a rule which is created using the rule type. The latter part of the functionality will be available in a future release of Oracle Revenue Management and Billing.

The **Transaction Record Type** screen consists of the following zones:

- [Search Transaction Record Type](#) on page 712


Search Transaction Record Type

The **Search Transaction Record Type** zone allows you to search for a transaction record type. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to search transaction record types defined for a particular transaction source.	No
Transaction Record Type	Used to search a particular transaction record type.	No
Description	Used to search transaction record types with a particular description.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction Record Type	Displays the transaction record type.
Description	Displays the description of the transaction record type.
Transaction Source	Indicates the transaction source for which the transaction record type is defined.
Rule Type	Indicates the rule type that is invoked for the transaction record type. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: It has a link. On clicking the link, the View Rule Type screen appears with the details of the respective rule type.</div>
Edit	On clicking the Edit () icon, the Transaction Record Type screen appears where you can edit the details of the transaction record type.

Column Name	Column Description
Delete	<p>On clicking the Delete (🗑️) icon, you can delete the transaction record type.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can delete a transaction record type when:</p> <ul style="list-style-type: none"> • It is not yet used. • Rules are not yet defined using the rule type which is invoked by the transaction source and record type combination. </div>
Copy	<p>On clicking the Copy (📄➡️📄) icon, the Transaction Record Type screen appears where you can create a new transaction record type using an existing transaction record type.</p>

You can create a new transaction record type by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a transaction record type	Searching for a Transaction Record Type on page 713
How to define a transaction record type	Defining a Transaction Record Type on page 714
How to edit a transaction record type	Editing a Transaction Record Type on page 719
How to delete a transaction record type	Deleting a Transaction Record Type on page 723
How to copy a transaction record type	Copying a Transaction Record Type on page 724

Searching for a Transaction Record Type

Procedure

To search for a transaction record type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Record Type**.
The **Transaction Record Type** screen appears.
3. Enter the search criteria in the **Search Transaction Record Type** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
The search results appear.

Related Topics

For more information on...	See...
Transaction Record Type screen	Transaction Record Type on page 711
Search Transaction Record Type zone	Search Transaction Record Type on page 712

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Defining a Transaction Record Type

Prerequisites

To define a transaction record type, you should have:


- Transaction sources defined in the application
- Validation algorithm defined using the C1-RULE-VAL algorithm type
- Transaction Information String algorithm defined using the C1-TXDETINFO algorithm type
- Fields (that you want to use as input or output parameter) defined in the application



Procedure

To define a transaction record type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Record Type**.
The **Transaction Record Type** screen appears.
3. Click the **Add** link in the upper right corner of the **Search Transaction Record Type** zone.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to indicate the transaction source for which you want to define the transaction record type. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Search Transaction Source window appears.	Yes
Transaction Record Type	Used to specify the transaction record type. Note: You cannot specify any special character except underscore (_) in the transaction record type.	Yes
Description	Used to specify the description for the transaction record type.	Yes
Rule Type	Used to specify the rule type. Note: You cannot specify any special character except underscore (_) in the rule type.	Yes
Rule Type Description	Used to specify the description for the rule type.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Rule Validation Algorithm	<p>Used to specify the validation algorithm that will be triggered when a rule is defined using the rule type.</p> <p>Note: This algorithm checks whether:</p> <ul style="list-style-type: none"> • The values specified against the output parameters exist in the system • The same price item parameter (for example, PCD1_1_1_VAL) is not used multiple times for a division, account, and price item combination <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No
Info String Algorithm	<p>Used to specify the algorithm that will generate the information string which appears in the Transaction Information column throughout the application.</p> <p>Note: This algorithm concatenates the fields (related to the transaction) and delimiters specified as parameters in the algorithm.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No
Maximum Accounts to be charged	<p>Used to indicate the maximum number of accounts which can bear the charges for a transaction. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <p>Note: At present, the system supports maximum 10 accounts which can bear the charges for a transaction.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Maximum Price Items to be mapped	<p>Used to indicate the maximum number of price items to which a transaction can be mapped for each account. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <p>Note: At present, the system supports maximum 10 price items to which a transaction can be mapped for each account.</p>	Yes
Maximum Price Item Parameters	<p>Used to indicate the maximum number of parameters that can be used with each price item to determine the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • 00 • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 • 11 • 12 • 13 • 14 • 15 <p>Note: At present, the system supports maximum 15 parameters that can be used with each price item to determine the price item pricing.</p>	Yes

In addition, this screen contains the following two sections:


- **Input/Output Parameters** — Enables you to select the transaction detail fields that you can use as input or output parameter while defining a rule. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Input/Output	Used to indicate whether you want to use the transaction detail field as input or output parameter.	No
Transaction Field	Displays the transaction field name.	Not applicable
Business Label	Used to specify a business label for the user defined fields. Note: The business label appears when you add, copy, or view a transaction in the Transaction Details screen. The label changes depending on the transaction source and record type combination that you have selected.	No


Note: At present, you can use the following transaction fields as input or output parameter while defining a rule — Account Identifier (ACCT_NBR), Account Identifier Type (ACCT_NBR_TYPE_CD), Division (CIS_DIVISION), Currency Code (CURRENCY_CD), Customer Reference Number (CUST_REF_NBR), Do not Aggregate Switch (DO_NOT_AGG_SW), External Reference Number (EXT_TXN_NBR), Credit/Debit Indicator (HOW_TO_USE_TXN_FLG), Manual Entry (MANUAL_SW), Transaction Amount (TXN_AMT), Transaction Date (TXN_DTTM), Transaction Record Type (TXN_REC_TYPE_CD), Transaction Source (TXN_SOURCE_CD), Transaction Upload Date (TXN_UPLOAD_DTTM), Transaction Volume (TXN_VOL), Additional Amount 1 (UDF_AMT_1), Additional Amount 2 (UDF_AMT_2), Additional Amount 3 (UDF_AMT_3), Additional Amount 4 (UDF_AMT_4), Additional Amount 5 (UDF_AMT_5), Additional Amount 6 (UDF_AMT_6), Additional Amount 7 (UDF_AMT_7), Additional Amount 8 (UDF_AMT_8), Additional Amount 9 (UDF_AMT_9), Additional Amount 10 (UDF_AMT_10), Additional Data 1 (UDF_CHAR_1), Additional Data 2 (UDF_CHAR_2), Additional Data 3 (UDF_CHAR_3), Additional Data 4 (UDF_CHAR_4), Additional Data 5 (UDF_CHAR_5), Additional Data 6 (UDF_CHAR_6), Additional Data 7 (UDF_CHAR_7), Additional Data 8 (UDF_CHAR_8), Additional Data 9 (UDF_CHAR_9), Additional Data 10 (UDF_CHAR_10), Additional Data 11 (UDF_CHAR_11), Additional Data 12 (UDF_CHAR_12), Additional Data 13 (UDF_CHAR_13), Additional Data 14 (UDF_CHAR_14), Additional Data 15 (UDF_CHAR_15), Additional Data 16 (UDF_CHAR_16), Additional Data 17 (UDF_CHAR_17), Additional Data 18 (UDF_CHAR_18), Additional Data 19 (UDF_CHAR_19), Additional Data 20 (UDF_CHAR_20), Additional Data 21 (UDF_CHAR_21), Additional Data 22 (UDF_CHAR_22), Additional Data 23 (UDF_CHAR_23), Additional Data 24 (UDF_CHAR_24), Additional Data 25 (UDF_CHAR_25), Additional Data 26 (UDF_CHAR_26), Additional Data 27 (UDF_CHAR_27), Additional Data 28 (UDF_CHAR_28), Additional Data 29 (UDF_CHAR_29), Additional Data 30 (UDF_CHAR_30), Additional Data 31 (UDF_CHAR_31), Additional Data 32 (UDF_CHAR_32), Additional Data 33 (UDF_CHAR_33), Additional Data 34 (UDF_CHAR_34), Additional Data 35 (UDF_CHAR_35), Additional Data 36 (UDF_CHAR_36), Additional Data 37 (UDF_CHAR_37), Additional Data 38 (UDF_CHAR_38), Additional Data 39 (UDF_CHAR_39), Additional Data 40 (UDF_CHAR_40), Additional Data 41 (UDF_CHAR_41), Additional Data 42 (UDF_CHAR_42), Additional Data 43 (UDF_CHAR_43), Additional Data 44 (UDF_CHAR_44), Additional Data 45 (UDF_CHAR_45), Additional Data 46 (UDF_CHAR_46), Additional Data 47 (UDF_CHAR_47), Additional Data 48 (UDF_CHAR_48), Additional Data 49 (UDF_CHAR_49), Additional Data 50 (UDF_CHAR_50), Amount 1 Currency Code (UDF_CURRENCY_CD_1), Amount 2 Currency Code (UDF_CURRENCY_CD_2), Amount 3 Currency Code (UDF_CURRENCY_CD_3), Amount 4 Currency Code (UDF_CURRENCY_CD_4), Amount 5 Currency Code (UDF_CURRENCY_CD_5), Amount 6 Currency Code (UDF_CURRENCY_CD_6), Amount 7 Currency Code (UDF_CURRENCY_CD_7),

Amount 8 Currency Code (UDF_CURRENCY_CD_8), Amount 9 Currency Code (UDF_CURRENCY_CD_9), Amount 10 Currency Code (UDF_CURRENCY_CD_10), Additional Date 1 (UDF_DTTM_1), Additional Date 2 (UDF_DTTM_2), Additional Date 3 (UDF_DTTM_3), Additional Date 4 (UDF_DTTM_4), Additional Date 5 (UDF_DTTM_5), Additional Numeric Data 1 (UDF_NBR_1), Additional Numeric Data 2 (UDF_NBR_2), Additional Numeric Data 3 (UDF_NBR_3), Additional Numeric Data 4 (UDF_NBR_4), Additional Numeric Data 5 (UDF_NBR_5), Additional Numeric Data 6 (UDF_NBR_6), Additional Numeric Data 7 (UDF_NBR_7), Additional Numeric Data 8 (UDF_NBR_8), Additional Numeric Data 9 (UDF_NBR_9), Additional Numeric Data 10 (UDF_NBR_10), Additional Numeric Data 11 (UDF_NBR_11), Additional Numeric Data 12 (UDF_NBR_12), Additional Numeric Data 13 (UDF_NBR_13), Additional Numeric Data 14 (UDF_NBR_14), Additional Numeric Data 15 (UDF_NBR_15), Additional Numeric Data 16 (UDF_NBR_16), Additional Numeric Data 17 (UDF_NBR_17), Additional Numeric Data 18 (UDF_NBR_18), Additional Numeric Data 19 (UDF_NBR_19), Additional Numeric Data 20 (UDF_NBR_20).


- **Temporary Fields** — Enables you to select non-transactional fields that you can use as input or output parameter while defining a rule. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Temporary Field	Used to indicate the non-transactional field that you want to use as input or output parameter. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Transaction Record Type Tempo Field Search window appears.	No

4. Enter the required details.

Note: You can search for a transaction source and algorithm by clicking the **Search**  icon corresponding to the respective field.

5. Select the check box corresponding to the transaction fields that you want to use as input or output parameters.
6. If required, you can select a non-transactional field as input or output parameter in the **Temporary Fields** section.

Note:
You can search for a field by clicking the **Search**  icon corresponding to the respective field.

If you want to add more than one temporary field to the transaction record type, click the **Add**  icon and then repeat step 7. However, if you want to remove a temporary field from the transaction record type, click the **Delete**  icon corresponding to the temporary field.

7. Click **Save**.

The transaction record type is defined.

Related Topics

For more information on...	See...
Transaction Record Type screen	Transaction Record Type on page 711
Search Transaction Record Type zone	Search Transaction Record Type on page 712

Editing a Transaction Record Type


Prerequisites

To edit a transaction record type, you should have:


- Validation algorithm defined using the C1-RULE-VAL algorithm type
- Transaction Information String algorithm defined using the C1-TXDETINFO algorithm type
- Fields (that you want to use as input or output parameter) defined in the application



Procedure

To edit a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the transaction record type whose details you want to edit.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to indicate the transaction source for which you want to define the transaction record type. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Search Transaction Source window appears.	Yes
Transaction Record Type	Used to specify the transaction record type. Note: You cannot specify any special character except underscore (_) in the transaction record type.	Yes
Description	Used to specify the description for the transaction record type.	Yes
Rule Type	Used to specify the rule type. Note: You cannot specify any special character except underscore (_) in the rule type.	Yes
Rule Type Description	Used to specify the description for the rule type.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Rule Validation Algorithm	<p>Used to specify the validation algorithm that will be triggered when a rule is defined using the rule type.</p> <p>Note: This algorithm checks whether:</p> <ul style="list-style-type: none"> • The values specified against the output parameters exist in the system • The same price item parameter (for example, PCD1_1_1_VAL) is not used multiple times for a division, account, and price item combination <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No
Info String Algorithm	<p>Used to specify the algorithm that will generate the information string which appears in the Transaction Information column throughout the application.</p> <p>Note: This algorithm concatenates the fields (related to the transaction) and delimiters specified as parameters in the algorithm.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	No
Maximum Accounts to be charged	<p>Used to indicate the maximum number of accounts which can bear the charges for a transaction. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <p>Note: At present, the system supports maximum 10 accounts which can bear the charges for a transaction.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Maximum Price Items to be mapped	<p>Used to indicate the maximum number of price items to which a transaction can be mapped for each account. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <p>Note: At present, the system supports maximum 10 price items to which a transaction can be mapped for each account.</p> </div>	Yes
Maximum Price Item Parameters	<p>Used to indicate the maximum number of parameters that can be used with each price item to determine the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • 00 • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 • 11 • 12 • 13 • 14 • 15 <div style="border: 1px solid black; padding: 2px; margin-top: 10px;"> <p>Note: At present, the system supports maximum 15 parameters that can be used with each price item to determine the price item pricing.</p> </div>	Yes

In addition, this screen contains the following two sections:


- **Input/Output Parameters** — Enables you to select the transaction detail fields that you can use as input or output parameter while defining a rule. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Input/Output	Used to indicate whether you want to use the transaction detail field as input or output parameter.	No
Transaction Field	Displays the transaction field name.	Not applicable
Business Label	Used to specify a business label for the user defined fields. Note: The business label appears when you add, copy, or view a transaction in the Transaction Details screen. The label changes depending on the transaction source and record type combination that you have selected.	No

Note: At present, you can use the following transaction fields as input or output parameter while defining a rule — Account Identifier (ACCT_NBR), Account Identifier Type (ACCT_NBR_TYPE_CD), Division (CIS_DIVISION), Currency Code (CURRENCY_CD), Customer Reference Number (CUST_REF_NBR), Do not Aggregate Switch (DO_NOT_AGG_SW), External Reference Number (EXT_TXN_NBR), Credit/Debit Indicator (HOW_TO_USE_TXN_FLG), Manual Entry (MANUAL_SW), Transaction Amount (TXN_AMT), Transaction Date (TXN_DTTM), Transaction Record Type (TXN_REC_TYPE_CD), Transaction Source (TXN_SOURCE_CD), Transaction Upload Date (TXN_UPLOAD_DTTM), Transaction Volume (TXN_VOL), Additional Amount 1 (UDF_AMT_1), Additional Amount 2 (UDF_AMT_2), Additional Amount 3 (UDF_AMT_3), Additional Amount 4 (UDF_AMT_4), Additional Amount 5 (UDF_AMT_5), Additional Amount 6 (UDF_AMT_6), Additional Amount 7 (UDF_AMT_7), Additional Amount 8 (UDF_AMT_8), Additional Amount 9 (UDF_AMT_9), Additional Amount 10 (UDF_AMT_10), Additional Data 1 (UDF_CHAR_1), Additional Data 2 (UDF_CHAR_2), Additional Data 3 (UDF_CHAR_3), Additional Data 4 (UDF_CHAR_4), Additional Data 5 (UDF_CHAR_5), Additional Data 6 (UDF_CHAR_6), Additional Data 7 (UDF_CHAR_7), Additional Data 8 (UDF_CHAR_8), Additional Data 9 (UDF_CHAR_9), Additional Data 10 (UDF_CHAR_10), Additional Data 11 (UDF_CHAR_11), Additional Data 12 (UDF_CHAR_12), Additional Data 13 (UDF_CHAR_13), Additional Data 14 (UDF_CHAR_14), Additional Data 15 (UDF_CHAR_15), Additional Data 16 (UDF_CHAR_16), Additional Data 17 (UDF_CHAR_17), Additional Data 18 (UDF_CHAR_18), Additional Data 19 (UDF_CHAR_19), Additional Data 20 (UDF_CHAR_20), Additional Data 21 (UDF_CHAR_21), Additional Data 22 (UDF_CHAR_22), Additional Data 23 (UDF_CHAR_23), Additional Data 24 (UDF_CHAR_24), Additional Data 25 (UDF_CHAR_25), Additional Data 26 (UDF_CHAR_26), Additional Data 27 (UDF_CHAR_27), Additional Data 28 (UDF_CHAR_28), Additional Data 29 (UDF_CHAR_29), Additional Data 30 (UDF_CHAR_30), Additional Data 31 (UDF_CHAR_31), Additional Data 32 (UDF_CHAR_32), Additional Data 33 (UDF_CHAR_33), Additional Data 34 (UDF_CHAR_34), Additional Data 35 (UDF_CHAR_35), Additional Data 36 (UDF_CHAR_36), Additional Data 37 (UDF_CHAR_37), Additional Data 38 (UDF_CHAR_38), Additional Data 39 (UDF_CHAR_39), Additional Data 40 (UDF_CHAR_40), Additional Data 41 (UDF_CHAR_41), Additional Data 42 (UDF_CHAR_42), Additional Data 43 (UDF_CHAR_43), Additional Data 44 (UDF_CHAR_44), Additional Data 45 (UDF_CHAR_45), Additional Data 46 (UDF_CHAR_46), Additional Data 47 (UDF_CHAR_47), Additional Data 48 (UDF_CHAR_48), Additional Data 49 (UDF_CHAR_49), Additional Data 50 (UDF_CHAR_50), Amount 1 Currency Code (UDF_CURRENCY_CD_1), Amount 2 Currency Code (UDF_CURRENCY_CD_2), Amount 3 Currency Code (UDF_CURRENCY_CD_3), Amount 4 Currency Code (UDF_CURRENCY_CD_4), Amount 5 Currency Code (UDF_CURRENCY_CD_5), Amount 6 Currency Code (UDF_CURRENCY_CD_6), Amount 7 Currency Code (UDF_CURRENCY_CD_7), Amount 8 Currency Code (UDF_CURRENCY_CD_8), Amount 9 Currency Code


(UDF_CURRENCY_CD_9), Amount 10 Currency Code (UDF_CURRENCY_CD_10), Additional Date 1 (UDF_DTTM_1), Additional Date 2 (UDF_DTTM_2), Additional Date 3 (UDF_DTTM_3), Additional Date 4 (UDF_DTTM_4), Additional Date 5 (UDF_DTTM_5), Additional Numeric Data 1 (UDF_NBR_1), Additional Numeric Data 2 (UDF_NBR_2), Additional Numeric Data 3 (UDF_NBR_3), Additional Numeric Data 4 (UDF_NBR_4), Additional Numeric Data 5 (UDF_NBR_5), Additional Numeric Data 6 (UDF_NBR_6), Additional Numeric Data 7 (UDF_NBR_7), Additional Numeric Data 8 (UDF_NBR_8), Additional Numeric Data 9 (UDF_NBR_9), Additional Numeric Data 10 (UDF_NBR_10), Additional Numeric Data 11 (UDF_NBR_11), Additional Numeric Data 12 (UDF_NBR_12), Additional Numeric Data 13 (UDF_NBR_13), Additional Numeric Data 14 (UDF_NBR_14), Additional Numeric Data 15 (UDF_NBR_15), Additional Numeric Data 16 (UDF_NBR_16), Additional Numeric Data 17 (UDF_NBR_17), Additional Numeric Data 18 (UDF_NBR_18), Additional Numeric Data 19 (UDF_NBR_19), Additional Numeric Data 20 (UDF_NBR_20).

- **Temporary Fields** — Enables you to select non-transactional fields that you can use as input or output parameter while defining a rule. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Temporary Field	Used to indicate the non-transactional field that you want to use as input or output parameter. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Transaction Record Type Tempo Field Search window appears.	No

3. Modify the required details.

Note:

You can search for an algorithm and field by clicking the **Search**  icon corresponding to the respective field.

You can edit and remove an input or output parameter from a rule type only when it is not yet used in a rule (which is created using the rule type).

If you want to add more than one temporary field to the transaction record type, click the **Add**  icon and then specify the details in the **Temporary Fields** section. However, if you want to remove a temporary field from the transaction record type, click the **Delete**  icon corresponding to the temporary field.

4. Click **Save**.

The changes made to the transaction record type are saved.


Related Topics

For more information on...	See...
How to search for a transaction record type	Searching for a Transaction Record Type on page 713

Deleting a Transaction Record Type

Procedure

To delete a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Delete** () icon in the **Delete** column corresponding to the transaction record type that you want to delete.

A message appears confirming whether you want to delete the transaction record type.

Note: You can only delete a transaction record type which is not yet used.

3. Click **OK**.

The transaction record type is deleted.

Related Topics

For more information on...	See...
How to search for a transaction record type	Searching for a Transaction Record Type on page 713

Copying a Transaction Record Type

Instead of creating a transaction record type from scratch, you can create a new transaction record type using an existing transaction record type. This is possible through copying a transaction record type. Once you create a copy of a transaction record type, the input or output parameters and temporary fields are also copied to the new transaction record type. You can then edit the details, if required.


Prerequisites

To copy a transaction record type, you should have:


- Transaction record type (whose copy you want to create) defined in the application
- Validation algorithm defined using the C1-RULE-VAL algorithm type
- Transaction Information String algorithm defined using the C1-TXDETINFO algorithm type
- Fields (that you want to use as input or output parameter) defined in the application



Procedure

To copy a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the transaction record type whose copy you want to create.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to indicate the transaction source for which you want to define the transaction record type. Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Search Transaction Source window appears.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Transaction Record Type	Used to specify the transaction record type. Note: You cannot specify any special character except underscore (_) in the transaction record type.	Yes
Description	Used to specify the description for the transaction record type.	Yes
Rule Type	Used to specify the rule type. Note: You cannot specify any special character except underscore (_) in the rule type.	Yes
Rule Type Description	Used to specify the description for the rule type.	Yes
Rule Validation Algorithm	Used to specify the validation algorithm that will be triggered when a rule is defined using the rule type. Note: This algorithm checks whether: <ul style="list-style-type: none"> The values specified against the output parameters exist in the system The same price item parameter (for example, PCD1_1_1_VAL) is not used multiple times for a division, account, and price item combination The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	No
Info String Algorithm	Used to specify the algorithm that will generate the information string which appears in the Transaction Information column throughout the application. Note: This algorithm concatenates the fields (related to the transaction) and delimiters specified as parameters in the algorithm. The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	No

Field Name	Field Description	Mandatory (Yes or No)
Maximum Accounts to be charged	<p>Used to indicate the maximum number of accounts which can bear the charges for a transaction. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <p>Note: At present, the system supports maximum 10 accounts which can bear the charges for a transaction.</p>	Yes
Maximum Price Items to be mapped	<p>Used to indicate the maximum number of price items to which a transaction can be mapped for each account. The valid values are:</p> <ul style="list-style-type: none"> • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 <p>Note: At present, the system supports maximum 10 price items to which a transaction can be mapped for each account.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Maximum Price Item Parameters	<p>Used to indicate the maximum number of parameters that can be used with each price item to determine the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • 00 • 01 • 02 • 03 • 04 • 05 • 06 • 07 • 08 • 09 • 10 • 11 • 12 • 13 • 14 • 15 <p>Note: At present, the system supports maximum 15 parameters that can be used with each price item to determine the price item pricing.</p>	Yes

In addition, this screen contains the following two sections:


- **Input/Output Parameters** — Enables you to select the transaction detail fields that you can use as input or output parameter while defining a rule. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Input/Output	Used to indicate whether you want to use the transaction detail field as input or output parameter.	No
Transaction Field	Displays the transaction field name.	Not applicable
Business Label	<p>Used to specify a business label for the user defined fields.</p> <p>Note: The business label appears when you add, copy, or view a transaction in the Transaction Details screen. The label changes depending on the transaction source and record type combination that you have selected.</p>	No

Note: At present, you can use the following transaction fields as input or output parameter while defining a rule — Account Identifier (ACCT_NBR), Account Identifier Type (ACCT_NBR_TYPE_CD), Division

(CIS_DIVISION), Currency Code (CURRENCY_CD), Customer Reference Number (CUST_REF_NBR), Do not Aggregate Switch (DO_NOT_AGG_SW), External Reference Number (EXT_TXN_NBR), Credit/Debit Indicator (HOW_TO_USE_TXN_FLG), Manual Entry (MANUAL_SW), Transaction Amount (TXN_AMT), Transaction Date (TXN_DTTM), Transaction Record Type (TXN_REC_TYPE_CD), Transaction Source (TXN_SOURCE_CD), Transaction Upload Date (TXN_UPLOAD_DTTM), Transaction Volume (TXN_VOL), Additional Amount 1 (UDF_AMT_1), Additional Amount 2 (UDF_AMT_2), Additional Amount 3 (UDF_AMT_3), Additional Amount 4 (UDF_AMT_4), Additional Amount 5 (UDF_AMT_5), Additional Amount 6 (UDF_AMT_6), Additional Amount 7 (UDF_AMT_7), Additional Amount 8 (UDF_AMT_8), Additional Amount 9 (UDF_AMT_9), Additional Amount 10 (UDF_AMT_10), Additional Data 1 (UDF_CHAR_1), Additional Data 2 (UDF_CHAR_2), Additional Data 3 (UDF_CHAR_3), Additional Data 4 (UDF_CHAR_4), Additional Data 5 (UDF_CHAR_5), Additional Data 6 (UDF_CHAR_6), Additional Data 7 (UDF_CHAR_7), Additional Data 8 (UDF_CHAR_8), Additional Data 9 (UDF_CHAR_9), Additional Data 10 (UDF_CHAR_10), Additional Data 11 (UDF_CHAR_11), Additional Data 12 (UDF_CHAR_12), Additional Data 13 (UDF_CHAR_13), Additional Data 14 (UDF_CHAR_14), Additional Data 15 (UDF_CHAR_15), Additional Data 16 (UDF_CHAR_16), Additional Data 17 (UDF_CHAR_17), Additional Data 18 (UDF_CHAR_18), Additional Data 19 (UDF_CHAR_19), Additional Data 20 (UDF_CHAR_20), Additional Data 21 (UDF_CHAR_21), Additional Data 22 (UDF_CHAR_22), Additional Data 23 (UDF_CHAR_23), Additional Data 24 (UDF_CHAR_24), Additional Data 25 (UDF_CHAR_25), Additional Data 26 (UDF_CHAR_26), Additional Data 27 (UDF_CHAR_27), Additional Data 28 (UDF_CHAR_28), Additional Data 29 (UDF_CHAR_29), Additional Data 30 (UDF_CHAR_30), Additional Data 31 (UDF_CHAR_31), Additional Data 32 (UDF_CHAR_32), Additional Data 33 (UDF_CHAR_33), Additional Data 34 (UDF_CHAR_34), Additional Data 35 (UDF_CHAR_35), Additional Data 36 (UDF_CHAR_36), Additional Data 37 (UDF_CHAR_37), Additional Data 38 (UDF_CHAR_38), Additional Data 39 (UDF_CHAR_39), Additional Data 40 (UDF_CHAR_40), Additional Data 41 (UDF_CHAR_41), Additional Data 42 (UDF_CHAR_42), Additional Data 43 (UDF_CHAR_43), Additional Data 44 (UDF_CHAR_44), Additional Data 45 (UDF_CHAR_45), Additional Data 46 (UDF_CHAR_46), Additional Data 47 (UDF_CHAR_47), Additional Data 48 (UDF_CHAR_48), Additional Data 49 (UDF_CHAR_49), Additional Data 50 (UDF_CHAR_50), Amount 1 Currency Code (UDF_CURRENCY_CD_1), Amount 2 Currency Code (UDF_CURRENCY_CD_2), Amount 3 Currency Code (UDF_CURRENCY_CD_3), Amount 4 Currency Code (UDF_CURRENCY_CD_4), Amount 5 Currency Code (UDF_CURRENCY_CD_5), Amount 6 Currency Code (UDF_CURRENCY_CD_6), Amount 7 Currency Code (UDF_CURRENCY_CD_7), Amount 8 Currency Code (UDF_CURRENCY_CD_8), Amount 9 Currency Code (UDF_CURRENCY_CD_9), Amount 10 Currency Code (UDF_CURRENCY_CD_10), Additional Date 1 (UDF_DTTM_1), Additional Date 2 (UDF_DTTM_2), Additional Date 3 (UDF_DTTM_3), Additional Date 4 (UDF_DTTM_4), Additional Date 5 (UDF_DTTM_5), Additional Numeric Data 1 (UDF_NBR_1), Additional Numeric Data 2 (UDF_NBR_2), Additional Numeric Data 3 (UDF_NBR_3), Additional Numeric Data 4 (UDF_NBR_4), Additional Numeric Data 5 (UDF_NBR_5), Additional Numeric Data 6 (UDF_NBR_6), Additional Numeric Data 7 (UDF_NBR_7), Additional Numeric Data 8 (UDF_NBR_8), Additional Numeric Data 9 (UDF_NBR_9), Additional Numeric Data 10 (UDF_NBR_10), Additional Numeric Data 11 (UDF_NBR_11), Additional Numeric Data 12 (UDF_NBR_12), Additional Numeric Data 13 (UDF_NBR_13), Additional Numeric Data 14 (UDF_NBR_14), Additional Numeric Data 15 (UDF_NBR_15), Additional Numeric Data 16 (UDF_NBR_16), Additional Numeric Data 17 (UDF_NBR_17), Additional Numeric Data 18 (UDF_NBR_18), Additional Numeric Data 19 (UDF_NBR_19), Additional Numeric Data 20 (UDF_NBR_20).


- **Temporary Fields** — Enables you to select non-transactional fields that you can use as input or output parameter while defining a rule. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Temporary Field	Used to indicate the non-transactional field that you want to use as input or output parameter. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Transaction Record Type Tempo Field Search window appears.	No

- Enter the required details.

Note: You can search for an algorithm by clicking the **Search**  icon corresponding to the respective field.

- Select the check box corresponding to the transaction fields that you want to use as input or output parameters.
- If required, you can select a non-transactional field as input or output parameter in the **Temporary Fields** section.

Note:
You can search for a field by clicking the **Search**  icon corresponding to the respective field.

If you want to add more than one temporary field to the transaction record type, click the **Add**  icon and then repeat step 5. However, if you want to remove a temporary field from the transaction record type, click the **Delete**  icon corresponding to the temporary field.

- Click **Save**.

The new transaction record type is defined.

Related Topics

For more information on...	See...
How to search for a transaction record type	Searching for a Transaction Record Type on page 713

Transaction Aggregation Rule

The **Transaction Aggregation Rule** screen allows you to define transaction aggregation rule for an SQI. You can also edit and delete the transaction aggregation rule of an SQI. This screen consists of the following zones:

- [Transaction Aggregation Rules](#) on page 729

Transaction Aggregation Rules

The **Transaction Aggregation Rules** zone lists transaction aggregation rules that are already defined in the system. You can define, edit, and delete a transaction aggregation rule through this zone.

This zone contains the following columns:

Column Name	Column Description
SQL Description	Displays the description of the service quantity identifier (SQI).
Aggregation Function	Indicates the formula used in the transaction aggregation rule defined for the SQI.
Function	Indicates the function used for aggregation.
Transaction Parameter	Indicates the transaction parameter used for aggregation.
Edit	On clicking the Edit (✎) icon, the Transaction Aggregation Rule screen appears where you can edit the aggregation rule.
Delete	On clicking the Delete (🗑) icon, you can delete the transaction aggregation rule.

You can define transaction aggregation rule for an SQI by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to define transaction aggregation rule for an SQI	Defining Transaction Aggregation Rule for an SQI on page 730
How to edit transaction aggregation rule of an SQI	Editing Transaction Aggregation Rule of an SQI on page 731
How to delete transaction aggregation rule of an SQI	Deleting Transaction Aggregation Rule of an SQI on page 732

Defining Transaction Aggregation Rule for an SQI

Prerequisites

To define transaction aggregation rule for an SQI, you should have:

- SQI defined in the application

Procedure

To define transaction aggregation rule for an SQI:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Aggregation Rule**.
The **Transaction Aggregation Rule** screen appears.
3. Click the **Add** link in the upper right corner of the **Transaction Aggregation Rules** zone.
The **Transaction Aggregation Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQL	Used to indicate the SQI for which you want to define the transaction aggregation rule.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Function	Used to indicate the function that you want to use for aggregation. The valid values are: <ul style="list-style-type: none"> SUM() MIN() MAX() COUNT() 	Yes
Transaction Parameter	Used to indicate the transaction parameter that you want to use for aggregation. The valid values are: <ul style="list-style-type: none"> TXN_AMT TXN_VOL UDF_AMT_1, UDF_AMT_2, UDF_AMT_3, ..., UDF_AMT_10 UDF_NBR_1, UDF_NBR_2, UDF_NBR_3, ..., UDF_NBR_20 	Yes

- Enter the required details.
- Click **Save**.

The transaction aggregation rule is defined for the SQI.


Related Topics

For more information on...	See...
Transaction Aggregation Rule screen	Transaction Aggregation Rule on page 729
Transaction Aggregation Rules zone	Transaction Aggregation Rules on page 729

Editing Transaction Aggregation Rule of an SQI

Procedure

To edit the transaction aggregation rule of an SQI:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **T** and then click **Transaction Aggregation Rule**.
The **Transaction Aggregation Rule** screen appears.
- Click the **Edit**  icon in the **Edit** column corresponding to the SQI whose transaction aggregation rule you want to edit.

The **Transaction Aggregation Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Indicates the SQI for which the transaction aggregation rule is defined.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Function	Used to indicate the function that you want to use for aggregation. The valid values are: <ul style="list-style-type: none"> SUM() MIN() MAX() COUNT() 	Yes
Transaction Parameter	Used to indicate the transaction parameter that you want to use for aggregation. The valid values are: <ul style="list-style-type: none"> TXN_AMT TXN_VOL UDF_AMT_1, UDF_AMT_2, UDF_AMT_3, ..., UDF_AMT_10 UDF_NBR_1, UDF_NBR_2, UDF_NBR_3, ..., UDF_NBR_20 	Yes

4. Modify the required details.
5. Click **Save**.

The changes made to the transaction aggregation rule are saved.

Related Topics

For more information on...	See...
Transaction Aggregation Rule screen	Transaction Aggregation Rule on page 729
Transaction Aggregation Rules zone	Transaction Aggregation Rules on page 729

Deleting Transaction Aggregation Rule of an SQI

Procedure

To delete the transaction aggregation rule of an SQI:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **T** and then click **Transaction Aggregation Rule**.
The **Transaction Aggregation Rule** screen appears.
3. Click the **Delete** (🗑) icon in the **Delete** column corresponding to the SQI whose transaction aggregation rule you want to delete.
A message appears confirming whether you want to delete the transaction aggregation rule.
4. Click **OK**.
The transaction aggregation rule is deleted.

Related Topics

For more information on...	See...
Transaction Aggregation Rule screen	Transaction Aggregation Rule on page 729
Transaction Aggregation Rules zone	Transaction Aggregation Rules on page 729

Schedule

The **Schedule** screen allows you to define, edit, and delete a schedule. This screen consists of the following zones:

- [Search Schedule](#) on page 733

Search Schedule

The **Search Schedule** zone allows you to search for a schedule. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Used to search a particular schedule.	No
Description	Used to search schedules with a particular .description	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Schedule	Displays the schedule.
Description	Displays the description of the schedule.
View	On clicking the View (🔍) icon, the View Schedule screen appears where you can view the details of the schedule.
Edit	On clicking the Edit (✎) icon, the Edit Schedule screen appears where you can edit the details of the schedule.
Delete	On clicking the Delete (🗑️) icon, you can delete the schedule. Note: You can only delete a schedule which is not yet used.

You can create a new schedule by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a schedule	Searching for a Schedule on page 734
How to view the details of a schedule	Viewing the Schedule Details on page 734
How to define a schedule	Defining a Schedule on page 734
How to edit a schedule	Editing a Schedule on page 736
How to delete a schedule	Deleting a Schedule on page 737

Searching for a Schedule

Procedure

To search for a schedule:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **S** and then click **Schedule**.
The **Schedule** screen appears.
3. Enter the search criteria in the **Search Schedule** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.
The search results appear.


Related Topics

For more information on...	See...
Schedule screen	Schedule on page 733
Search Schedule zone	Search Schedule on page 733

Viewing the Schedule Details

Procedure

To view the details of a schedule:

1. Search for the schedule in the **Schedule** screen.
2. In the **Search Results** section, click the **View**  icon in the **View** column corresponding to the schedule whose details you want to view.
The **View Schedule** screen appears.
3. View the details of the schedule in the **View Schedule** screen.

Related Topics

For more information on...	See...
How to search for a schedule	Searching for a Schedule on page 734

Defining a Schedule

Procedure

To define a schedule:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **S** and then click **Schedule**.

The **Schedule** screen appears.

3. Click the **Add** link in the upper right corner of the **Search Schedule** zone.

The **Add Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Used to specify the schedule code.	Yes
Description	Used to specify the description for the schedule.	Yes

In addition, this screen contains the following two sections:

- **Schedule Periods** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the start date of the schedule period. Note: The start date cannot be later than the end date.	Yes
End Date	Used to specify the end date of the schedule period. Note: The end date cannot be earlier than the start date.	Yes

Note: At least one schedule period must be defined in the schedule. Also, ensure that the schedule periods do not have overlapping days.

- **Schedule Types** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule Type	Used to indicate the functionality where you want to use the schedule. You can use a schedule for more than one functionality.	Yes

4. Enter the required details.

5. If you want to define more than one period in the schedule, click the **Add** (+) icon and then specify the details.

Note: However, if you want to remove a period from the schedule, click the **Delete** (🗑️) icon corresponding to the period.

6. Click **Save**.

The schedule is defined.

Related Topics

For more information on...	See...
Schedule screen	Schedule on page 733

For more information on...	See...
Search Schedule zone	Search Schedule on page 733

Editing a Schedule

Procedure

To edit a schedule:

1. Search for the schedule in the **Schedule** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the schedule whose details you want to edit.

The **Edit Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Displays the schedule code.	Not applicable
Description	Used to specify the description for the schedule.	Yes

In addition, this screen contains the following two sections:

- **Schedule Periods** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the start date of the schedule period. Note: The start date cannot be later than the end date.	Yes
End Date	Used to specify the end date of the schedule period. Note: The end date cannot be earlier than the start date.	Yes

Note: At least one schedule period must be defined in the schedule. Also, ensure that the schedule periods do not have overlapping days.

- **Schedule Types** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule Type	Used to indicate the functionality where you want to use the schedule. You can use a schedule for more than one functionality.	Yes

3. Modify the required details.
4. If you want to define more than one period in the schedule, click the **Add** (+) icon and then specify the details.

Note: However, if you want to remove a period from the schedule, click the **Delete** (🗑️) icon corresponding to the period.

5. Click **Save**.

The changes made to the schedule are saved.

Related Topics

For more information on...	See...
How to search for a schedule	Searching for a Schedule on page 734

Deleting a Schedule

Procedure

To delete a schedule:

1. Search for the schedule in the **Schedule** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the schedule that you want to delete.

A message appears confirming whether you want to delete the schedule.

Note: You can only delete a schedule which is not yet used.

3. Click **OK**.

The schedule is deleted.

Related Topics

For more information on...	See...
How to search for a schedule	Searching for a Schedule on page 734

Disaggregation Request

Through the **Disaggregation Request Creation (C1-DISTG)** batch, you can only create a disaggregation request for an account. However, from the **Disaggregation Request** screen, you can create a disaggregation request for a person and account. When you create a disaggregation request for a person, the system does not create the disaggregation request for the person. Instead, the system creates the disaggregation request for all accounts of the person (where the person is the main customer) and its child persons.

The **Disaggregation Request** screen allows you to search for disaggregation requests using various search criteria. It also allows you to create and delete a disaggregation request. This screen consists of the following zone:

- [Search Disaggregation Request](#) on page 737

Search Disaggregation Request

The **Search Disaggregation Request** zone allows you to search for disaggregation requests using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The fields in the **Search Criteria** section change depending on the query option selected. You can select either of the following query options:
 - **Person** — Used to indicate that you want to search for a disaggregation request created for a person.
 - **Account** — Used to indicate that you want to search for a disaggregation request created for an account.
- **Search Results** — The **Search Results** section displays the records based on the specified search criteria. The columns in the search results change depending on the query option selected.

You can create a disaggregation request manually by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a disaggregation request	Searching for a Disaggregation Request on page 738
How to create a disaggregation request manually	Creating a Disaggregation Request on page 741
How to delete a disaggregation request	Deleting a Disaggregation Request on page 745

Searching for a Disaggregation Request

Procedure

To search for a disaggregation request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Disaggregation Request**.
The **Disaggregation Request** screen appears.
3. Select the **Person** or **Account** option from the **Search By** list depending on whether you want to search for a disaggregation request created for a person or an account.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
PersonName	Used to search disaggregation requests which are created for a particular person. Note: This field appears only when you select the Person option from the Search By list.	No
Request Date From	Used to search disaggregation requests which are created from a particular date onwards.	Yes
Request Date To	Used to search disaggregation requests which are created till a particular date.	Yes
Processing Date From	Used to search disaggregation requests which are processed from a particular date onwards.	No
Processing Date To	Used to search disaggregation requests which are processed till a particular date.	No

Field Name	Field Description	Mandatory (Yes or No)
Request Source	Used to search disaggregation requests which are created automatically, manually, or through the batch process. The valid values are: <ul style="list-style-type: none"> • AUTOMATIC • BATCH • MANUAL 	No
Request Status	Used to search disaggregation requests with a particular status. The valid values are: <ul style="list-style-type: none"> • COMPLETE • PENDING 	No
Person ID	Used to search disaggregation requests which are created for a particular person. Note: This field appears only when you select the Person option from the Search By list.	No
Division	Used to search disaggregation requests which are created for persons or accounts that belong to a particular division. Note: You can only view those divisions to which you have access in the Division list.	Yes (Conditional) Note: This field is required when you are searching for disaggregation requests created for an account.
Person Identifier Type	Used to select the person identifier type based on which you want to search disaggregation requests created for a person. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you enter person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used when you want to search disaggregation requests created for a person. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you specify person identifier type as a search criteria, you have to enter the person identifier.
Account ID	Used to search disaggregation requests which are created for a particular account. Note: This field appears only when you select the Account option from the Search By list.	No
Account Identifier Type	Used to select the account identifier type based on which you want to search disaggregation requests created for an account. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you enter account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used when you want to search disaggregation requests created for an account. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you specify account identifier type as a search criteria, you have to enter the account identifier.

4. Enter the search criteria in the **Search Disaggregation Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of disaggregation requests that meet the search criteria appears in the **Search Results** section. It contains the following columns:

Column Name	Column Description
Request ID	Displays the disaggregation request ID.
Request Date	Displays the date when the disaggregation request was created.
Status	Indicates the status of the disaggregation request. The valid values are: <ul style="list-style-type: none"> COMPLETE PENDING
Person ID	Indicates the person for whom the disaggregation request is created.
Person Information	Displays additional information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Account ID	Indicates the account for which the disaggregation request is created.
Account Information	Displays additional information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Processing Date	Displays the date when the disaggregation request was processed.
Delete	On clicking the Delete button, you can delete the disaggregation request. Note: You can only delete a disaggregation request which is in the Pending status.

Related Topics

For more information on...	See...
Disaggregation Request screen	Disaggregation Request on page 737

For more information on...	See...
Search Disaggregation Request zone	Search Disaggregation Request on page 737

Creating a Disaggregation Request

Prerequisites

To create a disaggregation request manually, you should have:

- Divisions, person identifier types, account identifier types, bill cycles, and invoice currencies defined in the application
- Price list assigned to the person or account (in case you want to search a person or an account based on an assigned price list)

Procedure

To create a disaggregation request manually:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Transaction Feed Management** and then click **Disaggregation Request**.
The **Disaggregation Request** screen appears.
3. Click the **Add** link in the upper right corner of the **Search Disaggregation Request** zone.

The **Add Disaggregation Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Type	Used to indicate whether you want to create disaggregation request for a person or an account. The valid values are: <ul style="list-style-type: none"> • Account • Person 	Yes
Division	Used to specify the division to which the person or account belongs. Note: You can only view those divisions to which you have access in the Division list.	Yes (Conditional) Note: This field is required when you are creating a disaggregation request for an account.
Account ID	Used to indicate the account for which you want to create a disaggregation request. Note: This field is enabled only when you select the Account option from the Request Type list.	No
Person ID	Used to indicate the person for whom you want to create a disaggregation request. Note: This field is enabled only when you select the Person option from the Request Type list.	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type based on which you want to search for an account. Note: This field is enabled only when you select the Account option from the Request Type list.	Yes (Conditional) Note: If you enter account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which you want to create a disaggregation request. Note: This field is enabled only when you select the Account option from the Request Type list.	Yes (Conditional) Note: If you specify account identifier type as a search criteria, you have to enter the account identifier.
Person Identifier Type	Used to specify the person identifier type based on which you want to search for a person. Note: This field is enabled only when you select the Person option from the Request Type list.	Yes (Conditional) Note: If you enter person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used to indicate the person for whom you want to create a disaggregation request. Note: This field is enabled only when you select the Person option from the Request Type list.	Yes (Conditional) Note: If you specify person identifier type as a search criteria, you have to enter the person identifier.
Bill Cycle	Used when you want to search accounts having a particular bill cycle. Note: This field is enabled only when you select the Account option from the Request Type list.	No
Person Name	Used to specify the name of the person.	No
Invoice Currency	Used when you want to search accounts having a particular invoice currency. Note: This field is enabled only when you select the Account option from the Request Type list.	No
With Assigned Price List	Used when you want to search for a person or an account to which a particular price list is assigned.	Yes (Conditional) Note: This field is required when you want to search for a person or an account based on an assigned price list.

Field Name	Field Description	Mandatory (Yes or No)
Price List Assigned From	Used when you want to search for a person or an account based on an assigned price list which is effective within the specified date range.	Yes (Conditional) Note: This field is required when you want to search for a person or an account based on an assigned price list.
Price List Assigned To	Used when you want to search for a person or an account based on an assigned price list which is effective within the specified date range.	Yes (Conditional) Note: This field is required when you want to search for a person or an account based on an assigned price list.

- Select the **Person** or **Account** option from the **Request Type** list depending on whether you want to search for a person or an account.
- Enter the search criteria in the **Search** section.

Note:

Pagination is used to display limited number of records in the **Search Results** section. By default, 20 records are displayed in the **Search Results** section. You can change the number of records displayed per page, if required.

You can use the navigation buttons, such as **First** (<<), **Previous** (<), **Next** (>), and **Last** (>>) to navigate between pages. You can also select the page to which you want to navigate from the **Go To** list.

The values appear in the **Page Limit** list only when you define values for the **PAGE_NUMBER** lookup field.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Search**.

A list of persons or accounts that meet the search criteria appears in the **Search Results** section. It contains the following columns:

Column Name	Column Description
Account Identifier Type	Displays the primary account identifier type of the account. Note: The data appears in this column only when you search for an account.
Account Identifier	Displays the value of the primary account identifier type. Note: The data appears in this column only when you search for an account.
Division	Displays the division to which the person or account belongs.
Person Identifier Type	Displays the primary person identifier type of the person. Note: The data appears in this column only when you search for a person.
Person Identifier	Displays the value of the primary person identifier type. Note: The data appears in this column only when you search for a person.
Person Name	Displays the name of the person.

Column Name	Column Description
With Assigned Price List	Displays the price list assigned to the person or account. Note: The data appears in this column only when you search for a person or an account based on an assigned price list.
Price List Assigned From	Displays the date from when the price list is assigned to the person or account. Note: The data appears in this column only when you search for a person or an account based on an assigned price list.
Price List Assigned To	Displays the date till when the price list is assigned to the person or account. Note: The data appears in this column only when you search for a person or an account based on an assigned price list.
Account Info	Displays additional information about the account. Note: The data appears in this column only when you search for an account.
Bill Cycle	Indicates the bill cycle defined for the account. Note: The data appears in this column only when you search for an account.

Note:

Pagination is used to display limited number of records in the **Search Results** section. By default, 20 records are displayed in the **Search Results** section. You can change the number of records displayed per page, if required.

You can use the navigation buttons, such as **First** () , **Previous** () , **Next** () , and **Last** () to navigate between pages. You can also select the page to which you want to navigate from the **Go To** list.

The values appear in the **Page Limit** list only when you define values for the **PAGE_NUMBER** lookup field.

7. Do either of the following:

If you want to...	Then...
Create disaggregation request for one or more persons or accounts	<ol style="list-style-type: none"> In the Search Results section, select the check box corresponding to the person or account for which you want to create a disaggregation request. Click Disaggregate. If you have selected an account, the disaggregation request is created for the account. However, if you have selected a person, the disaggregation request is created for each account of the person (where the person is the main customer) and its child person.
Create disaggregation request for all persons or accounts that meet the search criteria	<ol style="list-style-type: none"> Click Disaggregate All. A message appears confirming whether you want to create disaggregation requests for all persons or accounts that meet the search criteria. Click OK. If the accounts are listed in the Search Results section, the disaggregation request is created for

If you want to...	Then...
	each account (listed on the respective page). However, if the persons are listed in the Search Results section, the disaggregation request is created for each account of the person (where the person is the main customer) and its child person.

Related Topics

For more information on...	See...
Disaggregation Request screen	Disaggregation Request on page 737
Search Disaggregation Request zone	Search Disaggregation Request on page 737

Deleting a Disaggregation Request

Procedure

To delete a disaggregation request:

1. Search for the disaggregation request in the **Disaggregation Request** screen.
2. In the **Search Results** section, click the **Delete** button in the **Delete** column corresponding to the disaggregation request that you want to delete.

A message appears confirming whether you want to delete the disaggregation request.

Note:

You can only delete a disaggregation request which is in the **Pending** status.

If the disaggregation process is already started for a disaggregation request, we recommend you not to delete the disaggregation request from the system. Otherwise, erroneous results might occur.

3. Click **OK**.

The disaggregation request is deleted.

Related Topics

For more information on...	See...
How to search for a disaggregation request	Searching for a Disaggregation Request on page 738

Chapter 8

Upload Validated Payment Data

Topics:

- [Payment Upload Process](#)
- [Prerequisites](#)
- [CSV File Format](#)
- [Payment Data File Status Transition](#)
- [Payment Record Status Transition](#)
- [Error Messages](#)
- [Payment Upload](#)

Oracle Revenue Management and Billing until now provided you with an ability to interface payments from an external source, such as remittance processor. The system supported two mechanisms to upload payment data — one using which you can populate payment upload staging records and another using which you can populate payment event upload staging records. The system now enables you to validate the payment records before you move them to the staging area. The system provides the pre-staging area where you can upload and validate the payment records. The system provides a user interface which helps you to upload a payment data file in the pre-staging area. It also helps you to perform various tasks, such as:

- Track the status of the payment records and the payment data file
- Move the payment records to the staging area
- Cancel a payment data file
- View the log of a payment data file

You can upload a payment data file in the CSV format. You need to ensure that the CSV file is in the required format; otherwise the file will not be uploaded in the system. For more information about the CSV file format, see [CSV File Format](#) on page 750. At present, the system supports only the CSV file format. This is because the payment data mapping algorithm type shipped with the product is designed to support the CSV format. If you want to use any other file format, you need to define custom mapping algorithm type that supports the required file format.

The file type using which you upload a payment data file indicates the mapping and validation algorithms that you want to use for the payment data file. On uploading a payment data file, the mapping algorithm parses the CSV file and uploads the payments records in the pre-staging area. The validation process starts immediately after the file is uploaded in the system. During the validation process, the system and custom validations (if any) are executed. Once the validation process is complete, you can move the payment records from the pre-staging to staging area. Once the payment records are moved to the staging area, the system creates payment events, tenders, payments and payment segments through a batch process. For more information about the payment upload process, see [Payment Upload Process](#) on page 748.

During the payment upload process, a payment data file and each record of the file goes through various statuses until the payment events and payments are created. For more information about the payment data file and payment record statuses, see [Payment Data File Status Transition](#) on page 752 and [Payment Record Status Transition](#) on page 753, respectively.

Payment Upload Process

The payment upload process includes the following sub-processes:

- [Upload Payment Records in the Pre-Staging Area](#) on page 748
- [Move Payment Records to the Staging Area](#) on page 749
- [Create Payment Events and Payments](#) on page 749

Upload Payment Records in the Pre-Staging Area

Oracle Revenue Management and Billing allows you to validate the payment records before you move them to the staging area. You can upload and validate the payment records in the pre-staging area. You can upload a payment data file in the CSV format. You need to ensure that the CSV file is in the required format; otherwise the file will not be uploaded in the system. For more information about the CSV file format, see [CSV File Format](#) on page 750.

While uploading a payment data file, you need to specify the file type using which you want to upload the payment data file. The file type indicates the mapping and validation algorithms that you want to use for the payment data file. Therefore, while defining a file type using which you want to upload a payment data file, you need to:

- Set the feed type to **Payment Upload Data**
- Attach mapping algorithm which is created using the **C1-CSVUPLPAY** algorithm type
- Attach validation algorithm which is created using the **C1-PUPLVALID** algorithm type

On uploading a payment data file, the mapping algorithm does the following:

1. Validates whether the file is in the CSV format
2. Validates whether at least one payment record is available in the CSV file
3. Parses the flat file in the CSV format and maps the columns in the CSV file to various tables in the database
4. Uploads the payments records in the pre-staging area

The validation process starts immediately after the payment data file is uploaded in the system. During the validation process, the system and custom validations (if any) are executed. The system checks whether:

- The data is available in the **Tender ID, Tender Amount, Payment Amount, Date Received, Bank Account, and Payment Type** columns in the CSV file.
- The data is available in the **Match Type** and **Match Value** columns in the CSV file.

Note: This validation is done only when the **Is Match Type Validation Required (Y/N)** parameter is set to **Y** in the validation algorithm.

- The payee and payor accounts specified in the payment record exists in the system.
- The payee account with the specified account identifier type and account identifier combination exists in the system.
- A valid currency code is specified in the payment record.

Note: If the currency code is not specified, the currency is set to the payor account's invoice currency.

- The payment type (i.e. tender type) specified in the payment record exists in the system.
- The account identifier type specified in the payment record exists in the system.

Note: This validation is done only when the payee account ID is not specified in the payment record.

- The match type specified in the payment record exists in the system.

Note: This validation is done only when the **Is Match Type Validation Required (Y/N)** parameter is set to **Y** in the validation algorithm.

- The characteristic type specified in the payment record exists in the system.

- The characteristic value matches any predefined value when the characteristic value type is set to **Predefined Value**.
- The characteristic value is specified in the payment record when the characteristic type is specified and vice-versa.

You can upload a file by clicking the **Upload** link in the **Payment Upload** screen. On uploading a payment data file, the payment records are copied to the pre-staging area and the status of the payment data file is set to **Pending**. The validation process starts immediately after the payment data file is uploaded in the system. If a payment record is successfully validated, the status of the payment record is set to **Valid**. If a payment record contains incorrect or missing data, the status of the payment record is set to either **Invalid** or **Error** depending on the scenario. For more information about the scenarios when a payment record is set to the **Invalid** or **Error** status, see [Payment Record Status Transition](#) on page 753.

Once the validation process is completed, the status of the payment data file is changed to **Validated**. Once the payment records are uploaded and validated in the pre-staging area, you can do either of the following:

- Move the payment records to the staging area
- Cancel a payment data file
- Replace the existing payment data file

Note: If a payment data file contains an invalid record, you need to correct or add missing data in the CSV file and then upload the file once again. Unless, a payment data file has no invalid records, you cannot move any record of the payment data file to the staging area.

Move Payment Records to the Staging Area

Once the payment records are uploaded and validated in the pre-staging area, you can move the records to the staging area. The system allows you to move only valid and error records of a payment data file to the staging area. If a payment data file contains an invalid record, you cannot move any record of the payment data file to the staging area. In such scenario, you need to correct the invalid payment records and upload the same file once again in the system. In addition, if you have cancelled a payment data file, you cannot move any records (including valid and error records) of the payment data file to the staging area.

You can move the payment records to the staging area by clicking the **Move to Staging** icon corresponding to the payment data file in the **Payment Upload** screen. The **Move to Staging** icon appears only when:

- The status of the payment data file is **Validated**.
- There are no invalid records in the payment data file.
- The **Disable Move to Staging** check box is not selected in the respective file type.

On clicking the **Move to Staging** icon, the payment records are copied (and not moved) from the pre-staging to staging area and the status of the payment data file is changed to **In Staging**. In addition, the status of the payment records in the pre-staging area is changed to **In Staging** and the status of the deposit control, tender control, and payment tender staging records is set to **Pending**. Once you move the payment records to the staging area, you can edit the payment staging records, if required.

Create Payment Events and Payments

Once the payment records are moved to the staging area, the system creates payment events for the payment data file in the background when the **Payment Upload (PUPL)** batch is invoked. You can configure the **Payment Upload (PUPL)** batch such that it is executed at regular intervals. When the **Payment Upload (PUPL)** batch is invoked, the system checks whether there are any deposit control, tender control, payment tender, and payment staging records in the **Pending** status. If there are staging records in the **Pending** status, the system creates the following entities:

- Deposit Control
- Tender Control
- Payment Events

- Payment Tenders
- Payments
- Payment Segments
- Financial Transactions (when the payments are frozen)

The status of the deposit control, tender control, payment tender, and payment staging records is changed to **Complete**. If any error occurs while creating payment event for a payment record, the status of the deposit control, tender control, payment tender, and payment staging records is changed to **Error**. In addition, the status of the payment record in the pre-staging area is changed to **Error in Staging**.

Traditionally, the **Payment Upload (PUPL)** batch considered staging records which are in the **Error** or **Pending** status. If a staging record is in the **Error** status, the system used to reset the status to **Pending** and then further processed the staging record. This system behavior still exists for staging records which are not uploaded through the **Payment Upload** process. If the staging records are uploaded through the **Payment Upload** process, you need to manually correct the staging records and change the status of deposit control, tender control, payment tender, and payment staging records to **Pending**. The corrected staging records will then be processed when the **Payment Upload (PUPL)** batch is invoked at subsequent interval.

Prerequisites

To setup the payment upload process, you need to do the following:

- Define the required match types with the appropriate payment distribution override and manual distribution algorithms.
- Define the required tender types in the system.
- Define the required currency codes in the system.
- Define the required tender sources in the system.
- Define the required characteristic types where the characteristic entity is set to **Payment**.
- Create a mapping algorithm using the **C1-CSVUPLPAY** algorithm type.
- Create a validation algorithm using the **C1-PUPLVALID** algorithm type.
- Define the required file types where the feed type is set to **Payment Upload Data**.
- Assign the **PUPL To Do** type to a To Do role whose users must receive the To Do generated while executing the **Payment Upload (PUPL)** batch.
- Set the batch control type of the **Payment Upload (PUPL)** batch to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

CSV File Format

Before uploading a payment data file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Account ID	Used to specify the payee account ID.	Yes
Match Type	Used to specify the match type using which you want to match the payment.	Yes (Conditional) Note: This data is required when the match value is specified.
Match Value	Used to specify the entity (such as bill, contract, and so on) against which you want to match the payment.	Yes (Conditional) Note: This data is required when the match type is specified.
Tender ID	Used to specify the payment tender ID. Note: If the tender ID is same for two or more payment records, the system will create multiple payments against one tender. In other words, there will be multiple payments which are created through the payment event.	Yes
Tender Amount	Used to specify the tender amount. Note: You must not specify the value less than or equal to 0. The precision specified for the tender amount must not exceed the decimal places defined for the currency in the system.	Yes
Payment Amount	Used to specify the amount paid through the tender. Note: You must not specify the value less than or equal to 0. The precision specified for the payment amount must not exceed the decimal places defined for the currency in the system.	Yes
Date Received	Used to specify the date when the payment is made. Note: You must specify the date in the MM/DD/YYYY format.	Yes
Bank Account	Used to specify the external source ID which is associated with the tender source.	Yes
Payment Type	Used to specify the type of tender through which the payment is made.	Yes
Check Number	Used to specify the check number if the payment is made through check.	No
Currency	Used to specify the currency in which the payment is made. Note: If the currency is not specified, it is set to the payor account's invoice currency.	No

Column Name	Description	Mandatory (Yes or No)
Account ID Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the account identifier is specified.
Account Identifier	Used to specify the account for which the payment is made.	Yes (Conditional) Note: This data is required when the account identifier type is specified.
Payment Char Type1, Payment Char Type2,, Payment Char Type5	Used to indicate the characteristic that must be defined for the payment.	Yes (Conditional) Note: This data is required when the characteristic value is specified.
Payment Char Value1, Payment Char Value2,, Payment Char Value5	Used to specify the value for the characteristic type.	Yes (Conditional) Note: This data is required when the characteristic type is specified.
MICR ID	Used to specify the MICR code.	No
Payor ID	Used to specify the payor account ID. Note: If the payor account ID is not specified, the payor account ID is set to the payee account ID assuming that the payor and payee are the same.	No

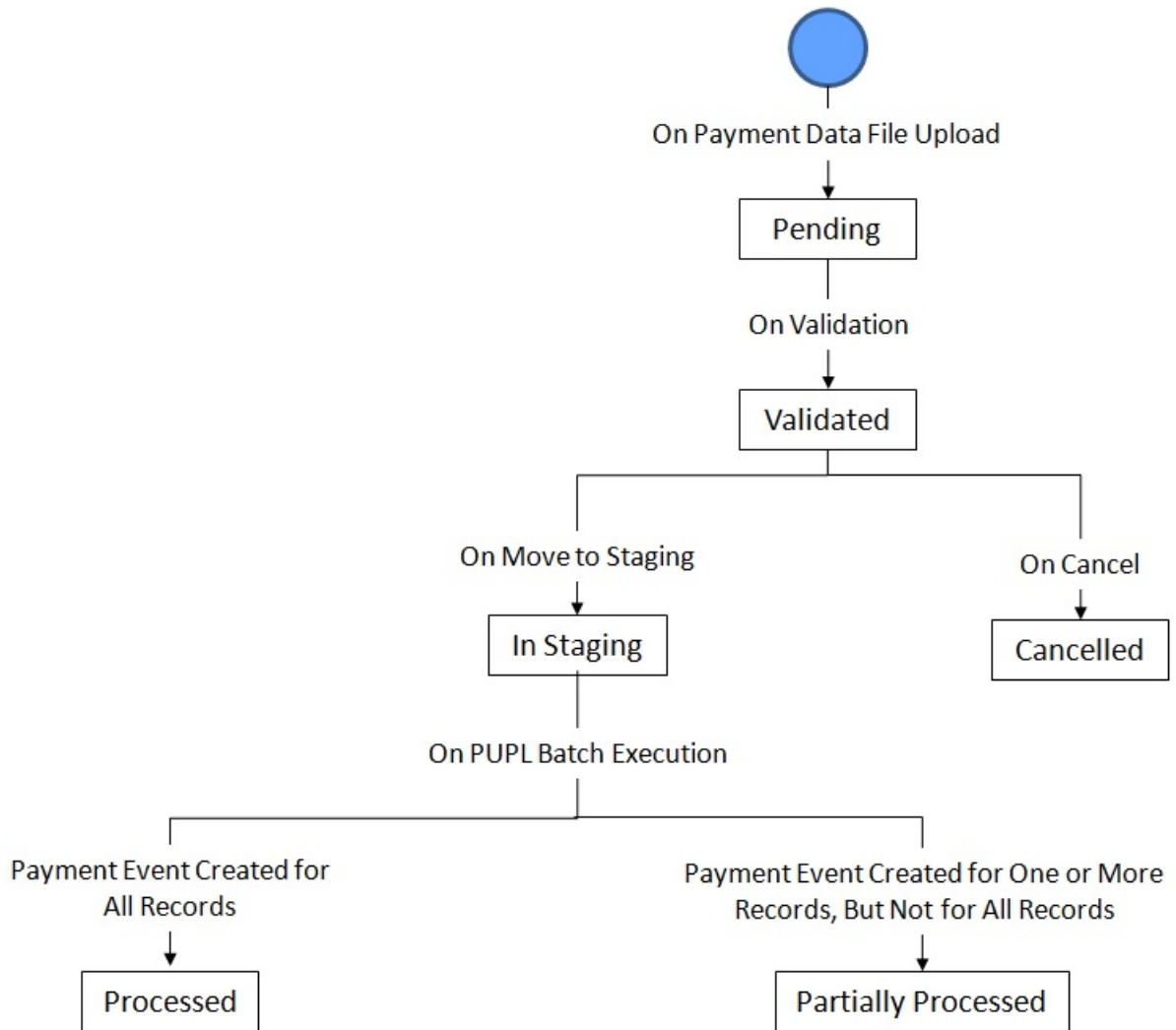
Note:

If a payment data file contains column names other than those mentioned in the above table, the system will not upload the payment data file.

If a payment data file contains more than 1000 payment records, the system will not allow you to upload the payment data file in the system. Therefore, ensure that a payment data file contains less than 1000 payment records.

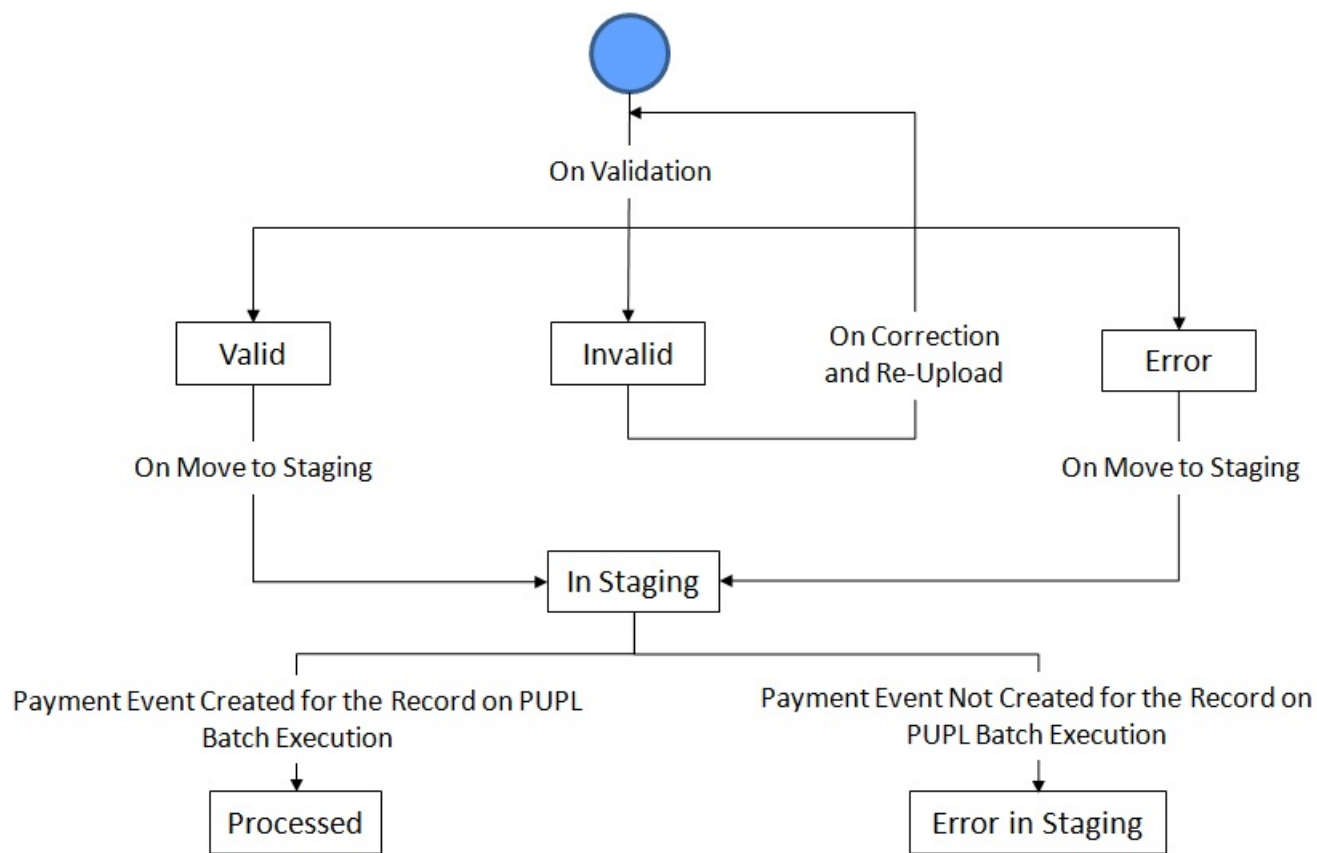
Payment Data File Status Transition

The following figure graphically indicates how a payment data file moves from one status to another during the payment upload process:



Payment Record Status Transition

The following figure graphically indicates how a payment record moves from one status to another during the payment upload process:



The following table lists the scenarios when a payment record is set to **Invalid** or **Error** status:

Scenario	Payment Record Status
The system could not find the payee account ID for a given account identifier type and account identifier combination when the payee account ID is not specified in the payment record.	Invalid
The payee account ID specified in the payment record does not exist in the system.	Invalid
The payee account ID, account identifier type, or account identifier are not specified in the payment record.	Invalid
The match type is not specified in the payment record.	Invalid
The match type specified in the payment record does not exist in the system.	Error
The match value is not specified in the payment record.	Invalid
The currency code does not exist in the system.	Invalid
The tender amount is either zero or not specified in the payment record.	Invalid
The payment amount is either zero or not specified in the payment record.	Invalid
The bank account is not specified in the payment record.	Invalid
The payment type (i.e. tender type) does not exist in the system.	Invalid

Scenario	Payment Record Status
The payment type is not specified in the payment record.	Invalid
The tender ID is not specified in the payment record.	Invalid
The date received is not specified in the payment record.	Invalid
The payor account ID specified in the payment record does not exist in the system.	Invalid
The characteristic type specified in the payment record does not exist in the system.	Invalid
If a characteristic type is specified, but the characteristic value is not specified in the payment record.	Invalid
If a characteristic value is specified, but the characteristic type is not specified in the payment record.	Invalid
The characteristic value does not match any predefined value when the characteristic value type is set to Predefined Value .	Invalid

Note: The system does the match type and match value related validations only when the **Is Match Type Validation Required (Y/N)** parameter is set to **Y** in the validation algorithm.

Error Messages

The following table lists the errors that may occur during the payment upload process. It also indicates how you can resolve these errors.

Message Number	Error Message	Message Category	Possible Issues
80110	File cannot be reuploaded as some records have already been processed.	11111	The possible issues could be: <ul style="list-style-type: none"> You are trying to replace an existing file whose payment records are already moved to the staging area and/or for which payment events are already created.
1463	This file already exists in the system. Please check.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to upload a file which is already uploaded in the system without selecting the Replace Existing File check box.
1465	Please upload a file in the CSV format.	17000	The possible issues could be: <ul style="list-style-type: none"> You are trying to upload a file which is not in the CSV format.
80113	Duplicate Header for column %1 in file.	11111	The possible issues could be: <ul style="list-style-type: none"> The file has two or more columns with the same header.

Message Number	Error Message	Message Category	Possible Issues																																				
80111	Length of value %1 too long for Field %2. Maximum length: %3 Found %4.	11111	<p>The possible issues could be:</p> <ul style="list-style-type: none"> The length of value specified in the column exceeds the maximum field length. The following table lists the maximum length of each field: <table border="1"> <thead> <tr> <th>Column Name</th> <th>Maximum Length</th> </tr> </thead> <tbody> <tr> <td>Account ID</td> <td>10</td> </tr> <tr> <td>Match Type</td> <td>8</td> </tr> <tr> <td>Match Value</td> <td>30</td> </tr> <tr> <td>Tender ID</td> <td>12</td> </tr> <tr> <td>Tender Amount</td> <td>15</td> </tr> <tr> <td>Payment Amount</td> <td>15</td> </tr> <tr> <td>Date Received</td> <td>10</td> </tr> <tr> <td>Bank Account</td> <td>30</td> </tr> <tr> <td>Payment Type</td> <td>4</td> </tr> <tr> <td>Check Number</td> <td>10</td> </tr> <tr> <td>Currency</td> <td>3</td> </tr> <tr> <td>Account ID Type</td> <td>8</td> </tr> <tr> <td>Account Identifier</td> <td>30</td> </tr> <tr> <td>Payment Char Type1, Payment Char Type2,, Payment Char Type5</td> <td>8</td> </tr> <tr> <td>Payment Char Value1, Payment Char Value2,, Payment Char Value5</td> <td>254</td> </tr> <tr> <td>MICR ID</td> <td>30</td> </tr> <tr> <td>Payor ID</td> <td>10</td> </tr> </tbody> </table>	Column Name	Maximum Length	Account ID	10	Match Type	8	Match Value	30	Tender ID	12	Tender Amount	15	Payment Amount	15	Date Received	10	Bank Account	30	Payment Type	4	Check Number	10	Currency	3	Account ID Type	8	Account Identifier	30	Payment Char Type1, Payment Char Type2,, Payment Char Type5	8	Payment Char Value1, Payment Char Value2,, Payment Char Value5	254	MICR ID	30	Payor ID	10
Column Name	Maximum Length																																						
Account ID	10																																						
Match Type	8																																						
Match Value	30																																						
Tender ID	12																																						
Tender Amount	15																																						
Payment Amount	15																																						
Date Received	10																																						
Bank Account	30																																						
Payment Type	4																																						
Check Number	10																																						
Currency	3																																						
Account ID Type	8																																						
Account Identifier	30																																						
Payment Char Type1, Payment Char Type2,, Payment Char Type5	8																																						
Payment Char Value1, Payment Char Value2,, Payment Char Value5	254																																						
MICR ID	30																																						
Payor ID	10																																						

Message Number	Error Message	Message Category	Possible Issues
80085	Invalid value for column: % 1.	11111	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The payee account ID specified in the payment record does not exist in the system. • The match type specified in the payment record does not exist in the system. • The currency code does not exist in the system. • The account identifier type specified in the payment record does not exist in the system. • The tender amount is either zero or not specified in the payment record. • The payment amount is either zero or not specified in the payment record. • The bank account is not specified in the payment record. • The payment type (i.e. tender type) does not exist in the system. • The tender ID is not specified in the payment record. • The date received is not specified in the payment record. • The characteristic type specified in the payment record does not exist in the system. • The payor account ID specified in the payment record does not exist in the system.
80100	Invalid Account Identifier and Account Identifier Type code combination.	11111	<p>The possible issues could be:</p> <ul style="list-style-type: none"> • The system could not find the payee account ID for a given account identifier type and account identifier combination when the payee account ID is not specified in the payment record.

Message Number	Error Message	Message Category	Possible Issues
80086	%1 has more decimal positions than currency code %2 supports (%3).	11111	The possible issues could be: <ul style="list-style-type: none"> The precision specified for the tender amount exceeds the decimal places defined for the currency in the system. The precision specified for the payment amount exceeds the decimal places defined for the currency in the system.
13601	Tender Source does not exist for External Source ID (%1)	11	The possible issues could be: <ul style="list-style-type: none"> The tender source does not exist for the external source ID in the system.
13603	Deposit control (%1/%2) Deposit Amount is not equal to sum of Tender Amounts	11	The possible issues could be: <ul style="list-style-type: none"> The sum of tender control staging amount does not match the deposit control staging amount.
13604	Deposit Control (%1/%2) Tender count does not equal the number of Tender controls	11	The possible issues could be: <ul style="list-style-type: none"> The number of tender control staging records does not match the total tender controls specified in the deposit control staging record.
13605	Tender control (%1/%2/%3) Total Tender Amount not equal to sum of Tender Amounts	11	The possible issues could be: <ul style="list-style-type: none"> The sum of payment tender staging amount does not match the total tender amount specified in tender control staging record.
13606	Tender control (%1/%2/%3) tender count does not equal the number of Tenders	11	The possible issues could be: <ul style="list-style-type: none"> The number of payment tender staging records does not match the total number of tenders specified in the tender control staging record.
13607	Suspense Contract does not exist for External Source ID (%1)	11	The possible issues could be: <ul style="list-style-type: none"> The suspense contract is not defined for the tender source.
13608	Many Tender Sources found for External Source ID (%1)	11	The possible issues could be: <ul style="list-style-type: none"> There are multiple tender sources in the system with the same external source ID.

Message Number	Error Message	Message Category	Possible Issues
13701	Pay Tender (%1/%2/%3/%4) Amount not equal to sum of Pay Amounts	11	The possible issues could be: <ul style="list-style-type: none"> The sum of payment staging amount does not match the total amount specified in payment tender staging record.
13705	Payment (%1/%2/%3/%4) Person ID (%5) exists on multiple accounts.	11	The possible issues could be: <ul style="list-style-type: none"> There are multiple payment records having contracts with the same old account ID but their payee account ID is different.
80194	File has no records to upload	11111	The possible issues could be: <ul style="list-style-type: none"> You are trying to upload a file without any payment records.
80195	Incorrect header: %1	11111	The possible issues could be: <ul style="list-style-type: none"> One or more column names in the payment data file are incorrect.
80196	Maximum file name size allowed is 60 characters	11111	The possible issues could be: <ul style="list-style-type: none"> The file name contains more than 60 characters.
80199	Missing value for column %1	11111	The possible issues could be: <ul style="list-style-type: none"> The match type is not specified in the payment record. The match value is not specified in the payment record. The payment type is not specified in the payment record.

Payment Upload

The **Payment Upload** screen allows you to search for a payment data file using various search criteria. Through this screen, you can:

- Upload a payment data file
- Cancel a payment data file
- View the records uploaded through a payment data file
- View the log of a payment data file
- Move the payment records to the staging area
- Edit a payment staging record
- Replace an existing payment data file
- View the reasons why the payment record is in the **Error** or **Invalid** status

This screen consists of the following zones:

- [Search Payment Data File](#) on page 760
- [Payment Data Records](#) on page 762
- [Payment Data File Log](#) on page 763

Search Payment Data File

The **Search Payment Data File** zone allows you to search for a payment data file which is uploaded and/or processed in the system. This zone contains the following two sections:



- **Search Criteria** — the **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
File Name	Used to search a particular payment data file.	No
User ID	Used to search payment data files which are uploaded by a particular user.	No
Upload From Date	Used to search payment data files which are uploaded from a particular date onwards. Note: By default, the date is set to the current date minus 7 days. You can change the date, if required.	No
To	Used to search payment data files which are uploaded till a particular date. Note: By default, the date is set to the current date. You can change the date, if required.	No
File Type	Used to search payment data files which are uploaded using a particular file type.	No
File Status	Used to search payment data files with a particular status. The valid values are: <ul style="list-style-type: none"> • Cancelled • In Staging • Partially Processed • Pending • Processed • Validated 	No

Note: You must specify at least one search criterion while searching for a payment data file.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
File Name	Displays the name of the payment data file.
File Type	Indicates the type of the payment data file.
Upload Date	Displays the date and time when the payment data file was uploaded in the system.

Column Name	Column Description
Status	Indicates the status of the payment data file. The valid values are: <ul style="list-style-type: none"> Cancelled In Staging Partially Processed Pending Processed Validated
Total	Displays the total number of records that are uploaded through the payment data file.
Valid	Displays the number of records which are successfully validated in the system.
Invalid	Displays the number of records which could not pass through the validation process in the system.
Error	Displays the number of records where the data is incorrect.
In Staging	Displays the number of records which are copied from the pre-staging to staging area.
Processed	Displays the number of records for which payment events are created.
Staging Error	Displays the number of records for which payment events could not be created.
Cancel	On clicking the Cancel () icon, you can cancel the payment data file. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: The Cancel icon appears only when the status of the payment data file is Validated. In other words, you cannot cancel a payment data file when its records are moved to the staging area or when the payment events are created for the payment data file.</p> </div>
Move to Staging	On clicking the Move to Staging () icon, you can move the valid and error records of the payment data file to the staging area. <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note:</p> <p>The Move to Staging icon appears only when:</p> <ul style="list-style-type: none"> The status of the payment data file is Validated. There are no invalid records in the payment data file. The Disable Move to Staging check box is not selected in the respective file type. </div>

You can upload a payment data file by clicking the **Upload** link in the upper right corner of this zone. On clicking the **Broadcast** () icon corresponding to the payment data file, the **Payment Data Records** and **Payment Data File Log** zones appear.

Related Topics

For more information on...	See...
Payment Upload screen	Payment Upload on page 759
How to upload a payment data file	Uploading a Payment Data File on page 764

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764
How to cancel a payment data file	Cancelling a Payment Data File on page 767
How to replace an existing payment data file	Replacing an Existing File on page 766
How to move the payment records to the staging area	Moving the Payment Records to the Staging Area on page 767
How to edit a payment staging record	Editing a Payment Staging Record on page 768
How to view the records of a payment data file	Viewing the Records of a Payment Data File on page 769
How to view the log of a payment data file	Viewing the Log of a Payment Data File on page 769

Payment Data Records

The **Payment Data Records** zone lists the records of the payment data file. This zone contains the following columns:

Column Name	Column Description
Payor Account ID	Indicates the account which made the payment.
Payee Account ID	Indicates the account for which the payment was made.
Match Type	Indicates the match type using which the payment must be matched.
Match Value	Indicates the entity (such as bill, contract, and so on) against which the payment must be matched.
Pay Tender ID	Displays the payment tender ID.
Tender Amount	Displays the tender amount.
Payment Amount	Displays the amount paid through the tender.
Currency	Indicates the currency in which the payment was made.
Date Received	Displays the date when the payment was made.
Bank Account	Displays the bank account from which the payment was made.
Tender Type	Indicates the type of tender through which the payment was made.
Check Number	Displays the check number if the payment was made through check.
MICR ID	Displays the MICR code.
Status	Indicates the status of the payment record. The valid values are: <ul style="list-style-type: none"> • Valid • Invalid • Error • In Staging • Processed • Error in Staging

Column Name	Column Description
Payment Information Event	Displays information about the payment event which is created for the payment record. Note: It has a link. On clicking the link, the Payment Event screen appears with the details of the respective payment event. The data appears in this column only when the status of the payment record is Processed .
Payment Staging Record	On clicking the Edit (✎) icon, the Payment Upload Staging screen appears where you can edit the details of the payment staging record. Note: The Edit icon appears only when the status of the payment record is In Staging .
Error Message	On clicking the View (👁) icon, the Error Messages window appears where you can view the reasons why the status of the payment record is Invalid or Error . Note: The View icon appears only when the status of the payment record is Error or Invalid .

Note: Pagination is used to display limited number of records in the **Payment Data Records** zone. By default, 20 records are displayed in this zone. You can use the navigation links, such as **Previous** and **Next** to navigate between pages.

By default, the **Payment Data Records** zone does not appear in the **Payment Upload** screen. It appears only when you click the **Broadcast** (📡) icon corresponding to the payment data file in the **Search Payment Data File** zone.

Related Topics

For more information on...	See...
How to view the records of a payment data file	Viewing the Records of a Payment Data File on page 769
How to view the reasons why the status of the payment record is Invalid or Error	Viewing the Error Messages on page 769

Payment Data File Log

The **Payment Data File Log** zone lists the complete trail of actions performed on the payment data file. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the payment data file.
Log Details	Displays the details about the action performed on the payment data file.
User	Indicates the user who has performed the action on the payment data file.

By default, the **Payment Data File Log** zone does not appear in the **Payment Upload** screen. It appears only when you click the **Broadcast** (📡) icon corresponding to the payment data file in the **Search Payment Data File** zone.

Related Topics

For more information on...	See...
How to view the log of a payment data file	Viewing the Log of a Payment Data File on page 769

Searching for a Payment Data File

Prerequisites

To search for a payment data file, you should have:

- File types defined in the application (where the feed type is set to Payment Upload Data)

Procedure

To search for a payment data file:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Payment Upload**.
The **Payment Upload** screen appears.
3. Enter the search criteria in the **Search Payment Data File** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of payment data files that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Payment Upload screen	Payment Upload on page 759
Search Payment Data File zone	Search Payment Data File on page 760

Uploading a Payment Data File

Prerequisites

To upload a payment data file, you should have:

- File types defined in the application (where the feed type is set to Payment Upload Data)
- Payment data in the required CSV file format

Procedure

To upload a payment data file:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Payment Upload**.
The **Payment Upload** screen appears.
3. Click the **Upload** link in the upper right corner of the **Search Payment Data File** zone.
The **Upload Payment Data File** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
File Type	Used to indicate the type of payment data file. Note: The list includes only those file types where the feed type is set to Payment Upload Data .	Yes
File Name	Used to specify the name and path of the payment data file that you want to upload. Note: You can also click the Browse button corresponding to this field to browse to the location where the payment data file is available in the system.	Yes
Replace Existing File	Used to indicate whether you want to replace any existing file in the system. You must select this check box when you want to upload the same file once again.	No

4. Select the type of payment data file from the **File Type** list.

5. Click the **Browse** button corresponding to the **File Name** field.

The **Choose File to Upload** dialog box appears.

6. Browse to the location where the payment data file that you want to upload is available.

7. Click **Open**.

The payment data file name and path appears in the **File Name** field.

8. Click **Upload**.

A message appears indicating that the payment data file is uploaded successfully. If an error occurs while parsing, the payment data file is not uploaded in the system.

Note: If a payment data file contains more than 1000 payment records, the system will not allow you to upload the payment data file in the system. Therefore, ensure that a payment data file contains less than 1000 payment records.

9. Click **OK** in the message box.

On uploading the payment data file, the payment records are copied to the pre-staging area and the status of the payment data file is set to **Pending**. The validation process starts immediately after the payment data file is uploaded in the system. If a payment record is successfully validated, the status of the payment record is set to **Valid**. If a payment record contains incorrect or missing data, the status of the payment record is set to either **Invalid** or **Error** depending on the scenario. For more information about the scenarios when a payment record is set to the **Invalid** or **Error** status, see [Payment Record Status Transition](#) on page 753.

Once the validation process is completed, the status of the payment data file is changed to **Validated**. If a payment data file contains an invalid record, you need to correct or add missing data in the CSV file and then upload the file once again. Unless, a payment data file has no invalid records, you cannot move any record of the payment data file to the staging area.

Related Topics

For more information on...	See...
Payment Upload screen	Payment Upload on page 759
Search Payment Data File zone	Search Payment Data File on page 760

Replacing an Existing File

Prerequisites

To replace an existing payment data file, you should have:

- File types defined in the application (where the feed type is set to Payment Upload Data)
- Payment data in the required CSV file format

Procedure

To replace an existing payment data file:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Payment Upload**.
The **Payment Upload** screen appears.
3. Click the **Upload** link in the upper right corner of the **Search Payment Data File** zone.
The **Upload Payment Data File** screen appears.
4. Select the type of payment data file from the **File Type** list.
5. Click the **Browse** button corresponding to the **File Name** field.
The **Choose File to Upload** dialog box appears.
6. Browse to the location where the payment data file that you want to upload is available.
7. Click **Open**.
The payment data file name and path appears in the **File Name** field.
8. Select the **Replace Existing File** check box.

Note: You can replace an existing file only when the payment data file is in the **Validated** status. In other words, you cannot replace a file whose payment records are already moved to the staging area and/or for which payment events are already created.

9. Click **Upload**.
A message appears indicating that the payment data file is uploaded successfully. If an error occurs while parsing, the payment data file is not uploaded in the system.
10. Click **OK** in the message box.

Once the payment data file is successfully uploaded, the status of the payment data file is set to **Pending**. The validation process starts immediately after the payment data file is uploaded in the system. If a payment record is successfully validated, the status of the payment record is changed to **Valid**. If a payment record contains incorrect or missing data, the status of the payment record is changed to either **Invalid** or **Error** depending on the scenario. For more information about the scenarios when a payment record is set to the **Invalid** or **Error** status, see [Payment Record Status Transition](#) on page 753. You can view the details of the uploaded payment data file and its records in the **Payment Upload** screen.

Once the validation process is completed, the payment records are copied to the pre-staging area and the status of the payment data file is changed to **Validated**. If a payment data file contains an invalid record, you need to correct or add missing data in the CSV file and then upload the file once again. Unless, a payment data file has no invalid records, you cannot move any record of the payment data file to the staging area.

Related Topics


For more information on...	See...
Payment Upload screen	Payment Upload on page 759
Search Payment Data File zone	Search Payment Data File on page 760

Canceling a Payment Data File

There might be situations when incorrect payment data file is uploaded in the system. In such case, the system provides you with an ability to cancel the file. However, note that you can cancel a payment data file only when it is in the **Validated** status. In other words, you cannot cancel a payment data file when its records are moved to the staging area or when the payment events are created for the payment data file.

Procedure

To cancel a payment data file:

1. Search for the payment data file in the **Payment Upload** screen.
2. In the **Search Results** section, click the **Cancel** () icon in the **Cancel** column corresponding to the payment data file that you want to cancel.

A message appears confirming whether you want to cancel the payment data file.

Note: The **Cancel** icon appears only when the status of the payment data file is **Validated**.

3. Click **OK**.

The status of the payment data file is changed to **Cancelled**.


Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764

Moving the Payment Records to the Staging Area

Procedure

To move the payment records to the staging area:

1. Search for the payment data file in the **Payment Upload** screen.
2. In the **Search Results** section, click the **Move to Staging** () icon in the **Move to Staging** column corresponding to the payment data file whose records you want to move to the staging area.

A message appears confirming whether you want to move all payment records to the payment upload staging area.

Note:

The **Move to Staging** icon appears only when:

- The status of the payment data file is **Validated**.
- There are no invalid records in the payment data file.
- The **Disable Move to Staging** check box is not selected in the respective file type.

The system allows you to move only valid and error records of a payment data file to the staging area. If a payment data file contains an invalid record, you cannot move any record of the payment data file to the staging area.

- Click **OK** in the message box.

A message appears indicating that the payment records are successfully copied from the pre-staging to staging area.

- Click **OK** in the message box.

The status of the payment data file is changed to **In Staging**. In addition, the status of the payment records in the pre-staging area is changed to **In Staging** and the status of the deposit control, tender control, and payment tender staging records is set to **Pending**.

Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764

Editing a Payment Staging Record


You can edit a payment record only when it is moved from the pre-staging to staging area. On editing a payment record in the staging area, the system does not reflect the changes in the pre-staging area. It only reflects the changes in the staging area.

Procedure

To edit a payment staging record:

- Search for the payment data file in the **Payment Upload** screen.
- In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment data file whose staging records you want to edit.

The **Payment Data Records** and **Payment Data File Log** zones appear.

- In the **Payment Data Records** zone, click the **Edit**  icon in the **Payment Staging Record** column corresponding to the payment record whose details you want to edit in the staging area.

The **Payment Upload Staging** screen appears. It contains the following tabs:

- Tender Details** — Enables you to view and edit the tender control staging details.
- Payment Advice** — Enables you to view and edit the payment staging details.
- Payment Characteristics** — Enables you to view and edit the payment characteristic staging details.

Note: The **Edit** icon appears only when the status of the payment record is **In Staging**.

- Modify the required details.
- Click the **Save** link in the **Application** toolbar.

The changes made to the payment staging record are saved.

Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764

Viewing the Records of a Payment Data File

Procedure

To view the records of a payment data file:

1. Search for the payment data file in the **Payment Upload** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment data file whose records you want to view.

The **Payment Data Records** and **Payment Data File Log** zones appear.

3. View the details of the payment records, which are uploaded through the payment data file, in the **Payment Data Records** zone.

Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764
Payment Data Records zone	Payment Data Records on page 762

Viewing the Log of a Payment Data File

Procedure

To view the log of a payment data file:

1. Search for the payment data file in the **Payment Upload** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment data file whose log you want to view.

The **Payment Data Records** and **Payment Data File Log** zones appear.

3. View the actions performed on the payment data file in the **Payment Data File Log** zone.

Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764
Payment Data File Log zone	Payment Data File Log on page 763

Viewing the Error Messages

The system allows you to view the reasons why the payment record in a payment data file is in the **Error** or **Invalid** status.


Procedure

To view the error messages:

1. Search for the payment data file in the **Payment Upload** screen.

2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment data file whose payment records are in the **Error** or **Invalid** status.

The **Payment Data Records** and **Payment Data File Log** zones appear.

3. In the **Payment Data Records** zone, click the **View**  icon in the **Error Message** column corresponding to the payment record which is in the **Error** or **Invalid** status.

The **Error Messages** window appears. It lists the reasons why the payment record is in the **Error** or **Invalid** status. If the payment record is in the **Invalid** status, you need to correct or add missing data in the CSV file and then upload the file once again. Unless, a payment data file has no invalid records, you cannot move any record of the payment data file to the staging area.

Note: The **View** icon appears only when the status of the payment record is **Error** or **Invalid**.

4. View the reasons in the **Error Messages** window.
5. Click **OK**.

Related Topics

For more information on...	See...
How to search for a payment data file	Searching for a Payment Data File on page 764
Payment Data Records zone	Payment Data Records on page 762

Chapter 9

Freeze Payments on Notification

Topics:

- [Freeze Payments on Notification Process](#)
- [Prerequisites](#)
- [Automatic Payment or Refund Clearing Staging Record Status Transition](#)
- [EDI 824 File Format](#)
- [Sample EDI 824 File Format](#)
- [Automatic Payment and Refund Upload Reason](#)
- [Automatic Payment and Refund Clearing Staging](#)

Oracle Revenue Management and Billing facilitates you to create automatic payments and refunds when the automatic payment option is enabled for an account. A clearing record is created for each automatic payment and refund in the system. You can then send the automatic payment and refund clearing records to the auto clearing house for verification. The system provides the mechanism to extract the automatic payment clearing records in a flat file. You can then send the flat file to the auto clearing house for verification. However, the implementation team will have to write the custom logic to extract the automatic refund clearing records in a file which you can then send to the auto clearing house for verification.

Once the auto clearing house reviews the automatic payment clearing records, the system allows you to upload review comments received in the EDI 824 file format. On uploading an EDI 824 file, an automatic payment clearing staging record is created for each valid automatic payment clearing ID. The data received from the auto clearing house is stored in the following staging tables:

- CI_APAY_STAGE_UP
- CI_APAY_STAGE_UP_REM
- CI_APAY_STGUP_CHAR

The implementation team will have to write the custom logic to upload review comments for automatic refund clearing records in the above mentioned staging tables. The review comments for automatic payment clearing records can be received in the form of reason (i.e. upload reason) and error codes (i.e. payment cancelation reason or NOC reason) which will help you to determine whether the automatic payment must be frozen or cancelled in the system. Similarly, the review comments for automatic refund clearing records can be received in the form of reason (i.e. upload reason) and error codes (i.e. void status reason) which will help you to determine whether the refund request must be voided and refund adjustments must be cancelled in the system.

Once the review comments are received from the auto clearing house, you can do the following:

- Freeze or cancel the automatic payments
- Void the refund requests and cancel the refund adjustments

For more detailed information about the freeze payments on notification process, see [Freeze Payments on Notification Process](#) on page 773.

The system allows you to define upload reasons, payment cancelation reasons, NOC reasons, and void status reasons. The system also allows you to edit and delete the automatic payment and refund clearing staging records through the user interface. However, you can edit an automatic payment or refund clearing staging record only when it is in the **Pending** or **Error** status, and you can

delete an automatic payment or refund clearing staging record only when it is in the **Pending** status. During the freeze payments on notification process, the automatic payment and refund clearing staging records go through various statuses in its lifecycle. For more information about the statuses, see [Automatic Payment or Refund Clearing Staging Record Status Transition](#) on page 777.

For more information on how to setup the freeze payments on notification process, see [Prerequisites](#) on page 776.

Freeze Payments on Notification Process

The Freeze Payments on Notification process includes the following sub-processes:

1. [Creating Automatic Payments and Refunds](#) on page 773
2. [Generating a Flat File](#) on page 773
3. [Uploading Response from Auto Clearing House \(ACH\)](#) on page 773
4. [Freezing or Canceling Automatic Payments](#) on page 774
5. [Voiding Refund Requests and Canceling Refund Adjustments](#) on page 775
6. [Generating To Do Entries](#) on page 775
7. [Creating Tender Controls](#) on page 775

Note that during the freeze payments on notification process, you need to execute the following batches in the specified order:

1. Create Automatic Payments and Refunds (APAYCRET)
2. Activate Automatic Payments (ACTVTAPY)
3. Extract Automatic Payments (APAYACH)
4. Upload Response from Auto Clearing House (C1-APACK)
5. Freeze or Cancel Automatic Payments (APAYRA)
6. Cancel Automatic Refunds (AREFRA)
7. To Do Creation for Automatic Payment Exception Records (APAYUPTD)
8. Create Tender Controls for Automatic Payments (BALAPY)

For more information about these batches, see *Oracle Revenue Management and Billing Batch Guide*.

Creating Automatic Payments and Refunds

If you have configured the automatic payment option for an account, the system calculates the automatic payment amount and extract date during the bill completion and stamps these details against the bill in the **CI_BILL_ACH** table. The **Create Automatic Payments and Refunds (APAYCRET)** batch allows you to create automatic payment and refund request depending on whether the automatic payment amount is in debit or credit. It also creates a clearing record for each automatic payment and refund in the **CI_APAY_CLR_STG** and **CI_ADJ_CLR_STG** tables, respectively. For more information about the batch, see *Oracle Revenue Management and Billing Batch Guide*.

Generating a Flat File

Unless you activate a clearing record, you cannot extract the clearing record in a flat file. The **Activate Automatic Payments (ACTVTAPY)** batch allows you to activate a clearing record. It stamps the **APAYACH** batch control and incremental batch run number on the clearing record.

Once the clearing records are activated, you can extract the clearing records in a flat file. The **Extract Automatic Payments (APAYACH)** batch allows you to extract the clearing records with the latest batch run number in a flat file. The flat file is then sent to the auto clearing house for review. For more information about these batches, see *Oracle Revenue Management and Billing Batch Guide*.

Note: At present, you cannot activate and extract the automatic refund clearing records using the **Activate Automatic Payments (ACTVTAPY)** and **Extract Automatic Payments (APAYACH)** batches, respectively. The implementation team will have to write the custom logic to activate and extract automatic refund clearing records in a flat file.

Uploading Response from Auto Clearing House (ACH)

Once the auto clearing house reviews the automatic payment clearing records, the review comments can be shared in the EDI 824 file format. An EDI 824 file may contain the review comments for one or more automatic payment clearing records. You can upload these EDI 824 files and store the review comments in the staging area using the **Upload Response from Auto Clearing House (C1-APACK)** batch.

On uploading an EDI 824 file, the system checks whether the automatic payment clearing ID specified in each record exists in the system. If so, it creates an automatic payment clearing staging record for the automatic payment clearing

ID in the **CI_APAY_STAGE_UP** table. If the acknowledgement code in the record is set to **TE** or **TR**, the system considers that the auto clearing house has rejected the automatic payment clearing record. The reason code (i.e. upload reason) specified in the **Reject Upload Reason** parameter of the **C1-APAY** algorithm is stored corresponding to the automatic payment clearing staging record in the **CI_APAY_STAGE_UP_REM** table. In addition, the error code (i.e. payment cancelation reason) is stored corresponding to the automatic payment clearing staging record in the **CI_APAY_STAGE_UP_REM** table.

However, if the acknowledgement code is blank or if the acknowledgement code is set to a value other than **TE** or **TR**, the system considers that the auto clearing house has accepted the automatic payment clearing record. The reason code (i.e. upload reason) specified in the **Success Upload Reason** parameter of the **C1-APAY** algorithm is stored corresponding to the automatic payment clearing staging record in the **CI_APAY_STAGE_UP_REM** table. In addition, the error code (i.e. NOC reason) is stored corresponding to the automatic payment clearing staging record in the **CI_APAY_STAGE_UP_REM** table. In this case, the record may contain more than one error code.

The status of the automatic payment clearing staging record is set to **Pending**. If the error code (i.e. payment cancelation reason or NOC reason) is invalid, the status of the automatic payment clearing staging record is set to **Error**. An exception is logged in the **CI_APAY_STGUP_EXC** table. In addition, if the status of the NOC reason is **Inactive** in the system, the status of the automatic payment clearing staging record is set to **Error** and an exception is logged in the **CI_APAY_STGUP_EXC** table.

The system sets the automatic payment distribution and freeze date (i.e. **APAY_DIST_FRZ_DT**) for each automatic payment clearing record (for which automatic payment clearing staging record is added in the system) to the payment date (which is stored on the payment event). For more information about the batch, see *Oracle Revenue Management and Billing Batch Guide*.

Note: An additional table named **CI_APAY_STGUP_CHAR** is available which the implementation team can use to store additional information about the automatic payment clearing staging record in the form of characteristics.

To ensure that the EDI 824 files are uploaded successfully, you need to set the following parameters in an algorithm which is created using the **C1-APAY** algorithm type:

- **Line Separator** - Used to indicate the character specified in the EDI 824 files to represent the end of line.
- **Field Separator** - Used to indicate the character specified in the EDI 824 files to represent the end of data record.
- **Reject Upload Reason** - Used to indicate the upload reason which you want to use when the auto clearing house has rejected the automatic payment clearing record.
- **Success Upload Reason** - Used to indicate the upload reason which you want to use when the auto clearing house has accepted the automatic payment clearing record with or without Notice to Change (NOC).

Note: You must specify an upload reason which is already defined in the system.

For more information about the EDI 824 file format, see [EDI 824 File Format](#) on page 777.

Freezing or Canceling Automatic Payments

Once the review comments are received in the form of reason and error codes for an automatic payment clearing record, you need to freeze or cancel the automatic payment based on the reason code. You can freeze or cancel automatic payments through the **Freeze or Cancel Automatic Payments (APAYRA)** batch.

On executing the **Freeze or Cancel Automatic Payments (APAYRA)** batch, the system checks whether the reason code (i.e. upload reason) and error code (i.e. payment cancelation reason or NOC reason) specified in the automatic payment clearing staging record exist in the system. This batch considers only those automatic payment clearing staging records which are in the **Pending** status and for which payment freeze date is specified in the automatic payment clearing record. If the reason code and error code exist in the system, the system executes the algorithms attached to the reason code in the specified sequence. If the type of reason code is **Cancel**, the attached algorithm cancels the automatic payment and payment event. If the type of reason code is **Success**, the attached algorithm freezes the automatic payment on the payment freeze date. However, if the type of reason code is **Success** and the error code is specified along with the reason code, the attached algorithm freezes the automatic payment on the payment freeze date, stores error codes (i.e. NOC reasons) as payment tender characteristics and then creates a To Do entry to notify user about these NOC reasons. Finally, the status of the automatic payment clearing staging record is changed to **Complete**.

If the reason code and/or error code (i.e. upload reason, payment cancelation reason, or NOC reason) specified in the automatic payment clearing staging record does not exist in the system, the status of the automatic payment clearing staging record is changed to **Error**. In addition, if the status of the NOC reason is **Inactive** in the system, the status of the automatic payment clearing staging record is changed to **Error**. For more information about the batch, see *Oracle Revenue Management and Billing Batch Guide*.

Voiding Refund Requests and Canceling Refund Adjustments

Once the auto clearing house reviews the automatic refund clearing records and shares the review comments, the implementation team will have to store the review comments in the following staging tables:

- **CI_APAY_STAGE_UP** – Used to store the automatic payment or refund clearing staging record for an automatic payment or refund clearing record, respectively. The status of the automatic payment or refund clearing staging record must be set to **Pending**.
- **CI_APAY_STAGE_UP_REM** – Used to store the reason and error codes of each automatic payment or refund clearing staging record.
- **CI_APAY_STGUP_CHAR** – Used to store additional information about the automatic payment or refund clearing staging record in the form of characteristics.

The review comments must be received in the form of reason (i.e. upload reason) and error codes (i.e. void status reason) for an automatic refund clearing record. On executing the **Cancel Automatic Refunds (AREFRA)** batch, it checks whether the reason and error codes specified in the automatic refund clearing staging record exist in the system. If the reason and error codes exist in the system, the system executes the algorithms attached to the reason code in the specified sequence. If the type of reason code is **Cancel**, the attached algorithm changes the status of the refund request to **Voided** and the corresponding refund adjustments are canceled. If the type of reason code is **Success**, no changes are made to the refund request and refund adjustments. Finally, the status of the automatic refund clearing staging record is changed to **Complete**.

If the reason code and/or error code (i.e. upload reason, void status reason) specified in the automatic refund clearing staging record does not exist in the system, the status of the automatic refund clearing staging record is changed to **Error**.

Generating To Do Entries

If an exception occurs while executing the **Freeze or Cancel Automatic Payments (APAYRA)** batch, you can notify the user about such exception. The **To Do Creation for Automatic Payment Exception Records (APAYUPTD)** batch allows you to create a To Do using the **APAYUPTD** To Do type when an exception is logged for an automatic payment clearing staging record in the **CI_APAY_STGUP_EXC** table. The system creates one To Do entry for all exceptions that have occurred for an automatic payment clearing staging record. For more information about these batches, see *Oracle Revenue Management and Billing Batch Guide*.

Note: At present, a To Do is not created when an exception is logged for an automatic refund clearing staging record in the **CI_APAY_STGUP_EXC** table while executing the **Cancel Automatic Refunds (AREFRA)** batch.

Creating Tender Controls

Once you freeze the automatic payments, you need to create tender and deposit controls. The **Create Tender Controls for Automatic Payments (BALAPY)** batch allows you to create tender and deposit controls for each automatic payment which is frozen, but not yet linked to any tender control. One tender control is created for the **APAYACH** batch control and batch run number combination. The payment tenders of these automatic payments are then linked to the tender control.

This batch also balances the open tender control records and changes the status of the tender and deposit controls, accordingly. For more information about the batch, see *Oracle Revenue Management and Billing Batch Guide*.

Prerequisites

To setup the freeze payments on notification process, you need to do the following:

- Define the automatic payment instructions for the account for which you want to enable the automatic payment option.

Note: You can either define non-rule based effective dated automatic payment instructions in the **Auto Pay** tab of the **Account** screen or define rule based effective dated automatic payment instructions through the **Auto Pay Rule** screen.

- Set the **Autopay Creation Option** field to **Freeze Payment on Notification** in the **Billing** tab of the **Installation Options** screen.
- Create an automatic payment creation algorithm using the **APAY-CREATE** algorithm type and attach it to the **Automatic Payment Creation** system event in the **Algorithms** tab of the **Installation Options - Framework** screen.
- Create an automatic refund creation algorithm using the **C1-AREF-CRET** algorithm type and attach it to the **Automatic Adjustment Creation** system event in the **Algorithms** tab of the **Installation Options - Framework** screen.
- Create a date calculation algorithm using the **APAY-DTCALC** algorithm type and attach it to the **Autopay Date Calculation Alg** spot of the auto pay route type which is specified on the account's automatic payment instruction.
- Define the required upload reasons in the system.
- Define the required payment cancelation reasons in the system.
- Define values for the **APAY_UPL_NOC_LOOKUP** lookup field.

Note: The **APAY_UPL_NOC_LOOKUP** lookup field is used to define NOC reasons. The NOC reason specified in the automatic payment clearing staging record must exist in this lookup field and its status must be **Active**. Otherwise, the status of the automatic payment clearing staging record is changed to **Error**.

- Define voided status reasons for the **C1-RefundReq** business object.
- Create an automatic payment success algorithm using the **C1-APAY-SUCC** algorithm type and attach it to the reason code where the reason type is set to **Success**.

Note: You must attach the automatic payment success algorithm to an upload reason which you want to use while freezing automatic payments.

- Create an automatic payment cancel algorithm using the **C1-APAY-CAN** algorithm type and attach it to the reason code where the reason type is set to **Cancel**.

Note: You must attach the automatic payment cancel algorithm to an upload reason which you want to use while canceling automatic payments.

- Create a void automatic refund algorithm using the **C1-AREF-VOID** algorithm type and attach it to the reason code where the reason type is set to **Cancel**.

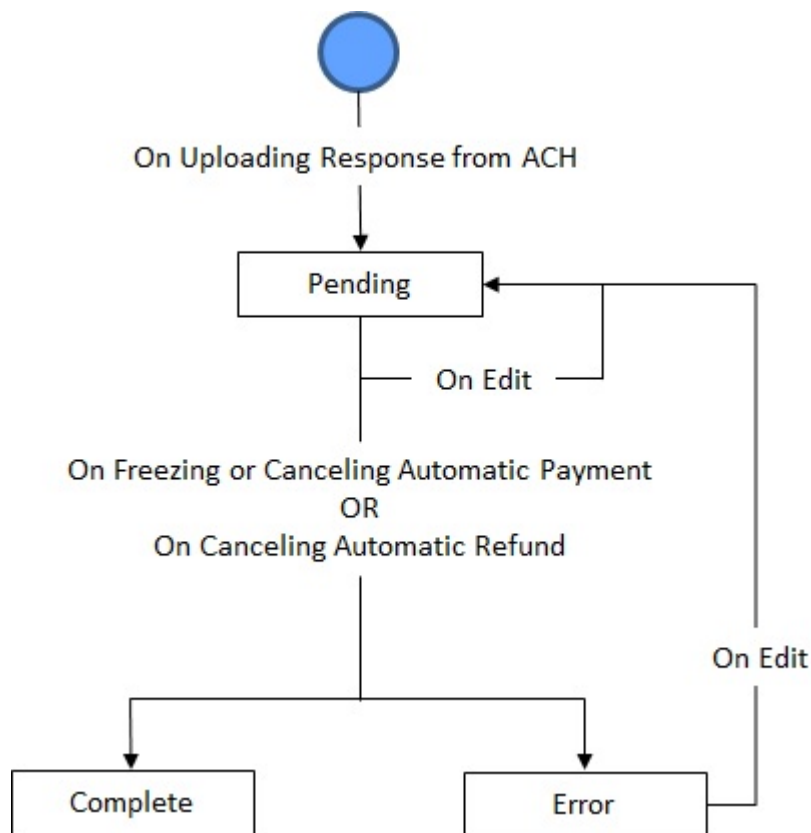
Note: You must attach the void automatic refund algorithm to an upload reason which you want to use while voiding automatic refunds.

- Create a characteristic type where the characteristic entity is set to **Payment Tender**. And, then specify this characteristic type as the value for the **Tender Characteristic Type** parameter in an algorithm which is created using the **C1-APAY-SUCC** algorithm type.
- Assign the **C1-ACH** To Do type to a To Do role whose users must receive the To Do entries generated when automatic payments are frozen with a Notice to Change (NOC).

- Assign the **APAYUPTD** To Do type to a To Do role whose users must receive the To Do entries generated when exceptions have occurred while executing the **Freeze or Cancel Automatic Payments (APAYRA)** batch.
- Define values for the following parameters in an algorithm which is created using the **C1-APAY** algorithm type:
 - Line Separator
 - Field Separator
 - Reject Upload Reason
 - Success Upload Reason

Automatic Payment or Refund Clearing Staging Record Status Transition

The following figure graphically indicates how an automatic payment or refund clearing staging record moves from one status to another during the freeze payments on notification process:



EDI 824 File Format

Before uploading the EDI 824 file, you need to ensure that the file contains the following tags and attributes:

Tag	Attribute	Description	Mandatory (Yes or No)
OTI	Reference Number	Used to specify the automatic payment clearing ID. It indicates the automatic payment clearing record for which the review comments are received from the auto clearing house.	Yes
OTI	Acknowledgement Code	Used to indicate whether the automatic payment clearing record is accepted or rejected by the auto clearing house. If you want to reject the automatic payment clearing record, you must specify TE or TR as the acknowledgement code. However, if you want to approve the automatic payment clearing record, you can either specify any value other than TE or TR or leave this attribute blank.	No
TED	Error Code	Used to indicate either of the following: <ul style="list-style-type: none"> The payment cancellation reason when the automatic payment clearing record is rejected by the auto clearing house. <div data-bbox="662 789 1179 852" style="border: 1px solid black; padding: 2px;"> <p>Note: You must specify a payment cancellation reason which is already defined in the system.</p> </div> The Notice to Change (NOC) reason when the automatic payment clearing record is accepted by the auto clearing house with a Notice to Change (NOC). <div data-bbox="662 1020 1179 1115" style="border: 1px solid black; padding: 2px;"> <p>Note: You must specify a NOC reason which is already defined in the APAY_UPL_NOC_LOOKUP lookup field.</p> </div> 	Yes (Conditional) <div data-bbox="1198 680 1463 869" style="border: 1px solid black; padding: 2px;"> <p>Note: This attribute is required when the automatic payment clearing record is rejected by the auto clearing house.</p> </div>
TED	Error Description	Used to specify the reason why the automatic payment clearing record is either rejected or accepted with a Notice to Change (NOC).	No

Sample EDI 824 File Format

```

OTI*TR*TN*411302586842\
TED*WA01*WRONG ACCOUNT\
OTI*TF*TN*411302525641\
OTI*TO*TN*806152348038\
TED*BR01*Bill Reopened\
OTI*TO*TN*806152307159\
OTI*TE*TN*806152307229\
TED*WA01*WRONG ACCOUNT\

```

Here, TR, TF, TO, and TE are acknowledgement codes. TR and TE indicate that the automatic payment clearing records are rejected. And, TF and TO indicate that the automatic payment clearing records are accepted with or without a Notice to Change (NOC).

Here, 411302586842, 411302525641, 806152348038, 806152307159, and 806152307229 are automatic payment clearing records, and WA01 and BR01 are error codes. WA01 is a payment cancellation reason and BR01 is a NOC reason. The string “WRONG ACCOUNT” and “Bill Reopened” are error descriptions.

For more information about the EDI 824 file format, see [EDI 824 File Format](#) on page 777.

Automatic Payment and Refund Upload Reason

Once the auto clearing house reviews the automatic payment and refund clearing records, an appropriate upload reason must be received for each clearing record. The upload reason indicates the following:



- Whether the automatic payment must be frozen or cancelled in the system
- Whether the automatic refund must be canceled in the system (i.e. the refund request must be voided and refund adjustments must be canceled)

The **Automatic Payment and Refund Upload Reason** screen allows you to define, edit, and delete an upload reason. It contains the following zone:

- [Upload Reasons](#) on page 779

Upload Reasons

The **Upload Reasons** zone lists upload reasons that are already defined in the system. It contains the following columns:

Column Name	Column Description
Upload Reason	Displays the upload reason.
Reason Type	Indicates the type of upload reason. The valid values are: <ul style="list-style-type: none"> • Cancel • Success
Eligible for Processing	Indicates whether the algorithms attached to the upload reason must be triggered while executing the Freeze or Cancel Automatic Payments (APAYRA) or Cancel Automatic Refunds (AREFRA) batch. The valid values are: <ul style="list-style-type: none"> • Y • N
Description	Displays the description of the upload reason.
Edit	On clicking the Edit () icon, the Automatic Payment and Refund Upload Reason screen appears where you can edit the details of the upload reason.
Delete	On clicking the Delete () icon, you can delete the upload reason.

You can define an upload reason by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to define an upload reason	Defining an Upload Reason on page 780
How to edit an upload reason	Editing an Upload Reason on page 782
How to delete an upload reason	Deleting an Upload Reason on page 784

Defining an Upload Reason

Prerequisites

To define an upload reason, you should have:

- Automatic payment success algorithm defined using the **C1-APAY-SUCC** algorithm type
- Automatic payment cancel algorithm defined using the **C1-APAY-CAN** algorithm type
- Void automatic refund algorithm defined using the **C1-AREF-VOID** algorithm type

Procedure

To define an upload reason:


1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Automatic Payment and Refund Upload Reason**.
The **Automatic Payment and Refund Upload Reason** screen appears.
3. Click the **Add** link in the upper right corner of the **Upload Reasons** zone.

The **Automatic Payment and Refund Upload Reason** screen appears. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Upload Reason	Used to specify the upload reason.	Yes
Description	Used to specify the description for the upload reason.	Yes
Reason Type	Used to indicate the type of upload reason. The valid values are: <ul style="list-style-type: none"> • Cancel — This type of upload reason indicates that you must cancel the automatic payment or refund in the system. In this case, the error code indicates the reason why the automatic payment is cancelled or the refund request is voided. • Success — This type of upload reason indicates that you must freeze the automatic payment on the payment freeze date. If the error code is specified, it indicates that you must freeze the automatic payment, and at the same time notify user that the automatic payment is accepted with a Notice to Change (NOC). The NOC reason is stored as payment tender characteristic in the system. You can specify more than one error code (i.e. NOC reasons) with this type of upload reason. On freezing an automatic payment, the user is notified about these NOC reasons through a To Do entry. The system creates one To Do entry using the C1-ACH To Do type for all NOC reasons specified in the automatic payment clearing staging record. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Eligible for Processing	Used to indicate whether the algorithms attached to the upload reason must be triggered while executing the Freeze or Cancel Automatic Payments (APAYRA) or Cancel Automatic Refunds (AREFRA) batch.	No

In addition, this screen contains a grid where you can attach algorithms to the upload reason. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you are attaching an algorithm to the upload reason.
Algorithm	Used to attach an algorithm to the upload reason. If the type of the upload reason is set to Success , you must attach the automatic payment success algorithm. However, if the type of the upload reason is set to Cancel , you must attach either automatic payment cancel or void automatic refund algorithm depending on whether the upload reason will be used for automatic payment or automatic refund cancelation. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Code Search window appears. On specifying the algorithm code, the description of the algorithm appears corresponding to the Algorithm field.	Yes (Conditional) Note: This field is required when you are attaching an algorithm to the upload reason.

- Enter the required details in the **Automatic Payment and Refund Upload Reason** screen.

Note: If you want to attach more than one algorithm to the upload reason, click the **Add**  icon and then specify the details. However, if you want to remove an algorithm from the upload reason, click the **Delete**  icon corresponding to the algorithm.

- Click **Save**.

The upload reason is defined.

Related Topics

For more information on...	See...
Automatic Payment and Refund Upload Reason screen	Automatic Payment and Refund Upload Reason on page 779
Upload Reasons zone	Upload Reasons on page 779

Editing an Upload Reason

Prerequisites

To edit an upload reason, you should have:

- Automatic payment success algorithm defined using the **C1-APAY-SUCC** algorithm type
- Automatic payment cancel algorithm defined using the **C1-APAY-CAN** algorithm type
- Void automatic refund algorithm defined using the **C1-AREF-VOID** algorithm type

Procedure

To edit an upload reason:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **A** and then click **Automatic Payment and Refund Upload Reason**.

The **Automatic Payment and Refund Upload Reason** screen appears.


3. In the **Upload Reasons** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the upload reason whose details you want to edit.

The **Automatic Payment and Refund Upload Reason** screen appears. It contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Upload Reason	Displays the upload reason.	Not applicable
Description	Used to specify the description for the upload reason.	Yes
Reason Type	Used to indicate the type of upload reason. The valid values are: <ul style="list-style-type: none"> • Cancel — This type of upload reason indicates that you must cancel the automatic payment or refund in the system. In this case, the error code indicates the reason why the automatic payment is cancelled or the refund request is voided. • Success — This type of upload reason indicates that you must freeze the automatic payment on the payment freeze date. If the error code is specified, it indicates that you must freeze the automatic payment, and at the same time notify user that the automatic payment is accepted with a Notice to Change (NOC). The NOC reason is stored as payment tender characteristic in the system. You can specify more than one error code (i.e. NOC reasons) with this type of upload reason. On freezing an automatic payment, the user is notified about these NOC reasons through a To Do entry. The system creates one To Do entry using the C1-ACH To Do type for all NOC reasons specified in the automatic payment clearing staging record. 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Eligible for Processing	Used to indicate whether the algorithms attached to the upload reason must be triggered while executing the Freeze or Cancel Automatic Payments (APAYRA) or Cancel Automatic Refunds (AREFRA) batch.	No

In addition, this screen contains a grid where you can attach algorithms to the upload reason. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithm must be triggered.	Yes (Conditional) Note: This field is required when you are attaching an algorithm to the upload reason.
Algorithm	Used to attach an algorithm to the upload reason. If the type of the upload reason is set to Success , you must attach the automatic payment success algorithm. However, if the type of the upload reason is set to Cancel , you must attach either automatic payment cancel or void automatic refund algorithm depending on whether the upload reason will be used for automatic payment or automatic refund cancelation. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Code Search window appears. On specifying the algorithm code, the description of the algorithm appears corresponding to the Algorithm field.	Yes (Conditional) Note: This field is required when you are attaching an algorithm to the upload reason.

4. Modify the required details in the **Automatic Payment and Refund Upload Reason** screen.

Note: If you want to attach more than one algorithm to the upload reason, click the **Add**  icon and then specify the details. However, if you want to remove an algorithm from the upload reason, click the **Delete**  icon corresponding to the algorithm.

5. Click **Save**.

The changes made to the upload reason are saved.

Related Topics

For more information on...	See...
Automatic Payment and Refund Upload Reason screen	Automatic Payment and Refund Upload Reason on page 779
Upload Reasons zone	Upload Reasons on page 779

Deleting an Upload Reason

Procedure

To delete an upload reason:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **A** and then click **Automatic Payment and Refund Upload Reason**.
The **Automatic Payment and Refund Upload Reason** screen appears.
3. In the **Upload Reasons** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the upload reason that you want to delete.
A message appears confirming whether you want to delete the upload reason.
4. Click **OK**.
The upload reason is deleted.

Related Topics

For more information on...	See...
Automatic Payment and Refund Upload Reason screen	Automatic Payment and Refund Upload Reason on page 779
Upload Reasons zone	Upload Reasons on page 779

Automatic Payment and Refund Clearing Staging

The **Automatic Payment and Refund Clearing Staging** screen allows you to search for automatic payment or refund clearing records using various search criteria. In addition, you can:

- View the automatic payment or refund clearing staging records associated to a clearing record
- View the upload reason and payment cancelation reason or NOC reason specified in the automatic payment clearing staging record
- View the upload reason and void status reason specified in the automatic refund clearing staging record
- View the characteristics defined for the automatic payment or refund clearing staging record
- Edit an automatic payment or refund clearing staging record
- Delete an automatic payment or refund clearing staging record


This screen contains the following zones:

- [Search Clearing Record](#) on page 785
- [Associated Clearing Staging Records](#) on page 787
- [Clearing Staging Upload Reasons](#) on page 787
- [Clearing Staging Characteristics](#) on page 788

Search Clearing Record

The **Search Clearing Record** zone allows you to search for automatic payment and refund clearing records using various search criteria. It contains the following two sections:

- **Search Criteria** — the **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for the automatic payment or refund clearing records. The valid values are: <ul style="list-style-type: none"> • Automatic Payment • Automatic Refund 	Yes
Clearing ID	Used to search a particular clearing record.	No
Account ID	Used to search clearing records which are created for a particular account. <div style="border: 1px solid black; padding: 5px;"> Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears. </div>	No
Person Name	Used to search clearing records which are created for accounts of a particular person.	No
Extract From Date	Used to search clearing records that are extracted on or after a particular date.	No
Extract To Date	Used to search clearing records that are extracted on or before a particular date.	No
Bill ID	Used to search clearing records which are created against a bill.	No
Alternate Bill ID	Used to search clearing records which are created against a bill with the specified alternate bill ID.	No
Batch Control	Used to search clearing records where the APAYACH batch control is stamped. The valid value is APAYACH .	No
Batch Run Number	Used to search clearing records which are activated in a particular batch run.	No

Note: You must specify at least one search criterion while searching for a clearing record.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Clearing ID	Displays the clearing ID.

Column Name	Column Description
Account Information	<p>Indicates the account for which the clearing record is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.</p>
Bill Information	<p>Indicates the bill against which the clearing record is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.</p>
Payment Amount	<p>Displays the payment amount.</p> <p>Note: This column appears only when you select the Automatic Payment option from the Search By list.</p>
Pay Tender ID	<p>Displays the payment tender ID.</p> <p>Note: It has a link. On clicking the link, the Payment Event screen appears with the details of the respective tender. This column appears only when you select the Automatic Payment option from the Search By list.</p>
Tender Status	<p>Indicates the current status of the payment tender. The valid values are:</p> <ul style="list-style-type: none"> Valid Canceled <p>Note: This column appears only when you select the Automatic Payment option from the Search By list.</p>
Extract Date	<p>Displays the date when the clearing record is extracted in a flat file.</p>
Payment Freeze Date	<p>Displays the date when the automatic payment must be frozen in the system.</p> <p>Note: This column appears only when you select the Automatic Payment option from the Search By list.</p>
External Source ID	<p>Indicates the tender source through which the payment was remitted.</p>
Entity Type	<p>Indicates the type of entity which is created for automatic refund. The valid value is:</p> <ul style="list-style-type: none"> Refund Request <p>Note: This column appears only when you select the Automatic Refund option from the Search By list.</p>
Entity ID	<p>Displays the entity ID.</p> <p>Note: This column appears only when you select the Automatic Refund option from the Search By list.</p>
Account Number	<p>Indicates the bank account through which the automatic payment is made.</p>
Batch Control	<p>Indicates the batch control which is stamped on the clearing record.</p>
Batch Run Number	<p>Indicates the batch run in which the clearing record was activated.</p>

Column Name	Column Description
Alternate Bill ID	Indicates the bill against which the clearing record is created.

Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788

Associated Clearing Staging Records

The **Associated Clearing Staging Records** zone lists the automatic payment or refund clearing staging records which are added corresponding to the clearing record. You can edit and delete an automatic payment or refund clearing staging record through this zone. It contains the following columns:

Column Name	Column Description
Clearing Staging ID	Displays the clearing staging ID.
Clearing ID	Indicates the clearing record against which the clearing staging record is added.
Status	Indicates the status of the clearing staging record. The valid values are: <ul style="list-style-type: none"> • Pending • Complete • Error
Edit	On clicking the Edit (✎) icon, the Edit Clearing Staging Record screen appears where you can edit the details of the clearing staging record. Note: You can edit a clearing staging record only when it is in the Pending or Error status.
Delete	On clicking the Delete (🗑) icon, you can delete the clearing staging record. Note: You can delete a clearing staging record only when it is in the Pending status.

By default, the **Associated Clearing Staging Records** zone does not appear in the **Automatic Payment and Refund Clearing Staging** screen. It appears only when you click the **Broadcast** (📡) icon corresponding to the clearing record in the **Search Clearing Record** zone.


Related Topics

For more information on...	See...
How to view the clearing staging records associated to a clearing record	Viewing the Clearing Staging Records Associated to a Clearing Record on page 789
How to edit a clearing staging record	Editing a Clearing Staging Record on page 790
How to delete a clearing staging record	Deleting a Clearing Staging Record on page 793

Clearing Staging Upload Reasons

The **Clearing Staging Upload Reasons** zone lists the reason code (i.e. upload reason) and error code (i.e. payment cancellation reason, Notice to Change (NOC) reasons, or void status reason) specified in the automatic payment or refund clearing staging record. It contains the following columns:

Column Name	Column Description
Sequence	Indicates the sequence in which the upload reason should be considered while freezing or canceling the automatic payment or while canceling the automatic refund.
Clearing Staging ID	Displays the clearing staging ID.
Clearing ID	Indicates the clearing record against which the clearing staging record is added.
Upload Reason	Indicates whether the auto clearing house has accepted or rejected the clearing record.
Cancel Reason	Indicates the reason why the auto clearing house has rejected the clearing record. If the clearing record is created for an automatic payment, the payment cancellation reason appears in this column. However, if the clearing record is created for an automatic refund, the void status reason appears in this column.
NOC Reason	Indicates the reason why the auto clearing house has accepted the clearing record with a Notice to Change (NOC).
NOC Reason Description	Displays the description of the NOC reason.

By default, the **Clearing Staging Upload Reasons** zone does not appear in the **Automatic Payment and Refund Clearing Staging** screen. It appears only when you click the **Broadcast**  icon corresponding to the clearing staging record in the **Associated Clearing Staging Records** zone.


Related Topics

For more information on...	See...
How to view the upload reason specified in the clearing staging record	Viewing the Upload Reason Specified in the Clearing Staging Record on page 789

Clearing Staging Characteristics

The **Clearing Staging Characteristics** zone lists the characteristics defined for the automatic payment or refund clearing staging record. It contains the following columns:

Column Name	Column Description
Clearing Staging ID	Displays the clearing staging ID.
Clearing ID	Indicates the clearing record against which the clearing staging record is added.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the characteristic value.

By default, the **Clearing Staging Characteristics** zone does not appear in the **Automatic Payment and Refund Clearing Staging** screen. It appears only when you click the **Broadcast**  icon corresponding to the clearing staging record in the **Associated Clearing Staging Records** zone.

Related Topics

For more information on...	See...
How to view the characteristics of the clearing staging record	Viewing the Characteristics of the Clearing Staging Record on page 790

Searching for a Clearing Record

Procedure

To search for a clearing record:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Automatic Payment and Refund Clearing Staging**.
The **Automatic Payment and Refund Clearing Staging** screen appears.
3. Enter the search criteria in the **Search Clearing Record** zone depending on whether you want to search for automatic payment or refund clearing records.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of clearing records that meet the search criteria appears in the **Search Results** section.


Related Topics

For more information on...	See...
Automatic Payment and Refund Clearing Staging screen	Automatic Payment and Refund Clearing Staging on page 784
Search Clearing Record zone	Search Clearing Record on page 785

Viewing the Clearing Staging Records Associated to a Clearing Record

Procedure

To view the clearing staging records associated to a clearing record:

1. Search for the clearing record in the **Automatic Payment and Refund Clearing Staging** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the clearing record whose associated clearing staging records you want to view.

The **Associated Clearing Staging Records** zone appears.

3. View the details of the clearing staging records in the **Associated Clearing Staging Records** zone.



Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788
Associated Clearing Staging Records zone	Associated Clearing Staging Records on page 787

Viewing the Upload Reason Specified in the Clearing Staging Record

Procedure

To view the upload reason specified in the clearing staging record:

1. Search for the clearing record in the **Automatic Payment and Refund Clearing Staging** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the clearing record whose associated clearing staging records you want to view.
The **Associated Clearing Staging Records** zone appears.
3. In the **Associated Clearing Staging Records** zone, click the **Broadcast**  icon corresponding to the clearing staging record whose details you want to view.
The **Clearing Staging Upload Reasons** and **Clearing Staging Characteristics** zones appear.
4. View the reason and error codes specified in the clearing staging record in the **Clearing Staging Upload Reasons** zone.



Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788
Associated Clearing Staging Records zone	Associated Clearing Staging Records on page 787
Clearing Staging Upload Reasons zone	Clearing Staging Upload Reasons on page 787

Viewing the Characteristics of the Clearing Staging Record

Procedure

To view the characteristics of the clearing staging record:

1. Search for the clearing record in the **Automatic Payment and Refund Clearing Staging** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the clearing record whose associated clearing staging records you want to view.
The **Associated Clearing Staging Records** zone appears.
3. In the **Associated Clearing Staging Records** zone, click the **Broadcast**  icon corresponding to the clearing staging record whose details you want to view.
The **Clearing Staging Upload Reasons** and **Clearing Staging Characteristics** zones appear.
4. View the characteristics of the clearing staging record in the **Clearing Staging Characteristics** zone.

Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788
Associated Clearing Staging Records zone	Associated Clearing Staging Records on page 787
Clearing Staging Characteristics zone	Clearing Staging Characteristics on page 788

Editing a Clearing Staging Record

Prerequisites


To edit a clearing staging record, you should have:

- Upload reasons defined in the application
- NOC reasons defined in the **APAY_UPL_NOC_LOOKUP** lookup field.
- Payment cancelation reasons defined in the application
- Reasons defined for the **Voided** status of the **C1-RefundReq** business object in the **Status Reason** screen


Note: You can edit a clearing staging record only when it is in the **Pending** or **Error** status. On editing a clearing staging record which is in the **Error** status, the status of the clearing staging record is changed to **Pending**. Also, the exceptions logged for the clearing staging record are deleted from the **CI_APAY_STGUP_EXC** table.

Procedure

To edit a clearing staging record:

1. Search for the clearing record in the **Automatic Payment and Refund Clearing Staging** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the clearing record whose associated clearing staging record you want to edit.

The **Associated Clearing Staging Records** zone appears.

3. In the **Associated Clearing Staging Records** zone, click the **Edit**  icon in the **Edit** column corresponding to the clearing staging record whose details you want to edit.

The **Edit Clearing Staging Record** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Clearing Staging ID	Displays the clearing staging ID.	Not applicable
Clearing ID	Indicates the clearing record against which the clearing staging record is added.	Not applicable
Status	Indicates the status of the clearing staging record. The valid values are: <ul style="list-style-type: none"> • Pending • Complete • Error 	Not applicable
Upload Date	Used to specify the date when the clearing staging record was uploaded or added in the system.	Yes

In addition, this screen contains the following two sections:

- **Upload Reasons** — Used to add, edit, or remove the reason code (i.e. upload reason) and error (sub reason) codes from the clearing staging record. It contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Upload Reason	Used to specify the upload reason. It indicates whether the auto clearing house has accepted or rejected the clearing record.	Yes
Reason Type	Used to indicate the type of upload reason. The valid values are: <ul style="list-style-type: none"> • Cancel • Success 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Sub Reason Code	Used to specify either of the following: <ul style="list-style-type: none"> Payment cancelation reason or void status reason (for automatic refund) when the reason type is set to Cancel Notice to Change (NOC) reason when the reason type is set to Success 	No
Sub Reason Description	Used to specify the description of the NOC reason.	No

Note: The upload reason, payment cancelation reason, void status reason, and NOC reasons must be already defined in the system. If you specify an invalid reason and sub reason codes, the status of the clearing staging record is changed to **Error** when you execute the **Freeze or Cancel Automatic Payments (APAYRA)** or **Cancel Automatic Refunds (AREFRA)** batch.

- **Characteristics** — Used to define characteristics for the clearing staging record.
4. Modify the required details in the **Edit Clearing Staging Record** screen.

Note: If you want to add more than one reason or sub reason code, click the **Add (+)** icon in the **Upload Reasons** section and then specify the required details. However, if you want to remove a reason or sub reason code, click the **Delete (🗑)** icon corresponding to the reason.

5. Define characteristics for the clearing staging record, if required.
6. Click **Save**.

The changes made to the clearing staging record are saved.

Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788
Associated Clearing Staging Records zone	Associated Clearing Staging Records on page 787
How to define characteristics for a clearing staging record	Defining Characteristics for a Clearing Staging Record on page 792

Defining Characteristics for a Clearing Staging Record

Prerequisites

To define characteristics for a clearing staging record, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Auto Payment Upload**)

Procedure


To define characteristics for a clearing staging record:


1. Ensure that the **Characteristics** section is expanded when you are editing a clearing staging record.


The **Characteristics** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the clearing staging record.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the clearing staging record.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Auto Payment Upload .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the clearing staging record.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the clearing staging record.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the clearing staging record, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the clearing staging record, click the **Delete**  icon corresponding to the characteristic.


Related Topics

For more information on...	See...
How to edit a clearing staging record	Editing a Clearing Staging Record on page 790


Deleting a Clearing Staging Record

Procedure

To delete a clearing staging record:

- Search for the clearing record in the **Automatic Payment and Refund Clearing Staging** screen.
- In the **Search Results** section, click the **Broadcast**  icon corresponding to the clearing record whose associated clearing staging record you want to delete.

The **Associated Clearing Staging Records** zone appears.

- In the **Associated Clearing Staging Records** zone, click the **Delete**  icon in the **Delete** column corresponding to the clearing staging record that you want to delete.

A message appears confirming whether you want to delete the clearing staging record.

Note: You can delete a clearing staging record only when it is in the **Pending** status.

- Click **OK**.

The clearing staging record is deleted.

Related Topics

For more information on...	See...
How to search for a clearing record	Searching for a Clearing Record on page 788
Associated Clearing Staging Records zone	Associated Clearing Staging Records on page 787

Chapter 10

Trial Billing

Topics:

- [Trial Bill \(Used for Searching\)](#)
- [Trial Bill \(Used for Viewing\)](#)

Oracle Revenue Management and Billing facilitates you to generate trial bills before actual bill is generated for an account. This helps to review the trial bill and make the required corrections before the actual bill is generated. The Trial Billing feature is currently designed and developed for open item accounting and not for balance forward accounting.

The process of trial and actual billing is identical. The only difference is that you cannot freeze and complete the trial bills. Also, during trial billing, the account balance is not updated. It is updated only when the actual bill is generated. You can generate trial bill only in case of regular billing, and not in case of adhoc billing. The trial bills can be generated only through the batch process. To generate trial bills, you need to execute the following batches in the specified order:

1. **Pending Bill Generation (C1-PNDBL)** – This batch is used to generate pending trial or actual bills for accounts that meet the criteria.
2. **Bill Segment Generation (C1-BLGEN)** – This batch is used to generate bill segments for pending trial or actual bills.
3. **Bill Completion (C1-BLPPR)** – This batch is used to generate post-processing bill segments in the pending trial or actual bills during the bill completion process. The adjustments, if any, created on the accounts are swept onto the pending trial or actual bills. In addition, the bill routing information and bill messages are stamped on the pending trial or actual bills. If the adjustment currency is different from the account's invoice currency, the transfer adjustment is created on the pending actual bill. However, in case of pending trial bill, the currency conversion for adjustments is done, but the transfer adjustments are not created. Finally, the status of the actual bill is set to **Complete**, whereas the status of the trial bill remains as **Pending**.

Note: The adjustments which are in the **Freezable** status are not swept onto the trial bills. Only adjustments which are in the **Frozen** status are swept onto the trial bills.

The **Trial Bill** check box is added in the **Main** tab of the **Account** screen. If you leave the **Process All or Selected Accounts** parameter blank while executing the above batches, all accounts (that meet the criteria) irrespective of whether the **Trial Bill** check box is selected or not are considered for generating the trial bills. However, if the **Process All or Selected Accounts** parameter is set to **Y**, then only those accounts that meet the criteria and where the **Trial Bill** check box is selected are considered for generating the trial bills.

You can create an actual bill using a trial bill. While creating actual bills using trial bills, you need to specify the trial billing batch run number whose trial bills

you want to convert to the actual bills. To create actual bills using trial bills, you need to execute the following batches in the specified order:

- 1. Pending Bill Generation (C1-PNDBL)** - This batch generates pending actual bill for accounts that meet the criteria.
- 2. Bill Segment Generation (C1-BLGEN)** – This batch copies regular bill segments which are generated for the trial bill and stamps them onto the pending actual bill. It also copies the corresponding financial transactions (FTs).
- 3. Bill Completion (C1-BLPPR)** – This batch copies post-processing bill segments which are generated for the trial bill and stamps them onto the pending actual bill. The bill routing information and bill messages are copied from the trial bill to the pending actual bill. The adjustment, if any, created on the account are swept onto the pending actual bill. They are not copied from the respective trial bill. If the adjustment currency is different from the account’s invoice currency, the transfer adjustment is created on the pending actual bill. Finally, the status of the actual bill is set to **Complete**.

The actual bill ID, bill segment ID and FT ID are different from the trial bill ID, bill segment ID and FT ID, respectively. If an actual bill is created using a trial bill, the system will stamp the trial bill ID on the actual bill. This helps you to track the trial bill of an actual bill.

The system allows you to view a trial bill through a user interface. It also allows you to print the trial bill in the PDF format. You can print a trial bill only when Oracle Documaker is integrated with Oracle Revenue Management and Billing. For more information about the batches, see *Oracle Revenue Management and Billing Batch Guide*.

Trial Bill (Used for Searching)

The **Trial Bill** screen allows you to search for a trial bill using various search criteria. It contains the following zone:

- [Search Trial Bill](#) on page 797



Through this screen, you can navigate to the following screen:

- [Trial Bill \(Used for Viewing\)](#) on page 800

Search Trial Bill

The **Search Trial Bill** zone allows you to search for trial bills using various search criteria. It contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter the criteria in the Account ID and Trial Bill Description fields (which are in different criteria groups), the system searches for trial bills using the account ID. The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a trial bill using the trial bill details. The valid value is: <ul style="list-style-type: none"> • Trial Bill Details <div style="border: 1px solid black; padding: 2px;"> Note: By default, the Trial Bill Details option is selected. </div>	Yes
Person ID	Used to search trial bills which are generated for a particular person. <div style="border: 1px solid black; padding: 2px;"> Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears. </div>	No
Trial Bill ID	Used to search for a particular trial bill.	No
Account ID	Used to search trial bills which are generated for a particular account. <div style="border: 1px solid black; padding: 2px;"> Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears. </div>	No
Division	Used to search trial bills which are generated for accounts belonging to a particular division.	No
From Trial Bill Date	Used to search trial bills which are generated from a particular date onwards.	No
Invoice Currency	Used to search trial bills which are generated in a particular invoice currency.	No
To Trial Bill Date	Used to search trial bills which are generated till a particular date.	No

Field Name	Field Description	Mandatory (Yes or No)
Batch Run Date	Used to search trial bills which are generated on a particular batch run date.	No
Trial Bill Description	Used to search trial bills which are generated in a particular batch run.	Yes (Conditional) Note: This field is required when you are searching for trial bills using the batch run date.

Note: You must specify at least one search criterion while searching for a trial bill.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Trial Bill Information	Displays additional information about the trial bill. Note: It has a link. On clicking the link, the Trial Bill screen appears with the details of the respective trial bill.
Current Charges	Displays the trial bill amount.
Account Information	Indicates the account for which the trial bill is generated. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Person Name	Indicates the person for whom the trial bill is generated.
Division	Indicates the division to which the account belongs.
Batch Run Date	Displays the date when the batch is executed to generate the trial bill.
Batch Run Number	Indicates the batch run in which the trial bill is generated.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
How to view the details of a trial bill	Viewing the Trial Bill Details on page 799

Searching for a Trial Bill

Prerequisites

To search for a trial bill, you should have:

- Divisions and currencies defined in the application

Procedure

To search for a trial bill:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Trial Bill**.

The **Trial Bill** screen appears.

3. Enter the search criteria in the **Search Trial Bill** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of trial bills that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Trial Bill screen	Trial Bill (Used for Searching) on page 797
Search Trial Bill zone	Search Trial Bill on page 797

Viewing the Trial Bill Details

Procedure

To view the details of a trial bill:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.
The **Trial Bill** screen appears.
3. View the basic details of the trial bill in the **Trial Bill** zone.
4. View the segments of the trial bill in the **Trial Bill Segments** zone.
5. View the calc lines of a trial bill segment in the **Trial Bill Segment Calc Lines** zone.
6. View the service quantity details of a trial bill segment in the **Trial Bill Segment SQ Details** zone.
7. View the financial details of a trial bill segment in the **Trial Bill Segment Financial Details** zone.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
Trial Bill zone	Trial Bill on page 800
Trial Bill Segments zone	Trial Bill Segments on page 801
Trial Bill Segment Calc Lines zone	Trial Bill Segment Calc Lines on page 803
Trial Bill Segment SQ Details zone	Trial Bill Segment SQ Details on page 804
Trial Bill Segment Financial Details zone	Trial Bill Segment Financial Details on page 804
How to view the segments of a trial bill	Viewing the Segments of a Trial Bill on page 805

For more information on...	See...
How to view the calc lines of a trial bill segment	Viewing the Calc Lines of a Trial Bill Segment on page 806
How to view the service quantity details of a trial bill segment	Viewing the SQ Details of a Trial Bill Segment on page 807
How to view the financial details of a trial bill segment	Viewing the Financial Details of a Trial Bill Segment on page 807

Trial Bill (Used for Viewing)

The **Trial Bill** screen allows you to:

- View the details of a trial bill, such as the trial bill summary, trial bill messages, and trial bill characteristics
- View the segments of a trial bill
- View the calculation lines, service quantity details, and financial details of a trial bill segment

It contains the following zones:

- [Trial Bill](#) on page 800
- [Trial Bill Segments](#) on page 801
- [Trial Bill Segment Calc Lines](#) on page 803
- [Trial Bill Segment SQ Details](#) on page 804
- [Trial Bill Segment Financial Details](#) on page 804

Trial Bill

The **Trial Bill** zone displays the details of the trial bill. It contains the following sections:

- **Main** — This section provides basic information about the trial bill. It contains the following fields:

Field Name	Field Description
Trial Bill ID	Displays the trial bill ID.
Trial Bill Information	Displays additional information about the trial bill.
Trial Bill Description	Displays the description of the batch run in which the trial bill is generated.
Account Information	Indicates the account for which the trial bill is generated. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.

- **Trial Bill Summary** — This section summarizes the financial impact of the bill. It contains the following fields:

Field Name	Field Description
New Charges	Displays the total amount of frozen bill segment financial transactions which are linked to the trial bill.

Field Name	Field Description
Adjustments	Displays the total amount of frozen and/or canceled adjustment financial transactions which are linked to the trial bill.
Corrections	Displays the total amount of canceled and/or rebilled bill segment financial transactions which are linked to the trial bill.
Total	Displays the sum of new charges, adjustments, and corrections.
No. of Bill Segments in Error	Indicates the number of bill segments in the trial bill which are in the Error status.

- **Trial Bill Messages** — This section lists the bill messages that are stamped on the trial bill. It contains the following columns:

Column Name	Column Description
Message Code	Displays the code that uniquely identifies the bill message.
Message on Bill	Displays the bill message.
Priority	Indicates the priority which determines the order in which the bill message must be printed on the trial bill.
Insert Code	Indicates whether the bill message must be sent separately along with the trial bill.

- **Characteristics** — This section lists characteristics defined for the trial bill. It contains the following columns:

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

In addition, this zone contains a button named **Display Trial Bill** which allows you to print a trial bill in the PDF format.

Related Topics



For more information on...	See...
How to print a trial bill in the PDF format	Printing a Trial Bill in the PDF Format on page 805

Trial Bill Segments

The **Trial Bill Segments** zone lists the segments of the trial bill. You can filter the trial bill segments using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to search trial bill segments which are generated for a particular usage account. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.	No

Field Name	Field Description	Mandatory (Yes or No)
Contract Type	Used to search trial bill segments which are generated against a particular type of contract. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Contract Type Search window appears.	No
Trial Bill Segment Type	Used to search for a particular type of trial bill segments. The valid values are: <ul style="list-style-type: none"> • Post Processing • Regular 	No
Price Item	Used to search trial bill segments which are generated for a particular price item. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price Item Search window appears.	No
Trial Bill Segment Status	Used to search trial bill segments in a particular status. The valid values are: <ul style="list-style-type: none"> • Error • Freezable 	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Trial Bill Segment ID	Displays the trial bill segment ID.
Status	Indicates the status of the trial bill segment. The valid values are: <ul style="list-style-type: none"> • Error • Freezable
Start Date	Displays the start date of the trial bill segment.
End Date	Displays the end date of the trial bill segment.
Calculated Amount (Pricing Currency)	Displays the trial bill segment amount in the pricing currency.
Price Item	Indicates the price item for which the trial bill segment is generated.
Pricing Parameters	Indicates the price item parameters which are used along with the price item for determining the price item pricing.
Rate Schedule	Indicates the rate schedule which is used for defining the price item pricing.
Price Assignment ID	Indicates the price item pricing which is used during calculation.
Billable Charge ID	Indicates the billable charge for which the trial bill segment is generated. Note: It has a link. On clicking the link, the Billable Charge screen appears with the details of the respective billable charge.

Column Name	Column Description
Construct ID	Indicates the construct through which the trial bill segment is generated. Note: It has a link. On clicking the link, the Construct screen appears with the details of the respective construct.

On clicking the **Broadcast**  icon corresponding to the trial bill segment, the **Trial Bill Segment Calc Lines**, **Trial Bill Segment SQ Details**, and **Trial Bill Segment Financial Details** zones appear with the details of the respective trial bill segment.

Related Topics


For more information on...	See...
How to view the segments of a trial bill	Viewing the Segments of a Trial Bill on page 805

Trial Bill Segment Calc Lines

The **Trial Bill Segment Calc Lines** zone lists the calculation lines which indicate how the system calculated the trial bill segment amount. It contains the following columns:

Column Name	Column Description
Sequence No.	Indicates the sequence in which the calculation line is created while calculating the trial bill segment amount.
Description on Bill	Displays the summarized information about the calculation line that will be printed on the trial bill.
Calculated Amount (Pricing Currency)	Displays the calculated charge amount associated with the calculation line in the pricing currency.
Calculated Amount (Invoice Currency)	Displays the calculated charge amount associated with the calculation line in the invoice currency.
Print	Indicates whether information about the calculation line will be printed on the person's trial bill. The valid values are: <ul style="list-style-type: none"> • Yes • No
Appears in Summary	Indicates whether the calculation line amount will appear in the summary of the trial bill. The valid values are: <ul style="list-style-type: none"> • Yes • No
Exchange Rate	Indicates the exchange rate which is used when the invoice currency is different from the pricing currency.
Price Component ID	Indicates the price component which is used during calculation.
Service Quantity Identifier	Indicates the service quantity identifier (SQI) of the service quantity which is priced on the calculation line.
Billable Service Quantity	Displays the SQI value used by the rates engine for calculation.
Base Amount	Displays the total amount derived from the cross-referenced lines that the current line then used to calculate the charge amount.

Column Name	Column Description
Rate Component Sequence	Indicates the sequence of the rate component on the effective rate version which is used while calculating the line.
Exempt Amount	Displays the amount of the calculated charge that the person does not have to pay due to tax exemption.
Distribution Code	Indicates the distribution code associated with the rate component.

By default, the **Trial Bill Segment Calc Lines** zone does not appear in the **Trial Bill** screen. It appears only when you click the **Broadcast**  icon corresponding to the trial bill segment in the **Trial Bill Segment** zone.


Related Topics

For more information on...	See...
How to view the calc lines of a trial bill segment	Viewing the Calc Lines of a Trial Bill Segment on page 806

Trial Bill Segment SQ Details

The **Trial Bill Segment SQ Details** zone lists the service quantity identifiers associated with the contract against which the trial bill segment is created. It contains the following columns:

Column Name	Column Description
SQI	Indicates the service quantity identifier.
Billable Service Quantity	Displays the SQI value used by the rates engine for calculation.

By default, the **Trial Bill Segment SQ Details** zone does not appear in the **Trial Bill** screen. It appears only when you click the **Broadcast**  icon corresponding to the trial bill segment in the **Trial Bill Segment** zone.


Related Topics

For more information on...	See...
How to view the service quantity details of a trial bill segment	Viewing the SQ Details of a Trial Bill Segment on page 807

Trial Bill Segment Financial Details

The **Trial Bill Segment Financial Details** zone lists the distribution codes which indicate the GL accounts that will be affected by the trial bill segment financial transaction. It contains the following columns:

Column Name	Column Description
Sequence No.	Indicates the sequence in which the distribution code will be considered for deriving the GL account.
Distribution Code	Indicates the distribution code associated with the rate component used for calculating the trial bill segment amount.
Amount	Displays the amount that will be debited or credited to the GL account.

By default, the **Trial Bill Segment Financial Details** zone does not appear in the **Trial Bill** screen. It appears only when you click the **Broadcast**  icon corresponding to the trial bill segment in the **Trial Bill Segment** zone.

Related Topics

For more information on...	See...
How to view the financial details of a trial bill segment	Viewing the Financial Details of a Trial Bill Segment on page 807

Printing a Trial Bill in the PDF Format

Prerequisites

To print a trial bill in the PDF format, you should have:

- Oracle Documaker integrated with Oracle Revenue Management and Billing

Procedure

To print a trial bill in the PDF format:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill that you want to print in the PDF format.

The **Trial Bill** screen appears.

3. Click the **Display Trial Bill** button in the **Trial Bill** zone.

The trial bill is printed in the PDF format.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
Trial Bill zone	Trial Bill on page 800

Viewing the Segments of a Trial Bill

Procedure

To view the segments of a trial bill:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.

The **Trial Bill** screen appears.

3. View the segments of the trial bill in the **Trial Bill Segments** zone.
4. If required, you can filter the trial bill segments using various search criteria.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
Trial Bill Segments zone	Trial Bill Segments on page 801

For more information on...	See...
How to filter the trial bill segments	Filtering the Trial Bill Segments on page 806

Filtering the Trial Bill Segments

Prerequisites

To filter the trial bill segments, you should have:

- Usage accounts, contract types, and price items defined in the application

Procedure

To filter the trial bill segments:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.

The **Trial Bill** screen appears.

3. Enter the search criteria in the **Trial Bill Segments** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

The search results are filtered based on the specified criteria.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
Trial Bill Segments zone	Trial Bill Segments on page 801

Viewing the Calc Lines of a Trial Bill Segment

Procedure

To view the calc lines of a trial bill segment:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.

The **Trial Bill** screen appears.

3. If required, you can filter the trial bill segments in the **Trial Bill Segments** zone.

4. In the **Search Results** section, click the **Broadcast**  icon corresponding to the trial bill segment whose details you want to view.

The **Trial Bill Segment Calc Lines**, **Trial Bill Segment SQ Details**, and **Trial Bill Segment Financial Details** zones appear.

5. View the calc lines of the trial bill segment in the **Trial Bill Segment Calc Lines** zone.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
How to filter the trial bill segments	Filtering the Trial Bill Segments on page 806
Trial Bill Segment Calc Lines zone	Trial Bill Segment Calc Lines on page 803

Viewing the SQ Details of a Trial Bill Segment

Procedure

To view the service quantity details of a trial bill segment:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.

The **Trial Bill** screen appears.

3. If required, you can filter the trial bill segments in the **Trial Bill Segments** zone.
4. In the **Search Results** section, click the **Broadcast**  icon corresponding to the trial bill segment whose details you want to view.

The **Trial Bill Segment Calc Lines**, **Trial Bill Segment SQ Details**, and **Trial Bill Segment Financial Details** zones appear.

5. View the service quantity details of the trial bill segment in the **Trial Bill Segment SQ Details** zone.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
How to filter the trial bill segments	Filtering the Trial Bill Segments on page 806
Trial Bill Segment SQ Details zone	Trial Bill Segment SQ Details on page 804

Viewing the Financial Details of a Trial Bill Segment

Procedure

To view the financial details of a trial bill segment:

1. Search for the trial bill in the **Trial Bill** screen.
2. In the **Search Results** section, click the link in the **Trial Bill Information** column corresponding to the trial bill whose details you want to view.

The **Trial Bill** screen appears.

3. If required, you can filter the trial bill segments in the **Trial Bill Segments** zone.
4. In the **Search Results** section, click the **Broadcast**  icon corresponding to the trial bill segment whose details you want to view.

The **Trial Bill Segment Calc Lines**, **Trial Bill Segment SQ Details**, and **Trial Bill Segment Financial Details** zones appear.

5. View the financial details of the trial bill segment in the **Trial Bill Segment Financial Details** zone.

Related Topics

For more information on...	See...
How to search for a trial bill	Searching for a Trial Bill on page 798
Trial Bill screen	Trial Bill (Used for Viewing) on page 800
How to filter the trial bill segments	Filtering the Trial Bill Segments on page 806
Trial Bill Segment Financial Details zone	Trial Bill Segment Financial Details on page 804

Chapter 11

GL Account Validation

Topics:

- [Static GL Account Validation](#)
- [Dynamic GL Account Validation](#)

Oracle Revenue Management and Billing allows you to validate the GL account statically and dynamically. The static GL account validation means you can validate the GL account while creating or editing a distribution code. And, the dynamic GL account validation means you can validate the GL account while assigning it to trial and actual financial transactions through the batch process.

For more information about static GL account validation and dynamic GL account validation, refer to [Static GL Account Validation](#) on page 810 and [Dynamic GL Account Validation](#) on page 810, respectively.

Static GL Account Validation

If you want to validate the GL account while creating or editing a distribution code, you need to select the **Validate GL Account** check box in the **Distribution Code** screen. If the GL account is valid, the following string appears below the check box while saving the distribution code:

“GL Account is validated on YYYY-MM-DD”

And, if the GL account is invalid, the following string appears below the check box while saving the distribution code:

“GL Account is invalid”

If you want to enable the static GL account validation feature on the **Distribution Code** screen, you need to define an algorithm of the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type and attach the algorithm to the **GL Account Validation** system event in the **Algorithms** tab of the **Installation Options – Framework** screen. Both these algorithm types have one parameter named **GL Account Length**. You need to set the value of this parameter while creating the algorithm using the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type. If you attach an algorithm of the **C1-GLVAL** algorithm type, the system checks whether the length of GL account is greater than or equal to the value defined in the **GL Account Length** parameter. If the length is greater than or equal to the specified length, the GL account is considered as valid. And, if the length is less than the specified length, the GL account is considered as invalid.

And, if you attach an algorithm of the **C1-GLVAL-COB** algorithm type, the system checks whether the length of GL account is equal to the value defined in the **GL Account Length** parameter. If the length is equal to the specified length, the GL account is considered as valid. And, if the length is less than or greater than the specified length, the GL account is considered as invalid.

Dynamic GL Account Validation

If you want to validate GL account while assigning it to trial and actual financial transactions, you need to set the **Validate GL Account** parameter to **Y** while executing the batch. If the GL account is valid, the date when the GL account is validated is added in the **GLA_VAL_DT** column of the **CI_TRL_FT_GL** or **CI_FT_GL** table, respectively, depending on whether the GL account is assigned to a trial or actual financial transaction.

If you want to enable the dynamic GL account validation feature in the **C1-GLASN** or **GLASSGN2** batch, you need to define an algorithm of the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type and attach the algorithm to either of the following:

- The **GL Account Validation** algorithm entity in the **Algorithms** tab of the **Division** screen
- The **GL Account Validation** system event in the **Algorithms** tab of the **Installation Options – Framework** screen

If the GL account validation algorithm is defined at both these algorithm spots, the algorithm defined at the division level always takes precedence over the algorithm defined in the installation options during dynamic GL account validation.

Chapter 12

Upload Validated Adjustment Data

Topics:

- [Prerequisites](#)
- [CSV File Format](#)
- [Adjustment Upload Request \(Without Approval Workflow\) Status Transition](#)
- [Adjustment Upload Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-ADJUPLD](#)
- [Adjustment Upload Request](#)

Oracle Revenue Management and Billing until now provided you with an ability to upload adjustment data received from an external source system and create adjustments using the **C1-ADUP1** and **C1-ADUP2** batches. However, there was no user interface available through which you can upload an adjustment data file and create adjustments from the adjustment records. Now, the system provides a user interface which helps you to upload an adjustment data file.

You can upload an adjustment data file in the CSV format. You need to ensure that the CSV file is in the required format; otherwise the file will not be uploaded in the system. At present, the system supports only the CSV file format. For more information about the CSV file format, see [CSV File Format](#) on page 813.

While uploading an adjustment data file, you need to specify the upload request type using which you want to upload the adjustment data file. It is the upload request type which helps the system to determine:

- Whether adjustments must be created in the real time (i.e. immediately) or in the deferred mode (i.e. in the background)
- Whether the size of the adjustment data file exceeds the maximum file size defined in the upload request type
- Whether the adjustment data file must be approved by the approver before creating adjustments

All records are validated before uploading an adjustment data file. During the validation process, the system and custom validations (if any) are executed. If there is any invalid record, the system does not allow you to upload the adjustment data file. The system indicates the reason why the adjustment record could not pass through the validation process. You need to first correct the adjustment record in the CSV file and then upload the adjustment data file.

An upload request of the specified upload request type is created when an adjustment data file is successfully uploaded in the system. You can track an adjustment data file through an upload request. During the adjustment upload process, an adjustment upload request goes through various statuses in its lifecycle. For more information about the adjustment upload request statuses, see [Adjustment Upload Request \(Without Approval Workflow\) Status Transition](#) on page 814 and [Adjustment Upload Request \(With Approval Workflow\) Status Transition](#) on page 815.

Note that the lifecycle of an adjustment upload request is driven by the business object using which the adjustment upload request is created. An adjustment upload request business object named **C1-ADJUPLD** is shipped with the product. The adjustment upload feature explained in this section is documented based on the lifecycle and logic defined in the **C1-ADJUPLD** business object.

If required, the implementation team can create a custom adjustment upload request business object.

Once the adjustment upload request is created, you can perform various tasks, such as:

- Track the status of an adjustment upload request
- View the details of an adjustment upload request
- View all records of an adjustment data file
- Cancel an adjustment data file
- Create adjustments for an adjustment data file
- Submit the adjustment data file for approval
- Approve or reject an adjustment data file based on the observations

Prerequisites

To setup the adjustment upload process, you need to do the following:

- Define the required upload request types in the system
- Create a defer algorithm using the **C1-UPLDEFEVL** algorithm type
- Create an algorithm using the **C1-MTCIALG** algorithm type if you want to create adjustments using the Contract match type
- Create an algorithm using the **C1-MTCTALG** algorithm type if you want to create adjustments using the Contract Type match type
- Define the required characteristic types where the characteristic entity is set to Upload Request Type
- Define cancellation and rejection reasons for the **C1-ADJUPLD** business object
- Assign the **C1-ADJUP** To Do type to a To Do role whose users must receive To Do entries generated while submitting an upload request (i.e. an adjustment data file) for approval
- Set the batch control type of the **Upload Request Periodic Monitor (C1-UPLRQ)** batch to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

CSV File Format

Before uploading an adjustment data file, you need to ensure that the CSV file contains the following columns:

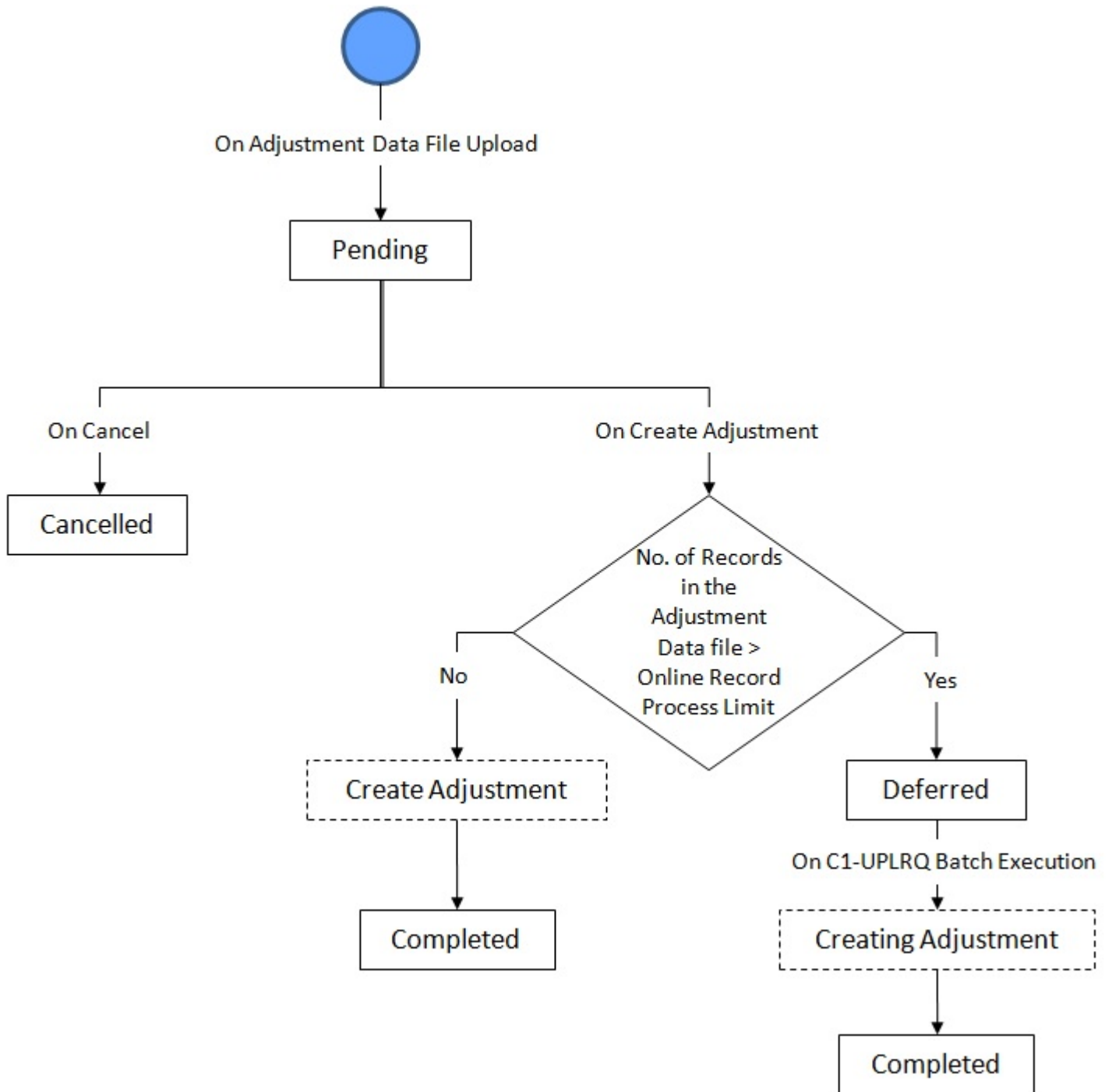
Column Name	Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the match type is Contract Type and account ID is not specified.
Account Identifier	Used to specify the account identifier.	Yes (Conditional) Note: This data is required when the match type is Contract Type and account ID is not specified.
Account ID	Used to indicate the account for which the adjustment must be created.	Yes (Conditional) Note: This data is required when the match type is Contract Type and the account identifier type and account identifier are not specified.

Column Name	Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which the adjustment must be created.	Yes
Match Value	Used to indicate the entity (such as contract, contract type, and so on) against which the adjustment must be created.	Yes
Adjustment Type	Used to indicate the adjustment type using which the adjustment must be created. Note: The adjustment type must be included in the adjustment type profile which is attached to the contract type.	Yes
Adjustment Amount	Used to specify the adjustment amount. Note: The adjustment amount precision must match the precision (decimal positions) defined for the currency.	Yes
Currency Code	Used to indicate the currency in which the adjustment must be created.	Yes
Comments	Used to specify additional information about the adjustment.	No
Bill ID	Used to indicate the bill on which the adjustment must be created.	No
Arrears Date	Used to specify the date from when the amount is outstanding on the bill.	No
Char Type 1, Char Type 2,, Char Type 5	Used to indicate the characteristic that must be defined for the adjustment.	Yes (Conditional) Note: This data is required if the characteristic value is specified.
Char Value 1, Char Value 2,, Char Value 5	Used to specify the value for the characteristic type.	Yes (Conditional) Note: This data is required if the characteristic type is specified.

Note: If an adjustment data file contains column names other than those mentioned in the above table, the system will not upload the adjustment data file.

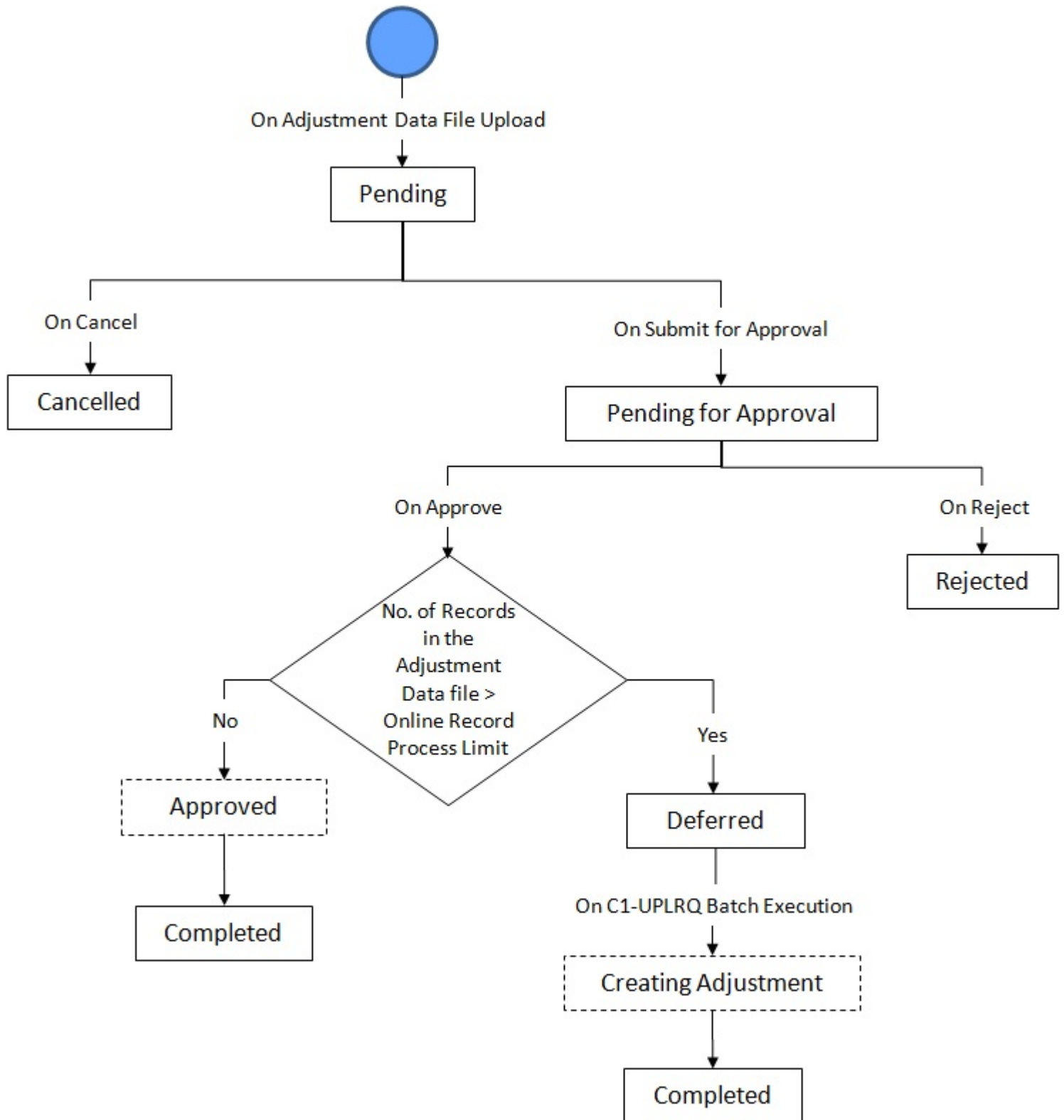
Adjustment Upload Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how an adjustment upload request moves from one status to another when approval workflow is off:



Adjustment Upload Request (With Approval Workflow) Status Transition

The following figure graphically indicates how an adjustment upload request moves from one status to another when approval workflow is on:



Algorithms Used in C1-ADJUPLD

The following table lists the algorithms which are attached to the **C1-ADJUPLD** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-FLREQ-INF	C1-FLREQ-INF	<p>This algorithm formats the upload request information that appears throughout the system for the BO. The algorithm formats the information as follows: Upload Request type description, Status description, ID. This algorithm generates the upload request information string which appears throughout the application. This algorithm concatenates the following fields:</p> <ul style="list-style-type: none"> • Upload Request Type Description • Upload Request Description • Upload Request ID
Validation	C1-ADVALREQ	C1-ADVALREQ	<p>This algorithm will be called from a business service and is responsible for validating the uploaded CSV file and identify if any records are invalid. The validations to be performed are mentioned below: 1. Mandatory column data checks 2. Check for valid values for account, match type, match value, adjustment type, adjustment characteristics type, currency and amount. 3. This algorithm will also call the match type algorithm linked to the request type to derive and validate the value for contract ID. This algorithm validates the uploaded CSV file and identifies invalid records, if any. The validations performed are as follows:</p> <ul style="list-style-type: none"> • Validating mandatory column data • Validating values for account, match type, match value, adjustment type, adjustment characteristics type, currency and amount. • Invoke the match type algorithm linked to the request type to derive and validate the value for contract ID.

The following table lists the algorithms which are used in the lifecycle of the **C1-ADJUPLD** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	-	-	-	-
Cancelled	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Create Adjustment	Enter	C1-ADJUPLDEF	C1-ADJUPLDEF	This algorithm will evaluate if request processing should be done in real time or deferred for offline processing. This will be invoked by the Enter Status algorithm when the Request object enters 'CREATE' or 'APPROVED' status. This algorithm evaluates and creates adjustment. It evaluates, if request should be processed in real time or deferred for offline processing. This algorithm is triggered by the Enter status algorithm when the request object is changed to Create or Approved status.
Deferred	Monitor	C1-ADJ-MNTR	C1-ADJ-MNTR	This algorithm will be invoked from the Upload Request Monitor batch. This will be responsible for BO transition from 'Deferred' to 'Creating' status. This algorithm is triggered from the Upload Request Monitor batch. This algorithm transitions the business object status from Deferred to Creating .
Pending for Approval	Enter	C1-ADJUPAPVL	C1-ADJUPAPVL	This algorithm will be responsible of creating To Do for the approver to approve or reject the uploaded file data. To Do will be created using the To Do Type linked to the request type to the approver(s) who are associated with the To Do Role linked to the request type. This will be invoked by the Enter Status algorithm when the Request object enters 'SUBMITTED - Pending For Approver' status. This algorithm creates the To Do using the To Do Type for the approver to approve or reject the uploaded file data. This To Do Type is linked to the request type to the approver(s) associated with the To Do Role linked to the request type. This algorithm is triggered by the Enter status algorithm when the request object enters Submitted - Pending For Approver status.
Approved	Enter	C1-ADJUPLDEF	C1-ADJUPLDEF	This algorithm will evaluate if request processing should be done in real time or deferred for offline processing. This will be invoked by the Enter Status algorithm when the Request object enters 'CREATE' or 'APPROVED' status. This algorithm evaluates if request should be processed in real time or deferred for offline processing. This algorithm is triggered by the Enter status algorithm when the request object is changed to Create or Approved status.
Rejected	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Completed	-	-	-	-
Creating Adjustment	Enter	C1-ADJCRTION	C1-ADJCRTION	This algorithm is responsible for creating Adjustment for the uploaded file. The adjustment ID will be updated back in the request table to link the request with the adjustments. This algorithm creates an adjustment for the uploaded file. In addition, the adjustment ID is stamped on the adjustment and on the corresponding financial transaction.

Adjustment Upload Request

The **Adjustment Upload Request** screen allows you to search for an adjustment upload request using various search criteria. Through this screen, you can:

- Upload an adjustment data file
- Cancel an adjustment data file
- View the details of an adjustment upload request
- View all adjustment records which are uploaded through an adjustment data file
- Create adjustments for an adjustment data file
- Submit an adjustment data file for approval
- Approve or reject an adjustment data file
- View the log of an adjustment upload request
- Add a log entry for an adjustment upload request

This screen consists of the following zones:

- [Search Adjustment Upload Request](#) on page 819

Search Adjustment Upload Request

The **Search Adjustment Upload Request** zone allows you to search for an adjustment upload request using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The fields in the **Search Criteria** section change depending on the query option selected. At present, there is only one query option named **Upload Request**. On selecting the **Upload Request** query option, the **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to search adjustment upload requests which are created using a particular upload request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to search adjustment upload requests with a particular status. The valid values are: <ul style="list-style-type: none"> • Approved • Cancelled • Completed • Create Adjustment • Creating Adjustment • Deferred • Pending • Rejected • Pending For Approval 	No
Upload From Date	Used to search adjustment upload requests which are created from a particular date onwards. Note: By default, the current date appears in this field.	No
To	Used to search adjustment upload requests which are created till a particular date. Note: By default, the current date appears in this field.	No
File Name	Used to search an adjustment upload request which is created while uploading an adjustment data file.	No

Note: You must specify at least one search criterion while searching for an adjustment upload request.

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Upload Date	Displays the date and time when the adjustment data file is uploaded in the system.
Upload Request Information	Displays information about the adjustment upload request. Note: It has a link. On clicking the link, the Adjustment Upload Request screen appears with the details of the respective upload request.
Status	Indicates the status of the adjustment upload request.
Upload Request Type	Indicates the upload request type using which the adjustment data file is uploaded in the system.
File Name	Displays the name of the adjustment data file.

You can upload an adjustment data file by clicking the **Upload** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824

For more information on...	See...
How to upload an adjustment data file	Uploading an Adjustment Data File on page 824
How to view the details of an adjustment upload request	Viewing the Adjustment Upload Request Details on page 834

Adjustment Upload Request

The **Adjustment Upload Request** zone displays the details of the adjustment upload request. This zone contains the following sections:

- **Header** — This section provides basic information about the upload request. It contains the following fields:

Field Name	Field Description
Upload Request Information	<p>Displays information about the adjustment upload request. The information string contains the following comma-separated values:</p> <ul style="list-style-type: none"> • Upload Request Type Description • Status Description • Upload Request ID <p>Note: This information string is generated using the C1-FLREQ-INF algorithm which is attached to the Information system event in the adjustment upload request business object. If you want to display a different information string, you need to define a custom algorithm type and attach the algorithm in the adjustment upload request business object.</p>
Status	<p>Indicates the status of the adjustment upload request. The valid values are:</p> <ul style="list-style-type: none"> • Approved • Cancelled • Completed • Create Adjustment • Creating Adjustment • Deferred • Pending • Rejected • Pending for Approval
Status Reason	<p>Indicates the reason why the adjustment data file is cancelled or rejected.</p> <p>Note: This field appears only when the adjustment upload request is in the Cancelled or Rejected status.</p>
File Name	<p>Displays the name of the adjustment data file for which the adjustment upload request is created.</p>

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Cancel File	Used to cancel an adjustment data file. Note: The Cancel File button appears only when the adjustment upload request is in the Pending status.
Create Adjustment	Used to create adjustments for the records which are uploaded through the adjustment data file. Note: The Create Adjustment button appears only when: <ul style="list-style-type: none"> The adjustment upload request is in the Pending status. The approval workflow process is not configured for the upload request type using which the adjustment data file is uploaded.
Submit for Approval	Used to submit the adjustment data file for approval. Note: The Submit for Approval button appears only when: <ul style="list-style-type: none"> The adjustment upload request is in the Pending status. The approval workflow process is configured for the upload request type using which the adjustment data file is uploaded.
Approve	Used to approve the adjustment data file. Note: The Approve button appears only when: <ul style="list-style-type: none"> The adjustment upload request is in the Pending for Approval status. A user with the approval To Do role is reviewing the adjustment data file.
Reject	Used to reject the adjustment data file. Note: The Reject button appears only when: <ul style="list-style-type: none"> The adjustment upload request is in the Pending for Approval status. A user with the approval To Do role is reviewing the adjustment data file.

Note: The **Record Actions** section does not contain buttons when the status of the adjustment upload request is **Cancelled, Completed, Deferred, or Rejected**.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the adjustment upload request is created. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the adjustment upload request status is updated.
Create Date/Time	Displays the date and time when the adjustment upload request is created.

Related Topics

For more information on...	See...
How to view the details of an adjustment upload request	Viewing the Adjustment Upload Request Details on page 834
How to cancel an adjustment data file	Cancelling an Adjustment Data File on page 829
How to create adjustments for an adjustment data file	Creating Adjustments for an Adjustment Data File on page 830
How to submit an adjustment data file for approval	Submitting an Adjustment Data File for Approval on page 831
How to approve an adjustment data file	Approving an Adjustment Data File on page 832
How to reject an adjustment data file	Rejecting an Adjustment Data File on page 833

Adjustment Data Records

The **Adjustment Data Records** zone lists the adjustment records which are uploaded through the adjustment data file. This zone contains the following columns:

Column Name	Column Description
Adjustment Information	<p>Displays information about the adjustment that is created using the adjustment record.</p> <p>Note:</p> <p>The data appears in this column only when the status of the adjustment upload request is Completed.</p> <p>It has a link. On clicking the link, the Adjustment screen appears with the details of the respective adjustment.</p> <p>The information string appears only when an algorithm of the C1-ADI-INFO algorithm type is attached to the Adjustment Information system event in the Algorithms tab of the Installation Options — Framework screen.</p>
Account Identifier Type	Indicates the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account ID	Indicates the account for which the adjustment must be created.
Adjustment Match Value	Indicates the contract against which the adjustment must be created.
Adjustment Type	Indicates the adjustment type using which the adjustment must be created.
Adjustment Amount	Displays the adjustment amount.
Comments	Displays additional information about the adjustment.
Bill ID	Indicates the bill on which the adjustment must be created.
Arrears Date	Displays the date from when the amount is outstanding on the bill.
Char Type 1, Char Type 2,, Char Type 5	Indicates the characteristic that must be defined for the adjustment.
Char Value 1, Char Value 2,, Char Value 5	Displays the value of the characteristic type.

Related Topics

For more information on...	See...
How to view the details of an adjustment upload request	Viewing the Adjustment Upload Request Details on page 834
How to view the adjustment records uploaded through an adjustment data file	Viewing All Records of an Adjustment Data File on page 834

Searching for an Adjustment Upload Request

Prerequisites

To search for an adjustment upload request, you should have:

- Upload request types defined in the application

Procedure

To search for an adjustment upload request:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Financial** and then click **Adjustment Upload Request**.

The **Adjustment Upload Request** screen appears.

4. Enter the search criteria in the **Search Adjustment Upload Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of adjustment upload requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Adjustment Upload Request screen	Adjustment Upload Request on page 819
Search Adjustment Upload Request zone	Search Adjustment Upload Request on page 819

Uploading an Adjustment Data File

Prerequisites

To upload an adjustment data file, you should have:

- Upload request types defined in the application
- Adjustment data in the required CSV file format

Procedure

To upload an adjustment data file:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Financial** and then click **Adjustment Upload Request**.

The **Adjustment Upload Request** screen appears.

4. Click the **Upload** link in the upper right corner of the **Search Adjustment Upload Request** zone.

The **Upload Adjustment Data File** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to indicate the upload request type using which you want to upload the adjustment data file. Note: The list includes only those upload request types which are in the Active status.	Yes
Replace Existing File	Used to indicate whether you want to replace any existing file in the system. You must select this check box when you want to upload the same file once again. Note: You can replace an existing file only when the adjustment upload request is in the Pending or Cancelled status.	No
File Name	Used to specify the name and path of the adjustment data file that you want to upload. Note: You can also click the Browse button corresponding to this field to browse to the location where the adjustment data file is available in the system.	Yes

5. Select the upload request type using which you want to upload the adjustment data file.
6. Click the **Browse** button corresponding to the **File Name** field.
The **Choose File to Upload** dialog box appears.
7. Browse to the location where the adjustment data file that you want to upload is available.
8. Click **Open**.

The adjustment data file name and path appears in the **File Name** field.

9. Click **Submit**.

A grid appears which helps you to preview all records in the adjustment data file. It contains the following columns:

Column Name	Column Description
Errors	Indicates the reason why the adjustment record is invalid. If there are multiple reasons, the comma-separated list of error messages appears in this column. Note: This column appears only when you click the Save button.
Account Identifier Type	Indicates the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account ID	Indicates the account for which the adjustment must be created.
Match Type	Indicates the match type using which the adjustment must be created.

Column Name	Column Description
Match Value	Indicates the entity (such as contract, contract type, and so on) against which the adjustment must be created.
Adjustment Type	Indicates the adjustment type using which the adjustment must be created.
Adjustment Amount	Displays the adjustment amount.
Currency Code	Indicates the currency in which the adjustment must be created.
Comments	Displays additional information about the adjustment.
Bill ID	Indicates the bill on which the adjustment must be created.
Arrears Date	Displays the date from when the amount is outstanding on the bill.
Char Type 1	Indicates the characteristic that must be defined for the adjustment.
Char Value 1	Displays the value of the characteristic type.
Char Type 2	Indicates the characteristic that must be defined for the adjustment.
Char Value 2	Displays the value of the characteristic type.
Char Type 3	Indicates the characteristic that must be defined for the adjustment.
Char Value 3	Displays the value of the characteristic type.
Char Type 4	Indicates the characteristic that must be defined for the adjustment.
Char Value 4	Displays the value of the characteristic type.
Char Type 5	Indicates the characteristic that must be defined for the adjustment.
Char Value 5	Displays the value of the characteristic type.

Note: If you upload an adjustment data file which exceeds the maximum file size defined in the upload request type, the system will not allow you to upload the file.

10. Click **Save**.

The validation process starts immediately. The adjustment record is considered as invalid when:

- Account ID, Account Identifier Type, Account Identifier, Adjustment Type, Currency, Bill ID, Characteristic Type, Characteristic Value, or Match Type is invalid.
- Match Type, Match Value, Adjustment Type, Adjustment Amount, Currency, or Characteristic Value is missing.
- Contract ID does not exist in the system.
- The contract is in the **Cancelled** status.
- Contract type does not exist in the system.
- Account Identifier Type, Account Identifier, or Account ID is missing when the match type is Contract Type.
- No active contract of the specified contract type is available.
- Adjustment amount precision does not match the precision (decimal positions) defined for the currency.
- The adjustment type is not included in the adjustment type profile which is attached to the contract type.
- The characteristic type is not associated with the adjustment type.

If there is an invalid record in the adjustment data file, you will not be able to upload the file.

Related Topics

For more information on...	See...
Adjustment Upload Request screen	Adjustment Upload Request on page 819
Search Adjustment Upload Request zone	Search Adjustment Upload Request on page 819

Replacing an Adjustment Data File

Prerequisites

To replace an existing adjustment data file, you should have:

- Upload request types defined in the application
- Adjustment data in the required CSV file format

Procedure

To replace an existing adjustment data file:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Financial** and then click **Adjustment Upload Request**.
The **Adjustment Upload Request** screen appears.
4. Click the **Upload** link in the upper right corner of the **Search Adjustment Upload Request** zone.

The **Adjustment Upload Data File** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to indicate the upload request type using which you want to upload the adjustment data file. Note: The list includes only those upload request types which are in the Active status.	Yes
Replace Existing File	Used to indicate whether you want to replace any existing file in the system. You must select this check box when you want to upload the same file once again. Note: You can replace an existing file only when the adjustment upload request is in the Pending or Cancelled status.	No
File Name	Used to specify the name and path of the adjustment data file that you want to upload. Note: You can also click the Browse button corresponding to this field to browse to the location where the adjustment data file is available in the system.	Yes

5. Select the upload request type using which you want to upload the adjustment data file.
6. Select the **Replace Existing File** check box to indicate that you want to replace an existing adjustment data file.
7. Click the **Browse** button corresponding to the **File Name** field.

The **Choose File to Upload** dialog box appears.

8. Browse to the location where the adjustment data file that you want to upload is available.
9. Click **Open**.

The adjustment data file name and path appears in the **File Name** field.

10. Click **Submit**.

A grid appears which helps you to preview all records in the adjustment data file. It contains the following columns:

Column Name	Column Description
Errors	Indicates the reason why the adjustment record is invalid. If there are multiple reasons, the comma-separated list of error messages appears in this column. Note: This column appears only when you click the Save button.
Account Identifier Type	Indicates the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account ID	Indicates the account for which the adjustment must be created.
Match Type	Indicates the match type using which the adjustment must be created.
Match Value	Indicates the entity (such as contract, contract type, and so on) against which the adjustment must be created.
Adjustment Type	Indicates the adjustment type using which the adjustment must be created.
Adjustment Amount	Displays the adjustment amount.
Currency Code	Indicates the currency in which the adjustment must be created.
Comments	Displays additional information about the adjustment.
Bill ID	Indicates the bill on which the adjustment must be created.
Arrears Date	Displays the date from when the amount is outstanding on the bill.
Char Type 1	Indicates the characteristic that must be defined for the adjustment.
Char Value 1	Displays the value of the characteristic type.
Char Type 2	Indicates the characteristic that must be defined for the adjustment.
Char Value 2	Displays the value of the characteristic type.
Char Type 3	Indicates the characteristic that must be defined for the adjustment.
Char Value 3	Displays the value of the characteristic type.
Char Type 4	Indicates the characteristic that must be defined for the adjustment.
Char Value 4	Displays the value of the characteristic type.
Char Type 5	Indicates the characteristic that must be defined for the adjustment.
Char Value 5	Displays the value of the characteristic type.

Note: If you upload an adjustment data file which exceeds the maximum file size defined in the upload request type, the system will not allow you to upload the file.

11. Click **Save**.

The validation process starts immediately. The adjustment record is considered as invalid when:

- Account ID, Account Identifier Type, Account Identifier, Adjustment Type, Currency, Bill ID, Characteristic Type, Characteristic Value, or Match Type is invalid.

- Match Type, Match Value, Adjustment Type, Adjustment Amount, Currency, or Characteristic Value is missing.
- Contract ID does not exist in the system.
- The contract is in the **Cancelled** status.
- Contract type does not exist in the system.
- Account Identifier Type, Account Identifier, or Account ID is missing when the match type is Contract Type.
- No active contract of the specified contract type is available.
- Adjustment amount precision does not match the precision (decimal positions) defined for the currency.
- The adjustment type is not included in the adjustment type profile which is attached to the contract type.
- The characteristic type is not associated with the adjustment type.

If there is an invalid record in the adjustment data file, you will not be able to upload the file.

Related Topics

For more information on...	See...
Adjustment Upload Request screen	Adjustment Upload Request on page 819
Search Adjustment Upload Request zone	Search Adjustment Upload Request on page 819

Cancelling an Adjustment Data File

There might be situations when incorrect adjustment data file is uploaded in the system. In such case, the system provides you with an ability to cancel the file. However, note that you can cancel an adjustment data file only when the adjustment upload request is in the **Pending** status.

Prerequisites

To cancel an adjustment data file, you should have:

- Cancellation reasons defined in the application

Note: While cancelling an adjustment data file, you need to specify the reason why you want to cancel the adjustment data file. You can select the appropriate cancellation reason only when you have defined the reasons for the **Cancelled** status of the **C1-ADJUPLD** business object in the **Status Reason** screen.

Procedure

To cancel an adjustment data file:

1. Search for the adjustment upload request (which is created while uploading the file that you want to cancel) in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file that you want to cancel.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
- **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.

- Click **Cancel File** in the **Adjustment Upload Request** zone.

The **Cancellation Information** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancellation Reason	Used to indicate the reason why you want to cancel the adjustment data file.	Yes

Note: The **Cancel File** button appears only when the adjustment upload request is in the **Pending** status.

- Select the cancellation reason from the list.
- Click **Save**.

The adjustment data file is cancelled. In addition, the status of the adjustment upload request is changed to **Cancelled**.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824
Adjustment Upload Request zone	Adjustment Upload Request on page 821

Creating Adjustments for an Adjustment Data File

Procedure

To create adjustments for an adjustment data file:

- Search for the adjustment upload request (which is created while uploading the file for which you want to create adjustments) in the **Adjustment Upload Request** screen.
- In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file for which you want to create adjustments.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
- Click **Create Adjustment** in the **Adjustment Upload Request** zone.

The Defer algorithm attached to the upload request type using which you have uploaded the adjustment data file is triggered. If the number of records in the adjustment data file does not exceed the online record process limit (defined in the Defer algorithm), the system creates adjustments in the real time (i.e. immediately). In addition, the adjustment information string appears corresponding to each adjustment record in the **Adjustment Data Records** zone and the status of the adjustment upload request is changed to **Completed**. However, if the number of records in the adjustment data file exceeds the online record process limit, the system creates adjustments in the deferred mode and the status of the adjustment upload request is changed to **Deferred**.

Note:

Deferred mode means in the background when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked. You can configure the **Upload Request Periodic Monitor (C1-UPLRQ)** batch such that it is executed

at regular intervals. When the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked, the system checks whether there are any adjustment upload requests in the **Deferred** status. If there is an adjustment upload request in the **Deferred** status, the system creates adjustments for the adjustment data file. Once the adjustments are created, the adjustment information string appears corresponding to each adjustment record in the **Adjustment Data Records** zone and the status of the adjustment upload request is changed to **Completed**.

The **Create Adjustment** button appears only when:

- The adjustment upload request is in the **Pending** status.
- The approval workflow process is not configured for the upload request type using which the adjustment data file is uploaded.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824
Adjustment Upload Request zone	Adjustment Upload Request on page 821
Adjustment Data Records zone	Adjustment Data Records on page 823

Submitting an Adjustment Data File for Approval

Procedure

To submit an adjustment data file for approval:

1. Search for the adjustment upload request (which is created while uploading the file that you want to submit for approval) in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file that you want to submit for approval.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. Click **Submit for Approval** in the **Adjustment Upload Request** zone.

The status of the adjustment upload request is changed to **Pending for Approval**. A To Do is created using the **C1-ADJUP** To Do type. Users having a To Do role to which the **C1-ADJUP** To Do type is associated can view the To Do from the **To Do List** screen. On clicking the **Submitted Message** link corresponding to the To Do, the **Adjustment Upload Request** screen appears where you can review the records of the adjustment data file.

Note:

The **Submit for Approval** button appears only when:

- The adjustment upload request is in the **Pending** status.
- The approval workflow process is configured for the upload request type using which the adjustment data file is uploaded.

Related Topics

For more information on...	See...
Adjustment Upload Request zone	Adjustment Upload Request on page 821
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824

Approving an Adjustment Data File

Procedure

To approve an adjustment data file:

1. Search for the adjustment upload request (which is created while uploading the file that you want to review) in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file that you want to review.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. Review the records of the adjustment data file in the **Adjustment Data Records** zone.
 4. If the adjustment data file is appropriate, then click **Approve** in the **Adjustment Upload Request** zone.

The Defer algorithm attached to the upload request type using which you have uploaded the adjustment data file is triggered. If the number of records in the adjustment data file does not exceed the online record process limit (defined in the Defer algorithm), the system creates adjustments in the real time (i.e. immediately). In addition, the adjustment information string appears corresponding to each adjustment record in the **Adjustment Data Records** zone and the status of the adjustment upload request is changed to **Completed**. However, if the number of records in the adjustment data file exceeds the online record process limit, the system creates adjustments in the deferred mode and the status of the adjustment upload request is changed to **Deferred**.

Note:

Deferred mode means in the background when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked. You can configure the **Upload Request Periodic Monitor (C1-UPLRQ)** batch such that it is executed at regular intervals. When the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked, the system checks whether there are any adjustment upload requests in the **Deferred** status. If there is an adjustment upload request in the **Deferred** status, the system creates adjustments for the adjustment data file. Once the adjustments are created, the adjustment information string appears corresponding to each adjustment record in the **Adjustment Data Records** zone and the status of the adjustment upload request is changed to **Completed**.

The **Approve** button appears only when:

- The adjustment upload request is in the **Pending for Approval** status.
- A user with the approval To Do role is reviewing the adjustment data file.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824

For more information on...	See...
Adjustment Upload Request zone	Adjustment Upload Request on page 821
Adjustment Data Records zone	Adjustment Data Records on page 823

Rejecting an Adjustment Data File

Prerequisites

To reject an adjustment data file, you should have:

- Rejection reasons defined in the application

Note:

While rejecting an adjustment data file, you need to specify the reason why you want to reject the adjustment data file. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-ADJUPLD** business object in the **Status Reason** screen.

The system does not allow the submitter to approve or reject the adjustment data file.

Procedure

To reject an adjustment data file:

1. Search for the adjustment upload request (which is created while uploading the file that you want to review) in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file that you want to review.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. Review the records of the adjustment data file in the **Adjustment Data Records** zone.
 4. If the adjustment data file is not appropriate, then click **Reject** in the **Adjustment Upload Request** zone.

The **Rejection Information** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rejection Reason	Used to indicate the reason why you want to reject the adjustment data file.	Yes

Note:

The **Reject** button appears only when:

- The adjustment upload request is in the **Pending for Approval** status.
 - A user with the approval To Do role is reviewing the adjustment data file.
5. Select the rejection reason from the list.
 6. Click **Save**.

The adjustment data file is rejected. In addition, the status of the adjustment upload request is changed to **Rejected**.

Related Topics

For more information on...	See...
Adjustment Upload Request zone	Adjustment Upload Request on page 821
Adjustment Data Records zone	Adjustment Data Records on page 823
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824

Viewing the Adjustment Upload Request Details

Procedure

To view the details of an adjustment upload request:

1. Search for an adjustment upload request in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment upload request whose details you want to view.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. View the details of the adjustment upload request in the **Adjustment Upload Request** zone.
 4. View the list of adjustment records which are uploaded through the adjustment data file in the **Adjustment Data Records** zone.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824
Adjustment Upload Request zone	Adjustment Upload Request on page 821
Adjustment Data Records zone	Adjustment Data Records on page 823

Viewing All Records of an Adjustment Data File

Procedure

To view all records of an adjustment data file:

1. Search for the adjustment upload request (which is created while uploading the file whose records you want to view) in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment data file whose records you want to view.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. View the list of adjustment records which are uploaded through the adjustment data file in the **Adjustment Data Records** zone.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824
Adjustment Data Records zone	Adjustment Data Records on page 823

Viewing the Log of an Adjustment Upload Request

Procedure

To view the log of an adjustment upload request:

1. Search for the adjustment upload request in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment upload request whose log you want to view.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
 - **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.
3. Click the **Log** tab.

The **Upload Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the adjustment upload request.
Details	Displays the details about the action performed on the adjustment upload request.
User	Indicates the user who has performed the action on the adjustment upload request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the adjustment upload request.

Column Name	Column Description
Status Reason	Indicates the reason why the adjustment upload request was rejected or cancelled.

Note: You can manually add a log entry for the adjustment upload request by clicking the **Add Log Entry** link in the upper right corner of the **Upload Request Log** zone.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824
How to add a log entry for an adjustment upload request	Adding a Log Entry for an Adjustment Upload Request on page 836

Adding a Log Entry for an Adjustment Upload Request

Procedure

To add a log entry for an adjustment upload request:

1. Search for the adjustment upload request in the **Adjustment Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the adjustment upload request whose log you want to edit.

The **Adjustment Upload Request** screen appears. It contains the following two tabs:

- **Main** – This tab contains the following two zones:
 - **Adjustment Upload Request** – Displays the details of the adjustment upload request.
 - **Adjustment Data Records** – Lists the adjustment records which are uploaded through the adjustment data file.
- **Log** – This tab lists the complete trail of actions performed on the adjustment upload request.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Upload Request Log** zone.

The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Information	Displays information about the adjustment upload request.	Not applicable
Log Details	Used to specify additional comments on the adjustment upload request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Upload Request Log** zone.

Related Topics

For more information on...	See...
How to search for an adjustment upload request	Searching for an Adjustment Upload Request on page 824

Chapter 13

Payment Request

Topics:

- [Prerequisites](#)
- [Payment Request \(Without Approval Workflow\) Status Transition](#)
- [Payment Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-PaymentRequest](#)
- [Algorithms Used in C1-PaymentTransferRequest](#)
- [Payment Request Type](#)
- [Payment Request](#)
- [Payment Request](#)
- [Payment Event Summary](#)

Oracle Revenue Management and Billing facilitates you to create and transfer payments through a payment request. While creating a payment creation or transfer request, you need to specify the payment request type using which you want to create the payment request. It is the payment request type which helps the system to determine:

- Whether to create payment transfer or payment creation request
- Whether payment events and payments must be created in real time (i.e. immediately) or in the deferred mode
- Whether payment creation or transfer instructions must be approved by the approver before freezing the payments

While creating a payment creation request, you need to specify the tender amount and match type details. However, while creating a payment transfer request, you need to specify the transfer amount and match type details. The **Payment Request** feature supports the following match types :

- By Bill Regular (Match Entity: Account)
- By Bill (Match Entity: Bill)
- By Bill Weighted (Match Entity: Account)
- By Bill Segments (Match Entity: Account)
- By Suspense Contract (Match Entity: Account)
- By Settlement ID (Match Entity: Account)

You can specify multiple match types along with the entity (such as account or bill) in the payment request. Depending on the match type and match entity selected, the entities (such as unpaid bills, bill segments, or contracts) of the account are considered against which you can match the tender or transfer (payment) amount. Once you update the payment amount against the required entities, you can distribute the tender or payment amount.

On distributing the tender amount, the payment event, payments, payment segments, and payment tender are created. The payments are created in the **Freezable** status. If any error occurs while creating a payment, the payment is created in the **Error** status. If all payments of a payment event are in the **Freezable** status, the status of the payment event is set to **Balanced**. However, if any payment of a payment event is in the **Error** status, the status of the payment event is set to **Unbalanced**. On distributing the payment amount (during transfer), the new payments are created in the **Freezable** status. If any error occurs while creating a new payment, the payment is created in the **Error** status. The status of the payment event is set to **Unbalanced**. The old payments in the payment event that you want to transfer remains in the **Frozen** or **Error** status.

The system allows you to view the pay segments of a payment and edit the pay segment amount, if required. You can edit the pay segment amount before submitting the payment request for approval or before freezing the payments. If the approval is not required for the payment request, you can directly freeze the payments created through the payment request. However, if the approval is required for the payment request, you need to submit the payment request for approval. Based on the observations, the approver might approve or reject the payment request. On approving a payment creation request or freezing the payments, the status of the payments is changed from **Freezable** to **Frozen**. However, on approving a payment transfer request or freezing the payments, the system does the following:

- Changes the status of the old payments which are in the **Frozen** status to **Cancelled**
- Deletes the old payments which are in the **Error** status
- Changes the status of the new payments which are in the **Freezable** status to **Frozen**
- Changes the status of the payment event to **Balanced** when there are no payments in the **Error** status

On rejecting a payment creation request, the payment event, payments, payment segments, and payment tender which are created through the payment creation request are deleted. However, on rejecting a payment transfer request, the new payments which are created through the payment transfer request are deleted.

During the payment request process, a payment creation or transfer request goes through various statuses in its lifecycle. For more information about the payment request statuses, see [Payment Request \(Without Approval Workflow\) Status Transition](#) on page 843 and [Payment Request \(With Approval Workflow\) Status Transition](#) on page 843.

Note that the lifecycle of a payment creation and transfer requests is driven by the respective business object using which the payment creation and transfer requests are created. The **C1-PaymentRequest** and **C1-PaymentTransferRequest** business objects are shipped with the product. The payment request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-PaymentRequest** and **C1-PaymentTransferRequest** business objects.

For more information on how to setup the payment request process, see [Prerequisites](#) on page 841.

Prerequisites

To setup the payment request process, you need to do the following:

- Define the following match types:

Match Type	Description	Payment Distribution Override Algorithm	Manual Distribution Algorithm	Entity Type	Match Type Search Zone	Entity Flag
BILLR	By Bill Regular	C1-PDOV-PYBL	C1-MD-BILL	Account	C1_ACCTSRCH	Bill
BILLW	By Bill Weighted	C1-PDOV-WTBS	C1-MD-BILL	Account	C1_ACCTSRCH	Bill
BILL-WO	By Bill Weighted Outstanding Amount	C1-PDOV-WTOA		Account	C1_ACCT_SRCH	Bill
BILLSEG	By Bill Segment	C1-PDOV-PYBS	C1-MD-BSEG	Account	C1_ACCTSRCH	Bill Segment
BYSATY	By Suspense Contract	C1-PDOV-SATY	C1-MD-ONSA	Account	C1_ACCTSRCH	Contract
SETT-ID	By Settlement ID	C1-PDOV-PYSL	C1-MD-SID	Account	C1_ACCTSRCH	Settlement
BYBILL	By Bill	C1-PDOV-PYBL or C1-PDOV-WTBS	C1-MDBYBILL	Bill	CI_BILL	Bill
BILL-BS	By Bill - Pay By Bill Segment Oldest	C1-PDOV-BSDT		Account	C1_ACCT_SRCH	Bill

Note: The **C1-PDOV-BSDT** algorithm for the bill match type BILL-BS is used to distribute the amount among the bill segments of the bill in the order of bill segment start date.

Note: The **C1-PDOV-WTOA** algorithm for the bill match type BILL-WOA performs the bill weighted calculation based on the unpaid amount on the bill segment.

- Create a defer algorithm using the **C1-PAY-COUNT** algorithm type
- Define the required payment request types in the system
- Define the required characteristic types where the characteristic entity is set to **Payment Request Type**
- Define the required characteristic types where the characteristic entity is set to **Payment Tender**
- Define rejected status reasons for the **C1-PaymentRequest** business object
- Define rejected status reasons for the **C1-PaymentTransferRequest** business object
- Define payment cancelation or transfer reasons through the **Payment Cancel Reason** screen

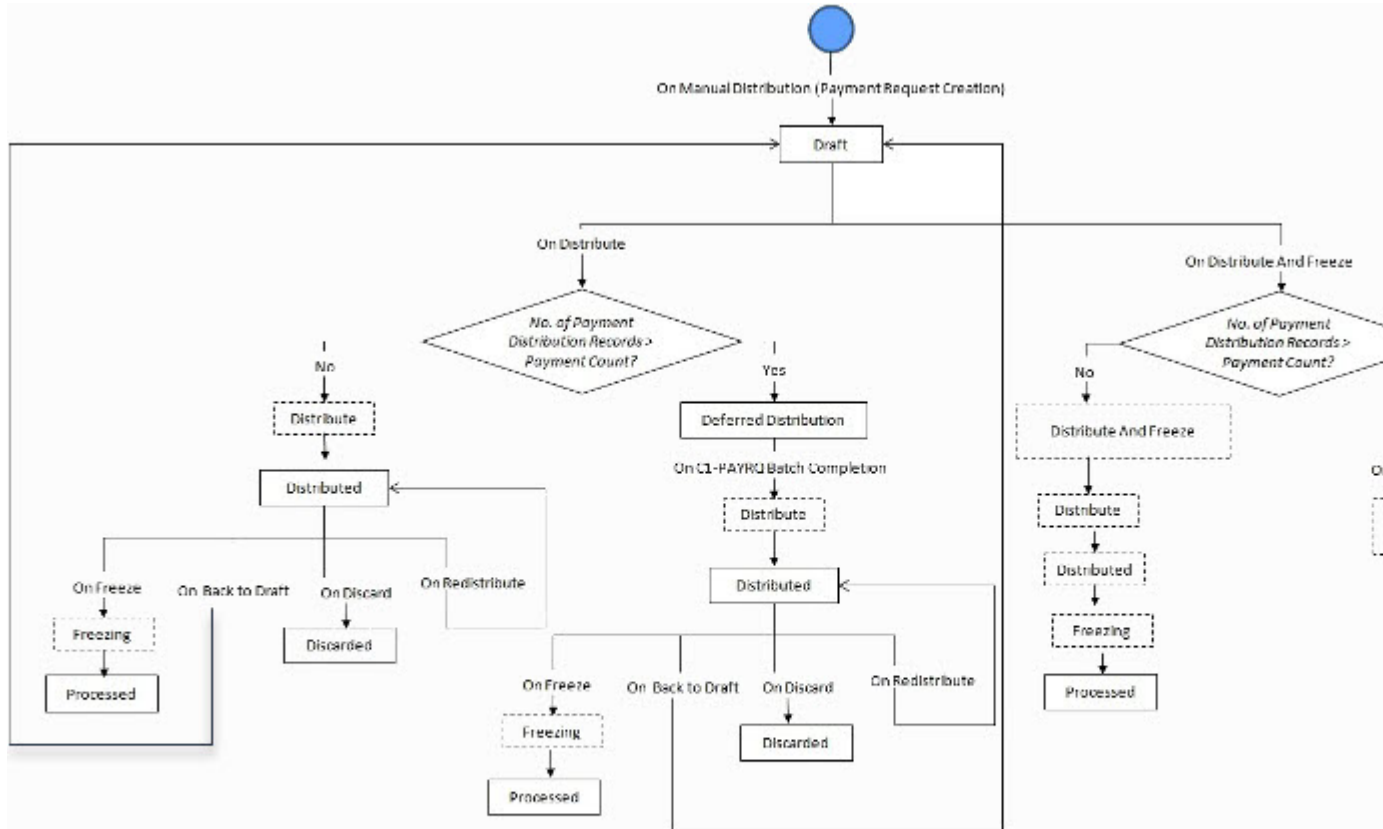
- Assign the **C1-PAYRQ** To Do type to a To Do role whose users must receive To Do generated while submitting a payment request for approval
- Set the **Payment Portal Configuration (C1-PAYPORTAL)** feature configuration
- Set the **Payment Request-Sort Distribution data (C1-PYREQSRT)** feature configuration
- Set the batch control type of the **Payment Request Periodic Monitor (C1-PAYRQ)** batch to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

Related Topics

For more information on...	See...
How to set the C1-PAYPORTAL feature configuration	Setting the C1-PAYPORTAL Feature Configuration on page 1657
How to set the C1-PYREQSRT feature configuration	Setting the C1-PYREQSRT Feature Configuration on page 1659

Payment Request (Without Approval Workflow) Status Transition

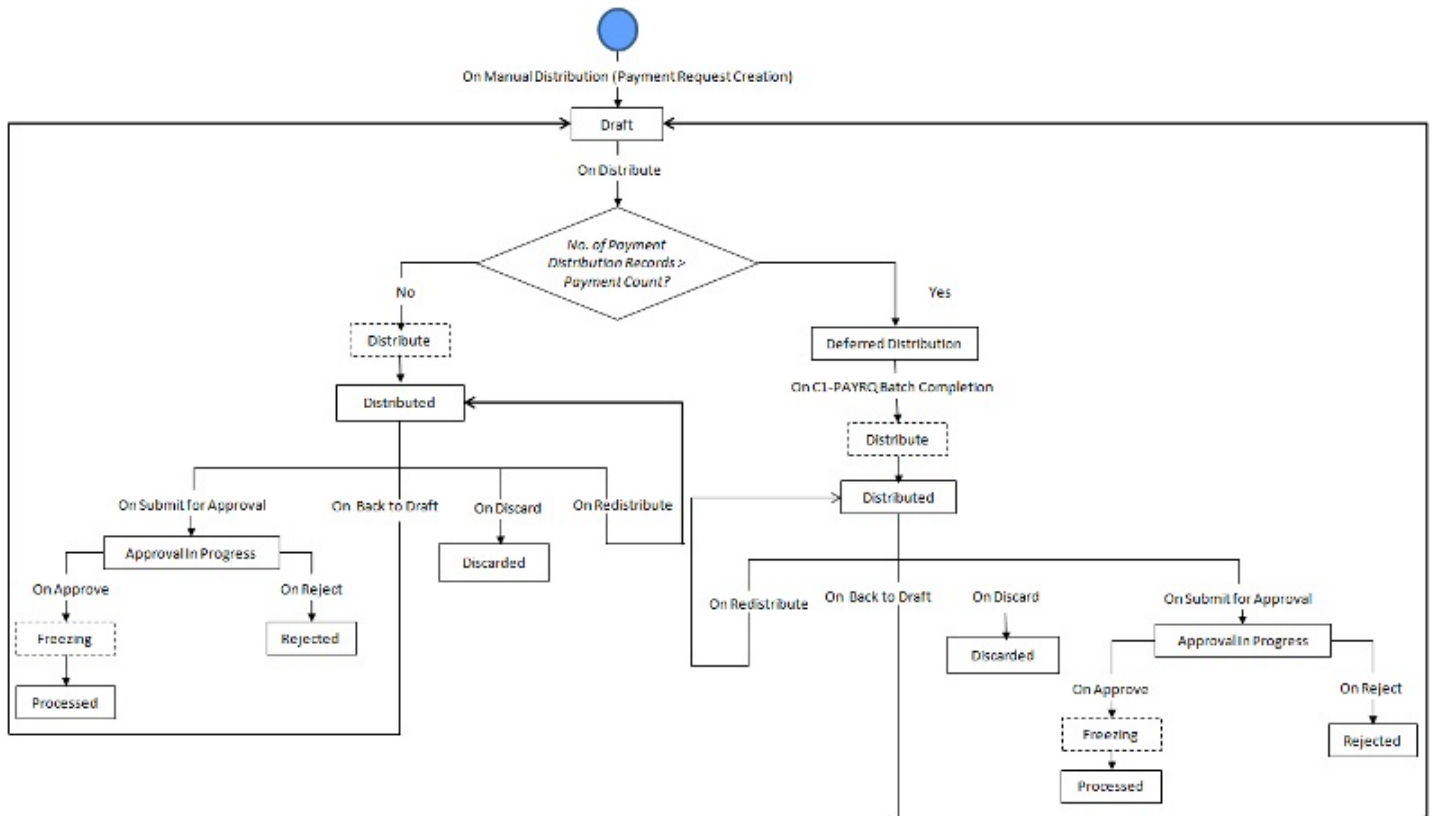
The following figure graphically indicates how a payment creation or transfer request moves from one status to another when the approval workflow is



off:

Payment Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a payment creation or transfer request moves from one status to another when approval workflow is on:



Algorithms Used in C1-PaymentRequest

The following table lists the algorithms which are attached to the **C1-PaymentRequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-PAYRQ-INF	C1-PAYRQ-INF	This algorithm generates the payment request information string which appears throughout the application. This algorithm concatenates the following fields: <ul style="list-style-type: none"> • Payment Request Type Description • Payment Request Status Description • Payment Request ID
Post-Processing	C1-PAYREQPOS	C1-PAYREQPOS	This algorithm invokes the manual distribution algorithm of the match types that are newly added while editing a payment request. It also deletes the respective match type entities from the C1_PAY_DISTRIBUTION table when you remove a match type while editing a payment request.

System Event	Algorithm	Algorithm Type	Description
Validation	C1-PAYREQVAL	C1-PAYREQVAL	<p>This algorithm checks whether the mandatory data (such as payment date, payor account, tender type, tender amount, currency, match type, and match entity) is specified while creating a payment request. It also checks whether auto pay source, auto pay route type, and account number are specified when you select a tender type where the Generate Auto Pay option is selected. This algorithm is triggered when you click the Manual Distribution button.</p> <p>Note: You do not specify the tender and auto pay details while creating a payment transfer request.</p>

The following table lists the algorithms which are used in the lifecycle of the **C1-PaymentRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-PAY-DFT	C1-PAY-DFT	This algorithm invokes the manual distribution algorithm of the match types that you have selected while creating a payment request.
Draft	Exit	C1-PAYDFTEXT	C1-PAYDFTEXT	This algorithm checks whether the sum of the distributed payment amount is equal to the tender or transfer amount. This algorithm is triggered when you click the Distribute button.
Approval In Progress	Enter	C1-PAY-PFA	C1-PAY-PFA	This algorithm creates the To Do using the To Do type specified in the payment request type using which the payment request is created. The To Do is sent to the users with the approval To Do role specified in the payment request type.
Approval In Progress	Exit	C1-PAYPFAEXT	C1-PAYPFAEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the payment request type. It does not allow the submitter to approve or reject the payment request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Enter	C1-PAY-APP	C1-PAY-APP	This algorithm changes the status of the payment request to Freezing when the approver clicks the Approve button.
Distribute	Enter	C1-PAY-DIST	C1-PAY-DIST	This algorithm invokes the defer algorithm specified in the payment request type using which the payment request is created. The defer algorithm checks whether the tender or transfer amount must be distributed in the real time (i.e. immediately) or in the deferred mode. If the tender or transfer amount must be distributed in the real time, the status of the payment request is changed to Distributed . However., if the tender or transfer amount must be distributed in the deferred mode, the status of the payment request is changed to Deferred Distribution .
Deferred Distribution	Monitor	C1-PAY-MONT	C1-PAY-MONT	This algorithm is invoked from the Payment Request Periodic Monitor (C1-PAYRQ) batch. It changes the status of the payment request from Deferred Distribution to Distributed .
Distributed	Enter	C1-PAYCREATE	C1-PAYCREATE	This algorithm creates the payment event, payments, payment segments, and payment tender. A payment is created for each record in the C1_PAY_DISTRIBUTION table where the payment amount is greater than or less than zero. The status of the payments is set to Freezable . If any error occurs while creating a payment, the status of the payment is set to Error . The payment event ID is updated corresponding to the payment request in the C1_PAY_REQ table. Finally, the status of the payment request is changed to Distributed .
Distributed	Exit	C1-FRZ-VALID	C1-FRZ-VALID	This algorithm is triggered when you click the Submit for Approval or Freeze button. It checks whether the sum of payment segment amount is equal to the payment amount for each payment.

Status	System Event	Algorithm	Algorithm Type	Description
Distributed	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Freezing	Enter	C1-PAY-V-FRZ	C1-PAY-V-FRZ	This algorithm validates whether payment already exists on the entity. It checks the unpaid amount of the entity.
Freezing	Enter	C1-PAY-FRZ	C1-PAY-FRZ	<p>This algorithm fetches the payment event created through the payment request. If you are freezing the payments of a payment creation request, this algorithm does the following:</p> <ul style="list-style-type: none"> • Changes the status of the payments which are in the Freezable status to Frozen • Changes the status of the payment event to Balanced when there are no payments in the Error status <p>However, if you are freezing the payments of a payment transfer request, this algorithm does the following:</p> <ul style="list-style-type: none"> • Changes the status of the old payments which are in the Frozen status to Cancelled • Deletes the old payments which are in the Error status • Changes the status of the new payments which are in the Freezable status to Frozen • Changes the status of the payment event to Balanced when there are no payments in the Error status
Processed	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Rejected	Enter	C1-PAY-RJT	C1-PAY-RJT	This algorithm is triggered when the approver clicks the Reject button. If you are rejecting a payment creation request, this algorithm deletes the payment event, payments, payment segments, and payment tender which are created through the payment creation request. However, if you are rejecting a payment transfer request, this algorithm deletes the new payments which are created through the payment transfer request.
Discarded	Enter	C1-PAY-RJT	C1-PAY-RJT	This algorithm is triggered when the approver clicks the Reject button. If you are rejecting a payment creation request, this algorithm deletes the payment event, payments, payment segments, and payment tender which are created through the payment creation request. However, if you are rejecting a payment transfer request, this algorithm deletes the new payments which are created through the payment transfer request.
Distribute And Freeze	Enter	C1-ISFREEZE	C1-ISFREEZE	This algorithm invokes the distribute algorithm and set Flag in the payment request clob.

Algorithms Used in C1-PaymentTransferRequest

The following table lists the algorithms which are attached to the **C1-PaymentTransferRequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-PAYRQ-INF	C1-PAYRQ-INF	This algorithm generates the payment request information string which appears throughout the application. This algorithm concatenates the following fields: <ul style="list-style-type: none"> • Payment Request Type Description • Payment Request Status Description • Payment Request ID
Post-Processing	C1-PAYREQPOS	C1-PAYREQPOS	This algorithm invokes the manual distribution algorithm of the match types that are newly added while editing a payment request. It also deletes the respective match type entities from the C1_PAY_DISTRIBUTION table when you remove a match type while editing a payment request.

System Event	Algorithm	Algorithm Type	Description
Validation	C1-PAYREQVAL	C1-PAYREQVAL	<p>This algorithm checks whether the mandatory data (such as payment date, payor account, tender type, tender amount, currency, match type, and match entity) is specified while creating a payment request. It also checks whether auto pay source, auto pay route type, and account number are specified when you select a tender type where the Generate Auto Pay option is selected. This algorithm is triggered when you click the Manual Distribution button.</p> <p>Note: You do not specify the tender and auto pay details while creating a payment transfer request.</p>

The following table lists the algorithms which are used in the lifecycle of the **C1-PaymentTransferRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-PAY-DFT	C1-PAY-DFT	This algorithm invokes the manual distribution algorithm of the match types that you have selected while creating a payment request.
Draft	Exit	C1-PAYDFTEXT	C1-PAYDFTEXT	This algorithm checks whether the sum of the distributed payment amount is equal to the tender or transfer amount. This algorithm is triggered when you click the Distribute button.
Approval In Progress	Enter	C1-PAY-PFA	C1-PAY-PFA	This algorithm creates the To Do using the To Do type specified in the payment request type using which the payment request is created. The To Do is sent to the users with the approval To Do role specified in the payment request type.
Approval In Progress	Exit	C1-PAYPFAEXT	C1-PAYPFAEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the payment request type. It does not allow the submitter to approve or reject the payment request.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Approved	Enter	C1-PAY-APP	C1-PAY-APP	This algorithm changes the status of the payment request to Freezing when the approver clicks the Approve button.
Distribute	Enter	C1-PAY-DIST	C1-PAY-DIST	This algorithm invokes the defer algorithm specified in the payment request type using which the payment request is created. The defer algorithm checks whether the tender or transfer amount must be distributed in the real time (i.e. immediately) or in the deferred mode. If the tender or transfer amount must be distributed in the real time, the status of the payment request is changed to Distributed . However., if the tender or transfer amount must be distributed in the deferred mode, the status of the payment request is changed to Deferred Distribution .
Deferred Distribution	Monitor	C1-PAY-MONT	C1-PAY-MONT	This algorithm is invoked from the Payment Request Periodic Monitor (C1-PAYRQ) batch. It changes the status of the payment request from Deferred Distribution to Distributed .

Status	System Event	Algorithm	Algorithm Type	Description
Distributed	Enter	C1-PAYTRANS	C1-PAYTRANS	This algorithm is invoked when the status of the payment transfer request is changed to Distributed . A payment is created for each record in the C1_PAY_DISTRIBUTION table where the payment amount is greater than or less than zero. The status of the new payments is set to Freezable . If any error occurs while creating a payment, the status of the payment is set to Error . The payment event ID is updated corresponding to the payment request in the C1_PAY_REQ table. Finally, the status of the payment request is changed to Distributed .
Distributed	Exit	C1-FRZ-VALID	C1-FRZ-VALID	This algorithm is triggered when you click the Submit for Approval or Freeze button. It checks whether the sum of payment segment amount is equal to the payment amount for each payment.
Distributed	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Freezing	Enter	C1-PAY-V-FRZ	C1-PAY-V-FRZ	This algorithm validates the payment that already exists on the entity. It checks the unpaid amount of the entity.

Status	System Event	Algorithm	Algorithm Type	Description
Freezing	Enter	C1-PAY-FRZ	C1-PAY-FRZ	<p>This algorithm fetches the payment event created through the payment request. If you are freezing the payments of a payment creation request, this algorithm does the following:</p> <ul style="list-style-type: none"> • Changes the status of the payments which are in the Freezable status to Frozen • Changes the status of the payment event to Balanced when there are no payments in the Error status <p>However, if you are freezing the payments of a payment transfer request, this algorithm does the following:</p> <ul style="list-style-type: none"> • Changes the status of the old payments which are in the Frozen status to Cancelled • Deletes the old payments which are in the Error status • Changes the status of the new payments which are in the Freezable status to Frozen • Changes the status of the payment event to Balanced when there are no payments in the Error status
Processed	-	-	-	-
Rejected	Enter	C1-PAY-RJT	C1-PAY-RJT	<p>This algorithm is triggered when the approver clicks the Reject button. If you are rejecting a payment creation request, this algorithm deletes the payment event, payments, payment segments, and payment tender which are created through the payment creation request. However, if you are rejecting a payment transfer request, this algorithm deletes the new payments which are created through the payment transfer request.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Discarded	Enter	C1-PAY-RJT	C1-PAY-RJT	This algorithm is triggered when the approver clicks the Reject button. If you are rejecting a payment creation request, this algorithm deletes the payment event, payments, payment segments, and payment tender which are created through the payment creation request. However, if you are rejecting a payment transfer request, this algorithm deletes the new payments which are created through the payment transfer request.
Distribute And Freeze	Enter	C1-ISFREEZE	C1-ISFREEZE	This algorithm invokes the distribute algorithm and set Flag in payment request clob.
Cancel	-	-	-	-

Payment Request Type

Oracle Revenue Management and Billing allows you to define a payment request type using which you can create a payment request. A payment request of the specified payment request type is created when you manually distribute the tender or payment amount. It is the payment request type which helps the system to determine:



- Whether to create payment transfer or payment creation request
- Whether payment events and payments must be created in real time (i.e. immediately) or in the deferred mode
- Whether payment creation or transfer instructions must be approved by the approver before freezing payments

The **Payment Request Type** screen allows you to define, edit, copy, and delete a payment request type. This screen consists of the following zones:

- [Payment Request Type List](#) on page 853
- [Payment Request Type](#) on page 854

Payment Request Type List

The **Payment Request Type List** zone lists payment request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Payment Request Type	Displays the payment request type.
Description	Displays the description of the payment request type.
Edit	On clicking the Edit  icon, the Payment Request Type screen appears where you can edit the details of the payment request type.
Duplicate	On clicking the Duplicate  icon, the Payment Request Type screen appears where you can define a payment request type using an existing payment request type.

Column Name	Column Description
Delete	<p>On clicking the Delete (🗑️) icon, you can delete the payment request type.</p> <p>Note: You can delete a payment request type only when you have not created a payment request using the payment request type.</p>

On clicking the **Broadcast** (📡) icon corresponding to a payment request type, the **Payment Request Type** zone appears with the details of the respective payment request type.

Related Topics

For more information on...	See...
How to define a payment request type	Defining a Payment Request Type on page 856
How to edit a payment request type	Editing a Payment Request Type on page 860
How to copy a payment request type	Copying a Payment Request Type on page 863
How to delete a payment request type	Deleting a Payment Request Type on page 866
How to view the details of a payment request type	Viewing the Payment Request Type Details on page 867

Payment Request Type

The **Payment Request Type** zone displays the details of the payment request type. This zone contains the following sections:

- **Main** — This section provides basic information about the payment request type. It contains the following fields:

Field Name	Field Description
Payment Request Type	Displays the payment request type.
Payment Request Business Object	<p>Indicates the business object that will be used to create the payment request.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.</p>
Description	Displays the description of the payment request type.
Detailed Description	Displays additional information about the payment request type.
Status	<p>Indicates the status of the payment request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive
Transfer	Indicates whether the payment request type will be used to create payment transfer or payment creation request.

Field Name	Field Description
Defer Algorithm	<p>Indicates the algorithm that will be triggered when you distribute tender or payment amount. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count (defined in the Defer algorithm). If the number of payment distribution records in the payment request does not exceed the payment count, the system distributes tender or payment amount and accordingly creates payment event and payments in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes tender or payment amount in the deferred mode.</p> <p>Note: Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)</p> <p>It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.</p>
Approval Required	Indicates whether approval is required while freezing payments of the payment requests which are created using the payment request type.
Approval To Do Type	<p>Indicates that To Do of the specified To Do type must be created when you submit the payment request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p>
Approval To Do Role	<p>Indicates that users with the specified To Do role can only approve the payment request submitted for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p>

- **Characteristics** — This section lists the characteristics defined for the payment request type. It contains the following columns:

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.


- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the payment request type.

Button Name	Button Description
Delete	Used to delete the payment request type. Note: You can delete a payment request type only when you have not created a payment request using the payment request type.
Duplicate	Used to create a new payment request type using an existing payment request type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the payment request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Payment Request Type** zone does not appear in the **Payment Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to a payment request type in the **Payment Request Type List** zone.

Related Topics

For more information on...	See...
How to define a payment request type	Defining a Payment Request Type on page 856
How to edit a payment request type	Editing a Payment Request Type on page 860
How to copy a payment request type	Copying a Payment Request Type on page 863
How to delete a payment request type	Deleting a Payment Request Type on page 866
How to view the details of a payment request type	Viewing the Payment Request Type Details on page 867

Defining a Payment Request Type

Prerequisites

To define a payment request type, you should have:

- Payment request business objects defined in the application
- Defer algorithm defined using the **C1-PAY-COUNT** algorithm type
- **C1-PAYRQ** To Do type assigned to a To Do role whose users must receive To Do generated while submitting a payment request for approval

Procedure

To define a payment request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Payment Request Type** sub-menu.
The **Select Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type Business Object	Used to indicate the business object that you want to use to create the payment request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Payment Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple payment request type business objects defined in the application. If there is only one payment request type business object defined in the application, the **Payment Request Type** screen appears.


4. Select the required payment request type business object from the respective field.
5. Click **OK**.

The **Payment Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the payment request type.
- **Characteristics** - Used to define characteristics for the payment request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Used to specify the payment request type.	Yes
Business Object	Indicates the payment request type business object used while defining the payment request type.	Not applicable
Payment Request Business Object	Used to indicate the business object that you want to use while creating the payment request.	Yes
Description	Used to specify the description for the payment request type.	Yes
Detailed Description	Used to specify additional information about the payment request type.	No
Status	Used to indicate the status of the payment request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Transfer	Used to indicate whether the payment request type will be used to create payment transfer or payment creation request.	No

Field Name	Field Description	Mandatory (Yes or No)
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you distribute tender or payment amount. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count (defined in the Defer algorithm). If the number of payment distribution records in the payment request does not exceed the payment count, the system distributes tender or payment amount and accordingly creates payment event and payments in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes tender or payment amount in the deferred mode.</p> <div data-bbox="505 642 1092 947" style="border: 1px solid black; padding: 5px;"> <p>Note: Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)</p> <p>Deferred mode means in the background when the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked. You can configure the Payment Request Periodic Monitor (C1-PAYRQ) batch such that it is executed at regular intervals. When the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked, the system checks whether there are any payment requests in the Deferred Distribution status. If there is a payment request in the Deferred Distribution status, the system distributes tender or payment amount and accordingly creates payment event and payments.</p> </div> <div data-bbox="505 1360 1092 1549" style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	Yes
Approval Required	Used to indicate whether approval is required while freezing payments of the payment requests which are created using the payment request type.	No
Approval To Do Type	<p>Used to indicate that To Do of the specified To Do type must be created when you submit the payment request for approval.</p> <div data-bbox="505 1801 1092 1871" style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Approval Required check box is selected.</p> </div>	<p>Yes (Conditional)</p> <div data-bbox="1114 1738 1463 1835" style="border: 1px solid black; padding: 5px;"> <p>Note: This field is required when the Approval Required check box is selected.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the payment request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

6. Enter the required details.

Note: You can search for an algorithm and To Do type by clicking the **Search**  icon corresponding to the respective field.

7. Define characteristics for the payment request type, if required.

8. Click **Save**.

The payment request type is defined.

Related Topics

For more information on...	See...
Payment Request Type screen	Payment Request Type on page 853
Payment Request Type List zone	Payment Request Type List on page 853
How to define characteristics for a payment request type	Defining Characteristics for a Payment Request Type on page 859

Defining Characteristics for a Payment Request Type

Prerequisites

To define characteristics for a payment request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Payment Request Type**)

Procedure

To define characteristics for a payment request type:


- Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a payment request type.


The **Characteristics** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Request Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment request type.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment request type.

- Enter the required details.

Note: If you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the payment request type, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the payment request type, click the **Delete** () icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a payment request type	Defining a Payment Request Type on page 856
How to edit a payment request type	Editing a Payment Request Type on page 860
How to copy a payment request type	Copying a Payment Request Type on page 863

Editing a Payment Request Type


Prerequisites

To edit a payment request type, you should have:

- Payment request business objects defined in the application
- Defer algorithm defined using the **C1-PAY-COUNT** algorithm type
- C1-PAYRQ** To Do type assigned to a To Do role whose users must receive To Do generated while submitting a payment request for approval

Procedure

To edit a payment request type:


- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **P** and then click **Payment Request Type**.
A sub-menu appears.
- Click the **Search** option from the **Payment Request Type** sub-menu.
The **Payment Request Type** screen appears.
- In the **Payment Request Type List** zone, click the **Edit** () icon in the **Edit** column corresponding to the payment request type whose details you want to edit.

The **Payment Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the payment request type.
- **Characteristics** - Used to define characteristics for the payment request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Displays the payment request type.	Not applicable
Business Object	Indicates the payment request type business object used while defining the payment request type.	Not applicable
Payment Request Business Object	Used to indicate the business object that you want to use while creating the payment request.	Yes
Description	Used to specify the description for the payment request type.	Yes
Detailed Description	Used to specify additional information about the payment request type.	No
Status	Used to indicate the status of the payment request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Transfer	Used to indicate whether the payment request type will be used to create payment transfer or payment creation request.	No

Field Name	Field Description	Mandatory (Yes or No)
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you distribute tender or payment amount. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count (defined in the Defer algorithm). If the number of payment distribution records in the payment request does not exceed the payment count, the system distributes tender or payment amount and accordingly creates payment event and payments in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes tender or payment amount in the deferred mode.</p> <p>Note:</p> <p>Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)</p> <p>Deferred mode means in the background when the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked. You can configure the Payment Request Periodic Monitor (C1-PAYRQ) batch such that it is executed at regular intervals. When the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked, the system checks whether there are any payment requests in the Deferred Distribution status. If there is a payment request in the Deferred Distribution status, the system distributes tender or payment amount and accordingly creates payment event and payments.</p> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	Yes
Approval Required	Used to indicate whether approval is required while freezing payments of the payment requests which are created using the payment request type.	No
Approval To Do Type	<p>Used to indicate that To Do of the specified To Do type must be created when you submit the payment request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the payment request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

Tip: Alternatively, you can click the **Edit** button in the **Payment Request Type** zone to edit the details of the payment request type.

5. Modify the required details.

Note: You can search for an algorithm and To Do type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the payment request type, if required.
7. Click **Save**.

The changes made to the payment request type are saved.

Related Topics

For more information on...	See...
Payment Request Type screen	Payment Request Type on page 853
Payment Request Type List zone	Payment Request Type List on page 853
Payment Request Type zone	Payment Request Type on page 854
How to define characteristics for a payment request type	Defining Characteristics for a Payment Request Type on page 859

Copying a Payment Request Type

Instead of creating a payment request type from scratch, you can create a new payment request type using an existing payment request type. This is possible through copying a payment request type. On copying a payment request type, the details including the characteristics are copied to the new payment request type. You can then edit the details, if required.

Prerequisites

To copy a payment request type, you should have:

- Payment request type (whose copy you want to create) defined in the application
- Payment request business objects defined in the application
- Defier algorithm defined using the **C1-PAY-COUNT** algorithm type
- **C1-PAYRQ** To Do type assigned to a To Do role whose users must receive To Do generated while submitting a payment request for approval


Procedure

To copy a payment request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Request Type**.
A sub-menu appears.

3. Click the **Search** option from the **Payment Request Type** sub-menu.

The **Payment Request Type** screen appears.


4. In the **Payment Request Type List** zone, click the **Duplicate**  icon in the **Duplicate** column corresponding to the payment request type whose copy you want to create.

The **Payment Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the payment request type.
- **Characteristics** - Used to define characteristics for the payment request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Used to specify the payment request type.	Yes
Business Object	Indicates the payment request type business object used while defining the payment request type.	Not applicable
Payment Request Business Object	Used to indicate the business object that you want to use while creating the payment request.	Yes
Description	Used to specify the description for the payment request type.	Yes
Detailed Description	Used to specify additional information about the payment request type.	No
Status	Used to indicate the status of the payment request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Transfer	Used to indicate whether the payment request type will be used to create payment transfer or payment creation request.	No

Field Name	Field Description	Mandatory (Yes or No)
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you distribute tender or payment amount. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count (defined in the Defer algorithm). If the number of payment distribution records in the payment request does not exceed the payment count, the system distributes tender or payment amount and accordingly creates payment event and payments in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes tender or payment amount in the deferred mode.</p> <p>Note:</p> <p>Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)</p> <p>Deferred mode means in the background when the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked. You can configure the Payment Request Periodic Monitor (C1-PAYRQ) batch such that it is executed at regular intervals. When the Payment Request Periodic Monitor (C1-PAYRQ) batch is invoked, the system checks whether there are any payment requests in the Deferred Distribution status. If there is a payment request in the Deferred Distribution status, the system distributes tender or payment amount and accordingly creates payment event and payments.</p> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	Yes
Approval Required	Used to indicate whether approval is required while freezing payments of the payment requests which are created using the payment request type.	No
Approval To Do Type	<p>Used to indicate that To Do of the specified To Do type must be created when you submit the payment request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the payment request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

Tip: Alternatively, you can click the **Duplicate** button in the **Payment Request Type** zone to create a copy of the payment request type.

5. Enter the required details.

Note: You can search for an algorithm and To Do type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the payment request type, if required.
7. Click **Save**.

The new payment request type is defined.


Related Topics

For more information on...	See...
Payment Request Type screen	Payment Request Type on page 853
Payment Request Type List zone	Payment Request Type List on page 853
Payment Request Type zone	Payment Request Type on page 854
How to define characteristics for a payment request type	Defining Characteristics for a Payment Request Type on page 859

Deleting a Payment Request Type

Procedure

To delete a payment request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Request Type** sub-menu.
The **Payment Request Type** screen appears.
4. In the **Payment Request Type List** zone, click the **Delete**  icon in the **Delete** column corresponding to the payment request type that you want to delete.
A message appears confirming whether you want to delete the payment request type.

Note: You can delete a payment request type only when you have not created a payment request using the payment request type.

Tip: Alternatively, you can click the **Delete** button in the **Payment Request Type** zone to delete the payment request type.

5. Click **OK**.

The payment request type is deleted.


Related Topics

For more information on...	See...
Payment Request Type screen	Payment Request Type on page 853
Payment Request Type List zone	Payment Request Type List on page 853
Payment Request Type zone	Payment Request Type on page 854

Viewing the Payment Request Type Details

Procedure

To view the details of a payment request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Request Type** sub-menu.
The **Payment Request Type** screen appears.
4. In the **Payment Request Type List** zone, click the **Broadcast**  icon corresponding to the payment request type whose details you want to view.
The **Payment Request Type** zone appears.
5. View the details of the payment request type in the **Payment Request Type** zone.

Related Topics

For more information on...	See...
Payment Request Type screen	Payment Request Type on page 853
Payment Request Type List zone	Payment Request Type List on page 853
Payment Request Type zone	Payment Request Type on page 854

Payment Request

The **Payment Request** screen allows you to search for a payment creation or transfer request using various search criteria. It also allows you to create payment creation and transfer requests. Through this screen, you can navigate to the following screens:

- [Payment Request](#) on page 871

This screen consists of the following zones:



- [Search Payment Request](#) on page 868

Search Payment Request

The **Search Payment Request** zone allows you to search for a payment request using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a payment request using request or payment details. The valid values are: <ul style="list-style-type: none"> • Request Details • Payment Details <div style="border: 1px solid black; padding: 2px;"> <p>Note: By default, the Request Details option is selected.</p> </div>	Yes
On or Before Creation Date/Time	Used to search payment requests which are created till a particular date and time. <div style="border: 1px solid black; padding: 2px;"> <p>Note: By default, the current date and time appears in this field. This field appears only when you select the Request Details option from the Search By list.</p> </div>	No
Payment Request Status	Used to search payment requests with a particular status. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Deferred Distribution • Discarded • Distribute And Freeze • Distributed • Draft • Processed • Rejected <div style="border: 1px solid black; padding: 2px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p> </div>	No
Payment Request Type	Used to search payment requests which are created using a particular payment request type. <div style="border: 1px solid black; padding: 2px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
User ID	Used to search payment requests which are created by a particular user. Note: This field appears only when you select the Request Details option from the Search By list.	No
Payment Request ID	Used to search a particular payment request. Note: This field appears only when you select the Request Details option from the Search By list.	No
Payment Event ID	Used to search a payment request through which a payment event is created. Note: This field appears only when you select the Payment Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Payment Event Search window appears.	No
Payor Account ID	Used to search payment requests which are created for a particular payor account. Note: This field appears only when you select the Payment Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.	No
Payor Name	Used to search payment requests which are created for a particular payor. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Payment Date	Used to search payment requests through which payments are created on a particular date. Note: This field appears only when you select the Payment Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a payment request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the payment request was created in the system.

Column Name	Column Description
Payment Request Information	<p>Displays information about the payment request.</p> <p>Note: It has a link. On clicking the link, the Payment Request screen appears with the details of the respective payment request.</p>
Status	<p>Indicates the status of the payment request. The valid values are:</p> <ul style="list-style-type: none"> • Approval In Progress • Deferred Distribution • Distributed • Draft • Processed • Rejected
Payment Event Information	<p>Displays information about the payment event which is created through the payment request.</p> <p>Note: It has a link. On clicking the link, the Payment Event screen appears with the details of the respective payment event.</p>
Created By	Indicates the user who has created the payment request.
Payor Account Information	<p>Displays information about the payor's account for which the payment request is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.</p>

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
How to create a payment request	Creating a Payment Creation Request on page 879
How to view the details of a payment request	Viewing the Payment Request Details on page 871

Searching for a Payment Request

Prerequisites

To search for a payment request, you should have:

- Payment request types defined in the application

Procedure

To search for a payment request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Payment Request**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Request** sub-menu.

The **Payment Request** screen appears.

4. Enter the search criteria in the **Search Payment Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of payment requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Payment Request screen	Payment Request on page 867
Search Payment Request zone	Search Payment Request on page 868

Viewing the Payment Request Details

Procedure

To view the details of a payment request:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose details you want to view.

The **Payment Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Payment Request** – Displays the details of the payment request.
 - **Payment Distribution** – Lists the payment distribution records of the payment request.
 - **Log** – This tab lists the complete trail of actions performed on the payment request.
3. View the details of the payment request in the **Payment Request** zone.
 4. View the payment distribution records of the payment request in the **Payment Distribution** zone.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872
Payment Distribution zone	Payment Distribution on page 877

Payment Request

Once you create a payment creation or transfer request, the **Payment Request** screen allows you to:

- Edit the details of a payment request
- Edit the payment amount against each entity
- Delete a payment request
- View the details of a payment request
- Distribute the tender or payment amount
- Edit the amount of a payment segment
- Freeze the payments created through a payment request
- Submit a payment request for approval before freezing payments
- Approve or reject a payment request
- View the log of a payment request
- Add a log entry for a payment request

This screen consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Payment Request** – Displays the details of the payment request.
 - **Payment Distribution** – Lists the payment distribution records of the payment request.
- **Log** – This tab lists the complete trail of actions performed on the payment request.

Payment Request

The **Payment Request** zone displays the details of the payment request. This zone contains the following sections:

- **Main** — This section provides basic information about the payment request. It contains the following fields:

Field Name	Field Description
Payment Request Information	Displays information about the payment request.
Payment Request Type	Indicates the payment request type using which the payment request is created. Note: It has a link. On clicking the link, the Payment Request Type screen appears where you can view the details of the payment request type.
Payment Request Status	Indicates the status of the payment request. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Deferred Distribution • Distributed • Draft • Processed • Rejected
Status Reason	Indicates the reason why the payment request is rejected. Note: This field appears only when the payment request is in the Rejected status. It has a link. On clicking the link, the Status Reason screen appears where you can view the details of the rejected reason.

Field Name	Field Description
Payor Account Information	<p>Displays information about the payor's account for which the payment request is created.</p> <p>Note: This field appears only when you are viewing the details of a payment creation request. It has a link. On clicking the link, the Account screen appears with the details of the respective account.</p>
Payment Date	Displays the date when the payment event and payments are created.
Payment Event Information	<p>Displays information about the payment event. If you are viewing the details of a payment creation request, this field displays information about the payment event which is created through the payment creation request. However, if you are viewing the details of a payment transfer request, this field displays information about the payment event whose payments you want to transfer.</p> <p>Note: This field does not appear when the payment request is in the Rejected status. If you are viewing the details of a payment creation request, this field does not appear when the payment creation request is in the Draft status. It has a link. On clicking the link, the Payment Event screen appears with the details of the respective payment event.</p>
Transfer Amount	<p>Displays the total payment amount which you want to transfer.</p> <p>Note: This field appears only when you are viewing the details of a payment transfer request.</p>
Transfer Reason	<p>Indicates the reason why you want to transfer the payment amount.</p> <p>Note: This field appears only when you are viewing the details of a payment transfer request.</p>

- **Tender Details** — This section provides details about the tender used in the payment request. This section appears only when you are viewing the details of a payment creation request. It contains the following fields:

Field Name	Field Description
Tender Type	Indicates the type of tender through which the payment was made.
Tender Amount	Displays the tender amount.
Currency	Indicates the currency in which the payment was made.
Check Number	<p>Displays the check number if the payment is made through check.</p> <p>Note: This field appears only when the tender type is set to Check.</p>
Auto Pay Route Type Code	<p>Indicates when and how automatic payment request of the account is routed to a financial institution.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>

Field Name	Field Description
Schedule Extract Date	<p>Displays the date when the automatic payment request is scheduled to be sent to a financial institution.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Auto Pay Source Code	<p>Indicates the financial institution that receives the automatic payment request.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Distribution and Freeze Date	<p>Displays the date when the automatic payment must be distributed and frozen in the system.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Account Number	<p>Indicates the bank account number through which the automatic payment was made.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Expires On	<p>Displays the date when the tender type will expire.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Name	<p>Displays the name of the person as maintained in the financial institution's system.</p> <p>Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.</p>
Tender Control Information	<p>Displays information about the tender control which is created when the payment event and payments are created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note:</p> <p>This field appears only when the payment request is in the Distributed, Approval In Progress, Processed , or Rejected status.</p> <p>It has a link. On clicking the link, the Tender Control screen appears with the details of the respective tender control.</p>

Field Name	Field Description
Deposit Control Information	<p>Displays information about the deposit control which is created when the payment event and payments are created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: This field appears only when the payment request is in the Distributed, Approval In Progress, Processed, or Rejected status. It has a link. On clicking the link, the Deposit Control screen appears with the details of the respective deposit control.</p>
Pay Tender ID	<p>Displays the payment tender ID.</p> <p>Note: This field appears only when the payment request is in the Processed status.</p>
Tender Status	<p>Indicates the current status of the tender. The valid values are:</p> <ul style="list-style-type: none"> Valid Cancelled <p>Note: This field appears only when the payment request is in the Processed status.</p>
MICR ID	Displays the MICR code on the payment.
Ext. Reference ID	Displays the external reference number of the payment on the payment upload interface record.
Person ID	Indicates the person's account ID mentioned in the payment upload interface record.
Name	Indicates the person mentioned in the payment upload interface record.

- **Characteristics** — This section lists the characteristics defined for the payment tender. It appears only when you are viewing the details of a payment creation request. It contains the following columns:

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Match Types** — This section lists the match type details of the payment request. This section appears only when you are viewing the details of a payment creation request. It contains the following columns:

Column Name	Column Description
Match Type	Indicates the match type using which you want to match the payment.
Match By	Indicates the bill or account (whose entities, such as unpaid bills, unpaid bill segments, settlement IDs, or contracts) must be considered while matching the payment.

- **Payor Account Details** — This section appears only when you are viewing the details of a payment transfer request. It contains the following columns:

Column Name	Column Description
Payor Account Information	Displays information about the payor's account whose payments you want to transfer.

- **Payment Details** — This section appears only when you are viewing the details of a payment transfer request. It contains the **Show Payments** link. On clicking the link, the **Payment** screen appears where you can view the details of the payment that you want to transfer. In case, you want to transfer multiple payments, the **Payment Search** window appears with the list of payments selected for transfer. You can click the individual payment to view the details in the **Payment** screen. The **Show Payments** link does not appear when you are viewing the details of a payment transfer request which is in the **Processed** status. Instead, the following column appears in this section:

Column Name	Column Description
Payment(s)	Displays information about the payment which is cancelled.

- **Record Actions** — This section contains the following buttons:

Column Name	Column Description
Edit	Used to edit the details of the payment request. Note: The Edit button appears only when the payment request is in the Draft status.
Delete	Used to delete the payment request. Note: The Delete button appears only when the payment request is in the Draft status.
Distribute	Used to distribute the tender or payment amount. Note: The Distribute button appears only when the payment request is in the Draft status.
Submit for Approval	Used to submit the payment request for approval. Note: The Submit for Approval button appears only when: <ul style="list-style-type: none"> • The payment request is in the Distributed status. • The Approval Required check box is selected in the payment request type using which the payment request is created.
Freeze	Used to freeze the payments which are created through the payment request. Note: The Freeze button appears only when: <ul style="list-style-type: none"> • The payment request is in the Distributed status. • The Approval Required check box is not selected in the payment request type using which the payment request is created.
Approve	Used to approve the payment request. Note: The Approve button appears only when: <ul style="list-style-type: none"> • The payment request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the payment request.

Column Name	Column Description
Reject	Used to reject the payment request. Note: The Reject button appears only when: <ul style="list-style-type: none"> The payment request is in the Approval In Progress status. A user with the approval To Do role is reviewing the payment request.
Back to Draft	Used to change the status of the payment request to Draft . Note: The Back to Draft button appears only when the payment request is in the Distributed status.
Discard	Used to discard the payment creation or transfer request. Note: The Discard button appears only when the payment request is in the Distributed status.
Distribute And Freeze	Used to distribute and freeze the payments at the same time. Note: the Distribute And Freeze button appears only when the payment request is in the Draft status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the payment request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the payment request status is updated
Create Date/Time	Displays the date and time when the payment request is created.

Payment Distribution

The **Payment Distribution** zone lists the payment distribution records of the payment request. This zone contains the following columns:

Column Name	Column Description
Match Type	Indicates the match type using which the payment was matched.
Payee Account ID	Indicates the account for which the payment was made. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Match Value	Indicates the entity (such as bill ID, bill segment ID, contract ID, or settlement ID) against which the payment was matched.

Column Name	Column Description
Match Entity	<p>Indicates the type of entity against which the payment was matched. The valid values are:</p> <ul style="list-style-type: none"> • Bill • Bill Segment • Contract • Settlement
Amount	Displays the entity amount. In case of contract, the entity amount would be zero.
Write Off Adjustment Amount	<p>Indicates the amount which is either write up or down when the payment against the bill is within the tolerance limit.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The data appears in this column only when the match type is Bill Weighted and the payment amount is within the underpayment or overpayment tolerance limit.</p> <p>This column does not appear when the payment request is in the Draft or Rejected status.</p> </div>
Paid Amount	<p>Displays the amount which is already paid against the entity.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This column appears only when the payment request is in the Draft or Rejected status.</p> </div>
Unpaid Amount	<p>Displays the amount which is eligible for payment against the entity.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This column appears only when the payment request is in the Draft or Rejected status.</p> </div>
Payment Amount	<p>Displays the payment amount. If the Show Default check box is not selected against a match type while creating the payment request, the payment amount against the respective match type entities is set to zero. However, if the Show Default check box is selected against a match type while creating the payment request, the payment amount appears against the respective match type entities. The tender amount is divided among the entities in the sequence of match types (where Show Default check box is selected) followed by the sequence of bill, bill segment, or contract start date. You can edit the payment amount, if required.</p>
Payment Currency	Indicates the currency in which the payment was made.
Payment ID	<p>Displays the payment ID.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>It has a link. On clicking the link, the Payment screen appears with the details of the respective payment.</p> <p>This column does not appear when the payment request is in the Draft or Rejected status.</p> </div>

Column Name	Column Description
Payment Status	<p>Indicates the status of the payment. The valid values are:</p> <ul style="list-style-type: none"> • Canceled • Error • Freezable • Frozen • Incomplete <p>Note: This column does not appear when the payment request is in the Draft or Rejected status.</p>
Error Message	<p>Indicates the reason why the payment is in the Error status.</p> <p>Note: This column does not appear when the payment request is in the Draft or Rejected status.</p>
Detail	<p>On clicking the Detail button, the Edit Payment Segment Amount screen appears where you can edit the payment segment amount.</p> <p>Note: This column does not appear when the payment request is in the Draft or Rejected status. The Detail button appears in the Detail column only when:</p> <ul style="list-style-type: none"> • The payment request is in the Distributed or Approval In Progress status • The payment is in the Freezable status. <p>However, a user with the approval To Do role will not be able to edit the payment segment amount.</p>
Redistribute	<p>On clicking the Redistribute button, you can redistribute the payment amount among the payment segments.</p> <p>Note: This column appears only when the payment request is in the Distributed or Distribute and Freeze status. The Redistribute button appears in the Redistribute column only when:</p> <ul style="list-style-type: none"> • The payment request is in the Distributed or Approval In Progress status

You can edit the payment amount by clicking the **Update Payment Amount** button in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to edit the payment amount against each entity	Editing the Payment Amount on page 885

Creating a Payment Creation Request

Prerequisites

To create a payment creation request, you should have:

- Payment request types defined in the application (where the **Transfer** check box is not selected)

Procedure

To create a payment creation request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Payment Request**.
A sub-menu appears.
3. Click the **Add** option from the **Payment Request** sub-menu.

The **Select Payment Request Type** screen appears. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Used to indicate the payment request type using which you want to create the payment request. Note: The list includes only those payment request types where the Transfer check box is not selected.	Yes

Tip: Alternatively, you can access the **Select Payment Request Type** screen by clicking the **Add** button in the **Page Title** area of the **Payment Request** screen.

4. Select the required payment request type from the respective field.
5. Click **OK**.

The **Payment Request** screen appears. It contains the following sections:


- **Main** - Used to specify basic details about the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Indicates the payment request type using which you want to create the payment request.	Not applicable
Payor Account Information	Used to indicate the payor account for which you want to create the payment request. Note: On specify the account ID, additional information about the account appears corresponding to this field. The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.	Yes
Payment Date	Used to specify the date when the payment was made. Note: By default, the current date appears in this field.	Yes

- **Tender Details** - Used to specify the tender details in the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tender Type	Used to indicate the type of tender through which the payment was made.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Tender Amount	Used to specify the tender amount.	Yes
Currency	Used to indicate the currency in which the payment was made.	Yes
Check Number	Used to specify the check number if the payment is made through check.	No
Auto Pay Route Type Code	Used to indicate when and how automatic payment request of the account is routed to a financial institution. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.
Schedule Extract Date	Displays the date when the automatic payment request is scheduled to be sent to a financial institution. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Not applicable
Auto Pay Source Code	Used to indicate the financial institution that receives the automatic payment request. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.
Distribution and Freeze Date	Displays the date when the automatic payment must be distributed and frozen in the system. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Not applicable
Account Number	Used to indicate the bank account number through which the automatic payment was made. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.
Expires On	Used to specify the date when the tender type will expire. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	No


Field Name	Field Description	Mandatory (Yes or No)
Name	Used to specify the name of the person as maintained in the financial institution's system. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	No
MICR ID	Used to specify the MICR code on the payment.	No
Ext. Reference ID	Used to specify the external reference number of the payment on the payment upload interface record.	No
Person ID	Used to indicate the person's account ID mentioned in the payment upload interface record.	No
Name	Used to indicate the person mentioned in the payment upload interface record.	No
Tender Control ID	Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Tender Control Search window appears.	

Note: If the auto pay instructions are defined for the payor account, by default, the auto pay data appears in the **Auto Pay Route Type Code, Auto Pay Source Code, Account Number, Expires On, and Name** fields.

- **Characteristics** - Used to define characteristics for the payment tender. This section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Tender .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.



- **Match Types** - Used to define match types for the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to match the payment.	Yes
Show Default	Used to indicate whether the default payment amount should be displayed against the match type entities. Note: By default, the Show Default check box is selected when you select the match type.	No
Entity	Indicates the match type entity. The valid values are: <ul style="list-style-type: none"> Account — Enables you to select the account whose unpaid bills, unpaid bill segments, settlement IDs, or contracts must be considered while matching the payment. Bill — Enables you to select the unpaid bill against which you want to match the payment. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.	Not applicable
Entity ID	Used to specify the account or bill ID depending on the match type entity.	Yes

6. Enter the required details.

Note:

You can search for a payor account, auto pay route type, auto pay source, and entity by clicking the **Search**  icon corresponding to the respective field.

If you want to specify more than one match type within the payment request, click the **Add**  icon in the **Match Types** section and then specify the details. However, if you want to remove a match type from the payment request, click the **Delete**  icon corresponding to the match type.

7. Define characteristics for the payment tender, if required.

8. Click **Manual Distribution**.

The payment request is created and the status of the payment request is set to **Draft**. The **Payment Request** screen appears. Depending on the match type and match entity specified while creating the payment request, the following entities are listed in the **Payment Distribution** zone:

Match Type	Match Entity	Entities
By Bill Regular	Account	Unpaid bills of the account
By Bill Weighted	Account	Unpaid bills of the account
By Bill	Bill	Unpaid bill

Match Type	Match Entity	Entities
By Bill Segments	Account	Unpaid bill segments
By Suspense Contract	Account	Contracts of the account Note: Only contracts of the contract type where the Eligible for Billing flag is set to No and Special Role flag is set to Suspense are listed in the Payment Distribution zone. If no contracts with this specification exist for the account, the system checks whether there is any such contract type (where the Eligible for Billing flag is set to No and Special Role flag is set to Suspense) defined for the division to which the account belongs. If there is any such contract type defined for the division, the system creates the contract for the account using the respective contract type and the same is listed in Payment Distribution zone.
By Settlement	Account	Unpaid bill segments where the settlement account is stamped

If the **Show Default** check box is not selected against a match type while creating the payment request, the payment amount against the respective match type entities is set to zero. However, if the **Show Default** check box is selected against a match type, the payment amount appears against the respective match type entities. The tender amount is divided among the entities in the sequence of match types (where **Show Default** check box is selected) followed by the sequence of bill, bill segment, or contract start date. You can then edit the payment amount, if required.

Note:

If a payment request is already created for a payee account and is currently in progress, the system will not allow you to create another payment request for the payee account until the previous payment request is in the **Processed** or **Rejected** status.

The system does not allow you to create a payment request for a payee account when the respective match type entities (such as unpaid bills, unpaid bill segments, contracts, or settlement IDs do not exist for the payee account.

Related Topics

For more information on...	See...
Search Payment Request zone	Search Payment Request on page 868
How to define characteristics for a payment tender	Defining Characteristics for a Payment Tender on page 884
Payment Request screen	Payment Request on page 871
Payment Distribution zone	Payment Distribution on page 877

Defining Characteristics for a Payment Tender**Prerequisites**

To define characteristics for a payment tender, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Payment Tender**)

Procedure

To define characteristics for a payment tender:

1. Ensure that the **Characteristics** section is expanded when you are defining or editing a payment request.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Tender .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the payment tender, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the payment tender, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to create a payment creation request	Creating a Payment Creation Request on page 879
How to edit a payment request	Editing a Payment Request on page 887

Editing the Payment Amount

Procedure

To edit the payment amount against each entity:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose details you want to edit.

The **Payment Request** screen appears.

3. Click the **Update Payment Amount** button in the upper right corner of the **Payment Distribution** zone.

The **Edit Payment Amount** screen appears. It contains the following two sections:

- **Search Criteria** — The **Search Criteria** section allows you to filter the payment distribution records using various search criteria. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to search the entities which are considered using a particular match type. Note: By default, the All option is selected.	Yes
Entity ID	Used to search entities which belong to a particular account. Note: By default, the All option is selected.	Yes
Match Value	Used to search for a particular entity (such as bill, bill segment, contract, or settlement ID).	No
Sort By	Used to sort entity information as per the match type defined in the C1-PYREQSRT feature configuration.	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Match Type	Indicates the match type using which the entity is considered.
Payee Information	Displays information about the account for which the payment was made.
Entity Information	Displays information about the entity against which the payment was matched.
Amount	Displays the entity amount. In case of contract, the entity amount would be zero.
Paid Amount	Displays the amount which is already paid against the entity.
Unpaid Amount	Displays the amount which is eligible for payment against the entity.
Payment Amount	Used to specify the payment amount. Note: If the Allow Overpayment option type of the C1-PAYPORTAL feature configuration is set to true , you can specify the payment amount greater than the unpaid amount. In other words, you can make overpayment against an entity.
Payment Currency	Indicates the currency in which the payment was made.

In addition, the **Search Results** section contains the following fields:

Field Name	Field Description
Total Amount	Displays the tender or transfer amount.
Running Total	Displays the sum of payment amount specified against each entity.
Running Balance	Displays the difference between total amount and running total. The running balance is highlighted in the red color when the difference amount is non-zero.

Note: Pagination is used to display limited number of records in the **Edit Payment Amount** screen. You can change the number of records displayed per page, if required. You can use the navigation buttons, such

as **First** (<<), **Previous** (<), **Next** (>), and **Last** (>>) to navigate between pages. You can also select the page to which you want to navigate from the **Go To** list.

- Modify the payment amount against an entity, if required.

Note: The sum of payment amount should be equal to the tender or transfer (payment) amount.

- Click **Save**.

The changes made to the payment request are saved.

- Click **Close**.

The payment amount is updated in the **Payment Distribution** zone.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Distribution zone	Payment Distribution on page 877

Editing a Payment Request

Procedure

To edit a payment request:

- Search for the payment request in the **Payment Request** screen.
- In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose details you want to edit.

The **Payment Request** screen appears.

- Click the **Edit** button in the **Payment Request** zone.

The **Payment Request** screen appears. It contains the following sections:

- Main** - Used to specify basic details about the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Information	Displays information about the payment request.	Not applicable
Payment Request Type	Indicates the payment request type using which the payment request is created.	Not applicable
Payor Account Information	Used to indicate the payor account for which you want to create the payment request. Note: On specify the account ID, additional information about the account appears corresponding to this field. The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Account Search screen appears.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Payment Date	Used to specify the date when the payment was made.	Yes

- **Tender Details** - Used to specify the tender details in the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tender Type	Used to indicate the type of tender through which the payment was made.	Yes
Tender Amount	Used to specify the tender amount.	Yes
Currency	Used to indicate the currency in which the payment was made.	Yes
Check Number	Used to specify the check number if the payment is made through check.	No
Auto Pay Route Type Code	Used to indicate when and how automatic payment request of the account is routed to a financial institution. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.
Schedule Extract Date	Displays the date when the automatic payment request is scheduled to be sent to a financial institution. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Not applicable
Auto Pay Source Code	Used to indicate the financial institution that receives the automatic payment request. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.
Distribution and Freeze Date	Displays the date when the automatic payment must be distributed and frozen in the system. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Not applicable
Account Number	Used to indicate the bank account number through which the automatic payment was made. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	Yes (Conditional) Note: This field is required only when you select a tender type where the Generate Auto Pay check box is selected.

Field Name	Field Description	Mandatory (Yes or No)
Expires On	Used to specify the date when the tender type will expire. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	No
Name	Used to specify the name of the person as maintained in the financial institution's system. Note: This field appears only when you select a tender type where the Generate Auto Pay check box is selected.	No
MICR ID	Used to specify the MICR code on the payment.	No
Ext. Reference ID	Used to specify the external reference number of the payment on the payment upload interface record.	No
Person ID	Used to indicate the person's account ID mentioned in the payment upload interface record.	No
Name	Used to indicate the person mentioned in the payment upload interface record.	No

Note: If the auto pay instructions are defined for the payor account, by default, the auto pay data appears in the **Auto Pay Route Type Code, Auto Pay Source Code, Account Number, Expires On, and Name** fields.

- **Characteristics** - Used to define characteristics for the payment tender. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Tender .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment tender.


- **Match Types** - Used to define match types for the payment request. This section contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to match the payment.	Yes
Show Default	Used to indicate whether the default payment amount should be displayed against the match type entities. Note: By default, the Show Default check box is selected when you select the match type.	No
Entity	Indicates the match type entity. The valid values are: <ul style="list-style-type: none"> • Account — Enables you to select the account whose unpaid bills, unpaid bill segments, settlement IDs, or contracts must be considered while matching the payment. • Bill — Enables you to select the unpaid bill against which you want to match the payment. 	Not applicable
Entity ID	Used to specify the account or bill ID depending on the match type entity.	Yes

Note: The **Edit** button appears only when the payment request is in the **Draft** status.

4. Modify the details of the payment request, if required.

Note:

You can search for a payor account, auto pay route type, auto pay source, and entity by clicking the **Search**  icon corresponding to the respective field.

If you want to specify more than one match type within the payment request, click the **Add**  icon in the **Match Types** section and then specify the details. However, if you want to remove a match type from the payment request, click the **Delete**  icon corresponding to the match type.

You cannot edit an existing row in the **Match Types** section. If you want to edit the details of an existing row, you need to first remove the row and then add it again with the updated information.

5. Define, edit, or remove characteristics from the payment request, if required.

6. Click **Manual Distribution**.

The changes made to the payment request are saved. Depending on the information specified in the **Match Types** section, the entities are listed in the **Payment Distribution** zone. You can edit the payment amount against each entity, if required.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872

For more information on...	See...
Payment Distribution zone	Payment Distribution on page 877
How to define characteristics for a payment tender	Defining Characteristics for a Payment Tender on page 884

Deleting a Payment Request

Procedure

To delete a payment request:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request that you want to delete.

The **Payment Request** screen appears.

3. Click the **Delete** button in the **Payment Request** zone.

A message appears confirming whether you want to delete the payment request.

Note: The **Delete** button appears only when the payment request is in the **Draft** status.

4. Click **OK**.

The payment request is deleted.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872

Distributing the Tender or Payment Amount

Procedure

To distribute the tender or payment amount:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose tender or payment amount you want to distribute.

The **Payment Request** screen appears.

3. Click the **Distribute** button in the **Payment Request** zone.

The Defer algorithm attached to the payment request type using which you have created the payment request is triggered. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count defined in the Defer algorithm. If the number of payment distribution records in the payment request does not exceed the payment count, the system distributes the tender or payment amount in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes the tender or payment amount in the deferred mode.

Note:

Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)

Deferred mode means in the background when the **Payment Request Periodic Monitor (C1-PAYRQ)** batch is invoked. You can configure the **Payment Request Periodic Monitor (C1-PAYRQ)** batch such that it is executed at regular intervals. When the **Payment Request Periodic Monitor (C1-PAYRQ)** batch is invoked, the system checks whether there are any payment requests in the **Deferred Distribution** status. If there is a payment request in the **Deferred Distribution** status, the system distributes the tender or payment amount.

On distributing the tender amount, the payment event, payments, payment segments, and payment tenders are created. The payments are created in the **Freezable** status. If any error occurs while creating the payment, the payment is created in the **Error** status. If all payments of a payment event are in the **Freezable** status, the status of the payment event is set to **Balanced**. However, if any payment of a payment event is in the **Error** status, the status of the payment event is set to **Unbalanced**. On distributing the payment amount (during transfer), the new payments are created in the **Freezable** status. If any error occurs while creating the new payment, the payment is created in the **Error** status. The status of the payment event is set to **Unbalanced**. The old payments in the payment event that you want to transfer remains in the **Frozen** or **Error** status.

Once the tender or payment amount is successfully distributed, the status of the payment request is changed to **Distributed**.

Note:

The **Distribute** button appears only when the payment request is in the **Draft** status.

The sum of payment amount should be equal to the tender or transfer (payment) amount. Otherwise, the system will not allow you to distribute the tender or payment amount.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872
How to edit the payment amount against each entity	Editing the Payment Amount on page 885



Distributing and Freezing the Tender or Payment Amount

Procedure

To distribute and freeze the tender or payment amount:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose tender or payment amount you want to distribute and freeze.

The **Payment Request** screen appears.

3. Click the **Distribute And Freeze** button in the **Payment Request** zone.

The Defer algorithm attached to the payment request type using which you have created the payment request is triggered. This algorithm checks whether the number of payment distribution records in the payment request exceeds the payment count defined in the Defer algorithm. If the number of payment distribution records in the

payment request does not exceed the payment count, the system distributes and freezes the tender or payment amount in real time (i.e. immediately). However, if the number of payment distribution records in the payment request exceeds the payment count, the system distributes and freezes the tender or payment amount in the deferred mode.

Note:

Number of payment distribution records = (Number of bill segments present in each bill fetched using the Bill Weighted, Bill Regular, and Bill match type algorithm) + (Number of bill segments fetched using the Bill Segment match type algorithm) + (Number of contracts fetched using the Suspense Contract match type algorithm) + (Number of settlements fetched using the Settlement match type algorithm)

Deferred mode means in the background when the **Payment Request Periodic Monitor (C1-PAYRQ)** batch is invoked. You can configure the **Payment Request Periodic Monitor (C1-PAYRQ)** batch such that it is executed at regular intervals. When the **Payment Request Periodic Monitor (C1-PAYRQ)** batch is invoked, the system checks whether there are any payment requests in the **Deferred Distribution** status. If there is a payment request in the **Deferred Distribution** status, the system distributes the tender or payment amount.

On distributing and freezing the tender amount, the payment event, payments, payment segments, and payment tenders are created. The payments are created in the **Frozen** status. If any error occurs while creating the payment, the payment is created in the **Error** status. If all payments of a payment event are in the **Frozen** status, the status of the payment event is set to **Balanced**. However, if any payment of a payment event is in the **Error** status, the status of the payment event is set to **Unbalanced**. On distributing the payment amount (during transfer), the new payments are created in the **Frozen** status. If any error occurs while creating the new payment, the payment is created in the **Error** status. The status of the payment event is set to **Unbalanced**. The old payments in the payment event that you want to transfer remains in the **Frozen** or **Error** status.

Once the tender or payment amount is successfully distributed and frozen, the status of the payment request is changed to **Processed**.

Note:

The **Distribute And Freeze** button appears only when the payment request is in the **Draft** status.

The sum of payment amount should be equal to the tender or transfer (payment) amount. Otherwise, the system will not allow you to distribute the tender or payment amount.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872
How to edit the payment amount against each entity	Editing the Payment Amount on page 885

Redistributing the Tender or Payment Amount

Procedure

To redistribute the tender or payment amount:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose tender or payment amount you want to redistribute.

The **Payment Request** screen appears.

- In the **Payment Distribution** zone, click the **Redistribute** button in the **Redistribute** column corresponding to the payment distribution whose tender or payment amount you want to redistribute.

The required payment gets redistributed among the account's contracts.

Note: The **Redistribute** button appears only when the payment status is in **Incomplete, Error, or Freezable** status.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872
How to edit the payment amount against each entity	Editing the Payment Amount on page 885

Editing the Payment Segment Amount

Before you freeze the payments, the system allows you to edit the pay segment amount of the payments which are in the **Freezable** status. You can edit the amount only when there are multiple pay segments in a payment.

Procedure

To edit the payment segment amount:

- Search for the payment request in the **Payment Request** screen.
- In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose details you want to edit.

The **Payment Request** screen appears.

- Click the **Detail** button in the **Payment Distribution** zone.

The **Edit Payment Segment Amount** screen appears. It contains the following fields:

Field Name	Field Description
Payment Event Information	Displays information about the payment event which is created through the payment request.
Payment Information	Displays information about the payment which is created through the payment event.
Payee Account Information	Displays information about the account for which the payment is made.
Match Value	Displays information about the entity against which the payment is matched.
Payment Amount	Displays the total payment amount.
Running Total	Displays the sum of payment amount specified against each pay segment.
Running Balance	Displays the difference between total payment amount and running total. The running balance is highlighted in the red color when the difference amount is non-zero.

In addition, this section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sr No	Indicates the sequence number of the pay segment.	Not applicable
Entity Information	Displays information about the entity (such as bill segment or contract) against which the pay segment is created.	Not applicable
Total Amount	Displays the entity amount. If the pay segment is created against a contract, the system considers all bill segments of the bill which are created against the contract and calculates the total bill segment amount.	Not applicable
Unpaid Amount	Displays the amount which is eligible for payment. If the pay segment is created against a contract, the system considers all bill segments of the bill which are created against the contract and calculates the total unpaid bill segment amount.	Not applicable
Payment Amount	Used to specify the payment amount that you want to distribute against the pay segment. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field is non-editable when:</p> <ul style="list-style-type: none"> There is only one pay segment in a payment. A user with the approval To Do role is reviewing the pay segment amount. </div>	Yes
Payment Currency	Indicates the currency in which the payment was made.	Not applicable
Pay Segment ID	Displays the pay segment ID.	Not applicable

Note:

The **Detail** button appears in the **Detail** column only when:

- The payment request is in the **Distributed** or **Approval In Progress** status
- The payment is in the **Freezable** status.

Pagination is used to display limited number of records in the **Edit Payment Segment Amount** screen. You can change the number of records displayed per page, if required. You can use the navigation buttons, such as **First** (<<), **Previous** (<), **Next** (>), and **Last** (>>) to navigate between pages. You can also select the page to which you want to navigate from the **Go To** list.

4. Modify the payment amount against a pay segment, if required.

Note: The sum of payment segment amount should be equal to the payment amount.

5. Click **Redistribute**.

The payment amount is redistributed among the pay segments.

Note: The **Redistribute** button is disabled when the **Payment Amount** field is non-editable.

6. Click **Close**.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Distribution zone	Payment Distribution on page 877

Freezing Payments Created Through a Payment Request

Procedure

To freeze the payments created through a payment request:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose payments you want to freeze.

The **Payment Request** screen appears.

3. If required, you can edit the amount of a payment segment before freezing the payments.
4. Click the **Freeze** button in the **Payment Request** zone.

The system behaves in the following manner:

If you are...	Then
Freezing the payments created through a payment creation request	The status of the payments which are in the Freezable status is changed to Frozen . In addition, the status of the payment request is changed to Processed .
Freezing the payments created through a payment transfer request	The status of the old payments which are in the Frozen status is changed to Cancelled . The old payments which are in the Error status are deleted. The status of the new payments which are in the Freezable status is changed to Frozen . The status of the payment event is changed to Balanced when there are no new payments in the Error status. In addition, the status of the payment request is changed to Processed .

Note:

The **Freeze** button appears only when:

- The payment request is in the **Distributed** status.
- The **Approval Required** check box is not selected in the payment request type using which the payment request is created.

For each payment, ensure that the sum of payment segment amount is equal to the payment amount. Otherwise, the system will not allow you to freeze the payments created through the payment request.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871

For more information on...	See...
Payment Request zone	Payment Request on page 872
How to edit the amount of a payment segment	Editing the Payment Segment Amount on page 894

Submitting a Payment Request for Approval

Procedure

To submit a payment request for approval:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request that you want to submit for approval.
The **Payment Request** screen appears.
3. If required, you can edit the amount of a payment segment before submitting the payment request for approval.
4. Click the **Submit for Approval** button in the **Payment Request** zone.

The status of the payment request is changed to **Approval In Progress**. A To Do is created using the **C1-PAYRQ** To Do type. Users having a To Do role to which the **C1-PAYRQ** To Do type is associated can view the To Do from the **To Do List** screen.

Note:

The **Submit for Approval** button appears only when:

- The payment request is in the **Distributed** status.
- The **Approval Required** check box is selected in the payment request type using which the payment request is created.

For each payment, ensure that the sum of payment segment amount is equal to the payment amount. Otherwise, the system will not allow you to submit the payment request for approval.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872
How to edit the amount of a payment segment	Editing the Payment Segment Amount on page 894

Approving a Payment Request

You can view the number of payment requests which are pending for approval in the **Payment Request** screen. The approver can review, and accordingly approve or reject the payment request based on the observations.

Note: The system will not allow you to approve or reject a payment request submitted by you.

Procedure

To approve a payment request:

1. Do either of the following:

If you want to	Then
Approve a payment request through the Payment Request screen	<ol style="list-style-type: none"> 1. Search for the payment request in the Payment Request screen. 2. In the Search Results section, click the link in the Payment Request Information column corresponding to the payment request which you want to review.
Approve a payment request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-PAYRQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the payment request that you want to review.

The **Payment Request** screen appears.

2. Review the payment request details.
3. Click the **Approve** button in the **Payment Request** zone.

The system behaves in the following manner:

If you are...	Then
Approving a payment creation request	The status of the payments which are in the Freezable status is changed to Frozen . In addition, the status of the payment request is changed to Processed .
Approving a payment transfer request	The status of the old payments which are in the Frozen status is changed to Cancelled . The old payments which are in the Error status are deleted. The status of the new payments which are in the Freezable status is changed to Frozen . The status of the payment event is changed to Balanced when there are no new payments in the Error status. In addition, the status of the payment request is changed to Processed .

Note: The **Approve** button appears only when:

- The payment request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the payment request.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872

Rejecting a Payment Request

Prerequisites

To reject a payment request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a payment request, you need to specify the reason why you want to reject the payment request. If you are rejecting a payment creation request, you can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-PaymentRequest** business object in the **Status Reason** screen. However, if you are rejecting a payment transfer request, you can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-PaymentTransferRequest** business object in the **Status Reason** screen.

The system will not allow you to approve or reject a payment request submitted by you.

Procedure

To reject a payment request:

1. Do either of the following:

If you want to...	Then...
Reject a payment request through the Payment Request screen	<ol style="list-style-type: none"> 1. Search for the payment request in the Payment Request screen. 2. In the Search Results section, click the link in the Payment Request Information column corresponding to the payment request which you want to review.
Reject a payment request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears.

If you want to...	Then...
	<ol style="list-style-type: none"> 3. Enter C1-PAYRQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the payment request that you want to review.

The **Payment Request** screen appears.

2. Review the payment request details.
3. If required, you can review the payment segment amount of each payment by clicking the **Detail** button in the **Detail** column corresponding to the payment in the **Payment Distribution** zone.
4. Click the **Reject** button in the **Payment Request** zone.

The **Status Reason** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the payment request.	Yes

Note: The **Reject** button appears only when:

- The payment request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the payment request.

5. Select the rejection reason from the **Status Reason** list.
6. Click **Save**.

If the approver rejects a payment creation request, the payment event, payments, payment segments, and payment tender which are created through the payment creation request are deleted. However, if the approver rejects a payment transfer request, the new payments which are created through the payment transfer request are deleted. In addition, the status of the payment creation or transfer request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872

Discarding a Payment Request

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request which you want to discard.
3. Click the **Discard** button in the **Payment Request** zone.

Note:

The **Discard** button appears only when the payment request is in **Distributed** status.

If the approver discards a payment creation request, the payment event, payments, payment segments, and payment tender which are created through the payment creation request are deleted. However, if the approver discards a payment transfer request, the new payments which are created through the payment transfer request are deleted. In addition, the status of the payment creation or transfer request is changed to **Discarded**.

Discarding a payment request is similar to rejecting a payment request. However, you can only reject a payment request, when approval workflow is on while creating a payment request but discarding a payment request can be done in both the cases, when the approval workflow is on or off.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
Payment Request screen	Payment Request on page 871
Payment Request zone	Payment Request on page 872

Viewing the Log of a Payment Request**Procedure**

To view the log of a payment request:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose log you want to view.

The **Payment Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Payment Request** – Displays the details of the payment request.
 - **Payment Distribution** – Lists the payment distribution records of the payment request.
 - **Log** – This tab lists the complete trail of actions performed on the payment request.
3. Click the **Log** tab.

The **Payment Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the payment request.
Details	Displays the details about the action performed on the payment request.
User	Indicates the user who has performed the action on the payment request.

Column Name	Column Description
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the payment request.
Status Reason	Indicates the reason why the payment request was rejected.

Note: You can manually add a log entry for the payment request by clicking the **Add Log Entry** link in the upper right corner of the **Payment Request Log** zone.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870
How to add a log entry for a payment request	Adding a Log Entry for a Payment Request on page 902

Adding a Log Entry for a Payment Request

Procedure

To add a log entry for a payment request:

1. Search for the payment request in the **Payment Request** screen.
2. In the **Search Results** section, click the link in the **Payment Request Information** column corresponding to the payment request whose log you want to edit.

The **Payment Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Payment Request** – Displays the details of the payment request.
 - **Payment Distribution** – Lists the payment distribution records of the payment request.
 - **Log** – This tab lists the complete trail of actions performed on the payment request.
3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Payment Request Log** zone.

The **Add Payment Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Information	Displays information about the payment request.	Not applicable
Log Details	Used to specify additional comments on the payment request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Payment Request Log** zone.

Related Topics

For more information on...	See...
How to search for a payment request	Searching for a Payment Request on page 870

Payment Event Summary

The **Payment Event Summary** screen allows you to search for a payment event using various search criteria. Through this screen, you can:

- View the payments created through a payment event
- View payment segments of a payment
- Transfer one or more payments of a payment event to another payee account
- Cancel a payment event
- Delete a payment event
- Cancel a payment of a payment event
- Delete a payment of a payment event
- Refund a payment which is matched against the suspense or excess credit contract

This screen consists of following zones:



- [Search Payment Event](#) on page 903
- [Payments](#) on page 906
- [Payment Segments](#) on page 907


Search Payment Event

The **Search Payment Event** zone allows you to search for a payment event using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a payment event using the payor, payment event, tender, or contract details. The valid values are: <ul style="list-style-type: none"> • Payor Account/Payment Event • Tender Details • Suspense/Excess Credit Contract <p>Note: By default, the Payor Account/Payment Event option is selected.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Payment Event ID	<p>Used to search a particular payment event.</p> <p>Note: This field appears only when you select the Payor Account/Payment Event option from the Search By list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Payment Event Search window appears.</p>	No
Payor Account ID	<p>Used to search payment events which are created for a particular payor account.</p> <p>Note: This field appears only when you select the Payor Account/Payment Event option from the Search By list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.</p>	No
Payor Name	<p>Used to search payment events which are created for a particular payor.</p> <p>Note: This field appears only when you select the Payor Account/Payment Event option from the Search By list.</p>	No
Payment Date	<p>Used to search payment events which are created on a particular date.</p> <p>Note: This field appears only when you select the Payor Account/Payment Event option from the Search By list.</p>	No
Tender Type	<p>Used to search payment events where a particular tender type is used.</p> <p>Note: This field appears only when you select the Tender Details option from the Search By list.</p>	No
Check Number	<p>Used to search a payment event which includes payments made through a particular check.</p> <p>Note: This field appears only when you select the Tender Details option from the Search By list.</p>	No
MICR ID	<p>Used to search payment events which include payments made with a particular MICR code.</p> <p>Note: This field appears only when you select the Tender Details option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Contract ID	<p>Used to search payment events which include payments made against a particular suspense or excess credit contract.</p> <p>Note: This field appears only when you select the Suspense/Excess Credit Contract option from the Search By list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Contract Search window appears.</p>	No

Note: You must specify at least one search criterion while searching for a payment event.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Payment Event Information	<p>Displays additional information about the payment event.</p> <p>Note: It has a link. On clicking the link, the Payment Event screen appears with the details of the respective payment event.</p>
Transfer	<p>On clicking the Transfer button, you can transfer all payments (which are in either Frozen and Error status) of the payment event to another payee account.</p> <p>Note: The Transfer button appears only when:</p> <ul style="list-style-type: none"> • One or more payments of the payment event are in the Frozen or Error status. • There is no payment transfer request which is currently in progress for the payment event.
Cancel	<p>On clicking the Cancel button, you can cancel all payments (which are in the Frozen status) of the payment event.</p> <p>Note: The Cancel button appears only when:</p> <ul style="list-style-type: none"> • One or more payments of the payment event are in the Frozen status. • One or more payments of the payment event are not in the Freezable or Error status. • There is no payment transfer request which is currently in progress for the payment event.
Delete	<p>On clicking the Delete button, you can delete the payment event.</p> <p>Note: The Delete button appears only when the payments of a payment event are in the Freezable, Error or Incomplete status.</p>
Additional Information	Displays information about the status of the payment event.
Payment Date	Displays the date when the payment was made.

Column Name	Column Description
Payor Name	Indicates the person who has made the payment. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Payor Account ID	Indicates the account which made the payment. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Tender Amount	Displays the tender amount.
Payment Event ID	Displays the payment event ID.

Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
How to transfer payments of a payment event	Creating a Payment Transfer Request on page 909
How to cancel a payment event	Cancelling a Payment Event on page 913
How to delete a payment event	Deleting a Payment Event on page 913

Payments

The **Payments** zone lists all payments created through the payment event. This zone contains the following columns:

Column Name	Column Description
Payment ID	Displays the payment ID. Note: It has a link. On clicking the link, the Payment screen appears with the details of the respective payment.
Payee Account Information	Displays information about the account for which the payment was made. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Payment Amount	Displays the amount paid through the tender.
Payment Currency	Indicates the currency in which the payment was made.
Payment Status	Indicates the status of the payment. The valid values are: <ul style="list-style-type: none"> • Incomplete • Error • Freezable • Frozen • Canceled
Match Type	Indicates the match type using which the payment was matched.

Column Name	Column Description
Match Value	Indicates the entity (such as bill, bill segment, or contract) against which the payment was matched.
Error Message	Indicates the reason why the payment is in the Error status.
Payor Account ID	Indicates the account which made the payment.
Refund Amount	Displays the amount which is already refunded to the payor account.

In addition, this zone contains the following buttons:

Button Name	Button Description
Transfer	Used to transfer the payment to another payee account. Note: You can transfer a payment only when it is in the Frozen or Error status.
Cancel	Used to cancel the payment. Note: You can cancel a payment only when it is in the Frozen status.
Delete	Used to delete the payment. Note: You can delete a payment only when it is in the Freezable or Error status.
Refund	Used to refund the payment amount to the payor account. Note: You can refund the payment amount to the payor account only when: <ul style="list-style-type: none"> The payment is matched against the suspense or excess credit contract. The payment is in the Frozen status.

Related Topics

For more information on...	See...
How to view payments created through a payment event	Viewing Payments Created Through a Payment Event on page 914
How to cancel a payment	Cancelling a Payment on page 914
How to delete a payment	Deleting a Payment on page 915
How to transfer a payment	Creating a Payment Transfer Request on page 909
How to refund a payment	Creating a Refund Request on page 1071

Payment Segments

The **Payment Segments** zone lists payment segments of a payment. This zone contains the following columns:

Column Name	Column Description
Pay Segment ID	Displays the payment segment ID. Note: It has a link. On clicking the link, the Pay Segments tab of the Payment screen appears where you view the details of the payment segment.

Column Name	Column Description
Contract Information	<p>Displays information about the contract against which the payment segment is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>
Payment Amount	Displays the payment segment amount.
Match Event ID	<p>Indicates the match event which is created for the payment segment.</p> <p>Note: It has a link. On clicking the link, the Match Event screen appears with the details of the respective match event.</p>

Related Topics

For more information on...	See...
How to view payment segments of a payment	Viewing Payment Segments of a Payment on page 916

Searching for a Payment Event

Prerequisites

To search for a payment event, you should have:


- Tender types defined in the application

Procedure

To search for a payment event:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Financial** and then click **Payment Event Summary**.
The **Payment Event Summary** screen appears.
4. Enter the search criteria in the **Search Payment Event** zone.

Note:

You can search for a payment event and payor account by clicking the **Search**  icon corresponding to the respective field.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of payment events that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Payment Event Summary screen	Payment Event Summary on page 903
Search Payment Event zone	Search Payment Event on page 903

Creating a Payment Transfer Request

The system allows you to transfer payments through a payment request. You can transfer all payments or individual payment of a payment event. You can only transfer payments which are in the **Frozen** or **Error** status.

Prerequisites


To create a payment transfer request, you should have:

- Payment request types defined in the application (where the **Transfer** check box is selected)
- Payment cancel reasons defined in the application (where the **Payment Transfer** check box is selected)

Procedure

To create a payment transfer request:

1. Search for the payment event (whose payments you want to transfer) in the **Payment Event Summary** screen.
2. Do either of the following:

If you want to...	Then...
Transfer all payments of a payment event	<ol style="list-style-type: none"> 1. In the Search Results section, click the Transfer button in the Transfer column corresponding to the payment event whose payments you want to transfer. <div style="border: 1px solid black; padding: 5px;"> <p>Note: The Transfer button appears only when:</p> <ul style="list-style-type: none"> • One or more payments of the payment event are in the Frozen or Error status. • There is no payment transfer request which is currently in progress for the payment event. </div>
Transfer one or more payments of a payment event	<ol style="list-style-type: none"> 1. In the Search Results section, click the Broadcast  icon corresponding to the payment event whose payments you want to view. The Payments zone appears. 2. Select the check box corresponding to the payments that you want to transfer. 3. Click the Transfer button in the Payments zone. <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can transfer a payment only when it is in the Frozen or Error status.</p> </div>

The **Select Payment Request Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Used to indicate the payment request type using which you want to create the payment request. Note: The list includes only those payment request types where the Transfer check box is selected.	Yes

3. Select the required payment request type from the respective field.

4. Click **OK**.

- **Main** - Used to specify basic details about the payment request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Request Type	Indicates the payment request type using which you want to create the payment request.	Not applicable
Payment Event Information	Displays information about the payment event whose payments you want to transfer.	Not applicable
Transfer Amount	Displays the total payment amount which you want to transfer.	Not applicable
Payment Date	Used to specify the date when the payment was transferred. Note: By default, the current date appears in this field.	Yes
Transfer Reason	Used to indicate the reason why you want to transfer the payments. Note: The list includes only those payment cancel reasons where the Payment Transfer check box is selected.	Yes

- **Payor Account Details** — This section contains the following columns:

Column Name	Column Description
Payor Account Information	Displays information about the payor's account whose payments you want to transfer.

- **Payment Details** — This section contains the following columns:

Column Name	Column Description
Payment(s)	Displays information about the payment that you want to transfer.


- **Match Types** - Used to define match types for the payment request. This section contains the following fields:



Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to match the payment.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Show Default	Used to indicate whether the default payment amount should be displayed against the match type entities. Note: By default, the Show Default check box is selected when you select the match type.	No
Entity	Indicates the match type entity. The valid values are: <ul style="list-style-type: none"> • Account — Enables you to select the account whose unpaid bills, unpaid bill segments, settlement IDs, or contracts must be considered while matching the payment. • Bill — Enables you to select the unpaid bill against which you want to match the payment. 	Not applicable
Entity ID	Used to specify the account or bill ID depending on the match type entity.	Yes

5. Enter the required details.

Note:

You can search for an entity (such as account or bill) by clicking the **Search**  icon corresponding to the respective field.

If you want to specify more than one match type within the payment request, click the **Add**  icon in the **Match Types** section and then specify the details. However, if you want to remove a match type from the payment request, click the **Delete**  icon corresponding to the match type.

6. Click **Manual Distribution**.

The payment request is created and the status of the payment request is set to **Draft**. The **Payment Request** screen appears. Depending on the match type and match entity specified while creating the payment request, the following entities are listed in the **Payment Distribution** zone:

Match Type	Match Entity	Entities
By Bill Regular	Account	Unpaid bills of the account
By Bill Weighted	Account	Unpaid bills of the account
By Bill	Bill	Unpaid bill
By Bill Segments	Account	Unpaid bill segments

Match Type	Match Entity	Entities
By Suspense Contract	Account	Contracts of the account Note: Only contracts of the contract type where the Eligible for Billing flag is set to No and Special Role flag is set to Suspense are listed in the Payment Distribution zone. If no contracts with this specification exist for the account, the system checks whether there is any such contract type (where the Eligible for Billing flag is set to No and Special Role flag is set to Suspense) defined for the division to which the account belongs. If there is any such contract type defined for the division, the system creates the contract for the account using the respective contract type and the same is listed in Payment Distribution zone.
By Settlement	Account	Unpaid bill segments where the settlement account is stamped

If the **Show Default** check box is not selected against a match type while creating the payment request, the payment amount against the respective match type entities is set to zero. However, if the **Show Default** check box is selected against a match type, the payment amount appears against the respective match type entities. The transfer amount is divided among the entities in the sequence of match types (where **Show Default** check box is selected) followed by the sequence of bill, bill segment, or contract start date. You can then edit the payment amount, if required.

Note: If a payment request is already created for a payee account and is currently in progress, the system will not allow you to create another payment request for the payee account until the previous payment request is in the Processed or Rejected status. The system does not allow you to create a payment request for a payee account when the respective match type entities (such as unpaid bills, unpaid bill segments, contracts, or settlement IDs do not exists for the payee account.
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Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
Payment Request screen	Payment Request on page 871
Payment Distribution zone	Payment Distribution on page 877
How to view the details of a payment transfer request	Viewing the Payment Request Details on page 871
How to edit a payment transfer request	Editing a Payment Request on page 887
How to delete a payment transfer request	Deleting a Payment Request on page 891
How to edit the payment amount against each entity	Editing the Payment Amount on page 885
How to distribute the tender or payment amount	Distributing the Tender or Payment Amount on page 891
How to freeze the payments created through a payment transfer request	Freezing Payments Created Through a Payment Request on page 896
How to approve a payment transfer request	Approving a Payment Request on page 897
How to reject a payment transfer request	Rejecting a Payment Request on page 899

For more information on...	See...
How to edit the amount of a payment segment	Editing the Payment Segment Amount on page 894
How to submit a payment transfer request for approval	Submitting a Payment Request for Approval on page 897

Canceling a Payment Event

Prerequisites

To cancel a payment event, you should have:

- Payment cancel reasons defined in the application

Procedure

To cancel a payment event:

1. Search for the payment event in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Cancel** button in the **Cancel** column corresponding to the payment event that you want to cancel.

The **Cancel** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancel Reason	Used to indicate the reason why you want to cancel the payment event.	Yes
Bank	Used to indicate the bank which should be charged for the cancellation.	Yes
Bank Account	Used to indicate the bank account which should be charged for the cancellation.	Yes

Note: The **Cancel** button appears only when:

- One or more payments of the payment event are in the **Frozen** status.
- One or more payments of the payment event are not in the **Freezable** or **Error** status.
- There is no payment transfer request which is currently in progress for the payment event.

3. Select the cancel reason, bank, and bank account from the respective fields.
4. Click **OK**.

The payment tender and all payments in the payment event are cancelled.

Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908

Deleting a Payment Event

You can delete a payment event only when the payment(s) of the payment event are in the **Freezable**, **Error**, or **Incomplete** status. On deleting a payment event, the payment event, payments, payment segments, and payment tender are deleted.

Procedure

To delete a payment event:

1. Search for the payment event in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Delete** button in the **Delete** column corresponding to the payment event that you want to delete.

A message appears confirming whether you want to delete the payment event.

Note: The **Delete** button appears only when the payments of a payment event are in the **Freezable, Error, or Incomplete** status.

3. Click **OK**.

The payment event is deleted.


Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908

Viewing Payments Created Through a Payment Event

Procedure

To view payments created through a payment event:

1. Search for the payment event in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment event whose payments you want to view.

The **Payments** zone appears.

3. View all payments created through the payment event in the **Payments** zone.

Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
Payments zone	Payments on page 906

Canceling a Payment


Prerequisites

To cancel a payment of a payment event, you should have:

- Payment cancel reasons defined in the application

Procedure

To cancel a payment of a payment event:

1. Search for the payment event in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment event whose payment you want to cancel.

The **Payments** zone appears.

3. Select the check box corresponding to the payment that you want to cancel.
4. Click **Cancel** in the **Payments** zone.

The **Payment Cancel** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancel Reason	Used to indicate the reason why you want to cancel the payment.	Yes

Note: You can cancel a payment only when it is in the **Frozen** status.

5. Select the cancel reason from the respective list.
6. Click **OK**.

The status of the payment is changed to **Canceled**.


Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
Payments zone	Payments on page 906

Deleting a Payment

Procedure

To delete a payment of a payment event:

1. Search for the payment event in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment event whose payment you want to delete.

The **Payments** zone appears.

3. Select the check box corresponding to the payment that you want to delete.
4. Click **Delete** in the **Payments** zone.

A message appears confirming whether you want to delete the payment.

Note: You can delete a payment only when it is in the **Freezable** or **Error** status.

5. Click **OK**.

The payment is deleted.



Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
Payments zone	Payments on page 906

Viewing Payment Segments of a Payment

Procedure

To view payment segments of a payment:

1. Search for the payment event (whose payment details you want to view) in the **Payment Event Summary** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment event whose payments you want to view.
The **Payments** zone appears.
3. Click the **Broadcast**  icon corresponding to the payment whose payment segments you want to view.
The **Payment Segments** zone appears.
4. View the payment segments of the payment in the **Payment Segments** zone.

Related Topics

For more information on...	See...
How to search for a payment event	Searching for a Payment Event on page 908
Payment Segments zone	Payment Segments on page 907

Chapter 14

Account Receivable Central

Topics:

- [Single Offset](#)
- [Mass Offset](#)
- [Cross Currency Offset](#)
- [Hold](#)
- [Refund](#)
- [Write Off](#)
- [Dispute](#)
- [Account Receivable Central](#)

The Account Receivable Central is a portal which facilitates user to perform Single/Mass/Cross Currency offset operation for a bill's outstanding amount with another bill or multiple bills. You can also refund/write off amount to the account using refund requests and write off requests respectively.

Account Receivable Central also enables to put bill(s) on hold for the funding purpose. It allows you to have a complete overview of the bills. Based on the search criteria, the system returns a list of bills that meet the search criteria.

Account Receivable Central is used for:

- **Single Offset** - Enables single debit bill to be offset against multiple credit bills in the same currency and vice versa.
- **Mass Offset** - Enables credit/debit bills to be offset against multiple debit and credit bills in the same currency.
- **Cross Currency Offset** - Enables single debit bills to be offset against multiple credit bills in currencies other than the bill selected for offset and vice versa.
- **Hold** - Enables bill(s) to be put on hold fully (the bill outstanding amount) or partially (the bill outstanding amount in partial) for a specific period for funding.
- **Refund** - Enables you to refund amount of credit bill or bill line item (credit bill segment or adjustment) to the account through a refund request.
- **Write Off** - Enables you to write off amount to the account through a write off request.
- **Dispute** - Enables you to dispute amount of credit/debit bill or bill item (credit/debit bill segment or adjustment) to the account through a dispute request.

The bill(s) for offsetting can belong to the same person or multiple persons depending upon the option **Allow Offsetting across Persons** set in the feature configuration **C1-OFFSETREQ** which allows offsetting in the system.

Single Offset

Single Offset enables you to search and add bill to an offset request from the **Account Receivable Central** screen. Single Offset enables single debit bill to be offset against multiple credit bills in the same currency and vice versa. The offset request is created and an offset request ID is generated for the request.

You can search and select credit/debit bills (with outstanding amount) for offsetting belonging to the same or different person. All the selected bills with their outstanding balance are displayed. The display of bills is controlled by **C1-OFFSETREQ** feature configuration. The feature configuration identifies whether offsetting is allowed for bills across persons. To offset bills belonging to different persons, set the **Allow Offsetting Across Persons** option type to **Y**. The bills are displayed having same currency with the default offset amount on the offset request after adding the bills. You can select one or multiple or all the bills displayed and add to the offset request. After you add a debit bill from **Account Receivable Central**, you cannot add more debit bills to the offset request.

Upon adding a bill to the offset request, the default offset amount algorithm **C1-OFST-AMT** configured in the offset request type is invoked. The bills in the offset request are processed based on the logic of oldest bill first. The default offset amount is populated against the selected debit and credit bills. You can also edit the offset amount from the offset request, if required. The offset adjustments for offset requests are created and distributed based on the match type set in the offset distribution algorithm.

You can configure the offset request type to be submitted for offset distribution with or without approval. Upon submitting the offset request for approval, a To Do type is created and sent to the approver for offset request approval. The status of the offset request changes from **Submitted** to **Approval In Progress** in case of offset request with approval and in case of offset request without approval it changes to **Processed**. The approver can either approve or reject the offset request. Once the approver approves the offset request, selected bills are offset and adjustments are created for the bills. The status of the offset request changes from **Approval In Progress** to **Processed**. You can also view the details of the adjustment(s) created. However, if the approver rejects an offset request, a rejection reason should be provided.

A log maintained for offset requests logs complete trail of actions performed on offset request except the actions performed while editing the offset request. On submitting, the offset request status changes to **Processed** or **Approval In Progress** depending on the configuration of the offset request type and the **Unapply** button is enabled which cancels the adjustments. Upon cancelling the adjustments, the enter status algorithm cancels the offset adjustments and the status of the request changes to **Unapplied Offset**.

Note: The **Unapply** button appears only when the offset request is in the **Processed** status

Bill Information	Original Outstanding Amount	Offset Amount	Remaining Bill Balance	Comments
Bill 1	\$1200	—\$800	\$400	Bill 1 amount \$1200 is offset against Bill 2.
Bill 2	—\$1000	\$500	—\$500	From Bill 2, \$500 is offset against from Bill 1.
Bill 3	—\$300	\$300	0	From Bill 3, \$300 is offset against from Bill 1.

Mass Offset

Mass offset functions is similar to single offset, the only difference is that mass offset enables credit/debit bills to be offset against multiple debit and credit bills in the same currency.

Upon selection of a debit/credit bill from **Account Receivable Central**, you can add more credit/debit bill(s) from the search bills result in offset request. You can filter the bills using the **Bill Type** filter on the bill search zone to select debit/credit bills to be added to the offset request. While offsetting the credit/debit amount across multiple bills, the oldest bill is offset first.

A log maintained for offset requests logs complete trail of actions performed on offset request. Once you submit the offset request, the offset request status changes to **Processed** or **Approval In Progress** depending on the configuration of the offset request type. When the offset request status changes to **Processed** adjustments are created and the **Unapply** button is enabled which cancels the adjustments. Upon unapplying the offset request, the enter status algorithm cancels the offset adjustments and the status of the request changes to **Unapplied Offset**.

Bill Information	Original Outstanding Amount	Offset Amount	Remaining Bill Balance	Comments
Bill 1	\$2000	—\$700	\$1300	The Offset amount \$400 is offset against Bill 2.
Bill 2	—\$400	\$400	0	Bill 2 is offset against \$400 from Bill Outstanding amount of Bill 1 i.e. \$2000.
Bill 3	—\$300	\$300	0	Bill 3 is offset against \$300 from Bill Outstanding amount of Bill 1 i.e. \$1600.

Cross Currency Offset

Enables single debit bills to be offset against multiple credit bills in currencies other than the bill selected for offset and vice versa. Cross-currency offset enables you to offset credit/debit bills with different currencies. You can add credit/debit bills to the debit/credit bill added from **Account Receivable Central**. After you add a debit bill from **Account Receivable Central**, you cannot add more debit bills to the offset request. While offsetting the credit/debit amount across multiple bills, the oldest bill is offset first.

The **C1-OFFSUBENT** algorithm validates whether the sum of debit offset amount is equal to sum of credit offset amount for all bills selected in the offset request. After validation, status of the offset request changes to **Processed** or **Approval In Progress** depending on the configuration of the offset request type.

Bill Information	Outstanding Amount	Outstanding Amount (in Offset currency)	Offset Amount	Remaining Bill Balance	Comments
Bill 1	\$300	\$300	—\$130.1	\$169.9	Outstanding amount \$300 is offset against \$130.1 (£100). (Exchange rate: 1£=1.3\$)
Bill 2	—£100	—\$130.1	\$130.1	0	Outstanding amount £100 (\$130.1) of Bill 2 is offset against \$300 from Bill 1.

Note: In case of multiple exchange rates with same date and different timestamps, the latest timestamp is considered.

Note: The adjustments are created in the currency of the bill.

Hold

Account Receivable Central enables bill(s) to be put on hold which belongs to a person's account or all accounts of a particular person. When a bill is put on hold, specific reason must be specified; no funding related activities can be performed for the specified period.

Funding related activities are put on hold from the start date of the hold request. The hold exists till the hold request release date; however you can also release individual bills.

You can only put bills on hold which has **Completed** status. When a person/account is on hold, all the subsequent bills under them are also on hold irrespective of bill status. You can select the bill amount in a bill to be put on hold i.e. you can put the particular bill on hold with partial or full bill amount.

Hold request type is used to define the hold request. In the hold request type, the **Hold Process** is set to **Funding**, which puts hold on only the funding activities of the selected bill belonging to a person or account.

Refund

Enables you to refund amount of credit bill to account through a refund request. For creating a refund request you need to specify the refund request type using which you want to create the refund request. The refund request can be defined with (single level/multi-level) or without approval workflow. An approval profile should be defined for the approval workflow. While defining the refund request type, the adjustment type should be defined for creating refund adjustments.

Write Off

Enables you to write off the amount to the account through a write off request. For creating a write off request you need to specify the write off request type. The write off request can be defined with (single level/multi-level) or without approval workflow. An approval profile should be defined for the approval workflow. While defining the write off request type, the adjustment type should be defined for creating write off adjustments.

Dispute

Enables you to dispute amount of credit/debit bill to an account through a dispute request. For creating a dispute request you need to specify the dispute request type using which you want to create the dispute request. The dispute request can be defined with (single level/multi-level) or without approval workflow. An approval profile should be defined for the approval workflow. While defining the dispute request type, the adjustment type should be defined for creating dispute adjustments.

Account Receivable Central

The **Account Receivable Central** screen allows you to search for bills using various search criteria. This screen consists of the following zones:

- [Search Bill](#) on page 920


Through the **Account Receivable Central** screen, you can navigate to the following screens:

- [Offset Request](#) on page 954
- [Hold Request](#) on page 1152
- [Refund Request](#) on page 1061
- [Write Off Request](#) on page 1093
- [Dispute Request](#)

Search Bill

The **Search Bill** zone allows you to search for bills in the **Accounts Receivable Central** screen using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate whether you want to search bills using bill details, using account details or using person details whose account is linked to a particular bill. The valid values are:</p> <ul style="list-style-type: none"> • Person Details • Account Details • Bill Details <p>Note: By default, the Person Details option is selected.</p>	Yes
Person ID	<p>Used to select the person ID based on which you want to search for bills of a person.</p> <p>Note: This field appears only when you select the Person Details option from the Search By list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.</p>	No
Person Hierarchy	<p>Used to indicate whether to display hierarchy of the person linked to a particular bill.</p> <p>Note: This field appears only when you select the Person Details option from the Search By list.</p>	No
Person Identifier Type	<p>Used to select the identifier type based on which you want to search for bills of a person.</p> <p>Note: This field appears only when you select the Person Details option from the Search By list.</p>	Yes (Conditional) Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	<p>Used to specify the value of the person identifier type.</p> <p>Note: This field appears only when you select the Person Details option from the Search By list.</p>	Yes (Conditional) Note: If you enter the person identifier type as a search criteria, you have to select the person identifier.
Bills on Hold	<p>Used to indicate whether the bill is on hold. The valid values are:</p> <ul style="list-style-type: none"> • No • Yes 	No

Field Name	Field Description	Mandatory (Yes or No)
Bill Balance	Used to search bills with a particular balance amount. The valid values are: <ul style="list-style-type: none"> • Equal to Zero • Greater Than Zero • Less Than Zero • Not Equal to Zero 	No
Pending Bills	Used to indicate whether the bill is pending.	No
Account ID	Used to search for bills of a particular account. Note: This field appears only when you select the Account Details option from the Search By list.	No
Account Identifier Type	Used to specify the account identifier type of the account whose bill you want to search. Note: This field appears only when you select the Account Details option from the Search By list.	No
Account Identifier	Used to select the account identifier based on which you want to search for bills of a particular account. Note: This field appears only when you select the Account Details option from the Search By list.	No
Bill ID	Used to search a particular bill. Note: This field appears only when you select the Bill Details option from the Search By list.	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID. Note: This field appears only when you select the Bill Details option from the Search By list.	No
Invoice Currency	Used to search for bills which are billed in a particular currency. Note: This field appears only when you select the Bill Details option from the Search By list.	No
Bill Date From	Used to search bills which are created from a particular date onwards.	No
To	Used to search bills which are created till a particular date.	No
Bill Outstanding Amount From	Used to search bills with a particular minimum outstanding amount.	
To	Used to search bills with a particular maximum outstanding amount.	

Note: You must specify at least one search criterion while searching for a bill when you select the **Person Details** or **Account Details** option from the **Search By** list.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Original Bill Amount	Displays the bill amount when the bill was generated.
Outstanding Amount	Displays the current bill balance amount.
Bill Date	Used to specify the date on which the bill was generated.
Hold Amount	Displays the amount from the bill that is on hold.
Account Information	Displays additional information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. A tool tip appears when you hover over this column corresponding to the bill. It indicates the Current Balance, Excess Payment and Unapplied Payments and their values. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective bill.
Person Information	Displays additional information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective bill.

This zone contains following buttons:

Button Name	Button Description
Single Offset	Used to add the selected bill with same currency to an offset request.
Mass Offset	Used to add the selected bills with same currency to an offset request.
Cross Currency Offset	Used to add the selected bills with different currency to an offset request.
Hold	Used to add the selected bill to hold request to be put on hold.
Write Off	Used to add the selected bill to a write off request.
Refund	Used to add the selected bill to a refund request.
Dispute	Used to add the selected bill to a dispute request.

Related Topics

For more information on...	See...
How to search for bill	Searching for a Bill on page 925
How to view the details of a bill	Viewing the Bill Details on page 926

Bill Information

The **Bill Information** screen allows you to view detail information of a particular bill.

This screen consists of the following zones:

- [Hold Details](#) on page 924
- [Offset Details](#) on page 924
- [Garnishment Details](#) on page 924
- [Bill Line Items](#) on page 925

Hold Details

The **Hold Details** zone displays details of the hold request on a bill. This zone contains following columns:

Column Name	Column Description
Hold Request Information	Displays additional information about the hold request. Note: It has a link. On clicking the link, the Hold Request screen appears with the details of the respective hold request.
Status	Indicates the status of the hold request.
Entity	Displays the type of entity.
Hold Entity	Displays additional information about the bill which is put on hold. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Start Date	Displays the start date of the hold request.
End Date	Displays the end date of the hold request.

Offset Details

The **Offset Details** zone displays details of the offset request. This zone contains following columns:

Column Name	Column Description
Offset Request Information	Displays additional information about the offset request. Note: It has a link. On clicking the link, the Offset Request screen appears with the details of the respective offset request.
Offset Amount	Displays the total offset amount.
Creation Mode	Displays the mode of creation for offset request . The valid values are: <ul style="list-style-type: none"> • Automatic • Manual

Garnishment Details

The **Garnishment Details** zone displays details garnishment details of the offset request. This zone contains following columns:

Column Name	Column Description
Garnishment Contract	Displays additional information about the contract created against the garnishment adjustments. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Garnishment Amount	Displays the total garnishment amount.

Bill Line Items

The **Bill Line Items** zone displays information about the selected bill's bill line item. This zone contains the following fields:

Field Name	Field Description
Bill Line Item	Displays the bill line item (bill segment/adjustment) of the selected bills.
Bill Line Item Information	Displays the information about the bill line item. Note: It has a link. On clicking the link, the Bill Segment screen or Adjustments screen appears with the details of the respective bill line item or adjustments.
Amount	Displays the amount of the bill line item.
Contract Information	Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.

Related Topics

For more information on...	See...
How to view the details of a bill	Viewing the Bill Details on page 926

Searching for a Bill

Procedure

To search for a bill:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Account Receivable Central**.
The **Account Receivable Central** screen appears.
3. Enter the search criteria in the **Search Bill** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

Note: The wild card search for searching bill in the **Search Bill** zone is applicable only when you select the **Bill Details** option from the **Search By** list.

4. Click **Search**.

A list of bills that meet the search criteria appears in the **Search Results** section.


Related Topics

For more information on...	See...
Account Receivable Central screen	Account Receivable Central on page 920
Search Bill zone	Search Bill on page 920

Viewing the Bill Details

Procedure

To view the details of a bill:

1. Search for the bill in the **Account Receivable Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the bill whose details you want to view.

A menu appears.

3. Click the **Go To Bill Information** menu option.

The **Bill Information** screen appears.

4. View the details of the bills in the **Bill Information** screen.

Related Topics

For more information on...	See...
Account Receivable Central screen	Account Receivable Central on page 920
Bill Information screen	Bill Information on page 924
How to search for a bill	Searching for a Bill on page 925

Chapter 15

Offset Request

Topics:

- [Offset Request \(Without Approval Workflow\) Status Transition](#)
- [Offset Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-OffsetRequest](#)
- [Prerequisites](#)
- [Offset Request Type](#)
- [Offset Request](#)
- [Offset Request](#)

Oracle Revenue Management and Billing allows you to offset credit and debit bill(s) from the account(s) belonging to different persons. While creating an offset request, you need to specify the offset request type using which you want to create the offset request. You can create an offset request from:

- **Account Receivables Central** screen
- **Offset Request** screen

You can offset the bills across from the account(s) belonging to same or different person. In an offset request you can offset debit bill(s) against credit bill(s) or vice-versa. You can also offset bills with same currency or different currencies.

The offset request type helps the system to determine:

- Whether adjustments must be created in the real time (i.e. immediately) or in the deferred mode (i.e. in the background).
- Whether the offset request must be approved before creating offset adjustments in the system.
- Default adjustment type using which offset adjustments must be created.
- The default offset amount whenever a new bill is added using **C1-OFST-AMT** algorithm.

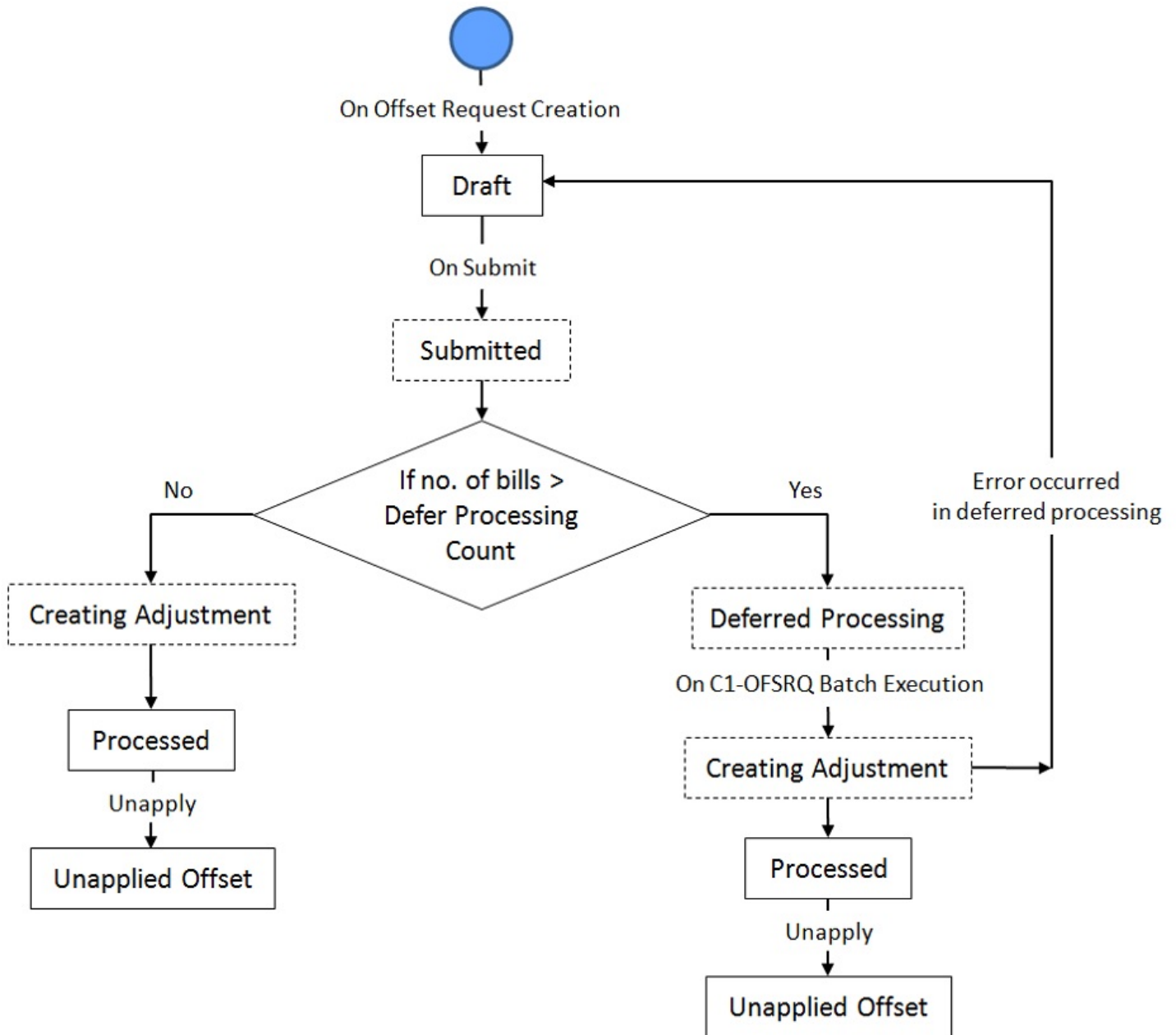
During the offset request process, an offset request goes through various statuses in its lifecycle. For more information about the offset request statuses, see [Offset Request \(Without Approval Workflow\) Status Transition](#) on page 928 and [Offset Request \(With Approval Workflow\) Status Transition](#) on page 929.

Note that the lifecycle of an offset request is driven by business object using which the offset request is created. An offset request business object named **C1-OffsetRequest** is shipped with the product. The offset request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-OffsetRequest** business object.

For more information on how to setup the offset request process, see [Prerequisites](#) on page 935.

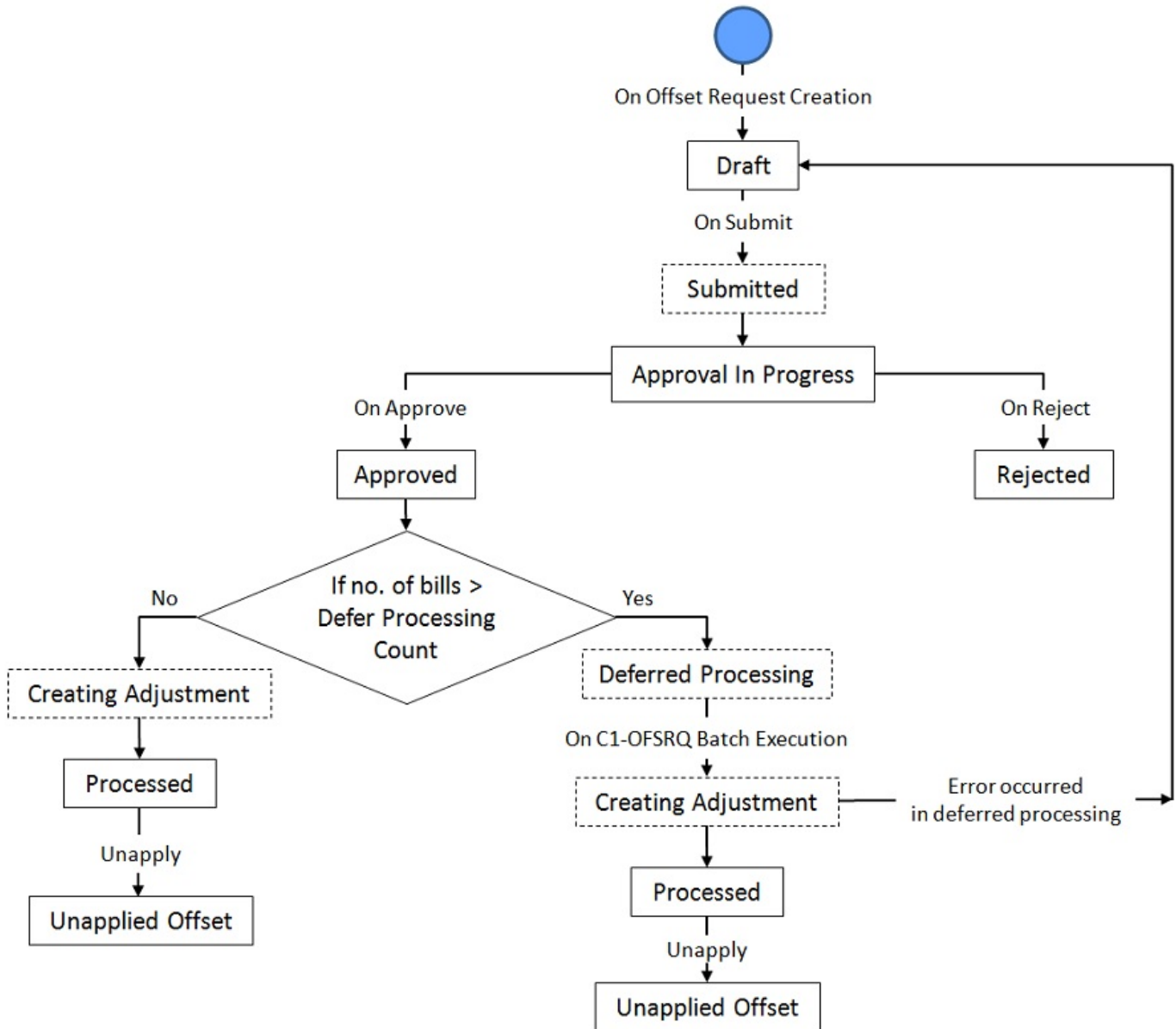
Offset Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how an offset request moves from one status to another when approval workflow is off:



Offset Request (With Approval Workflow) Status Transition

The following figure graphically indicates how an offset request moves from one status to another when approval workflow is on:



Algorithms Used in C1-OffsetRequest

The following table lists the algorithms which are attached to the **C1-OffsetRequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-OFFST-INF	C1-OFFST-INF	<p>This algorithm generates the offset request information string which appears throughout the application. It concatenates the following fields:</p> <ul style="list-style-type: none"> • Offset Request Type Description • Offset Request Status Description • Offset Request ID

The following table lists the algorithms which are used in the lifecycle of the **C1-OffsetRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	-	-	-
Submitted	Enter	C1-OFFSUBENT	C1-OFFSUBENT	<p>This algorithm checks the following:</p> <ul style="list-style-type: none"> • If the bill(s) under request has non-zero outstanding amount. • The bill status is Completed. • Offset amount overridden by the user is non-zero. • Sum of all offset amounts for debit bills is equal to sum of all offset amounts for credit bills. • At least one debit and one credit bill is selected in the offset request.
Approval In Progress	Enter	C1-OFFAPPENT	C1-OFFAPPENT	This algorithm creates To Do based on the Approval To Do Type configured in offset request type.
Approval In Progress	Enter	C1-OFFAPPEXT	C1-OFFAPPEXT	This algorithm checks whether an approver is associated with the approval To Do Role specified in the offset request type. It does not allow the submitter to approve or reject the offset request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Enter	C1-OFSAPRENT	C1-OFSAPRENT	This algorithm changes the status of the offset request to Deferred Processing or Creating Adjustment when the approver clicks the Approve button.
Rejected	-	-	-	-
Deferred Processing	Enter	F1-AT-RQJ	F1-AT-RQJ	This algorithm type transitions current state of the business object to the input Next Status or to the status related to the input Next Transition Condition. Only either of the soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.
Creating Adjustment	Enter	F1-AT-RQJ	F1-AT-RQJ	This algorithm type transitions current state of the business object to the input Next Status or to the status related to the input Next Transition Condition. Only either of the soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.

Status	System Event	Algorithm	Algorithm Type	Description
Creating Adjustment	Enter	C1-OFST-DIST	C1-OFST-DIST	<p>This algorithm is executed on submit or on approve of an offset request. It creates the transfer adjustments between bill segments/contracts of bills selected in an offset request using following two parameters for this algorithm:</p> <p>Parameter 1 - Match Type Code: This should be the Match Type defined for payment override distribution in the system. If a bill selected for offsetting is already paid partially using some Match Type, then match events and amounts of offset adjustments follow the same pattern of distribution. However if no payment has been received against a bill, then the Match Type value which is defined as parameter which will be used for the offset distribution. It is assumed the payment and offset distribution of Match Type Code is maintained in the system.</p>

Status	System Event	Algorithm	Algorithm Type	Description
				<p>Parameter 2 - Match Type Entity Flag: Valid values for this parameter are 'BILL',' BSEG' and 'SA'. This parameter defines the open item at which the match events are to be created. In case of unpaid bills, new match events will be created based on the value of this parameter. Based on the flag defined for Match Events are created as follows:</p> <ol style="list-style-type: none"> 1. If the Match Type Flag is 'BILL', then all FTs on a bill have the same Match Event. 2. If the Match Type Flag is 'BSEG', then each line item (bill segment or adjustment) on the bill will have a unique match event. 3. If the Match Type Flag is 'SA', then line items belonging to the same contract within a bill will have the same match event. <p>Offset distribution is performed in steps given below:</p> <ol style="list-style-type: none"> 1. Internal Offsetting within each bill: <ul style="list-style-type: none"> • This is done only if a bill has both debit and credit line items. • Internal offsetting happens either at contract level or bill line item level, based on the value of parameter 'Match Type Entity Flag'. If the value is 'BILL' or 'SA', then internal offsetting will be done at contract level and if it is 'BSEG', then internal offsetting is done at bill line item level. • In a bill starting from the highest priority (PAY_PRIORITY_FLG in contract type) credit contract with highest contract type priority/ bill line item, the balance will be offset with the highest priority debit contract/ bill line item by creating

Status	System Event	Algorithm	Algorithm Type	Description
				<p>It determines an outstanding amount starting from the oldest bill, for each credit open item (i.e. bill and contract type / bill line item).</p> <p>It invokes Payment Distribution Algorithm Driver (which invokes Payment Distribution Override algorithm in the match type) to determine the distribution of this amount to the debit bill by passing debit Bill ID (starting from the oldest bill), Account ID of the Bill under offset and Match Type code.</p> <p>It creates transfer adjustments from credit bill to debit bill.</p> <p>If there exists balance on credit bill then it is distributed to the next debit bill.</p> <p>The above process is repeated for each credit bill until balance on each credit bill is exhausted.</p> <p>Note: In case of offset of a partially paid bill, the match type to be defined should be same as the match type used during payment distribution.</p> <p>Note: In case of a partially refunded or written off bill, the match type should have the same Pay Dist Override Algorithm at the bill segment / adjustments level.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Creating Adjustment		C1-UPD-HOLD	C1-UPD-HOLD	<p>This algorithm updates the hold amount or hold entity end date in hold request from the offset request. There are two scenarios:</p> <ul style="list-style-type: none"> • If the outstanding amount on the bill after offsetting is not zero and less than the current hold amount, the hold amount will be updated to the outstanding amount. • If the outstanding amount on the bill after offsetting is zero and the bill is present is some hold request which is active then the end date for the bill will be updated as the system date. <p>This algorithm also inserts log entries in the offset request and hold request logs. When the hold details for a bill is updated, the bill ID will be stored as part of the offset request logs and the old hold amount/updated hold amount or the end date which is added to the hold entity will be stored as part of the hold request logs.</p>
Processed	-	-	-	-
Unapplied Offset	Enter	C1-UNAPOFST	C1-UNAPOFST	This algorithm cancels all offset adjustments in an offset request.

Prerequisites

To setup the offset request process, you need to do the following:

- Define the required characteristic types where the characteristic entity is set to **Offset Request Type**
- Define the required characteristic types where the characteristic entity is set to **Offset Request**
- Define unapplied offset and rejected status reasons for the **C1-OffsetRequest** business object
- Assign the **C1-OFSRQ** To Do type to a To Do role whose users must receive To Do generated while submitting an offset request for approval
- Assign the **C1-OFSSB** To Do type to a To Do role whose users must receive To Do generated when an error occurs in case of deferred processing.
- Set the **C1-OFFSETREQ** feature configuration.
- Define an algorithm of the **C1-ADI-INFO** algorithm type and attach to the **Adjustment Information** system event in the **Algorithms** tab of the **Installation Options — Framework** screen
- For the defined adjustment type, the **Print by Default** and **Impact Next Bill Balance** should be unchecked and the **A/P Request Type Code** leave this option blank.

- Define **Exchange Rate** for cross currency offset.
- Define the required offset request types in the system

Offset Request Type

Oracle Revenue Management and Billing allows you to define:

- **Offset Request Type** — It is used to create an offset request. You can define multiple offset request types in the system. An offset request type helps the system to determine:
 - Whether the offset request must be approved before creating offset adjustments in the system.
 - Default adjustment type using which offset adjustments must be created.
 - Whether adjustments must be created in real time (i.e. immediately) or in the deferred mode (i.e. in the background)
 - The default offset amount whenever a new bill is added using **C1-OFST-AMT** algorithm.

While defining an offset request type where approval workflow is required, you need to select the **Approval Required** check box. If the **Approval Required** check box is selected, the offset request (which is created using the offset request type) is sent for approval before creating the offset adjustments. However, if the **Approval Required** check box is not selected, the offset adjustments are created in real time (i.e. immediately) or in the deferred mode (i.e. in the background) on submitting an offset request.

Note: The offset adjustments are created in deferred mode if the number of bills in the offset request are more than the **Defer Processing Count** configured in the offset request type.

Let us understand an offset scenario with the help of some examples.

Bill 1, Bill 2 and Bill 3 are added to an offset request. You can update the offset amount in the offset request. Note that the offset amount must be less than the bill outstanding amount.

Bill Information	Bill Outstanding Amount	Offset Amount	Remaining Bill Balance	Comments
Bill 1	\$1500	—\$500	\$1000	Offset amount \$500 can be split to be offset against Bill 2 and Bill 3.
Bill 2	\$200	—\$200	0	Bill 2 is offset against \$200 from Bill Outstanding amount of Bill 1 i.e. \$1500.
Bill 3	\$300	—\$300	0	Bill 3 is offset against \$300 from Bill Outstanding amount of Bill 1 i.e. \$1500.




The offset request type is defined with or without approval and mapped to an adjustment type creating adjustments. You can cancel the offset adjustment by clicking the **Unapply** button in the **Offset Request** zone.


The **Offset Request Type** screen allows you to define, edit, delete, and copy an offset request type. This screen consists of the following zones:

- [Offset Request Type List](#) on page 937
- [Offset Request Type](#) on page 937

Offset Request Type List

The **Offset Request Type List** zone lists offset request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Offset Request Type	Displays the offset request type.
Description	Displays the description of the offset request type.
Edit	On clicking the Edit () icon, the Offset Request Type screen appears where you can edit the details of the offset request type.
Duplicate	On clicking the Duplicate () icon, the Offset Request Type screen appears where you can define an offset request type using an existing offset request type.
Delete	On clicking the Delete () icon, you can delete the offset request type. Note: You can delete an offset request type only when you have not created an offset request using the offset request type.

On clicking the **Broadcast** () icon corresponding to the offset request type, the **Offset Request Type** zone appears with the details of the respective offset request type.

Related Topics

For more information on...	See...
How to define an offset request type	Defining an Offset Request Type on page 940
How to edit an offset request type	Editing an Offset Request Type on page 943
How to copy an offset request type	Copying Offset Request Type on page 947
How to delete an offset request type	Deleting an Offset Request Type on page 946
How to view the details of an offset request type	Viewing the Offset Request Details on page 953

Offset Request Type

The **Offset Request Type** zone displays the details of the offset request type. This zone consists of the following sections:

- **Main** — This section provides basic information about The offset request type. It contains the following fields:

Field Name	Field Description
Offset Request Type	Displays the offset request type.
Description	Displays the description of the offset request type.
Offset Request Business Object	Indicates the business object that will be used to create the offset request. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Detailed Description	Displays additional information about the offset request type.

Field Name	Field Description
Status	Indicates the status of the offset request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive
Adjustment Type	Indicates the adjustment type using which the offset adjustments must be created. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type. </div>
Default Offset Amount Algorithm	Indicates the default offset amount algorithm which calculates the offset amount.
Defer Processing Count	Displays the number of bills to determine if the offset request will be processed in deferred mode. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: If the number of bills is less than the Defer Processing Count, the offset request will be processed in real time (i.e. immediately). </div>
Approval Required	Indicates whether approval is required while processing the offset adjustments using the offset request type.
Approval To Do Type	Indicates that the To Do entry of the specified To Do type must be created when you submit the offset request for approval. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do Type. </div>
Approval To Do Role	Indicates that users with the specified To Do Role can only approve the offset request submitted for approval. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do Role. </div>
Submitter To Do Type	Indicates the To Do type for the submitter when the offset request moves to Draft status due to error while deferred processing.. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type. </div>

Field Name	Field Description
Submitter To Do Role	Indicates the To Do role for the submitter when the offset request moves to Draft status due to error while deferred processing.. Note: It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.

- **Characteristics** — This section lists the characteristics defined for the offset request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the offset request type.
Delete	Used to delete the offset request type. Note: You can delete a offset request type only when you have not created an offset request using the offset request type.
Duplicate	Used to create a new offset request type using an existing offset request type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the offset request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Offset Request Type** zone does not appear in the **Offset Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to the offset request type in the **Offset Request Type List** zone.

Related Topics

For more information on...	See...
How to define an offset request type	Defining an Offset Request Type on page 940
How to edit an offset request type	Editing an Offset Request Type on page 943
How to copy an offset request type	Copying Offset Request Type on page 947
How to delete an offset request type	Deleting an Offset Request Type on page 946
How to view the details of an offset request type	Viewing the Offset Request Type Details on page 949

Defining an Offset Request Type

Prerequisites

To define an offset request type, you should have:

- Offset request business objects defined in the application
- **C1-OFSRQ** To Do type assigned to a To Do role whose users must receive To Do generated while submitting an offset request for approval.
- **C1-OFSRQ** To Do type assigned to a To Do role whose users must receive To Do generated while resubmitting an offset request or in case an error occurs in the deferred processing.

Procedure

To define an offset request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **O** and then click **Offset Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Offset Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Offset Request Type Business Object	Used to indicate the business object that you want to use to create the offset request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Offset Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple offset request type business objects defined in the application. If there is only one offset request type business object defined in the application, the **Offset Request Type** screen appears.



4. Select the required offset request type business object from the respective field.
5. Click **OK**.



The **Offset Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the offset request type.
- **Characteristics** - Used to define characteristics for the offset request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Offset Request Type	Used to specify the offset request type.	Yes
Description	Used to specify the description for the offset request type.	Yes
Offset Request Business Object	Used to indicate the business object that you want to use while creating the offset request.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Detailed Description	Used to specify additional information about the offset request type.	No
Status	<p>Used to indicate the status of the offset request type. The valid values are:</p> <ul style="list-style-type: none"> Active Inactive <p>Note: You cannot change the status of a offset request type to Inactive if there are offset requests which are created using the offset request type and are currently in the Draft or Approval In Progress or Deferred Processing status.</p>	Yes
Adjustment Type	<p>Used to indicate the adjustment type using which the offset adjustment must be created.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p>	Yes
Default Offset Amount Algorithm	<p>Used to attach an algorithm that will be triggered when you create adjustments. This algorithm calculates the default offset amount whenever a bill is added to an offset request.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	Yes
Defer Processing Count	<p>Displays the number of bills to determine if the offset request will be processed in deferred mode.</p> <p>Note: If the number of bills is less than the Defer Processing Count, the offset request will be processed in real time (i.e. immediately).</p>	No
Approval Required	Indicates whether approval is required while processing the offset adjustments using the offset request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Type	Used to Indicate the To Do entry of the specified To Do type must be created when you submit the offset request for approval. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the offset request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	

- Enter the required details depending on whether you want to define offset request type.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

- Define characteristics for the offset request type, if required.
- Click **Save**.

The offset request type is defined.

Related Topics

For more information on...	See...
Offset Request Type screen	Offset Request Type on page 936
Offset Request Type List zone	Offset Request Type List on page 937
How to define characteristics for a offset request type	Defining Characteristics for an Offset Request Type on page 942

Defining Characteristics for an Offset Request Type

Prerequisites

To define characteristics for an offset request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Offset Request Type**)

Procedure

To define characteristics for an offset request type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying an offset request type.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Offset Request Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request type.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the offset request type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the offset request type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define an offset request type	Defining an Offset Request Type on page 940
How to edit an offset request type	Editing an Offset Request Type on page 943
How to copy an offset request type	Copying Offset Request Type on page 947

Editing an Offset Request Type

Prerequisites

To edit an offset request type, you should have:

- Offset request business objects defined in the application
- **C1-OFSRQ** To Do type assigned to a To Do role whose users must receive To Do generated while submitting an offset request for approval.
- **C1-OFSRQ** To Do type assigned to a To Do role whose users must receive To Do generated while resubmitting an offset request or in case an error occurs in the deferred processing.

Procedure

To edit an offset request type:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **O** and then click **Offset Request Type**.

A sub-menu appears.

3. Click the **Search** option from the **Offset Request Type** sub-menu.


The **Offset Request Type** screen appears.




4. In the **Offset Request Type List** zone, click the **Edit** () icon in the **Edit** column corresponding to the offset request type whose details you want to edit.

The **Offset Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the offset request type.
- **Characteristics** - Used to define characteristics for the offset request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Offset Request Type	Used to specify the offset request type.	Yes
Description	Used to specify the description for the offset request type.	Yes
Offset Request Business Object	Used to indicate the business object that you want to use while creating the offset request.	Yes
Detailed Description	Used to specify additional information about the offset request type.	No
Status	Used to indicate the status of the offset request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You cannot change the status of a offset request type to Inactive if there are offset requests which are created using the offset request type and are currently in the Draft or Approval In Progress or Deferred Processing status.</p> </div>	Yes
Adjustment Type	Used to indicate the adjustment type using which the offset adjustment must be created. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Default Offset Amount Algorithm	Used to attach an algorithm that will be triggered when you create adjustments. This algorithm calculates the default offset amount whenever a bill is added to an offset request. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	Yes
Defer Processing Count	Displays the number of bills to determine if the offset request will be processed in deferred mode. Note: If the number of bills is less than the Defer Processing Count , the offset request will be processed in real time (i.e. immediately).	No
Approval Required	Indicates whether approval is required while processing the offset adjustments using the offset request type.	No
Approval To Do Type	Used to Indicate the To Do entry of the specified To Do type must be created when you submit the offset request for approval. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the offset request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	

Tip: Alternatively, you can click the **Edit** button in the **Offset Request Type** zone to edit the details of the offset request type.

5. Modify the details, if required.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the offset request type, if required.
7. Click **Save**.

The changes made to the offset request type are saved.


Related Topics

For more information on...	See...
Offset Request Type screen	Offset Request Type on page 936
Offset Request Type List zone	Offset Request Type List on page 937
Offset Request Type zone	Offset Request Type on page 937
How to define characteristics for an offset request type	Defining Characteristics for an Offset Request Type on page 942

Deleting an Offset Request Type

Procedure

To delete an offset request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **O** and then click **Offset Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Offset Request Type** sub-menu.
The **Offset Request Type** screen appears.
4. In the **Offset Request Type List** zone, click the **Delete**  icon in the **Delete** column corresponding to the offset request type that you want to delete.
A message appears confirming whether you want to delete the offset request type.

Note: You can delete an offset request type only when you have not defined an offset request using the offset request type.

Tip: Alternatively, you can click the **Delete** button in the **Offset Request Type** zone to delete the offset request type.

5. Click **OK**.

The offset request type is deleted.

Related Topics

For more information on...	See...
Offset Request Type screen	Offset Request Type on page 936
Offset Request Type List zone	Offset Request Type List on page 937
Offset Request Type zone	Offset Request Type on page 937



Copying Offset Request Type

Instead of creating an offset request type from scratch, you can create a new offset request type using an existing offset request type. This is possible through copying an offset request type. On copying an offset request type, the details including the characteristics are copied to the new offset request type. You can then edit the details, if required.


Prerequisites

To copy an offset request type, you should have:

- Offset request type (whose copy you want to create) defined in the application
- Offset request business objects defined in the application

Procedure

To copy an offset request type:



1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **O** and then click **Offset Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Offset Request Type** sub-menu.
The **Offset Request Type** screen appears.
4. In the **Offset Request Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the offset request type whose copy you want to create.



The **Offset Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the offset request type.
- **Characteristics** - Used to define characteristics for the offset request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Offset Request Type	Used to specify the offset request type.	Yes
Description	Used to specify the description for the offset request type.	Yes
Offset Request Business Object	Used to indicate the business object that you want to use while creating the offset request.	Yes
Detailed Description	Used to specify additional information about the offset request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to indicate the status of the offset request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive <p>Note: You cannot change the status of a offset request type to Inactive if there are offset requests which are created using the offset request type and are currently in the Draft or Approval In Progress or Deferred Processing status.</p>	Yes
Adjustment Type	<p>Used to indicate the adjustment type using which the offset adjustment must be created.</p> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p>	Yes
Default Offset Amount Algorithm	<p>Used to attach an algorithm that will be triggered when you create adjustments. This algorithm calculates the default offset amount whenever a bill is added to an offset request.</p> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p>	Yes
Defer Processing Count	<p>Displays the number of bills to determine if the offset request will be processed in deferred mode.</p> <p>Note: If the number of bills is less than the Defer Processing Count, the offset request will be processed in real time (i.e. immediately).</p>	No
Approval Required	<p>Indicates whether approval is required while processing the offset adjustments using the offset request type.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Type	Used to Indicate the To Do entry of the specified To Do type must be created when you submit the offset request for approval. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the offset request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	

Tip: Alternatively, you can click the **Duplicate** button in the **Offset Request Type** zone to create a copy of the offset request type.

5. Enter the required details.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the offset request type, if required.
7. Click **Save**.

The new offset request type is defined.


Related Topics

For more information on...	See...
Offset Request Type screen	Offset Request Type on page 936
Offset Request Type List zone	Offset Request Type List on page 937
Offset Request Type zone	Offset Request Type on page 937
How to define characteristics for an offset request type	Defining Characteristics for an Offset Request Type on page 942

Viewing the Offset Request Type Details

Procedure

To view the details of an offset request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **O** and then click **Offset Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Offset Request Type** sub-menu.
The **Offset Request Type** screen appears.
4. In the **Offset Request Type List** zone, click the **Broadcast**  icon corresponding to the offset request type whose details you want to view.
The **Offset Request Type** zone appears.
5. View the details of the offset request type in the **Offset Request Type** zone.

Related Topics

For more information on...	See...
Offset Request Type screen	Offset Request Type on page 936
Offset Request Type List zone	Offset Request Type List on page 937
Offset Request Type zone	Offset Request Type on page 937

Offset Request

The **Offset Request** screen allows you to search for an offset request using various search criteria. It also allows you to create an offset request. Through this screen, you can navigate to the following screens:

- [Offset Request](#) on page 954

This screen consists of the following zones:


- [Search Offset Request](#) on page 950



Search Offset Request

The **Search Offset Request** zone allows you to search for offset requests using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for an offset request using request details or bill details. The valid values are: <ul style="list-style-type: none"> • Request Details • Bill Details <p>Note: By default, the Request Details option is selected.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Created From	Used to search offset requests which are created from a particular date onwards. Note: This field appears only when you select the Request Details option from the Search By list.	No
To	Used to search offset requests which are created till a particular date. Note: This field appears only when you select the Request Details option from the Search By list.	No
Status	Used to search offset requests with a particular status. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Draft • Deferred Processing • Processed • Rejected • Unapplied Offset Note: This field appears only when you select the Request Details option from the Search By list.	No
User ID	Used to search offset requests which are created by a particular user. Note: This field appears only when you select the Request Details option from the Search By list.	No
Offset Request Type	Used to search offset requests which are created using a particular offset request type. Note: This field appears only when you select the Request Details option from the Search By list.	No
Offset Request ID	Used to search a particular offset request. Note: This field appears only when you select the Request Details option from the Search By list.	No
Person ID	Used to search for offset requests in which bills of a particular person are selected for offsetting. Note: This field appears only when you select the Request Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	No

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to search for offset requests in which bills of a particular account are selected for offsetting. Note: This field appears only when you select the Request Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	No
Bill ID	Used to search offset requests with a particular bill. Note: This field appears only when you select the Bill Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.	No
Alternate Bill ID	Used to search a particular offset request using the alternate bill ID.	
Bill Date From	Used to search offset requests with bills which are created from a particular date onwards. Note: This field appears only when you select the Bill Details option from the Search By list.	No
To	Used to search offset requests with bills which are created till a particular date. Note: This field appears only when you select the Bill Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for an offset request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the offset request is created.
Offset Request Information	Displays information about the offset request. Note: It has a link. On clicking the link, the Offset Request screen appears.
Offset Amount	Displays the total offset amount.
Status	Indicates the status of the offset request.
Created By	Indicates the user who has created the offset request.

Column Name	Column Description
Creation Mode	Displays the mode of offset request creation. The valid values are: <ul style="list-style-type: none"> • Automatic • Manual

Related Topics

For more information on...	See...
How to search for an offset request	Searching for an Offset Request on page 953
How to view the details of an offset request	Viewing the Offset Request Details on page 953
How to create an offset request	Creating an Offset Request on page 960

Searching for an Offset Request

Prerequisites

To search for an offset request, you should have:

- Offset request types defined in the application

Procedure

To search for an offset request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Offset Request**.
A sub-menu appears.
3. Click the **Search** option from the **Offset Request** sub-menu.
The **Offset Request** screen appears.
4. Enter the search criteria in the **Search Offset Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of offset requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Search Offset Request zone	Search Offset Request on page 950

Viewing the Offset Request Details

Procedure

To view the details of an offset request:

1. Search for the offset request in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose details you want to view.

The **Offset Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the offset request. It contains the following zones:
 - **Offset Request** – Displays the details of the offset request.
 - **Selected Bills** – Lists the debit or credit bill line items to be offset.
 - **Search Bill** – Used to debit and credit bills that you want to offset. The bills in the search results added to the offset request can be viewed in the **Selected Bills** zone.
 - **Log** – Lists the complete trail of actions performed on the offset request.
3. View the details of the offset request in the **Offset Request** zone.
 4. View the entities (such as credit or debit bills) which must be offset in the **Selected Bills** zone.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 954
Offset Request zone	Offset Request on page 955
Selected Bills zone	Selected Bills on page 956
Search Bill zone	Search Bill on page 957
How to search for an offset request	Searching for an Offset Request on page 953

Offset Request

Once you create an offset request, the **Offset Request** screen allows you to:

- Edit the details of an offset request
- Edit the offset amount of the bills in the offset request
- Delete an offset request
- View the details of an offset request
- Submit an offset request for approval
- Approve or reject an offset request
- View the log of an offset request
- Add a log entry for an offset request

This screen consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Offset Request** – Displays the details of the offset request.
 - **Selected Bills** – Lists the selected bills added to the offset request.

- **Search Bill** – Searches bills using search criteria.
- **Log** – This tab lists the complete trail of actions performed on the offset request.

Offset Request - Main

The **Main** tab on the **Offset Request** contains the following zones:

- [Offset Request](#) on page 955
- [Selected Bills](#) on page 956
- [Search Bill](#) on page 957

Offset Request

The **Offset Request** zone displays the details of the offset request. This zone contains the following sections:

- **Main** — This section provides basic information about the offset request. It contains the following fields:

Field Name	Field Description
Offset Request Information	Displays information about the offset request.
Offset Request Type	Indicates the offset request type using which the offset request is created. Note: It has a link. On clicking the link, the Offset Request Type screen appears where you can view the details of the offset request type.
Status	Indicates the status of the offset request. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Draft • Deferred Processing • Rejected • Processed • Unapplied Offset
Adjustment Type	Indicates the adjustment type using which offset adjustments are created for the offset request. By default, adjustment type defined in the offset request type is displayed. Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective offset request.
Offset Amount	Displays the total debit offset amount.

- **Characteristics** — Lists the characteristics defined for the offset request. It contains the following fields:

Field Name	Field Description
Effective Date	Indicates the date from when the characteristic is effective for the offset request.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:


Button Name	Button Description
Edit	Used to edit the details of the offset request. Note: The Edit button appears only when the offset request is in the Draft status.
Delete	Used to delete the offset request. Note: The Delete button appears only when the offset request is in the Draft status.
Submit	Used to submit the offset request for approval or create offset adjustments in case approval is not configured for the offset request. Note: The Submit button appears only when the offset request is in the Draft status.
Approve	Used to approve the offset request. Note: The Approve button appears only when: <ul style="list-style-type: none"> The offset request is in the Approval In Progress status. A user with the approval To Do role is reviewing the offset request.
Reject	Used to reject the offset request. Note: The Reject button appears only when: <ul style="list-style-type: none"> The offset request is in the Approval In Progress status. A user with the approval To Do role is reviewing the offset request.
Unapply	Used to unapply the offset request to cancel the offset adjustments. Note: The Unapply button appears only when the offset request is in the Processed status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the offset request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the offset request status is updated
Create Date/Time	Displays the date and time when the offset request is created.

Selected Bills

The **Selected Bills** zone lists the debit and credit bill(s) that you have added to the offset request. This zone contains the following columns:

Column Name	Column Description
Bill Information	<p>Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.</p>
Bill Date	Displays the date on which the bill was generated.
Outstanding Amount	<p>Displays the outstanding amount of the bill.</p> <p>Note: After the offset request is processed, this field displays the new bill balance instead of Remaining Bill Balance.</p>
Hold Amount	<p>Displays the bill amount that has been put on hold.</p> <p>Note: After the offset request is processed, this field displays the new hold amount instead of Updated Hold Amount.</p>
Offset Amount	<p>Displays the amount that you want to offset.</p> <p>Note: By default, the amount which is eligible for offset appears in this field. You can edit the amount, if required. However, you cannot specify the amount greater than the eligible amount.</p>
Remaining Bill Balance	<p>Displays the difference between bill outstanding amount and offset amount.</p> <p>Note: This column appears only when the offset request status is in the Draft or Rejected status.</p>
Updated Hold Amount	<p>Displays the updated hold amount which is the hold amount before the offset request is processed.</p> <p>Note: This column appears only when the offset request status is in the Draft or Rejected status.</p>
View Adjustments	<p>Displays the details of adjustments created against the corresponding bill by clicking the View () icon for the respective bill.</p> <p>Note: This column appears only when the offset request is in the Processed status.</p>
Account Information	<p>Displays information about the account.</p> <p>Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.</p>
Bill ID	Displays the bill ID.

Search Bill

The **Search Bill** zone allows you to search for a bill applicable for offset. This zone contains the following fields:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for an offset request using person, account, or bill details. The valid values are: <ul style="list-style-type: none"> • Person Details • Account Details • Bill Details <div style="border: 1px solid black; padding: 2px;">Note: By default, the Person Details option is selected.</div>	Yes
Person ID	Used to search for bills which belong to a particular person. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Person Details option from the Search By list. The Allow Offsetting Across Persons option in the C1-OFFSETREQ feature configuration is set to Y.</div>	Yes
Account ID	Used to search for bills which belong to a particular account. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Account Details option from the Search By list.</div>	
Bill ID	Used to search for a particular bill. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Bill Details option from the Search By list.</div>	
Bills on Hold	Used to indicate whether the bills are on hold. The valid values are: <ul style="list-style-type: none"> • No • Yes <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Person Details option from the Search By list.</div>	
Bill Balance	Used to indicate category for bill balance. The valid values are: <ul style="list-style-type: none"> • Equal to Zero • Greater Than Zero • Lesser Than Zero • Not Equal to Zero 	
Bill Date From	Used to search bills applicable for the offset request which are created from a particular date onwards. <div style="border: 1px solid black; padding: 2px;">Note: By default, date before 30 days of the current date appears in this field.</div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Bill Date To	Used to search bills applicable for the offset request which are created till a particular date. Note: By default, the current date appears in this field.	Yes
Show Cross Currency Bills	Used to indicate whether the bills are cross currency bills.	Not Applicable

Note: You must specify at least one search criterion while searching for an offset request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill Information	Display additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Bill Date	Displays the date when the bill was completed.
Due Date	Displays the due date of the bill.
Outstanding Amount	Displays the total outstanding amount of the bill.
Hold Amount	Displays the amount from the bill that has been put on hold.
Outstanding Amount (Offset Currency)	Displays the outstanding amount of the bill in the native currency of the offset request. Note: This column appears only if the Show Cross Currency Bills option is checked.
Account Information	Display additional information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.

Related Topics

For more information on...	See...
How to add a credit/debit bill to an offset request	Adding a Credit or Debit Bill to the Offset Request on page 965

View Adjustments

The **View Adjustments** screen appears when you click the **View** (🔍) icon under **View Adjustments** column in the **Selected Bills** zone on the **Offset Request** screen when the offset request is in **Processed** status. This zone contains the following columns:

Column Name	Column Description
Adjustment Information	Displays the additional information about the bill.
Adjustment Amount	Displays the adjustment amount.

Column Name	Column Description
From Bill	Displays the additional information about the bill from the which the offset request is created.
To Bill	Displays the additional information about the bill which is offset against a selected bill.

Note: The view icon for **View Adjustments** appears only when the offset request is in the **Processed** status.

Offset Request - Log

The **Log** tab on the **Offset Request** contains the following zones:

- [Offset Request Log](#) on page 960

Offset Request Log

The **Offset Request Log** zone on the **Offset Request** screen lists the complete trail of actions performed on the offset request. It also logs the actions of To Do types, hold amount updated from offset request and error occurred in deferred processing of the offset request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the offset request.
Details	Displays the details about the action performed on the offset request.
User	Indicates the user who has performed the action on the offset request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the offset request.
Status Reason	Indicates the reason why the offset request was rejected or unapplied offset.

Note: You can manually add a log entry for the offset request by clicking the **Add Log Entry** link in the upper right corner of the **Offset Request Log** zone.

Related Topics

For more information on...	See...
How to view the log of an offset request	Viewing the Log of an Offset Request on page 973

Creating an Offset Request

Prerequisites

To create an offset request, you should have:

- Offset request types defined in the application.

Procedure


To create an offset request:

1. Do either of the following:

If you want to...	Then...
Define an offset request from the Account Receivable Central screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar.

If you want to...	Then...
	<p>A list appears.</p> <ol style="list-style-type: none"> From the Main menu, select Financial and then click Account Receivable Central. <p>The Account Receivable Central screen appears.</p> <ol style="list-style-type: none"> Search for the bill in the Account Receivable Central screen. In the Search Results section, select the required bill and then click Single Offset, Mass Offset, or Cross Currency Offset, whichever is applicable.
Define an offset request from the Offset Request screen	<ol style="list-style-type: none"> Click the Menu link in the Application toolbar. <p>A list appears.</p> <ol style="list-style-type: none"> From the Main menu, select Financial and then click Offset Request. <p>A sub-menu appears.</p> <ol style="list-style-type: none"> Click the Add option from the Offset Request sub-menu.

The **Add Offset Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Offset Request Type	Used to indicate the request type using which you want to create the offset request.	Yes
Bill	<p>Used to indicate the bill against which you want to create the offset request.</p> <p>Note: When you add the bill from Account Receivable Central screen, this field is disabled.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.</p>	Yes

Tip: Alternatively, you can access the **Add Offset Request** screen by clicking the **Add** button in the **Page Title** area of the **Offset Request** screen.

- Select the required offset request type and bill from the respective fields.

Note: You can search for an account by clicking the **Search**  icon corresponding to the respective field.

- Click **Save**.

The offset request is defined and the status of the offset request is set to **Draft**. The **Offset Request** screen appears with the details of the offset request. It contains the following tabs:

- **Main** – Displays information about the offset request. It contains the following zones:
 - **Offset Request** – Displays the details of the offset request.
 - **Selected Bills** – Lists the bills with debit and credit line items of the account which must be offset.
 - **Search Bill** — Used to search bills with debit and credit line items that you want to offset. This tab appears only when the offset request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the offset request.
4. Add debit and credit line items that you want to offset.
 5. Edit the offset amount of each entity, if required.
 6. Define characteristics for the offset request, if required.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
How to add a debit /credit bill to the offset request	Adding a Credit or Debit Bill to the Offset Request on page 965
How to edit an offset request	Editing an Offset Request on page 966
How to define characteristics for an offset request	Defining Characteristics for an Offset Request on page 962

Defining Characteristics for an Offset Request

Prerequisites

To define characteristics for an offset request, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Offset Request**)

Procedure

To define characteristics for an offset request:

1. Search for the offset request in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose details you want to edit.

The **Offset Request** screen appears.

3. Click the **Edit** button in the **Offset Request** zone.

The **Offset Request** screen appears.


Note: The **Edit** button appears only when the offset request is in the **Draft** status.


4. Ensure that the **Characteristics** section is expanded when you are editing the offset request.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the offset request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Offset Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.

5. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the offset request, click the **Add**  icon and then repeat step 5.

Note: However, if you want to remove a characteristic from the offset request, click the **Delete**  icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to search for an offset request	Searching for an Offset Request on page 953
How to create an offset request	Creating an Offset Request on page 960

Filtering Credit and Debit Bills of an Offset Request

Procedure

To filter bills of an offset request:

1. Search for the bills in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose details you want to view.

The **Offset Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the offset request. It contains the following zones:
 - **Offset Request** – Displays the details of the offset request.
 - **Selected Bills** – Lists the debit and credit bill(s) to be offset.

- **Search Bill** – Used to search bills with debit or credit bill(s) that you want to offset. The debit or credit bill(s) in the search results added to the offset request can be viewed in the **Selected Bills** zone.
- **Log** – Lists the complete trail of actions performed on the offset request.

You can filter the bills using **Bill Balance** search criteria available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** (✖) icon in the upper right corner of the **Selected Bills** zone.

3. Click **Search**.

The search results are filtered based on the specified criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Due Date	Displays the due date of the bill.
Outstanding Amount	Displays the outstanding amount of the bill. Note: After the offset request is processed, this field displays the new bill balance instead of Remaining Bill Balance .
Hold Amount	Displays the bill amount that has been put on hold. Note: After the offset request is processed, this field displays the new hold amount instead of Updated Hold Amount .
Offset Amount	Displays the amount that you want to offset. Note: By default, the amount which is eligible for offset appears in this field. You can edit the amount, if required. However, you cannot specify the amount greater than the remaining bill balance.
Remaining Bill Balance	Displays the difference between bill outstanding amount and the offset amount. Note: This column appears only when the offset request status is in the Draft or Rejected status.
Updated Hold Amount	Displays the updated hold amount. Note: This column appears only when the offset request status is in the Draft or Rejected status.

Related Topics

For more information on...	See...
How to search for an offset request	Searching for an Offset Request on page 953

Adding a Credit or Debit Bill to the Offset Request

You can add the credit/debit bills to an offset request. While adding a credit/debit bill to an offset request, you can either:

- Add selected credit/debit bill to the offset request from the **Account Receivable Central** screen only before creating the offset request.
- Add selected credit/debit bill(s) to the offset request from the **Offset Request** screen.

Prerequisites

To add credit/debit bill(s) to the offset request, you should have:

- Completed bills for the account/person.

Procedure

To add credit/debit bill(s) to the offset request:

1. Do either of the following:

If you want to...	Then...
Add a credit/debit bill from the Offset Request screen	<ol style="list-style-type: none"> 1. Search for the bills in the Search Bill zone on the Offset Request screen. 2. Select a bill and click the Add button. The selected bill(s) are added to the offset request. You can view the added bills in the Offset Request screen.
Create single offset request	<ol style="list-style-type: none"> 1. Search for the bill in the Account Receivable Central screen. 2. From the search results, select a bill and click the Single Offset button. The selected bill is added to an offset request. You can view the added bill in the Offset Request screen.
Create mass offset request	<ol style="list-style-type: none"> 1. Search for the bills in the Account Receivable Central screen. 2. From the search results, select a bill and click the Mass Offset button. The selected bill is added to an offset request and you can add more bills with same currency to the offset request from the Search Bill zone in the Offset Request screen. You can view the added bills in the Offset Request screen.
Create cross currency offset request	<ol style="list-style-type: none"> 1. Search for the bills in the Account Receivable Central screen. 2. From the search results, select a bill and click the Cross Currency Offset button. The selected bills is added to an offset request and you can add more bills with different currencies to the offset request from the Search Bill zone in the Offset Request screen. You can view the added bills in the Offset Request screen.

Note: You can add only one bill from **Account Receivable Central** screen. You cannot remove the bill added from the **Account Receivable Central** screen.

- After selecting the required fields in the **Add Offset Request** screen, the selected bill appears in the **Offset Request** screen.

Related Topics

For more information on...	See...
How to create an offset request	Creating an Offset Request on page 960

Editing an Offset Request

Prerequisites

To edit an offset request, you should have:

- Adjustment types defined in the application

Procedure

To edit an offset request:

- Search for the offset request in the **Offset Request** screen.
- In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose details you want to edit.

The **Offset Request** screen appears.

- Click the **Edit** button in the **Offset Request** zone.

The **Offset Request** screen appears. It contains the following sections:

- Main** — Used to edit the offset details, such as the amount which must be offset and the adjustment type using which the offset adjustment must be created. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Offset Request Information	Displays information about the offset request.	Not applicable
Offset Request Type	Indicates the offset request type using which the offset request is created.	Not applicable
Adjustment Type	Used to indicate the adjustment type using which the offset adjustment must be created.	Yes
Comments	Used to specify additional information about the offset request.	No

- Characteristics** — Used to define characteristics for the offset request. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the offset request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Offset Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the offset request.

- **Offset Details** — Used to edit the offset details, such as the amount which must be offset. It contains the following fields:

Column Name	Column Description
Total Debit Offset Amount	Displays the total debit amount of the all the bills added in the offset request.
Total Credit Offset Amount	Displays the total credit amount of the all the bills added in the offset request.
Total Offset Amount	Displays the total credit and debit amount of the all the bills added in the offset request.
Bill Information	Displays additional information about the bill.
Outstanding Amount	Displays the outstanding amount of the bill.
Due Date	Displays the due date of the bill.
Hold Amount	Displays the amount of the bill that has been put on hold.
Outstanding Amount (Offset Currency)	Displays the outstanding amount of the bill in the native currency of the offset request. Note: This column appears only in case of cross currency offset.
Offset Amount	Displays the amount that you want to offset. Note: By default, the amount which is eligible for offset appears in this field. You can edit the amount, if required. However, you cannot specify the amount greater than the eligible amount.
Remaining Bill Balance	Displays the difference between bill outstanding amount and the offset amount.

Column Name	Column Description
Updated Hold Amount	Displays the updated hold amount.

Note:

The **Edit** button appears only when the offset request is in the **Draft** status.

4. Modify the details of the offset request, if required.
5. Define, edit, or remove characteristics of the offset request, if required.
6. Click **Save**.

The changes made to the offset request are saved.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
How to search for an offset request	Searching for an Offset Request on page 953
How to define characteristics for a offset request	Defining Characteristics for an Offset Request on page 962

Deleting an Offset Request**Procedure**

To delete an offset request:

1. Search for the offset request in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request that you want to delete.

The **Offset Request** screen appears.

3. Click the **Delete** button in the **Offset Request** zone.

A message appears confirming whether you want to delete the offset request.

Note: The **Delete** button appears only when the offset request is in the **Draft** status.

Note: This button is disabled if the bill is added to the offset request from the **Account Receivable Central** screen.

4. Click **OK**.

The offset request is deleted.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
How to search for an offset request	Searching for an Offset Request on page 953

Submitting an Offset Request

Prerequisites

To submit an offset request, you should have:

- Debit and credit bill(s) added in the offset request.

Procedure

To submit an offset request:

1. Search for the offset request in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request that you want to delete.

The **Offset Request** screen appears.

3. Click the **Submit** button in the **Offset Request** zone.

The system behaves in the following manner:

If...	Then
The Approval Required check box is selected in the offset request type using which the offset request is created	A To Do of the C1-OFSRQ To Do type is created and sent to the approver. The status of the offset request is changed to Approval In Progress .
The Approval Required check box is not selected in the offset request type using which the offset request is created.	The offset adjustments are created using the specified adjustment type and the status of the offset request is changed to Processed . Note: The offset adjustments are created in the Frozen status. If a match event is present for the bill line items, the existing match event is stamped on the offset adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the offset adjustments and on the corresponding financial transactions. If you are doing a partial offset for any entity, the corresponding match event status is set to Open . However, if the entire eligible amount is offset, the corresponding match event status is set to Balanced .

Note: The **Offset Amount** should be less than or equal to current **Outstanding Amount** of the bill.

Note: The **Submit** button appears only when the offset request is in the **Draft** status.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
How to search for an offset request	Searching for an Offset Request on page 953

Approving an Offset Request

You can view the number of offset requests which are pending for approval in the **Offset Request** screen. The approver can review, and accordingly approve or reject the offset request based on the observations.

Note: The system will not allow you to approve or reject an offset request submitted by you.

Procedure

To approve an offset request:

1. Do either of the following:

If you want to...	Then...
Approve an offset request through the Offset Request screen	<ol style="list-style-type: none"> 1. Search for the offset request in the Offset Request screen. 2. In the Search Results section, click the link in the Offset Request Information column corresponding to the offset request which you want to review.
Approve an offset request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-OFSRQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the offset request that you want to review.

The **Offset Request** screen appears.

2. Review the offset request details.
3. Click the **Approve** button in the **Offset Request** zone.

If the number of bills in the offset request does not exceed the defer processing count (defined in the Offset Request Type), the system creates adjustments in the real time (i.e. immediately). In addition, the adjustment information string appears corresponding to each adjustment record in the **View Adjustments** screen and the status of the offset request is changed to **Processed**. However, if the number of bills in the offset request exceeds the defer processing count, the system creates adjustments in the deferred mode and the status of the adjustment offset request is changed to **Deferred Processing**.

Note: Deferred mode means in the background when the **Offset Request Periodic Monitor (C1-OFSRQ)** batch is invoked. When the **Offset Request Periodic Monitor (C1-OFSRQ)** batch is invoked, the system checks whether there are any offset requests in the **Deferred Processing** status. If there is an offset request in the **Deferred Processing** status, the system creates adjustments for the offset request. Once the adjustments are created, the adjustment information string appears corresponding to each adjustment record in the **View Adjustments** screen and the status of the offset request is changed to **Processed**.

Note:

The **Approve** button appears only when:

- The offset request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the offset request.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
View Adjustments	View Adjustments on page 959
How to search for an offset request	Searching for an Offset Request on page 953

Rejecting an Offset Request

Prerequisites

To reject an offset request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting an offset request, you need to specify the reason why you want to reject the offset request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-OffsetRequest** business object in the **Status Reason** screen.

The system will not allow you to approve or reject an offset request submitted by you.

Procedure

To reject an offset request:

1. Do either of the following:

If you want to...	Then...
Reject an offset request through the Offset Request screen	<ol style="list-style-type: none"> 1. Search for the offset request in the Offset Request screen. 2. In the Search Results section, click the link in the Offset Request Information column corresponding to the offset request which you want to review.

If you want to...	Then...
Reject an offset request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-OFSRQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the offset request that you want to review.

The **Offset Request** screen appears.

2. Review the offset request details.
3. Click the **Reject** button in the **Offset Request** zone.

The **Reject Offset Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the offset request.	Yes
Comments	Used to specify additional information while rejecting the offset request.	No

Note: The **Reject** button appears only when:

- The offset request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the offset request.

4. Select the rejection reason from the **Status Reason** list.
5. Click **Save**.

The status of the offset request is changed to **Rejected**.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
How to search for an offset request	Searching for an Offset Request on page 953

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Viewing the Log of an Offset Request

Procedure

To view the log of an offset request:

1. Search for the offset request in the **Offset Request** screen.
2. In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose log you want to view.

The **Offset Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the offset request. It contains the following zones:
 - **Offset Request** – Displays the details of the offset request.
 - **Selected Bills** – Lists the debit and credit bill line items which must be offset.
 - **Search Bill** – Used to search debit and credit bill line items that you want to offset.
- **Log** – Lists the complete trail of actions performed on the offset request.

3. Click the **Log** tab.

The **Offset Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the offset request.
Details	Displays the details about the action performed on the offset request.
User	Indicates the user who has performed the action on the offset request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the offset request.
Status Reason	Indicates the reason why the offset request was rejected or cancelled.

Note: You can manually add a log entry for the offset request by clicking the **Add Log Entry** link in the upper right corner of the **Offset Request Log** zone.

Related Topics

For more information on...	See...
How to search for an offset request	Searching for an Offset Request on page 953
How to add a log entry for an offset request	Adding a Log Entry for an Offset Request on page 973

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Adding a Log Entry for an Offset Request

Procedure

To add a log entry for an offset request:

1. Search for the offset request in the **Offset Request** screen.

- In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request whose log you want to edit.

The **Offset Request** screen appears. It consists of the following tabs:

- Main** – Displays information about the offset request. It contains the following zones:
 - Offset Request** – Displays the details of the offset request.
 - Selected Bills** – Lists the debit and credit bill line items which must be offset.
 - Search Bill** – Used to search debit and credit bill line items that you want to offset.
- Log** – Lists the complete trail of actions performed on the offset request.

- Click the **Log** tab.

The **Log** tab appears.

- Click the **Add Log Entry** link in the upper right corner of the **Offset Request Log** zone.

The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Information	Displays information about the offset request.	Not applicable
Log Details	Used to specify additional comments on the offset request.	Yes

- Enter the comments in the **Log Details** field.
- Click **Save**.

The log entry is added in the **Offset Request Log** zone.

Related Topics

For more information on...	See...
How to search for an offset request	Searching for an Offset Request on page 953

Unapplying an Offset Request

There might be situations when an incorrect offset request is processed in the system. In such case, the system provides you with an ability to unapply the offset request. However, you can unapply an offset request only when the offset request is in the **Processed** status.

Prerequisites

To unapply an offset request, you should have:

- Unapply reasons defined in the application

Note: While unapplying an offset request, you need to specify the reason why you want to unapply the offset request. You can select the appropriate unapply reason only when you have defined the reasons for the **Unapplied Offset** status of the **C1-OffsetRequest** business object in the **Status Reason** screen.

Procedure

To unapply an offset request:

- Search for the offset request in the **Offset Request** screen.
- In the **Search Results** section, click the link in the **Offset Request Information** column corresponding to the offset request that you want to unapply.

The **Offset Request** screen appears.

3. Click the **Unapply** button in the **Offset Request** zone.

The **Unapply Reason** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to unapply the offset request.	Yes
Comments	Used to specify additional information while cancelling the offset request.	No

Note: The **Unapply** button appears only when the offset request is in the **Processed** status.

4. Select the unapply reason from the **Unapply Reason** list.
5. Click **Save**.

The status of the offset request is changed to **Unapplied Offset**.

Related Topics

For more information on...	See...
Offset Request screen	Offset Request on page 950
Offset Request zone	Offset Request on page 955
How to search for an offset request	Searching for an Offset Request on page 953

Chapter 16

Funding Request

Topics:

- [Funding Request \(Without Approval Workflow\) Status Transition](#)
- [Funding Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-FundingReq](#)
- [Prerequisites](#)
- [Funding Request Type](#)
- [Funding Request](#)
- [Funding Request](#)

Oracle Revenue Management and Billing enables billing analyst to settle outstanding (credit and debit) bills using funding request based on funding request type. Upon submitting the funding request, payments are created for a debit bill balance using auto pay process and A/P Adjustments are created for credit bill balance. The approver can resubmit the funding request sent for approval, if required. The submitter can make the required changes as per the comments from the approver.

In order to process funding request, you need to define funding adjustment type and garnishment adjustment type through a funding request type. While creating a funding request, you need to specify the funding request type using which you want to create the funding request.

The funding request type helps the system to determine:

- Whether funding and garnishment adjustments must be created in the real time (i.e. immediately) or in the deferred mode (i.e. in the background).
- Approval profile using which the funding request must be approved.
- Whether the funding request must be approved before creating funding and garnishment adjustments in the system.
- Default funding and garnishment adjustment type using which funding and garnishment adjustments must be created.
- Calculate the threshold range for a bill when the bill is added to a funding request.

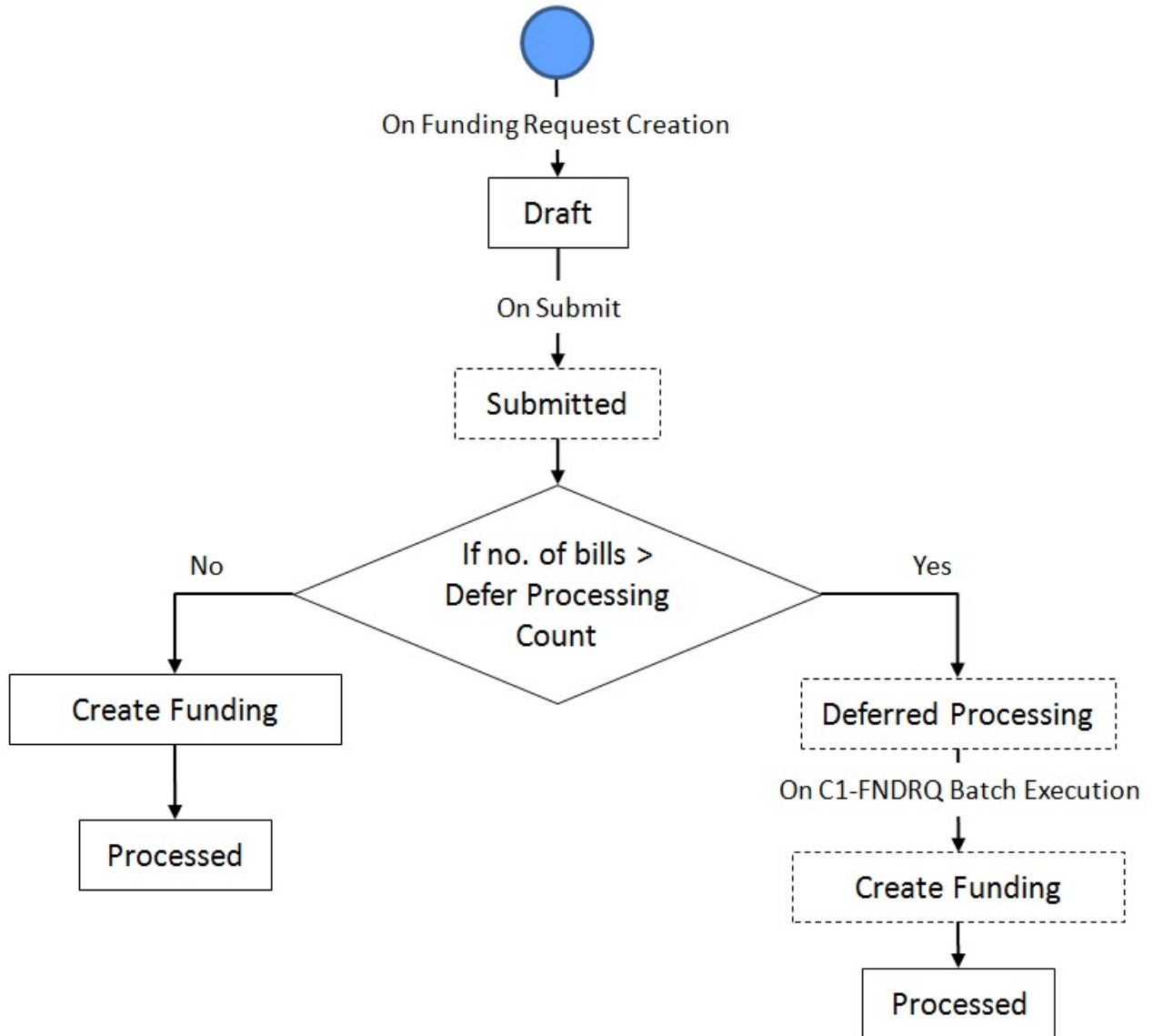
During the funding request process, a funding request goes through various statuses in its lifecycle. For more information about the funding request statuses, see [Funding Request \(Without Approval Workflow\) Status Transition](#) on page 978 and [Funding Request \(With Approval Workflow\) Status Transition](#) on page 978.

Note that the lifecycle of a funding request is driven by business object using which the funding request is created. A funding request business object named **C1-FundingReq** is shipped with the product. The funding request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-FundingReq** business object.

For more information on how to setup the funding request process, see [Prerequisites](#) on page 982.

Funding Request (Without Approval Workflow) Status Transition

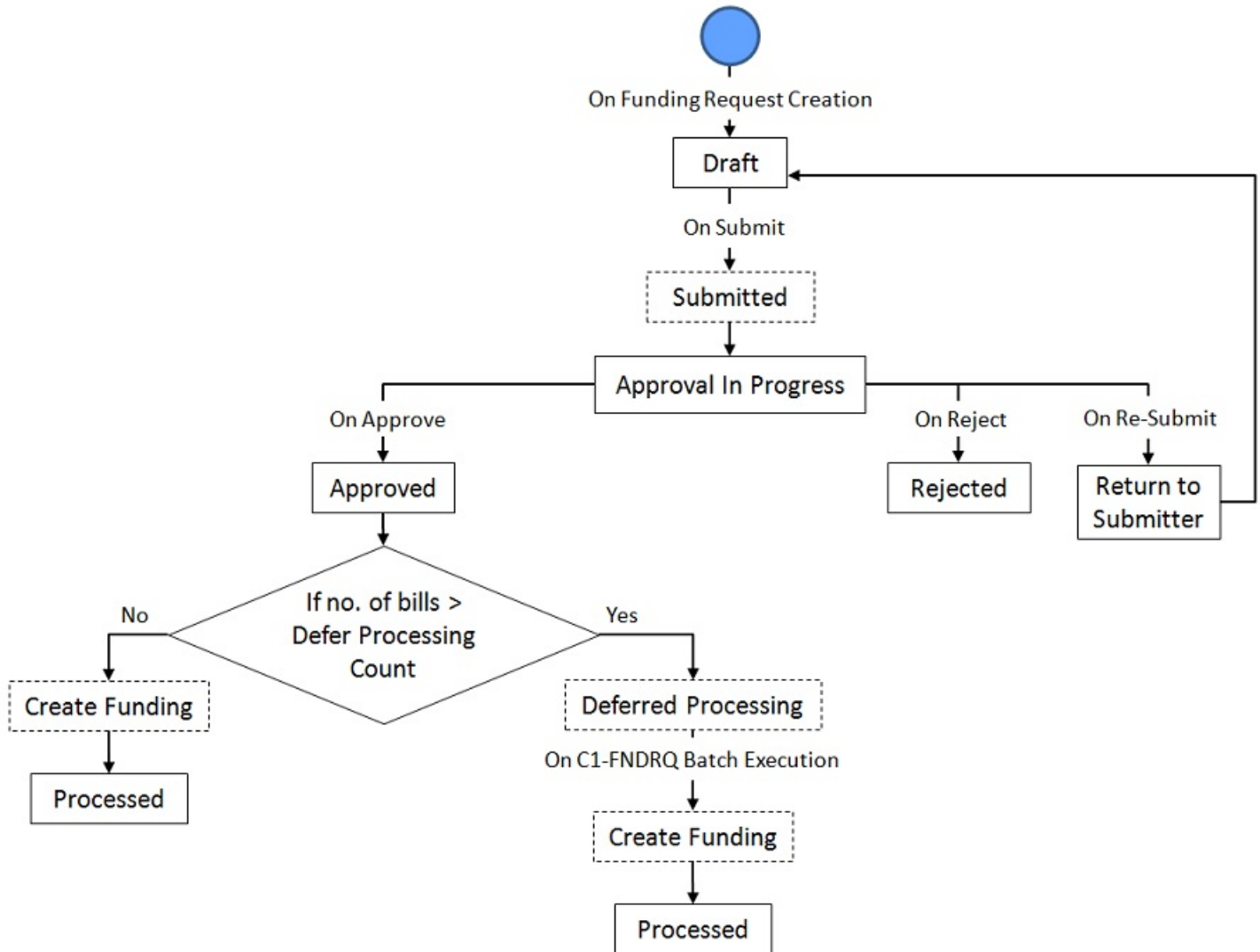
The following figure graphically indicates how a funding request moves from one status to another when approval workflow is off:



Note: If an error occurs in deferred processing the record is marked as error.

Funding Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a funding request moves from one status to another when approval workflow is on:



Note: If an error occurs in deferred processing the record is marked as error.

Algorithms Used in C1-FundingReq

The following table lists the algorithms which are attached to the **C1-FundingReq** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-FUNDINFO	C1-FUNDINFO	This algorithm generates the funding request information string which appears throughout the application. It concatenates the following fields: <ul style="list-style-type: none"> • Funding Request Type Description • Funding Request Status Description • Funding Request ID

The following table lists the algorithms which are used in the lifecycle of the **C1-FundingReq** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	-	-	-
Submitted	Enter	C1-FUNDSUBMT	C1-FUNDSUBMT	Refer to C1-FUNDSUBMT on page 980
Approval In Progress	Enter	C1-FUNDAPP	C1-FUNDAPP	Refer to C1-FUNDAPP on page 980
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	Refer to F1-TODOCOMPL on page 981
Approved	Enter	C1-FUNDAPRVD	C1-FUNDAPRVD	Refer to C1-FUNDAPRVD on page 981
Rejected	-	-	-	-
Deferred Processing	Enter	F1-AT-RQJ	F1-AT-RQJ	Refer to F1-AT-RQJ on page 981
Return to Submitter	Enter	C1-FNDRESUBM	C1-FNDRESUBM	Refer to C1-FNDRESUBM on page 981
Creating Funding	Enter	C1-FUNDVAL	C1-FUNDVAL	Refer to C1-FUNDVAL on page 981
Creating Funding	Enter	C1-FUNDAPAY	C1-FUNDAPAY	Refer to C1-FUNDAPAY on page 981
Creating Funding	Enter	C1-FUNDADJCR	C1-FUNDADJCR	Refer to C1-FUNDADJCR on page 981
Processed	-	-	-	-

C1-FUNDSUBMT

This algorithm checks the following:

- Whether the approval is required for the funding request. If the approval is required for a funding request, the status of the funding request is changed to **Approval In Progress**. However, if the approval is not required for a funding request, the status of the funding request is changed to **Create Funding** or **Deferred Processing** depending on the **Defer Processing Count** specified in the funding request type.
- The customer class of the account to which the selected bill belongs is enabled for defer auto pay and the bill status is **Completed**.

C1-FUNDAPP

This algorithm does the following:

- Creates To Do for user having To Do Role for the To Do Type configured in the funding request type based on the approval profile hierarchy. To Do created for the user is based on the hierarchy threshold amount which the composite absolute amount for credit and debit bills.

<p>Note: The absolute amount is the sum of all the funding amounts and the garnishment amounts of the all the bills in the funding request.</p>
--

- Adds a log entry for the To Do created.

F1-TODOCOMPL

This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for primary key of the current business object, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

C1-FUNDAPRVD

This algorithm is triggered when the approver clicks the **Approve** button. It checks whether the approval is required from users at the next level in the approval profile hierarchy. If the approval is required from the next level in the approval hierarchy, the status of the funding request is changed to **Approval In Progress**.

If further approval is not required, the status of the funding request is changed to **Create Funding** or **Deferred Processing** depending on the **Defer Processing Count** specified in the funding request type.

F1-AT-RQJ

This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. Only one of the soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.

C1-FNDRESUBM

This algorithm is triggered when the approver clicks the **Re Submit** button. A To Do is created and sent to the submitter. It transitions the status of the funding request from **Approval In Progress** to **Draft**. The submitter can make required changes to the request details and submit it again. The To Do Type and To Do Role for submitter is specified in funding request type.

C1-FUNDVAL

This algorithm validates the funding detail record(s). It validates the bill outstanding amount and the hold amount. If the validation fail, the record status are marked as **Error** and it processes next record.

C1-FUNDAPAY

This algorithm does the following:

- This algorithm creates auto pay staging records for the debit bills selected in the funding request. Only the funding request records in the **Pending** status are processed.
- For each debit bill, this algorithm inserts a record into the **CI_BILL_ACH** table which is further processed by a series of auto pay batches to create automatic payments. The **CI_BILL_ACH** table contains the SEQ_NUM field for a bill which handles multiple auto payments for the funding amount.
- On successful processing of a record, status of the funding request is updated to **Processed**. If the records are not populated in auto pay staging, these records are marked in **Error** in the **C1_FUNDING_REQ_DTLS_EXCP** table.

C1-FUNDADJCR

This algorithm does the following:

- Creates A/P adjustments for the funding amount and non A/P adjustments for garnishment amount for credit bills selected in the funding request. Records in **Pending** status are processed.

If no payment is done for a bill, then new match event will be created for the bill which will be used for matching

Note:

Address required for the adjustment A/P is fetched from the main customer address.

- The garnishment adjustment type is specified in the funding request type. The garnishment contract type is specified using the **SPECIAL_ROLE_FLG** lookup field. Contract ID of this contract type will be used for creating garnishment adjustments. The contract ID and the garnishment amount are available in the **C1_FUNDING_REQ_GAR_SA** table. Multiple contract ID can be mapped to a bill from the funding request. Adjustments will be created for the garnishment contracts configured for a bill. The status of the record in the funding request table is updated to **Processed** for each bill on successful processing of the record. In case adjustments are not created, the status of the record in the funding request table is updated to **Error**.

Soft Parameters to be specified:

- **Adjustment Type:** Adjustment type will be used while creating internal offset.
- **Match Type Entity Flag:**

Valid values for this parameter are BILL, BSEG and SA. For unpaid bills, new match events will be created based on the value specified for this parameter. Based on the flag defined, match events are created as follows:

- If the match type flag is BILL, all the financial transactions on a bill have the same match event.
- If the match type flag is BSEG, each adjustment on the bill will have a unique match event.
- If the match type flag is SA, the adjustments belonging to the same contract within a bill will have the same match event.

Note: Above both parameters are mandatory.

Prerequisites

To setup the funding request process, you need to do the following:

- Define the required funding adjustment types (for creating funding adjustments) where A/P request type is defined
- Define the required garnishment adjustment types (for creating garnishment adjustments) where A/P request type is not defined
- Define the required characteristic types where the characteristic entity is set to **Funding Request Type**
- Define the required characteristic types where the characteristic entity is set to **Funding Request**
- Define the required approval profiles with the credit hierarchy and **C1-FNDAP** and **C1-FNDSB** To Do types.
- Define rejected status reasons for the **C1-FundingReq** business object
- Assign the **C1-FNDAP** To Do type to a To Do role whose users must receive To Do generated while submitting a funding request for approval
- Set the **Autopay Creation Option** in the **Billing** tab of the **Installation Option** screen.
- Assign the **C1-FNDSB** To Do type to a To Do role whose users must receive To Do generated while resubmitting a funding request
- Define the required funding request types in the system

Funding Request Type

Oracle Revenue Management and Billing allows you to define a funding request type using which you can create a funding request. It is the funding request type which helps the system to determine:

- Whether the funding request must be approved before creating funding adjustments or auto pay processing in the system.

- Default adjustment type using which funding adjustments and garnishment adjustments must be created.
- Approval profile using which funding request must be approved.




While defining a funding request type where approval workflow is required, you need to select the **Approval Required** check box. If the **Approval Required** check box is selected, the funding request (which is created using the funding request type) is sent for approval before creating the adjustments or auto pay processing. However, if the **Approval Required** check box is not selected, the funding adjustments are created immediately on submitting the funding request. The approval process is configured through the approval profile.


The **Funding Request Type** screen allows you to define, edit, delete, and copy a funding request type. This screen consists of the following zones:

- [Funding Request Type List](#) on page 983
- [Funding Request Type](#) on page 983

Funding Request Type List

The **Funding Request Type List** zone lists funding request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Funding Request Type	Displays the funding request type.
Description	Displays the description of the funding request type.
Edit	On clicking the Edit () icon, the Funding Request Type screen appears where you can edit the details of the funding request type.
Duplicate	On clicking the Duplicate () icon, the Funding Request Type screen appears where you can define a funding request type using an existing funding request type.
Delete	On clicking the Delete () icon, you can delete the funding request type. Note: You can delete a funding request type only when you have not created a funding request using the funding request type.

On clicking the **Broadcast** () icon corresponding to the funding request type, the **Funding Request Type** zone appears with the details of the respective funding request type.

Related Topics

For more information on...	See...
How to define a funding request type	Defining a Funding Request Type on page 986
How to edit a funding request type	Editing a Funding Request Type on page 990
How to copy a funding request type	Copying a Funding Request Type on page 994
How to delete a funding request type	Deleting a Funding Request Type on page 993
How to view the details of a funding request type	Viewing the Funding Request Type Details on page 997

Funding Request Type

The **Funding Request Type** zone displays the details of the funding request type. This zone consists of the following sections:

- **Main** — This section provides basic information about the funding request type. It contains the following fields:

Field Name	Field Description
Funding Request Type	Displays the funding request type.
Description	Displays the description of the funding request type.
Funding Request Business Object	<p>Indicates the business object that will be used to create the funding request. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.</p>
Detailed Description	Displays additional information about the funding request type.
Status	<p>Indicates the status of the funding request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive
Funding Amount Currency	Displays the currency of the funding amount.
Default Funding Adjustment Type	<p>Indicates the adjustment type using which the funding adjustments must be created.</p> <p>Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.</p>
Default Garnishment Adjustment Type	<p>Indicates the garnishment adjustment type using which the garnishment adjustments must be created.</p> <p>Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.</p>
Threshold Range Algorithm	<p>Indicates the threshold range for a bill based on the payments done for the bill.</p> <p>Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.</p>
Defer Processing Count	<p>Displays the number of bills to determine if the funding request will be processed in deferred mode.</p> <p>Note: If the number of bills is less than the Defer Processing Count, the funding request will be processed in real time (i.e. immediately).</p>
Approval Required	Indicates whether approval is required while creating the funding adjustments using the funding request type.
Approval Profile	<p>Indicates the approval profile which must be used to define approval hierarchy for the funding request type.</p> <p>Note:</p> <p>This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the Approval Profile screen appears with the details of the respective approval profile.</p>

Field Name	Field Description
Submitter To Do Type	<p>Indicates the To Do type for the submitter when the funding request type is resubmitted by the approver.</p> <p>Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p>
Submitter To Do Role	<p>Indicates the To Do role for the submitter when the funding request type is resubmitted by the approver.</p> <p>Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p>

- **Characteristics** — This section lists the characteristics defined for the funding request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the funding request type.
Delete	<p>Used to delete the funding request type.</p> <p>Note: You can delete a funding request type only when you have not created a funding request using the funding request type.</p>
Duplicate	Used to create a new funding request type using an existing funding request type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	<p>Indicates the business object using which the funding request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.</p>

By default, the **Funding Request Type** zone does not appear in the **Funding Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to the funding request type in the **Funding Request Type List** zone.

Related Topics

For more information on...	See...
How to define a funding request type	Defining Characteristics for a Funding Request Type on page 989
How to edit a funding request type	Editing a Funding Request Type on page 990
How to copy a funding request type	Copying a Funding Request Type on page 994
How to delete a funding request type	Deleting a Funding Request Type on page 993
How to view the details of a funding request type	Viewing the Funding Request Type Details on page 997

Defining a Funding Request Type

Prerequisites

To define a funding request type, you should have:

- Funding request business objects defined in the application
- Threshold range algorithm defined using **C1-FDRTR** algorithm type
- Approval profiles defined in the application
- **C1-FNDAP** To Do type for approver and **C1-FNDSB** To Do type for submitter defined in the application
- Funding adjustment type should be A/P and garnishment adjustment type should be non A/P defined in the application

Procedure

To define a funding request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Funding Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Funding Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type Business Object	Used to indicate the business object that you want to use to create the funding request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Funding Request Type** screen.


Note: The **Select Business Object** screen appears only when there are multiple funding request type business objects defined in the application. If there is only one funding request type business object defined in the application, the **Funding Request Type** screen appears.



4. Select the required funding request type business object from the respective field.
5. Click **OK**.

The **Funding Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the funding request type.
- **Characteristics** - Used to define characteristics for the funding request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type	Used to specify the funding request type.	Yes
Business Object	Indicates the funding request type business object used while defining the funding request type.	Not applicable
Description	Used to specify the description for the funding request type.	Yes
Funding Request Business Object	Used to indicate the business object that you want to use while creating the funding request.	Yes
Detailed Description	Used to specify additional information about the funding request type.	No
Status	<p>Used to indicate the status of the funding request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive <p>Note: You cannot change the status of a funding request type to Inactive if there are funding requests which are created using the funding request type and are currently in the Draft or Approval In Progress status.</p>	Yes
Funding Amount Currency	Used to indicate the currency of the funding amount.	Yes
Default Funding Adjustment Type	<p>Used to indicate the adjustment type using which the funding adjustment must be created.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Default Garnishment Adjustment Type	<p>Used to indicate the garnishment adjustment type using which the garnishment adjustments must be created.</p> <div data-bbox="737 352 1170 667" style="border: 1px solid black; padding: 5px;"> <p>Note: You can create garnishment adjustments only using those adjustment types where A/P request type is not defined.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p> </div>	Yes
Threshold Range Algorithm	<p>Used to attach an algorithm that calculates the threshold range for a bill based on the payments done for the bill.</p> <div data-bbox="737 810 1170 947" style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	No
Defer Processing Count	<p>Used to indicate the number of bills to determine if the funding request will be processed in deferred mode.</p> <div data-bbox="737 1087 1170 1360" style="border: 1px solid black; padding: 5px;"> <p>Note: If the number of bills is less than the Defer Processing Count, the funding request will be processed in real time (i.e. immediately).</p> <p>Defer processing count should be a numerical value without decimal points.</p> </div>	No
Approval Required	<p>Used to indicate whether approval is required while creating the funding adjustments using the funding request type.</p>	No
Approval Profile	<p>Used to indicate the approval profile which must be used to define approval hierarchy for the funding request type.</p> <div data-bbox="737 1646 1170 1745" style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Approval Required check box is selected.</p> </div>	Yes (Conditional) <div data-bbox="1187 1583 1466 1713" style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: This field is required when the Approval Required check box is selected.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
Submitter To Do Type	Used to indicate the To Do type for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Role	Used to indicate the To Do role for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

6. Enter the required details depending on whether you want to define funding request type.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

7. Define characteristics for the funding request type, if required.
8. Click **Save**.

The funding request type is defined.

Related Topics

For more information on...	See...
Funding Request Type screen	Funding Request Type on page 982
Funding Request Type List zone	Funding Request Type List on page 983
How to define characteristics for a funding request type	Defining Characteristics for a Funding Request Type on page 989

Defining Characteristics for a Funding Request Type

Prerequisites

To define characteristics for a funding request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Funding Request Type**)

Procedure


To define characteristics for a funding request type:


1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a funding request type.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Funding Request Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request type.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the funding request type, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the funding request type, click the **Delete**  icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a funding request type	Defining a Funding Request Type on page 986
How to edit a funding request type	Editing a Funding Request Type on page 990
How to copy a funding request type	Copying a Funding Request Type on page 994

Editing a Funding Request Type

Prerequisites

To edit a funding request type, you should have:

- Funding request business objects defined in the application
- Approval profiles defined in the application
- Funding adjustment type should be A/P and garnishment adjustment type should be non A/P defined in the application

Procedure


To edit a funding request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Funding Request Type**.

A sub-menu appears.

- Click the **Search** option from the **Funding Request Type** sub-menu.


The **Funding Request Type** screen appears.



- In the **Funding Request Type List** zone, click the **Edit** () icon in the **Edit** column corresponding to the funding request type whose details you want to edit.

The **Funding Request Type** screen appears. It contains the following sections:

- Main** - Used to specify basic details about the funding request type.
- Characteristics** - Used to define characteristics for the funding request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type	Used to specify the funding request type.	Yes
Business Object	Indicates the funding request type business object used while defining the funding request type.	Not applicable
Description	Used to specify the description for the funding request type.	Yes
Funding Request Business Object	Used to indicate the business object that you want to use while creating the funding request.	Yes
Detailed Description	Used to specify additional information about the funding request type.	No
Status	Used to indicate the status of the funding request type. The valid values are: <ul style="list-style-type: none"> Active Inactive <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Note: You cannot change the status of a funding request type to Inactive if there are funding requests which are created using the funding request type and are currently in the Draft or Approval In Progress status. </div>	Yes
Funding Amount Currency	Used to indicate the currency of the funding amount.	Yes
Default Funding Adjustment Type	Used to indicate the adjustment type using which the funding adjustment must be created. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Note: The Search () icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears. </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Default Garnishment Adjustment Type	<p>Used to indicate the garnishment adjustment type using which the garnishment adjustments must be created.</p> <div data-bbox="738 352 1169 667" style="border: 1px solid black; padding: 5px;"> <p>Note: You can create garnishment adjustments only using those adjustment types where A/P request type is not defined.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p> </div>	Yes
Threshold Range Algorithm	<p>Used to attach an algorithm that calculates the threshold range for a bill based on the payments done for the bill.</p> <div data-bbox="738 814 1169 947" style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	No
Defer Processing Count	<p>Used to indicate the number of bills to determine if the funding request will be processed in deferred mode.</p> <div data-bbox="738 1087 1169 1360" style="border: 1px solid black; padding: 5px;"> <p>Note: If the number of bills is less than the Defer Processing Count, the funding request will be processed in real time (i.e. immediately).</p> <p>Defer processing count should be a numerical value without decimal points.</p> </div>	No
Approval Required	<p>Used to indicate whether approval is required while creating the funding adjustments using the funding request type.</p>	No
Approval Profile	<p>Used to indicate the approval profile which must be used to define approval hierarchy for the funding request type.</p> <div data-bbox="738 1648 1169 1749" style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Approval Required check box is selected.</p> </div>	Yes (Conditional) <div data-bbox="1188 1585 1468 1717" style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: This field is required when the Approval Required check box is selected.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
Submitter To Do Type	Used to indicate the To Do type for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Role	Used to indicate the To Do role for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

Tip: Alternatively, you can click the **Edit** button in the **Funding Request Type** zone to edit the details of the funding request type.

5. Modify the details, if required.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the funding request type, if required.
7. Click **Save**.

The changes made to the funding request type are saved.

Related Topics

For more information on...	See...
Funding Request Type screen	Funding Request Type on page 982
Funding Request Type List zone	Funding Request Type List on page 983
Funding Request Type zone	Funding Request Type on page 983
How to define characteristics for a funding request type	Defining Characteristics for a Funding Request Type on page 989

Deleting a Funding Request Type

Procedure

To delete a funding request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Funding Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Funding Request Type** sub-menu.
The **Funding Request Type** screen appears.

- In the **Funding Request Type List** zone, click the **Delete** () icon in the **Delete** column corresponding to the funding request type that you want to delete.

A message appears confirming whether you want to delete the funding request type.

Note: You can delete a funding request type only when you have not defined a funding request using the funding request type.

Tip: Alternatively, you can click the **Delete** button in the **Funding Request Type** zone to delete the funding request type.

- Click **OK**.

The funding request type is deleted.

Related Topics

For more information on...	See...
Funding Request Type screen	Funding Request Type on page 982
Funding Request Type List zone	Funding Request Type List on page 983
Funding Request Type zone	Funding Request Type on page 983

Copying a Funding Request Type

Instead of creating a funding request type from scratch, you can create a new funding request type using an existing funding request type. This is possible through copying a funding request type. On copying a funding request type, the details including the characteristics are copied to the new funding request type. You can then edit the details, if required.


Prerequisites

To copy a funding request type, you should have:

- Funding request type (whose copy you want to create) defined in the application
- Funding request business objects defined in the application

Procedure



To copy a funding request type:


- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Funding Request Type**.
A sub-menu appears.
- Click the **Search** option from the **Funding Request Type** sub-menu.
The **Funding Request Type** screen appears.
- In the **Funding Request Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the funding request type whose copy you want to create.

The **Funding Request Type** screen appears. It contains the following sections:

- Main** - Used to specify basic details about the funding request type.
- Characteristics** - Used to define characteristics for the funding request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type	Used to specify the funding request type.	Yes
Business Object	Indicates the funding request type business object used while defining the funding request type.	Not applicable
Description	Used to specify the description for the funding request type.	Yes
Funding Request Business Object	Used to indicate the business object that you want to use while creating the funding request.	Yes
Detailed Description	Used to specify additional information about the funding request type.	No
Status	<p>Used to indicate the status of the funding request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 5px;"> <p>Note: You cannot change the status of a funding request type to Inactive if there are funding requests which are created using the funding request type and are currently in the Draft or Approval In Progress status.</p> </div>	Yes
Funding Amount Currency	Used to indicate the currency of the funding amount.	Yes
Default Funding Adjustment Type	<p>Used to indicate the adjustment type using which the funding adjustment must be created.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p> </div>	Yes
Default Garnishment Adjustment Type	<p>Used to indicate the garnishment adjustment type using which the garnishment adjustments must be created.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can create garnishment adjustments only using those adjustment types where A/P request type is not defined.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Threshold Range Algorithm	Used to attach an algorithm that calculates the threshold range for a bill based on the payments done for the bill. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	No
Defer Processing Count	Used to indicate the number of bills to determine if the funding request will be processed in deferred mode. Note: If the number of bills is less than the Defer Processing Count , the funding request will be processed in real time (i.e. immediately). Defer processing count should be a numerical value without decimal points.	No
Approval Required	Used to indicate whether approval is required while creating the funding adjustments using the funding request type.	No
Approval Profile	Used to indicate the approval profile which must be used to define approval hierarchy for the funding request type. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Used to indicate the To Do type for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Role	Used to indicate the To Do role for the submitter when the funding request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

Tip: Alternatively, you can click the **Duplicate** button in the **Funding Request Type** zone to create a copy of the funding request type.

5. Enter the required details.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the funding request type, if required.
7. Click **Save**.

The new funding request type is defined.


Related Topics

For more information on...	See...
Funding Request Type screen	Funding Request Type on page 982
Funding Request Type List zone	Funding Request Type List on page 983
Funding Request Type zone	Funding Request Type on page 983
How to define characteristics for a funding request type	Defining Characteristics for a Funding Request Type on page 989

Viewing the Funding Request Type Details

Procedure

To view the details of a funding request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Funding Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Funding Request Type** sub-menu.
The **Funding Request Type** screen appears.
4. In the **Funding Request Type List** zone, click the **Broadcast**  icon corresponding to the funding request type whose details you want to view.
The **Funding Request Type** zone appears.
5. View the details of the funding request type in the **Funding Request Type** zone.

Related Topics

For more information on...	See...
Funding Request Type screen	Funding Request Type on page 982
Funding Request Type List zone	Funding Request Type List on page 983
Funding Request Type zone	Funding Request Type on page 983

Funding Request

The **Funding Request** screen allows you to search for a funding request using various search criteria. It also allows you to create a funding requests. Through this screen, you can navigate to the following screens:

- [Funding Request](#) on page 1001

This screen consists of the following zones:


- [Search Funding Request](#) on page 998

Search Funding Request

The **Search Funding Request** zone allows you to search for funding requests using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a funding request using request details or bill details. The valid values are: <ul style="list-style-type: none"> • Request Details • Bill Details <div style="border: 1px solid black; padding: 2px;"> Note: By default, the Request Details option is selected. </div>	Yes
Created From	Used to search funding requests which are created from a particular date onwards. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Request Details option from the Search By list. </div>	No
To	Used to search funding requests which are created till a particular date. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Request Details option from the Search By list. </div>	No
Status	Used to search funding requests with a particular status. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Deferred Processing • Draft • Processed • Rejected <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Request Details option from the Search By list. </div>	No
User ID	Used to search funding requests which are created by a particular user. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select the Request Details option from the Search By list. </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type	Used to search funding requests which are created using a particular funding request type. Note: This field appears only when you select the Request Details option from the Search By list.	No
Funding Request ID	Used to search a particular funding request. Note: This field appears only when you select the Request Details option from the Search By list.	No
Bill ID	Used to search funding requests to which a particular bill is added. Note: This field appears only when you select the Bill Details option from the Search By list. The Search  icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.	No
Alternate Bill ID	Used to search a particular funding request using the alternate bill ID. Note: This field appears only when you select the Bill Details option from the Search By list.	
Bill Date From	Used to search funding requests to which bills are added that were created from a particular date onwards. Note: This field appears only when you select the Bill Details option from the Search By list.	No
To	Used to search funding requests to which bills are added that were created till a particular date. Note: This field appears only when you select the Bill Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a funding request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the funding request is created.
Funding Request Information	Displays information about the funding request. Note: It has a link. On clicking the link, the Funding Request screen appears.
Status	Indicates the status of the funding request.
Total Debit Amount	Displays the total debit amount of the all the bills added in the funding request.

Column Name	Column Description
Total Credit Amount	Displays the total credit amount of the all the bills added in the funding request.
Created By	Indicates the user who has created the funding request.
Creation Mode	Displays the mode of funding request creation. The valid values are: <ul style="list-style-type: none"> • Automatic • Manual

Related Topics

For more information on...	See...
How to search for a funding request	Searching for a Funding Request on page 1000
How to view the details of a funding request	Viewing the Funding Request Details on page 1001
How to create a funding request	Creating a Funding Request on page 1008

Searching for a Funding Request

Prerequisites

To search for a funding request, you should have:

- Funding request types defined in the application

Procedure

To search for a funding request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Funding Request**.
A sub-menu appears.
3. Click the **Search** option from the **Funding Request** sub-menu.
The **Funding Request** screen appears.
4. Enter the search criteria in the **Search Funding Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of funding requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 997
Search Funding Request zone	Search Funding Request on page 998

Viewing the Funding Request Details

Procedure

To view the details of funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request whose details you want to view.

The **Funding Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the funding request. It contains the following zones:
 - **Funding Request** – Displays the details of the funding request.
 - **Selected Bills** – Lists the bills of the funding request to be submitted for autopay or refund.
 - **Search Bill** – Used to search bills with debit or credit bill line items that you want to be added for autopay or refund. The bills in the search results added to the funding request can be viewed in the **Selected Bills** zone.
 - **Log** – Lists the complete trail of actions performed on the funding request.
3. View the details of the funding request in the **Funding Request** zone.
 4. View the entities (such as credit or debit bills) which must be submitted for autopay or creating adjustments in the **Selected Bills** zone.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 997
Funding Request zone	Funding Request on page 1002
Selected Bills zone	Selected Bills on page 1004
Search Bill zone	Search Bill on page 1004
How to search for funding request	Searching for a Funding Request on page 1000

Funding Request

Once you create a funding request, the **Funding Request** screen allows you to:

- Edit the details of a funding request
- Delete a funding request
- View the details of a funding request
- Submit a funding request for approval
- Approve or reject a funding request
- Resubmit a funding request for approval
- View the log of a funding request
- Add a log entry for a funding request

This screen consists of the following tabs:

- **Main** – This tab contains the following three zones:
 - **Funding Request** – Displays the details of the funding request.
 - **Selected Bills** – Lists the selected bills added to the funding request.
 - **Search Bill** – Searches bills using search criteria.
- **Log** – This tab lists the complete trail of actions performed on the funding request.

Funding Request - Main

The **Main** tab on the **Funding Request** contains the following zones:

- [Funding Request](#) on page 1002
- [Selected Bills](#) on page 1004
- [Search Bill](#) on page 1004

Funding Request

The **Funding Request** zone displays the details of the funding request. This zone contains the following sections:

- **Main** — This section provides basic information about the funding request. It contains the following fields:

Field Name	Field Description
Funding Request Information	Displays information about the funding request.
Funding Request Type	Indicates the funding request type using which the funding request is created. Note: It has a link. On clicking the link, the Funding Request Type screen appears where you can view the details of the funding request type.
Status	Indicates the status of the funding request. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Deferred Processing • Draft • Processed • Rejected
Funding Adjustment Type	Indicates the adjustment type using which the funding request type was created..
Garnishment Adjustment Type	Indicates the default garnishment adjustment type.

- **Statistics** — This section provides detailed statistics of the funding request. It contains the following fields:

Field Name	Field Description
Total Records	Displays the total number of bills in the funding request.
Total Records Processed	Displays the total number of bills processed in the funding request.
Total Records Cancelled	Displays the total number of bills cancelled in the funding request.
Total Records In Error	Displays the total number of bills that are in error status in the funding request.
Total Payment Events Created	Displays the total number of payment events created against the bills in the funding request.

Field Name	Field Description
Total Adjustments Created	Displays the total number of adjustments created against the bills in the funding request.
Total Credit Amount	Displays total of all the credit bills in the funding request in the currency configured in the funding request type.
Total Debit Amount	Displays total of all the debit bills in the funding request in the currency configured in the funding request type.

- **Characteristics** — Lists the characteristics defined for the funding request. It contains the following fields:

Field Name	Field Description
Effective Date	Indicates the date from when the characteristic is effective for the funding request.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the funding request. Note: The Edit button appears only when the funding request is in the Draft status.
Delete	Used to delete the funding request. Note: The Delete button appears only when the funding request is in the Draft status.
Submit	Used to submit the funding request for approval. Note: The Submit button appears only when the funding request is in the Draft status.
Re Submit	Used to re-submit the funding request. Note: The Re Submit button appears only when the funding request is in the Submit or Approval In Progress status.
Approve	Used to approve the funding request. Note: The Approve button appears only when funding request is in the Approval In Progress status.
Reject	Used to reject the funding request. Note: The Reject button appears only when the funding request is in the Approval In Progress status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the funding request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the funding request status is updated
Create Date/Time	Displays the date and time when the funding request is created.

Selected Bills


The **Selected Bills** zone lists the debit and credit bill(s) that you have added to the funding request. This zone contains the following columns:

Column Name	Column Description
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Outstanding Amount	Displays the outstanding amount of the bill.
Hold Amount	Displays the bill amount that has been put on hold.
Garnishment Amount	Displays the garnishment amount for credit bills from the funding request.
Funding Amount	Displays the funding amount that you want to be processed for autopay. Note: By default, the amount which is eligible for funding appears in this field. You can edit the amount, if required. However, you cannot specify the amount greater than the eligible amount.
Threshold Range	Displays the average payment amount. Note: The average payment amount is calculated by the parameters set in the C1-FDRTTR algorithm.
Record Status	Displays the status of the bill.
Garnishment	Displays the details of all the garnishment contracts by clicking the View (🔍) icon for the respective bill. All garnishment contracts created against the all the accounts of the person to which the bill belongs are displayed. Note: This column appears only for credit bills when the funding request is in the Processed and Approval In Progress status.
Bill ID	Displays the bill ID.

Search Bill

The **Search Bill** zone allows you to search for a bill applicable for funding. This zone contains the following fields:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a funding request using person, account, or bill details. The valid values are: <ul style="list-style-type: none"> • Person Details • Account Details • Bill Details <p>Note: By default, the Bill Details option is selected.</p>	No
Bill ID	Used to search for a particular bill. <p>Note: This field appears only when you select the Bill Details option from the Search By list.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.</p>	No
Account ID	Used to search for bills which belong to a particular account. <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Person ID	Used to search for bills which belong to a particular person. <p>Note: This field appears only when you select the Person Details option from the Search By list.</p>	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID. <p>Note: This field appears only when you select the Bill Details option from the Search By list.</p>	No
Bill Balance	Used to indicate category for bill balance. The valid values are: <ul style="list-style-type: none"> • Credit • Debit <p>Note: This field appears only when you select the Person Details option from the Search By list.</p>	No
Bill Date From	Used to search bills applicable for the funding request which are created from a particular date onwards. <p>Note: By default, the current date appears in this field.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
To	Used to search bills applicable for the funding request which are created till a particular date. Note: By default, the current date appears in this field.	No

Note: You must specify at least one search criterion while searching for a funding request. All fields are mandatory when you select the **Person Details** or **Account Details** option from the **Search By** list.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill Information	Display additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Due Date	Displays the due date of the bill.
Outstanding Amount	Displays the total outstanding amount of the bill.
Hold Amount	Displays the amount from the bill that has been put on hold.
Funding Amount	Displays the funding amount of the bill.
Person Name	Displays the name of the person to whom the bill belongs. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Bill ID	Displays the bill ID.
Defer Auto Pay	Displays whether defer auto pay option is configured for the customer class of the account to which the bill belongs. The valid values are: <ul style="list-style-type: none"> • N • Y

Related Topics

For more information on...	See...
How to add a credit/debit bill to a funding request	Adding a Credit or Debit Bill to the Funding Request on page 1011

Funding Request - Log

The **Log** tab on the **Funding Request** contains the following zones:

- [Funding Request Log](#) on page 1006

Funding Request Log

The **Funding Request Log** zone on the **Funding Request** screen lists the complete trail of actions performed on the funding request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the funding request.
Details	Displays the details about the action performed on the funding request.
User	Indicates the user who has performed the action on the funding request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the funding request.
Status Reason	Indicates the reason why the funding request was rejected or returned to submitter.

Note: You can manually add a log entry for the funding request by clicking the **Add Log Entry** link in the upper right corner of the **Funding Request Log** zone.

Related Topics

For more information on...	See...
How to view the log of a funding request	Viewing the Log of a Funding Request on page 1018

Edit Garnishment Details

The **Edit Garnishment Details** screen allows you to edit the garnishment details of the garnishment contract created against the bill. This screen contains the following columns:

Column Name	Column Description
Garnishment Contract	Used to specify the garnishment contract for the bill.
Garnishment Amount	Used to specify the garnishment amount for the corresponding garnishment contract.

Note: The **Edit Garnishment Details** appears only when the funding request to which the bill belongs is in the **Draft** status.

Funding Payment Details

The **Funding Payment Details** zone displays the details of the payment events created for debit bills by autopay processing. This zone contains the following fields:

Field Name	Field Description
Payment Event Information	Displays additional information about the payment event. Note: It has a link. On clicking the link, the Payment Event screen appears where you can view the details of the respective payment event.
Payment Amount	Displays the payment amount of the bill.

Note: This zone appears only for when the funding request is in **Processed** status.

Funding Adjustments

The **Funding Adjustments** zone displays the details of the funding adjustments for the funding request. This zone contains the following fields:

Field Name	Field Description
Adjustment Information	Displays additional information about the adjustment. Note: It has a link. On clicking the link, the Adjustment screen appears where you can view the details of the respective adjustment.
Adjustment Amount	Displays the adjustment amount of the bill.

Note: This zone appears only for when the funding request is in **Processed** status.

View Garnishment Details

The **View Garnishment Details** screen displays details of the garnishment contract against the credit bill from a funding request which is in **Processed** status. This screen contains the following columns:

Column Name	Column Description
Garnishment Contract	Displays information about the garnishment contract created against the selected bill.
Garnishment Amount	Displays the garnishment amount of the corresponding garnishment contract..

Note: The **View Garnishment Details** appears only when the funding request is in the **Processed** status.

Edit Funding Request Details

The **Edit Funding Request Details** screen allows you to edit the funding request details. This screen contains the following columns:

Field Name	Field Description	Mandatory (Yes or No)
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.	Not applicable
Garnishment Amount	Displays the garnishment amount for respective bill.	Not applicable
Funding Amount	Displays the funding amount for respective bill.	Not applicable
Status	Used to specify status of the funding request. The valid values <ul style="list-style-type: none"> Cancelled Pending 	No
Cancel Reason	Used to specify reason for cancelling the funding request.	Yes (Conditional) Note: This field is required when the Status of the funding request is Cancelled .

Note: The **Edit Funding Request Details** appears only when the funding request is created in **Automatic** mode.

Creating a Funding Request

Prerequisites

To create a funding request, you should have:

- Funding request types defined in the application
- Adjustment types with and without A/P request type defined in the application.

Procedure

To create a funding request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Funding Request**.
A sub-menu appears.
3. Click the **Add** option from the **Funding Request** sub-menu.

The **Select Request Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Type	Used to indicate the request type using which you want to create the funding request.	Yes

Tip: Alternatively, you can access the **Select Request Type** screen by clicking the **Add** button in the **Page Title** area of the **Funding Request** screen.

4. Select the required funding request type.
5. Click **Save**.

The funding request is defined and the status of the funding request is set to **Draft**. The **Funding Request** screen appears with the details of the funding request. It contains the following tabs:

- **Main** – Displays information about the funding request. It contains the following zones:
 - **Funding Request** – Displays the details of the funding request.
 - **Selected Bills** – Lists the selected bills added to the funding request.
 - **Search Bills** – Searches bills using search criteria.
 - **Log** – Lists the complete trail of actions performed on the funding request.
6. Add credit or debit bills that you want to add to the funding request.
 7. Define characteristics for the funding request, if required.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 997
How to add a credit or debit bill to the funding request	Adding a Credit or Debit Bill to the Funding Request on page 1011
How to edit a funding request	Editing a Funding Request on page 1011
How to define characteristics for a funding request	Defining Characteristics for a Funding Request on page 1010

Defining Characteristics for a Funding Request

Prerequisites

To define characteristics for a funding request, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Funding Request**)

Procedure

To define characteristics for a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request whose details you want to edit.

The **Funding Request** screen appears.

3. Click the **Edit** button in the **Funding Request** zone.

The **Funding Request** screen appears.


Note: The Edit button appears only when the funding request is in the Draft status.
--


4. Ensure that the **Characteristics** section is expanded when you are editing the funding request.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the funding request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Funding Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.

5. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the Search  icon appears corresponding to the Characteristic Value field. On clicking the Search icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the funding request, click the **Add**  icon and then repeat step 5.

Note: However, if you want to remove a characteristic from the funding request, click the **Delete** () icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to search for a funding request	Searching for a Funding Request on page 1000
How to create a funding request	Creating a Funding Request on page 1008

Adding a Credit or Debit Bill to the Funding Request

You can add the credit/debit bills to a funding request from the **Funding Request** screen.

Prerequisites

To add credit/debit bill(s) to the funding request, you should have:

- Completed bills for the account/person.

Procedure

To add credit/debit bill(s) to the funding request:

1. Search for the bill in the **Search Bill** zone on the **Funding Request** screen.
2. In the **Search Results** section, select the bill(s) and click the **Add** button corresponding to the bill which you want to add to the funding request.

The bill(s) added to the funding request can be viewed in the **Selected Bills** zone.

You can delete the bill added in the **Selected Bills** zone by selecting the respective bill and click the **Delete** button in the **Selected Bills** zone.

You can edit the bill added in the **Selected Bills** zone by selecting the respective bill and click the **Edit** button in the **Selected Bills** zone.

Note: The **Edit** button appears only the funding request is created in **Automatic** mode.

Related Topics

For more information on...	See...
How to create a funding request	Creating a Funding Request on page 1008

Editing a Funding Request

Prerequisites

To edit a funding request, you should have:

- Adjustment types with A/P request type is defined in the application.

Procedure

To edit a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request whose details you want to edit.

The **Funding Request** screen appears.

- Click the **Edit** button in the **Funding Request** zone.

The **Edit Funding Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Funding Request Information	Displays information about the funding request.	Not applicable
Funding Adjustment Type	Used to indicate the adjustment type using which the funding adjustments must be created. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.	Not applicable
Garnishment Adjustment Type	Used to indicate the adjustment type using which the garnishment adjustments must be created. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears.	No
Comments	Used to specify additional information about the funding request.	No

In addition, this screen contains the following section:

- Characteristics** — Used to define characteristics for the funding request. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the funding request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Funding Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the funding request.

You can also edit the funding request details on the **Edit Funding Request Details** screen by clicking the **Edit** button in the **Selected Bills** zone.

Note: The **Edit** button appears in the **Selected Bills** zone only when the **Creation Mode** for the funding request is **Automatic**.

4. Modify the details of the funding request, if required.
5. Define, edit, or remove characteristics of the funding request, if required.
6. Click **Save**.

The changes made to the funding request are saved.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 1001
Funding Request zone	Funding Request on page 1002
Edit Funding Request screen	Edit Funding Request Details on page 1008
How to search for a funding request	Searching for a Funding Request on page 1000
How to define characteristics for a funding request	Defining Characteristics for a Funding Request on page 1010

Deleting a Funding Request

Procedure

To delete a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request that you want to delete.

The **Funding Request** screen appears.

3. Click the **Delete** button in the **Funding Request** zone.

A message appears confirming whether you want to delete the funding request.

Note: The **Delete** button in the **Funding Request** zone appears only when the funding request is in the **Draft** status.

Note: The **Edit** button appears in the **Selected Bills** zone only when the **Creation Mode** for funding request is **Manual**.

4. Click **OK**.

The funding request is deleted.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 1001
Funding Request zone	Funding Request on page 1002

For more information on...	See...
How to search for a funding request	Searching for a Funding Request on page 1000

Submitting a Funding Request

Prerequisites

To submit a funding request, you should have:

- Debit and credit bill(s) added in the funding request.
- Adjustment types with and without A/P request type defined in the application

Procedure

To submit a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request that you want to submit.

The **Funding Request** screen appears.

3. Click the **Submit** button in the **Funding Request** zone.

The system behaves in the following manner:

If...	Then...
The Approval Required check box is selected in the funding request type using which the funding request is created.	A To Do of the C1-FNDAP To Do type is created and sent to the approver and the status of the funding request is changed to Approval In Progress .
The Approval Required check box is not selected in the funding request type using which the funding request is created.	The funding adjustments are created using the specified adjustment types and the status of the funding request is changed to Processed or Deferred Processing specified in the funding request type. Note: The funding adjustments are created in the Frozen status. If a match event is present for the credit bill line items, the existing match event is stamped on the funding adjustments, garnishment adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the funding adjustments, garnishment adjustments and on the corresponding financial transactions. When the adjustment amount and bill amount are different, the corresponding match event status is set to Open . However, if you are processing the entire eligible funding amount for creating adjustment or Auto pay, the corresponding match event status is set to Balanced .

Note: The **Funding Amount** should be less than or equal to current **Outstanding Amount** of the bill. The sum of credit bill amounts and debit bill amounts is calculated.

Note: The **Submit** button appears only when the funding request is in the **Draft** status.

Related Topics

For more information on...	See...
Funding Request screen	<i>Funding Request</i> on page 1001
Funding Request zone	<i>Funding Request</i> on page 1002
How to search for a funding request	<i>Searching for a Funding Request</i> on page 1000

Approving a Funding Request

You can view the number of funding requests which are pending for approval in the **Funding Request** screen. The approver can review, and accordingly approve, reject or resubmit the funding request based on the observations.

Note: The system will not allow you to approve, reject or resubmit a funding request submitted by you.

Procedure

To approve a funding request:

1. Do either of the following:

If you want to...	Then...
Approve a funding request through the Funding Request screen	<ol style="list-style-type: none"> 1. Search for the funding request in the Funding Request screen. 2. In the Search Results section, click the link in the Funding Request Information column corresponding to the funding request which you want to review.
Approve a funding request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-FNDAP in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the funding request that you want to review.

The **Funding Request** screen appears.

2. Review the funding request details.

3. Click the **Approve** button in the **Funding Request** zone.

The system behaves in the following manner:

If you are...	Then...
Approving a funding request	<p>The funding adjustments and garnishment adjustments are created using the specified respective adjustment types and the status of the funding request is changed to Create Funding or Deferred Processing specified in the funding request type.</p> <p>Note: The funding adjustments are created in the Frozen status. If a match event is present for the credit bill line items, the existing match event is stamped on the funding adjustments, garnishment adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the funding adjustments, garnishment adjustments and on the corresponding financial transactions. When the adjustment amount and bill amount are different. the corresponding match event status is set to Open. However, if you are funding the entire eligible amount, the corresponding match event status is set to Balanced.</p>

Note:

The **Approve** button appears only when the funding request is in the **Approval In Progress** status.

You can also resubmit the funding request if any changes are required in the funding request. Upon clicking the **Re Submit** button, provide the comments to make the required changes for the funding request.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 997
Funding Request zone	Funding Request on page 1002
How to search for a funding request	Searching for a Funding Request on page 1000

Rejecting a Funding Request

Prerequisites

To reject a funding request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a funding request, you need to specify the reason why you want to reject the funding request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-FundingRequest** business object in the **Status Reason** screen.

The system will not allow you to approve, reject or resubmit a funding request submitted by you.

Procedure

To reject a funding request:

1. Do either of the following:

If you want to...	Then...
Reject a funding request through the Funding Request screen	<ol style="list-style-type: none"> 1. Search for the funding request in the Funding Request screen. 2. In the Search Results section, click the link in the Funding Request Information column corresponding to the funding request which you want to review.
Reject a funding request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-FNDAP in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the funding request that you want to review.

The **Funding Request** screen appears.

2. Review the funding request details.
3. Click the **Reject** button in the **Funding Request** zone.

The **Reject Funding Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the funding request.	Yes
Comments	Used to specify additional information while rejecting the funding request.	No

Note: The **Reject** button appears only when:

- The funding request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the funding request.

4. Select the rejection reason from the **Status Reason** list.
5. Click **Save**.

The status of the funding request is changed to **Rejected**.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 997
Funding Request zone	Funding Request on page 1002
How to search for a funding request	Searching for a Funding Request on page 1000

Resubmitting a Funding Request

Prerequisites

To resubmit a funding request, you should have:

- Debit and credit bill(s) added in the funding request which is submitted for approval.

Procedure

To resubmit a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request that you want to resubmit.

The **Funding Request** screen appears.

3. Click the **Re Submit** button in the **Funding Request** zone.

The **Resubmit Funding Request** screen appears.

Note: The **Re Submit** button appears only when the funding request is in the **Approval In Progress** status.

A To Do of the **C1-FNDSB** To Do type is created and sent to the request submitter using the submitter TO DO Role and the status of the funding request is changed to **Draft**.

4. Enter the comments in the respective field and click **OK**.

Related Topics

For more information on...	See...
Funding Request screen	Funding Request on page 1001
Funding Request zone	Funding Request on page 1002
How to search for a funding request	Searching for a Funding Request on page 1000
How to submit a funding request	Submitting a Funding Request on page 1014

Viewing the Log of a Funding Request

Procedure

To view the log of a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request whose log you want to view.

The **Funding Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the funding request. It contains the following zones:
 - **Funding Request** – Displays the details of the funding request.
 - **Selected Bills** – Lists the selected bills added to the funding request.
 - **Search Bill** – Searches bills using search criteria.
 - **Log** – Lists the complete trail of actions performed on the funding request.
3. Click the **Log** tab.

The **Funding Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the funding request.
Details	Displays the details about the action performed on the funding request.
User	Indicates the user who has performed the action on the funding request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the funding request.
Status Reason	Indicates the reason why the funding request was rejected or cancelled.

Note: You can manually add a log entry for the funding request by clicking the **Add Log Entry** link in the upper right corner of the **Funding Request Log** zone.

Related Topics

For more information on...	See...
How to search for a funding request	Searching for a Funding Request on page 1000
How to add a log entry for a funding request	Adding a Log Entry for a Funding Request on page 1019

Adding a Log Entry for a Funding Request

Procedure

To add a log entry for a funding request:

1. Search for the funding request in the **Funding Request** screen.
2. In the **Search Results** section, click the link in the **Funding Request Information** column corresponding to the funding request whose log you want to edit.

The **Funding Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the funding request. It contains the following zones:

- **Funding Request** – Displays the details of the funding request.
 - **Selected Bills** – Lists the selected bills added to the funding request.
 - **Search Bill** – Searches bills using search criteria.
 - **Log** – Lists the complete trail of actions performed on the funding request.
3. Click the **Log** tab.
The **Log** tab appears.
 4. Click the **Add Log Entry** link in the upper right corner of the **Funding Request Log** zone.
The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Information	Displays information about the funding request.	Not applicable
Log Details	Used to specify additional comments on the funding request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.
The log entry is added in the **Funding Request Log** zone.

Related Topics

For more information on...	See...
How to search for a funding request	Searching for a Funding Request on page 1000

Chapter 17

Refund/Write Off Request

Topics:

- [Refund Request \(Without Approval Workflow\) Status Transition](#)
- [Refund Request \(With Approval Workflow\) Status Transition](#)
- [Write Off Request \(Without Approval Workflow\) Status Transition](#)
- [Write Off Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-RefundReq](#)
- [Algorithms Used in C1-WORequest](#)
- [Prerequisites](#)
- [Refund/Write Off Request Type](#)
- [Refund/Write Off Request](#)
- [Refund Request](#)
- [Write Off Request](#)

Oracle Revenue Management and Billing allows you to refund and write off amount to the account. If the amount received from the payor account is matched against the suspense or excess credit contract, the system facilitates you to refund the amount to the payor. In addition, you can refund the amount of a credit bill line item, such as credit bill segment or adjustment, if required. To refund the amount to the account holder, you need to create refund adjustments through a refund request. While creating a refund request, you need to specify the refund request type using which you want to create the refund request. It is the refund request type which helps the system to determine:

- Whether the refund request must be approved before creating refund adjustments in the system
- Approval profile using which the refund request must be approved
- Whether multi-level or single-level approval is required while creating refund adjustments in the system
- Tolerance limit for refund (i.e. minimum refund amount)
- Adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount
- Default adjustment type using which refund adjustments must be created

The system allows you to create refund adjustments only using those adjustment types where A/P request type is defined. Once the refund adjustments are created, the A/P Extract process will extract the information and accordingly refund the amount to the payor. During the refund request process, a refund request goes through various statuses in its lifecycle. For more information about the refund request statuses, see [Refund Request \(Without Approval Workflow\) Status Transition](#) on page 1023 and [Refund Request \(With Approval Workflow\) Status Transition](#) on page 1023.

Note that the lifecycle of a refund request is driven by the business object using which the refund request is created. A refund request business object named **C1-RefundReq** is shipped with the product. The refund request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-RefundReq** business object.

Similarly, the system facilitates you to write off the amount to the account through a write off request. While creating a write off request, you need to specify the write off request type using which you want to create the write off request. It is the write off request type which helps the system to determine:

- Whether the write off request must be approved before creating write off adjustments in the system
- Approval profile using which the write off request must be approved

- Whether multi-level or single-level approval is required while creating write off adjustments in the system
- Default adjustment type using which write off adjustments must be created

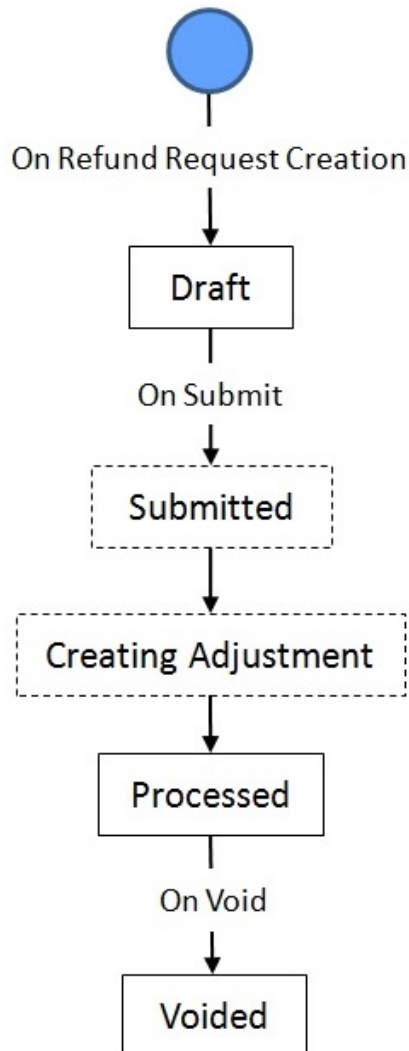
The system allows you to create write off adjustments only using those adjustment types where A/P request type is not defined. During the write off request process, a write off request goes through various statuses in its lifecycle. For more information about the write off request statuses, see [Write Off Request \(Without Approval Workflow\) Status Transition](#) on page 1024 and [Write Off Request \(With Approval Workflow\) Status Transition](#) on page 1025.

Note that the lifecycle of a write off request is driven by the business object using which the write off request is created. A write off request business object named **C1-WORequest** is shipped with the product. The write off request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-WORequest** business object.

For more information on how to setup the refund and write off request processes, see [Prerequisites](#) on page 1035.

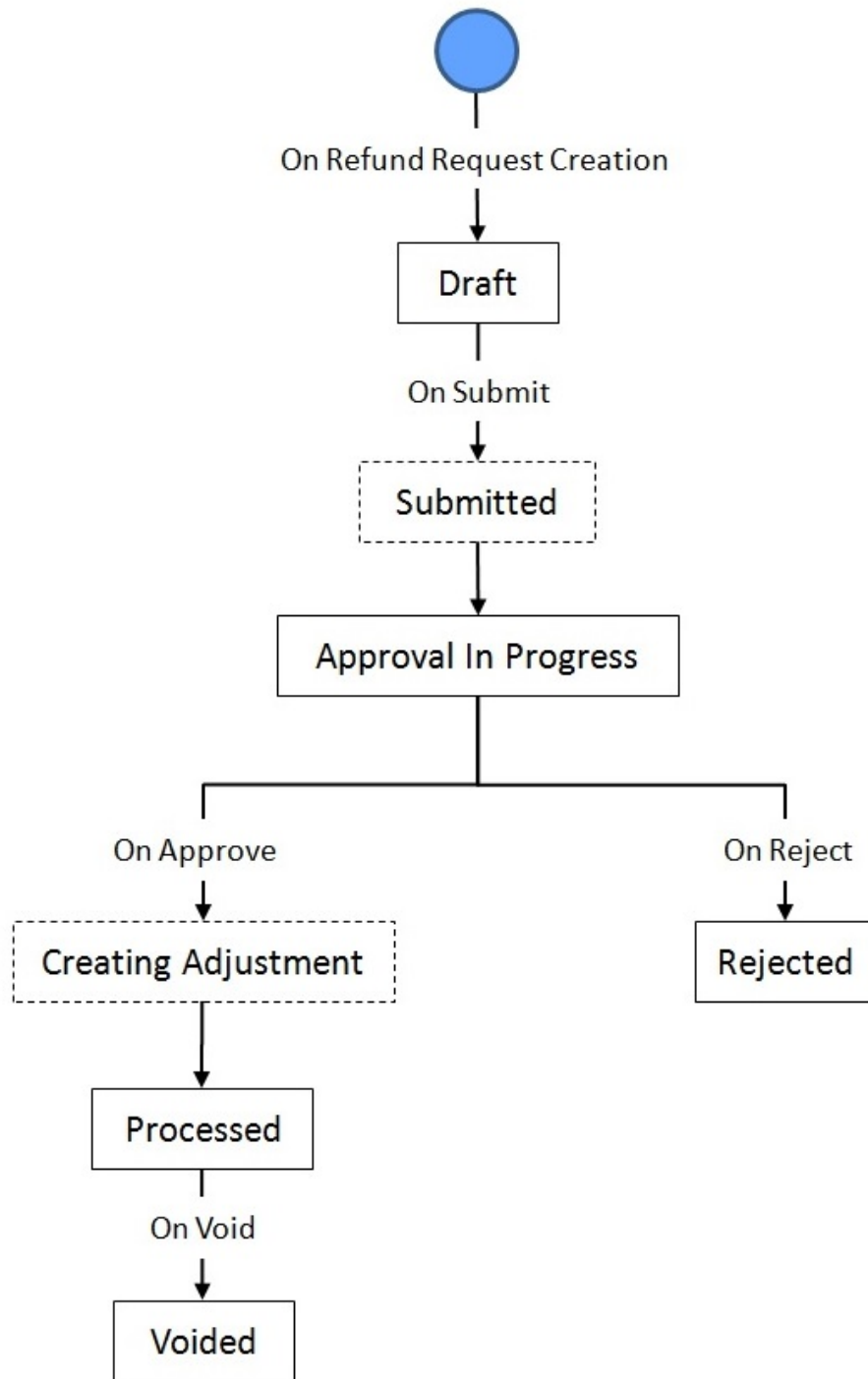
Refund Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how a refund request moves from one status to another when approval workflow is off:



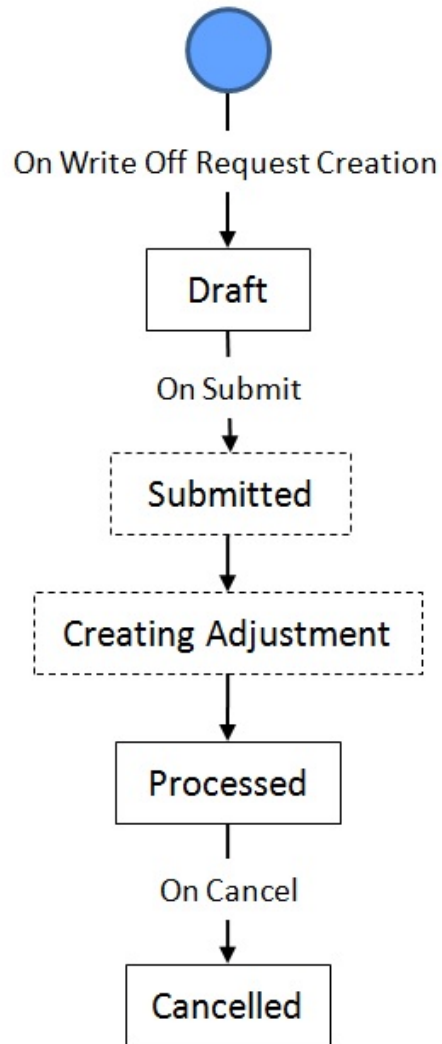
Refund Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a refund request moves from one status to another when approval workflow is on:



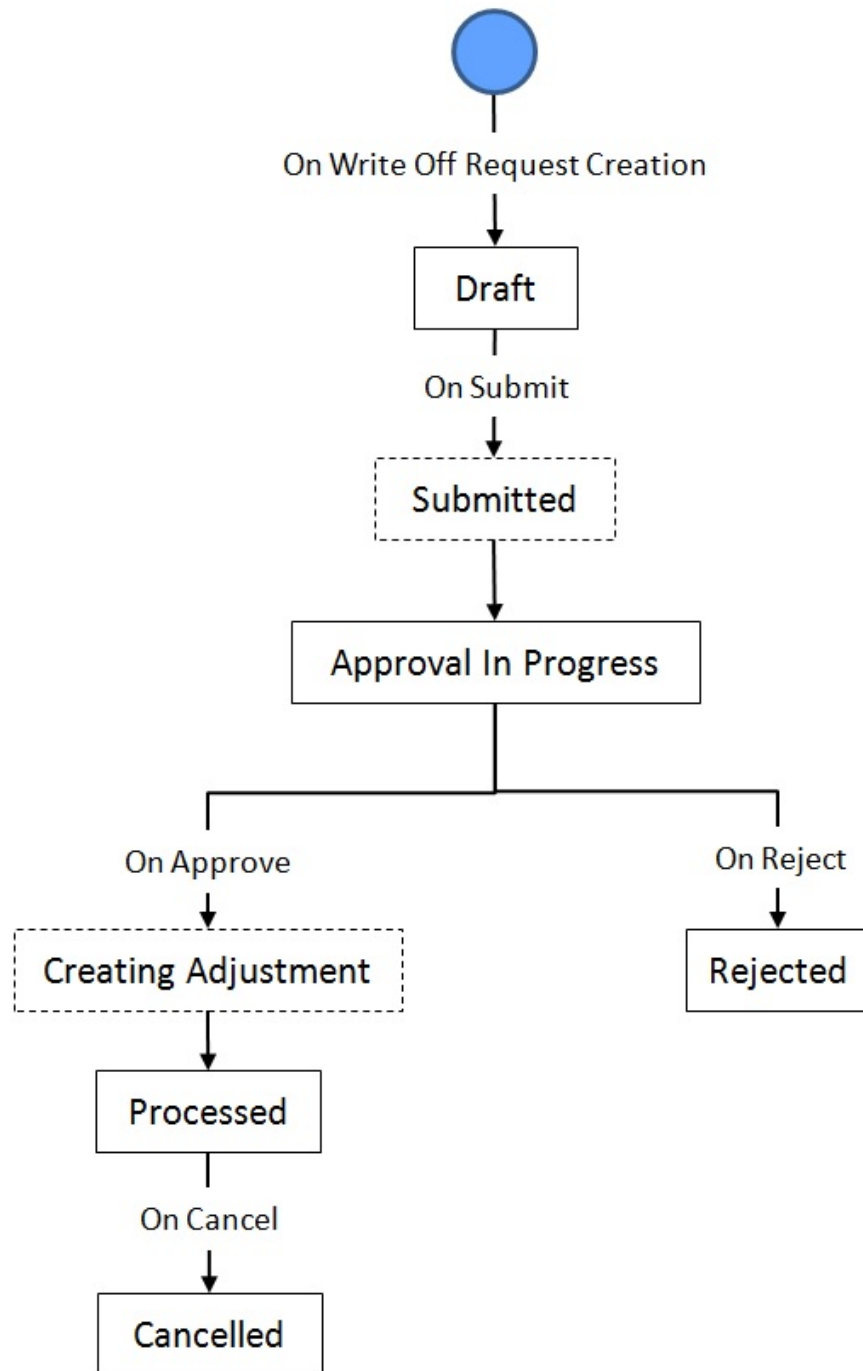
Write Off Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how a write off request moves from one status to another when approval workflow is off:



Write Off Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a write off request moves from one status to another when approval workflow is on:



Algorithms Used in C1-RefundReq

The following table lists the algorithms which are attached to the **C1-RefundReq** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-REFREQINF	C1-REFREQINF	<p>This algorithm generates the refund and write off request information string which appears throughout the application. It concatenates the following fields:</p> <ul style="list-style-type: none"> • Refund or Write Off Request Type Description • Refund or Write Off Request Status Description • Refund or Write Off Request ID
Post-Processing	C1-REFWOPOSP	C1-REFWOPOSP	<p>This algorithm recalculates and updates the total refund amount in the Refund Request zone when you change the refund amount against an entity while editing a refund request.</p>
Validation	C1-REFUNDVAL	C1-REFUNDVAL	<p>This algorithm validates the following for each entity that you have selected in the refund request:</p> <ul style="list-style-type: none"> • The mandatory data, such as refund amount and adjustment type, is specified. • The refund amount is not less than zero. • The refund amount is not greater than the entity amount. • The refund amount is not greater than the eligible refund amount. • The partial refund is not done at the payment event or bill level.

The following table lists the algorithms which are used in the lifecycle of the **C1-RefundReq** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-REF-DFT	C1-REF-DFT	<p>This algorithm fetches the account's main customer's name and address and displays in the Refund Request zone. In addition, when you refund the payments from the Payment Event Summary screen, this algorithm does the following:</p> <ul style="list-style-type: none"> • The total eligible refund amount is calculated and accordingly displayed in the Refund Request screen. • The default refund adjustment type specified in the refund request type is fetched and displayed against the selected payment event or payments. • On selecting a payment event for refund, if all payments in the payment event are matched against the same suspense or excess credit contract, the payment event is added in the Refund Details zone. However, if the payments in the payment event are matched against different suspense or excess credit contracts, the payments of the payment event are added in the Refund Details zone.
Submitted	Enter	C1-REFUNDSUB	C1-REFUNDSUB	<p>This algorithm checks the following:</p> <ul style="list-style-type: none"> • Whether the approval is required for the refund request. If the approval is required for a refund request, the status of the refund request is changed to Approval In Progress. However, if the approval is not required for a refund request, the status of the refund request is changed to Creating Adjustment. • At least one entity, such as payment event, payment, or credit bill line item (such as credit bill segment or adjustment) is selected in the refund request. • Whether the approval profile attached to the refund request type has the credit hierarchy and C1-REFRQ To Do type defined.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Enter	C1-REFUNDAPP	C1-REFUNDAPP	<p>This algorithm creates the following:</p> <ul style="list-style-type: none"> • A To Do using the To Do type specified in the approval profile which is attached to the refund request type. The To Do is sent to the appropriate users in the approval hierarchy depending on whether hierarchical approval is required or not. • A log entry is added when a To Do is created using the To Do type.
Approved	Enter	C1-REFAPPRVD	C1-REFAPPRVD	<p>This algorithm is triggered when the approver clicks the Approve button. It checks whether the approval is required from users at the next level in the approval hierarchy. If the approval is required from the next level in the approval hierarchy, the status of the refund request is changed to Approval In Progress and the algorithm attached to the Approval In Progress status is invoked. If further approval is not required, the status of the refund request is changed to Creating Adjustment.</p>
Rejected	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Creating Adjustment	Enter	C1-REFADJCRI	C1-REFADJCRI	<p>This algorithm does the following:</p> <ul style="list-style-type: none"> Creates the refund adjustments for the refund request. These refund adjustments are created in the Frozen status. The adjustment ID is displayed corresponding to the entity in the Refund Details zone. Stamps the bill ID of credit line item on the adjustment and the corresponding financial transaction. If a match event is present for the credit bill line item and for payments which are matched against the excess credit contract, the existing match event is stamped on the refund or write up adjustment and the corresponding financial transaction. However, when a match event is not present for payments which are matched against the suspense contract or if the match event does not exist, a new match event is created and stamped on the refund or write up adjustment and the corresponding financial transaction. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced. The details of the refund adjustments are added in the A/P Check Request (CL_ADJ_APREQ) table. If a write up adjustment is created, the write up adjustment type specified in the refund request type is displayed corresponding to the entity in the Refund Details zone.
Processed	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Voided	Enter	C1-REFVOID	C1-REFVOID	<p>This algorithm is invoked on click of the Void button for a refund request which is in processed state.</p> <p>The algorithm cancels all the frozen adjustments created for the refund request.</p> <p>The algorithm fetches the adjustment cancel reason required for cancelling the adjustments in the status reason characteristics (F1_BUS_OBJ_STATUS_RSN_CHAR table). If the reason is not found, it will use the status reason selected by the user</p>

Algorithms Used in C1-WORequest

The following table lists the algorithms which are attached to the **C1-WORequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-REFREQINF	C1-REFREQINF	<p>This algorithm generates the refund and write off request information string which appears throughout the application. It concatenates the following fields:</p> <ul style="list-style-type: none"> • Refund or Write Off Request Type Description • Refund or Write Off Request Status Description • Refund or Write Off Request ID
Post-Processing	C1-WOPOSP	C1-WOPOSP	<p>This algorithm recalculates and updates the total write off amount in the Write Off Request zone when you change the write off amount against an entity while editing a write off request.</p>

System Event	Algorithm	Algorithm Type	Description
Validation	C1-WOBOVAL	C1-WOBOVAL	<p>This algorithm validates the following for each entity that you have selected in the write off request:</p> <ul style="list-style-type: none"> • The mandatory data, such as write off amount and adjustment type, is specified. • The write off amount is not less than zero. • The write off amount is not greater than the entity amount. • The write off amount is not greater than the eligible write off amount. • The partial write off is not done at the bill level. • The A/P Request Type is not defined in the selected adjustment type.

The following table lists the algorithms which are used in the lifecycle of the **C1-WORequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	-	-	-	-
Submitted	Enter	C1-WOSUBMIT	C1-WOSUBMIT	<p>This algorithm checks the following:</p> <ul style="list-style-type: none"> • Whether the approval is required for the write off request. If the approval is required for a write off request, the status of the write off request is changed to Approval In Progress. However, if the approval is not required for a write off request, the status of the write off request is changed to Creating Adjustment. • At least one debit bill line item (such as debit bill segment or adjustment) is selected in the write off request. • Whether the approval profile attached to the write off request type has the debit hierarchy and C1-WOREQ To Do type defined.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Enter	C1-WOAPPROVL	C1-WOAPPROVL	<p>This algorithm creates the following:</p> <ul style="list-style-type: none"> • A To Do using the To Do type specified in the approval profile which is attached to the write off request type. The To Do is sent to the appropriate users in the approval hierarchy depending on whether hierarchical approval is required or not. • A log entry is added when a To Do is created using the To Do type.
Approved	Enter	C1-WOAPPROVD	C1-WOAPPROVD	<p>This algorithm is triggered when the approver clicks the Approve button. It checks whether the approval is required from users at the next level in the approval hierarchy. If the approval is required from the next level in the approval hierarchy, the status of the write off request is changed to Approval In Progress and the algorithm attached to the Approval In Progress status is invoked. If further approval is not required, the status of the write off request is changed to Creating Adjustment.</p>
Rejected	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Creating Adjustment	Enter	C1-WOAJCRT	C1-WOAJCRT	<p>This algorithm does the following:</p> <ul style="list-style-type: none"> Creates the write off adjustments for the write off request. These write off adjustments are created in the Frozen status. The adjustment ID is displayed corresponding to the entity in the Write Off Details zone. Stamps the bill ID of debit line item on the adjustment and the corresponding financial transaction. If a match event is present for the debit bill line item, the existing match event is stamped on the write off adjustment and the corresponding financial transaction. However, if the match event does not exist, a new match event is created and stamped on the write off adjustment and the corresponding financial transaction. If you are doing a partial write off for any entity, the corresponding match event status is set to Open. However, if the entire eligible amount is written off, the corresponding match event status is set to Balanced.
Processed	-	-	-	-
Cancelled	Enter	C1-WOCANCEL	C1-WOCANCEL	<p>This algorithm is invoked on click of the Cancel button for a write off request which is in the Processed state.</p> <p>This algorithm cancels all the frozen adjustments created for the write off request.</p> <p>The algorithm fetches the adjustment cancel reason required for cancelling the adjustments in the status reason characteristics (F1_BUS_OBJ_STATUS_RSN_CHAR table). If the reason is not found, it will use the status reason selected by the user.</p>

Prerequisites

To setup the refund request process, you need to do the following:

- Define the required adjustment types (for creating refund adjustments) where A/P request type is defined
- Define the required adjustment types (for creating write up adjustments) where A/P request type is not defined
- Define the required characteristic types where the characteristic entity is set to **Refund Write Off Request Type**
- Define the required characteristic types where the characteristic entity is set to **Refund Write Off Request**
- Define voided and rejected status reasons for the **C1-RefundReq** business object
- Assign the **C1-REFRQ** To Do type to a To Do role whose users must receive To Do generated while submitting a refund request for approval
- Define the required approval profiles with the credit hierarchy and **C1-REFRQ** To Do type
- Define an algorithm of the **C1-ADI-INFO** algorithm type and attach to the **Adjustment Information** system event in the **Algorithms** tab of the **Installation Options — Framework** screen
- Define the required refund request types in the system

To setup the write off request process, you need to do the following:

- Define the required adjustment types (for creating write off adjustments) where A/P request type is not defined
- Define the required characteristic types where the characteristic entity is set to **Refund Write Off Request Type**
- Define the required characteristic types where the characteristic entity is set to **Refund Write Off Request**
- Define cancelled and rejected status reasons for the **C1-WOREquest** business object
- Assign the **C1-WOREQ** To Do type to a To Do role whose users must receive To Do generated while submitting a write off request for approval
- Define the required approval profiles with the debit hierarchy and **C1-WOREQ** To Do type
- Define an algorithm of the **C1-ADI-INFO** algorithm type and attach to the **Adjustment Information** system event in the **Algorithms** tab of the **Installation Options — Framework** screen
- Define the required write off request types in the system

Refund/Write Off Request Type

Oracle Revenue Management and Billing allows you to define:

- **Refund Request Type** — It is used to create a refund request. You can define multiple refund request types in the system. A refund request type helps the system to determine:
 - Whether the refund request must be approved before creating refund adjustments in the system
 - Approval profile using which the refund request must be approved
 - Whether multi-level or single-level approval is required while creating refund adjustments in the system
 - Tolerance limit for refund (i.e. minimum refund amount)
 - Adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount
 - Default adjustment type using which refund adjustments must be created

- **Write Off Request Type** — It is used to create a write off request. You can define multiple write off request types in the system. A write off request type helps the system to determine:
 - Whether the write off request must be approved before creating write off adjustments in the system
 - Approval profile using which the write off request must be approved
 - Whether multi-level or single-level approval is required while creating write off adjustments in the system
 - Default adjustment type using which write off adjustments must be created

While defining a refund or write off request type where approval workflow is required, you need to select the **Approval Required** check box. If the **Approval Required** check box is selected, the refund or write off request (which is created using the refund or write off request type) is sent for approval before creating the refund or write off adjustments. However, if the **Approval Required** check box is not selected, the refund or write off adjustments are created immediately on submitting a refund or write off request. The approval process is configured through the approval profile. The approval profile allows you to define the approval hierarchy. You can define a debit and credit hierarchy in the approval profile using the threshold amount. The debit approval hierarchy is used for approving write off request and credit approval hierarchy is used for approving refund request. Therefore, while defining an approval profile for refund, you need to define credit hierarchy and set the To Do Type to **C1-REFRQ**. However, while defining an approval profile for write off, you need to define debit hierarchy and set the To Do Type to **C1-WOREQ**.

You can define an approval hierarchy where users with different To Do role at each level can approve or reject the refund or write off request. For example, you can define an approval profile called A1 with two levels of approval. At the first level, a user with the *Manager* To Do role will approve or reject the refund or write off request, and at the second level, a user with the *Senior Manager* To Do role will approve or reject the refund or write off request. On submitting a refund or write off request where approval is required, a notification in the form of To Do is sent to all users with the To Do role defined at the first level in the hierarchy. Once the request is approved at the first level, a notification is sent to all users with the To Do role defined at the next level in the hierarchy. This process continues till the approval is received from all levels in the hierarchy. Once users at all levels approve the refund or write off request, the refund or write off adjustments are created. However, if an approver at any level in the hierarchy rejects the request, the refund or write off adjustments are not created.

The approval hierarchy is controlled by the threshold amount. For example, you define an approval profile called A1 with two levels of approval — First Level (Threshold Amount: 300, To Do Role: *Manager*) and Second Level (Threshold Amount: 500, To Do Role: *Senior Manager*). Now, if the total refund or write off amount is equal to 300 or less than 500, then the approval is required only from the first level in the hierarchy and not from the second level in the hierarchy. However, if the total refund or write off amount is equal to or greater than 500, then the approval is required from the first level and then from the second level in the hierarchy. But, if the total refund or write off amount is less than 300, then the approval is not required from any levels in the hierarchy. The system will automatically approve the refund or write off request and create the refund or write off adjustments.

The system supports both single-level and multi-level approval process while approving refund or write off request. If the **Hierarchical Approval** check box is selected while defining a refund or write off request type, the approval hierarchy defined in the approval profile is followed based on the threshold limit. However, if the **Hierarchical Approval** check box is not selected while defining a refund or write off request type, the approval is required only from the approval level where the total refund or write off amount falls within the threshold limit. Let us understand this with the help of some examples.

Example 1

Refund Request Type	Approval Profile	Approval Hierarchy	Hierarchical Approval								
R1	Refund Analyst	<p>Credit Hierarchy</p> <table border="1"> <thead> <tr> <th>Threshold Amount</th> <th>To Do Role</th> </tr> </thead> <tbody> <tr> <td>\$500</td> <td>Senior Analyst</td> </tr> <tr> <td>\$750</td> <td>Manager</td> </tr> <tr> <td>\$1500</td> <td>Senior Manager</td> </tr> </tbody> </table>	Threshold Amount	To Do Role	\$500	Senior Analyst	\$750	Manager	\$1500	Senior Manager	Yes
Threshold Amount	To Do Role										
\$500	Senior Analyst										
\$750	Manager										
\$1500	Senior Manager										
R2	Refund Analyst	<p>Credit Hierarchy</p> <table border="1"> <thead> <tr> <th>Threshold Amount</th> <th>To Do Role</th> </tr> </thead> <tbody> <tr> <td>\$500</td> <td>Senior Analyst</td> </tr> <tr> <td>\$750</td> <td>Manager</td> </tr> <tr> <td>\$1500</td> <td>Senior Manager</td> </tr> </tbody> </table>	Threshold Amount	To Do Role	\$500	Senior Analyst	\$750	Manager	\$1500	Senior Manager	No
Threshold Amount	To Do Role										
\$500	Senior Analyst										
\$750	Manager										
\$1500	Senior Manager										

The following table indicates how the system will behave in different refund scenarios:

Refund Request	Refund Request Type	Total Refund Amount (\$)	Comments
RR1	R1	200	This refund request is automatically approved by the system because the total refund amount is less than \$500.
RR2	R1	750	<p>The To Do is sent for approval to the following users in the specified order:</p> <ol style="list-style-type: none"> 1. Users with the Senior Analyst To Do role 2. Users with the Manager To Do role <p>This is because the total refund amount is either equal to \$750 or less than \$1500 and hierarchical approval is required.</p>
RR3	R1	2000	<p>The To Do is sent for approval to the following users in the specified order:</p> <ol style="list-style-type: none"> 1. Users with the Senior Analyst To Do role 2. Users with the Manager To Do role 3. Users with the Senior Manager To Do role <p>This is because the total refund amount is greater than \$1500 and hierarchical approval is required.</p>
RR4	R2	200	This refund request is automatically approved by the system because the total refund amount is less than \$500.

Refund Request	Refund Request Type	Total Refund Amount (\$)	Comments
RR5	R2	750	The To Do is sent for approval to users with the Manager To Do role. This is because the total refund amount is either equal to \$750 or less than \$1500 and hierarchical approval is not required.
RR6	R2	2000	The To Do is sent for approval to users with the Senior Manager To Do role. This is because the total refund amount is greater than \$1500 and hierarchical approval is not required.

Example 2

Write Off Request Type	Approval Profile	Approval Hierarchy	Hierarchical Approval								
W1	Write Off Analyst	Debit Hierarchy	Yes								
		<table border="1"> <thead> <tr> <th>Threshold Amount</th> <th>To Do Role</th> </tr> </thead> <tbody> <tr> <td>\$100</td> <td>Senior Analyst</td> </tr> <tr> <td>\$200</td> <td>Manager</td> </tr> <tr> <td>\$300</td> <td>Senior Manager</td> </tr> </tbody> </table>		Threshold Amount	To Do Role	\$100	Senior Analyst	\$200	Manager	\$300	Senior Manager
		Threshold Amount		To Do Role							
		\$100		Senior Analyst							
		\$200		Manager							
\$300	Senior Manager										
W2	Write Off Analyst	Debit Hierarchy	No								
		<table border="1"> <thead> <tr> <th>Threshold Amount</th> <th>To Do Role</th> </tr> </thead> <tbody> <tr> <td>\$100</td> <td>Senior Analyst</td> </tr> <tr> <td>\$200</td> <td>Manager</td> </tr> <tr> <td>\$300</td> <td>Senior Manager</td> </tr> </tbody> </table>		Threshold Amount	To Do Role	\$100	Senior Analyst	\$200	Manager	\$300	Senior Manager
		Threshold Amount		To Do Role							
		\$100		Senior Analyst							
		\$200		Manager							
\$300	Senior Manager										

The following table indicates how the system will behave in different write off scenarios:

Write Off Request	Write Off Request Type	Total Write Off Amount (\$)	Comments
WO1	W1	90	This write off request is automatically approved by the system because the total write off amount is less than \$100.
WO2	W1	250	<p>The To Do is sent for approval to the following users in the specified order:</p> <ol style="list-style-type: none"> 1. Users with the Senior Analyst To Do role 2. Users with the Manager To Do role <p>This is because the total write off amount is either equal to \$200 or less than \$300 and hierarchical approval is required.</p>




Write Off Request	Write Off Request Type	Total Write Off Amount (\$)	Comments
WO3	W1	500	<p>The To Do is sent for approval to the following users in the specified order:</p> <ol style="list-style-type: none"> 1. Users with the Senior Analyst To Do role 2. Users with the Manager To Do role 3. Users with the Senior Manager To Do role <p>This is because the total write off amount is greater than \$300 and hierarchical approval is required.</p>
WO4	W2	90	This write off request is automatically approved by the system because the total write off amount is less than \$100.
WO5	W2	250	The To Do is sent for approval to users with the Manager To Do role. This is because the total write off amount is either equal to \$200 or less than \$300 and hierarchical approval is not required.
WO6	W2	500	The To Do is sent for approval to users with the Senior Manager To Do role. This is because the total write off amount is greater than \$300 and hierarchical approval is not required.


The **Refund/Write Off Request Type** screen allows you to define, edit, delete, and copy a refund and write off request type. This screen consists of the following zones:

- [Refund/Write Off Request Type List](#) on page 1039
- [Refund/Write Off Request Type](#) on page 1040

Refund/Write Off Request Type List

The **Refund/Write Off Request Type List** zone lists refund and write off request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Refund/Write Off Request Type	Displays the refund or write off request type.
Description	Displays the description of the refund or write off request type.
Edit	On clicking the Edit () icon, the Refund/Write Off Request Type screen appears where you can edit the details of the refund and write off request type.
Duplicate	On clicking the Duplicate () icon, the Refund/Write Off Request Type screen appears where you can define a refund and write off request type using an existing refund and write off request type.
Delete	<p>On clicking the Delete () icon, you can delete the refund or write off request type.</p> <p>Note: You can delete a refund or write off request type only when you have not created a refund or write off request using the refund or write off request type.</p>

On clicking the **Broadcast**  icon corresponding to refund or write off request type, the **Refund/Write Off Request Type** zone appears with the details of the respective refund or write off request type.

Related Topics

For more information on...	See...
How to define a refund or write off request type	Defining a Refund or Write Off Request Type on page 1042
How to edit a refund or write off request type	Editing a Refund or Write Off Request Type on page 1046
How to copy a refund or write off request type	Copying a Refund or Write Off Request Type on page 1050
How to delete a refund or write off request type	Deleting a Refund or Write Off Request Type on page 1050
How to view the details of a refund or write off request type	Viewing the Refund or Write Off Request Type Details on page 1054

Refund/Write Off Request Type

The **Refund/Write Off Request Type** zone displays the details of the refund or write off request type. This zone consists of the following sections:

- **Main** — This section provides basic information about the refund or write off request type. It contains the following fields:

Field Name	Field Description
Refund/Write Off Request Type	Displays the refund or write off request type.
Refund/Write Off Request Business Object	Indicates the business object that will be used to create the refund or write off request. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the refund or write off request type.
Detailed Description	Displays additional information about the refund or write off request type.
Status	Indicates the status of the refund or write off request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive
Action	Indicates whether the request type is created for refund or write off. The valid values are: <ul style="list-style-type: none"> • Refund • Write Off
Minimum Refund Amount	Displays the minimum refund amount. Note: This field appears only when the Action field is set to Refund .

Field Name	Field Description
Write Up Adjustment Type	Indicates the adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount. Note: This field appears only when the Action field is set to Refund .
Approval Required	Indicates whether approval is required while creating the refund or write off adjustments using the refund or write off request type.
Approval Profile	Indicates the approval profile which must be used to define approval hierarchy for the refund or write off request type. Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the Approval Profile screen appears with the details of the respective approval profile.
Hierarchical Approval	Indicates whether multi-level or single approval is required while creating the refund or write off adjustments using the refund or write off request type. Note: This field appears only when the Approval Required check box is selected.
Adjustment Type	Indicates the adjustment type using which the refund or write off adjustments must be created. Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.

- **Characteristics** — This section lists the characteristics defined for the refund or write off request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the refund or write off request type.
Delete	Used to delete the refund or write off request type. Note: You can delete a refund or write off request type only when you have not created a refund or write off request using the refund or write off request type.
Duplicate	Used to create a new refund or write off request type using an existing refund or write off request type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the refund or write off request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Refund/Write Off Request Type** zone does not appear in the **Refund/Write Off Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to the refund or write off request type in the **Refund/Write Off Request Type List** zone.

Related Topics

For more information on...	See...
How to define a refund or write off request type	Defining a Refund or Write Off Request Type on page 1042
How to edit a refund or write off request type	Editing a Refund or Write Off Request Type on page 1046
How to copy a refund or write off request type	Copying a Refund or Write Off Request Type on page 1050
How to delete a refund or write off request type	Deleting a Refund or Write Off Request Type on page 1050
How to view the details of a refund or write off request type	Viewing the Refund or Write Off Request Type Details on page 1054

Defining a Refund or Write Off Request Type

Prerequisites

To define a refund or write off request type, you should have:

- Refund or Write Off request business objects defined in the application
- Approval profiles defined in the application
- Adjustment types with and without A/P request type defined in the application

Procedure

To define a refund or write off request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Refund/Write Off Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Refund/Write Off Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request Type Business Object	Used to indicate the business object that you want to use to create the refund or write off request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Refund/Write Off Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple refund and write off request type business objects defined in the application. If there is only one refund and write off request type business object defined in the application, the **Refund/Write Off Request Type** screen appears.

4. Select the required refund and write off request type business object from the respective field.
5. Click **OK**.

The **Refund/Write Off Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the refund or write off request type.
- **Characteristics** - Used to define characteristics for the refund or write off request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request Type	Used to specify the refund or write off request type.	Yes
Business Object	Indicates the refund and write off request type business object used while defining the refund or write off request type.	Not applicable
Refund/Write Off Request Business Object	Used to indicate the business object that you want to use while creating the refund or write off request.	Yes
Description	Used to specify the description for the refund or write off request type.	Yes
Detailed Description	Used to specify additional information about the refund or write off request type.	No
Status	Used to indicate the status of the refund or write off request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: You cannot change the status of a refund or write off request type to Inactive if there are refund or write off requests which are created using the refund or write off request type and are currently in the Draft or Approval In Progress status.</p> </div>	Yes
Action	Used to indicate whether the request type is created for refund or write off. The valid values are: <ul style="list-style-type: none"> • Refund • Write Off 	Yes

Field Name	Field Description	Mandatory (Yes or No)
Minimum Refund Amount	<p>Used to specify the minimum refund amount. This field is used to define tolerance limit for refund. If the total refund amount in a refund request is less than the minimum refund amount, the system creates a write up adjustment. However, if the total refund amount in a refund request is equal to or greater than the minimum refund amount, the system creates a refund adjustment.</p> <p>Note: This field appears only when the Action field is set to Refund.</p>	Yes
Write Up Adjustment Type	<p>Used to indicate the adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount.</p> <p>Note: This field appears only when the Action field is set to Refund. You can create write up adjustments only using those adjustment types where A/P request type is not defined.</p>	Yes
Approval Required	Used to indicate whether approval is required while creating the refund or write off adjustments using the refund or write off request type.	No
Approval Profile	<p>Used to indicate the approval profile which must be used to define approval hierarchy for the refund or write off request type.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	Yes (Conditional) <p>Note: This field is required when the Approval Required check box is selected.</p>
Hierarchical Approval	<p>Used to indicate whether multi-level or single-level approval is required while creating the refund or write off adjustments using the refund or write off request type.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Refund Adjustment Type	Used to indicate the adjustment type using which the refund adjustments must be created. This default adjustment type appears when you select the payments or credit bill line items for refund. You can then change the adjustment type, if required, while editing a refund request. Note: This field appears only when the Action field is set to Refund . The list includes only those adjustment types where A/P request type is defined.	Yes
Write Off Adjustment Type	Used to indicate the adjustment type using which the write off adjustments must be created. This default adjustment type appears when you select the debit bill line items for write off. You can then change the adjustment type, if required, while editing a write off request. Note: This field appears only when the Action field is set to Write Off . You can create write off adjustments only using those adjustment types where A/P request type is not defined.	Yes

6. Enter the required details depending on whether you want to define refund or write off request type.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

7. Define characteristics for the refund or write off request type, if required.
8. Click **Save**.

The refund or write off request type is defined.

Related Topics

For more information on...	See...
Refund/Write Off Request Type screen	Refund/Write Off Request Type on page 1035
How to define characteristics for a refund or write off request type	Defining Characteristics for a Refund or Write Off Request Type on page 1045

Defining Characteristics for a Refund or Write Off Request Type

Prerequisites

To define characteristics for a refund or write off request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Refund Write Off Request Type**)

Procedure

To define characteristics for a refund or write off request type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a refund or write off request type.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Refund Write Off Request Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund or write off request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund or write off request type.

2. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the refund or write off request type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the refund or write off request type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a refund or write off request type	Defining a Refund or Write Off Request Type on page 1042
How to edit a refund or write off request type	Editing a Refund or Write Off Request Type on page 1046
How to copy a refund or write off request type	Copying a Refund or Write Off Request Type on page 1050

Editing a Refund or Write Off Request Type

Prerequisites

To edit a refund or write off request type, you should have:

- Refund or Write Off request business objects defined in the application
- Approval profiles defined in the application

- Adjustment types with and without A/P request type defined in the application

Procedure

To edit a refund or write off request type:

1. Click the **Admin** link in the **Application** toolbar.


A list appears.

2. From the **Admin** menu, select **R** and then click **Refund/Write Off Request Type**.

A sub-menu appears.

3. Click the **Search** option from the **Refund/Write Off Request Type** sub-menu.

The **Refund/Write Off Request Type** screen appears.

4. In the **Refund/Write Off Request Type List** zone, click the **Edit**  icon in the **Edit** column corresponding to the refund or write off request type whose details you want to edit.

The **Refund/Write Off Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the refund or write off request type.
- **Characteristics** - Used to define characteristics for the refund or write off request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request Type	Displays the refund or write off request type.	Not applicable
Business Object	Indicates the refund and write off request type business object used while defining the refund or write off request type.	Not applicable
Refund/Write Off Request Business Object	Used to indicate the business object that you want to use while creating the refund or write off request.	Yes
Description	Used to specify the description for the refund or write off request type.	Yes
Detailed Description	Used to specify additional information about the refund or write off request type.	No
Status	Used to indicate the status of the refund or write off request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You cannot change the status of a refund or write off request type to Inactive if there are refund or write off requests which are created using the refund or write off request type and are currently in the Draft or Approval In Progress status.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Action	<p>Indicates whether the request type is created for refund or write off. The valid values are:</p> <ul style="list-style-type: none"> • Refund • Write Off 	Not applicable
Minimum Refund Amount	<p>Used to specify the minimum refund amount. This field is used to define tolerance limit for refund. If the total refund amount in a refund request is less than the minimum refund amount, the system creates a write up adjustment. However, if the total refund amount in a refund request is equal to or greater than the minimum refund amount, the system creates a refund adjustment.</p> <p>Note: This field appears only when the Action field is set to Refund.</p>	Yes
Write Up Adjustment Type	<p>Used to indicate the adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount.</p> <p>Note: This field appears only when the Action field is set to Refund. You can create write up adjustments only using those adjustment types where A/P request type is not defined.</p>	Yes
Approval Required	<p>Used to indicate whether approval is required while creating the refund or write off adjustments using the refund or write off request type.</p>	No
Approval Profile	<p>Used to indicate the approval profile which must be used to define approval hierarchy for the refund or write off request type.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>

Field Name	Field Description	Mandatory (Yes or No)
Hierarchical Approval	Used to indicate whether multi-level or single-level approval is required while creating the refund or write off adjustments using the refund or write off request type. Note: This field appears only when the Approval Required check box is selected.	No
Refund Adjustment Type	Used to indicate the adjustment type using which the refund adjustments must be created. This default adjustment type appears when you select the payments or credit bill line items for refund. You can then change the adjustment type, if required, while editing a refund request. Note: This field appears only when the Action field is set to Refund . The list includes only those adjustment types where A/P request type is defined.	Yes
Write Off Adjustment Type	Used to indicate the adjustment type using which the write off adjustments must be created. This default adjustment type appears when you select the debit bill line items for write off. You can then change the adjustment type, if required, while editing a write off request. Note: This field appears only when the Action field is set to Write Off . You can create write off adjustments only using those adjustment types where A/P request type is not defined.	Yes

Tip: Alternatively, you can click the **Edit** button in the **Refund/Write Off Request Type** zone to edit the details of the refund or write off request type.

5. Modify the required details in the **Main** section.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the refund or write off request type, if required.
7. Click **Save**.

The changes made to the refund or write off request type are saved.

Related Topics

For more information on...	See...
Refund/Write Off Request Type screen	Refund/Write Off Request Type on page 1035
Refund/Write Off Request Type List zone	Refund/Write Off Request Type List on page 1039
Refund/Write Off Request Type zone	Refund/Write Off Request Type on page 1040
How to define characteristics for a refund or write off request type	Defining Characteristics for a Refund or Write Off Request Type on page 1045

Deleting a Refund or Write Off Request Type

Procedure

To delete a refund or write off request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Refund/Write Off Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Refund/Write Off Request Type** sub-menu.
The **Refund/Write Off Request Type** screen appears.
4. In the **Refund/Write Off Request Type List** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the refund or write off request type that you want to delete.
A message appears confirming whether you want to delete the refund or write off request type.

Note: You can delete a refund or write off request type only when you have not defined a refund or write off request using the refund or write off request type.

Tip: Alternatively, you can click the **Delete** button in the **Refund/Write Off Request Type** zone to delete the refund or write off request type.

5. Click **OK**.
The refund or write off request type is deleted.

Related Topics

For more information on...	See...
Refund/Write Off Request Type screen	Refund/Write Off Request Type on page 1035
Refund/Write Off Request Type List zone	Refund/Write Off Request Type List on page 1039
Refund/Write Off Request Type zone	Refund/Write Off Request Type on page 1040

Copying a Refund or Write Off Request Type

Instead of creating a refund or write off request type from scratch, you can create a new refund or write off request type using an existing refund or write off request type. This is possible through copying a refund or write off request type. On copying a refund or write off request type, the details including the characteristics are copied to the new refund or write off request type. You can then edit the details, if required.


Prerequisites

To copy a refund or write off request type, you should have:

- Refund or Write Off request type (whose copy you want to create) defined in the application
- Refund or Write Off request business objects defined in the application
- Approval profiles defined in the application
- Adjustment types with and without A/P request type defined in the application

Procedure

To copy a refund or write off request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Refund/Write Off Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Refund/Write Off Request Type** sub-menu.
The **Refund/Write Off Request Type** screen appears.
4. In the **Refund/Write Off Request Type List** zone, click the **Duplicate** ( icon in the **Duplicate** column corresponding to the refund or write off request type whose copy you want to create.

The **Refund/Write Off Request Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the refund or write off request type.
- **Characteristics** - Used to define characteristics for the refund or write off request type.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request Type	Used to specify the refund or write off request type.	Yes
Business Object	Indicates the refund and write off request type business object used while defining the refund or write off request type.	Not applicable
Refund/Write Off Request Business Object	Used to indicate the business object that you want to use while creating the refund or write off request.	Yes
Description	Used to specify the description for the refund or write off request type.	Yes
Detailed Description	Used to specify additional information about the refund or write off request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to indicate the status of the refund or write off request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive <p>Note: You cannot change the status of a refund or write off request type to Inactive if there are refund or write off requests which are created using the refund or write off request type and are currently in the Draft or Approval In Progress status.</p>	Yes
Action	<p>Used to indicate whether the request type is created for refund or write off. The valid values are:</p> <ul style="list-style-type: none"> • Refund • Write Off 	Yes
Minimum Refund Amount	<p>Used to specify the minimum refund amount. This field is used to define tolerance limit for refund. If the total refund amount in a refund request is less than the minimum refund amount, the system creates a write up adjustment. However, if the total refund amount in a refund request is equal to or greater than the minimum refund amount, the system creates a refund adjustment.</p> <p>Note: This field appears only when the Action field is set to Refund.</p>	Yes
Write Up Adjustment Type	<p>Used to indicate the adjustment type using which the write up adjustment must be created when the total refund amount is less than the minimum refund amount.</p> <p>Note: This field appears only when the Action field is set to Refund. You can create write up adjustments only using those adjustment types where A/P request type is not defined.</p>	Yes
Approval Required	<p>Used to indicate whether approval is required while creating the refund or write off adjustments using the refund or write off request type.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Approval Profile	<p>Used to indicate the approval profile which must be used to define approval hierarchy for the refund or write off request type.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>
Hierarchical Approval	<p>Used to indicate whether multi-level or single-level approval is required while creating the refund or write off adjustments using the refund or write off request type.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	No
Refund Adjustment Type	<p>Used to indicate the adjustment type using which the refund adjustments must be created. This default adjustment type appears when you select the payments or credit bill line items for refund. You can then change the adjustment type, if required, while editing a refund request.</p> <p>Note: This field appears only when the Action field is set to Refund. The list includes only those adjustment types where A/P request type is defined.</p>	Yes
Write Off Adjustment Type	<p>Used to indicate the adjustment type using which the write off adjustments must be created. This default adjustment type appears when you select the debit bill line items for write off. You can then change the adjustment type, if required, while editing a write off request.</p> <p>Note: This field appears only when the Action field is set to Write Off. You can create write off adjustments only using those adjustment types where A/P request type is not defined.</p>	Yes

Tip: Alternatively, you can click the **Duplicate** button in the **Refund/Write Off Request Type** zone to create a copy of the refund or write off request type.

5. Enter the required details in the **Main** section.

Note: You can search for an adjustment type by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the refund or write off request type, if required.
7. Click **Save**.

The new refund or write off request type is defined.


Related Topics

For more information on...	See...
Refund/Write Off Request Type screen	Refund/Write Off Request Type on page 1035
Refund/Write Off Request Type List zone	Refund/Write Off Request Type List on page 1039
Refund/Write Off Request Type zone	Refund/Write Off Request Type on page 1040
How to define characteristics for a refund or write off request type	Defining Characteristics for a Refund or Write Off Request Type on page 1045

Viewing the Refund or Write Off Request Type Details

Procedure

To view the details of a refund or write off request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Refund/Write Off Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Refund/Write Off Request Type** sub-menu.
The **Refund/Write Off Request Type** screen appears.
4. In the **Refund/Write Off Request Type List** zone, click the **Broadcast**  icon corresponding to the refund or write off request type whose details you want to view.
The **Refund/Write Off Request Type** zone appears.
5. View the details of the refund or write off request type in the **Refund/Write Off Request Type** zone.

Related Topics

For more information on...	See...
Refund/Write Off Request Type screen	Refund/Write Off Request Type on page 1035
Refund/Write Off Request Type List zone	Refund/Write Off Request Type List on page 1039
Refund/Write Off Request Type zone	Refund/Write Off Request Type on page 1040

Refund/Write Off Request

The **Refund/Write Off Request** screen allows you to search for a refund and write off request using various search criteria. It also allows you to create a refund and write off requests. Through this screen, you can navigate to the following screens:

- [Refund Request](#) on page 1061
- [Write Off Request](#) on page 1093

This screen consists of the following zones:

- [Search Refund/Write Off Request](#) on page 1055

Search Refund/Write Off Request

The **Search Refund/Write Off Request** zone allows you to search for refund and write off requests using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate whether you want to search for a refund or write off request using request, payment, or bill details. The valid values are:</p> <ul style="list-style-type: none"> • Request Details — Used when you want to search for refund and/or write off requests. • Payment Details — Used when you want to search for refund requests. • Bill Details — Used when you want to search for refund and/or write off requests. <p>Note: By default, the Request Details option is selected.</p>	Yes
Action	<p>Used to indicate whether you want to search for refund or write off requests. The valid values are:</p> <ul style="list-style-type: none"> • Refund • Write Off <p>Note: This field appears only when you select the Request Details or Bill Details option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request Type	<p>Used to search refund or write off requests which are created using a particular refund or write off request type.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list. The refund or write off request types are listed only when you set the Action field to either Refund or Write Off.</p> </div>	No
Status	<p>Used to search refund or write off requests with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Approval In Progress • Cancelled • Draft • Processed • Rejected • Voided <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list. The Voided status is applicable while searching for refund requests and the Cancelled status is applicable while searching for write off requests.</p> </div>	No
User ID	<p>Used to search refund or write off requests which are created by a particular user.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p> </div>	No
Created From	<p>Used to search refund or write off requests which are created from a particular date onwards.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p> </div>	No
To	<p>Used to search refund or write off requests which are created till a particular date.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the current date appears in this field. This field appears only when you select the Request Details option from the Search By list.</p> </div>	No

Field Name	Field Description	Mandatory (Yes or No)
Refund/Write Off Request ID	Used to search a particular refund or write off request. Note: This field appears only when you select the Request Details option from the Search By list.	No
Payment Event ID	Used to search refund requests which includes a particular payment event for refund. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Payor Account ID	Used to search refund requests which are created for a particular payor account. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Payor Name	Used to search refund requests which are created for a particular payor. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Payment Date	Used to search refund requests which includes payments made on a particular date. Note: This field appears only when you select the Payment Details option from the Search By list.	No
MICR ID	Used to search refund requests which includes payments made with a particular MICR code. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Check Number	Used to search refund request which includes payment made through a particular check. Note: This field appears only when you select the Payment Details option from the Search By list.	No
Bill ID	Used to search refund or write off requests which includes bill segments or adjustments of a particular bill. Note: This field appears only when you select the Bill Details option from the Search By list.	No
Bill Date From	Used to search refund or write off requests which includes bill segments or adjustments of bills which are created from a particular date onwards. Note: This field appears only when you select the Bill Details option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
To	Used to search refund or write off requests which includes bill segments or adjustments of bills which are created till a particular date. <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, the current date appears in this field. This field appears only when you select the Bill Details option from the Search By list.</p> </div>	No

Note: You must specify at least one search criterion while searching for a refund or write off request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the refund or write off request is created.
Refund/Write Off Request Information	Displays information about the refund or write off request. <div style="border: 1px solid black; padding: 5px;"> <p>Note: It has a link. On clicking the link, the Refund Request or Write Off Request screen appears depending on whether the request is for refund or write off.</p> </div>
Status	Indicates the status of the refund or write off request.
Action	Indicates whether the request is created for refund or write off. The valid values are: <ul style="list-style-type: none"> • Refund • Write Off <div style="border: 1px solid black; padding: 5px;"> <p>Note: This column appears only when you select the Request Details or Bill Details option from the Search By list.</p> </div>
Refund/Write Off Amount	Displays the total refund or write off amount. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This column appears only when you select the Request Details or Bill Details option from the Search By list.</p> </div>
Refund Amount	Displays the total refund amount. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This column appears only when you select the Payment Details option from the Search By list.</p> </div>
Account Information	Displays additional information about the account for which the refund or write off request is created. <div style="border: 1px solid black; padding: 5px;"> <p>Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.</p> </div>
Created By	Indicates the user who has created the refund or write off request.

Related Topics

For more information on...	See...
How to search for a refund or write off request	Searching for a Refund or Write Off Request on page 1059

For more information on...	See...
How to view the details of a refund request	Viewing the Refund Request Details on page 1059
How to view the details of a write off request	Viewing the Write Off Request Details on page 1060
How to create a refund request	Creating a Refund Request on page 1071
How to create a write off request	Creating a Write Off Request on page 1100

Searching for a Refund or Write Off Request

Prerequisites

To search for a refund or write off request, you should have:

- Refund or Write Off request types defined in the application

Procedure

To search for a refund or write off request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Refund/Write Off Request**.
A sub-menu appears.
3. Click the **Search** option from the **Refund/Write Off Request** sub-menu.
The **Refund/Write Off Request** screen appears.
4. Enter the search criteria in the **Search Refund/Write Off Request** zone depending on whether you want to search for a refund or write off request.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of refund or write off requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Refund/Write Off Request screen	Refund/Write Off Request on page 1055
Search Refund/Write Off Request zone	Search Refund/Write Off Request on page 1055

Viewing the Refund Request Details

Procedure

To view the details of a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.

2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose details you want to view.

The **Refund Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the refund request. It contains the following zones:
 - **Refund Request** – Displays the details of the refund request.
 - **Refund Details** – Lists the entities, such as payment events, payments, and/or credit bill line items (such as credit bill segments and adjustments), of the account which must be refunded.
 - **Payments** — Used to search payment events or individual payments that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Bills** — Used to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the refund request.
3. View the details of the refund request in the **Refund Request** zone.
 4. View the entities (such as payment events, payments, or credit bill line items) which must be refunded in the **Refund Details** zone.

Related Topics

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062
Refund Details zone	Refund Details on page 1064
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

Viewing the Write Off Request Details

Procedure

To view the details of a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose details you want to view.

The **Write Off Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the write off request. It contains the following zones:
 - **Write Off Request** – Displays the details of the write off request.
 - **Write Off Details** – Lists the debit bill line items, such as debit bill segments and adjustments, of the account which must be written off.
 - **Bills** — Used to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. This tab appears only when the write off request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the write off request.
3. View the details of the write off request in the **Write Off Request** zone.
 4. View the entities (such as debit bill segments and adjustments) which must be written off in the **Write Off Details** zone.

Related Topics

For more information on...	See...
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094
Write Off Details zone	Write Off Details on page 1096
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059


Refund Request

Once you create a refund request, the **Refund Request** screen allows you to:

- Edit and delete a refund request
- View the details of a refund request
- Submit a refund request for approval
- Approve or reject a refund request
- View the log of a refund request
- Add a log entry for a refund request
- Void a refund request

This screen consists of the following tabs:

- **Main** – Displays information about the refund request. It contains the following zones:
 - **Refund Request** – Displays the details of the refund request.
 - **Refund Details** – Lists the entities, such as payment events, payments, and/or credit bill line items (such as credit bill segments and adjustments), of the account which must be refunded.
 - **Bill Line Items** — Displays the details of the bill which must be refunded.

Note: This zone appears when you click the Broadcast () icon corresponding to the entity type as **Bill** in the **Refund Details** zone.

- **Bills** — Used to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. It contains the following zones:
 - **Search Bills** — Lists completed bills of the account which are either with credit balance or have one or more credit line items, such as bill segments and adjustments. You can filter the bills using various search criteria.
 - **Bill Line Items** — Lists the debit and credit bill segments and adjustments of the bill.

This tab appears only when the refund request is in the **Draft** status.

- **Payments** — Used to search payment events or individual payments that you want to refund. It contains the following zones:
 - **Search Payment Event** — Lists the payment events which are created for the account. You can filter the payment events using various search criteria.
 - **Payments** — Lists all payments created through the payment event.

This tab appears only when the refund request is in the **Draft** status.

- **Log** – Lists the complete trail of actions performed on the refund request.

Refund Request - Main

The **Main** tab displays information about the refund request. It contains the following zones:

- [Refund Request](#) on page 1062
- [Refund Details](#) on page 1064
- [Bill Line Items](#) on page 1065

Refund Request

The **Refund Request** zone displays the details of the refund request. This zone contains the following sections:

- **Main** — This section provides basic information about the refund request. It contains the following fields:

Field Name	Field Description
Refund Request Information	Displays information about the refund request.
Refund Request Type	Indicates the refund request type using which the refund request is created. Note: It has a link. On clicking the link, the Refund/Write Off Request Type screen appears where you can view the details of the refund request type.
Status	Indicates the status of the refund request. The valid values are: <ul style="list-style-type: none"> • Draft • Approval In Progress • Rejected • Processed • Voided
Status Reason	Indicates the reason why the refund request is rejected or voided. Note: This field appears only when the refund request is in the Rejected or Voided status. It has a link. On clicking the link, the Status Reason screen appears where you can view the details of the rejected or voided reason.
Account Information	Indicates the account for which the refund request is created. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Person Name	Indicates the person for whom the refund request is created.
Override Address	Indicates whether the account's mailing address is overridden.
Address 1	Displays the house number and apartment name.
Address 2	Displays the street name.
Address 3	Indicates the landmark, if available.
Address 4	Displays the village, town, or city name.
City	Displays the city name.

Field Name	Field Description
State	Displays the state name.
Country	Displays the country name.
Postal	Displays the postal or zip code.
Comments	Displays additional information about the refund request.
Total Refund Amount	Displays the total refund amount.

- **Characteristics** — Lists the characteristics defined for the refund request. It contains the following fields:

Field Name	Field Description
Effective Date	Indicates the date from when the characteristic is effective for the refund request.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the refund request. Note: The Edit button appears only when the refund request is in the Draft status.
Delete	Used to delete the refund request. Note: The Delete button appears only when the refund request is in the Draft status.
Submit	Used to submit the refund request for approval. Note: The Submit button appears only when the refund request is in the Draft status.
Approve	Used to approve the refund request. Note: The Approve button appears only when: <ul style="list-style-type: none"> • The refund request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the refund request.
Reject	Used to reject the refund request. Note: The Reject button appears only when: <ul style="list-style-type: none"> • The refund request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the refund request.
Void	Used to void the refund request. Note: The Void button appears only when the refund request is in the Processed status.

- **Record Information** — This section contains the following fields:


Field Name	Field Description
Business Object	<p>Indicates the business object using which the refund request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.</p>
Status Date/Time	Displays the date and time when the refund request status is updated
Create Date/Time	Displays the date and time when the refund request is created.

Refund Details

The **Refund Details** zone lists the payment events, payments, and credit bill line items (such as bill segments and adjustments) that you have added to the refund request. This zone contains the following columns:

Column Name	Column Description
Entity ID	Displays the entity ID.
Entity Type	Indicates whether the entity is a payment event, payment, bill, bill segment, or an adjustment.
Currency	Indicates the currency in which the entity was created.
Entity Amount	Displays the entity amount.
Refund Amount	<p>Displays the amount that must be refunded.</p> <p>Note: By default, the amount which is eligible for refund appears in this column. You can edit the amount, if required. However, you cannot specify the amount greater than the eligible amount.</p>
Contract Information	<p>Displays additional information about the contract against which the bill segment or adjustment is created or against which the payment is matched. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>
Adjustment Type	<p>Indicates the adjustment type using which the refund adjustment must be created.</p> <p>Note: By default, the adjustment type specified in the refund request type appears in this column. You can change the adjustment type, if required, by editing the refund request.</p>

Column Name	Column Description
Adjustment Information	<p>Displays information about the refund adjustment.</p> <p>Note: It has a link. On clicking the link, the Adjustment screen appears with the details of the respective adjustment.</p> <p>The data appears in this column only when the status of the refund request is Processed.</p> <p>The information string appears only when an algorithm of the C1-ADI-INFO algorithm type is attached to the Adjustment Information system event in the Algorithms tab of the Installation Options — Framework screen.</p>

Note: On clicking the Broadcast () icon corresponding to the entity type as **Bill**, the **Bill Line Items** zone appears with the details of the respective bill.

In addition to above columns, this screen contains following buttons:


Button Name	Button Description
Edit	Used to edit the details of bill line items.
Delete	Used to delete the bill line items.

Bill Line Items

The **Bill Line Items** zone lists the debit and credit bill segments and adjustments of the bill. This zone contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Entity ID	Displays the bill segment or adjustment ID.
Entity Type	Indicates whether the entity is a bill, bill segment or an adjustment.
Currency	Displays the currency in which the entity was created.
Entity Amount	Displays the bill segment or adjustment amount.
Request Amount	<p>Displays the bill segment or adjustment amount which is eligible for refund. In other words, it means entity amount minus amount refunded.</p> <p>Note: If the bill segment or adjustment has debit balance, the eligible amount for refund would be zero.</p>
Contract Information	<p>Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>
Adjustment Type	<p>Indicates the adjustment type using which the refund adjustment must be created.</p> <p>Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.</p>

Column Name	Column Description
Adjustment Information	Displays information about the refund adjustment.

By default, the **Bill Line Items** zone does not appear in the **Main** tab. It appears only when you click the **Broadcast**  icon corresponding to the bill in the **Refund Details** zone.

Related Topics

For more information on...	See...
How to add a credit bill line item to the refund request	Adding a Credit Bill Line Item to the Refund Request on page 1077

Refund Request - Bills


The **Bills** tab allows you to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. It contains the following zones:

- [Search Bills](#) on page 1066
- [Bill Line Items](#) on page 1067

Search Bills

The **Search Bills** zone lists completed bills of the account which are either with credit balance or have one or more credit line items, such as bill segments and adjustments. You can filter the bills using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a bill using bill or bill and price item details. The valid values are: <ul style="list-style-type: none"> • Bill Details • Bill and Price Item Details <div style="border: 1px solid black; padding: 2px;"> Note: By default, the Bill Details option is selected. </div>	Yes
Bill ID	Used to search a particular bill.	No
Bill Date From	Used to search bills which are created from a particular date onwards.	No
To	Used to search bills which are created till a particular date.	No
Price Item	Used to search bills which are created for a particular price item. <div style="border: 1px solid black; padding: 2px;"> Note: This field appears only when you select Bill and Price Item Details option from the Search By list. You can search for a price item by clicking the search  icon corresponding to the field. </div>	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Amount	Displays the total bill amount.

If you want to refund a bill with credit balance and all credit line items, you need to select the check box corresponding to the bill and then click the **Add** button in the **Search Results** section. All credit bill segments and adjustments of the bill are added in the **Refund Details** zone on the **Main** tab. However, if you select a bill (with credit balance) which contains one or more debit line items or if you select a bill (with debit balance) which contains one or more credit line items, the system will not allow you to add the credit line items by directly adding the bill. In such case, you need to individually select the credit bill segments and adjustments of the bill and then add them to the refund request.

Note: If a refund request is currently in progress for a credit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all debit line items are not listed in the **Search Bills** zone.

Related Topics

For more information on...	See...
How to add a credit bill line item to the refund request	Adding a Credit Bill Line Item to the Refund Request on page 1077

Bill Line Items

The **Bill Line Items** zone lists the debit and credit bill segments and adjustments of the bill. This zone contains the following columns:

Column Name	Column Description
Entity ID	Displays the bill segment or adjustment ID.
Entity Type	Indicates whether the entity is a bill segment or an adjustment.
Entity Information	Displays additional information about the bill segment or adjustment. If the entity is a bill segment, the context menu appears in the column which helps in navigating to other screens in the application. Note: It has a link. If the entity is a bill segment, the Bill Segment screen appears with the details of the respective bill segment on clicking the link. However, if the entity is an adjustment, the Adjustment screen appears with the details of the respective adjustment on clicking the link.
Entity Amount	Displays the bill segment or adjustment amount.
Eligible Amount	Displays the bill segment or adjustment amount which is eligible for refund. In other words, it means entity amount minus amount refunded. Note: If the bill segment or adjustment has debit balance, the eligible amount for refund would be zero.
Amount Refunded	Displays the amount which is already refunded to the account.

Column Name	Column Description
Contract Information	<p>Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>

You can select one or more credit bill segments or adjustments and click the **Add** button in this zone to add selected credit bill segments or adjustments to the refund request.

By default, the **Bill Line Items** zone does not appear in the **Bills** tab. It appears only when you click the **Broadcast**  icon corresponding to the bill in the **Search Bills** zone.

Related Topics

For more information on...	See...
How to add a credit bill line item to the refund request	Adding a Credit Bill Line Item to the Refund Request on page 1077

Refund Request - Payments

The **Payments** tab allows you to search payment events or individual payments that you want to refund. It contains the following zones:

- [Search Payment Event](#) on page 1068
- [Payments](#) on page 1069

Search Payment Event

The **Search Payment Event** zone lists the payment events which are created for the account. You can filter the payment events using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate that you want to search for a payment event using the payment details. The valid values are:</p> <ul style="list-style-type: none"> • Payment Details <p>Note: By default, the Payment Details option is selected.</p>	Yes
Payment Event ID	Used to search a particular payment event.	No
Suspense/Excess Credit Contract	<p>Used to search payment events which include payments made against a particular suspense or excess credit contract.</p> <p>Note: The suspense and excess credit contracts are listed only when these contracts are associated with the account</p>	No
Check Number	Used to search a payment event which includes payment made through a particular check.	No

Field Name	Field Description	Mandatory (Yes or No)
Payment Date	Used to search payment events which include payments created from a particular date onwards.	No
To	Used to search payment events which include payments created till a particular date.	No
MICR ID	Used to search payment events which include payments made with a particular MICR code.	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Payment Event Information	Displays additional information about the payment event. Note: It has a link. On clicking the link, the Payment Event screen appears where you can view the details of the respective payment event.
Payment Date	Displays the date when the payments were created.
Tender Amount	Displays the tender amount.
Payment Event ID	Displays the payment event ID.

If you want to refund all payments of a payment event, you need to select the check box corresponding to the payment event and then click the **Add** button in the **Search Results** section. If all payments in the payment event are matched against the same suspense or excess credit contract, the payment event is added in the **Refund Details** zone on the **Main** tab. However, if the payments in the payment event are matched against different suspense or excess credit contracts, the payments of the payment event are added in the **Refund Details** zone.

Note: If a refund request is currently in progress for a payment event or for any payment of a payment event, those payments events of the account are not listed in the **Search Payment Event** zone.

Related Topics

For more information on...	See...
How to add a payment event to the refund request	Adding a Payment Event to the Refund Request on page 1074

Payments

The **Payments** zone lists only those payments which are created through the payment event and are currently in the **Frozen** status. This zone contains the following columns:

Column Name	Column Description
Payment ID	Displays the payment ID. Note: It has a link. On clicking the link, the Payment screen appears where you can view the details of the respective payment.
Payee Account Information	Displays additional information about the account for which the payment was made. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Payment Amount	Displays the payment amount.

Column Name	Column Description
Payment Currency	Indicates the currency in which the payment was made.
Payment Status	Indicates the status of the payment.
Match Type	Indicates the match type using which the payment was matched.
Match Value	Indicates the entity (such as bill, contract, and so on) against which the payment was matched.
Amount Refunded	Displays the amount which is already refunded to the payor account.

You can select one or more payments and click the **Add** button in this zone to add selected payments to the refund request.

By default, the **Payments** zone does not appear in the **Payments** tab. It appears only when you click the **Broadcast**  icon corresponding to the payment event in the **Search Payment Event** zone.

Related Topics

For more information on...	See...
How to add a payment to the refund request	Adding a Payment to the Refund Request on page 1075

Refund Request - Log

The **Log** tab contains the following zone:

- [Refund Request Log](#) on page 1070

Refund Request Log

The **Refund Request Log** zone lists the complete trail of actions performed on the refund request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the refund request.
Details	Displays the details about the action performed on the refund request.
User	Indicates the user who has performed the action on the refund request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the refund request.
Status Reason	Displays the status reason of action performed on the refund request.

Note: You can manually add a log entry for the refund request by clicking the **Add Log Entry** link in the upper right corner of the **Refund Request Log** zone.

The **Add Request Log** window appears. Enter **Log Details** and click **Save**. The refund request log is added.

Related Topics

For more information on...	See...
How to view the log of a refund request	Viewing the Log of a Refund Request on page 1090

Creating a Refund Request

Prerequisites

To create a refund request, you should have:

- Refund request types defined in the application


Procedure

To create a refund request:

1. Do either of the following:

If you want to...	Then...
Define a refund request from the Account Receivable Central screen	<ol style="list-style-type: none"> 1. Click the Main link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Account Receivable Central. 3. Search for the bill in the Account Receivable Central screen. 4. In the Search Results section, select the required bill and then click Refund. <div data-bbox="818 982 1393 1079" style="border: 1px solid black; padding: 2px;"> <p>Note: Only one bill at a time is allowed to select for Refund Request from the Account Receivable Central screen.</p> </div>
Define a refund request from the Refund Request screen	<ol style="list-style-type: none"> 1. Click the Main link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Refund/Write Off Request. A sub-menu appears. 3. Click the Add option from the Refund/Write Off Request sub-menu.

The **Select Request Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action	<p>Displays the type of request (refund or write off) to be created.</p> <p>Note: This field is pre-populated if the refund request is created from the Account Receivable Central screen. This field is editable if the refund request is created from the Refund/Write Off Request screen.</p>	Not applicable
Refund/Write Off Request Type	<p>Used to indicate the request type using which you want to create the refund or write off request.</p> <p>Note: The refund request types are listed when you set the Action field to Refund and the write off request types are listed when you set the Action field to Write Off.</p>	Yes
Account	<p>Used to indicate the account for which you want to create the refund or write off request.</p> <p>Note: This field is pre-populated if the refund request is created from the Account Receivable Central screen. This field is editable if the refund request is created from the Refund/Write Off Request screen. You can search for an account by clicking the Search  icon corresponding to the respective field.</p>	Yes

Tip:

Alternatively, you can access the **Select Request Type** screen:

- By clicking the **Add** button in the **Page Title** area of **Refund/Write Off Request** screen.
- By selecting the payment which you want to refund in the **Payment Event Summary** screen and then clicking the **Refund** button. Note that the system will allow you to refund only those payments which are in the **Frozen** status and matched against the suspense or excess credit contract.

2. Select the required refund request type from the respective field.

3. Click **Save**.

The refund request is defined and the status of the refund request is set to **Draft**. The **Refund Request** screen appears with the details of the refund request. It contains the following tabs:

Note: The refund request can be created only for bill with outstanding amount lesser than zero.

- **Main** – Displays information about the refund request. It contains the following zones:

- **Refund Request** – Displays the details of the refund request.
 - **Refund Details** – Lists the entities, such as payment events, payments, and/or credit bill line items (such as credit bill segments and adjustments), of the account which must be refunded.
 - **Payments** — Used to search payment events or individual payments that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Bills** — Used to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the refund request.
4. Add payment events, payments, or credit bill line items that you want to refund.
 5. Edit the refund amount of each entity, if required.
 6. Define characteristics for the refund request, if required.
 7. Override the address if you want to sent the refund to an address other than the account’s main customer address.

Related Topics

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Account Receivable Central screen	Account Receivable Central on page 920
How to add a payment event to the refund request	Adding a Payment Event to the Refund Request on page 1074
How to add a payment to the refund request	Adding a Payment to the Refund Request on page 1075
How to add a credit bill line item to the refund request	Adding a Credit Bill Line Item to the Refund Request on page 1077
How to edit a refund request	Editing a Refund Request on page 1079
How to define characteristics for a refund request	Defining Characteristics for a Refund Request on page 1073

Defining Characteristics for a Refund Request

Prerequisites

To define characteristics for a refund request, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Refund Write Off Request**)

Procedure

To define characteristics for a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose details you want to edit.

The **Refund Request** screen appears.

3. Click the **Edit** button in the **Refund Request** zone.

The **Edit Refund Request** screen appears.

Note: The **Edit** button appears only when the refund request is in the **Draft** status.

4. Ensure that the **Characteristics** section is expanded when you are editing the refund request.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the refund request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Refund Write Off Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.

5. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the refund request, click the **Add** (+) icon and then repeat step 5.

Note: However, if you want to remove a characteristic from the refund request, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
How to create a refund request	Creating a Refund Request on page 1071

Adding a Payment Event to the Refund Request

Prerequisites

To add a payment event to the refund request, you should have:

- Payments made by the account for which you need to create the refund request

Procedure

To add a payment event to the refund request:

1. Click the **Payments** tab in the **Refund Request** screen.

The **Payments** tab appears.

- Filter the payment events, if required, in the **Search Payment Event** zone.

Note: You can only refund payments, which are matched against suspense or excess credit contracts, to the payor account. Therefore, you can only view payment events which includes payments matched against suspense or excess credit contracts. If a refund request is currently in progress for a payment event or for any payment of a payment event, those payments events of the account are not listed in the **Search Payment Event** zone.

- Select the check box corresponding to the payment event, whose payments you want to refund, in the **Search Results** section.

Note: You can add more than one payment event to the refund request at the same time.

- Click **Add**.

A message appears indicating that the selected payment events are added to the refund request.

- Click **OK**.

Note that the entity is added in the **Refund Details** zone on the **Main** tab.

Note:

You can only refund payments which are in the **Frozen** status.

If all payments in the payment event are matched against the same suspense or excess credit contract, the payment event is added in the **Refund Details** zone. However, if the payments in the payment event are matched against different suspense or excess credit contracts, the payments of the payment event are added in the **Refund Details** zone.

Related Topics

For more information on...	See...
How to create a refund request	Creating a Refund Request on page 1071

Adding a Payment to the Refund Request

Prerequisites

To add a payment to the refund request, you should have:

- Payments made by the account for which you need to create the refund request

Procedure

To add a payment to the refund request:

- Click the **Payments** tab in the **Refund Request** screen.

The **Payments** tab appears.

- Filter the payment events, if required, in the **Search Payment Event** zone.

Note: You can only refund payments, which are matched against suspense or excess credit contracts, to the payor account. Therefore, you can only view payment events which includes payments matched against suspense or excess credit contracts. If a refund request is currently in progress for a payment event or for any payment of a payment event, those payments events of the account are not listed in the **Search Payment Event** zone.

- In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment event whose payments you want to view.

The **Payments** zone appears.

- Select the check box corresponding to the payment that you want to refund.

Note: You can add more than one payment to the refund request at the same time.

5. Click **Add**.

A message appears indicating that the selected payments are added to the refund request.

6. Click **OK**.

Note that the payments are added in the **Refund Details** zone on the **Main** tab.

Note: You can only refund payments which are in the **Frozen** status.

Related Topics

For more information on...	See...
How to create a refund request	Creating a Refund Request on page 1071

Adding a Credit Bill to the Refund Request

You can refund the credit bills to the account.

Prerequisites

To add a credit bill to the refund request, you should have:

- Completed bills for the account with one or more credit line items

Procedure

To add a credit bill to the refund request:

1. Click the **Bills** tab in the **Refund Request** screen.

The **Bills** tab appears.

2. Filter the bills, if required, in the **Search Bills** zone.

Note: If a refund request is currently in progress for a credit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all debit line items are not listed in the **Search Bills** zone.

3. Do either of the following:

If...	Then...
A bill has all credit line items and you want to add the credit bill to the refund request	<ol style="list-style-type: none"> 1. In the Search Bills zone, select the bills that you want to refund. 2. Click the Add button available at the upper left corner of the Search Bills zone. <p>Note: Default adjustment type selected in the write off request type should be non A/P.</p>
A bill has credit balance and one or more debit line items and you want to add the credit bill to the refund request	<ol style="list-style-type: none"> 1. In the Search Bills zone, select the bills that you want to refund. 2. Click the Add button available at the upper left corner of the Search Bills zone.

If...	Then...
	Note: Default adjustment type selected in the write off request type should be non A/P.

4. Click **Add**.

A message appears indicating that the selected bills are added to the refund request.

Note: If you select a bill (with credit balance) which contains one or more debit line items or if you select a bill (with debit balance) which contains one or more credit line items, the system will not allow you to add the credit line items by directly adding the bill. In such case, you need to individually select the credit bill segments and adjustments of the bill and then add them to the refund request.

5. Click **OK**.

Note that all the credit bill segments or adjustments of the bills are added in the **Refund Details** zone on the **Main** tab.

Note:
Irrespective of whether you select a credit bill, or credit bill segments or adjustments, the credit bill segments or adjustments are added in the **Refund Details** zone. The credit bill is not added to the **Refund Details** zone.
The system will not allow you to add a debit line item to the **Refund Details** zone.

Related Topics

For more information on...	See...
How to create a refund request	Creating a Refund Request on page 1071

Adding a Credit Bill Line Item to the Refund Request

You can refund the credit bill line items, such as bill segments and adjustments, to the account. While adding a credit bill line item to the refund request, you can either:

- Directly add all credit line items of a bill to the refund request by adding the bill which has all bill segments and adjustments in credit
- Individually add a credit bill segment or adjustment of a bill (with one or more credit line items) to the refund request

Prerequisites

To add a credit bill line item to the refund request, you should have:

- Completed bills for the account with one or more credit line items

Procedure

To add a credit bill line item to the refund request:




1. Click the **Bills** tab in the **Refund Request** screen.

The **Bills** tab appears.

2. Filter the bills, if required, in the **Search Bills** zone.

Note: If a refund request is currently in progress for a credit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all debit line items are not listed in the **Search Bills** zone.

3. Do either of the following:

If...	Then...
A bill has all credit line items and you want to add a particular credit bill line item to the refund request	<ol style="list-style-type: none"> <li data-bbox="846 275 1401 426">1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears. <li data-bbox="846 457 1401 548">2. Select the check box corresponding to the credit bill segment or adjustment that you want to refund.
A bill has credit balance and one or more debit line items	<ol style="list-style-type: none"> <li data-bbox="846 604 1401 756">1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears. <li data-bbox="846 787 1401 877">2. Select the check box corresponding to the credit bill segment or adjustment that you want to refund.
A bill has debit balance and one or more credit line items	<ol style="list-style-type: none"> <li data-bbox="846 934 1401 1085">1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears. <li data-bbox="846 1117 1401 1207">2. Select the check box corresponding to the credit bill segment or adjustment that you want to refund.

4. Click **Add**.

A message appears indicating that the selected bill segments or adjustments are added to the refund request.

Note: If you select a bill (with credit balance) which contains one or more debit line items or if you select a bill (with debit balance) which contains one or more credit line items, the system will not allow you to add the credit line items by directly adding the bill. In such case, you need to individually select the credit bill segments and adjustments of the bill and then add them to the refund request.

5. Click **OK**.

Note that the credit bill segments or adjustments are added in the **Refund Details** zone on the **Main** tab.

Note:
Irrespective of whether you select a credit bill, or credit bill segments or adjustments, the credit bill segments or adjustments are added in the **Refund Details** zone. The credit bill is not added to the **Refund Details** zone.
The system will not allow you to add a debit line item to the **Refund Details** zone.

Related Topics

For more information on...	See...
How to create a refund request	Creating a Refund Request on page 1071

Editing a Refund Request

Prerequisites

To edit a refund request, you should have:

- Adjustment types with A/P request type defined in the application

Procedure

To edit a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose details you want to edit.

The **Refund Request** screen appears.

3. Click the **Edit** button in the **Refund Request** zone.

The **Edit Refund Request** screen appears. It contains the following section:

Field Name	Field Description	Mandatory (Yes or No)
Refund Request Information	Displays information about the refund request.	Not applicable
Account Information	Indicates the account for which the refund request is created.	Not applicable
Person Name	Used to indicate the person for whom the refund request is created.	No
Override Address	Used to indicate whether the account's mailing address must be overridden. Note: By default, the account's main customer's address appears in the following fields — Address 1, Address 2, Address 3, Address 4, City, Country, State, and Postal. You can override the address in these fields, if required.	No
Address 1	Used to specify the house number and apartment name.	No
Address 2	Used to specify the street name.	No
Address 3	Used to specify any landmark, if available.	No
Address 4	Used to specify the village, town, or city name.	No
City	Used to specify the city name.	No
Country	Used to specify the country name.	No
State	Used to specify the state name.	No

Field Name	Field Description	Mandatory (Yes or No)
Postal	Used to specify the postal or zip code.	No
Comments	Used to specify additional information about the refund request.	No

In addition, this screen contains the following two sections:

- **Characteristics** — Used to define characteristics for the refund request. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the refund request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Refund Write Off Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the refund request.

4. Modify the details of the refund request, if required.
5. Define, edit, or remove characteristics from the refund request, if required.
6. Click **Save**.

The changes made to the refund request are saved.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062
How to define characteristics for a refund request	Defining Characteristics for a Refund Request on page 1073

Editing the Refund Details

Prerequisites

To edit the refund details, you should have:


- Adjustment types with A/P request type defined in the application

Procedure

To edit the refund details:


1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose bill line item details you want to edit.

The **Refund Request** screen appears. You can edit the bill line items by either of the following ways:

If...	Then
Select the bill whose details you want to edit in the Refund Details zone and click the Edit button available in the upper left corner of this zone.	The Edit Request Details screen appears.
In the Refund Details zone, click the Broadcast  icon corresponding to the bill whose line items details you want to edit.	<p>The Bill Line Items zone appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: This zone appears only when the Entity Type is Bill.</p> </div> <ol style="list-style-type: none"> 1. Select the bill line item whose details you want to edit in the Bill Line Items zone and click the Edit button available in the upper left corner of this zone. <p>The Edit Request Details screen appears.</p>


Note: A bill line item from the refund request can be edited only when the refund request is in the **Draft** status.

The **Edit Request Details** screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request ID	Displays the refund request ID.	Not applicable
Account Information	Displays additional information about the account.	Not applicable
Adjustment Type	<p>Indicates the adjustment type of the refund request type.</p> <p>You can search for an adjustment type by clicking the Search  icon corresponding to the field.</p>	No

In addition to these fields, this screen contains following columns:

Column Name	Column Description
Entity Type	<p>Indicates the entity type. The valid values are</p> <ul style="list-style-type: none"> • Adjustments • Bill • Bill Segment • Payment Event • Payment

Column Name	Column Description
Entity ID	Displays the entity ID.
Entity Amount	Displays the entity amount.
Currency	Displays the currency in which the entity was created.
Request Amount	Displays the amount that must be refunded.
Adjustment Type	Indicates the adjustment type using which the refund adjustment must be created. Note: You can search for an account by clicking the Search  icon corresponding to the field.
Bill ID	Displays the bill ID.





In addition to the above columns, the screen has following button:

Button Name	Button Description
Override	Used to override an adjustment type of the refund request.

Note:

In the **Bill Line Items** zone, click the **Broadcast**  icon corresponding to the bill line item which you want to delete

Pagination is used to display limited number of records in the **Search Results** section. By default, 10 records are displayed in the **Search Results** section. You can change the number of records displayed per page, if required.

You can use the navigation buttons, such as **First** () , **Previous** () , **Next** () , and **Last** () to navigate between pages. You can also select the page to which you want to navigate from the **Go To** list.

The values appear in the **Page Limit** list only when you define values for the **PAGE_NUMBER** lookup field.

3. Modify the details of the bill line items.
4. Click **Save**.

The changes made to the refund bill line items are saved.

Related Topics

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

Deleting a Refund Request

Procedure

To delete a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request that you want to delete.

The **Refund Request** screen appears.

3. Click the **Delete** button in the **Refund Request** zone.

A message appears confirming whether you want to delete the refund request.

Note: The **Delete** button appears only when the refund request is in the **Draft** status.

4. Click **OK**.

The refund request is deleted.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062

Deleting a Bill from the Refund Request

Procedure

To delete a bill from the refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose bill you want to delete.

The **Refund Request** screen appears.

3. In the **Refund Details** zone, select the bills and click the **Delete** button available in the upper left corner of this zone.

A message appears confirming whether you want to delete the bill from the refund request.

Note: You can delete bill from the refund request only when the request is in the **Draft** status.

4. Click **OK**.

The selected bill gets deleted from the refund request.

Related Topics

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

Deleting a Bill Line Item from the Refund Request

Procedure

To delete a bill line item from the refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose bill line items you want to delete.

The **Refund Request** screen appears.

3. In the **Refund Details** zone, click the **Broadcast**  icon corresponding to the bill whose line items details you want to delete.

The **Bill Line Items** zone appears.

4. In the **Bill Line Items** zone, select the bill line items which you want to delete and click the **Delete** button available in the upper left corner of this zone.

A message appears confirming whether you want to delete the bill line items from the refund request.

Note:

You can delete a bill line item from the refund request only when the request is in the **Draft** status.

5. Click **OK**.

The selected bill line items gets deleted from the refund request.

Related Topics

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

Submitting a Refund Request

Prerequisites

To submit a refund request, you should have:

- Payment events, payments, or credit bill line items added in the refund request

Procedure

To submit a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request that you want to submit.

The **Refund Request** screen appears.

3. Click the **Submit** button in the **Refund Request** zone.

The system behaves in the following manner:

If...	Then...
The Approval Required and Hierarchical Approval check boxes are selected in the refund request type using which the refund request is created	A To Do of the C1-REFRQ To Do type is created and sent to the approver at the first level in the approval hierarchy, and the status of the refund request is changed to Approval In Progress .
The Approval Required check box is selected, but the Hierarchical Approval check box is not selected in the refund request type using which the refund request is created	A To Do of the C1-REFRQ To Do type is created and sent to the approver at the hierarchy level where the total refund amount falls within the threshold limit. In addition, the status of the refund request is changed to Approval In Progress .
The Approval Required check box is not selected in the refund request type using which the refund request is created	<p>The refund adjustments are created using the specified adjustment types and the status of the refund request is changed to Processed.</p> <p>Note: The refund adjustments are created in the Frozen status. If a match event is present for the credit bill line items (such as bill segments and adjustments) and for the payments which are matched against the excess credit contract, the existing match event is stamped on the refund adjustments and on the corresponding financial transactions. However, when a match event is not present for the payments which are matched against the suspense contract or if the match events does not exist, a new match event is created and stamped on the refund adjustments and on the corresponding financial transactions. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced.</p>
The total refund amount is less than minimum refund amount	<p>The write up adjustment is created using the write up adjustment type specified in the refund request type. In addition, the status of the refund request is changed to Processed.</p> <p>Note: The write up adjustment is created in the Frozen status. If a match event is present for the credit bill line items (such as bill segments and adjustments) and for the payments which are matched against the excess credit contract, the existing match event is stamped on the write up adjustment and on the corresponding financial transaction. However, when a match event is not present for the payments which are matched against the suspense contract or if the match events does not exist, a new match event is created and stamped on the write up adjustment and on the corresponding financial transaction. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced.</p>

If...	Then...
The total refund amount is less than the minimum threshold amount	<p>The refund request is automatically approved by the system and refund adjustments are created using the specified adjustment types. In addition, the status of the refund request is changed to Processed.</p> <p>Note: The refund adjustments are created in the Frozen status. If a match event is present for the credit bill line items (such as bill segments and adjustments) and for the payments which are matched against the excess credit contract, the existing match event is stamped on the refund adjustments and on the corresponding financial transactions. However, when a match event is not present for the payments which are matched against the suspense contract or if the match events does not exist, a new match event is created and stamped on the refund adjustments and on the corresponding financial transactions. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced.</p>

Note: The **Submit** button appears only when the refund request is in the **Draft** status.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062

Approving a Refund Request

You can view the number of refund requests which are pending for approval in the **Refund/Write Off Request** screen. The approver can review, and accordingly approve or reject the refund request based on the observations.

Note: The system will not allow you to approve or reject a refund request submitted by you.

Procedure

To approve a refund request:

1. Do either of the following:

If you want to...	Then...
Approve a refund request through the Refund/Write Off Request screen	<ol style="list-style-type: none"> 1. Search for the refund request in the Refund/Write Off Request screen. 2. In the Search Results section, click the link in the Refund/Write Off Request Information

If you want to...	Then...
	column corresponding to the refund request which you want to review.
Approve a refund request from the To Do List screen	<ol style="list-style-type: none"> <li data-bbox="849 321 1398 401">1. Click the Menu link in the Application toolbar. A list appears. <li data-bbox="849 426 1398 569">2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. <li data-bbox="849 594 1398 625">3. Enter C1-REFRQ in the To Do Type field. <li data-bbox="849 651 1398 764">4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. <li data-bbox="849 789 1398 856">5. Select the Open option from the Filter by list to view all unassigned To Dos. <li data-bbox="849 882 1398 974">6. Click the link in the Message column corresponding to the To Do of the refund request that you want to review.

The **Refund Request** screen appears.

2. Review the refund request details.
3. Click the **Approve** button in the **Refund Request** zone.

The system behaves in the following manner:

If...	Then
The Hierarchical Approval check box is selected in the refund request type using which the refund request is created and the total refund amount is greater than the threshold amount specified at the next level in the approval hierarchy	A To Do of the C1-REFRQ To Do type is created and sent to the approver at the next level in the approval hierarchy, and the status of the refund request remains as Approval In Progress .

If...	Then
<p>The Hierarchical Approval check box is selected in the refund request type using which the refund request is created and the total refund amount is less than the threshold amount specified at the next level in the approval hierarchy</p>	<p>The refund adjustments are created using the specified adjustment types and the status of the refund request is changed to Processed.</p> <div data-bbox="889 321 1466 867" style="border: 1px solid black; padding: 5px;"> <p>Note: The refund adjustments are created in the Frozen status. If a match event is present for the credit bill line items (such as bill segments and adjustments) and for the payments which are matched against the excess credit contract, the existing match event is stamped on the refund adjustments and on the corresponding financial transactions. However, when a match event is not present for the payments which are matched against the suspense contract or if the match events does not exist, a new match event is created and stamped on the refund adjustments and on the corresponding financial transactions. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced.</p> </div>
<p>The Hierarchical Approval check box is not selected in the refund request type using which the refund request is created</p>	<p>The refund adjustments are created using the specified adjustment types and the status of the refund request is changed to Processed.</p> <div data-bbox="889 1010 1466 1549" style="border: 1px solid black; padding: 5px;"> <p>Note: The refund adjustments are created in the Frozen status. If a match event is present for the credit bill line items (such as bill segments and adjustments) and for the payments which are matched against the excess credit contract, the existing match event is stamped on the refund adjustments and on the corresponding financial transactions. However, when a match event is not present for the payments which are matched against the suspense contract or if the match events does not exist, a new match event is created and stamped on the refund adjustments and on the corresponding financial transactions. If you are doing a partial refund for any entity, the corresponding match event status is set to Open. However, if you are refunding the entire eligible amount, the corresponding match event status is set to Balanced.</p> </div>

Note: The **Approve** button appears only when:

- The refund request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the refund request.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

For more information on...	See...
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062

Rejecting a Refund Request

Prerequisites

To reject a refund request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a refund request, you need to specify the reason why you want to reject the refund request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-RefundReq** business object in the **Status Reason** screen.

The system will not allow you to approve or reject a refund request submitted by you.

Procedure

To reject a refund request:

1. Do either of the following:

If you want to...	Then...
Reject a refund request through the Refund/Write Off Request screen	<ol style="list-style-type: none"> 1. Search for the refund request in the Refund/Write Off Request screen. 2. In the Search Results section, click the link in the Refund/Write Off Request Information column corresponding to the refund request which you want to review.
Reject a refund request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-REFRQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos.

If you want to...	Then...
	6. Click the link in the Message column corresponding to the To Do of the refund request that you want to review.

The **Refund Request** screen appears.

- Review the refund request details.
- Click the **Reject** button in the **Refund Request** zone.

The **Reject Refund Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the refund request.	Yes
Comments	Used to specify additional information while rejecting the refund request.	No

Note: The **Reject** button appears only when:

- The refund request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the refund request.

- Select the rejection reason from the **Status Reason** list.
- Click **Save**.

The status of the refund request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062

Viewing the Log of a Refund Request

Procedure

To view the log of a refund request:

- Search for the refund request in the **Refund/Write Off Request** screen.
- In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose log you want to view.

The **Refund Request** screen appears. It consists of the following tabs:

- Main** – Displays information about the refund request. It contains the following zones:
 - Refund Request** – Displays the details of the refund request.

- **Refund Details** – Lists the entities, such as payment events, payments, and/or credit bill line items (such as credit bill segments and adjustments), of the account which must be refunded.
- **Bill Line Items** — Displays the details of the bill which must be refunded.

Note:

This zone appears when you click the Broadcast  icon corresponding to the entity type as **Bill** in the **Refund Details** zone.

- **Payments** — Used to search payment events or individual payments that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Bills** — Used to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. This tab appears only when the refund request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the refund request.
3. Click the **Log** tab.
 4. View the log of the refund request in the **Refund Request Log** zone.

Note: You can manually add a log entry for the refund request by clicking the **Add Log Entry** link in the upper right corner of the **Refund Request Log** zone.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
How to add a log entry for a refund request	Adding a Log Entry for a Refund Request on page 1091
Refund Request Log zone	Refund Request Log on page 1070

Adding a Log Entry for a Refund Request**Procedure**

To add a log entry for a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request whose log you want to edit.

The **Refund Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the refund request. It contains the following zones:
 - **Refund Request** – Displays the details of the refund request.
 - **Refund Details** – Lists the entities, such as payment events, payments, and/or credit bill line items (such as credit bill segments and adjustments), of the account which must be refunded.
- **Payments** — Used to search payment events or individual payments that you want to refund. This tab appears only when the refund request is in the **Draft** status.
- **Bills** — Used to search bills with credit line items, such as credit bill segments and adjustments, that you want to refund. This tab appears only when the refund request is in the **Draft** status.
- **Log** – Lists the complete trail of actions performed on the refund request.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Refund Request Log** zone.

The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Information	Displays information about the refund request.	Not applicable
Log Details	Used to specify additional comments on the refund request.	Yes

5. Enter the comments in the **Log Details** field.

6. Click **Save**.

The log entry is added in the **Refund Request Log** zone.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059

Voiding a Refund Request

There might be situations when incorrect refund request is processed in the system. In such case, the system provides you with an ability to void or cancel the refund request. However, note that you can void a refund request only when the refund request is in the **Processed** status.

Prerequisites

To void a refund request, you should have:

- Void reasons defined in the application

Note: While voiding a refund request, you need to specify the reason why you want to void the refund request. You can select the appropriate void reason only when you have defined the reasons for the **Voided** status of the **C1-RefundReq** business object in the **Status Reason** screen.

Procedure

To void a refund request:

1. Search for the refund request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the refund request that you want to void.

The **Refund Request** screen appears.

3. Click the **Void** button in the **Refund Request** zone.

The **Void Reason** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to void the refund request.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Comments	Used to specify additional information while voiding the refund request.	No

Note: The **Void** button appears only when the refund request is in the **Processed** status.

4. Select the void reason from the **Status Reason** list.
5. Click **Save**.

The status of the refund request is changed to **Voided**.

Note: The **C1-REFVOID** algorithm cancels all the frozen adjustments created for the refund request which is in the **Processed** state.

Related Topics

For more information on...	See...
How to search for a refund request	Searching for a Refund or Write Off Request on page 1059
Refund Request screen	Refund Request on page 1061
Refund Request zone	Refund Request on page 1062

Write Off Request

Once you create a write off request, the **Write Off Request** screen allows you to:

- Edit and delete a write off request
- View the details of a write off request
- Submit a write off request for approval
- Approve or reject a write off request
- View the log of a write off request
- Add a log entry for a write off request
- Cancel a write off request

This screen consists of the following tabs:

- **Main** – Displays information about the write off request. It contains the following zones:
 - **Write Off Request** – Displays the details of the write off request.
 - **Write Off Details** – Lists the debit bill line items (such as debit bill segments and adjustments) of the account which must be written off.
 - **Bill Line Items** — Displays the details of the bill which must be written off.

Note:

This zone appears when you click the Broadcast  icon corresponding to the entity type as **Bill** in the **Write Off Details** zone.

- **Bills** — Used to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. It contains the following zones:

- **Search Bills** — Lists completed bills of the account which are either with debit balance or have one or more debit line items, such as bill segments and adjustments. You can filter the bills using various search criteria.
- **Bill Line Items** — Lists the debit and credit bill segments and adjustments of the bill.

This tab appears only when the write off request is in the **Draft** status.

- **Log** – Lists the complete trail of actions performed on the write off request.

Write Off Request - Main

The **Main** tab displays information about the write off request. It contains the following zones:

- [Write Off Request](#) on page 1094
- [Write Off Details](#) on page 1096
- [Bill Line Items](#) on page 1097

Write Off Request

The **Write Off Request** zone displays the details of the write off request. This zone contains the following sections:

- **Main** — This section provides basic information about the write off request. It contains the following fields:

Field Name	Field Description
Write Off Request Information	Displays information about the write off request.
Write Off Request Type	Indicates the write off request type using which the write off request is created. Note: It has a link. On clicking the link, the Refund/Write Off Request Type screen appears where you can view the details of the write off request type.
Status	Indicates the status of the write off request. The valid values are: <ul style="list-style-type: none"> • Draft • Approval In Progress • Rejected • Processed • Cancelled
Status Reason	Indicates the reason why the write off request is rejected or cancelled. Note: This field appears only when the write off request is in the Rejected or Cancelled status. It has a link. On clicking the link, the Status Reason screen appears where you can view the details of the rejected or cancelled reason.
Account Information	Indicates the account for which the write off request is created. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Comments	Displays additional information about the write off request.
Total Write Off Amount	Displays the total write off amount.

- **Characteristics** — Lists the characteristics defined for the write off request. It contains the following fields:

Field Name	Field Description
Effective Date	Indicates the date from when the characteristic is effective for the write off request.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the write off request. Note: The Edit button appears only when the write off request is in the Draft status.
Delete	Used to delete the write off request. Note: The Delete button appears only when the write off request is in the Draft status.
Submit	Used to submit the write off request for approval. Note: The Submit button appears only when the write off request is in the Draft status.
Approve	Used to approve the write off request. Note: The Approve button appears only when: <ul style="list-style-type: none"> • The write off request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the write off request.
Reject	Used to reject the write off request. Note: The Reject button appears only when: <ul style="list-style-type: none"> • The write off request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the write off request.
Cancel	Used to cancel the write off request. Note: The Cancel button appears only when the write off request is in the Processed status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the write off request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.


Field Name	Field Description
Status Date/Time	Displays the date and time when the write off request status is updated
Create Date/Time	Displays the date and time when the write off request is created.

Write Off Details

The **Write Off Details** zone lists the debit bill line items (such as bill segments and adjustments) that you have added to the write off request. This zone contains the following columns:

Column Name	Column Description
Entity ID	Displays the entity ID.
Entity Type	Indicates whether the entity is a bill, bill segment or an adjustment.
Currency	Indicates the currency in which the entity was created.
Entity Amount	Displays the entity amount.
Write Off Amount	Displays the amount that must be written off. Note: By default, the amount which is eligible for write off appears in this column. You can edit the amount, if required. However, you cannot specify the amount greater than the eligible amount.
Contract Information	Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Adjustment Type	Indicates the adjustment type using which the write off adjustment must be created. Note: By default, the adjustment type specified in the write off request type appears in this column. You can change the adjustment type, if required, by editing the write off request.
Adjustment Information	Displays information about the write off adjustment. Note: It has a link. On clicking the link, the Adjustment screen appears with the details of the respective adjustment. The data appears in this column only when the status of the write off request is Processed . The information string appears only when an algorithm of the C1-ADI-INFO algorithm type is attached to the Adjustment Information system event in the Algorithms tab of the Installation Options — Framework screen.

Note:

On clicking the **Broadcast**  icon corresponding to the entity type as **Bill**, the **Bill Line Items** zone appears with the details of the respective bill.


In addition to above columns, this screen contains following buttons:

Button Name	Button Description
Edit	Used to edit the details of bill line items.
Delete	Used to delete the bill line items.

Bill Line Items

The **Bill Line Items** zone lists the debit and credit bill segments and adjustments of the bill. This zone contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Entity ID	Displays the bill segment or adjustment ID.
Entity Type	Indicates whether the entity is a bill, bill segment or an adjustment.
Currency	Displays the currency in which the entity was created.
Entity Amount	Displays the bill segment or adjustment amount.
Request Amount	Displays the bill segment or adjustment amount which is eligible for refund. In other words, it means entity amount minus amount refunded. Note: If the bill segment or adjustment has debit balance, the eligible amount for refund would be zero.
Contract Information	Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Adjustment Type	Indicates the adjustment type using which the refund adjustment must be created. Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.
Adjustment Information	Displays information about the refund adjustment.

By default, the **Bill Line Items** zone does not appear in the **Main** tab. It appears only when you click the **Broadcast**  icon corresponding to the bill in the **Write Off Details** zone.

Related Topics

For more information on...	See...
How to add a debit bill line item to the write off request	Adding a Debit Bill Line Item to the Write Off Request on page 1105

Write Off Request - Bills


The **Bills** tab allows you to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. It contains the following zones:

- [Search Bill](#)
- [Bill Line Items](#) on page 1099

Search Bills

The **Search Bills** zone lists completed bills of the account which are either with debit balance or have one or more debit line items, such as bill segments and adjustments. You can filter the bills using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate that you want to search for a bill using the bill details. The valid values are: <ul style="list-style-type: none"> • Bill Details • Bill and Price Item Details <p>Note: By default, the Bill Details option is selected.</p>	Yes
Bill ID	Used to search a particular bill.	No
Bill Date From	Used to search bills which are created from a particular date onwards.	No
To	Used to search bills which are created till a particular date.	No
Price Item	Used to search bills which are created for a particular price item. <p>Note: This field appears only when you select Bill and Price Item Details option from the Search By list. You can search for a price item by clicking the search  icon corresponding to the field.</p>	No

- **Search Results** — On clicking the **Search** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. <p>Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.</p>
Amount	Displays the total bill amount.

If you want to write off a bill with debit balance and all debit line items, you need to select the check box corresponding to the bill and then click the **Add** button in the **Search Results** section. All debit bill segments and adjustments of the bill are added in the **Write Off Details** zone on the **Main** tab. However, if you select a bill (with debit balance) which contains one or more credit line items or if you select a bill (with credit balance) which contains one or more debit line items, the system will not allow you to add the debit line items by directly adding the bill. In such case, you need to individually select the debit bill segments and adjustments of the bill and then add them to the write off request.

Note: If a write off request is currently in progress for a debit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all credit line items are not listed in the **Search Bills** zone.

Related Topics

For more information on...	See...
How to add a debit bill line item to the write off request	Adding a Debit Bill Line Item to the Write Off Request on page 1105

Bill Line Items

The **Bill Line Items** zone lists the debit and credit bill segments and adjustments of the bill. This zone contains the following columns:

Column Name	Column Description
Entity ID	Displays the bill segment or adjustment ID.
Entity Type	Indicates whether the entity is a bill segment or an adjustment.
Entity Information	Displays additional information about the bill segment or adjustment. If the entity is a bill segment, the context menu appears in the column which helps in navigating to other screens in the application. Note: It has a link. If the entity is a bill segment, the Bill Segment screen appears with the details of the respective bill segment on clicking the link. However, if the entity is an adjustment, the Adjustment screen appears with the details of the respective adjustment on clicking the link.
Entity Amount	Displays the bill segment or adjustment amount.
Eligible Amount	Displays the bill segment or adjustment amount which is eligible for write off. In other words, it means entity amount minus amount written off. Note: If the bill segment or adjustment has credit balance, the eligible amount for write off would be zero.
Amount Written Off	Displays the amount which is already written off to the account.
Contract Information	Displays additional information about the contract against which the bill segment or adjustment is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.

You can select one or more debit bill segments or adjustments and click the **Add** button in this zone to add selected debit bill segments or adjustments to the write off request.

By default, the **Bill Line Items** zone does not appear in the **Bills** tab. It appears only when you click the **Broadcast**  icon corresponding to the bill in the **Search Bills** zone.

Related Topics

For more information on...	See...
How to add a debit bill line item to the write off request	Adding a Debit Bill Line Item to the Write Off Request on page 1105

Write Off Request - Log

The **Log** tab contains the following zone:

- [Write Off Request Log](#) on page 1100

Write Off Request Log

The **Write Off Request Log** zone lists the complete trail of actions performed on the write off request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the write off request.
Details	Displays the details about the action performed on the write off request.
User	Indicates the user who has performed the action on the write off request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the write off request.
Status Reason	Displays the status reason of action performed on the write off request.

Note: You can manually add a log entry for the write off request by clicking the **Add Log Entry** link in the upper right corner of the **Write Off Request Log** zone.

The **Add Request Log** window appears. Enter **Log Details** and click **Save**. The write off request log is added.

Related Topics

For more information on...	See...
How to view the log of a write off request	Viewing the Log of a Write Off Request on page 1117

Creating a Write Off Request

Prerequisites

To create a write off request, you should have:

- Write off request types defined in the application

Procedure

To create a write off request:


1. Do either of the following:

If you want to...	Then...
Define a write off request from the Account Receivable Central screen	<ol style="list-style-type: none"> 1. Click the Main link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Account Receivable Central. 3. Search for the bill in the Account Receivable Central screen.

If you want to...	Then...
	<p>4. In the Search Results section, select the required bill and then click Write Off.</p> <div data-bbox="818 289 1395 390" style="border: 1px solid black; padding: 2px;"> <p>Note: Only one bill at a time is allowed to select for Write Off Request from the Account Receivable Central screen.</p> </div>
Define a write off request from the Write Off Request screen	<ol style="list-style-type: none"> 1. Click the Main link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Refund/Write Off Request. A sub-menu appears. 3. Click the Add option from the Refund/Write Off Request sub-menu.

The **Select Request Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action	<p>Displays the type of request (refund or write off) to be created.</p> <div data-bbox="652 989 1123 1268" style="border: 1px solid black; padding: 2px;"> <p>Note: This field is pre-populated if the write off request is created from the Account Receivable Central screen. This field is editable if the write off request is created from the Refund/Write Off Request screen.</p> </div>	Yes
Refund/Write Off Request Type	<p>Used to indicate the request type using which you want to create the refund or write off request.</p> <div data-bbox="652 1402 1123 1535" style="border: 1px solid black; padding: 2px;"> <p>Note: The refund request types are listed when you set the Action field to Refund and the write off request types are listed when you set the Action field to Write Off.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Account	<p>Used to indicate the account for which you want to create the refund or write off request.</p> <p>Note:</p> <p>This field is pre-populated if the write off request is created from the Account Receivable Central screen.</p> <p>This field is editable if the write off request is created from the Refund/Write Off Request screen.</p> <p>You can search for an account by clicking the Search  icon corresponding to the respective field.</p>	Yes

Tip: Alternatively, you can access the **Select Request Type** screen by clicking the **Add** button in the **Page Title** area of the **Refund/Write Off Request** screen.

2. Select the required write off request type and account from the respective fields.
3. Click **Save**.

The write off request is defined and the status of the write off request is set to **Draft**. The **Write Off Request** screen appears with the details of the write off request. It contains the following tabs:

Note: The write off request can be created only for bill with outstanding amount greater than zero.

- **Main** – Displays information about the write off request. It contains the following zones:
 - **Write Off Request** – Displays the details of the write off request.
 - **Write Off Details** – Lists the debit bill line items (such as debit bill segments and adjustments) of the account which must be written off.
 - **Bills** — Used to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. This tab appears only when the write off request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the write off request.
4. Add debit bill line items that you want to write off.
 5. Edit the write off amount of each entity, if required.
 6. Define characteristics for the write off request, if required.

Related Topics

For more information on...	See...
Write Off Request screen	Write Off Request on page 1093
Account Receivable Central screen	Account Receivable Central on page 920
How to add a debit bill line item to the write off request	Adding a Debit Bill Line Item to the Write Off Request on page 1105
How to edit a write off request	Editing a Write Off Request on page 1106
How to define characteristics for a write off request	Defining Characteristics for a Write Off Request on page 1103

Defining Characteristics for a Write Off Request

Prerequisites

To define characteristics for a write off request, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Refund Write Off Request**)

Procedure

To define characteristics for a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose details you want to edit.

The **Write Off Request** screen appears.

3. Click the **Edit** button in the **Write Off Request** zone.

The **Edit Write Off Request** screen appears.

Note: The **Edit** button appears only when the write off request is in the **Draft** status.

4. Ensure that the **Characteristics** section is expanded when you are editing the write off request.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the write off request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Refund Write Off Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.

5. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the write off request, click the **Add** (+) icon and then repeat step 5.

Note: However, if you want to remove a characteristic from the write off request, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
How to create a write off request	Creating a Write Off Request on page 1100

Adding a Debit Bill to the Write Off Request

Prerequisites

To add a debit bill to the write off request, you should have:

- Completed bills for the account with one or more debit line items

Procedure

To add a debit bill to the write off request:

- Click the **Bills** tab in the **Write Off Request** screen.

The **Bills** tab appears.

- Filter the bills, if required, in the **Search Bills** zone.

Note: If a write off request is currently in progress for a debit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all credit line items are not listed in the **Search Bills** zone.

- Do either of the following:

If...	Then...
A bill has all debit line items and you want to add the debit bill to the write off request	<ol style="list-style-type: none"> In the Search Bills zone, select the bills that you want to write off. Click the Add button available at the upper left corner of the Search Bills zone. <p>Note: Default adjustment type selected in the write off request type should be non A/P.</p>
A bill has debit balance and one or more credit line items and you want to add the debit bill to the write off request	<ol style="list-style-type: none"> In the Search Bills zone, select the bills that you want to write off. Click the Add button available at the upper left corner of the Search Bills zone. <p>Note: Default adjustment type selected in the write off request type should be non A/P.</p>

- Click **Add**.

A message appears indicating that the selected bills are added to the write off request.

Note: If you select a bill (with credit balance) which contains one or more debit line items or if you select a bill (with debit balance) which contains one or more credit line items, the system will not allow you to add the debit

line items by directly adding the bill. In such case, you need to individually select the debit bill segments and adjustments of the bill and then add them to the write off request.

5. Click **OK**.

Note that the debit bill segments or adjustments are added in the **Write Off Details** zone on the **Main** tab.

Note:

Irrespective of whether you select a debit bill, or debit bill segments or adjustments, the debit bill segments or adjustments are added in the **Write Off Details** zone. The debit bill is not added to the **Write Off Details** zone.

The system will not allow you to add a credit line item to the **Write Off Details** zone.

Related Topics

For more information on...	See...
How to create a write off request	Creating a Write Off Request on page 1100

Adding a Debit Bill Line Item to the Write Off Request

You can write off the debit bill line items, such as bill segments and adjustments, of the account. While adding a debit bill line item to the write off request, you can either:

- Directly add all debit line items of a bill to the write off request by adding the bill which has all bill segments and adjustments in debit
- Individually add a debit bill segment or adjustment of a bill (with one or more debit line items) to the write off request

Prerequisites

To add a debit bill line item to the write off request, you should have:

- Completed bills for the account with one or more debit line items


Procedure



To add a debit bill line item to the write off request:

1. Click the **Bills** tab in the **Write Off Request** screen.
The **Bills** tab appears.
2. Filter the bills, if required, in the **Search Bills** zone.

Note: If a write off request is currently in progress for a debit bill segment or adjustment of a bill, those bills of the account are not listed in the **Search Bills** zone. In addition, a bill with all credit line items are not listed in the **Search Bills** zone.

3. Do any of the following:

If...	Then...
A bill has all debit line items and you want to add a particular debit bill line item to the write off request	<ol style="list-style-type: none"> 1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears.

If...	Then...
	<ol style="list-style-type: none"> 2. Select the check box corresponding to the debit bill segment or adjustment that you want to write off.
A bill has debit balance and one or more credit line items	<ol style="list-style-type: none"> 1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears. 2. Select the check box corresponding to the debit bill segment or adjustment that you want to write off.
A bill has credit balance and one or more debit line items	<ol style="list-style-type: none"> 1. In the Search Bills zone, click the Broadcast  icon corresponding to the bill whose line items you want to view. The Bill Line Items zone appears. 2. Select the check box corresponding to the debit bill segment or adjustment that you want to write off.

4. Click **Add**.

A message appears indicating that the selected bill segments or adjustments are added to the write off request.

Note: If you select a bill (with credit balance) which contains one or more debit line items or if you select a bill (with debit balance) which contains one or more credit line items, the system will not allow you to add the debit line items by directly adding the bill. In such case, you need to individually select the debit bill segments and adjustments of the bill and then add them to the write off request.

5. Click **OK**.

Note that the debit bill segments or adjustments are added in the **Write Off Details** zone on the **Main** tab.

Note:
Irrespective of whether you select a debit bill, or debit bill segments or adjustments, the debit bill segments or adjustments are added in the **Write Off Details** zone. The debit bill is not added to the **Write Off Details** zone.
The system will not allow you to add a credit line item to the **Write Off Details** zone.

Related Topics

For more information on...	See...
How to create a write off request	Creating a Write Off Request on page 1100

Editing a Write Off Request

Prerequisites

To edit a write off request, you should have:

- Adjustment types without A/P request type defined in the application

Procedure

To edit a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose details you want to edit.

The **Write Off Request** screen appears.

3. Click the **Edit** button in the **Write Off Request** zone.

The **Edit Write Off Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Write Off Request Information	Displays information about the write off request.	Not applicable
Account Information	Indicates the account for which the write off request is created.	Not applicable
Comments	Used to specify additional information about the write off request.	No

In addition, this screen contains the following two sections:

- **Characteristics** — Used to define characteristics for the write off request. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the write off request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Refund Write Off Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the write off request.

4. Modify the details of the write off request, if required.
5. Define, edit, or remove characteristics from the write off request, if required.
6. Click **Save**.

The changes made to the write off request are saved.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094
How to define characteristics for a write off request	Defining Characteristics for a Write Off Request on page 1103

Editing the Write Off Details

Prerequisites

To edit the write off details, you should have:


- Adjustment types with A/P request type defined in the application

Procedure

To edit the write off details:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose bill line item details you want to edit.


The **Write Off Request** screen appears. You can edit the bill line items of the write off request by using either of the following ways:

If...	Then...
Select the bill whose details you want to edit in the Write Off Details zone and click the Edit button available in the upper left corner of this zone.	The Edit Request Details screen appears.
In the Write Off Details zone, click the Broadcast  icon corresponding to the bill whose line items details you want to edit.	<p>The Bill Line Items zone appears.</p> <div style="border: 1px solid black; padding: 2px;"> <p>Note: This zone appears only when the Entity Type is Bill.</p> </div> <ol style="list-style-type: none"> 1. Select the bill line item whose details you want to edit in the Bill Line Items zone and click the Edit button available in the upper left corner of this zone. <p>The Edit Request Details screen appears.</p>


Note: A bill line item from the write off request can be edited only when the write off request is in the **Draft** status.

The **Edit Request Details** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request ID	Displays the write off request ID.	Not applicable





Field Name	Field Description	Mandatory (Yes or No)
Account Information	Displays additional information about the account.	Not applicable
Adjustment Type	Indicates the adjustment type of the write off request type. You can search for an adjustment type by clicking the Search  icon corresponding to the field.	No

In addition to these fields, this screen contains following columns:

Column Name	Column Description
Entity Type	Indicates the entity type. The valid values are <ul style="list-style-type: none"> • Adjustments • Bill • Bill Segment • Payment Event • Payment
Entity ID	Displays the entity ID.
Entity Amount	Displays the entity amount.
Currency	Displays the currency in which the entity was created.
Request Amount	Displays the amount that must be write off.
Adjustment Type	Indicates the adjustment type using which the write off adjustment must be created. Note: You can search for an account by clicking the Search  icon corresponding to the field.
Bill ID	Displays the bill ID.

In addition to the above columns, the screen has following button:

Button Name	Button Description
Override	Used to override an adjustment type of the write off request.

<p>Note:</p> <p>Pagination is used to display limited number of records in the Search Results section. By default, 10 records are displayed in the Search Results section. You can change the number of records displayed per page, if required.</p> <p>You can use the navigation buttons, such as First () , Previous () , Next () , and Last () to navigate between pages. You can also select the page to which you want to navigate from the Go To list.</p> <p>The values appear in the Page Limit list only when you define values for the PAGE_NUMBER lookup field.</p>

3. Modify the details of the bill line items.

4. Click **Save**.

The changes made to the write off bill line items are saved.

Related Topics

For more information on...	See...
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059

Deleting a Write Off Request

Procedure

To delete a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request that you want to delete.

The **Write Off Request** screen appears.

3. Click the **Delete** button in the **Write Off Request** zone.

A message appears confirming whether you want to delete the write off request.

Note: The Delete button appears only when the write off request is in the Draft status.
--

4. Click **OK**.

The write off request is deleted.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094

Deleting a Bill from the Write Off Request

Procedure

To delete a bill from the write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose bill you want to delete.

The **Write Off Request** screen appears.

3. In the **Write Off Details** zone, select the bills and click the **Delete** button available in the upper left corner of this zone.

A message appears confirming whether you want to delete the bill from the write off request.

Note: You can delete bill from the write off request only when the request is in the **Draft** status.

4. Click **OK**.

The selected bill gets deleted from the write off request.

Related Topics

For more information on...	See...
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059

Deleting a Bill Line Item from the Write Off Request

Procedure

To delete a bill line item from the write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose bill line items you want to delete.

The **Write Off Request** screen appears.

3. In the **Write Off Details** zone, click the **Broadcast**  icon corresponding to the bill whose line items details you want to delete.

The **Bill Line Items** zone appears.

4. In the **Bill Line Items** zone, select the bill line items which you want to delete and click the **Delete** button available in the upper left corner of this zone.

A message appears confirming whether you want to delete the bill line items from the write off request.

Note: You can delete a bill line items from the write off request only when the request is in the **Draft** status.

5. Click **OK**.

The selected bill line items gets deleted from the write off request.

Related Topics

For more information on...	See...
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059

Submitting a Write Off Request

Prerequisites

To submit a write off request, you should have:

- Debit bill line items added in the write off request

Procedure

To submit a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request that you want to submit.

The **Write Off Request** screen appears.

3. Click the **Submit** button in the **Write Off Request** zone.

The system behaves in the following manner:

If...	Then
The Approval Required and Hierarchical Approval check boxes are selected in the write off request type using which the write off request is created	A To Do of the C1-WOREQ To Do type is created and sent to the approver at the first level in the approval hierarchy, and the status of the write off request is changed to Approval In Progress .
The Approval Required check box is selected, but the Hierarchical Approval check box is not selected in the write off request type using which the write off request is created	A To Do of the C1-WOREQ To Do type is created and sent to the approver at the hierarchy level where the total write off amount falls within the threshold limit. In addition, the status of the write off request is changed to Approval In Progress .
The Approval Required check box is not selected in the write off request type using which the write off request is created	The write off adjustments are created using the specified adjustment types and the status of the write off request is changed to Processed . Note: The write off adjustments are created in the Frozen status. If a match event is present for the debit bill line items (such as bill segments and adjustments), the existing match event is stamped on the write off adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the write off adjustments and on the corresponding financial transactions. If you are doing a partial write off for any entity, the corresponding match event status is set to Open . However, if the entire eligible amount is written off, the corresponding match event status is set to Balanced .

If...	Then
The total write off amount is less than the minimum threshold amount	<p>The write off request is automatically approved by the system and write off adjustments are created using the specified adjustment types. In addition, the status of the write off request is changed to Processed.</p> <p>Note: The write off adjustments are created in the Frozen status. If a match event is present for the debit bill line items (such as bill segments and adjustments), the existing match event is stamped on the write off adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the write off adjustments and on the corresponding financial transactions. If you are doing a partial write off for any entity, the corresponding match event status is set to Open. However, if the entire eligible amount is written off, the corresponding match event status is set to Balanced.</p>

Note: The **Submit** button appears only when the write off request is in the **Draft** status.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094

Approving a Write Off Request

You can view the number of write off requests which are pending for approval in the **Refund/Write Off Request** screen. The approver can review, and accordingly approve or reject the write off request based on the observations.

Note: The system will not allow you to approve or reject a write off request submitted by you.

Procedure

To approve a write off request:

1. Do either of the following:

If you want to...	Then...
Approve a write off request through the Refund/Write Off Request screen	<ol style="list-style-type: none"> 1. Search for the write off request in the Refund/Write Off Request screen. 2. In the Search Results section, click the link in the Refund/Write Off Request Information column corresponding to the write off request which you want to review.
Approve a write off request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar.

If you want to...	Then...
	<p>A list appears.</p> <ol style="list-style-type: none"> From the Main menu, select To Do and then click To Do List. <p>The To Do Type for User Search window appears.</p> <ol style="list-style-type: none"> Enter C1-WOREQ in the To Do Type field. Click the Search button corresponding to the To Do Type field. <p>The To Do List screen appears.</p> <ol style="list-style-type: none"> Select the Open option from the Filter by list to view all unassigned To Dos. Click the link in the Message column corresponding to the To Do of the write off request that you want to review.

The **Write Off Request** screen appears.

- Review the write off request details.
- Click the **Approve** button in the **Write Off Request** zone.

The system behaves in the following manner:

If...	Then...
<p>The Hierarchical Approval check box is selected in the write off request type using which the write off request is created and the total write off amount is greater than the threshold amount specified at the next level in the approval hierarchy</p>	<p>A To Do of the C1-WOREQ To Do type is created and sent to the approver at the next level in the approval hierarchy, and the status of the write off request remains as Approval In Progress.</p>
<p>The Hierarchical Approval check box is selected in the write off request type using which the write off request is created and the total write off amount is less than the threshold amount specified at the next level in the approval hierarchy</p>	<p>The write off adjustments are created using the specified adjustment types and the status of the write off request is changed to Processed.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: The write off adjustments are created in the Frozen status. If a match event is present for the debit bill line items (such as bill segments and adjustments), the existing match event is stamped on the write off adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the write off adjustments and on the corresponding financial transactions. If you are doing a partial write off for any entity, the corresponding match event status is set to Open. However, if the entire eligible amount is written off, the corresponding match event status is set to Balanced.</p> </div>

If...	Then...
The Hierarchical Approval check box is not selected in the write off request type using which the write off request is created	<p>The write off adjustments are created using the specified adjustment types and the status of the write off request is changed to Processed.</p> <p>Note: The write off adjustments are created in the Frozen status. If a match event is present for the debit bill line items (such as bill segments and adjustments), the existing match event is stamped on the write off adjustments and on the corresponding financial transactions. However, if the match events does not exist, a new match event is created and stamped on the write off adjustments and on the corresponding financial transactions. If you are doing a partial write off for any entity, the corresponding match event status is set to Open. However, if the entire eligible amount is written off, the corresponding match event status is set to Balanced.</p>

Note: The **Approve** button appears only when:

- The write off request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the write off request.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094

Rejecting a Write Off Request

Prerequisites

To reject a write off request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a write off request, you need to specify the reason why you want to reject the write off request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-WORequest** business object in the **Status Reason** screen.

The system will not allow you to approve or reject a write off request submitted by you.

Procedure

To reject a write off request:

1. Do either of the following:

If you want to...	Then...
Reject a write off request through the Refund/Write Off Request screen	<ol style="list-style-type: none"> 1. Search for the write off request in the Refund/Write Off Request screen. 2. In the Search Results section, click the link in the Refund/Write Off Request Information column corresponding to the write off request which you want to review.
Reject a write off request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-WOREQ in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the write off request that you want to review.

The **Write Off Request** screen appears.

2. Review the write off request details.
3. Click the **Reject** button in the **Write Off Request** zone.

The **Reject Write Off Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the write off request.	Yes
Comments	Used to specify additional information while rejecting the write off request.	No

Note: The **Reject** button appears only when:

- The write off request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the write off request.

4. Select the rejection reason from the **Status Reason** list.
5. Click **Save**.

The status of the write off request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094

Viewing the Log of a Write Off Request

Procedure

To view the log of a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose log you want to view.

The **Write Off Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the write off request. It contains the following zones:
 - **Write Off Request** – Displays the details of the write off request.
 - **Write Off Details** – Lists the debit bill line items (such as debit bill segments and adjustments) of the account which must be written off.
 - **Bill Line Items** — Displays the details of the bill which must be written off.

Note:

This zone appears when you click the Broadcast  icon corresponding to the entity type as **Bill** in the **Write Off Details** zone.

- **Bills** — Used to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. This tab appears only when the write off request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the write off request.
3. Click the **Log** tab
 4. View the log of the write off request in the **Write Off Request Log** zone.

Note: You can manually add a log entry for the write off request by clicking the **Add Log Entry** link in the upper right corner of the **Write Off Request Log** zone.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
How to add a log entry for a write off request	Adding a Log Entry for a Write Off Request on page 1118
Write Off Request Log zone	Write Off Request Log on page 1100

Adding a Log Entry for a Write Off Request

Procedure

To add a log entry for a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request whose log you want to edit.

The **Write Off Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the write off request. It contains the following zones:
 - **Write Off Request** – Displays the details of the write off request.
 - **Write Off Details** – Lists the debit bill line items (such as debit bill segments and adjustments) of the account which must be written off.
 - **Bills** — Used to search bills with debit line items, such as debit bill segments and adjustments, that you want to write off. This tab appears only when the write off request is in the **Draft** status.
 - **Log** – Lists the complete trail of actions performed on the write off request.
3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Write Off Request Log** zone.

The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Request Information	Displays information about the write off request.	Not applicable
Log Details	Used to specify additional comments on the write off request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Write Off Request Log** zone.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059

Canceling a Write Off Request

There might be situations when incorrect write off request is processed in the system. In such case, the system provides you with an ability to cancel the write off request. However, note that you can cancel a write off request only when the write off request is in the **Processed** status.

Prerequisites

To cancel a write off request, you should have:

- Cancel reasons defined in the application

Note: While cancelling a write off request, you need to specify the reason why you want to cancel the write off request. You can select the appropriate cancel reason only when you have defined the reasons for the **Cancelled** status of the **C1-WORequest** business object in the **Status Reason** screen.

Procedure

To cancel a write off request:

1. Search for the write off request in the **Refund/Write Off Request** screen.
2. In the **Search Results** section, click the link in the **Refund/Write Off Request Information** column corresponding to the write off request that you want to cancel.

The **Write Off Request** screen appears.

3. Click the **Cancel** button in the **Write Off Request** zone.

The **Cancel Reason** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to cancel the write off request.	Yes
Comments	Used to specify additional information while cancelling the write off request.	No

Note: The **Cancel** button appears only when the write off request is in the **Processed** status.

4. Select the cancel reason from the **Status Reason** list.
5. Click **Save**.

The status of the write off request is changed to **Cancelled**.

Note: The **C1-WOCANCEL** algorithm cancels all the frozen adjustments created for the write off request which is in the **Processed** state.

Related Topics

For more information on...	See...
How to search for a write off request	Searching for a Refund or Write Off Request on page 1059
Write Off Request screen	Write Off Request on page 1093
Write Off Request zone	Write Off Request on page 1094

Chapter 18

Hold Request

Topics:

- [Hold Request \(Without Approval Workflow\) Status Transition](#)
- [Hold Request \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1-HoldRequest](#)
- [Prerequisites](#)
- [Hold Request Type](#)
- [Hold Request](#)
- [Hold Request](#)

Oracle Revenue Management and Billing allows you to hold the amount for Person, Account or Bills. Hold is a way to prevent certain types of activities from taking place for a customer over a given period of time. The activities that need to be on Hold vary according to the reason for hold, such as due to a climate disaster the collection activity remains on Hold until disaster period is over.

Hold Request is a object which contains list of processes to be kept on hold for certain entities such as account, person, and bill for certain period of time. The hold period is defined as the duration between Hold Request Start Date and End Date. Each Hold Request contains an entity and processes on hold. There could exists multiple hold requests for an entity for different hold reasons and processes.

Following are the hold request entities:

- **Person:** If the person is on hold then all entities linked to that person where the person is financially responsible, such as accounts and its bills will be on hold.
- **Account:** If the account is on hold then all the bills of that account will be on hold.
- **Bill:** A bill will be on complete or partial hold.

In Hold Request, following mentioned processes can be on hold:

- **Auto Pay** — If the auto payment process is on hold then, then auto pay for the bills of the account added in hold request will be on hold till the request is released. However, you can do the manual payments. On activation of the hold request, **Defer Auto Pay Date** field (in Account screen) is populated with some future date. If billing process is on hold then auto payment process would also go on hold.
- **Bill Generation** — If the bill generation process is on hold then, then new bills will not be created for the account added in hold request till request is released. On activation of the hold request, **Bill After** date field (in Account screen) is populated with either hold request end date or some future date until that date billing is kept on hold. Whenever hold request is released for billing process then **Bill After** date field will be populated as system date.

Note: During the tenure of a hold request if customer does not require pending bills to be used for bill generation, bill in pending for accounts under hold are identified during activation of hold request which can be deleted by execution of the **C1-DELBI** batch . For more information about the batch, refer to *Oracle Revenue Management and Billing Batch Guide*

- **Overdue** — If the overdue process is on hold then bills associated with accounts in the hold request will be on hold for overdue process. It means existing overdue will be cancelled. New overdue process will get created once hold request is released. On activation of the hold request, **Postpone Credit Review** field (in Account screen) is populated with either hold request end date or some future date. When hold request is released, **Postpone Credit Review** field would be set as system date. If the overdue process is on hold then request for policy termination due to non payment will be on hold.
- **Funding** — A list of bills identified for a full bill amount or a partial bill amount will be kept on hold for a funding process.

Note:

For Funding process, Person, Bill, and Account entities can be put on hold. However, for processes like Auto pay, Bill Generation, and Overdue, only Account entity can be put on hold.

Processes and Entities start dates and end dates are expected to be within the limit of Hold Request Start Date and End Date.

You need to specify the hold request type while creating a hold request. Hold request type helps the system to determine:

- Whether to allow the partial hold for bill or not
- Whether hold request must be approved by the approver before keeping entities and processes on hold

It is possible for a given entity, such as a person or account, to be affected by hold request with differing periods or at differing levels. For example, if there is a hold request added for a person manually and another hold request is there due to some other reason for an account belongs to the person who is already on hold. The system assumes that both hold requests are in effect for the account and that the period of accounts starts from the start of the earlier hold request record (for the account) until the later of the two release dates.

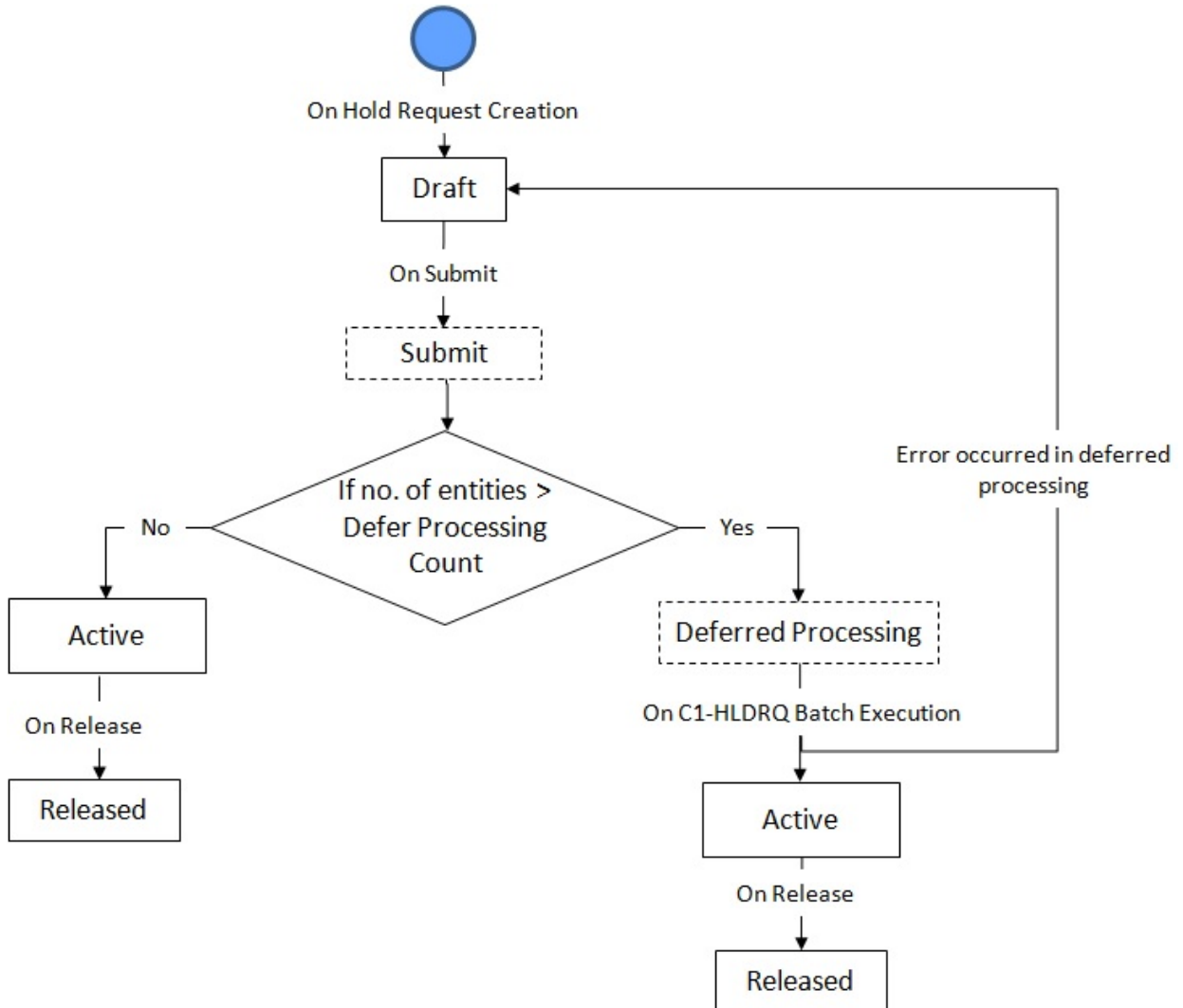
During the hold request process, a hold request goes through various statuses in its lifecycle. For more information about the hold request statuses, see [Hold Request \(Without Approval Workflow\) Status Transition](#) on page 1123 and [Hold Request \(With Approval Workflow\) Status Transition](#) on page 1123

Note that the lifecycle of a hold request is driven by the business object using which the hold request is created. A hold request business object named **C1-HoldRequest** is shipped with the product. The hold request feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-HoldRequest** business object. In addition, you can configure the search feature by setting **Fkref** feature configuration for each entity, such as person, account and bill.

For more information on how to setup the hold request processes, see [Prerequisites](#) on page 1130.

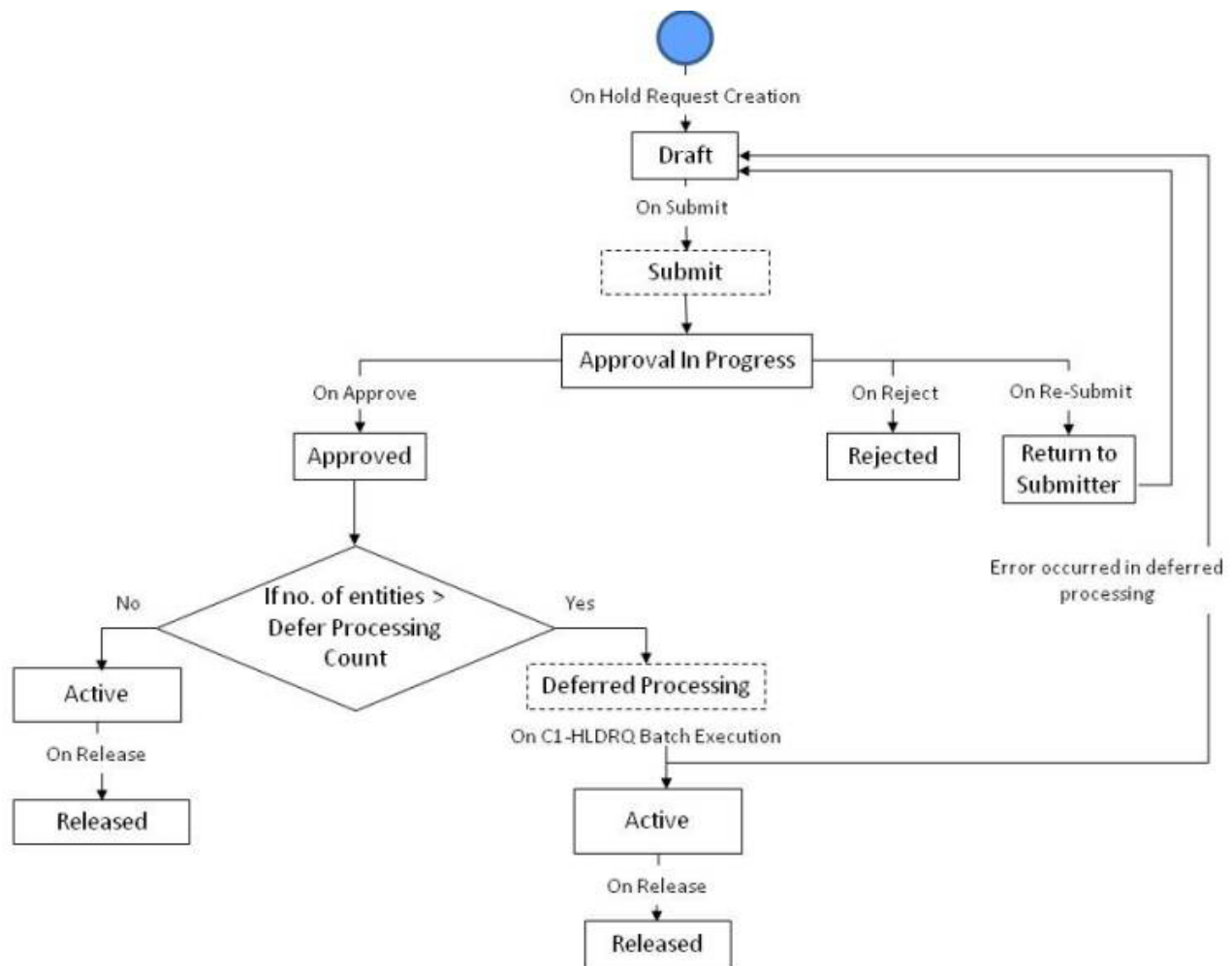
Hold Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how a hold request moves from one status to another when approval workflow is off:



Hold Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a hold request moves from one status to another when approval workflow is on:



Algorithms Used in C1-HoldRequest

The following table lists the algorithms which are attached to the **C1-HoldRequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-HOLD-INF	C1-HOLD-INF	<p>This algorithm generates hold request information string which appears throughout the application. This algorithm concatenates the following fields:</p> <ul style="list-style-type: none"> • Hold Request Type • Status • Entity • Hold Request ID

System Event	Algorithm	Algorithm Type	Description
Validation	C1-HLDVALDN	C1-HLDVALDN	<p>This algorithm validates following during different statuses:</p> <p>For Draft status, it checks the following:</p> <ul style="list-style-type: none"> • At least one Process is present in the request. Entity selection is optional • No duplicate entity and process is allowed in a single request. • Same entity cannot be placed on hold with the same Hold Reason in multiple Hold Requests. • Request start date is earlier than or equal to process and entity start date. • Request End Date is later than or equal to process and entity end date. • At least one process start date is earlier than or equal to any entity start date. • At least one process end date is later than or equal to any entity end date. • For Bill and Person entity, Bill Generation, Overdue, and Auto Pay processes cannot be selected as the hold processes in a hold request. • For Bill entity, it checks if hold amount is less than or equal to bill outstanding amount • For Bill entity, to add a new bill to the request, the selected bill should be with a non-zero outstanding amount. • Each Entities start date should lie within at least one process start date and end date in a request. <p>For Active state following are some additional validations:</p> <ul style="list-style-type: none"> • Hold Process or Entities cannot be deleted. • Hold Request or Entity or Process Start Date cannot be modified. • Hold Reason cannot be modified • Hold Request or Process or Entity End Date can be updated as either equal or greater than system date. • Process can be added with start date as system date. • Entity cannot be added in hold request. • If entity or process end date is in past then it cannot be updated.

The following table lists the algorithms which are used in the lifecycle of the **C1-HoldRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-HLDARCTRN	C1-HLDARCTRN	This algorithm transitions the request to active status when the request is created from Account Receivable Central and Delinquency Control .
Draft	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for primary key of the current business object, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Submit	Enter	C1-HOLDSUBMT	C1-HOLDSUBMT	This algorithm checks the following: <ul style="list-style-type: none"> Whether the approval is required for the hold request. If the approval is required for a hold request, the status of the hold request is changed to Approval In Progress. However, if the approval is not required for a hold request, the status of the hold request is changed to Active or Deferred Processing depending on the Defer Processing Count specified in the hold request type.

Status	System Event	Algorithm	Algorithm Type	Description
Active	Enter	C1-HOLDACTV	C1-HOLDACTV	<p>This algorithm is invoked on Active button and validates following:</p> <ul style="list-style-type: none"> • Entities Start Date is on or after Hold Request Start Date • Entities End Date is on or before Hold Request End Date • For an Entity Bill, Hold Amount is not more than bill outstanding amount or Bill outstanding amount is not equal to zero. • Updates and processes entities start date to system date. • It updates following mentioned date to minimum of Entity End Date or Process End Date: <ul style="list-style-type: none"> • Bill After Date - For Bill Generation Process. • Postpone Credit review Date Until- For Overdue Process. • Defer Auto Pay Date - For Auto pay process. • Parameter-Alert Type-Using this Alert Type alerts are shown in the dashboard. A alert will have hyperlink which will enable user to navigate to Alerts tab on account. • Start Dates and End Dates of Alert types are maintained based on the Hold Requests associated with the account. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: If entity end date is empty, process end date will be considered. If process end date and entity is empty, Hold Request End Date will be considered.</p> </div>

Status	System Event	Algorithm	Algorithm Type	Description
Deferred Processing	Monitor	F1-AT-RQJ	F1-AT-RQJ	This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. Only one of the soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.
Approval In Progress	Enter	C1-HOLDAPP	C1-HOLDAPP	This algorithm creates To Do based on 'Approval To Do Type configured in Hold Request Type.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Approved	Enter	C1-HOLDAPRVD	C1-HOLDAPRVD	This algorithm is triggered when the approver clicks the Approve button. It checks whether the approval is required from users at the next level in the approval profile hierarchy. If the approval is required from the next level in the approval hierarchy, the status of the hold request is changed to Approval In Progress . If further approval is not required, the status of the hold request is changed to Active or Deferred Processing depending on the Defer Processing Count specified in the hold request type.

Status	System Event	Algorithm	Algorithm Type	Description
Return to Submitter	Enter	C1-HLDRESUBM	C1-HLDRESUBM	This algorithm is triggered when the approver clicks the Re Submit button. A To Do is created and sent to the submitter. It transitions the status of the hold request from Approval In Progress to Draft . The submitter can make required changes to the request details and submit it again. The To Do Type and To Do Role for submitter is specified in hold request type.
Rejected	-	-	-	-
Released	Enter	C1-RELENTITY	C1-RELENTITY	This algorithm is invoked on Release button and updates following date to system date for all entities in the Hold Request: <ul style="list-style-type: none"> • Bill After Date - For Bill Generation Process • Postpone Credit review Date Until- For Overdue Process • Defer Auto Pay Date - For Auto pay process • Parameter-Alert Type-Using this Alert Type alerts are shown in the dashboard. A alert will have hyperlink which will enable user to navigate to Alerts tab on account • Start Dates and End Dates of Alert types are maintained based on the Hold Requests associated with the account.
Released	Enter	C1-RLSHOLD	C1-RLSHOLD	This algorithm is invoked on click of Release button in hold request and updates the following: <ul style="list-style-type: none"> • Hold Request End Date is updated to System Date • Processes End Date is updated to System Date • Entities End Date is updated to System Date • Hold request status is changed to Released after Hold Release Reason is accepted.

Prerequisites

To setup the hold request process, you need to do the following:

- Define the release status reasons for the **C1-HoldRequest** business object
- Define the required hold reasons in the system
- Define rejected status reasons for the **C1-HoldRequest** business object
- Assign the **C1-HLDAP** To Do type to a To Do role whose users must receive To Do generated while submitting a hold request for approval
- Assign the **C1-HOLSB** To Do type to a To Do role whose users must receive To Do generated while resubmitting a hold request
- Define the required hold request types in the system
- Define the required characteristic types where the characteristic entity is set to **Hold Request**
- Define the required characteristic types where the characteristic entity is set to **Hold Request Type**
- Set the batch control type of the **Hold Request Periodic Monitor (C1-HLDRQ)** and **Hold Request Monitor (C1-HLMON)** batches to Timed and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

Note: For more information about the batch, refer to *Oracle Revenue Management and Billing Batch Guide*

Hold Request Type


Oracle Revenue Management and Billing allows you to define a hold request type using which you can create a hold request.

The **Hold Request Type** screen allows you to define, edit, copy, and delete a hold request type. This screen consists of the following zones:

- [Hold Request Type List](#) on page 1130
- [Hold Request Type](#) on page 1131

Hold Request Type List

The **Hold Request Type List** zone lists hold request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Hold Request Type	Displays the hold request type.
Description	Displays the description of the hold request type.
Edit	On clicking the Edit  icon, the Hold Request Type screen appears where you can edit the details of the hold request type.

Column Name	Column Description
Duplicate	On clicking the Duplicate (📄📄) icon, the Hold Request Type screen appears where you can define a hold request type using an existing hold request type.
Delete	On clicking the Delete (🗑️) icon, you can delete the hold request type. Note: You can delete a hold request type only when you have not created a hold request using the hold request type.

On clicking the **Broadcast** (📡) icon corresponding to the hold request type, the **Hold Request Type** zone appears with the details of the respective hold request type.

Related Topics

For more information on...	See...
How to define a hold request type	Defining a Hold Request Type on page 1133
How to edit a hold request type	Editing a Hold Request Type on page 1136
How to copy a hold request type	Copying a Hold Request Type on page 1139
How to delete a hold request type	Deleting a Hold Request Type on page 1139
How to view the details of a hold request type	Viewing the Hold Request Type Details on page 1142

Hold Request Type

The **Hold Request Type** zone displays the details of the hold request type. This zone consists of the following sections:

- **Main** — This section provides basic information about the hold request type. It contains the following fields:

Field Name	Field Description
Hold Request Type	Displays the hold request type.
Description	Displays the description of the hold request type.
Hold Request Business Object	Indicates the business object that will be used to create the hold request. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Detailed Description	Displays additional information about the hold request type.
Status	Indicates the status of the hold request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive
Allow Partial Hold for Bill	Indicates whether the partial hold amount is allowed for a bill.
Defer Processing Count	Displays the number of entities to determine if the hold request will be processed in deferred mode. Note: If the number of entities is less than the Defer Processing Count , the hold request will be processed in real time (i.e. immediately).

Field Name	Field Description
Approval Required	Indicates whether approval is required while creating the hold request using hold request type.
Approval To Do Type	Indicates that To Do of the specified To Do type must be created when you submit the hold request for approval. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p> </div>
Approval To Do Role	Indicates that users with the specified To Do role can only approve the hold request submitted for approval. <div style="border: 1px solid black; padding: 5px;"> <p>Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p> </div>
Submitter To Do Type	Indicates the To Do type of the submitter. <div style="border: 1px solid black; padding: 5px;"> <p>Note: It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p> </div>
Submitter To Do Role	Indicates the To Do role of the submitter. <div style="border: 1px solid black; padding: 5px;"> <p>Note: It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p> </div>

- **Hold Processes** — This section displays the list of processes to be kept on hold for the hold request type.
- **Characteristics** — This section lists the characteristics defined for the hold request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the hold request type.
Delete	Used to delete the hold request type. <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can delete a hold request type only when you have not created a hold request using the hold request type.</p> </div>
Duplicate	Used to create a new hold request type using an existing hold request type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the hold request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Hold Request Type** zone does not appear in the **Hold Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to the hold request type in the **Hold Request Type List** zone.

Related Topics

For more information on...	See...
How to define a hold request type	Defining a Hold Request Type on page 1133
How to edit a hold request type	Editing a Hold Request Type on page 1136
How to copy a hold request type	Copying a Hold Request Type on page 1139
How to delete a hold request type	Deleting a Hold Request Type on page 1139
How to view the details of a hold request type	Viewing the Hold Request Type Details on page 1142

Defining a Hold Request Type

Prerequisites

To define a hold request type, you should have:

- Hold request business objects defined in the application

Procedure

To define a hold request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **H** and then click **Hold Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Hold Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type Business Object	Used to indicate the business object that you want to use to create the hold request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Hold Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple hold request type business objects defined in the application. If there is only one hold request type business object defined in the application, the **Hold Request Type** screen appears.

4. Select the required hold request type business object from the respective field.
5. Click **OK**.

The **Hold Request Type** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the hold request type.
- **Hold Processes** — Used to define the processes to hold for the hold request type.
- **Characteristics** — Used to define characteristics for the hold request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type	Used to specify the hold request type.	Yes
Business Object	Indicates the hold request type business object used while defining the hold request type.	Not applicable
Description	Used to specify the description for the hold request type.	Yes
Hold Request Business Object	Used to indicate the business object that you want to use while creating the hold request.	Yes
Detailed Description	Used to specify additional information about the hold request type.	No
Status	Used to indicate the status of the hold request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: You cannot change the status of a hold request type to Inactive if there are hold requests which are created using the hold request type and are currently in the Draft or Approval In Progress status.</p> </div>	Yes
Allow Partial Hold for Bill	Used to indicate whether the partial hold amount will be accepted for a bill.	Yes
Defer Processing Count	Used to indicate the number of entities to determine if the hold request will be processed in deferred mode. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: If the number of entities is less than the Defer Processing Count, the hold request will be processed in real time (i.e. immediately). Defer processing count should be a numerical value without decimal points.</p> </div>	No
Approval Required	Used to indicate whether approval is required while creating the hold request using hold request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Type	Used to indicate that To Do of the specified To Do type must be created when you submit the hold request for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the hold request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected
Submitter To Do Type	Used to indicate the To Do type for the submitter.	No
Submitter To Do Role	Used to indicate the To Do role for the submitter.	No

Note:

Deferred mode means in the background when the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked. You can configure the **Hold Request Periodic Monitor (C1-HLDRQ)** batch such that it is executed at regular intervals. When the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked, the system checks whether there are any hold requests in the **Deferred** status. If there is an hold request in the **Deferred** status, then its status is changed to **Active**.

6. Enter the required details.

Note: You can search for **To Do Type** by clicking the **Search**  icon corresponding to the respective field.

7. Define processes to hold for the hold request type.

Note:

At least one hold process needs to be selected for defining a hold request type.

8. Define characteristics for the hold request type, if required.
9. Click **Save**.

The hold request type is defined.

Related Topics

For more information on...	See...
Hold Request Type screen	Hold Request Type on page 1130
Hold Request Type List zone	Hold Request Type List on page 1130
How to define characteristics for a hold request type	Defining Characteristics for a Hold Request Type on page 1136

Defining Characteristics for a Hold Request Type

Prerequisites

To define characteristics for a hold request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Hold Request Type**)

Procedure

To define characteristics for a hold request type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a hold request type.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Hold Request Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request type.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the hold request type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the hold request type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a hold request type	Defining a Hold Request Type on page 1133
How to edit a hold request type	Editing a Hold Request Type on page 1136
How to copy a hold request type	Copying a Hold Request Type on page 1139

Editing a Hold Request Type


Prerequisites

To edit a hold request type, you should have:

- Hold request business objects defined in the application

Procedure

To edit a hold request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **H** and then click **Hold Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Hold Request Type** sub-menu.
The **Hold Request Type** screen appears.
4. In the **Hold Request Type List** zone, click the **Edit**  icon in the **Edit** column corresponding to the hold request type whose details you want to edit.

The **Hold Request Type** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the hold request type.
- **Hold Processes** — Used to define the processes to hold for the hold request type.
- **Characteristics** — Used to define characteristics for the hold request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type	Displays the hold request type.	Not applicable
Business Object	Indicates the hold request type business object used while defining the hold request type.	Not applicable
Description	Used to specify the description for the hold request type.	Yes
Hold Request Business Object	Used to indicate the business object that you want to use while creating the hold request.	Yes
Detailed Description	Used to specify additional information about the hold request type.	No
Status	Used to indicate the status of the hold request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> Note: You cannot change the status of a hold request type to Inactive if there are hold requests which are created using the hold request type and are currently in the Draft or Approval In Progress status. </div>	Yes
Allow Partial Hold for Bill	Used to indicate whether the partial hold amount will be accepted for a bill.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Defer Processing Count	Used to indicate the number of entities to determine if the hold request will be processed in deferred mode. Note: If the number of entities is less than the Defer Processing Count , the hold request will be processed in real time (i.e. immediately). Defer processing count should be a numerical value without decimal points.	No
Approval Required	Used to indicate whether approval is required while creating the hold request using hold request type.	No
Approval To Do Type	Used to indicate that To Do of the specified To Do type must be created when you submit the hold request for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the hold request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected
Submitter To Do Type	Used to indicate the To Do type for the submitter.	No
Submitter To Do Role	Used to indicate the To Do role for the submitter.	No

Note:
Deferred mode means in the background when the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked. You can configure the **Hold Request Periodic Monitor (C1-HLDRQ)** batch such that it is executed at regular intervals. When the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked, the system checks whether there are any hold requests in the **Deferred** status. If there is an hold request in the **Deferred** status, then its status is changed to **Active**.

Tip: Alternatively, you can click the **Edit** button in the **Hold Request Type** zone to edit the details of the hold request type.

5. Modify the details, if required.
6. Define, edit, or remove characteristics from the hold request type, if required.
7. Click **Save**.

The changes made to the hold request type are saved.

Related Topics

For more information on...	See...
Hold Request Type screen	Hold Request Type on page 1130
Hold Request Type List zone	Hold Request Type List on page 1130
Hold Request Type zone	Hold Request Type on page 1131
How to define characteristics for a hold request type	Defining Characteristics for a Hold Request Type on page 1136

Deleting a Hold Request Type**Procedure**

To delete a hold request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **H** and then click **Hold Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Hold Request Type** sub-menu.
The **Hold Request Type** screen appears.
4. In the **Hold Request Type List** zone, click the **Delete** (🗑) icon in the **Delete** column corresponding to the hold request type that you want to delete.

A message appears confirming whether you want to delete the hold request type.

Note: You can delete a hold request type only when you have not defined a hold request using the hold request type.

Tip: Alternatively, you can click the **Delete** button in the **Hold Request Type** zone to delete the hold request type.

5. Click **OK**.

The hold request type is deleted.

Related Topics

For more information on...	See...
Hold Request Type screen	Hold Request Type on page 1130
Hold Request Type List zone	Hold Request Type List on page 1130
Hold Request Type zone	Hold Request Type on page 1131

Copying a Hold Request Type

Instead of creating a hold request type from scratch, you can create a new hold request type using an existing hold request type. This is possible through copying a hold request type. On copying a hold request type, the details including the characteristics are copied to the new hold request type. You can then edit the details, if required.

Prerequisites

To copy a hold request type, you should have:

- Hold request type (whose copy you want to create) defined in the application
- Hold request business objects defined in the application

Procedure

To copy a hold request type:

1. Click the **Admin** link in the **Application** toolbar.


A list appears.

2. From the **Admin** menu, select **H** and then click **Hold Request Type**.

A sub-menu appears.

3. Click the **Search** option from the **Hold Request Type** sub-menu.

The **Hold Request Type** screen appears.

4. In the **Hold Request Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the hold request type whose copy you want to create.

The **Hold Request Type** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the hold request type.
- **Hold Processes** — Used to define the processes to hold for the hold request type.
- **Characteristics** — Used to define characteristics for the hold request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type	Used to specify the hold request type.	Yes
Business Object	Indicates the hold request type business object used while defining the hold request type.	Not applicable
Description	Used to specify the description for the hold request type.	Yes
Hold Request Business Object	Used to indicate the business object that you want to use while creating the hold request.	Yes
Detailed Description	Used to specify additional information about the hold request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to indicate the status of the hold request type. The valid values are:</p> <ul style="list-style-type: none"> • Active • Inactive <p>Note: You cannot change the status of a hold request type to Inactive if there are hold requests which are created using the hold request type and are currently in the Draft or Approval In Progress status.</p>	Yes
Allow Partial Hold for Bill	Used to indicate whether the partial hold amount will be accepted for a bill.	Yes
Defer Processing Count	<p>used to indicate the number of bills to determine if the hold request will be processed in deferred mode.</p> <p>Note: Deferred mode means in the background when the Hold Request Periodic Monitor (C1-HLDRQ) batch is invoked. You can configure the Hold Request Periodic Monitor (C1-HLDRQ) batch such that it is executed at regular intervals. When the Hold Request Periodic Monitor (C1-HLDRQ) batch is invoked, the system checks whether there are any hold requests in the Deferred status. If there is an hold request in the Deferred status, then its status is changed to Active.</p> <p>If the number of bills is less than the Defer Processing Count, the hold request will be processed in real time (i.e. immediately).</p> <p>Defer processing count should be a numerical value without decimal points.</p>	No
Approval Required	Used to indicate whether approval is required while creating the hold request using hold request type.	No
Approval To Do Type	<p>Used to indicate that To Do of the specified To Do type must be created when you submit the hold request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected</p>

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the hold request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected
Submitter To Do Type	Used to indicate the To Do type for the submitter.	No
Submitter To Do Role	Used to indicate the To Do role for the submitter.	No

Tip: Alternatively, you can click the **Duplicate** button in the **Hold Request Type** zone to create a copy of the hold request type.

- Enter the required details.
- Define, edit or remove processes from the hold request type, if required.
- Define, edit, or remove characteristics from the hold request type, if required.
- Click **Save**.

The new hold request type is defined.


Related Topics

For more information on...	See...
Hold Request Type screen	Hold Request Type on page 1130
Hold Request Type List zone	Hold Request Type List on page 1130
Hold Request Type zone	Hold Request Type on page 1131
How to define characteristics for a hold request type	Defining Characteristics for a Hold Request Type on page 1136

Viewing the Hold Request Type Details

Procedure

To view the details of a hold request type:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **H** and then click **Hold Request Type**.
A sub-menu appears.
- Click the **Search** option from the **Hold Request Type** sub-menu.
The **Hold Request Type** screen appears.
- In the **Hold Request Type List** zone, click the **Broadcast**  icon corresponding to the hold request type whose details you want to view.
The **Hold Request Type** zone appears.
- View the details of the hold request type in the **Hold Request Type** zone.

Related Topics

For more information on...	See...
Hold Request Type screen	Hold Request Type on page 1130
Hold Request Type List zone	Hold Request Type List on page 1130
Hold Request Type zone	Hold Request Type on page 1131

Hold Request

The **Hold Request** screen allows you to search for a hold request using various search criteria. It also allows you to create a hold request. Through this screen, you can navigate to the following screen:

- [Hold Request](#) on page 1152

This screen consists of the following zone:


- [Search Hold Request](#) on page 1143



Search Hold Request

The **Search Hold Request** zone allows you to search for hold requests using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a hold request using request or bill details. The valid values are: <ul style="list-style-type: none"> • Request Details • Bill Details Note: By default, the Request Details option is selected.	Yes
Hold Request Type	Used to search hold requests which are created using a particular hold request type. Note: This field appears only when you select the Request Details option from the Search By list.	No
Hold Process	Used to search hold requests which are created using a particular hold process. Note: This field appears only when you select the Request Details option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to search hold requests with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Active • Draft • Released • Approval In Progress • Deferred Processing • Rejected <p>Note: This field appears only when you select the Request Details option from the Search By list.</p>	No
Account ID	<p>Used to search hold requests which are created for a particular account.</p> <p>Note: This field appears only when you select the Request Details option from the Search By list. You can search for an account by clicking the Search  icon corresponding to the field.</p>	No
Entity	<p>Used to search hold request with a particular entity. The valid values are:</p> <ul style="list-style-type: none"> • Account • Person • Bill <p>Note: This field appears only when you select the Request Details option from the Search By list.</p>	No
User ID	<p>Used to search hold requests which are created by a particular user.</p> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p>	
Start Date	<p>Used to search hold requests which are created from a particular date onwards.</p> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p>	No
End Date	<p>Used to search hold requests which are created till a particular date.</p> <p>Note: This field appears only when you select the Request Details option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Hold Request ID	Used to search a particular hold request. Note: This field appears only when you select the Request Details option from the Search By list.	No
Person ID	Used to search hold requests which are created for a particular person. Note: This field appears only when you select the Request Details option from the Search By list. You can search for a person by clicking the Search  icon corresponding to the field.	No
Bill ID	Used to search hold requests which includes bill segments or adjustments of a particular bill. Note: This field appears only when you select the Bill Details option from the Search By list. You can search for a bill by clicking the Search  icon corresponding to the field.	No
Bill Date From	Used to search hold requests which includes bill segments or adjustments of bills which are created from a particular date onwards. Note: This field appears only when you select the Bill Details option from the Search By list.	No
To	Used to search hold requests which includes bill segments or adjustments of bills which are created till a particular date. Note: This field appears only when you select the Bill Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a hold request.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the hold request is created.
Hold Request Information	Displays information about the hold request. Note: It has a link. On clicking the link, the Hold Request screen appears with the details of the respective hold request.

Column Name	Column Description
Status	Indicates the status of the hold request. The valid values are: <ul style="list-style-type: none"> • Active • Draft • Released
Start Date	Displays the date when the hold request is created.
End Date	Displays the date when the hold request is released.
Hold Processes	Displays the hold processes using which hold request is created.
Hold Reason	Displays the hold reason for the hold request.
Created By	Indicates the user who has created the hold request.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to view the details of a hold request	Viewing the Hold Request Details on page 1147
How to create a hold request	Creating a Hold Request on page 1147

Searching for a Hold Request

Prerequisites

To search for a hold request, you should have:

- Hold request types defined in the application

Procedure

To search for a hold request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Hold Request**.
A sub-menu appears.
3. Click the **Search** option from the **Hold Request** sub-menu.
The **Hold Request** screen appears.
4. Enter the search criteria in the **Search Hold Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of hold requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Hold Request screen	Hold Request on page 1143
Search Hold Request zone	Search Hold Request on page 1143

Viewing the Hold Request Details

Procedure

To view the details of a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to view.

The **Hold Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the hold request. It contains the following zones:
 - **Hold Request** – Displays the details of the hold request.
 - **Hold Entities** – Lists the entities, such as person, accounts, or bills that are on hold request.
 - **Search Account** — Searches the accounts to be put on hold.

Note: This zone appears only when hold request is for **Account** and its status is **Draft**.

- **Search Bill** — Searches the bills to be put on hold.

Note: This zone appears only when hold request is for **Bill** and its status is **Draft**.

- **Search Person** — Searches the persons to be put on hold.

Note: This zone appears only when hold request is for **Person** and its status is **Draft**.

- **Log** – Lists the complete trail of actions performed on the hold request.

3. View the details of the hold request in the **Hold Request** zone.
4. View the hold request entities (such as person, accounts, or bills) in the **Hold Entities** zone.

Related Topics

For more information on...	See...
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to search for a hold request	Searching for a Hold Request on page 1146

Creating a Hold Request

Prerequisites

To create a hold request, you should have:

- Hold request types defined in the application.

Procedure

To create a hold request:

1. Do either of the following:

If you want to...	Then...
Define a hold request from the Account Receivable Central screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Account Receivable Central. The Account Receivable Central screen appears. 3. Search for the bill in the Account Receivable Central screen. 4. In the Search Results section, select the required bill and then click Hold. <div data-bbox="818 779 1398 989" style="border: 1px solid black; padding: 5px;"> <p>Note: Bills are selected to be on hold from Account Receivable Central. Only one bill at a time is allowed to select for Hold Request from Account Receivable Central</p> </div>
Define a hold request from the Delinquency Central screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select Credit & Collection and then click Delinquency Central. The Delinquency Central screen appears. 3. Search for the overdue process in the Delinquency Central screen. 4. In the Search Results section, select the required overdue process and then click Create Hold Request. <div data-bbox="818 1493 1398 1703" style="border: 1px solid black; padding: 5px;"> <p>Note: Accounts are selected to be on hold from Delinquency Central screen Only one account at a time is allowed to select for Hold Request from Delinquency Central screen.</p> </div>
Define a hold request from the Hold Request screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select Financial and then click Hold Request.

If you want to...	Then...
	<p>A sub-menu appears.</p> <p>3. Click the Add option from the Hold Request sub-menu.</p>

The **Add Hold Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type	Used to indicate the request type using which you want to create the hold request.	Yes

Tip: Alternatively, you can access the **Add Hold Request** screen by clicking the **Add** button in the **Page Title** area of the **Hold Request** screen.

2. Select the required hold request type from the respective fields.
3. Click **OK**.


The hold request is defined and the status of the hold request is set to **Draft**. The **Hold Request** screen appears with the details of the hold request. It contains the following sections:

- **Main** – Used to specify basic details about the hold request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Type	Indicates the hold request type using which you want to create the hold request.	Not applicable
Start Date	<p>Used to specify the date from when the hold request is effective.</p> <p>Note: The hold request start date cannot be later than the hold request end date. By default, system date appears in this field.</p>	Yes
End Date	<p>Used to specify the date till when the hold request is effective.</p> <p>Note: The hold request end date cannot be earlier than the hold request start date.</p>	Yes
Hold Reason	<p>Used to indicate the reason why you want to hold the entity.</p> <p>Note: The hold reason must exist in the HOLD_REASON_FLG lookup field and its status must be Active.</p>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Entity	<p>Used to indicate the type of the entity for which you want to create the hold request. The valid values are:</p> <ul style="list-style-type: none"> • Account • Bill • Person <div style="border: 1px solid black; padding: 5px;"> <p>Note: If bill is kept on hold using Account Receivable Central screen, then this field will display Bill as an entity and Hold Entities section will display information about this bill.</p> </div>	Yes
Comments	Used to specify the additional information about hold request.	No

- **Hold Entities** — Used to specify details of the selected hold entity. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Entity ID	<p>Used to specify the hold entity ID.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can search for an entity ID by clicking the search  icon corresponding to the field</p> <p>If the hold entity is account, you must specify the account ID in this field. If the hold entity is person, you must specify the person ID in this field. And, if the hold entity is bill, you must specify the bill ID in this field.</p> </div>	Yes
Start Date	<p>Used to specify the date from when you want to hold the entity.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: By default, system date appears in this field</p> <p>The hold entity start date must be between the hold request start and end dates and between at least one process's start and end dates.</p> <p>The hold entity start date cannot be later than the hold entity end date.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
End Date	Used to specify the date till when you want to hold the entity. Note: The hold entity end date must be between hold request start and end dates and between the process's start and end dates. The hold entity end date cannot be earlier than the hold entity start date.	No
Hold Amount	Displays the amount which is kept on hold. Note: This column appears only when the hold entity is Bill .	Not applicable

- **Hold Processes** — Used to indicate the processes to be on hold for the hold request. By default, processes are defined on the hold request type. It contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Hold Process	Used to indicate the process that needs to be kept on hold.	Yes
Start Date	Used to specify the date from when process is to be on hold for the hold request. Note: By default, system date appears in this field The hold process start date must be between the hold request start and end dates.	Yes
End Date	Used to specify the date till when the process is to be on hold.	No

- **Characteristics** — Used to define the characteristics for the hold request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the hold request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Hold Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.

4. Enter the required details

Note:
Processes and Entities start dates and end dates are expected to be within the limit of Hold Request Start Date and End date.
You can search for a hold entity by clicking the **search**  icon corresponding to the respective field.

5. Add entities and processes for the hold request.
6. Define characteristics for the hold request, if required.
7. Click **Save**.

The hold request is created and the status of the hold request is set to **Draft**. The **Hold Request** screen appears with the details of hold request.

Note: It is recommended that user should set the **C1-HLMON** batch every time the hold request is generated. Otherwise, alert would be shown in the dashboard which may not give the proper representation of active hold requests.

Related Topics

For more information on...	See...
Hold Request screen	Hold Request on page 1143
How to edit a hold request	Editing a Hold Request on page 1167
How to define characteristics for a hold request	Defining Characteristics for a Hold Request on page 1166

Hold Request

Once you create a hold request, the **Hold Request** screen allows you to:

- Add entities in a hold request
- Add processes in a hold request
- Edit the details of a hold request

- Edit the hold amount against each entity. This is valid for only bill.
- Delete a hold request
- View the details of a hold request
- Submit a hold request for approval
- Approve or reject a hold request
- Resubmit a hold request for approval
- Activate and Release a hold request
- View the log of a hold request
- Add a log entry for a hold request

This screen consists of the following tabs:

- **Main** – Displays information about the hold request. It contains the following zones:
 - **Hold Request** – Displays the details of the hold request.
 - **Hold Entities** – Lists the entities, such as person, accounts, or bills that are on hold request.
 - **Search Account** — Searches the accounts to be put on hold.

Note: This zone appears only when hold request is for **Account** and its status is **Draft**.
 - **Search Bill** — Searches the bills to be put on hold.

Note: This zone appears only when hold request is for **Bill** and its status is **Draft**.
 - **Search Person** — Searches the persons to be put on hold.

Note: This zone appears only when hold request is for **Person** and its status is **Draft**.
- **Log** — Lists complete trail of actions performed on the hold request. This tab contains the following zone:
 - **Hold Request Log** — Displays the actions performed on the hold request.

Hold Request - Main

The **Main** tab on the **Hold Request** contains the following zones:

- [Hold Request](#) on page 1153
- [Hold Entities](#) on page 1155
- [Search Account](#) on page 1156

Note: This zone appears only when hold request is for **Account** and its status is **Draft** .

- [Search Bill](#) on page 1159

Note: This zone appears only when hold request is for **Bill** and its status is **Draft** .

- [Search Person](#) on page 1161

Note: This zone appears only when hold request is for **Person** and its status is **Draft** .

Hold Request

The **Hold Request** zone displays the details of the hold request. This zone contains the following sections:

- **Main** — This section provides basic information about the hold request. It contains the following fields:

Field Name	Field Description
Hold Request Information	Displays information about the hold request.

Field Name	Field Description
Hold Request Type	Indicates the hold request type using which the hold request is created. Note: It has a link. On clicking the link, the Hold Request Type screen appears where you can view the details of the hold request type.
Status	Indicates the status of the hold request.
Status Reason	Indicates the reason why the hold request is released. Note: This field appears only when the hold request is in the Released status. It has a link. On clicking the link, the Status Reason screen appears where you can view the details of the released reason.
Start Date	Displays the date when the hold request is created.
End Date	Displays the date when the hold request is released.
Hold Reason	Displays the reason of hold request.
Entity	Displays the hold request entity.
Comments	Displays the additional information for a hold request.

- **Hold Processes** — Lists the processes that are on hold in the hold request. It contains the following columns:

Column Name	Column Description
Hold Process	Lists the processes that are on hold.
Start Date	Displays the date from when the process is to be on hold for hold request.
End Date	Displays the date till when the process is to be on hold for hold request.

- **Characteristics** — Lists the characteristics defined for the hold request. It contains the following fields:

Field Name	Field Description
Effective Date	Displays the date from when hold request is effective.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the hold request. Note: The Edit button appears only when the hold request is in the Draft or Active status.
Delete	Used to delete the hold request. Note: The Delete button appears only when the hold request is in the Draft status.

Button Name	Button Description
Submit	Used to activate the hold request. Note: The Submit button appears only when the hold request is in the Draft status.
Re Submit	Used to re-submit the hold request. Note: the Re Submit button appears only when the hold request is in the Approval In Progress status.
Approve	Used to approve the hold request. Note: the Approve button appears only when the hold request is in the Approval In Progress status.
Reject	Used to reject the hold request. Note: the Reject button appears only when the hold request is in the Approval In Progress status.
Release	Used to release the hold request. Note: The Release button appears only when the hold request is in the Active status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the hold request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the hold request status is updated.
Create Date/Time	Displays the date and time when the hold request is created.

Hold Entities

The **Hold Entities** zone on the **Hold Request** screen lists the entities that are on hold request. This zone contains the following columns:

Column Name	Column Description
Person Information	Displays information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with details of the respective person.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with details of the respective account.

Column Name	Column Description
Bill Information	Displays information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with details of the respective bill.
Start Date	Displays the date from when the entity is on hold.
End Date	Displays the date till when the entity is on hold. Note: When hold request for entity is released, then its end date gets updated to the release date only when its end date lies between the hold request start date and end date .
Hold Amount	Displays the amount on hold. Note: This column appears only when the entity bill is on hold.
Bill After Date	Displays the date after which bills can be generated. Note: This column appears only when the entity account is on hold.
Postpone Credit Review Until	Displays the date till when overdue process is to be on hold. Note: This column appears only when the entity account is on hold.
Defer Auto Pay Date	Displays the date from when auto pay process is to be put on deferred mode. Note: This column appears only when the entity account is on hold.

Note:

You can directly edit the start and end date of the hold entities by selecting the corresponding column and then click the **Edit** button available on the upper left corner of the **Hold Entities** zone.

You can directly delete the hold entities by selecting the corresponding column and then click the **Delete** button available on the upper left corner of the **Hold Entities** zone.



Related Topics

For more information on...	See...
How to view the log of an hold request	Viewing the Log of a Hold Request on page 1177
Search Account	Search Account on page 1156
Search Bill	Search Bill on page 1159
Search Person	Search Person on page 1161

Search Account

The **Search Account** zone searches for accounts to add in a hold request. This zone contains the following sections:

- **Search Criteria** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	<p>Used to indicate whether you want to search for accounts using account or policy details.</p> <p>The valid values are:</p> <ul style="list-style-type: none"> • Account Details • Policy Details <p>Note: By default, the Account Details option is selected.</p>	Yes
Account ID	<p>Used to search for a particular account.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list. You can search for an account by clicking the Search  icon corresponding to the field.</p>	No
Address Source	<p>Used to indicate the source of address. The valid values are:</p> <ul style="list-style-type: none"> • Account Override • Mailing Location on Account • Person <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Division	<p>Used to search for accounts which belong to a particular division.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Customer Class	<p>Used to indicate the customer class to which the account belongs.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Bill Cycle	<p>Used to indicate the bill cycle of the account.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Price Item	<p>Used to search a particular price item.</p> <p>Note: This field appears only when you select the Policy Details option from the Search By list. You can search for a price item by clicking the Search  icon corresponding to the field.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Policy Plan Number	Used to indicate the plan number of the policy. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Policy Type	Used to indicate the type of policy. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Source System	Used to indicate the name of the external system from where the policy originated. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Policy Number	Used to indicate the policy number. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Status	Used to indicate the status of the policy. The valid values are: <ul style="list-style-type: none"> • Pending • In Force/ Active • Pending Cancellation • Pending Resinstatement • Pending Termination • Reinstate • Terminated • Cancelled Note: This field appears only when you select the Policy Details option from the Search By list.	No
Policy Start Date	Used to indicate the date from when the policy is effective. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Policy End Date	Used to indicate the date till when the policy is effective. Note: This field appears only when you select the Policy Details option from the Search By list.	No
Characteristic Type/Value	Used to indicate the characteristic Type/ Value associated with the policy. Note: This field appears only when you select the Policy Details option from the Search By list.	No
State	Used to indicate the state name.	No

Field Name	Field Description	Mandatory (Yes or No)
County	Used to indicate the county name.	No
Postal	Used to indicate the postal or zip code.	No

Note:

You must specify at least one search criterion while searching for accounts.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Account Information	Displays the account information.
Country	Displays the country name.
State	Displays the state name.
County	Displays the county name.
Postal	Displays the postal or zip code.
Customer Class	Displays the customer class of the account.
Division	Displays the division to which the account belongs.
Entity ID	Displays the entity ID.


Related Topics

For more information on...	See...
How to search Accounts	Searching Accounts on page 1163
How to view the log of a hold request	Viewing the Log of a Hold Request on page 1177

Search Bill

The **Search Bill** zone searches for bills to add in a hold request. This zone contains the following sections:

- **Search Criteria** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Displays the value as Bill Details.	Not applicable
Bill ID	Used to search a particular bill. Note: You can search for a bill by clicking the Search  icon corresponding to the field.	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID.	No

Field Name	Field Description	Mandatory (Yes or No)
Show All Bills	Used to search all the bills having non-zero as well as zero amount. Note: If this field is not selected then, only non-zero amount bills are displayed in search results.	No
Bill Date From	Used to search bills which are created from a particular date onwards. Note: By default, the current system date appears in this field.	No
To	Used to search bills which are created till a particular date. Note: By default, the current system date appears in this field.	No
Address Source	Used to indicate the source of address. The valid values are: <ul style="list-style-type: none"> Account Override Mailing Location on Account Person 	No
State	Used to indicate the state name.	No
County	Used to indicate the county name.	No
Postal	Used to indicate the postal or zip code.	No

Note:

You must specify at least one search criterion while searching for bills.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill Information	Displays the bill information.
Account Information	Displays the account information.
Country	Displays the country name.
State	Displays the state name.
County	Displays the county name.
Postal	Displays the postal or zip code.
Entity ID	Displays the entity ID.


Related Topics

For more information on...	See...
How to search Bills	Searching Bills on page 1163
How to view the log of a hold request	Viewing the Log of a Hold Request on page 1177

Search Person

The **Search Person** zone searches for persons to add in a hold request. This zone contains the following sections:

- **Search Criteria** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Displays the value as Person Details.	Not applicable
Person ID	Used to search a particular person. Note: You can search for a person by clicking the Search  icon corresponding to the field.	No
State	Used to indicate the state name.	No
County	Used to indicate the county name.	No
Postal	Used to indicate the postal or zip code.	No

Note:

You must specify at least one search criterion while searching for persons.

ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Person Information	Displays the person information.
Person Identifier Type	Displays the identifier type of the person linked to the account.
Person Identifier	Displays the ID of the person linked to the account.
Country	Displays the country name.
State	Displays the state name.
County	Displays the county name.
Postal	Displays the postal or zip code.
Entity ID	Displays the entity ID.

Related Topics

For more information on...	See...
How to search Persons	Searching Persons on page 1162
How to view the log of a hold request	Viewing the Log of a Hold Request on page 1177

Hold Request - Log

The **Log** tab on the **Hold Request** screen contains the following zone:

- [Hold Request Log](#) on page 1162

Hold Request Log

The **Hold Request Log** zone on the **Hold Request** screen lists the complete trail of actions performed on the hold request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the hold request.
Details	Displays the details about the action performed on the hold request.
User	Indicates the user who has performed the action on the hold request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the hold request.
Status Reason	Displays the status reason of action performed on the hold request.

Note: You can manually add a log entry for the hold request by clicking the **Add Log Entry** link in the upper right corner of the **Hold Request Log** zone.

The **Add Hold Request Log** window appears. Enter **Log Details** and click **Save**. The hold request log is added.

Related Topics

For more information on...	See...
How to view the log of a hold request	Viewing the Log of a Hold Request on page 1177

Searching Persons

Prerequisites

To search persons, you should have:

- Persons created in the application

Procedure

To search for persons:

1. Search the hold requests for **Persons** that are having **Draft** status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to search.

The **Hold Request** screen appears.

3. Enter the search criteria in the **Search Person** zone.
4. Click **Search**.

A list of persons that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Hold Request Screen	Hold Request on page 1152
Hold Request Zone	Hold Request on page 1153
Adding Persons in a Hold Request	Adding Persons in a Hold Request on page 1164

Searching Accounts

Prerequisites

To search accounts, you should have:

- Accounts created in the application

Procedure

To search for accounts:

1. Search the hold requests for **Account** that are having **Draft** status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the *hold* request whose details you want to search.

The **Hold Request** screen appears.

3. Enter the search criteria in the **Search Account** zone.
4. Click **Search**.

A list of accounts that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Hold Request Screen	Hold Request on page 1152
Hold Request Zone	Hold Request on page 1153
Adding Accounts in a Hold Request	Adding Accounts in a Hold Request on page 1164

Searching Bills

Prerequisites

To search bills, you should have:

- Bills generated in the application

Procedure

To search for bills:

1. Search the hold requests for **Bill** that are having **Draft** status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the *hold* request whose details you want to search.

The **Hold Request** screen appears.

3. Enter the search criteria in the **Search Bill** zone.
4. Click **Search**.

A list of bills that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Hold Request Screen	Hold Request on page 1152
Hold Request Zone	Hold Request on page 1153
Adding Bills in a Hold Request	Adding Bills in a Hold Request on page 1165

Adding Persons in a Hold Request

Procedure

To add persons in a hold request:

1. Search for the hold request in the **Hold Request** screen which are having **Person** as a hold entity and **Draft as** status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to view.

The **Hold Request** screen appears.

3. Ensure the **Search Person** zone is expanded.
4. Enter the search criteria in the **Search Person** zone.

In the **Search Results** section, list of persons meeting the search criteria are displayed.

5. Select the persons which you want to add in the hold request and then click the **Add** button available in the upper left corner.

Selected persons are added in the hold request.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147
Search Person zone	Search Person on page 1161
How to search for persons in a Hold Request Screen	Searching Persons on page 1162

Adding Accounts in a Hold Request

Procedure

To add accounts in a hold request:

1. Search for the hold request in the **Hold Request** screen which are having **Account** as a hold entity and **Draft as** status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the *hold request* whose details you want to view.

The **Hold Request** screen appears.

3. Ensure the **Search Account** zone is expanded.

4. Enter the search criteria in the **Search Account** zone.

In the **Search Results** section, list of accounts meeting the search criteria are displayed.

5. Select the accounts which you want to add in the hold request and then click the **Add** button available in the upper left corner.

Selected accounts are added in the hold request.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147
Search Account Zone	Search Account on page 1156
How to search for accounts in a hold request	Searching Accounts on page 1163

Adding Bills in a Hold Request

Procedure

To add bills in a hold request:

1. Search for the hold request in the **Hold Request** screen which are having **Bill** as a hold entity and **Draft** as status.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the *hold request* whose details you want to view.

The **Hold Request** screen appears.

3. Ensure the **Search Bill** zone is expanded.

4. Enter the search criteria in the **Search Bill** zone.

In the **Search Results** section, list of bills meeting the search criteria are displayed.

5. Select the bills which you want to add in the hold request and then click the **Add** button available in the upper left corner.

Selected bills are added in the hold request.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147
Search Bill Zone	Search Bill on page 1159

For more information on...	See...
How to search for bills in a hold request	Searching Bills on page 1163

Adding Processes in a Hold Request

Prerequisites

To add processes in a hold request, you should have:

- Hold processes defined in the application.

Procedure

To add processes in a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to edit.

The **Hold Request** screen appears.

3. Click the **Edit** button in the **Hold Request** zone.

The **Hold Request** screen appears.

Note: The **Edit** button appears only when the hold request is in the **Draft** or **Active** status.

4. Ensure that the **Hold Processes** section is expanded when you are editing the hold request.
5. Select the required hold processes from the **Hold Process** field.
6. If you want to define more than one hold process for the hold request, click the **Add** (+) icon and then repeat step 5.

Note:

However, if you want to remove a hold process from the hold request, click the **Delete** (🗑️) icon corresponding to the hold process.

Once we create active hold request for accounts on Overdue process, all existing active overdue processes will be inactive for those account.

7. Enter the required details.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147

Defining Characteristics for a Hold Request

Prerequisites

To define characteristics for a hold request, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Hold Request**)

Procedure

To define characteristics for a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to edit.

The **Hold Request** screen appears.

3. Click the **Edit** button in the **Hold Request** zone.

The **Hold Request** screen appears.

Note: The **Edit** button appears only when the Hold request is in the **Draft** or **Active** status.

4. Ensure that the **Characteristics** section is expanded when you are editing the hold request.
5. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

6. If you want to define more than one characteristic for the hold request, click the **Add** (+) icon and then repeat step 5.

Note: However, if you want to remove a characteristic from the hold request, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147

Editing a Hold Request

Procedure

To edit a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to edit.

The **Hold Request** screen appears.

3. Click the **Edit** button in the **Hold Request** zone.

Note: The **Edit** button appears only when the hold request is in the **Draft** or **Active** status.

The **Hold Request** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the hold request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Information	Displays information about the hold request.	Not applicable
Hold Request Type	Displays the hold request type using which the hold request is created.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date till when you want to hold the entity. Note: The hold entity end date must be between hold request start and end dates and between the process's start and end dates. The hold entity end date cannot be earlier than the hold entity start date.	Yes
End Date	Used to specify the date till when the hold request is effective. Note: The hold request end date cannot be earlier than the hold request start date.	Yes
Hold Reason	Used to indicate the reason why you want to hold the entity. Note: The hold reason must exist in the HOLD_REASON_FLG lookup field and its status must be Active .	Yes Note: This field cannot be edited if hold request is in Active status.
Entity	Displays the hold entity.	Not applicable
Comments	Used to specify the additional information about hold request.	No

- **Hold Processes** — Used to specify the processes on hold in the hold request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Process	Used to indicate the process that needs to be kept on hold.	Yes
Start Date	Used to specify the date from when process is to be on hold for the hold request. Note: This field is not editable when hold request is in Active status. The hold process start date must be between the hold request start and end dates.	Yes
End Date	Used to specify the date till when the hold process is to be on hold.	No

- **Characteristics** — Used to define characteristics for the hold request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the hold request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Hold Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the hold request.

4. Modify the details of the hold request, if required.

Note:

If you want to specify more than one hold processes, click the **Add** (+) icon corresponding to the process and then specify the details.

However, if you want to remove a hold process from the hold request, click the **Delete** (🗑️) icon corresponding to the process.

5. Define, edit, or remove characteristics from the hold request, if required.
6. Click **Save**.

The changes made to the hold request are saved.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to define characteristics for a hold request	Defining Characteristics for a Hold Request on page 1166

Editing Hold Request Entities

Procedure

To edit a hold request entities:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to edit.

The **Hold Request** screen appears.

3. Select the entities that you want to edit in the **Hold Entities** zone and click the **Edit** button available in the upper left corner.

Note: The Edit button appears only when the hold request is in the Draft or Active status.
--

The **Edit Hold Request Entities** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Information	Displays information about hold request.	Not Applicable
Start Date	Displays the start date of hold request.	Not Applicable
End Date	Displays the end date of hold request.	Not Applicable

It also contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Entity ID	Displays the entity ID.	Not Applicable
Entity Information	Displays the information about the entity.	Not Applicable
Start Date	Used to indicate the date from when the entity is on hold. Note: This field is not editable when hold request is in Active status.	Yes
End Date	Used to indicate the date till when the entity is on hold.	No
Hold Amount	Used to indicate the hold amount for bill. Note: This field appears only hold request is for bill.	Yes

4. Modify the details of the hold entities, if required.
5. Click **Save**.

The changes made to the hold entities are saved.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to define characteristics for a hold request	Defining Characteristics for a Hold Request on page 1166

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Deleting Hold Request Entities

Procedure

To delete hold request entities:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to delete.

The **Hold Request** screen appears.

3. Select the entities to delete in the **Hold Entities** zone and click the **Delete** button available in the upper left corner.

A message appears confirming whether you want to delete the hold entity.

Note:

The **Delete** button appears only when the hold request is in the **Draft** or **Active** status.

4. Click **OK**.

The hold entities are deleted.

Note: No deletion is allowed on entities of hold requests which are in active status and are added from **Account Receivable Central** or **Delinquency Central**.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to define characteristics for a hold request	Defining Characteristics for a Hold Request on page 1166

Deleting a Hold Request

Procedure

To delete a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request that you want to delete.

The **Hold Request** screen appears.

3. Click the **Delete** button in the **Hold Request** zone.

A message appears confirming whether you want to delete the hold request.

Note: The **Delete** button appears only when the hold request is in the **Draft** status.

4. Click **OK**.

The hold request is deleted.

Note:

You can delete a hold request only when its status is **Draft**.

Bills added from ARC cannot be deleted from the **Hold Request** screen.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153

Submitting a Hold Request**Prerequisites**

To submit a hold request, you should have:

- Hold Request Types, Hold Processes and Hold Entities defined in the request.

Procedure

To submit a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request that you want to submit.

The **Hold Request** screen appears.

3. Click the **Submit** button in the **Hold Request** zone.

The system behaves in the following manner:

If...	Then
The Approval Required check box is selected in the hold request type using which the hold request is created.	A To Do of the C1-HLDAP To Do type is created and sent to the approver and the status of the hold request is changed to Approval In Progress .
The Approval Required check box is not selected in the hold request type using which the hold request is created.	The hold request is created using the specified hold request types and the status of the hold request is changed to Active or Deferred Processing as specified in the hold request type.

Note:

The **Submit** button appears only when the hold request is in the **Draft** status.

Once the request is activated, the **Release** button appears in the **Record Actions** section.

If hold request start date is in past and its status is draft then, on activation of the hold request, the start date is changed to the system date.

For Active hold request, **C1-DELBI** batch will delete all pending bill segments and bills under account for bill generation process.

For more information about the **Delete Pending Bill segments and Bills (C1-DELBI) batch**, refer to Oracle Revenue Management and Billing Batch Guide.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153

Approving a Hold Request

You can view the number of hold requests which are pending for approval in the **Hold Request** screen. The approver can review, and accordingly approve, reject or resubmit the hold request based on the observations.

Note: The system will not allow you to approve, reject or resubmit a hold request submitted by you.

Procedure

To approve a hold request:

1. Do either of the following:

If you want to...	Then...
Approve a hold request through the Hold Request screen	<ol style="list-style-type: none"> 1. Search for the hold request in the Hold Request screen. 2. In the Search Results section, click the link in the Hold Request Information column corresponding to the hold request which you want to review.
Approve a hold request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-HLDAP in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos.

If you want to...	Then...
	6. Click the link in the Message column corresponding to the To Do of the hold request that you want to review.

The **Hold Request** screen appears.

- Review the hold request details.
- Click the **Approve** button in the **Hold Request** zone.

The system behaves in the following manner:

If you are...	Then...
Approving a Hold request	The status of the hold request is changed to Active or Deferred Processing as specified in the hold request type.

Note:

The **Approve** button appears only when the hold request is in the **Approval In Progress** status.

You can also resubmit the hold request if any changes are required in the hold request. Upon clicking the **Resubmit** button, provide the comments to make the required changes for the hold request.

Related Topics

For more information on...	See...
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to search for a hold request	Searching for a Hold Request on page 1146

Releasing a Hold Request

Procedure

To release a hold request:

- Search for the hold request in the **Hold Request** screen.
- In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose details you want to edit.

The **Hold Request** screen appears.

- Click the **Release** button in the **Hold Request** zone.

The **Release Reason** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Release Reason	Used to indicate the reason for releasing the hold request.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Comments	Used to specify the additional comments on the release reason	No

4. Ensure the required release reason.
5. click **Save**.

The hold request is released.

Note:

The **Release** button appears only when the hold request is in the **Active** status.

Once the hold request is in **Released** status, the **End Date** of processes and entities gets updated.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to create a hold request	Creating a Hold Request on page 1147

Rejecting a Hold Request

Prerequisites

To reject a hold request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a hold request, you need to specify the reason why you want to reject the hold request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-HoldRequest** business object in the **Status Reason** screen.

The system will not allow you to approve, reject or resubmit a hold request submitted by you.

Procedure

To reject a hold request:

1. Do either of the following:

If you want to	Then
Reject a hold request through the Hold Request screen	<ol style="list-style-type: none"> 1. Search for the hold request in the Hold Request screen. 2. In the Search Results section, click the link in the Hold Request Information column corresponding to the hold request which you want to review.
Reject a hold request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List.

If you want to	Then
	<p>The To Do Type for User Search window appears.</p> <ol style="list-style-type: none"> Enter C1-HLDAP in the To Do Type field. Click the Search button corresponding to the To Do Type field. <p>The To Do List screen appears.</p> <ol style="list-style-type: none"> Select the Open option from the Filter by list to view all unassigned To Dos. Click the link in the Message column corresponding to the To Do of the hold request that you want to review.

The **Hold Request** screen appears.

- Review the hold request details.
- Click the **Reject** button in the **Hold Request** zone.

The **Reject Hold Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the hold request.	Yes
Comments	Used to specify additional information while rejecting the hold request.	No

Note: The **Reject** button appears only when:

- The hold request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the hold request.

- Select the rejection reason from the **Status Reason** list.
- Click **Save**.

The status of the hold request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153

Resubmitting a Hold Request

Prerequisites

To resubmit a hold request, you should have:

- Entities added in the hold request which is submitted for approval.

While resubmitting, To Do will be sent to the submitter of the request using the submitter To Do Role mapped on the hold request type and the request will be moved to Draft status. The submitter can do necessary changes and re submit the request. Log will be maintained when the approver sends the request back to submitter.

Procedure

To resubmit a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request that you want to resubmit.

The **Hold Request** screen appears.

3. Click the **Re Submit** button in the **Hold Request** zone.

The **Resubmit Hold Request** screen appears.

Note: The **Re Submit** button appears only when the hold request is in the **Approval In Progress** status.

A To Do of the **C1-HOLSB** To Do type is created and sent to the request submitter using the submitter TO DO Role and the status of the hold request is changed to **Draft**.

4. Enter the comments in the respective field and click **Save**.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
Hold Request screen	Hold Request on page 1143
Hold Request zone	Hold Request on page 1153
How to submit a hold request	Submitting a Hold Request on page 1172

Viewing the Log of a Hold Request

Procedure

To view the log of a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose log you want to view.

The **Hold Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the hold request. It contains the following zones:
 - **Hold Request** – Displays the details of the hold request.
 - **Hold Entities** – Lists the hold entities records of the hold request.
 - **Search Account** – Searches the accounts to be put on hold.

Note: This zone appears only when hold request is for **Account** and its status is **Draft**.

- **Search Bill** – Searches the bills to be put on hold.

Note: This zone appears only when hold request is for Bill and its status is Draft .

- **Search Person** – Searches the persons to be put on hold.

Note: This zone appears only when hold request is for Person and its status is Draft .

- **Log** – Lists the complete trail of actions performed on the hold request. This tab contains the following zone:
 - **Hold Request Log** – Displays the trail of actions performed on the particular hold request.

3. Click the **Log** tab.

The **Hold Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the hold request.
Details	Displays the details about the action performed on the hold request.
User	Indicates the user who has performed the action on the hold request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the hold request.
Status Reason	Indicates the reason why the hold request was rejected or voided.

Note: You can manually add a log entry for the hold request by clicking the Add Log Entry link in the upper right corner of the Hold Request Log zone.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146
How to add a log entry for a hold request	Adding a Log Entry for a Hold Request on page 1178

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Adding a Log Entry for a Hold Request

Procedure

To add a log entry for a hold request:

1. Search for the hold request in the **Hold Request** screen.
2. In the **Search Results** section, click the link in the **Hold Request Information** column corresponding to the hold request whose log you want to edit.

The **Hold Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the hold request. It contains the following zones:
 - **Hold Request** – Displays the details of the hold request.
 - **Hold Entities** – Lists the hold entities records of the hold request.
 - **Search Account** – Searches the accounts to be put on hold.

Note: This zone appears only when hold request is for Account and its status is Draft .
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- **Search Bill** – Searches the bills to be put on hold.

Note: This zone appears only when hold request is for **Bill** and its status is **Draft**.

- **Search Person** – Searches the persons to be put on hold.

Note: This zone appears only when hold request is for **Person** and its status is **Draft**.

- **Log** – Lists the complete trail of actions performed on the hold request. This tab contains the following zone:
 - **Hold Request Log** – Displays the trail of actions performed on the particular hold request.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Hold Request Log** zone.

The **Add Hold Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Hold Request Information	Displays information about the hold request.	Not applicable
Log Details	Used to specify additional comments on the hold request.	Yes

5. Enter the comments in the **Log Details** field.

6. Click **Save**.

The log entry is added in the **Hold Request Log** zone.

Related Topics

For more information on...	See...
How to search for a hold request	Searching for a Hold Request on page 1146

Chapter 19

Delinquency Central

Topics:

- [Prerequisites](#)
- [Delinquency Central](#)
- [Search Overdue Process](#)
- [Overdue Events](#)
- [Searching for an Overdue Process](#)
- [Viewing Events of an Overdue Process](#)
- [Viewing the Overdue Process Details](#)
- [Overdue Process Information for Account: {Account ID}](#)

Oracle Revenue Management and Billing provides a complete overview of the overdue bills belonging to the delinquent accounts of a particular person using the **Delinquency Central**. User can review the overdue bills and perform following actions from the delinquency central:

- Initiate customer contact
- Initiate hold on overdue process
- Create payment arrangement for an account
- Create promise to pay for person's account

The Delinquency Central assists you in identifying all the overdue processes, overdue bills & delinquent accounts using an overdue monitoring process.

For more information on how to setup the delinquency central, see [Prerequisites](#) on page 1182.

Prerequisites

To setup delinquency central, you need to do the following:

- Define the required characteristic types where the characteristic entity is set to overdue event.
- Define the overdue event type and overdue process template in the system.
- Promise To Pay type defined in the application.
- Customer contact type defined in the application.
- Hold request type defined in the application.

Delinquency Central

The **Delinquency Central** screen allows you to:

- Search for an overdue process
- View the details of an overdue event
- View the details of an overdue process
- Create customer contact
- Create a hold request for an overdue process
- Create a payment arrangement for an account
- Create a promise to pay for a person's account

This screen consists of the following tab:

- **Main** – This tab contains the following two zones:
 - **Search Overdue Process** – Searches overdue processes using search criteria.
 - **Overdue Events** – Lists the overdue events with its details.

Search Overdue Process

The **Search Overdue Process** zone allows you to search for overdue processes using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for overdue processes using person, account, bill or overdue process. The valid values are: <ul style="list-style-type: none"> • Person • Account • Bill • Overdue Process 	No
<div style="border: 1px solid black; padding: 2px;"> Note: By default, the Person option is selected. </div>		

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Used to search for overdue processes which belong to a particular person. Note: This field appears only when you select the Person option from the Search By list.	No
Person Identifier Type	Used to search for overdue processes with a particular person identifier type. Note: This field appears only when you select the Person option from the Search By list.	Yes (Conditional) Note: If you enter the person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used to search for overdue processes with a specific value of the person identifier type. Note: This field appears only when you select the Person option from the Search By list.	Yes
Account ID	Used to search for overdue processes created for a particular account. Note: This field appears only when you select the Account option from the Search By list.	No
Account Identifier Type	Used to search for overdue processes with a particular account identifier type. Note: This field appears only when you select the Account option from the Search By list.	Yes (Conditional) Note: If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to search for overdue processes with a particular account identifier. Note: This field appears only when you select the Account option from the Search By list.	Yes
Bill ID	Used to search for overdue processes with a particular bill. Note: This field appears only when you select the Bill option from the Search By list.	No
Alternate Bill ID	Used to search for overdue processes using an alternate bill ID. Note: This field appears only when you select the Bill option from the Search By list.	No
Characteristic Type / Value	Used to search for overdue processes with a particular characteristic type and its value. Note: This field appears only when you select the Bill option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Overdue Process Template	Used to search for overdue processes with a particular overdue process template. Note: This field appears only when you select the Overdue Process option from the Search By list.	No
Start Date	Used to search for overdue processes with a particular start date. Note: This field appears only when you select the Overdue Process option from the Search By list.	Yes
End Date	Used to search overdue process with a particular end date. Note: This field appears only when you select the Overdue Process option from the Search By list.	Yes
Status	Used to search for overdue processes with a particular status. The valid values are: <ul style="list-style-type: none"> • Active • Inactive Note: This field appears only when you select the Overdue Process option from the Search By list.	No
On Hold	Used to search for overdue processes that are on hold. Note: This field appears only when you select the Overdue Process option from the Search By list.	No
Overdue Amount From	Used to search for overdue processes with a particular lower limit of the overdue amount. Note: This field appears only when you select the Overdue Process option from the Search By list.	No
To	Used to search for overdue processes with a particular higher limit of the overdue amount. Note: This field appears only when you select the Overdue Process option from the Search By list.	No
Characteristic Type / Value	Used to search for overdue processes with a particular characteristic type and value. Note: This field appears only when you select the Overdue Process option from the Search By list.	No

- In addition to above search parameters, the screen consists of following fields in the **Person Details** or **Account Details** section:

Column Name	Column Description
Main Customer	Displays the name of the main customer to whom the account belongs. Note: This field appears only when you select the Account option from the Search By list.
Person Name	Displays the name of the person to whom the account belongs. Note: This field appears only when you select the Person option from the Search By list.
Person Identifier Type	Displays the person identifier type. Note: This field appears only when you select the Person or Account option from the Search By list.
Person Identifier	Displays the value of the person identifier type. Note: This field appears only when you select the Person or Account option from the Search By list.
Account Identifier Type	Displays the account identifier type. Note: This field appears only when you select the Account option from the Search By list.
Account Identifier	Displays the value of the account identifier type. Note: This field appears only when you select the Account option from the Search By list.
Overdue	Displays whether the person account(s)/bill(s) are overdue. The valid values are: <ul style="list-style-type: none"> • Yes • No Note: This field appears only when you select the Person or Account option from the Search By list.
Number of Active Overdue processes	Displays the number of overdue processes linked to the person's account that are in active status. Note: This field appears only when you select the Person or Account option from the Search By list.
Number of Hold(s) on Account(s)	Displays the number of hold requests on the particular account.
Number of Overdue Bills	Displays the total number of bills that are overdue. Note: This field appears only when you select the Person or Account option from the Search By list.
Total Overdue Amount	Displays the total overdue amount for an account.
Last Payment Date	Displays date of the last payment made by the person. Note: This field appears only when you select the Person or Account option from the Search By list.

Column Name	Column Description
Last Payment Amount	Displays the amount last paid by the person. Note: This field appears only when you select the Person or Account option from the Search By list.
Number Of Payment Arrangements	Displays the number of payment arrangements for the person's account. Note: This field appears only when you select the Person or Account option from the Search By list.
Total Number of Overdue Process on Hold	Displays the total number of overdue process that are on hold. Note: This field appears only when you select the Person or Account option from the Search By list.
Number of Promise To Pay	Displays the number of promise to pay belonging to the person. Note: This field appears only when you select the Person or Account option from the Search By list.
Number of Broken Promise To Pay	Displays the total number of promise to pay that are broken. Note: This field appears only when you select the Person or Account option from the Search By list.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Overdue Process	Display additional information about the overdue process. Note: It has a link. On clicking the link, the Overdue Process screen appears with the details of the overdue process.
Overdue Process Template	Displays the template that was used to create overdue process's events.
Account Information	Display additional information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the account.
Person Information	Display additional information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the person.
Overdue Amount	Displays the overdue amount under that overdue process.
On Hold	Displays whether the overdue process is on hold.
Overdue Process Details	On clicking the View (🔍) icon, the Overdue Process Details screen appears where you can view details of the overdue process.

On clicking the **Broadcast** (📡) icon corresponding to the overdue process, the **Overdue Events** zone appears with the details of the respective overdue process.

Related Topics

For more information on...	See...
Overdue Events screen	Overdue Events on page 1187
How to search for an account	Searching for an Account
How to search for a bill	Searching for a Bill on page 1192
How to view events of an overdue process	Viewing Events of an Overdue Process on page 1188
How to view details of an overdue process	Viewing the Overdue Process Details on page 1188

Overdue Events

The **Overdue Events** zone displays the details of the events of the overdue process on the **Delinquency Central** screen.

Column Name	Column Description
Event	Displays information about the event of the overdue process.
Event Status	Displays the status of the event.
Dependency on Other Events	Displays whether the event is dependent on other events. The valid values are: <ul style="list-style-type: none"> No Yes
Trigger Date	Displays the trigger date of the event.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
How to view events of an overdue process	Viewing Events of an Overdue Process on page 1188

Searching for an Overdue Process**Prerequisites**

To search for an overdue process, you should have:

- Overdue process defined in the application.

Procedure

To search for an overdue process:

- Click the **Menu** link in the **Application** toolbar
- From the **Main** menu, select **Credits & Collection** and then click **Delinquency Central**.

The **Delinquency Central** screen appears.

- Enter the search criteria in the **Search Overdue Process** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search

criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of overdue processes that meet the search criteria appears.


Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
Search Overdue Process zone	Search Overdue Process on page 1182

Viewing Events of an Overdue Process

Procedure

To view events of an overdue process:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the overdue process whose event details you want to view.

The **Overdue Events** zone appears.

3. View the event details of the overdue process in the **Overdue Events** zone.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
Overdue Events screen	Overdue Events on page 1187
How to search for an overdue process	Searching for an Overdue Process on page 1187

Viewing the Overdue Process Details

Procedure

To view the details of an overdue process:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section, click the link in the **Overdue Process** column corresponding to the overdue process whose details you want to view.

The **Overdue Process** screen appears. It consists of the following tabs:

- **Main** – Displays the basic overdue process information.
- **Events** – Displays the events details of the overdue process.
- **Log** – This tab lists the complete trail of actions performed on the overdue process.

- View the event details of the overdue process in the **Overdue Process** screen.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
How to search for an overdue process	Searching for an Overdue Process on page 1187

Overdue Process Information for Account: {Account ID}

The **Overdue Process Information for Account: {Account ID}** screen allows you to view detail information of the account which is linked to the overdue process.

This screen consists of the following zones:

- [Person Information](#) on page 1189
- [Account Information](#) on page 1189
- [Customer Contact Details](#) on page 1190
- [Hold Details](#) on page 1190
- [Promise To Pay](#) on page 1190
- [Overdue Bills](#) on page 1191
- [Payment Arrangement](#) on page 1191

Person Information

The **Person Information** zone displays details of the person whose account is linked to the overdue process. This zone contains following columns:

Column Name	Column Description
Person Name	Displays the name of the person whose account is linked to the overdue process.
Phone Number	Displays the phone number of the person.
Address	Displays the address of the person.

Account Information

The **Account Information** zone displays details of account which is linked with the overdue process. This zone contains following columns:

Column Name	Column Description
Account ID	Displays the account ID.
Account Identifier Type	Displays the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Last Payment Date	Displays the date of the last payment made from the account linked to the overdue process.
Last Payment Amount	Displays the amount last paid from the account.

Customer Contact Details

The **Customer Contact Details** zone displays contact details of the customer whose account is linked to the overdue process. This zone contains following columns:

Column Name	Column Description
Customer Contact Information	Displays additional information about the customer contact. Note: It has a link. On clicking the link, the Customer Contact screen appears where you can view the details of the respective customer contact.
Contact Date/Time	Displays the date and time when the customer was contacted.

Promise To Pay

The **Promise To Pay** zone displays promise to pay created for an account which is linked to the overdue process. This zone contains following columns:

Column Name	Column Description
Promise To Pay Information	Displays additional information about the promise to pay. Note: It has a link. On clicking the link, the Promise To Pay screen appears where you can view the details of the promise to pay.
Scheduled Amount	Displays the amount to be paid on the Scheduled Date .
Scheduled Date	Displays the date when the payment is expected as per promise to pay.
Status	Displays the status of promise to pay.
Created By	Displays the user ID who has created the promise to pay.

Hold Details

The **Hold Details** zone displays details of the person whose account is linked to the overdue process. This zone contains following columns:

Column Name	Column Description
Hold Request Information	Displays additional information about the hold request. Note: It has a link. On clicking the link, the Hold Request screen appears where you can view the details of the hold request.
Status	Displays the status of the hold request.
Entity	Displays the hold request entity.
Entity Information	Displays the information about the entity on hold. Note: It has a link. On clicking the link, the Account, Bill or Person screen appears, where you can view details of the respective account, bill or person.
Start Date	Displays the date when the hold request is created.
End Date	Displays the end date of the hold request.

Overdue Bills

The **Overdue Bills** zone displays details of the overdue bills. This zone contains following columns:

Column Name	Column Description
Bill Information	Displays additional information about the bill. Note: It has a link. On clicking the link, the Bill screen appears where you can view the details of the respective bill.
Original Bill Amount	Displays the bill amount when the bill was generated.
Due Date	Displays the due date of the bill.
Overdue Amount	Displays the amount that is overdue in the bill.
Days Past Due	Displays the number of days past the after the bill date.

Payment Arrangement

The **Payment Arrangement** zone displays details of the payment arrangement created for an account which is linked to the overdue process. This zone contains following columns:

Column Name	Column Description
Contract Information	Displays information about the payment arrangement's contract. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Contract screen appears where you can view the details of the respective contract.
Payoff Balance	Displays the total amount to be paid against the payment arrangement's contract.
Arrange Amount	Displays the amount to be paid in installments as per the payment arrangement.
Number of Installments	Displays the number of installments which is used to calculate the Arrange Amount .

Search Bill

The **Search Bill** zone allows you to search for a bill. This zone contains the following fields:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person Name	Used to specify the name of the person for whom the bill is generated.	No
Person ID	Used to specify the person ID.	No
Bills of Persons in Hierarchy	Used to indicate whether you want to search for a bills generated against a person's hierarchy.	No
Bill Cycle	Used to indicate bills where a particular bill cycle is defined.	No
Bill Currency	Used to indicate the bill currency.	No

Field Name	Field Description	Mandatory (Yes or No)
Billing Method	Used to indicate the billing method. The valid values are: <ul style="list-style-type: none"> Ad-Hoc Billing Regular Billing 	No
Bill ID	Used to specify the bill ID.	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID.	No
Account ID	Used to indicate the account against which the bill is generated.	No
On or After Bill Date	Used to specify the date when the bill was completed.	No
Account Identifier Type	Used to search for bills where the account against which it is generated, a particular account identifier type is defined.	No
Account Identifier	Used to search for a bill generated against an account with a particular account identifier.	No

Note: You must specify at least one search criterion while searching for the bill.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Person Name	Displays the name of the person against whom the bill is generated.
Bill ID	Displays the bill ID.
Bill Status	Displays the status of the bill. The valid values are: <ul style="list-style-type: none"> Pending Complete
Bill Date	Displays the date when the bill was completed.
Due Date	Displays the due date of the bill.
Current Charges	Displays the bill amount.
Bill Information	Displays additional information about the bill.

Searching for a Bill

Procedure

To search for a bill:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Credits & Collections** and then click **Delinquency Central**.
The **Delinquency Central** screen appears.
3. Select the **Bill** option from the **Search By** list.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of bills that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
Search Bill zone	Search Bill on page 1191

Adding the Customer Contact Details

Procedure

To add customer contact details:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section , select the check box corresponding to the overdue process linked to the account for which you want to add the customer contact.

3. Click **Contact Customer**.

The **Customer Contact** screen appears.

4. Enter the required details.

The fields **Person ID**, **Contact Date/Time** and **User ID** are auto-populated.

5. Click **Save**.

The customer is contacted based on the value set for **Preferred Contact Method** field on the **Customer Contact** screen.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182

Creating a Hold Request for an Overdue Process

Procedure

To create a hold request for an overdue process:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section, select the check box corresponding to the overdue process whose bill/account you want to put on hold.
3. Click **Create Hold Request**.

The **Add Hold Request** screen appears.

4. Select the required hold request type from the respective field.
5. Click **OK**.

The **Hold Request** screen appears.

6. Enter the required details and then click **Save**.

The hold request is defined and the status of the hold request is set to **Draft**. The **Hold Request** screen appears with the details of the hold request.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
Hold Request screen	Hold Request on page 1143
How to search for an overdue process	Searching for an Overdue Process on page 1187

Creating a Payment Arrangement for an Overdue Process

Procedure

To create a payment arrangement for an overdue process:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section, select the check box corresponding to the overdue process for whose bill you want to create payment arrangement.
3. Click **Create Payment Arrangement**.

The **Payment Arrangement** screen appears with the payment arrangement details.

4. Enter the required details and then click **Save**.

The payment arrangement is created with the respective payment arrangement contract. The **Payment Arrangement** screen appears with the details of payment arrangement.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
How to search for an overdue process	Searching for an Overdue Process on page 1187

Defining a Promise To Pay for an Overdue Process

Procedure

To create a promise to pay for an overdue process:

1. Search for the overdue process in the **Delinquency Central** screen.
2. In the **Search Results** section, select the check box corresponding to the overdue process for whose account you want to create a promise to pay.

3. Click **Create Promise To Pay**.

The **Promise To Pay** screen appears with the promise to pay details.

4. Enter the required details and then click **Save**.

The promise to pay is created with its scheduled payment details.

Related Topics

For more information on...	See...
Delinquency Central screen	Delinquency Central on page 1182
Promise To Pay screen	Promise To Pay
How to search for an overdue process	Searching for an Overdue Process on page 1187

Chapter 20

Upload Request

Topics:

- [Upload Request \(Without Approval Workflow\) Status Transition](#)
- [Upload Request \(With Approval Workflow\) Status Transition](#)
- [Prerequisites](#)
- [Algorithms Used in C1-BillCycleUpdateUplReq](#)
- [Algorithms Used in C1-ContractRiderUpdateUplReq](#)
- [Algorithms Used in C1-HoldUploadRequest](#)
- [Algorithms Used in C1-RefundUploadRequest](#)
- [Algorithms Used in C1-WriteOffUploadRequest](#)
- [Algorithms Used in C1-BillableChargeUploadRequest](#)
- [Algorithms Used in C1-ReinstatementUploadRequest](#)
- [CSV File Format for Account Bill Cycle Upload Request](#)
- [CSV File Format for Contract Rider Upload Request](#)
- [CSV File Format for Billable Charge Upload](#)
- [CSV File Format for Hold Upload Request](#)
- [CSV File Format for Refund Request Upload](#)
- [CSV File Format for Write Off Request Upload](#)

Oracle Revenue Management and Billing provides a generic upload feature which enables you to upload various types of data. The system enables you to upload data for the following using the **Upload Request** feature:

- Billable Charge (Adhoc and Regular)
- Hold Request
- Refund Request
- Write Off Request
- Policy Reinstatement

It also enables you to update the following information:

- Contract rider of a contract
- Bill cycle of an account

While uploading data for the above supported entities, you need to specify the upload request type using which you want to upload the file. It is the upload request type which helps the system to determine:

- Whether the file must be approved by the approver before creating or updating the entities
- Which business object must be used for creating the upload request
- Which business object must be used for creating or updating entities through an upload request
- Which foreign key reference must be used for generating information string for the entity
- A set of fields using which you can search records uploaded through an upload request

Note: You can use the business object **Upload Request Type (C1-UplRequestType)** to create an upload request type for uploading the billable charge, hold request, refund request, write off request, bill cycle, and contract rider data.

You can upload a data file in the CSV format. You cannot upload data for more than one entity type through the same CSV file. For example, you cannot upload data for billable charges and hold requests using a single CSV file. An upload request of the specified upload request type is created when the file is successfully uploaded in the system. You can track a file through an upload request.

Once an upload request is created, the status of the upload request is set to **Draft**. The status of each record uploaded through an upload request is set to **Pending**.

- [CSV File Format for Reinstatement Upload Request](#)
- [Upload Request Type](#)
- [Upload Request](#)
- [Upload Request](#)

However, if the mandatory data is not available or data required for deriving mandatory data is incorrect in the record, the status of record is set to **Invalid**. You can then edit, delete, or validate the upload request. During the validation process, the system and custom validations (if any) are executed. The status of each record is changed to **Valid** or **Invalid** depending on whether the record was validated successfully or not.

Once the upload request is validated, you can either cancel or submit the upload request for further processing. On submitting an upload request, the system checks whether the number of valid records in the uploaded file exceed the online record process limit defined in the Defer Upload Request algorithm. If the number of valid records in the uploaded file does not exceed the online record process limit, the system creates or updates the entities in the real time (i.e. immediately). However, if the number of valid records in the uploaded file exceeds the online record process limit, the system creates or updates the entities in the deferred mode (i.e. when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked).

You can optionally configure the system to use the approval workflow process for an upload request. If the **Approval Required** flag is set to **Yes** in an upload request type, then on submitting the respective upload request, the approval workflow process creates a To Do for the approver to review the upload request. Once the approver approves the upload request, the system checks whether the number of valid records in the uploaded file exceed the online record process limit defined in the Defer Upload Request algorithm. If the number of valid records in the uploaded file does not exceed the online record process limit, the system creates or updates the entities in the real time (i.e. immediately). However, if the number of valid records in the uploaded file exceeds the online record process limit, the system creates or updates the entities in the deferred mode (i.e. when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked. However, if the approver rejects the upload request, the status of the upload request is set to **Rejected**.

During the upload process, an upload request goes through various statuses in its lifecycle. Note that the lifecycle of an upload request is driven by the business object using which the upload request is created. In this release, we have shipped the following upload request business objects:

- Update Bill Cycle Upload Request (C1-BillCycleUpdateUplReq)
- Billable Charge Upload Request (C1-BillableChargeUploadRequest)
- Update Contract Rider Upload Request (C1-ContractRiderUpdateUplReq)
- Hold Request Upload Request (C1-HoldUploadRequest)
- Refund Request Upload Request (C1-RefundUploadRequest)
- Write Off Request Upload Request (C1-WriteOffUploadRequest)
- Reinstatement Upload Request (C1-ReinstatementUploadRequest)

During the upload request process, an upload request creation goes through various statuses in its lifecycle. For more information about the upload request statuses, see [Upload Request \(Without Approval Workflow\) Status Transition](#) on page 1200 and [Upload Request \(With Approval Workflow\) Status Transition](#) on page 1201.

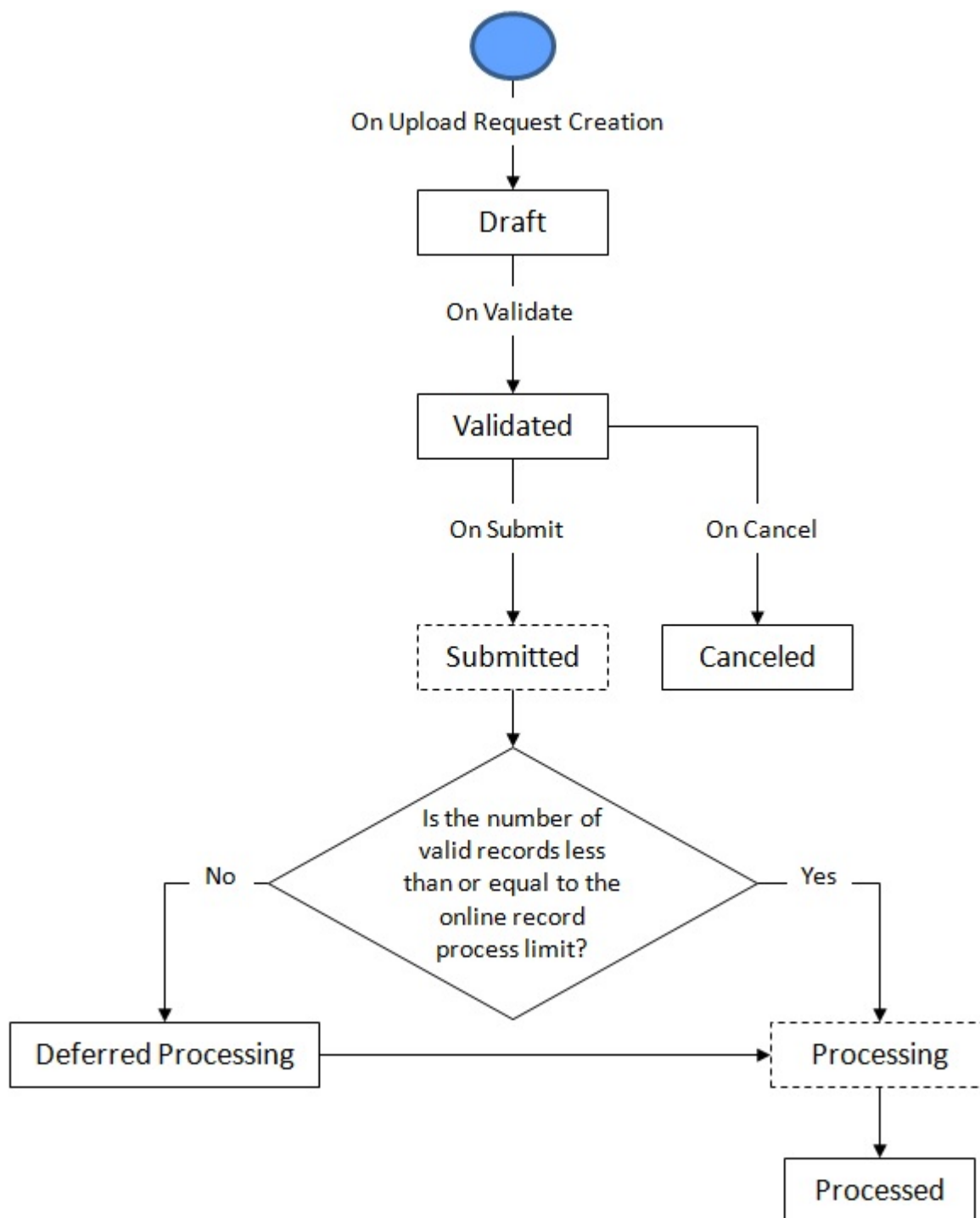
Note: The lifecycle of an upload request creation is driven by the respective business object using which the request is created. The upload request feature

explained in this document is articulated based on the lifecycle and logic defined in the business objects.

For more information on how to setup the upload request process, see [Prerequisites](#) on page 1202.

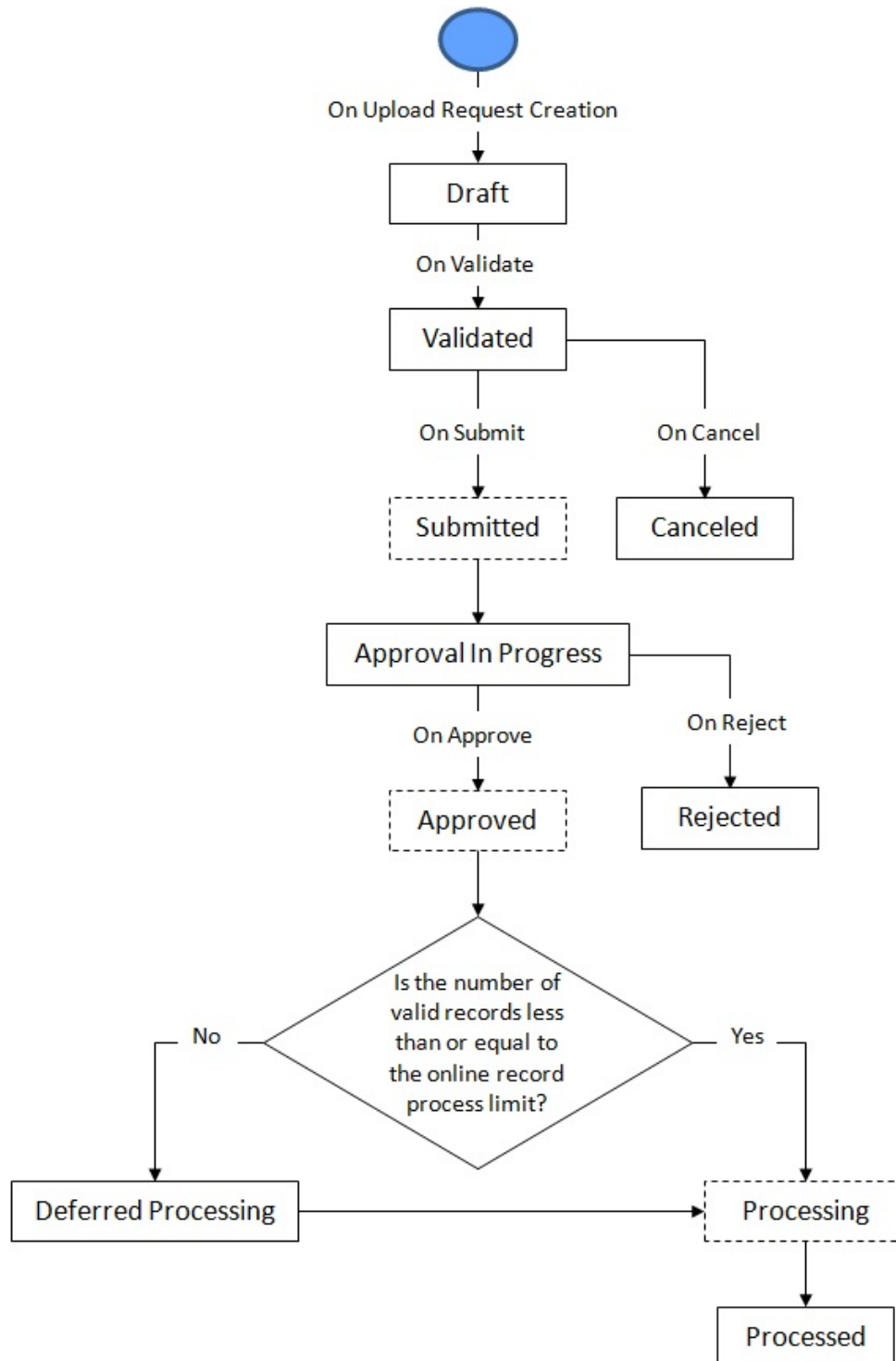
Upload Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how an upload request moves from one status to another when the approval workflow is off:



Upload Request (With Approval Workflow) Status Transition

The following figure graphically indicates how an upload request moves from one status to another when the approval workflow is on:



Prerequisites

To setup the upload request process, you need to do the following:

- Define the required upload request types in the system.
- Define the required characteristic types where the characteristic entity is set to **Upload Request Type**.
- Define the required characteristic types where the characteristic entity is set to **Upload Request**.
- Define the values for the following parameters in the **C1-REN-VALID** algorithm:
 - Policy Status after Processing Reinstatement Upload Request
 - Policy Reinstatement Status for Reason Verification
- Define the value for the **Online Record Process Limit** parameter in the **C1-DEFERUPLD** algorithm.
- Define the value for the **Policy Status after Processing Reinstatement Upload Request** parameter in the **C1-REN-PROC** algorithm.
- Assign the **C1-BCUUR** To Do type to a To Do role whose users must receive the To Do for approving a bill cycle update upload request.
- Assign the **C1-CRUUR** To Do type to a To Do role whose users must receive the To Do for approving a contract rider update upload request.
- Assign the **C1-HLDUR** To Do type to a To Do role whose users must receive the To Do for approving a hold upload request.
- Assign the **C1-REFUR** To Do type to a To Do role whose users must receive the To Do for approving a refund upload request.
- Assign the **C1-WOUR** To Do type to a To Do role whose users must receive the To Do for approving a write off upload request.
- Assign the **C1-BCUR** To Do type to a To Do role whose users must receive the To Do for approving a billable charge upload request.
- Assign the **C1-RPUR** To Do type to a To Do role whose users must receive the To Do for approving a reinstatement upload request.
- Set the batch control type of the **Upload Request Periodic Monitor (C1-UPLRQ)** batch to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

Algorithms Used in C1-BillCycleUpdateUpIReq

The following table lists the algorithms which are used in the lifecycle of the **C1-BillCycleUpdateUpIReq** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-BCU-DERIV	C1-BCU-DERIV	<p>This algorithm reads the data in the BO_DATA_AREA column of the C1_UPL_REQUEST table and accordingly inserts the records in the C1_UPLOAD_REQ_DTLS table. In addition, the status of each record in the C1_UPLOAD_REQ_DTLS table is set to Pending.</p> <p>It derives the account ID using the account identifier type and account identifier combination whenever the account ID is not specified in the record. Once the account ID is derived, the corresponding record is updated in the C1_UPLOAD_REQ_DTLS table. If the system could not derive the account ID using the account identifier type and account identifier combination, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Validated	Enter	C1-BCU-VALID	C1-BCU-VALID	<p>This algorithm is invoked when the user clicks the Validate button. It validates the records which are in the Pending status. It checks whether the account ID and bill cycle specified in the record are valid. If the account ID and bill cycle are valid and if the bill cycle is associated with the division to which the account belongs, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Valid.</p> <p>If the account ID is invalid, it derives the account ID using the account identifier type and account identifier combination and updates the record accordingly. In addition, it changes the status of the record in the C1_UPLOAD_REQ_DTLS table to Valid. However, if the system could not derive the account ID using the account identifier type and account identifier combination, or if the bill cycle is invalid, or if the bill cycle is not associated with the division to which the account belongs, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p> <p>It also checks whether there are two or more records with the same account ID. If so, it validates and changes the status of one record to Valid and the status of the remaining records is changed to Invalid.</p>
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress . However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	This algorithm is invoked when the status of the upload request is changed to Submitted or Approved . It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing . However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing . It contains the following parameter: <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	This algorithm is invoked when the status of the upload request is changed to Submitted or Approved . It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing . However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing . It contains the following parameter: <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters: <ul style="list-style-type: none"> • Next Status • Next Transition Condition At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

Status	System Event	Algorithm	Algorithm Type	Description
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Processing	Enter	C1-BCU-PROC	C1-BCU-PROC	<p>This algorithm fetches a list of records which are in the Valid status. For each valid record, the system reads the account ID and bill cycle, and updates the bill cycle information of the account using the entity business object defined in the upload request type. If the record is successfully processed, the status of the record is changed to Processed. However, if the record could not be processed successfully due to any reason, the status of the record is changed to Error. Finally, the status of the upload request is changed to Processed.</p>
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Algorithms Used in C1-ContractRiderUpdateUplReq

The following table lists the algorithms which are used in the lifecycle of the **C1-ContractRiderUpdateUplReq** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-CR-DERIV	C1-CR-DERIV	<p>This algorithm reads the data in the BO_DATA_AREA column of the C1_UPL_REQUEST table and accordingly inserts the records in the C1_UPLOAD_REQ_DTLS table. In addition, the status of each record in the C1_UPLOAD_REQ_DTLS table is set to Pending.</p> <p>It derives the account ID using the account identifier type and account identifier combination whenever the account ID is not specified in the record. Once the account ID is derived, the corresponding record is updated in the C1_UPLOAD_REQ_DTLS table. If the system could not derive the account ID using the account identifier type and account identifier combination, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Validated	Enter	C1-CR-VALID	C1-CR-VALID	<p>This algorithm is invoked when the user clicks the Validate button. It validates the records which are in the Pending status. It checks whether the account ID, contract ID, contract type, and bill factor specified in the record are valid. If the account ID, contract ID, contract type, and bill factor are valid, if the specified contract belongs to the account, and if the Contract Rider Applicability flag on the bill factor is set to Y, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Valid.</p> <p>If the account ID is invalid, it derives the account ID using the account identifier type and account identifier combination and updates the record accordingly. In addition, it changes the status of the record in the C1_UPLOAD_REQ_DTLS table to Valid. However, if the system could not derive the account ID using the account identifier type and account identifier combination, or if the bill factor is invalid, or if the specified contract does not belong to the account, or if the Contract Rider Applicability flag on the bill factor is set to N, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p> <p>It also checks whether there are two or more records with the same account ID and contract type combination. If so, it validates and changes the status of one record to Valid and the status of the remaining records is changed to Invalid.</p>
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	<p>This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress. However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	<p>This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Enter	C1-CR-PROC	C1-CR-PROC	This algorithm fetches a list of records which are in the Valid status. For each valid record, the system reads the account ID and contract ID, and updates the contract rider information of the contract using the entity business object defined in the upload request type. If the contract ID is not specified in the record, then the system derives the active contract of the specified contract type on the account, and then updates the contract rider information of the contract. If the record is successfully processed, the status of the record is changed to Processed . However, if the record could not be processed successfully due to any reason, the status of the record is changed to Error . Finally, the status of the upload request is changed to Processed .
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters: <ul style="list-style-type: none"> • Next Status • Next Transition Condition At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

Algorithms Used in C1-HoldUploadRequest

The following table lists the algorithms which are used in the lifecycle of the **C1-HoldUploadRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-HLD-DERIV	C1-HLD-DERIV	<p>This algorithm reads the data in the BO_DATA_AREA column of the C1_UPL_REQUEST table and accordingly inserts the records in the C1_UPLOAD_REQ_DTLS table. In addition, the status of each record in the C1_UPLOAD_REQ_DTLS table is set to Pending.</p> <p>If the hold entity is ACCT and the entity ID is not specified in the record, it derives the account ID using the account identifier type and account identifier combination. Similarly, if the hold entity is PERS and the entity ID is not specified in the record, it derives the person ID using the person identifier type and person identifier combination. Once the account ID or person ID is derived, the corresponding record is updated in the C1_UPLOAD_REQ_DTLS table. If the system could not derive the account ID using the account identifier type and account identifier combination or if the system could not derive the person ID using the person identifier type and person identifier combination, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Validated	Enter	C1-HLD-VALID	C1-HLD-VALID	<p>This algorithm is invoked when the user clicks the Validate button. It validates the records which are in the Pending status. It checks whether the data provided for creating a hold request is valid. If the entity ID and hold data are valid, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Valid.</p> <p>If the hold entity is ACCT and the entity ID is invalid, it derives the account ID using the account identifier type and account identifier combination and updates the record accordingly. Similarly, if the hold entity is PERS and the entity ID is invalid, it derives the person ID using the person identifier type and person identifier combination and updates the record accordingly. In addition, it changes the status of the record in the C1_UPLOAD_REQ_DTLS table to Valid. However, if the system could not derive the account ID using the account identifier type and account identifier combination, or if the system could not derive the person ID using the person identifier type and person identifier combination, or if the hold data is invalid, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p>
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	<p>This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress. However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	<p>This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Enter	C1-HLD-PROC	C1-HLD-PROC	<p>This algorithm fetches a list of records which are in the Valid status. For each valid record with a unique combination of the hold request type, start date, end date, hold reason, hold entity, hold entity start date, hold entity end date, comments, hold process details, and hold characteristic details, it creates one hold request using the entity business object defined in the upload request type. However, if there are multiple entity IDs with the same combination, all are added in the same hold request. The hold request is created in the Draft status and then transitioned to Submit.</p> <p>From the Submit status, the status of the hold request is either changed to Approval In Progress or Active depending on whether the Approval Required flag is set to Yes. If the number of bills of the entities which are kept on hold through the hold request does not exceed the defer processing count (defined in the hold request type), the status of the hold request is changed to Active. However, if the number of bills of the entities which are kept on hold through the hold request exceeds the defer processing count, the status of the hold request is changed to Deferred Processing. If the record is successfully processed, the status of the record is changed to Processed. However, if the record could not be processed successfully due to any reason, the status of the record is changed to Error. Finally, the status of the upload request is changed to Processed.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Algorithms Used in C1-RefundUploadRequest

The following table lists the algorithms which are used in the lifecycle of the **C1-RefundUploadRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Validated	Enter	C1-RF-VALID	C1-RF-VALID	This algorithm validates the data uploaded in an upload request for creating refund requests before the request is submitted for processing.
Draft	Enter	C1-RF-DERIV	C1-RF-DERIV	This algorithm reads the BO_DATA_AREA in the request's primary table, derives additional data that is required for creating refund requests and inserts the records in C1_UPLOAD_REQ_DTLS table.
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress . However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	<p>This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Processing	Enter	C1-RF-PROC	C1-RF-PROC	<p>This algorithm fetches the list of records that are in Valid status for a given request ID and invokes the entity business object for creating the refund requests. If successfully processed, then the record status will be updated to Processed, otherwise the record status will be updated to Error and error details will be logged in the exception table.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Algorithms Used in C1-WriteOffUploadRequest

The following table lists the algorithms which are used in the lifecycle of the **C1-WriteOffUploadRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-WO-DERIV	C1-WO-DERIV	This algorithm reads the BO_DATA_AREA in the request's primary table, derives additional data that is required for creating write off requests and inserts the records in C1_UPLOAD_REQ_DTLS table.
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress . However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	<p>This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Processing	Enter	C1-WO-PROC	C1-WO-PROC	<p>This algorithm fetches the list of records that are in Valid status for a given request ID and invokes the entity business object for creating the write off requests. If successfully processed, then the record status will be updated to Processed, otherwise the record status will be updated to Error and error details will be logged in the exception table.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Algorithms Used in C1-BillableChargeUploadRequest

The following table lists the algorithms which are used in the lifecycle of the **C1-BillableChargeUploadRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-CRTUPLDTL	C1-CRTUPLDTL	<p>This algorithm reads the data in the BO_DATA_AREA column of the C1_UPL_REQUEST table and accordingly inserts the records in the C1_UPLOAD_REQ_DTLS table. In addition, the status of each record in the C1_UPLOAD_REQ_DTLS table is set to Pending.</p>
Draft	Enter	C1-BC-DERIV	C1-BC-DERIV	<p>This algorithm reads the BO_DATA_AREA in the request's primary table, derives additional data that is required for creating billable charges and inserts the records in C1_UPLOAD_REQ_DTLS table.</p>
Validated	Enter	C1-BC-VALID	C1-BC-VALID	<p>This algorithm validates the data upload in an upload request for creating billable charges before the request is submitted for processing.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress . However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	This algorithm is invoked when the status of the upload request is changed to Submitted or Approved . It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing . However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing . It contains the following parameter: <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters: <ul style="list-style-type: none"> • Next Status • Next Transition Condition At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit <ul style="list-style-type: none"> – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Processing	Enter	C1-BC-PROC	C1-BC-PROC	<p>This algorithm fetches the list of records that are in Valid status for a given request ID and invokes the entity business object for creating billable charge on the contract. If successfully created, then the record status will be updated to Processed, otherwise the record status will be updated to Error and error details will be logged in the exception table.</p>
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Algorithms Used in C1-ReinstatementUploadRequest

The following table lists the algorithms which are used in the lifecycle of the **C1-ReinstatementUploadRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Enter	C1-CRTUPLDTL	C1-CRTUPLDTL	This algorithm reads the data in the BO_DATA_AREA column of the C1_UPL_REQUEST table and accordingly inserts the records in the C1_UPLOAD_REQ_DTLS table. In addition, the status of each record in the C1_UPLOAD_REQ_DTLS table is set to Pending .
Draft	Enter	C1-REN-DERIV	C1-REN-DERIV	This algorithm reads the data in the BO_DATA_AREA column of the C1_UPLOAD_REQ_DTLS table and then derives the policy ID using the source system and policy number combination whenever the policy ID is not specified in the record. Once the policy ID is derived, the corresponding record is updated in the C1_UPLOAD_REQ_DTLS table. If the system could not derive the policy ID using the source system and policy number combination, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid .

Status	System Event	Algorithm	Algorithm Type	Description
Validated	Enter	C1-REN-VALID	C1-REN-VALID	<p>This algorithm is invoked when the user clicks the Validate button. It validates the records which are in the Pending status. It checks whether the policy ID and reinstatement reason specified in the record is valid. If the policy ID and reinstatement reason are valid, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Valid.</p> <p>If the policy ID is invalid, it derives the policy ID using the source system and policy number combination and updates the record accordingly. In addition, it changes the status of the record in the C1_UPLOAD_REQ_DTLS table to Valid. However, if the system could not derive the policy ID using the source system and policy number combination, or if the reinstatement reason is invalid, the status of the record in the C1_UPLOAD_REQ_DTLS table is changed to Invalid.</p> <p>It also checks whether there are two or more policies with the same policy ID. If so, it validates and changes the status of one record to Valid and the status of the remaining records is changed to Invalid. It contains the following parameters:</p> <ul style="list-style-type: none"> • Policy Status after Processing Reinstatement Upload Request – Used to specify the status to which you want to transition the policy when the reinstatement upload request is processed. • Policy Reinstatement Status for Reason Verification – Used to validate the reinstatement reason. The reason should be a valid reason for the specified status.

Status	System Event	Algorithm	Algorithm Type	Description
Submitted	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Submitted	Enter	C1-UPLSUBENT	C1-UPLSUBENT	<p>This algorithm is invoked when the user clicks the Submit button. It checks whether the approval is required for the upload request. If the approval is required for an upload request, the status of the upload request is changed to Approval In Progress. However, if the approval is not required for an upload request, the status of the upload request remains in the Submitted status.</p>
Submitted	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).
Approval In Progress	Enter	C1-UPLAPPENT	C1-UPLAPPENT	<p>This algorithm creates a To Do using the To Do type specified in the upload request type. The To Do is sent to the appropriate users with the To Do role which is specified in the upload request type. In addition, a log entry is added when a To Do is created using the To Do type.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-UPLAPPEXT	C1-UPLAPPEXT	This algorithm checks whether the approver is associated with the approval To Do role specified in the upload request type. If not, it does not allow the approver to approve or reject the upload request. In addition, it does not allow the submitter to approve or reject the upload request.
Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the Exclude To Do Entries From Auto Completion characteristic is defined for the business object, then the system does not automatically complete the respective To Do entry.
Approved	Enter	C1-DEFERUPLD	C1-DEFERUPLD	<p>This algorithm is invoked when the status of the upload request is changed to Submitted or Approved. It checks whether the upload request must be processed in the real time (i.e. immediately) or in the deferred mode (i.e. in the background). If the number of valid records in the upload request does not exceed the online record process limit, the system changes the status of the upload request to Processing. However, if the number of valid records in the upload request exceeds the online record process limit, the system changes the status of the upload request to Deferred Processing.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Online Record Process Limit – Used to indicate the maximum number of valid records you can process in the real time (i.e. immediately).

Status	System Event	Algorithm	Algorithm Type	Description
Approved	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Deferred Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm transitions the current status to the specified status. You can specify the status to which you want the business object to transition in the following parameters:</p> <ul style="list-style-type: none"> • Next Status • Next Transition Condition <p>At a time, you can specify value for either the Next Status or Next Transition Condition parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Processing	Enter	C1-REN-PROC	C1-REN-PROC	<p>This algorithm fetches a list of records which are in the Valid status. For each valid record, the system reads the policy ID and reinstatement reason, and reinstates the policy using the entity business object defined in the upload request type. On reinstating the policy, the status of the policy is changed as mentioned in this algorithm. If the record is successfully processed, the status of the record is changed to Processed. However, if the record could not be processed successfully due to any reason, the status of the record is changed to Error. Finally, the status of the upload request is changed to Processed.</p> <p>It contains the following parameter:</p> <ul style="list-style-type: none"> • Policy Status after Processing Reinstatement Upload Request - Used to specify the status to which you want to transition the policy when the reinstatement upload request is processed.

CSV File Format for Account Bill Cycle Upload Request

Before uploading the account bill cycle file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the account ID is not specified.
Account Identifier	Used to specify the identifier of the account whose bill cycle you want to update.	Yes (Conditional) Note: This data is required when the account ID is not specified.
Account ID	Used to indicate the account whose bill cycle you want to update. Note: If you do not specify the account ID, the system derives the account ID using the account identifier type and account identifier combination.	No
Bill Cycle	Used to specify the bill cycle. Note: You must specify a valid bill cycle which is associated with the division to which the account belongs.	Yes

CSV File Format for Contract Rider Upload Request

Before uploading a contract rider file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the account ID and contract ID are not specified.
Account Identifier	Used to specify the identifier of the account whose contract you want to update.	Yes (Conditional) Note: This data is required when the account ID and contract ID are not specified.
Account ID	Used to indicate the account whose contract you want to update.	Yes (Conditional) Note: This data is required when the account identifier type, account identifier, and contract ID are not specified.
Contract Type	Used to indicate the type of the contract whose details you want to update. Note: You must specify a contract type which already exists in the system.	Yes (Conditional) Note: This data is required when the contract ID is not specified.
Contract ID	Used to indicate the contract whose contract rider information you want to update. Note: If you do not specify the contract ID, the system derives the active contract using the account ID and contract type combination.	No
Start Date	Used to specify the date from when the bill factor is effective for the contract. Note: The start date cannot be later than the end date.	Yes
End Date	Used to specify the date till when the bill factor is effective for the contract. Note: The end date cannot be earlier than the start date.	No
Bill Factor	Used to specify the bill factor. Note: You must specify a valid bill factor where the Contract Rider Applicability flag is set to Y .	Yes

CSV File Format for Billable Charge Upload

Before uploading a billable charge file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the Account ID is not specified.
Account Identifier	Used to specify the account identifier of the account for which you want to create the billable charge.	Yes (Conditional) Note: This data is required when the Account ID is not specified.
Account ID	Used to specify the account for which you want to create the billable charge.	Yes (Conditional) Note: This data is required when the Account Identifier Type and Account Identifier is not specified.
Contract ID	Used to specify the contract against which you want to create the billable charge.	Yes (Conditional) Note: This data is required when you want to create the billable charge against a specific contract on the account. If this data is not specified then billable charge is created against a contract with highest priority.
Start Date	Used to specify the start date of billable charge.	Yes
End Date	Used to specify the end date of billable charge.	Yes
Charge Type	Used to specify the charge type for which you want to create a billable charge.	No
Description On Bill	Used to specify description for a billable charge.	Yes
Recurring Flag	Used to indicate whether recurring bill segments must be created at the intervals defined in the bill period or at the set policy invoice frequency. The valid values are: <ul style="list-style-type: none"> • BP • FR 	Yes (Conditional) Note: This data is required if Frequency or Bill Period is specified.
Frequency	Used to specify the invoice frequency at which the recurring bill segments must be created.	Yes (Conditional) Note: This data is required if Recurring Flag is FR.

Column Name	Description	Mandatory (Yes or No)
Bill Period	Used to specify the bill period that you want to use for specifying the intervals at which the recurring bill segments must be created.	Yes (Conditional) Note: This data is required if Recurring Flag is BP.
Bill After	Used to specify the date after which the bill must be generated for the billable charge.	No
Adhoc Bill	Used to indicate whether the billable charge should be considered during adhoc or regular billing.	No
Description on Bill1, Description on Bill2,, Description on Bill5	Used to specify description for the billable charge lines.	Yes (Conditional) Note: This data is required when the charge amount is specified.
Currency1, Currency2,, Currency5	Used to specify the currency in which the amount is charged. Note: If you specify a currency other than the account's invoice currency, the system will do the currency conversion if the appropriate exchange rate is available in the system.	Yes (Conditional) Note: This data is required when the charge amount is specified.
Amount1, Amount2,, Amount5	Used to specify the charge amount.	Yes (Conditional) Note: This data is required when the description on bill or currency is specified.
Show On Bill1, Show on Bill2,, Show On Bill5	Used to indicate whether the charge should appear on the person's printed bill or not. The valid values are: <ul style="list-style-type: none"> • true • false Note: By default, the value will be set to true if the column does not contain any value.	No
Summary1, Summary2,, Summary5	Used to indicate whether the charge should be included in the summary line or not. The valid value are: <ul style="list-style-type: none"> • true • false Note: By default, the value will be set to true if the column does not contain any value.	No
Memo Only1, Memo Only2,, Memo Only5	Used to indicate whether the charge should be included in the bill amount or not. The valid values are: <ul style="list-style-type: none"> • true • false Note: By default, the value will be set to false if the column does not contain any value.	No

Column Name	Description	Mandatory (Yes or No)
GL Distribution Code1, GL Distribution Code2,, GL distribution Code5	Used to specify the distribution code which indicates the GL account associated with the charge.	Yes (Conditional) Note: This data is required when false is specified in the Memo Only column corresponding to the bill line description.
Price Item	Used to specify the price item code.	Yes (Conditional) Note: This data is required when Variance Parameter or, Price Item Parameter and Price Item Parameter Value is specified.
Variance Parameter	Used to indicate the variance that must be used along with the price item for determining the price item pricing.	Yes (Conditional) Note: This data is required when Price Item is specified and Price Item Parameter and Price Item Parameter Value are not specified.
Price Item Parameter1, Price Item Parameter2,, Price Item Parameter15	Used to indicate the price item parameter that must be used along with the price item for determining the price item pricing. Note: If the data in these columns will be used for price item parameter mapping, you must not use the equal to (=) and tilde (~) symbols in these columns.	Yes (Conditional) Note: This data is required when Price Item is specified and Variance Parameter is not specified.
Price Item Parameter Value1, Price Item Parameter Value2,, Price Item Parameter Value15	Used to specify the parameter value. Note: If the data in these columns will be used for price item parameter mapping, you must not use the equal to (=) and tilde (~) symbols in these columns.	Yes (Conditional) Note: This data is required when Price Item is specified and Variance Parameter is not specified.
SQI1, SQI2,, SQI5	Used to indicate the service quantity identifier that must be used for calculating the price item charges.	Yes (Conditional) Note: This data is required when the service quantity is specified.
SQI Value1, SQI Value2,, SQI Value5	Used to specify the number of units of the service quantity.	Yes (Conditional) Note: This data is required when the SQI is specified.
Effective Date1, Effective Date2,, Effective Date20	Used to indicate the effective date of the characteristics.	Yes (Conditional) Note: This data is required when Char Type or Char Val is specified.

Column Name	Description	Mandatory (Yes or No)
Char Type1, Char Type2,, Char Type20	Used to indicate the characteristic that must be defined for the billable charge.	Yes (Conditional) Note: This data is required when Effective Date or Char Val is specified.
Char Value1, Char Value2,, Char Value20	Used to specify the value of the characteristic type.	Yes (Conditional) Note: This data is required when Effective Date or Char Type is specified.

CSV File Format for Hold Upload Request

Before uploading a hold request file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Hold Request Type	Used to specify the hold request type. Note: You must specify a valid hold request type which is in the Active status.	Yes
Start Date	Used to specify the date from when the hold request is effective. Note: The hold request start date cannot be later than the hold request end date.	Yes
End Date	Used to specify the date till when the hold request is effective. Note: The hold request end date cannot be earlier than the hold request start date.	Yes
Hold Reason	Used to indicate the reason why you want to hold the entity. Note: The hold reason must exist in the HOLD_REASON_FLG lookup field and its status must be Active .	Yes
Hold Entity	Used to indicate the type of the entity for which you want to create the hold request. The valid values are: <ul style="list-style-type: none"> • ACCT • BILL • PERS 	Yes
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the hold entity is ACCT and the entity ID is not specified.

Column Name	Description	Mandatory (Yes or No)
Account Identifier	Used to specify the identifier of the account for which you want to create the hold request.	Yes (Conditional) Note: This data is required when the hold entity is ACCT and the entity ID is not specified.
Person Identifier Type	Used to specify the person identifier type.	Yes (Conditional) Note: This data is required when the hold entity is PERS and the entity ID is not specified.
Person Identifier	Used to specify the identifier of the person for which you want to create the hold request.	Yes (Conditional) Note: This data is required when the hold entity is PERS and the entity ID is not specified.
Hold Entity ID	Used to specify the entity ID. Note: If the hold entity is ACCT , you must specify the account ID in this field. If the hold entity is PERS , you must specify the person ID in this field. And, if the hold entity is BILL , you must specify the bill ID in this field. If you do not specify the account ID, the system derives the account ID using the account identifier type and account identifier combination. Similarly, if you do not specify the person ID, the system derives the person ID using the person identifier type and person identifier combination.	Yes (Conditional) Note: This data is required when the hold entity is BILL .
Comments	Used to specify additional information about the hold request.	No
Hold Entity Start Date	Used to specify the date from when you want to hold the entity. Note: The hold entity start date must be between the hold request start and end dates and between at least one process's start and end dates. The hold entity start date cannot be later than the hold entity end date.	Yes

Column Name	Description	Mandatory (Yes or No)
Hold Entity End Date	<p>Used to specify the date till when you want to hold the entity.</p> <div data-bbox="495 289 1118 499" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The hold entity end date must be between hold request start and end dates and between the process's start and end dates.</p> <p>The hold entity end date cannot be earlier than the hold entity start date.</p> </div>	No
Hold Funding	<p>Used to indicate whether you want to hold the funding process for the entity. The valid values are:</p> <ul style="list-style-type: none"> • Y • N <div data-bbox="495 701 1118 768" style="border: 1px solid black; padding: 5px;"> <p>Note: You can hold the funding process only when the hold entity is PERS or BILL.</p> </div>	No
Hold Funding Start Date	<p>Used to specify the date from when you want to hold the funding process.</p> <div data-bbox="495 877 1118 1087" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The hold funding start date must be between the hold request start and end dates.</p> <p>The hold funding start date cannot be later than the hold funding end date.</p> </div>	<p>Yes (Conditional)</p> <div data-bbox="1138 846 1463 940" style="border: 1px solid black; padding: 5px;"> <p>Note: This data is required when the funding process must be kept on hold.</p> </div>
Hold Funding End Date	<p>Used to specify the date till when you want to hold the funding process.</p> <div data-bbox="495 1192 1118 1402" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The hold funding end date must be between the hold request start and end dates.</p> <p>The hold funding end date cannot be earlier than the hold funding start date.</p> </div>	No
Hold Overdue	<p>Used to indicate whether you want to hold the overdue process for the entity. The valid values are:</p> <ul style="list-style-type: none"> • Y • N 	No
Hold Overdue Start Date	<p>Used to specify the date from when you want to hold the overdue process.</p> <div data-bbox="495 1696 1118 1906" style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The hold overdue start date must be between the hold request start and end dates.</p> <p>The hold overdue start date cannot be later than the hold overdue end date.</p> </div>	<p>Yes (Conditional)</p> <div data-bbox="1138 1669 1463 1764" style="border: 1px solid black; padding: 5px;"> <p>Note: This data is required when the overdue process must be kept on hold.</p> </div>

Column Name	Description	Mandatory (Yes or No)
Hold Overdue End Date	Used to specify the date till when you want to hold the overdue process. Note: The hold overdue end date must be between the hold request start and end dates. The hold overdue end date cannot be earlier than the hold overdue start date.	No
Hold Bill Generation	Used to indicate whether you want to hold the bill generation process for the entity. The valid values are: <ul style="list-style-type: none"> • Y • N 	No
Hold Bill Generation Start Date	Used to specify the date from when you want to hold the bill generation process. Note: The hold bill generation start date must be between the hold request start and end dates. The hold bill generation start date cannot be later than the hold bill generation end date.	Yes (Conditional) Note: This data is required when the bill generation process must be kept on hold.
Hold Bill Generation End Date	Used to specify the date till when you want to hold the bill generation process. Note: The hold bill generation end date must be between the hold request start and end dates. The hold bill generation end date cannot be earlier than the hold bill generation start date.	No
Hold Auto Pay	Used to indicate whether you want to hold the automatic payment process for the entity. The valid values are: <ul style="list-style-type: none"> • Y • N 	No
Hold Autopay Start Date	Used to specify the date from when you want to hold the automatic payment process. Note: The hold autopay start date must be between the hold request start and end dates. The hold autopay start date cannot be later than the hold autopay end date.	Yes (Conditional) Note: This data is required when the automatic payment process must be kept on hold.

Column Name	Description	Mandatory (Yes or No)
Hold Autopay End Date	Used to specify the date till when you want to hold the automatic payment process. Note: The hold autopay end date must be between the hold request start and end dates. The hold autopay end date cannot be earlier than the hold autopay start date.	No
Effective Date1, Effective Date2,, Effective Date5	Used to specify the date from when the characteristic is effective for the hold request.	Yes (Conditional) Note: This data is required when the characteristic type or characteristic value is specified.
Char Type1, Char Type2,, Char Type5	Used to indicate the characteristic that must be defined for the hold request. Note: You must specify a characteristic type where the characteristic entity is set to Hold Request .	Yes (Conditional) Note: This data is required when the effective date or characteristic value is specified.
Char Val1, Char Val2,, Char Val5	Used to specify the value for the characteristic type.	Yes (Conditional) Note: This data is required when the effective date or characteristic type is specified.

CSV File Format for Refund Request Upload

Before uploading a refund request file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Refund Request Type	Used to specify the refund request type.	Yes
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the Account ID is not specified.
Account Identifier	Used to specify the account identifier of the account for which you want to create the refund request.	Yes (Conditional) Note: This data is required when the Account ID is not specified.

Column Name	Description	Mandatory (Yes or No)
Account ID	Used to specify the account for which you want to create the refund request.	Yes (Conditional) Note: This data is required when the Account Identifier Type and Account Identifier are not specified.
Entity Type	Used to specify the entity type.	Yes
Entity ID	Used to specify the entity ID.	Yes
Adjustment Type	Used to specify the adjustment type using which the refund adjustments are created.	No
Refund Amount	Used to specify the amount that you want to refund.	Yes
Comments	Used to specify the comments which are added on the refund request.	No
Effective Date1, Effective Date2,, Effective Date5	Used to indicate the effective date of the characteristics.	Yes (Conditional) Note: This data is required when Char Type or Char Val is specified.
Char Type1, Char Type2,, Char Type5	Used to indicate the characteristic that must be defined for the refund request.	Yes (Conditional) Note: This data is required when Effective Date or Char Val is specified.
Char Val1, Char Val2,, Char Val5	Used to specify the value of the characteristic type.	Yes (Conditional) Note: This data is required when Effective Date or Char Type is specified.

CSV File Format for Write Off Request Upload

Before uploading a write off request file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Write Off Request Type	Used to specify the write off request type.	Yes
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) Note: This data is required when the Account ID is not specified.
Account Identifier	Used to specify the account identifier of the account for which you want to create the write off request.	Yes (Conditional) Note: This data is required when the Account ID is not specified.

Column Name	Description	Mandatory (Yes or No)
Account ID	Used to specify the account for which you want to create the write off request.	Yes (Conditional) Note: This data is required when the Account Identifier Type and Account Identifier are not specified.
Entity Type	Used to specify the entity type.	Yes
Entity ID	Used to specify the entity ID.	Yes
Adjustment Type	Used to specify the adjustment type using which the write off adjustments are created.	No
Write Off Amount	Used to specify the amount that you want to write off.	Yes
Comments	Used to specify the comments which are added on the write off request.	No
Effective Date1, Effective Date2,, Effective Date5	Used to indicate the effective date of the characteristics.	Yes (Conditional) Note: This data is required when Char Type or Char Val is specified.
Char Type1, Char Type2,, Char Type5	Used to indicate the characteristic that must be defined for the write off request.	Yes (Conditional) Note: This data is required when Effective Date or Char Val is specified.
Char Val1, Char Val2,, Char Val5	Used to specify the value of the characteristic type.	Yes (Conditional) Note: This data is required when Effective Date or Char Type is specified.

CSV File Format for Reinstatement Upload Request

Before uploading a policy reinstatement file, you need to ensure that the CSV file contains the following columns:

Column Name	Description	Mandatory (Yes or No)
Policy ID	Used to indicate the policy which you want to reinstate. Note: If you do not specify the policy ID, the system derives the policy ID using the source system and policy number combination.	No
Source System	Used to indicate the external system from where the policy is originated.	Yes (Conditional) Note: This data is required when the policy ID is not specified.

Column Name	Description	Mandatory (Yes or No)
Policy Number	Used to indicate the policy number.	Yes (Conditional) Note: This data is required when the policy ID is not specified.
Reinstatement Reason	Used to indicate the reason why you want to reinstate the policy. Note: You must specify a reason which is defined for the status specified in the Policy Reinstatement Status for Reason Verification parameter of the C1-REN-VALID algorithm.	Yes

Upload Request Type

Oracle Revenue Management and Billing allows you to define an upload request type using which you can upload a file. An upload request of the specified upload request type is created on uploading the file. It is the upload request type which helps the system to understand how to process the file. If you upload a file which exceeds the maximum file size, the system will not allow you to upload the file.

The **Adjustment Upload Request Type (C1-AdjRequestType)** business object is used for the maintenance of upload request types for uploading CSV data. Configurations like upload file size, approval workflow can be configured using this object. If you are going to upload adjustment data files using an upload request type, you need to specify the match types (using which the adjustments must be created) in the upload request type. At present, the following two match types are shipped with the product:

- Contract
- Contract Type

You can also define custom match types, if required. You must use the **ADJ_MATCH_TYPE** lookup field to add a new match type. You need to attach an algorithm to each match type to determine the contract against which the adjustment must be created. At present, the following algorithm types and sample algorithms are shipped with the product:

Match Type	Algorithm Type	Sample Algorithm	Algorithm Description
Contract	C1-MTCIALG	C1-MTCIALG	This algorithm fetches contract ID for each adjustment record where the match type is set to Contract (CONT) .
Contract Type	C1-MTCTALG	C1-MTCTALG	This algorithm fetches contract ID based on the contract type and account ID for each adjustment record where the match type is set to Contract Type (CNTY) . If there are multiple active contracts of the specified contract type on the account, the contract ID with the latest start date will be fetched.

The **Upload Request Type (C1-UplRequestType)** business object will be used for the maintenance of upload request types for uploading CSV data. Configurations like upload file size, approval workflow can be configured using this object. The system enables you to upload data for the following using the **Upload Request** feature:

- Billable Charge (Adhoc and Regular)
- Hold Request
- Refund Request

- Write Off Request
- Policy Reinstatement

It also enables you to update the following information:

- Contract rider of a contract
- Bill cycle of an account

It is the upload request type which helps the system to determine:

- Whether the file must be approved by the approver before creating or updating the entities
- Which business object must be used for creating the upload request
- Which business object must be used for creating or updating entities through an upload request
- Which foreign key reference must be used for generating information string for the entity
- A set of fields using which you can search records uploaded through an upload request





You can also define custom algorithm types and algorithms, if required. The **Upload Request Type** screen allows you to define, edit, copy, and delete an upload request type. This screen consists of the following zones:

- [Upload Request Type List](#) on page 1251
- [Upload Request Type](#) on page 1252

Parent topic: [Upload Request](#) on page 1197

Upload Request Type List

The **Upload Request Type List** zone lists upload request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Upload Request Type	Displays the upload request type.
Description	Displays the description of the upload request type.
Edit	On clicking the Edit () icon, the Upload Request Type screen appears where you can edit the details of the upload request type.
Duplicate	On clicking the Duplicate () icon, the Upload Request Type screen appears where you can define an upload request type using an existing upload request type.
Delete	On clicking the Delete () icon, you can delete the upload request type. Note: You can delete an upload request type only when you have not uploaded a file (i.e. created an upload request) using the upload request type.
Mapping	On clicking the Mapping () icon, the mapping screen appears where you can map the columns of CSV file with the upload request type.

On clicking the **Broadcast** () icon corresponding to an upload request type, the **Upload Request Type** zone appears with the details of the respective upload request type.

Related Topics

For more information on...	See...
How to define an upload request type	Defining an Upload Request Type on page 1255

For more information on...	See...
How to define characteristics for an upload request type	Defining Characteristics for an Upload Request Type on page 1259
How to edit an upload request type	Editing an Upload Request Type on page 1260
How to copy an upload request type	Copying an Upload Request Type on page 1264
How to delete an upload request type	Deleting an Upload Request Type on page 1264
How to map an upload request type	Mapping an Upload Request Type on page 1268
How to view the details of an upload request type	Viewing the Upload Request Type Details on page 1269

Upload Request Type

The **Upload Request Type** zone displays the details of the upload request type. This zone contains the following sections:

- **Main** – This section provides basic information about the upload request type. It contains the following fields:

Field Name	Field Description
Upload Request Type	Displays the upload request type.
Upload Request Business Object	Indicates the business object that will be used to create the upload request. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the upload request type.
Detailed Description	Displays additional information about the upload request type.
Status	Indicates the status of the upload request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive
File Size (KB)	Displays the maximum size of file (in kilobytes) that you can upload using the upload request type. If you upload a file which exceeds the maximum file size, the system will not allow you to upload the file. Note: This field appears only when you create upload request type using Adjustment Upload Request Type business object.

Field Name	Field Description
Defer Algorithm	<p>Indicates the algorithm that will be triggered when you create entities (for example, adjustments) or approve the uploaded file (for example, adjustment data file). This algorithm checks whether the number of records in the uploaded file exceeds the online record process limit. If the number of records in the uploaded file does not exceed the online record process limit, the system creates the entities in the real time (i.e. immediately). However, if the number of records in the uploaded file exceeds the online record process limit, the system creates the entities (for example, adjustments) in the real time (i.e. immediately). However, if the number of records in the uploaded file exceeds the online record process limit, the system creates the entities (for example, adjustments) in the deferred mode.</p> <p>Note: This field appears only when you create upload request type using Adjustment Upload Request Type business object. It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm. In Upload Request Type, online and deferred mode is used for processing the file if approval is not required. The defer algorithm is invoked if the number of records to be processed on the respective business object is more than the count specified on the algorithm then the status for number of records is changed from Validated to Deferred Processing else the status is changed to Processed.</p>
Approval Required	Indicates whether approval is required for a file which is uploaded using the upload request type.
Approval To Do Type	<p>Indicates that the To Do entry of the specified To Do type must be created when you submit the upload request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected. It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p>
Approval To Do Role	<p>Indicates that users with the specified To Do role can only approve or reject the upload request submitted for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected. On selecting the To Do Type, the To Do Roles configured on the To Do Type is populated. It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p>

Field Name	Field Description
FK Reference	<p>Indicates the foreign key reference which specifies the created upload request type.</p> <p>Note: This field appears only when you create upload request type using Upload Request Type business object. It has a link. On clicking the link, the Foreign Key Reference screen appears with the details of the respective foreign key.</p>

In addition, this section has the following columns:

Column Name	Column Description
Match Type	<p>Indicates the match type using which the adjustments must be created when you upload a file using the upload request type. The valid values are:</p> <ul style="list-style-type: none"> Contract Contract Type <p>Note: The Match Type column is displayed for Adjustment Upload Request Business Object.</p>
Algorithm	<p>Indicates the algorithm that will be triggered when you upload an adjustment data file. This algorithm determines the contract against which the adjustment must be created.</p> <p>Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm. The Algorithm column is displayed for Adjustment Upload Request Business Object.</p>

- **Characteristics** – This section lists the characteristics defined for the upload request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the upload request type.
Delete	<p>Used to delete the upload request type.</p> <p>Note: You can delete an upload request type only when you have not uploaded a file (i.e. created an upload request) using the upload request type.</p>
Duplicate	Used to create a new upload request type using an existing upload request type.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the upload request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Upload Request Type** zone does not appear in the **Upload Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to an upload request type in the **Upload Request Type List** zone.

Related Topics

For more information on...	See...
How to define an upload request type	Defining an Upload Request Type on page 1255
How to define characteristics for an upload request type	Defining Characteristics for an Upload Request Type on page 1259
How to edit an upload request type	Editing an Upload Request Type on page 1260
How to copy an upload request type	Copying an Upload Request Type on page 1264
How to delete an upload request type	Deleting an Upload Request Type on page 1264
How to map an upload request type	Mapping an Upload Request Type on page 1268
How to view the details of an upload request type	Viewing the Upload Request Type Details on page 1269

Defining an Upload Request Type

Prerequisites

To define an upload request type, you should have:

- Upload request business objects defined in the application
- Defer algorithm for adjustment is defined using the **C1-UPLDEFEVL** algorithm type
- Defer algorithm for upload is defined using the **C1-DEFERUPLD** algorithm type
- Algorithm defined using the **C1-MTCIALG** algorithm type when you want to create adjustment using the Contract match type
- **C1-ADJUP** To Do type assigned to a To Do role whose users must receive To Do entries generated while submitting an adjustment upload request for approval
- **C1-UPLAPPENT** To Do type assigned to a To Do role whose users must receive To Do generated while submitting an upload request for approval

Procedure

To define an upload request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Upload Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type Business Object	Used to indicate the business object that you want to use to create the upload request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Upload Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple upload request type business objects defined in the application. If there is only one upload request type business object defined in the application, the **Upload Request Type** screen appears.


4. Select the required upload request type business object from the respective field.
5. Click **OK**.




The **Upload Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the upload request type.
- **Characteristics** – Used to define characteristics for the upload request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to specify the upload request type.	Yes
Upload Request Type Business Object	Indicates the upload request type business object used while defining the upload request type.	Not applicable
Upload Request Business Object	Used to indicate the business object that you want to use while creating the upload request.	Yes
Description	Used to specify the description for the upload request type.	Yes
Detailed Description	Used to specify additional information about the upload request type.	No
Status	Used to indicate the status of the upload request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
File Size (KB)	Used to specify the maximum size of file (in kilobytes) that you can upload using the upload request type. If you upload a file which exceeds the maximum file size, the system will not allow you to upload the file. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: This field appears when Adjustment Upload Request Type business object is selected.</p> </div>	Yes


Field Name	Field Description	Mandatory (Yes or No)
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you create entities (for example, adjustments) or approve the uploaded file (for example, adjustment data file). This algorithm checks whether the number of records in the uploaded file exceeds the online record process limit (defined in the Defer algorithm). If the number of records in the uploaded file does not exceed the online record process limit, the system creates the entities (for example, adjustments) in the real time (i.e. immediately). However, if the number of records in the uploaded file exceeds the online record process limit, the system creates the entities (for example, adjustments) in the deferred mode.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>Deferred mode means in the background when the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked. You can configure the Upload Request Periodic Monitor (C1-UPLRQ) batch such that it is executed at regular intervals. When the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked, the system checks whether there are any upload requests in the Deferred status. If there is an upload request in the Deferred status, the system creates the entities (for example, adjustments).</p> <p>This field appears when Adjustment Upload Request Type business object is selected.</p> <p>In Upload Request Type, online and deferred mode is used for processing the file if approval is not required. The defer algorithm is invoked if the number of records to be processed on the respective business object is more than the count specified on the algorithm then the status for number of records is changed from Validated to Deferred Processing else the status is changed to Processed.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Entity Business Object	Used to indicate for creating Business Object of the entity using the upload request type. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Business Object Search window appears. This field appears when Upload Request Type business object is selected.	No
Approval Required	Used to indicate whether approval is required for a file which is uploaded using the upload request type.	No
Approval To Do Type	Used to indicate that To Do entry of the specified To Do type must be created when you submit the upload request for approval. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the upload request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
FK Reference	Used to indicate the FK Reference code to display the entity information. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Foreign Key Search window appears. This field appears when Upload Request Type business object is selected.	No

In addition, this section contains the following fields in the grid:


Note: This field appears when **Adjustment Upload Request Type** business object is selected.



Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to create adjustments when you upload a file using the upload request type. The valid values are: <ul style="list-style-type: none"> Contract Contract Type 	Yes (Conditional) Note: This field is required when you select the Adjustment Upload Request option from the Upload Request Business Object list.

Field Name	Field Description	Mandatory (Yes or No)
Algorithm	Used to attach an algorithm that will be triggered when you upload an adjustment data file. This algorithm determines the contract against which the adjustment must be created. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	Yes (Conditional) Note: This field is required when you select the match type from the respective field.

6. Enter the required details.

Note:

You can search for an algorithm by clicking the **Search**  icon corresponding to the respective field.

If you want to associate more than one match type with the upload request type, click the **Add**  icon and then specify the details. However, if you want to remove a match type from the upload request type, click the **Delete**  icon corresponding to the match type.

7. Define characteristics for the upload request type, if required.
8. Click **Save**.

The upload request type is defined.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
How to define characteristics for an upload request type	Defining Characteristics for an Upload Request Type on page 1259

Defining Characteristics for an Upload Request Type

Prerequisites

To define characteristics for an upload request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to Upload Request Type)

Procedure


To define characteristics for an upload request type:


1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying an upload request type.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Upload Request Type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the upload request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the upload request type.

- Enter the required details.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the upload request type, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the upload request type, click the **Delete**  icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define an upload request type	Defining an Upload Request Type on page 1255
How to edit an upload request type	Editing an Upload Request Type on page 1260
How to copy an upload request type	Copying an Upload Request Type on page 1264

Editing an Upload Request Type

Prerequisites

To edit an upload request type, you should have:

- Upload request business objects defined in the application
- Defer algorithm for adjustment is defined using the **C1-UPLDEFEVL** algorithm type
- Defer algorithm for upload is defined using the **C1-DEFERUPLD** algorithm type
- Algorithm defined using the **C1-MTCIALG** algorithm type when you want to create adjustment using the Contract match type
- Algorithm defined using the **C1-MTCTALG** algorithm type when you want to create adjustment using the Contract Type match type
- C1-ADJUP** To Do type assigned to a To Do role whose users must receive To Do entries generated while submitting an adjustment upload request for approval

- **C1-UPLAPPENT** To Do type assigned to a To Do role whose users must receive To Do generated while submitting an upload request for approval

Procedure

To edit an upload request type:



1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
3. In the **Upload Request Type List** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the upload request type whose details you want to edit.


The **Upload Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the upload request type.
- **Characteristics** – Used to define characteristics for the upload request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Displays the upload request type.	Not applicable
Upload Request Type Business Object	Indicates the upload request type business object used while defining the upload request type.	Not applicable
Upload Request Business Object	Used to specify the business object that you want to use while creating the upload request.	Yes
Description	Used to specify the description for the upload request type.	Yes
Detailed Description	Used to specify additional information about the upload request type.	No
Status	Used to indicate the status of the upload request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
File Size (KB)	Used to specify the maximum size of file (in kilobytes) that you can upload using the upload request type. If you upload a file which exceeds the maximum file size, the system will not allow you to upload the file. Note: This field appears when the business object is Adjustment Upload Request Type .	Yes

Field Name	Field Description	Mandatory (Yes or No)
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you create entities (for example, adjustments) or approve the uploaded file (for example, adjustment data file). This algorithm checks whether the number of records in the uploaded file exceeds the online record process limit (defined in the Defer algorithm). If the number of records in the uploaded file does not exceed the online record process limit, the system creates the entities (for example, adjustments) in the real time (i.e. immediately). However, if the number of records in the uploaded file exceeds the online record process limit, the system creates the entities (for example, adjustments) in the deferred mode.</p> <div data-bbox="662 701 1174 1199" style="border: 1px solid black; padding: 5px;"> <p>Note: Deferred mode means in the background when the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked. You can configure the Upload Request Periodic Monitor (C1-UPLRQ) batch such that it is executed at regular intervals. When the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked, the system checks whether there are any upload requests in the Deferred status. If there is an upload request in the Deferred status, the system creates the entities (for example, adjustments). This field appears when the business object is Adjustment Upload Request Type.</p> </div>	Yes
Entity Business Object	<p>Used to indicate for creating Business Object of the entity using the upload request type.</p> <div data-bbox="662 1310 1174 1451" style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Business Object Search window appears.</p> </div>	No
Approval Required	<p>Used to indicate whether approval is required for a file which is uploaded using the upload request type.</p>	No
Approval To Do Type	<p>Used to indicate that To Do entry of the specified To Do type must be created when you submit the upload request for approval.</p> <div data-bbox="662 1703 1174 1843" style="border: 1px solid black; padding: 5px;"> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.</p> </div>	<p>Yes (Conditional)</p> <div data-bbox="1196 1640 1463 1766" style="border: 1px solid black; padding: 5px;"> <p>Note: This field is required when the Approval Required check box is selected.</p> </div>

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the upload request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
FK Reference	Used to indicate the FK Reference code to display the entity information. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Foreign Key Search window appears. This field appears when the business object is Upload Request Type .	No

In addition, this section contains the following fields in the grid:


Note: The below section appears when the business object is **Adjustment Upload Request Type**.



Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to create adjustments when you upload a file using the upload request type. The valid values are: <ul style="list-style-type: none"> Contract Contract Type 	Yes (Conditional) Note: This field is required when you select the Adjustment Upload Request option from the Upload Request Business Object list.
Algorithm	Used to attach an algorithm that will be triggered when you upload an adjustment data file. This algorithm determines the contract against which the adjustment must be created.	Yes (Conditional) Note: This field is required when you select the match type from the respective field.

Tip: Alternatively, you can click the **Edit** button in the **Upload Request Type** zone to edit the details of the upload request type.

4. Modify the required details.

Note:

You can search for an algorithm by clicking the **Search**  icon corresponding to the respective field.

If you want to associate more than one match type with the upload request type, click the **Add**  icon and then specify the details. However, if you want to remove a match type from the upload request type, click the **Delete**  icon corresponding to the match type.

5. Define, edit, or remove characteristics from the upload request type, if required.

6. Click **Save**.

The changes made to the upload request type are saved.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
Upload Request Type zone	Upload Request Type on page 1252
How to define characteristics for an upload request type	Defining Characteristics for an Upload Request Type on page 1259

Deleting an Upload Request Type**Procedure**

To delete an upload request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
3. In the **Upload Request Type List** zone, click the **Delete** (🗑) icon in the **Delete** column corresponding to the upload request type that you want to delete.

A message appears confirming whether you want to delete the upload request type.

Note: You can delete an upload request type only when you have not uploaded a file (i.e. created an upload request) using the upload request type.

Tip: Alternatively, you can click the **Delete** button in the **Upload Request Type** zone to delete the upload request type.

4. Click **OK**.
The upload request type is deleted.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
Upload Request Type zone	Upload Request Type on page 1252

Copying an Upload Request Type

Instead of creating an upload request type from scratch, you can create a new upload request type using an existing upload request type. This is possible through copying an upload request type. On copying an upload request type, the details including the match types (only for adjustments) and characteristics are copied to the new upload request type. You can then edit the details, if required.


Prerequisites

To copy an upload request type, you should have:

- Upload request type (whose copy you want to create) defined in the application
- Upload request business objects defined in the application
- Defer algorithm defined using the **C1-UPLDEFEVL** algorithm type
- Defer algorithm for upload is defined using the **C1-DEFERUPLD** algorithm type
- Algorithm defined using the **C1-MTCIALG** algorithm type when you want to create adjustment using the Contract match type
- Algorithm defined using the **C1-MTCTALG** algorithm type when you want to create adjustment using the Contract Type match type
- **C1-ADJUP** To Do type assigned to a To Do role whose users must receive To Do entries generated while submitting an upload request for approval
- **C1-UPLAPPENT** To Do type assigned to a To Do role whose users must receive To Do generated while submitting an upload request for approval

Procedure

To copy an upload request type:


1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
3. In the **Upload Request Type List** zone, click the **Duplicate**  icon in the **Duplicate** column corresponding to the upload request type whose copy you want to create.

The **Upload Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the upload request type.
- **Characteristics** – Used to define characteristics for the upload request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to specify the upload request type.	Yes
Upload Request Type Business Object	Indicates the upload request type business object used while defining the upload request type (whose copy you want to create).	Not applicable
Upload Request Business Object	Used to specify the business object that you want to use while creating the upload request.	Yes
Description	Used to specify the description for the upload request type.	Yes
Detailed Description	Used to specify additional information about the upload request type.	No
Status	Used to indicate the status of the upload request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

Field Name	Field Description	Mandatory (Yes or No)
File Size (KB)	<p>Used to specify the maximum size of file (in kilobytes) that you can upload using the upload request type. If you upload a file which exceeds the maximum file size, the system will not allow you to upload the file.</p> <p>Note: This field appears when the business object is Adjustment Upload Request Type.</p>	Yes
Defer Algorithm	<p>Used to attach an algorithm that will be triggered when you create entities (for example, adjustments) or approve the uploaded file (for example, adjustment data file). This algorithm checks whether the number of records in the uploaded file exceeds the online record process limit (defined in the Defer algorithm). If the number of records in the uploaded file does not exceed the online record process limit, the system creates the entities (for example, adjustments) in the real time (i.e. immediately). However, if the number of records in the uploaded file exceeds the online record process limit, the system creates the entities (for example, adjustments) in the deferred mode.</p> <p>Note: Deferred mode means in the background when the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked. You can configure the Upload Request Periodic Monitor (C1-UPLRQ) batch such that it is executed at regular intervals. When the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked, the system checks whether there are any upload requests in the Deferred status. If there is an upload request in the Deferred status, the system creates the entities (for example, adjustments). This field appears when the business object is Adjustment Upload Request Type.</p>	Yes
Entity Business Object	<p>Used to indicate to create the copy of Business Object of the entity using the upload request type.</p> <p>Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Business Object Search window appears. This field appears when the business object is Upload Request Type.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Approval Required	Used to indicate whether approval is required for a file which is uploaded using the upload request type.	No
Approval To Do Type	Used to indicate that To Do entry of the specified To Do type must be created when you submit the upload request for approval. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the upload request submitted for approval.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
FK Reference	Used to indicate the FK Reference code to display the entity information. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Foreign Key Search window appears. This field appears when the business object is Upload Request Type .	No

In addition, this section contains the following fields in the grid:

Note: The below section appears when the business object is **Adjustment Upload Request Type**.



Field Name	Field Description	Mandatory (Yes or No)
Match Type	Used to indicate the match type using which you want to create adjustments when you upload a file using the upload request type. The valid values are: <ul style="list-style-type: none"> Contract Contract Type 	Yes (Conditional) Note: This field is required when you select the Adjustment Upload Request option from the Upload Request Business Object list.
Algorithm	Used to attach an algorithm that will be triggered when you upload an adjustment data file. This algorithm determines the contract against which the adjustment must be created.	Yes (Conditional) Note: This field is required when you select the match type from the respective field.

Tip: Alternatively, you can click the **Duplicate** button in the **Upload Request Type** zone to create a copy of the upload request type.

4. Enter the required details.

Note:

You can search for an algorithm by clicking the **Search**  icon corresponding to the respective field.

If you want to associate more than one match type with the upload request type, click the **Add**  icon and then specify the details. However, if you want to remove a match type from the upload request type, click the **Delete**  icon corresponding to the match type.

5. Define, edit, or remove characteristics from the upload request type, if required.
6. Click **Save**.

The new upload request type is defined.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
Upload Request Type zone	Upload Request Type on page 1252
How to define characteristics for an upload request type	Defining Characteristics for an Upload Request Type on page 1259

Mapping an Upload Request Type

Prerequisites


To map an upload request type, you should have:

- Upload request type (whose columns you want to map with the CSV file) defined in the application
- Upload request business objects defined in the application

Note: Once an upload request type is used for creating an upload request, then mapping for the same cannot be edited. Duplicating the upload request type will not duplicate the mapping data. You have to add the mapping details manually after duplicating an upload request type.

Procedure

To map an upload request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
3. In the **Upload Request Type List** zone, click the **Mapping**  icon in the **Mapping** column corresponding to the upload request type whose columns you want to map with the CSV file.

The **Upload Request Type Mapping** screen appears. It contains the following field:

Note: The **Mapping** icon is applicable only for upload request type created using **Upload Request Type (C1-UplRequestType)** business object, and it is not applicable for upload request type created using **Adjustment Upload Request Type (C1-AdjRequestType)** business object.

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Indicates the upload request type.	Not applicable

The **Upload Request Type Mapping** screen also contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
CSV Column Header	Used to specify the rows correspond to the columns in CSV file.	Yes (Conditional) Note: This column is required when you search the Data Records zone in the Upload Request screen.
Use for Searching	Used to indicate whether the defined CSV Column Header is searchable or not. Note: Upto 10 rows can be selected as searchable rows.	Yes (Conditional) Note: This column is required to be selected to be shown in the Data Records zone in the Upload Request screen
Sequence Number	Used to specify the sequence of the searchable fields. Note: Searchable rows should have sequence less than or equal to 10.	Yes (Conditional) Note: This column is required to be selected to be shown sequentially in the Data Records zone in the Upload Request screen

- Enter the required details.

Note: If you want to add more than one column names mapped to the upload request type, click the **Add** (+) icon and then specify the details. However, if you want to remove a column name mapped to the upload request type, click the **Delete** (🗑️) icon corresponding to the column header.

- Click **Save**.

The columns are mapped to the CSV files for upload request type.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
Upload Request Type zone	Upload Request Type on page 1252

Viewing the Upload Request Type Details

Procedure

To view the details of an upload request type:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **U** and then click **Upload Request Type**.
A sub-menu appears.
- Click the **Search** option from the **Upload Request Type** sub-menu.
The **Upload Request Type** screen appears.

- In the **Upload Request Type List** zone, click the **Broadcast**  icon corresponding to the upload request type whose details you want to view.

The **Upload Request Type** zone appears.

- View the details of the upload request type in the **Upload Request Type** zone.

Related Topics

For more information on...	See...
Upload Request Type screen	Upload Request Type on page 1250
Upload Request Type List zone	Upload Request Type List on page 1251
Upload Request Type zone	Upload Request Type on page 1252

Upload Request

The **Upload Request** screen allows you to upload, validate and process the transaction data. Through this screen, you can navigate to the following screen:

- [Upload Request](#) on page 1275

This screen consists of the following zone:

- [Search Upload Request](#) on page 1270

Search Upload Request

The **Search Upload Request** zone allows you to search for a upload request using various search criteria. This zone contains the following two sections:

- Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for an upload request using Request Details .	Yes
Upload Date From	Used to search upload requests which are created from a particular date.	No
To	Used to search upload requests which are created till a particular date.	No
Status	Used to search upload requests with a particular status. The valid values are: <ul style="list-style-type: none"> Approval In Progress Canceled Deferred Processing Draft Processed Rejected Validated 	No

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to search upload requests which are created using a particular upload request type.	No
User ID	Used to search upload requests which are created by a particular user.	No
Upload Request ID	Used to search a particular upload request.	No
File Name	Used to search a particular file name.	No

Note: You must specify at least one search criterion while searching for an upload request.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Upload Date	Displays the date and time when the upload request was created in the system.
Payment Request Information	Displays information about the upload request. Note: It has a link. On clicking the link, the Upload Request screen appears with the details of the respective upload request.
Status	Indicates the status of the upload request. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Canceled • Deferred Processing • Draft • Processed • Rejected • Validated
Upload Request Type	Displays the upload request type using which the upload request is created.
Entity Business Object	Displays the business object code of the entity.
File Name	Displays the uploaded file name.
Total Records	Displays the total number of records in the uploaded csv file.
Created By	Indicates the user who has created the upload request.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
How to view the details of an upload request	Viewing the Upload Request Details on page 1272
How to create an upload request	Creating an Upload Request on page 1273
How to define characteristics for an upload request	Defining Characteristics for an Upload Request on page 1274

Searching for an Upload Request

Prerequisites

To search for an upload request, you should have:

- Upload request types defined in the application

Procedure

To search for an upload request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Tools** and then click **Upload Request**.
A sub-menu appears.
3. Click the **Search** option from the **Upload Request** sub-menu.
The **Upload Request** screen appears.
4. Enter the search criteria in the **Search Upload Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of upload requests that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Upload Request screen	Upload Request on page 1270
Search Upload Request zone	Search Upload Request on page 1270

Viewing the Upload Request Details

Procedure

To view the details of an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request whose details you want to view.

The **Upload Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following two zones:
 - **Upload Request** – Displays the details of the upload request.
 - **Data Records** – Lists the details of data records uploaded in the csv file.
 - **Log** – This tab lists the complete trail of actions performed on the upload request.
3. View the details of the upload request in the **Upload Request** zone.

- View the data records in the csv file of the upload request in the **Data Records** zone.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276
Data Records zone	Data Records on page 1278

Creating an Upload Request

Prerequisites

To define an upload request type, you should have:

- Upload request types defined in the application

Procedure

To create an upload request:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Tools** and then click **Upload Request**.
A sub-menu appears.
- Click the **Add** option from the **Upload Request** sub-menu.

The **Select Upload Request Type** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Used to indicate the upload request type that you want to use to create the upload request.	Yes

Tip: Alternatively, you can access the **Select Upload Request Type** screen by clicking the **Upload** button in the **Page Title** area of the **Upload Request** screen.

Note: The **Select Upload Request Type** screen appears only when there are multiple upload request types defined in the application. If there is only one upload request type defined in the application, then **Upload Request** screen appears for that particular upload request type.

- Select the required upload request type from the respective field.
- Click **OK**.

The **Upload Request** screen appears for the selected upload request type. It contains the following sections:

- Main** – Used to specify basic details about the upload request.
- Characteristics** – Used to define characteristics for the upload request.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Indicates the upload request type.	No

Field Name	Field Description	Mandatory (Yes or No)
File Name	Used to choose the csv file to be uploaded.	Yes
Replace Existing File	Used to specify whether existing file with same name has to be replaced.	No
Comments	Used to specify additional information about the upload request.	No

6. Enter the required details.
7. Define characteristics for the upload request, if required.
8. Click **Save**.

The upload request is created.

Related Topics

For more information on...	See...
Upload Request screen	Upload Request on page 1270
Search Upload Request zone	Search Upload Request on page 1270
How to define characteristics for an upload request	Defining Characteristics for an Upload Request on page 1274

Defining Characteristics for an Upload Request

Prerequisites

To define characteristics for an upload request:

- Characteristic types defined in the application (where the characteristic entity is set to **Upload Request**)

Procedure

To define characteristics for an upload request:


1. Ensure that the **Characteristics** section is expanded when you are defining, editing, validating, cancelling, submitting, approving or rejecting an upload request.


The **Characteristics** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to indicate the date from when the characteristic is effective for the upload request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the upload request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Upload Request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the upload request.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the upload request.

- Enter the required details.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the upload request, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the upload request, click the **Delete**  icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to create an upload request	Creating an Upload Request on page 1273
How to edit an upload request	Editing an Upload Request on page 1280

Upload Request

Once you create an upload request, the **Upload Request** screen allows you to:

- Edit the details of an upload request
- Delete an upload request
- View the details of an upload request
- Validate an upload request
- Cancel an upload request
- Submit an upload request
- Approve or reject an upload request
- View the data uploaded to a request
- View the log of an upload request
- Add a log entry for an upload request

This screen consists of the following tabs:

- Main** – This tab contains the following two zones:
 - Upload Request** – Displays the details of the upload request.
 - Data Records** – Lists the data records of the upload request.
- Log** – This tab lists the complete trail of actions performed on the upload request.

Upload Request - Main

The **Main** tab contains the following zones:

- [Upload Request](#) on page 1276
- [Data Records](#) on page 1278

Upload Request

The **Upload Request** zone displays the details of the upload request. This zone contains the following sections:

- **Main** – This section provides basic information about the upload request. It contains the following fields:

Field Name	Field Description
Upload Request Information	Displays information about the upload request.
Upload Request Type	Indicates the upload request type using which the upload request is created. Note: It has a link. On clicking the link, the Upload Request Type screen appears where you can view the details of the upload request type.
Status	Indicates the status of the payment request. The valid values are: <ul style="list-style-type: none"> • Approval In Progress • Approved • Cancelled • Deferred Processing • Draft • Processed • Rejected • Submitted • Validated
File Name	Displays name of the uploaded file.

- **Statistics** – This section lists the statistics of records in the upload request. It contains the following fields:

Field Name	Field Description
Total Records	Displays total number of records in CSV file.
Valid Records	Displays the count of valid data records.
Error Records	Displays the count of data records in error status.
Pending Records	Displays the count of data records pending after successful derivation.
Invalid Records	Displays the count of data records after unsuccessful derivation.
Processed Records	Displays the count of data records after processing.

- **Characteristics** – This section lists the characteristics defined for the upload request. It contains the following columns:

Column Name	Column Description
Effective Date	Indicates the date from when the characteristic is effective for the upload request.

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Column Name	Column Description
Edit	Used to edit the details of the upload request. Note: The Edit button appears when the upload request is in the Draft or Validated status.
Delete	Used to delete the upload request. Note: The Delete button appears only when the upload request is in the Draft status.
Validate	Used to validate the upload request. Note: The Validate button appears only when the upload request is in the Draft status.
Cancel	Used to cancel the upload request. Note: The Cancel button appears only when the upload request is in the Validated status.
Submit	Used to submit the upload request for approval. Note: The Submit button appears only when: <ul style="list-style-type: none"> • The upload request is in the Validated status. • The Approval Required check box is selected in the upload request type using which the upload request is created.
Approve	Used to approve the upload request. Note: The Approve button appears only when: <ul style="list-style-type: none"> • The upload request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the upload request.
Reject	Used to reject the upload request. Note: The Reject button appears only when: <ul style="list-style-type: none"> • The upload request is in the Approval In Progress status. • A user with the approval To Do role is reviewing the upload request.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the upload request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the upload request status is updated
Create Date/Time	Displays the date and time when the upload request is created.


Data Records

The **Data Records** zone lists the data records of the upload request. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search Criteria 1, Search Criteria 2,,Search Criteria 10 Note: We have used generic field labels here. However, these labels will change depending on the mapping defined in the respective upload request type.	Used to search for data from the CSV file with respect to the field.	No
Record Status	Used to indicate whether you want to search data records for an upload request. The valid values are: <ul style="list-style-type: none"> • Error • Invalid • Pending • Processed • Valid 	No

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
View	On clicking the View  icon, the Data Record Details window appears where you can view the details of the data records.

Column Name	Column Description
Search Result 1, Search Result 2,, Search Result 10 Note: We have used generic field labels here. However, these labels will change depending on the mapping defined in the respective upload request type.	Displays data from the CSV file.
Record Status	Indicates the status of the data record. The valid values are: <ul style="list-style-type: none"> • Error • Invalid • Pending • Processed • Valid
Message(s)	Displays message for the data record respective to it's status.
Entity ID	Displays entity ID of the upload request. Note: The entity ID is displayed only for data records with Processed status.
Entity Information	Displays entity information for the FK Reference selected in Upload Request Type screen. Note: The entity information is displayed only for data records with Processed status.

Note: By default the **Search Results** section displays data records for all the statuses though data is not added or selected to any of the fields and are searched through the **Search Criteria** section.

Related Topics

For more information on...	See...
How to view details against each data record.	Viewing the Data Record Details on page 1291

Upload Request - Log

The **Log** tab contains the following zone:

- [Upload Request Log](#) on page 1279

Upload Request Log

The **Upload Request Log** zone on the **Upload Request** screen lists the complete trail of actions performed on the upload request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the upload request.
Details	Displays the details about the action performed on the upload request.
User	Indicates the user who has performed the action on the upload request.

Column Name	Column Description
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the upload request.
Status Reason	Displays the status reason of action performed on the upload request.

Note: You can manually add a log entry for the upload request by clicking the **Add Log Entry** link in the upper right corner of the **Upload Request Log** zone.

The **Add Upload Request Log** window appears. Enter **Log Details** and click **Save**. The upload request log is added.

Related Topics

For more information on...	See...
How to view the log of an upload request	Viewing the Log of an Upload Request on page 1292
How to add the log for an upload request	Adding a Log Entry for an Upload Request on page 1292

Editing an Upload Request

Procedure

To edit an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request whose details you want to edit.

The **Upload Request** screen appears.

3. Click the **Edit** button in the **Upload Request** zone.

Note: The **Edit** button appears only when the upload request is in the **Draft** or **Validated** status.

The entity **Upload Request** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the upload request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Type	Displays the upload request type using which the upload request is created.	Not applicable
File Name	Displays name of the uploaded CSV file.	Not applicable
Comments	Used to indicate the comments for upload request.	No

- **Characteristics** – Used to define characteristics for the upload request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the upload request.	Yes (Conditional)

Note: This field is required when you are defining a characteristic for the upload request.

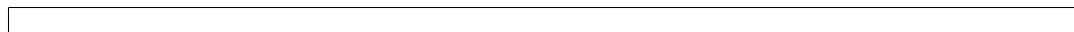
Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Upload Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the Upload request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the Upload request.

4. Modify the details of the upload request, if required.
5. Define, edit, or remove characteristics from the upload request, if required.
6. Click **Save**.

The changes made to the upload request are saved.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276
How to define characteristics for an upload request	Defining Characteristics for an Upload Request on page 1274



Deleting an Upload Request

Procedure

To delete an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request that you want to delete.

The **Upload Request** screen appears.

3. Click the **Delete** button in the **Upload Request** zone.

A message appears confirming whether you want to delete the upload request.

Note: The **Delete** button appears only when the upload request is in the **Draft** status.

4. Click **OK**.

The upload request is deleted.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276

Validating an Upload Request**Prerequisites**

To validate an upload request, you should have:

- Upload Request Types defined in the request.

Procedure

To validate an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request that you want to validate.

The **Upload Request** screen appears.

3. Click the **Validate** button in the **Upload Request** zone.

Note: The **Validate** button appears only when the upload request is in the **Draft** status.

For more information about the **Upload Request Periodic Monitor (C1-UPLRQ)** batch, refer to Oracle Revenue Management and Billing Batch Guide.

The status of the upload request is changed to **Validated**.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276

Cancelling an Upload Request**Prerequisites**

To cancel an upload request, you should have:

- Cancellation reasons defined in the application

Note: While cancelling an upload request, you need to specify the reason why you want to cancel the upload request. You can select the appropriate cancellation reason only when you have defined the reasons for the **Canceled** status of the **C1-UplRequestType** business object in the **Status Reason** screen.

Procedure

To cancel an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request that you want to cancel.

The **Upload Request** screen appears.

3. Click the **Cancel** button in the **Upload Request** zone.

The **Cancel Reason** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancel Reason	Used to indicate the reason why you want to cancel the upload request.	Yes
Comments	Used to specify additional information while cancelling the upload request.	No

Note: The **Cancel** button appears only when the upload request is in the **Validated** status.

4. Select the cancellation reason from the **Cancel Reason** list.
5. Click **Save**.

The status of the upload request is changed to **Canceled**.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276

Submitting an Upload Request

Procedure

To submit an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request that you want to submit.

The **Upload Request** screen appears.

3. Click the **Submit** button in the **Upload Request** zone.

The system behaves in the following manner:

If...	Then																
<p>The Approval Required check box is selected in the upload request type using which the upload request is created</p>	<p>A To Do of the specified To Do type is created and sent to the approver for approval. The following table lists the To Do type using which the To Do is created for the different upload requests:</p> <table border="1" data-bbox="889 359 1463 762"> <thead> <tr> <th data-bbox="898 369 1175 411">Upload Request</th> <th data-bbox="1180 369 1455 411">To Do Type</th> </tr> </thead> <tbody> <tr> <td data-bbox="898 417 1175 459">Bill Cycle Update</td> <td data-bbox="1180 417 1455 459">C1-BCUUR</td> </tr> <tr> <td data-bbox="898 466 1175 508">Billable Charge</td> <td data-bbox="1180 466 1455 508">C1-BCUR</td> </tr> <tr> <td data-bbox="898 514 1175 556">Contract Rider Update</td> <td data-bbox="1180 514 1455 556">C1-CRUUR</td> </tr> <tr> <td data-bbox="898 562 1175 604">Hold Request</td> <td data-bbox="1180 562 1455 604">C1-HLDUR</td> </tr> <tr> <td data-bbox="898 611 1175 653">Refund Request</td> <td data-bbox="1180 611 1455 653">C1-REFUR</td> </tr> <tr> <td data-bbox="898 659 1175 701">Write Off Request</td> <td data-bbox="1180 659 1455 701">C1-WOUR</td> </tr> <tr> <td data-bbox="898 707 1175 749">Policy Reinstatement</td> <td data-bbox="1180 707 1455 749">C1-RPUR</td> </tr> </tbody> </table> <p>In addition, the status of the upload request is changed to Approval In Progress.</p>	Upload Request	To Do Type	Bill Cycle Update	C1-BCUUR	Billable Charge	C1-BCUR	Contract Rider Update	C1-CRUUR	Hold Request	C1-HLDUR	Refund Request	C1-REFUR	Write Off Request	C1-WOUR	Policy Reinstatement	C1-RPUR
Upload Request	To Do Type																
Bill Cycle Update	C1-BCUUR																
Billable Charge	C1-BCUR																
Contract Rider Update	C1-CRUUR																
Hold Request	C1-HLDUR																
Refund Request	C1-REFUR																
Write Off Request	C1-WOUR																
Policy Reinstatement	C1-RPUR																

If...	Then																
<p>The Approval Required check box is not selected in the upload request type using which the upload request is created and the number of valid records in the upload request does not exceed the online record process limit defined in the C1-DEFERUPLD algorithm</p>	<p>The following table lists the behavior for the different upload requests:</p> <table border="1" data-bbox="889 296 1463 1171"> <thead> <tr> <th data-bbox="889 296 1133 348">Upload Request</th> <th data-bbox="1133 296 1463 348">Behaviour</th> </tr> </thead> <tbody> <tr> <td data-bbox="889 348 1133 428">Bill Cycle Update</td> <td data-bbox="1133 348 1463 428">The bill cycle information is updated for the accounts.</td> </tr> <tr> <td data-bbox="889 428 1133 508">Billable Charge</td> <td data-bbox="1133 428 1463 508">The billable charges are created.</td> </tr> <tr> <td data-bbox="889 508 1133 621">Contract Rider Update</td> <td data-bbox="1133 508 1463 621">The contract rider information is updated for the contracts.</td> </tr> <tr> <td data-bbox="889 621 1133 701">Hold Request</td> <td data-bbox="1133 621 1463 701">The hold requests are created.</td> </tr> <tr> <td data-bbox="889 701 1133 781">Refund Request</td> <td data-bbox="1133 701 1463 781">The refund requests are created.</td> </tr> <tr> <td data-bbox="889 781 1133 861">Write Off Request</td> <td data-bbox="1133 781 1463 861">The write off requests are created.</td> </tr> <tr> <td data-bbox="889 861 1133 1171">Policy Reinstatement</td> <td data-bbox="1133 861 1463 1171">The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.</td> </tr> </tbody> </table> <p>In addition, the status of the upload request is changed to Processed.</p>	Upload Request	Behaviour	Bill Cycle Update	The bill cycle information is updated for the accounts.	Billable Charge	The billable charges are created.	Contract Rider Update	The contract rider information is updated for the contracts.	Hold Request	The hold requests are created.	Refund Request	The refund requests are created.	Write Off Request	The write off requests are created.	Policy Reinstatement	The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.
Upload Request	Behaviour																
Bill Cycle Update	The bill cycle information is updated for the accounts.																
Billable Charge	The billable charges are created.																
Contract Rider Update	The contract rider information is updated for the contracts.																
Hold Request	The hold requests are created.																
Refund Request	The refund requests are created.																
Write Off Request	The write off requests are created.																
Policy Reinstatement	The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.																

If...	Then																
<p>The Approval Required check box is not selected in the upload request type using which the upload request is created and the number of valid records in the upload request exceeds the online record process limit defined in the C1-DEFERUPLD algorithm</p>	<p>The system changes the status of the upload request to Deferred Processing. When the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked, the system checks whether there are any upload requests in the Deferred Processing status. If there is an upload request in the Deferred Processing status, the system behaves in the following manner for the different upload requests:</p> <table border="1" data-bbox="889 485 1468 1367"> <thead> <tr> <th data-bbox="889 485 1133 535">Upload Request</th> <th data-bbox="1141 485 1468 535">Behaviour</th> </tr> </thead> <tbody> <tr> <td data-bbox="889 539 1133 617">Bill Cycle Update</td> <td data-bbox="1141 539 1468 617">The bill cycle information is updated for the accounts.</td> </tr> <tr> <td data-bbox="889 621 1133 699">Billable Charge</td> <td data-bbox="1141 621 1468 699">The billable charges are created.</td> </tr> <tr> <td data-bbox="889 703 1133 814">Contract Rider Update</td> <td data-bbox="1141 703 1468 814">The contract rider information is updated for the contracts.</td> </tr> <tr> <td data-bbox="889 819 1133 896">Hold Request</td> <td data-bbox="1141 819 1468 896">The hold requests are created.</td> </tr> <tr> <td data-bbox="889 900 1133 978">Refund Request</td> <td data-bbox="1141 900 1468 978">The refund requests are created.</td> </tr> <tr> <td data-bbox="889 982 1133 1060">Write Off Request</td> <td data-bbox="1141 982 1468 1060">The write off requests are created.</td> </tr> <tr> <td data-bbox="889 1064 1133 1367">Policy Reinstatement</td> <td data-bbox="1141 1064 1468 1367">The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.</td> </tr> </tbody> </table> <p>In addition, the status of the upload request is changed to Processed.</p>	Upload Request	Behaviour	Bill Cycle Update	The bill cycle information is updated for the accounts.	Billable Charge	The billable charges are created.	Contract Rider Update	The contract rider information is updated for the contracts.	Hold Request	The hold requests are created.	Refund Request	The refund requests are created.	Write Off Request	The write off requests are created.	Policy Reinstatement	The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.
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Note:

The **Submit** button appears only when the upload request is in the **Validated** status.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276

Approving an Upload Request

You can view the number of upload requests which are pending for approval in the **Upload Request** screen. The approver can review, and accordingly approve or reject the upload request based on the observations.

Note: The system will not allow you to approve or reject an upload request submitted by you.

Procedure

To approve an upload request:

1. Do either of the following:

If you want to	Then
Approve a upload request through the Upload Request screen	<ol style="list-style-type: none"> 1. Search for the upload request in the Upload Request screen. 2. In the Search Results section, click the link in the Upload Request Information column corresponding to the upload request which you want to review.
Approve a upload request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter the required To Do type in the respective field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the upload request that you want to review.

The **Upload Request** screen appears.

2. Review the upload request details.
3. Click the **Approve** button in the **Upload Request** zone.

The system behaves in the following manner:

If...	Then...																
<p>The number of valid records in the upload request does not exceed the online record process limit defined in the C1-DEFERUPLD algorithm</p>	<p>The following table lists the behavior for the different upload requests:</p> <table border="1" data-bbox="889 296 1461 1171"> <thead> <tr> <th data-bbox="889 296 1133 348">Upload Request</th> <th data-bbox="1133 296 1461 348">Behavior</th> </tr> </thead> <tbody> <tr> <td data-bbox="889 348 1133 428">Bill Cycle Update</td> <td data-bbox="1133 348 1461 428">The bill cycle information is updated for the accounts.</td> </tr> <tr> <td data-bbox="889 428 1133 508">Billable Charge</td> <td data-bbox="1133 428 1461 508">The billable charges are created.</td> </tr> <tr> <td data-bbox="889 508 1133 621">Contract Rider Update</td> <td data-bbox="1133 508 1461 621">The contract rider information is updated for the contracts.</td> </tr> <tr> <td data-bbox="889 621 1133 701">Hold Request</td> <td data-bbox="1133 621 1461 701">The hold requests are created.</td> </tr> <tr> <td data-bbox="889 701 1133 781">Refund Request</td> <td data-bbox="1133 701 1461 781">The refund requests are created.</td> </tr> <tr> <td data-bbox="889 781 1133 861">Write Off Request</td> <td data-bbox="1133 781 1461 861">The write off requests are created.</td> </tr> <tr> <td data-bbox="889 861 1133 1171">Policy Reinstatement</td> <td data-bbox="1133 861 1461 1171">The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.</td> </tr> </tbody> </table> <p>In addition, the status of the upload request is changed to Processed.</p>	Upload Request	Behavior	Bill Cycle Update	The bill cycle information is updated for the accounts.	Billable Charge	The billable charges are created.	Contract Rider Update	The contract rider information is updated for the contracts.	Hold Request	The hold requests are created.	Refund Request	The refund requests are created.	Write Off Request	The write off requests are created.	Policy Reinstatement	The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.
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<p>The number of valid records in the upload request exceeds the online record process limit defined in the C1-DEFERUPLD algorithm</p>	<p>The system changes the status of the upload request to Deferred Processing. When the Upload Request Periodic Monitor (C1-UPLRQ) batch is invoked, the system checks whether there are any upload requests in the Deferred Processing status. If there is an upload request in the Deferred Processing status, the system behaves in the following manner for the different upload requests:</p> <table border="1" data-bbox="889 485 1468 1367"> <thead> <tr> <th data-bbox="889 485 1133 533">Upload Request</th> <th data-bbox="1141 485 1468 533">Behavior</th> </tr> </thead> <tbody> <tr> <td data-bbox="889 537 1133 617">Bill Cycle Update</td> <td data-bbox="1141 537 1468 617">The bill cycle information is updated for the accounts.</td> </tr> <tr> <td data-bbox="889 621 1133 701">Billable Charge</td> <td data-bbox="1141 621 1468 701">The billable charges are created.</td> </tr> <tr> <td data-bbox="889 705 1133 810">Contract Rider Update</td> <td data-bbox="1141 705 1468 810">The contract rider information is updated for the contracts.</td> </tr> <tr> <td data-bbox="889 814 1133 894">Hold Request</td> <td data-bbox="1141 814 1468 894">The hold requests are created.</td> </tr> <tr> <td data-bbox="889 898 1133 978">Refund Request</td> <td data-bbox="1141 898 1468 978">The refund requests are created.</td> </tr> <tr> <td data-bbox="889 982 1133 1062">Write Off Request</td> <td data-bbox="1141 982 1468 1062">The write off requests are created.</td> </tr> <tr> <td data-bbox="889 1066 1133 1367">Policy Reinstatement</td> <td data-bbox="1141 1066 1468 1367">The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.</td> </tr> </tbody> </table> <p>In addition, the status of the upload request is changed to Processed.</p>	Upload Request	Behavior	Bill Cycle Update	The bill cycle information is updated for the accounts.	Billable Charge	The billable charges are created.	Contract Rider Update	The contract rider information is updated for the contracts.	Hold Request	The hold requests are created.	Refund Request	The refund requests are created.	Write Off Request	The write off requests are created.	Policy Reinstatement	The policies are reinstated and the status of the policies is changed to the one defined in the Policy Status after Processing Reinstatement Upload Request parameter of the C1-REN-VALID algorithm.
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Note: The **Approve** button appears only when:

- The upload request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the upload request.

Related Topics

For more information on...	See...
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276
How to search for an upload request	Searching for an Upload Request on page 1272

Rejecting an Upload Request

Prerequisites

To reject an upload request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting an upload request, you need to specify the reason why you want to reject the upload request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-UplRequestType** business object in the **Status Reason** screen.

The system will not allow you to approve or reject an upload request submitted by you.

Procedure

To reject an upload request:

1. Do either of the following:

If you want to	Then
Reject an upload request through the Upload Request screen	<ol style="list-style-type: none"> 1. Search for the upload request in the Upload Request screen. 2. In the Search Results section, click the link in the Upload Request Information column corresponding to the upload request which you want to review.
Reject an upload request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter the required To Do type in the respective field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the upload request that you want to review.

The **Upload Request** screen appears.

2. Review the upload request details.

- Click the **Reject** button in the **Upload Request** zone.

The **Reject Upload Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the upload request.	Yes
Comments	Used to specify additional information while rejecting the upload request.	No

Note: The **Reject** button appears only when:

- The upload request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the upload request.

- Select the rejection reason from the **Status Reason** list.
- Click **Save**.

The status of the upload request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272
Upload Request screen	Upload Request on page 1275
Upload Request zone	Upload Request on page 1276

Viewing the Data Record Details

Procedure

To view the details of a data record:

- Search for the data record in the **Data Records** zone in the **Upload Request** screen.
- In the **Search Results** section, click the **View** (🔍) icon in the **View** column corresponding to the data record whose details you want to view.

The **Data Record Details** window appears. It contains the following fields:

Field Name	Field Description
Sr. No.	Displays the sequential number of data.
CSV Column Header	Displays name of the column in uploaded CSV file.
CSV Column Value	Displays value in the column in uploaded CSV file.

- View the details of the data record in the **Data Record Details** window.

Related Topics

For more information on...	See...
Data Record zone	Data Records on page 1278

Viewing the Log of an Upload Request

Procedure

To view the log of an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request whose log you want to view.

The **Upload Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the upload request. It contains the following zones:
 - **Upload Request** – Displays the details of the upload request.
 - **Data Records** – Lists the data records of the upload request.
- **Log** – Lists the complete trail of actions performed on the upload request. This tab contains the following zone:
 - **Upload Request Log** – Displays the trail of actions performed on the particular upload request.

3. Click the **Log** tab.

The **Upload Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the upload request.
Details	Displays the details about the action performed on the upload request.
User	Indicates the user who has performed the action on the upload request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the upload request.
Status Reason	Indicates the reason why the upload request was rejected.

Note: You can manually add a log entry for the upload request by clicking the **Add Log Entry** link in the upper right corner of the **Upload Request Log** zone.

Related Topics

For more information on...	See...
How to search for an Upload request	Searching for an Upload Request on page 1272
How to add a log entry for an Upload request	Adding a Log Entry for an Upload Request on page 1292

Adding a Log Entry for an Upload Request

Procedure

To add a log entry for an upload request:

1. Search for the upload request in the **Upload Request** screen.
2. In the **Search Results** section, click the link in the **Upload Request Information** column corresponding to the upload request whose log you want to edit.

The **Upload Request** screen appears. It consists of the following tabs:

- **Main** – Displays information about the upload request. It contains the following zones:
 - **Upload Request** – Displays the details of the upload request.
 - **Data Records** – Lists the data records of the upload request.
- **Log** – Lists the complete trail of actions performed on the upload request. This tab contains the following zone:
 - **Upload Request Log** – Displays the trail of actions performed on the particular upload request.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Upload Request Log** zone.

The **Add Upload Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Upload Request Information	Displays information about the upload request.	Not applicable
Log Details	Used to specify additional comments on the upload request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Upload Request Log** zone.

Related Topics

For more information on...	See...
How to search for an upload request	Searching for an Upload Request on page 1272

Chapter 21

General Ledger (GL) Accounting Template

Topics:

- [GL Accounting Template \(Without Approval Workflow\) Status Transition](#)
- [GL Accounting Template \(With Approval Workflow\) Status Transition](#)
- [Algorithms Used in C1- GLAT](#)
- [Prerequisites](#)
- [GL Accounting Template](#)
- [GL Accounting Template](#)

Oracle Revenue Management and Billing until now created FT GL entries while generating the financial transactions for adjustments, payments, and bill segments. The FT GL entries were created using the distribution codes from the adjustment type, rate component, billable charge pass through line, or contract type depending on the type of financial transaction. Now, the system enables you to override the distribution code used for creating FT GL entries using the GL Accounting Template feature.

The system allows you to define a GL Accounting template for each process and sub processes combination for a date range. Based on the parameters defined in the **FT Generation** algorithms, the system either uses the standard process or GL Accounting Template for FT GL creation. The GL Accounting template for the specified process and sub processes combination which is effective on the accounting date is used for FT GL creation.

There should be at least one debit and credit lines in the GL Accounting template. You can define maximum 10 lines in the GL Accounting template. Each line should contain the following information:

- Whether the line should be used to create a debit FT GL entry or credit FT GL entry
- Conditional algorithm (created using the **C1-GLATLC** algorithm type) to indicate whether the line should be used to create the FT GL entry or not
- Distribution code to indicate the GL Account against which the FT GL entry should be created
- User defined amount, such as Amount 01, Amount 02, or Amount 03

The line with the Amount 01 user defined amount is used to create balancing FT GL entry against the contract type. The line with the Amount 02, Amount 03, ..., and Amount 10 user defined amount is used to create FT GL entries for bill segment calculation lines, non-calculated adjustments, adjustment calculation lines, or payments. In case of bill segments and calculated adjustments, the lines with the Amount 02, Amount 03, ..., Amount 10 user defined amount are mapped to calculation line amounts based on the rate component sequence.

You can optionally configure the system to use the approval workflow process while activating or deactivating the GL Accounting templates. If you want to enable the approval workflow process, you need to define algorithms using the following algorithm types:

- C1-GLATAPPEN
- C1-GLATSUB

If the **Approval Required (Y or N)** parameter in an algorithm created using the **C1-GLATSUB** algorithm type is set to **Y**, then on submitting or deactivating the GL Accounting template, the approval workflow process creates a To Do

for the approver to review the GL Accounting template. Once the approver approves a GL Accounting template, the status of the GL Accounting template is set to **Active** or **Inactive**.

We are supporting the following process and sub processes combinations while creating the GL Accounting template:

Process	BS	AD	PS
Sub Process 1	Contract Type	Adjustment Type	Bank Account
Sub Process 2	Division	Contract Type	Contract Type
Sub Process 3	Rate Schedule	Division	Division
Sub Process 4	-	-	-
Sub Process 5	-	-	-

For example, you can define the following the GL Accounting templates using the above supported process and sub processes combinations:

GL Accounting Template	Process	Sub Process 1	Sub Process 2	Sub Process 3
GLAT1	BS	CT1	D1	RS1
GLAT2	BS	CT2	D1	RS1
GLAT3	BS	CT3	D2	RS2
GLAT4	PS	BA1	CT1	D1
GLAT5	PS	BA2	CT2	D2
GLAT6	AD	AT1	CT1	D1
GLAT7	AD	AT1	CT2	D2

While creating the GL Accounting template for BS and AD processes, you need to ensure that the line with the Amount 1 user defined amount is a debit line. However, while creating the GL Accounting template for PS process, you need to ensure that the line with the Amount 1 user defined amount is a credit line.

Based on the customer requirements, you can define GL Accounting template for various custom process and sub processes combinations.

The **Create Additional FT GL Entries** parameter is added in the **Assign GL Account to Financial Transaction (C1-GLASN)** and **Assign GL Account to Financial Transaction (GLASSGN2)** batches. If you set this parameter to **Y**, the **C1-GLCE** algorithm is invoked. Based on the parameters defined in the algorithm, the system checks whether there is a GL Accounting template which is effective on the accounting date for the specified process and sub processes combination. If the effective GL Accounting template is available, the system creates additional FT GL entries for the financial transactions. If the financial transaction's currency is different from the division's base currency, the algorithm will create FT GL extension for the respective financial transaction.

Two new parameters are added in the **ADJT-NM**, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, **ADJT-GL**, **PSEG-NM**, **PSEG-AC**, **PSEG-CA**, **BSBF-BA**, **BSBF-LO** algorithm types:

- **Use GL Accounting Template (Y or N)** - Indicates whether the FT GL entries should be created using the lines in the GL Accounting template. The valid values are **Y** and **N**.
- **Show the GL Accounting Template Error When Header Record Not Found (Y or N)** - Indicates whether you want to show error message when the effective GL Accounting template is not available for the process and sub processes combination. If you set the value of this parameter to **N**, the algorithm uses the standard process for FT GL creation when the effective GL Accounting template is not available.

The following table explains how the algorithms created using the following algorithm types create FT GL entries:

Algorithm Type	Use GL Accounting Template (Y or N)	Calculated Adjustment Distribution Code Source (AT - Adjustment Type, CL - Calc Lines)	Algorithm Behaviour
ADJT-NM, ADJT-AC, ADJT-TA, ADJT-TC, ADJT-AD, and ADJT-GL	N	CL	Creates FT GL for the adjustment calculation line using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.
ADJT-NM, ADJT-AC, ADJT-TA, ADJT-TC, ADJT-AD, and ADJT-GL	Y	CL	Creates debit and credit FT GL entries using the lines in the GL Accounting template.
ADJT-NM, ADJT-AC, ADJT-TA, ADJT-TC, ADJT-AD, and ADJT-GL	N	AT	Creates FT GL for the adjustment using the distribution code on the respective adjustment type and the balancing FT GL using the distribution code on contract type.
ADJT-NM, ADJT-AC, ADJT-TA, ADJT-TC, ADJT-AD, and ADJT-GL	Y	AT	Creates debit and credit FT GL entries using the lines in the GL Accounting template.

If the **Use GL Accounting Template (Y or N)** parameter is set to **N** in the algorithms created using the **PSEG-NM**, **PSEG-AC**, and **PSEG-CA** algorithm types, the system creates FT GL for the payment segment using the distribution code on the respective payment segment type and the balancing FT GL using the distribution code on contract type. However, if the **Use GL Accounting Template (Y or N)** parameter is set to **Y**, the system creates debit and credit FT GL entries using the lines in the GL Accounting template.

If the **Use GL Accounting Template (Y or N)** parameter is set to **N** in the algorithms created using the **BSBF-BA** and **BSBF-LO** algorithm types, the system behaves in the following manner:

If the bill segment is...	Then, the system...
Created from a billable charge with SQI and/or price item details	Creates FT GL for the bill segment calculation line using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.
Created from a pass through billable charge	Creates FT GL for the pass through line using the distribution code on the respective pass through line and the balancing FT GL using the distribution code on contract type.
Created from a billable charge with pass through charges, SQI, and price item details	Creates... <ul style="list-style-type: none"> • FT GL for the bill segment calculation line using the distribution code on the respective rate component • FT GL for the pass through line using the distribution code on the respective pass through line • Balancing FT GL using the distribution code on contract type
A post processing bill segment	Creates FT GL for the post processing FT using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.

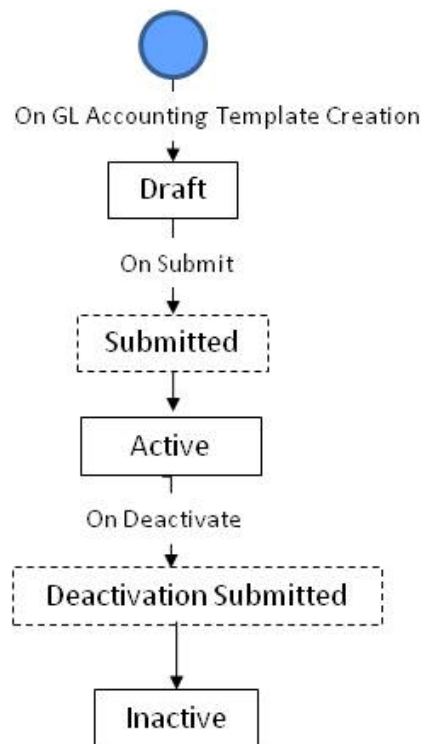
However, if the **Use GL Accounting Template (Y or N)** parameter is set to **Y** in the algorithms created using the **BSBF-BA** and **BSBF-LO** algorithm types, the system behaves in the following manner:

If the bill segment is...	Then, the system...
Created from a billable charge with SQI and/or price item details	Creates debit and credit FT GL entries using the lines in the GL Accounting template.
Created from a pass through billable charge	Does not use the GL Accounting template. It creates FT GL for the pass through line using the distribution code on the respective pass through line and the balancing FT GL using the distribution code on contract type.

If the bill segment is...	Then, the system...
Created from a billable charge with pass through charges, SQI, and price item details	Creates... <ul style="list-style-type: none"> • FT GL for bill segment calculation line using the lines in the GL Accounting template. • FT GL for the pass through line using the distribution code on the respective pass through line. • Balancing FT GL using the line in the GL Accounting template.
A post processing bill segment	Creates debit and credit FT GL entries using the lines in the GL Accounting template.

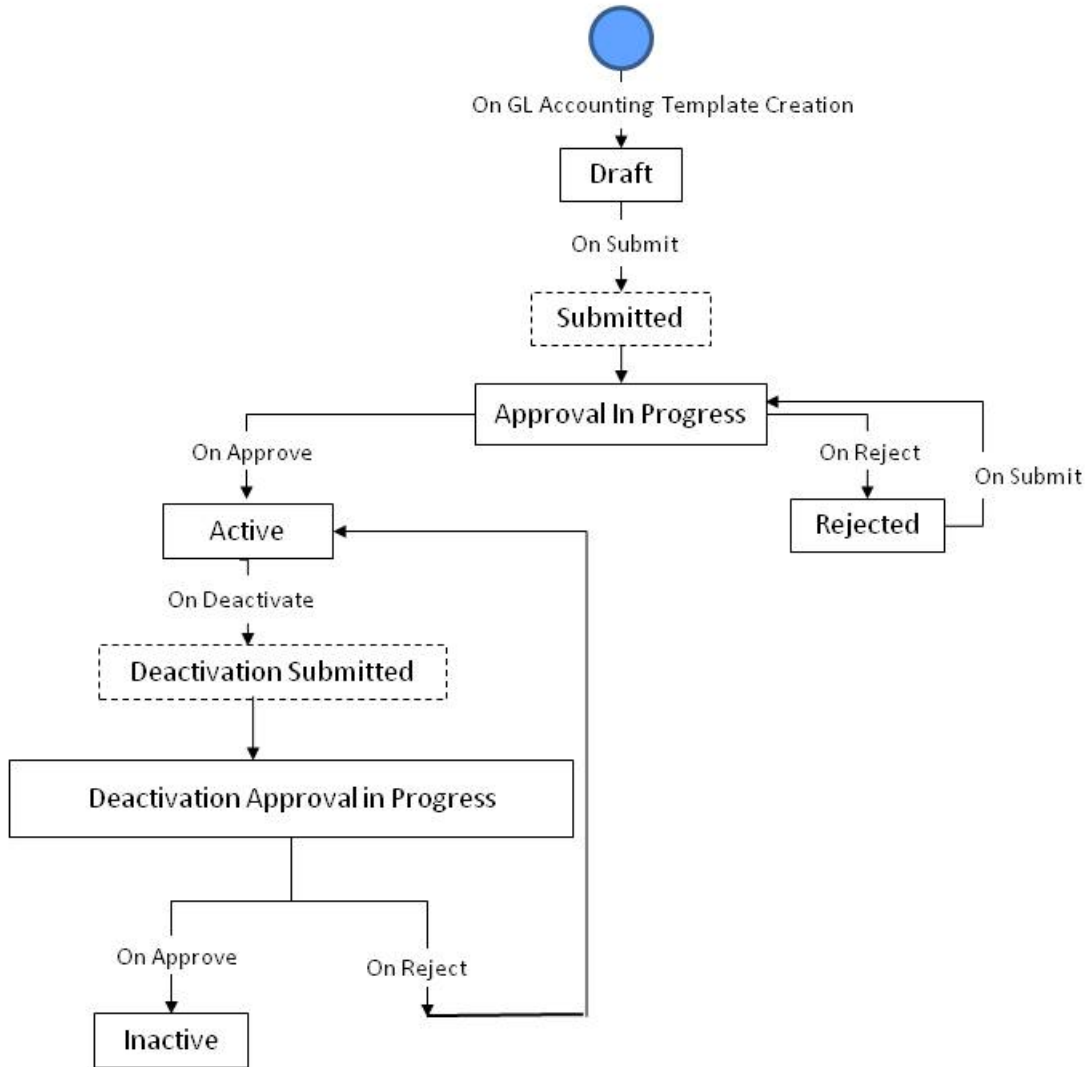
GL Accounting Template (Without Approval Workflow) Status Transition

The following figure graphically indicates how a GL Accounting Template moves from one status to another when approval workflow is off:



GL Accounting Template (With Approval Workflow) Status Transition

The following figure graphically indicates how a GL Accounting Template moves from one status to another when approval workflow is on:



Algorithms Used in C1- GLAT

The following table lists the algorithms which are attached to the **C1-GLAT** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-GLAT-INF	C1-GLAT-INF	This algorithm generates the GLAT information string which appears throughout the application. This algorithm concatenates the following fields: <ul style="list-style-type: none"> GLAT Description GLAT Status Description GLAT ID

The following table lists the algorithms which are used in the lifecycle of the **C1-GLAT** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Submitted	Enter	C1-GLATSUB	C1-GLATSUB	This algorithm checks the following: <ul style="list-style-type: none"> If soft parameter value is set to Y then approval workflow will be triggered.
Approval in Progress	Enter	C1-GLATAPPEN	C1-GLATAPPEN	This algorithm creates the To Do based on the Approval To Do Type configured in algorithm.
Approval in Progress	Exit	C1-GLATAPPEX	C1-GLATAPPEX	This algorithm checks whether an approver is associated with the approval To Do Role specified in the C1-GLATAAPEN Algorithm. It does not allow the submitter to approve or reject the GLAT request.
Approval in Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Active	-	-	-	-
Deactivation Submitted	Enter	C1-GLATSUB	C1-GLATSUB	This algorithm checks the following: <ul style="list-style-type: none"> If soft parameter value is set to Y then approval workflow will be triggered.
Deactivation Approval In Progress	Enter	C1-GLATAPPEN	C1-GLATAPPEN	This algorithm creates the To Do based on the Approval To Do Type configured in algorithm.

Status	System Event	Algorithm	Algorithm Type	Description
Deactivation Approval In Progress	Exit	C1-GLATAPPEX	C1-GLATAPPEX	This algorithm checks whether an approver is associated with the approval To Do Role specified in the C1-GLATAAPEN Algorithm. It does not allow the submitter to approve or reject the GLAT request.
Deactivation Approval In Progress	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Rejected	Exit	F1-TODOCOMPL	F1-TODOCOMPL	This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.
Inactive	-	-	-	-

Prerequisites

To setup the GL Accounting Template, you need to do the following:

- Define rejected status reasons for the **C1-GLAT** business object
- Define deactivated status reasons for the **C1-GLAT** business object
- Assign the **C1-GLAT** To Do type to a To Do role whose users must receive To Do generated while submitting a template for approval
- Define the required algorithms, for approval and To Do type role and configurations

GL Accounting Template

The **GL Accounting Template** screen allows you to search for a template using various search criteria. It also allows you to create template. Through this screen, you can navigate to the following screen:

- [GL Accounting Template](#) on page 1309

This screen consists of the following zones:

- [Search GL Accounting Template](#) on page 1304
- [GL Accounting Template Lines](#) on page 1305

Search GL Accounting Template

The **Search GL Accounting Template** zone allows you to search for GL accounting templates using various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Template ID	Used to search a particular template.	No
Description	Used to specify the description of a template.	No
Status	Used to indicate the status of the template. The valid values are: <ul style="list-style-type: none"> • Draft • Approval In Progress • Deactivation Approval In Progress • Active • Inactive • Rejected 	No
Process	Used to search a particular process.	No
Sub Process 1	Used to search a particular Sub Process 1.	No
Sub Process 2	Used to search a particular Sub Process 2.	No
Sub Process 3	Used to search a particular Sub Process 3.	No
Sub Process 4	Used to search a particular Sub Process 4.	No
Sub Process 5	Used to search a particular Sub Process 5.	No
Effective Start Date	Used to search templates which are effective from a particular date.	No
Effective End Date	Used to search templates which are effective till a particular date.	No

Note: You must specify at least one search criterion while searching for a template.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Process	Displays the process.
GL Accounting Template Request Information	Displays information about the template. Note: It has a link. On clicking the link, the GL Accounting Template screen appears with the details of the respective template.
Description	Displays the description of process.
Sub Process 1	Displays the Sub Process 1.

Column Name	Column Description
Sub Process 2	Displays the Sub Process 2.
Sub Process 3	Displays the Sub Process 3.
Sub Process 4	Displays the Sub Process 4.
Sub Process 5	Displays the Sub Process 5.
Effective Start Date	Displays the date from when the template is effective.
Effective End Date	Displays the date till when the template is effective.
Status	Displays the status of template.


Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
How to view the details of a GL Accounting Template	Viewing the GL Accounting Template Details on page 1306
How to create a GL Accounting Template	Creating a GL Accounting Template on page 1307
GL Accounting Template Lines zone	GL Accounting Template Lines on page 1305

GL Accounting Template Lines

The **GL Accounting Template Lines** zone displays the details of the template lines. This zone contains the following columns:

Column Name	Column Description
Credit/Debit	Displays whether the template lines are of credit or debit.
Conditional Algorithm	Displays the algorithm that specified that template line is valid or not.
Distribution Code	Displays the distribution code which indicates the template associated with the charge.
User Defined Amount Field	Displays the amount to be used in a template line.

Note: By default, the **GL Accounting Template Lines** zone does not appear in the **GL Accounting Template** screen. It appears only when you click the **Broadcast** () icon corresponding to the template in the **Search Results** section.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
How to view the details of a GL Accounting Template	Viewing the GL Accounting Template Details on page 1306
How to create a GL Accounting Template	Creating a GL Accounting Template on page 1307
Search GL Accounting Template zone	Search GL Accounting Template on page 1304

Searching for a GL Accounting Template

Procedure

To search for a GL Accounting template:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **G** and then click **GL Accounting Template**.
The **GL Accounting Template** screen appears.
3. Enter the search criteria in the **Search GL Accounting Template** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of templates that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
GL Accounting Template screen	GL Accounting Template on page 1303
Search GL Accounting Template zone	Search GL Accounting Template on page 1304

Viewing the GL Accounting Template Details**Procedure**

To view the details of a GL Accounting Template:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template whose details you want to view.

The **GL Accounting Template** screen appears. It consists of the following tabs:

- **Main** – Displays information about the template. It contains the following zone:
 - **GL Accounting Template** – Displays the details of the template.
- **Log** – Lists the complete trail of actions performed on the template. This tab contains the following zone:
 - **GL Accounting Template Log** – Displays the trail of actions performed on the particular template.

3. View the details of the template in the **GL Accounting Template** zone.

Related Topics

For more information on...	See...
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305

For more information on...	See...
How to view a GL Accounting Template Lines	Viewing the GL Accounting Template Lines Details on page 1307

Viewing the GL Accounting Template Lines Details

Procedure

To view the details of a GL Accounting Template Lines:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the **Broadcast** () icon corresponding to the template in the **Search Results** section.

The **GL Accounting Template Lines** zone appears in the **GL Accounting Template** screen.

3. View the details of the template lines in the **GL Accounting Template Lines** zone.

Related Topics

For more information on...	See...
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309
GL Accounting Template Lines zone	GL Accounting Template Lines on page 1305

Creating a GL Accounting Template

Prerequisites

To create a GL Accounting template, you should have:

- Conditional Algorithms and Distribution codes defined in the application.

Procedure

To create a GL Accounting template:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **G** and then click **GL Accounting Template**.
The **GL Accounting Template** screen appears.
3. Click the **Add** button in the **Page Title** area of the **GL Accounting Template** screen.

The **GL Accounting Template** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the template. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Process	Used to specify a particular process.	Yes
Description	Used to indicate the description of a process.	Yes


Field Name	Field Description	Mandatory (Yes or No)
Sub Process 1	Used to specify a Sub Process 1.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments
Sub Process 2	Used to specify a Sub Process 2.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments
Sub Process 3	Used to specify a Sub Process 3.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments.
Sub Process 4	Used to specify a Sub Process 4.	No
Sub Process 5	Used to specify a Sub Process 5.	No
Effective Start Date	Used to specify date for a template which is effective from a particular date.	Yes
Effective End Date	Used to specify date for a template which is effective till a particular date.	No

- **GL Accounting Template Lines** —Used to specify the template lines in a GL accounting template. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence No	Used to specify the sequence number.	Yes
Credit/Debit	Used to indicate whether template lines are of credit or debit.	Yes
Conditional Algorithm	Used to specify the algorithm which specifies that template line is valid or not.	No
Distribution Code	Used to indicate the distribution code which indicates the template associated with the charge.	Yes
User Defined Amount Field	Used to indicate the amount to be used in a template line.	Yes

4. Enter the required details

Note:

You can search for a conditional algorithm and distribution code by clicking the **search**  icon corresponding to the respective field.

At least one credit and one debit line is required while defining a template.

System will not allow to add a template having same set of process, sub processes and effective date. If there is a template already created and its status is Inactive, then only template can be created with same set of process, sub processes and effective date.

Each conditional line must have unique User Defined Amount Field value.

5. Add template lines for a template defined.
6. Click **Save**.

The GL Accounting template is created and the status of the template is set to **Draft**. The **GL Accounting Template** screen appears with the details of template.

Related Topics

For more information on...	See...
GL Accounting Template screen	GL Accounting Template on page 1303
How to edit a GL Accounting Template	Editing a GL Accounting Template on page 1312

GL Accounting Template

Once you create a template, the **GL Accounting Template** screen allows you to:

- View the details of a template
- Edit the details of a template
- Delete a template
- Submit a template for approval
- Approve or reject a template
- Deactivate a template

This screen consists of the following tabs:

- **Main** – Displays information about the template. It contains the following zone:
 - **GL Accounting Template** – Displays the details of the template.
- **Log** — Lists the complete trail of actions performed on the template. This tab contains the following zone:
 - **GL Accounting Template Log** – Displays the trail of actions performed on the particular template.

GL Accounting Template - Main

The **Main** tab on the **GL Accounting Template** contains the following zone:

[GL Accounting Template](#) on page 1309

GL Accounting Template

The **GL Accounting Template** zone displays the details of the template. This zone contains the following sections:

- **Main** — This section provides basic information about the GL Accounting template. It contains the following fields:

Field Name	Field Description
GL Accounting Template Information	Displays information about the template
Status	Indicates the status of the template.
Process	Displays the process.
Description	Displays the description of the process.
Sub Process 1	Displays the Sub Process 1.
Sub Process 2	Displays the Sub Process 2.
Sub Process 3	Displays the Sub Process 3.
Sub Process 4	Displays the Sub Process 4.
Sub Process 5	Displays the Sub Process 5.
Effective Start Date	Displays the date from when the template is effective.
Effective End Date	Displays the date till when the template is effective.

- **GL Accounting Template Lines** — Lists the GL Accounting template lines. It contains the following columns:

Column Name	Column Description
Sequence No	Displays the sequence number.
Credit/Debit	Displays whether the template lines are of credit or debit.
Conditional Algorithm	Displays the algorithm that specified that template line is valid or not.
Distribution Code	Displays the distribution code which indicates the template associated with the charge.
User Defined Amount Field	Displays the amount to be used in a template line.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the template. Note: The Edit button appears only when the template is in the Draft or Rejected status.
Delete	Used to delete the template. Note: The Delete button appears only when the template is in the Draft or Rejected status.
Submit	Used to activate the template. Note: The Submit button appears only when the template is in the Draft or Rejected status.
Approve	Used to approve the template. Note: the Approve button appears only when the template is in the Approval In Progress or Deactivation Approval In Progress status.

Button Name	Button Description
Reject	Used to reject the template. Note: the Reject button appears only when the template is in the Approval In Progress or Deactivation Approval In Progress status.
Deactivate	Used to deactivate the active template. Note: The Deactivate button appears only when the template is in the Active status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the template is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

GL Accounting Template - Log

The **Log** tab on the **GL Accounting Template** screen contains the following zone:

[GL Accounting Template Log](#) on page 1311

GL Accounting Template Log

The **GL Accounting Template Log** zone on the **GL Accounting Template** screen lists the complete trail of actions performed on the GL Accounting template. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the template.
Details	Displays the details about the action performed on the template.
User	Indicates the user who has performed the action on the template.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the template.
Status Reason	Displays the status reason of action performed on the template.

Note: You can manually add a log entry for the template by clicking the **Add Log Entry** link in the upper right corner of the **GL Accounting Template Log** zone.

The **Add GL Accounting Template Log** window appears. Enter **Log Details** and click **Save**. The GL Accounting Template log is added.

Related Topics

For more information on...	See...
How to view the log of a GL Accounting Template	Viewing the Log of a GL Accounting Template on page 1318

Editing a GL Accounting Template

Procedure

To edit a GL Accounting Template:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template whose details you want to edit.

The **GL Accounting Template** screen for editing appears.

3. Click the **Edit** button in the **GL Accounting Template** zone.

Note: The **Edit** button appears only when the template is in the **Draft** or **Rejected** status.

The **GL Accounting Template** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the template. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Process	Used to specify a particular process.	Yes
Description	Used to indicate the description of a process.	Yes
Sub Process 1	Used to specify a Sub Process 1.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments
Sub Process 2	Used to specify a Sub Process 2.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments
Sub Process 3	Used to specify a Sub Process 3.	Yes (Conditional) Note: This field is required if Process is Bill Segment or Payment Segment or Adjustments.
Sub Process 4	Used to specify a Sub Process 4.	No
Sub Process 5	Used to specify a Sub Process 5.	No
Effective Start Date	Used to specify date for a template which is effective from a particular date.	Yes
Effective End Date	Used to specify date for a template which is effective till a particular date.	No

- **GL Accounting Template Lines** — Used to specify the template lines in a GL accounting template. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence No	Used to specify the sequence number.	Yes
Credit/Debit	Used to indicate whether template lines are of credit or debit.	Yes
Conditional Algorithm	Used to specify the algorithm which specifies that template line is valid or not.	No
Distribution Code	Used to indicate the distribution code which indicates the template associated with the charge.	Yes
User Defined Amount Field	Used to indicate the amount to be used in a template line.	Yes

Note:

If you want to specify more than one template lines, click the **Add (+)** icon corresponding to the sequence No and then specify the details.

However, if you want to remove a template line from the template, click the **Delete (🗑)** icon corresponding to the sequence No.

You can search for a conditional algorithm and distribution code by clicking the **search (🔍)** icon corresponding to the respective field.

At least one credit and one debit line is required while defining a template.

4. Modify the details of the template, if required.
5. Click **Save**.

The changes made to the GL Accounting template are saved.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309

Deleting a GL Accounting Template**Procedure**

To delete a GL Accounting Template:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template that you want to delete.

The **GL Accounting Template** screen appears.

3. Click the **Delete** button in the **GL Accounting Template** zone.

A message appears confirming whether you want to delete the template.

Note: The **Delete** button appears only when the template is in the **Draft** or **Rejected** status.

4. Click **OK**.

The GL Accounting template is deleted.

Note:

You can delete a template only when its status is **Draft**.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309

Submitting a GL Accounting Template

Prerequisites

To submit a GL Accounting Template, you should have:

- Process and GL Accounting template lines defined in the template.

Procedure

To submit a GL Accounting Template:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template that you want to submit.

The **GL Accounting Template** screen appears.

3. Click the **Submit** button in the **GL Accounting Template** zone.

The system behaves in the following manner:

If...	Then...
Approval Required Flag is set to Yes in the C1-GLATSUB algorithm.	A To Do of the C1-GLAT To Do type is created and sent to the approver and the status of the template is changed to Approval In Progress .
Approval Required Flag is set to No in the C1-GLATSUB algorithm.	The template is created using the specified process and the status of the template is changed to Active .

Note:

The **Submit** button appears only when the template is in the **Draft** or **Rejected** status.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305

For more information on...	See...
GL Accounting Template screen	<i>GL Accounting Template</i> on page 1303
GL Accounting Template zone	<i>GL Accounting Template</i> on page 1309
How to edit a GL Accounting Template	<i>Editing a GL Accounting Template</i> on page 1312
How to delete a GL Accounting Template	<i>Deleting a GL Accounting Template</i> on page 1313

Approving a GL Accounting Template

You can view the number of GL Accounting templates which are pending for approval in the **GL Accounting Template** screen. The approver can review, and accordingly approve or reject the template based on the observations.

Note: The system will not allow you to approve or reject a template submitted by you.

Procedure

To approve a template:

1. Do either of the following:

If you want to...	Then...
Approve a GL Accounting Template through the GL Accounting template screen	<ol style="list-style-type: none"> 1. Search for the template in the GL Accounting template screen. 2. In the Search Results section, click the link in the GL Accounting Template Information column corresponding to the template which you want to review.
Approve a GL Accounting Template from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-GLAT in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the GL Accounting template that you want to review.

The **GL Accounting Template** screen appears.

2. Review the template details.
3. Click the **Approve** button in the **GL Accounting Template** zone.

The system behaves in the following manner:

If you are...	Then...
Approving a GL Accounting template	The status of the template is changed to Active as specified in the GL Accounting template.

Note: The **Approve** button appears only when the template is in the **Approval In Progress** or **Deactivation Approval In Progress** status.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309

Rejecting a GL Accounting Template

Prerequisites

To reject a GL Accounting template, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a GL Accounting template, you need to specify the reason why you want to reject the template. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-GLAT** business object in the **Status Reason** screen.

The system will not allow you to approve or reject a template submitted by you.

Procedure

To reject a GL Accounting template

1. Do either of the following:

If you want to	Then
Reject a GL Accounting template through the GL Accounting Template screen	<ol style="list-style-type: none"> 1. Search for the template in the GL Accounting Template screen. 2. In the Search Results section, click the link in the GL Accounting Template Information column corresponding to the template which you want to review.
Reject a GL Accounting template from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears.

If you want to	Then
	<ol style="list-style-type: none"> 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter C1-GLAT in the To Do Type field. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the template that you want to review.

The **GL Accounting Template** screen appears.

2. Review the template details.
3. Click the **Reject** button in the **GL Accounting Template** zone.

The **Reject GLAT Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the template	Yes
Comments	Used to specify additional information while rejecting the template.	No

Note: The **Reject** button appears only when:

- The template is in the **Approval In Progress** or **Deactivation Approval In Progress** status.
- A user with the approval To Do role is reviewing the template.

4. Select the rejection reason from the **Status Reason** list.
5. Click **Save**.

The status of the template is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309
How to approve a GL Accounting Template	Approving a GL Accounting Template on page 1315

Deactivating a GL Accounting Template

Prerequisites

To deactivate a GL Accounting template, you should have:

- Deactivation reasons defined in the application.

Note:

While deactivating a GL Accounting template, you need to specify the reason why you want to deactivate the template. You can select the appropriate deactivation reason only when you have defined the reasons for the deactivation status of the **C1-GLAT** business object in the **Status Reason** screen.

Procedure

To deactivate a GL Accounting template:

1. Search for the template in the **GL Accounting Template** screen.
2. In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template that you want to deactivate.

The **GL Accounting Template** screen appears.

3. Click the **Deactivate** button in the **GL Accounting Template** zone.

Note: The **Deactivate** button appears only when the template is in the **Active** status.

The **Deactivate GLAT Request** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason for deactivating a template	Yes
Comments	Used to specify the additional comments on the deactivation of template.	No

4. Click **OK**.

The GL Accounting template status is changed to **Deactivation Approval In Progress**.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
GL Accounting Template screen	GL Accounting Template on page 1303
GL Accounting Template zone	GL Accounting Template on page 1309

Viewing the Log of a GL Accounting Template

Procedure

To view the log of a GL Accounting template:

1. Search for the template in the **GL Accounting template** screen.

- In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template whose log you want to view.

The **GL Accounting Template** screen appears. It consists of the following tabs:

- Main** – Displays information about the template. It contains the following zone:
 - GL Accounting Template** – Displays the details of the template.
- Log** – Lists the complete trail of actions performed on the template. This tab contains the following zone:
 - GL Accounting Template Log** – Displays the trail of actions performed on the particular template.

- Click the **Log** tab.

The **GL Accounting Template Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the template.
Details	Displays the details about the action performed on the template.
User	Indicates the user who has performed the action on the template.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the template.
Status Reason	Indicates the reason why the template was rejected or voided.

Note: You can manually add a log entry for the template by clicking the **Add Log Entry** link in the upper right corner of the **GL Accounting Template Log** zone.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305
How to add a log entry for a GL Accounting Template	Adding a Log Entry for a GL Accounting Template on page 1319

Adding a Log Entry for a GL Accounting Template

Procedure

To add a log entry for a GL Accounting Template:

- Search for the template in the **GL Accounting Template** screen.
- In the **Search Results** section, click the link in the **GL Accounting Template Information** column corresponding to the template whose log you want to edit.

The **GL Accounting Template** screen appears. It consists of the following tabs:

- Main** – Displays information about the template. It contains the following zone:
 - GL Accounting Template** – Displays the details of the template.
- Log** – Lists the complete trail of actions performed on the template. This tab contains the following zone:
 - GL Accounting Template Log** – Displays the trail of actions performed on the particular template.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **GL Accounting Template Log** zone.

The **Add GL Accounting Template Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
GL Accounting Template Information	Displays information about the template.	Not applicable
Log Details	Used to specify additional comments on the template.	Yes

5. Enter the comments in the **Log Details** field.

6. Click **Save**.

The log entry is added in the **GL Accounting Template Log** zone.

Related Topics

For more information on...	See...
How to search for a GL Accounting Template	Searching for a GL Accounting Template on page 1305

Chapter 22

Payment Agreement Request

Topics:

- [Payment Agreement Request \(Without Approval Workflow\) Status Transition](#)
- [Payment Agreement Request \(With Approval Workflow\) Status Transition](#)
- [Prerequisites](#)
- [Algorithms Used in C1-PaymentAgreementRequest](#)
- [Payment Agreement Request Type](#)
- [Payment Agreement Request](#)
- [Payment Agreement Request](#)

Oracle Revenue Management and Billing provides the ability to schedule payments in instalments for a set of unpaid bills of an account through a payment agreement request. Let us understand this with the help of an example. The following bills of the account A1 are unpaid:

- B1 (Bill Amount – 100\$, Unpaid Amount - 75\$)
- B2 (Bill Amount – 250\$, Unpaid Amount – 125\$)
- B3 (Bill Amount – 150\$, Unpaid Amount – 150\$)

Through a payment agreement request, you can schedule payments for these three bills in various instalments. For example, you can schedule the following payments for the account A1:

Schedule Date	Schedule Amount
01-Jan-2017	100
15-Jan-2017	100
01-Feb-2017	100
15-Feb-2017	50

While creating a payment agreement request, you need to specify the payment agreement request type using which you want to create the payment agreement request. It is the payment agreement request type which helps the system to determine:

- The business object using which the payment agreement request should be created
- Whether the approval is required for the payment agreement request

You can only add completed bills of the account which are unpaid in a payment agreement request. Once a payment agreement request is created for an account, the status of the payment agreement request is set to **Draft**. You can then edit or delete the payment agreement request, if required. Once you add the unpaid bills of the account, you can submit the payment agreement request. On submitting a payment agreement request, the status of the payment agreement request is set to **Active**.

You can optionally configure the system to use the approval workflow process for a payment agreement request. If the **Approval Required** flag is set to **Yes** in a payment agreement request type, then on submitting the respective payment agreement request, the approval workflow process creates a To Do for the approver to review the payment agreement request. Once the approver approves the payment agreement request, the status of the payment agreement request is set to **Active**. The approver can approve, reject, or resubmit the payment

agreement request. When the payment agreement request is resubmitted to the submitter, the status of the payment agreement request is set to **Draft**.

Even if the approval workflow is configured for a payment agreement request type, you can skip the approval workflow for a payment agreement request. The system enables you to skip the approval workflow for a payment agreement request until you exceed the maximum limit defined in the **C1-PASUBMIT** algorithm. You can define the following parameters in the **C1-PA-SUBMIT** algorithm:

- Number of days to consider in past to check whether any payment agreement request with a particular status exist in the specified duration (for example, 365)
- Maximum number of payment agreement requests which can be activated without approval (for example, 1)
- Status in which payment agreement request should exist in the specified duration (for example, Broken Promise)

In the above example, on clicking the **Submit** button, the system will check how many payment agreement requests for the account in the last 365 days exist in the **Broken Promise** status. If the system finds one or more than one payment agreement requests in the **Broken Promise** status in the last 365 days, the approval workflow process creates a To Do for the approver to review the payment agreement request. However, if the system does not find any payment agreement request in the **Broken Promise** status in the last 365 days, the payment agreement request is not sent for approval and the status of the payment agreement request is directly changed to **Active**.

When the **Payment Agreement Request Periodic Monitor (C1-PAREQ)** batch is invoked, the system checks whether there are any payment agreement requests in the **Active** status. If there is a payment agreement request in the **Active** status, the system checks whether the total unpaid amount of the bills is equal to zero and whether each bill is fully matched. If so, the status of the payment agreement request is changed to **Kept Promise**. However, if the total unpaid amount of the bills is not equal to zero, the system checks whether the current date is later than the schedule date and does not fall within the grace period. If so, the system checks whether total unpaid amount is greater than the total future schedule amount. If so, the status of the payment agreement request is changed to **Broken Promise**. However, if the current date is earlier than the schedule date or falls within the grace period, or the total unpaid amount is less than the total future schedule amount, the status of payment agreement request remains in **Active**. The system enables you to edit a payment agreement request which is in the **Active** status.

While defining a payment agreement request, you need to specify the payment method through which the payment will be done and whether the payment will be done through the payor or third party payor account. If the **Auto Pay** flag is set to **Yes** for a payment method, you need to also specify the automatic payment option using which the automatic payment should be created on the schedule date. One more batch named **Generate Auto Pay for Payment Agreement (C1-APPAB)** is introduced in this release. When the **Generate Auto Pay for Payment Agreement (C1-APPAB)** batch is invoked, the system checks whether there are any payment agreement requests in the **Active** status. If so, whether the account for which the payment agreement request is created is eligible for automatic payment and the defer auto pay date (if any) defined for the account is earlier than the batch business date. If so, the system checks whether the extract date of the unpaid bill (with the earliest due date) is earlier than the schedule date.

If so, the system creates the automatic payment for the unpaid bill on the schedule date. However, if the account is not eligible for automatic payment, or the defer auto pay date is equal to or later than batch business date, or the extract date is equal to or later than the schedule date, the automatic payment is not generated for the account.

During the payment agreement request process, a payment agreement request creation goes through various statuses in its lifecycle. For more information about the payment agreement request statuses, see [Payment Agreement Request \(Without Approval Workflow\) Status Transition](#) on page 1324 and [Payment Agreement Request \(With Approval Workflow\) Status Transition](#) on page 1324. If the payment agreement request type is without approval then payment agreement status will automatically move from draft to active. The approval configuration algorithm **C1-PA-APPEXT** decides whether the request will be sent for approval or not. If the payment agreement request type is with approval then payment agreement will be sent for approval depending on:

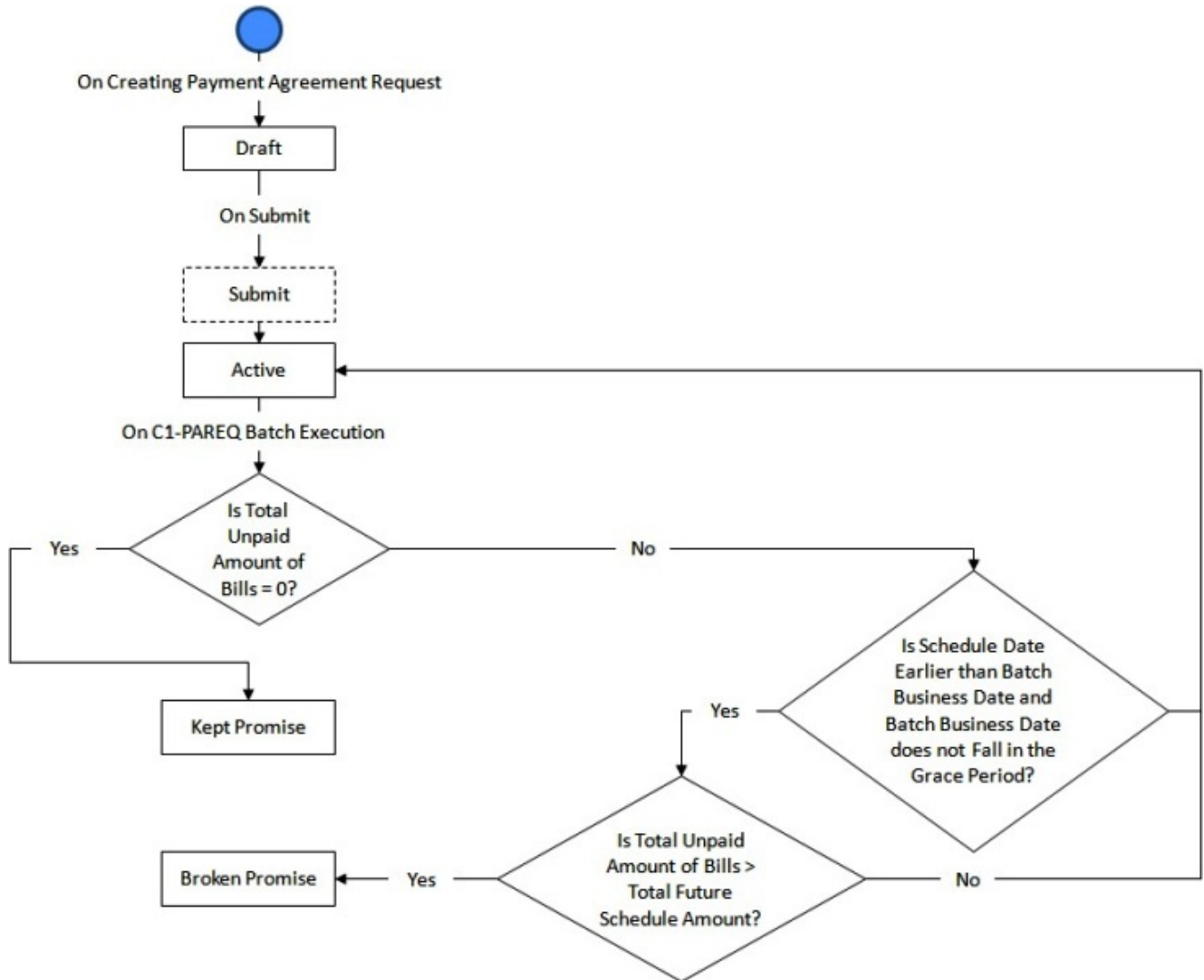
- The number of days checked for approval workflow
- Payment agreement statuses (active, broken, kept) to be considered
- The maximum number of payment agreements allowed

Note: The lifecycle of a payment agreement request creation is driven by the respective business object using which the request is created. The payment agreement request feature explained in this document is articulated based on the lifecycle and logic defined in the business objects.

For more information on how to setup the payment agreement request process, see [Prerequisites](#) on page 1325.

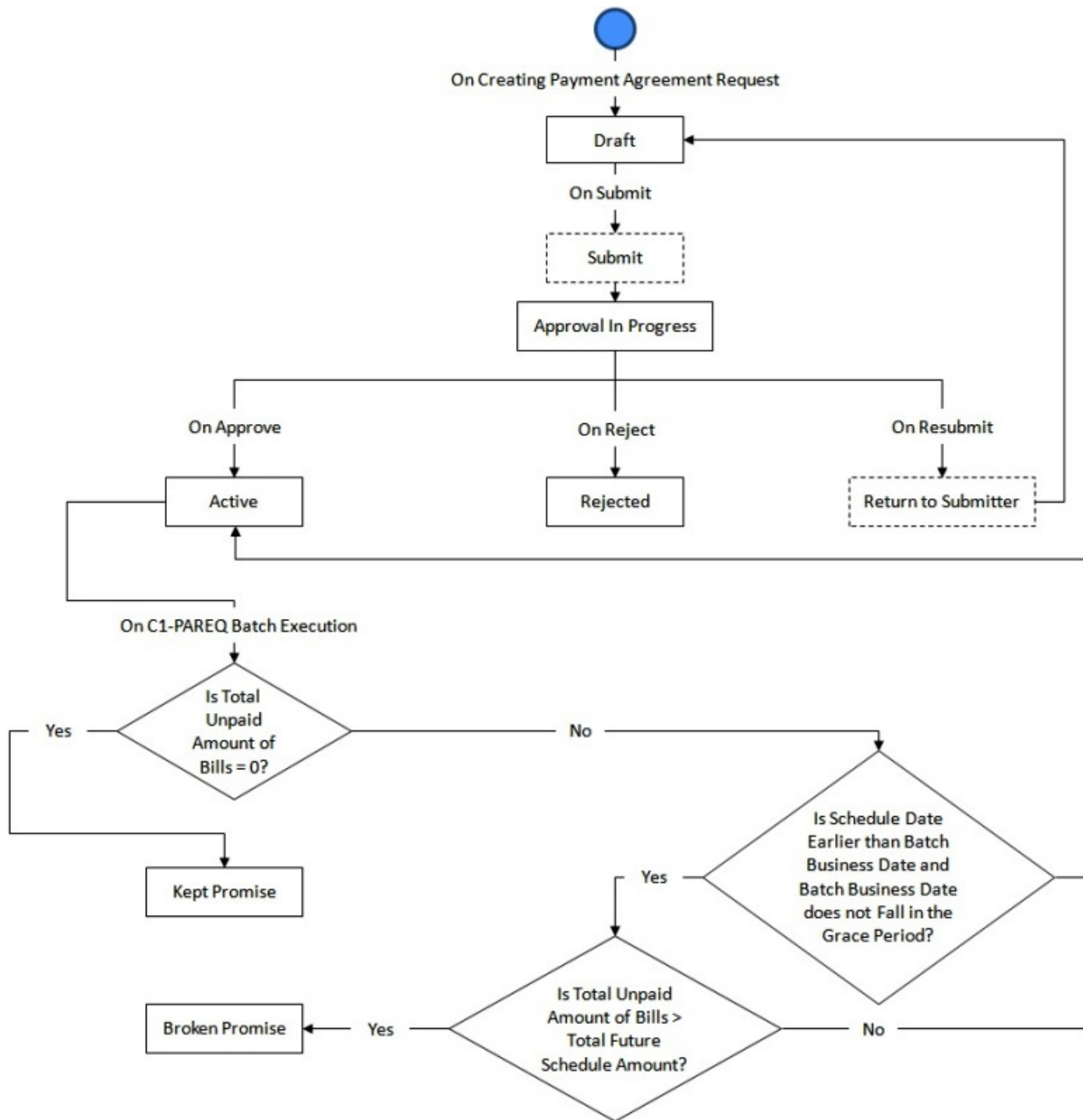
Payment Agreement Request (Without Approval Workflow) Status Transition

The following figure graphically indicates how a payment agreement request moves from one status to another when approval workflow is off:



Payment Agreement Request (With Approval Workflow) Status Transition

The following figure graphically indicates how a payment agreement request moves from one status to another when approval workflow is on:



Prerequisites

To setup the payment agreement request process, you need to do the following:

- Define the required payment agreement request types in the system
- Define the required characteristic types where the characteristic entity is set to **Payment Agreement Request**

- Define the required characteristic types where the characteristic entity is set to **Payment Agreement Request Type**
- Define the required pay methods for **Payment Agreement Request**
- Define the required third party payors for **Payment Agreement Request**
- Create an algorithm using the **C1-PA-INFO** algorithm type if you want to create Payment Agreement Requests using the payment agreement request information.
- Define the kept promise status reason for the **C1-PaymentAgreementRequest** business object
- Define the broken promise status reason for the **C1-PaymentAgreementRequest** business object
- Defined rejected status reason for the **C1-PaymentAgreementRequest** business object
- Assign the **C1-PAREQ** To Do type to a To Do role whose users must receive To Do generated while submitting or resubmitting a payment agreement request for approval
- The **Payment Agreement Request Periodic Monitor (C1-PAREQ)** batch process to monitor the payment agreement request and move the request to next stage

Algorithms Used in C1-PaymentAgreementRequest

The following table lists the algorithms which are attached to the **C1-PaymentAgreementRequest** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-PA-INFO	C1-PA-INFO	This algorithm generates the payment agreement request information string which appears throughout the application. This algorithm concatenates the following fields: <ul style="list-style-type: none"> • Payment Agreement Request Type Description • Payment Agreement Request Status Description • Payment Agreement Request ID
Pre-Processing	C1-PA-PRE	C1-PA-PRE	This Algorithm is used to avoid the concurrency issue for payment agreement.
Validation	C1-PA-VAL	C1-PA-VAL	This Algorithm is used to validate payment agreement request.

The following table lists the algorithms which are used in the lifecycle of the **C1-PaymentAgreementRequest** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Submit	Enter	C1-PA-SUBMIT	C1-PA-SUBMIT	This Algorithm is used to validate payment agreement request.
Approval In Progress	Enter	C1-PA-APPENT	C1-PA-APPENT	This algorithm creates To Do based on the Approval To Do Type configured in Payment Agreement Request Type.

Status	System Event	Algorithm	Algorithm Type	Description
Approval In Progress	Exit	C1-PA-APPEXT	C1-PA-APPEXT	This algorithm checks whether an approver is associated with the approval To Do Role specified in the Payment Agreement Request Type . It does not allow the submitter to approve or reject the payment agreement request.
Return to Submitter	Enter	C1-PA-RESUB	C1-PA-RESUB	This algorithm is invoked on Re-Submit button. It moves the status of Payment Agreement Request into Draft . A 'To Do' will be generated for the user as submitter whose To Do Type and To Do Role are fetched from Payment Agreement Request Type.
Active	Monitor	C1-PA-MONTR	C1-PA-MONTR	This algorithm is invoked from the Payment Agreement Request Periodic Monitor (C1-PAREQ) batch. It changes the status of the payment request from Active to KP (Kept Promise) or BP (Broken Promise) based on payment received.
Active	Enter	C1-PA-ACTENT	C1-PA-ACTENT	This algorithm will validate Payment Agreement Request before activation.

Payment Agreement Request Type

Oracle Revenue Management and Billing allows you to define, edit, copy and delete a payment agreement request type using which you can pay current unpaid debt bills in multiple installments whose payment amount is greater than zero. A payment agreement provide flexibility in payment of installment amount and schedule of payment.

The **C1-PaymentAgreementRequest** business object is created for payment agreement maintenance.

The **Payment Agreement Request Type** screen consists of the following zones:

- [Payment Agreement Request Type List](#) on page 1327
- [Payment Agreement Request Type](#) on page 1328

Payment Agreement Request Type List

The **Payment Agreement Request Type List** zone lists payment agreement request types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Payment Agreement Request Type	Displays the payment agreement request type.
Description	Displays the description of the payment agreement request type.

Column Name	Column Description
Edit	On clicking the Edit (✎) icon, the Payment Agreement Request Type screen appears where you can edit the details of the payment agreement request type.
Duplicate	On clicking the Duplicate (📄📄) icon, the Payment Agreement Request Type screen appears where you can define a payment agreement request type using an existing payment agreement request type.
Delete	On clicking the Delete (🗑) icon, you can delete the payment agreement request type. Note: You can delete a payment agreement request type only when you have not created a payment agreement request using the payment agreement request type.

On clicking the **Broadcast** (📡) icon corresponding to a payment agreement request type, the **Payment Agreement Request Type** zone appears with the details of the respective payment agreement request type.

Related Topics



For more information on...	See...
How to define a payment agreement request type	Defining a Payment Agreement Request Type on page 1330
How to define characteristics for a payment agreement request type	Defining Characteristics for a Payment Agreement Request Type on page 1333
How to edit a payment agreement request type	Editing a Payment Agreement Request Type on page 1333
How to copy a payment agreement request type	Copying a Payment Agreement Request Type on page 1336
How to delete a payment agreement request type	Deleting a Payment Agreement Request Type on page 1336
How to view the details of a payment agreement request type	Viewing the Payment Agreement Request Type Details on page 1339

Payment Agreement Request Type

The **Payment Agreement Request Type** zone displays the details of the payment agreement request type. This zone contains the following sections:

- **Main** – This section provides basic information about the payment agreement request type. It contains the following fields:

Field Name	Field Description
Payment Agreement Request Type	Displays the payment agreement request type.
Description	Displays the description of the payment agreement request type.
Payment Agreement Request Business Object	Indicates the business object that will be used to create the payment agreement request. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Detailed Description	Displays additional information about the payment agreement request type.

Field Name	Field Description
Status	Indicates the status of the payment agreement request type. The valid values are: <ul style="list-style-type: none"> Active Inactive
Approval Required	Indicates whether approval is required while creating payment agreement request using the payment agreement request type.
Approval To Do Type	Indicates that the To Do entry of the specified To Do type must be created when you submit the payment agreement request for approval. <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.</p> </div>
Approval To Do Role	Indicates that users with the specified To Do role can only approve or reject the payment agreement request submitted for approval. <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p> </div>
Submitter To Do Type	Indicates the To Do type for the submitter when the payment agreement request type is resubmitted by the approver. <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Type screen appears with the details of the respective To Do type.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.</p> </div>
Submitter To Do Role	Indicates the To Do role of the submitter when the payment agreement request type is resubmitted by the approver. <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>This field appears only when the Approval Required check box is selected.</p> <p>It has a link. On clicking the link, the To Do Role screen appears with the details of the respective To Do role.</p> </div>

- **Characteristics** – This section lists the characteristics defined for the payment agreement request type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the payment agreement request type.
Delete	Used to delete the payment agreement request type. Note: You can delete a payment agreement request type only when you have not created a payment agreement request using the payment agreement request type.
Duplicate	Used to create a new payment agreement request type using an existing payment agreement request type.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the payment agreement request type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Payment Agreement Request Type** zone does not appear in the **Payment Agreement Request Type** screen. It appears only when you click the **Broadcast**  icon corresponding to a payment agreement request type in the **Payment Agreement Request Type List** zone.

Related Topics

For more information on...	See...
How to define a payment agreement request type	Defining a Payment Agreement Request Type on page 1330
How to define characteristics for a payment agreement request type	Defining Characteristics for a Payment Agreement Request Type on page 1333
How to edit a payment agreement request type	Editing a Payment Agreement Request Type on page 1333
How to copy a payment agreement request type	Copying a Payment Agreement Request Type on page 1336
How to delete a payment agreement request type	Deleting a Payment Agreement Request Type on page 1336
How to view the details of a payment agreement request type	Viewing the Payment Agreement Request Type Details on page 1339

Defining a Payment Agreement Request Type

Prerequisites

To define a payment agreement request type, you should have:

- Payment agreement request business objects defined in the application
- The Payment Agreement Request Information algorithm is defined using the **C1-PA-INFO** algorithm type

- **C1-PAREQ** To Do Type assigned to a To Do role whose users must receive To Do generated while submitting a payment agreement request for approval.

Procedure

To define a payment agreement request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Agreement Request Type**.
A sub-menu appears.
3. Click the **Add** option from the **Payment Agreement Request Type** sub-menu.

The **Select Business Object** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Type Business Object	Used to indicate the business object that you want to use to create the payment agreement request type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Payment Agreement Request Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple payment agreement request type business objects defined in the application. If there is only one payment agreement request type business object defined in the application, the **Payment Agreement Request Type** screen appears.

4. Select the required payment agreement request type business object from the respective field.
5. Click **OK**.

The **Payment Agreement Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the payment agreement request type.
- **Characteristics** – Used to define characteristics for the payment agreement request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Type	Used to specify the payment agreement request type.	Yes
Business Object	Indicates the payment agreement request type business object used while defining the payment agreement request type.	Not applicable
Description	Used to specify the description for the payment agreement request type.	Yes
Payment Agreement Request Business Object	Used to indicate the business object that you want to use while creating the payment agreement request.	Yes
Detailed Description	Used to specify additional information about the payment agreement request type.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to indicate the status of the payment agreement request type. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes
Approval Required	Used to indicate whether approval is required for creating payment agreement request using the payment agreement request type.	Yes
Approval To Do Type	Used to indicate that To Do of the specified To Do type must be created when you submit the payment agreement request for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the payment agreement request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Used to indicate the To Do type for the submitter when the payment agreement request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Role	Used to indicate the To Do role for the submitter when the payment agreement request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

- Enter the required details.
- Define characteristics for the payment agreement request type, if required.
- Click **Save**.

The payment agreement request type is defined.

Related Topics

For more information on...	See...
Payment Agreement Request Type screen	Payment Agreement Request Type on page 1327
Payment Agreement Request Type List zone	Payment Agreement Request Type List on page 1327
How to define characteristics for a payment agreement request type	Defining Characteristics for a Payment Agreement Request Type on page 1333

Defining Characteristics for a Payment Agreement Request Type

Prerequisites

To define characteristics for a payment agreement request type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to Payment Agreement Request Type)

Procedure

To define characteristics for a payment agreement request type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a payment agreement request type.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Agreement Request Type.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request type.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the payment agreement request type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the payment agreement request type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a payment agreement request type	Defining a Payment Agreement Request Type on page 1330
How to edit a payment agreement request type	Editing a Payment Agreement Request Type on page 1333
How to copy a payment agreement request type	Copying a Payment Agreement Request Type on page 1336

Editing a Payment Agreement Request Type

Prerequisites

To edit a payment agreement request type, you should have:

- Payment agreement request business objects defined in the application
- The Payment Agreement Request Information algorithm is defined using the **C1-PA-INFO** algorithm type
- **C1-PAREQ** To Do Type assigned to a To Do role whose users must receive To Do generated while submitting a payment agreement request for approval.

Procedure

To edit a payment agreement request type:



1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Agreement Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Agreement Request Type** sub-menu.
The **Payment Agreement Request Type** screen appears.
4. In the **Payment Agreement Request Type List** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the payment agreement request type whose details you want to edit.

The **Payment Agreement Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the payment agreement request type.
- **Characteristics** – Used to define characteristics for the payment agreement request type.


The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Type	Displays the payment agreement request type.	Not applicable
Business Object	Indicates the payment agreement request type business object used while defining the payment agreement request type.	Not applicable
Description	Used to specify the description for the payment agreement request type.	Yes
Upload Request Business Object	Used to specify the business object that you want to use while creating the payment agreement request.	Yes
Detailed Description	Used to specify additional information about the payment agreement request type.	No
Status	Used to indicate the status of the payment request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Approval Required	Used to indicate whether approval is required for editing payment agreement request using the payment agreement request type.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Type	Used to indicate that To Do of the specified To Do type must be created when you submit the payment agreement request for approval. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Approval To Do Role	Used to indicate that users with the specified To Do role can only approve the upload request submitted for approval. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Type	Used to indicate the To Do type for the submitter when the payment agreement request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected. The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.
Submitter To Do Role	Used to indicate the To Do role for the submitter when the payment agreement request is resubmitted by the approver. Note: This field appears only when the Approval Required check box is selected.	Yes (Conditional) Note: This field is required when the Approval Required check box is selected.

Tip: Alternatively, you can click the **Edit** button in the **Payment Agreement Request Type** zone to edit the details of the payment agreement request type.

5. Modify the required details.

Note: You can search for a **Approval To Do Type** and **Submitter To Do Type** by clicking the **Search**  icon corresponding to the respective field.

6. Define, edit, or remove characteristics from the payment agreement request type, if required.
7. Click **Save**.

The changes made to the payment agreement request type are saved.

Related Topics

For more information on...	See...
Payment Agreement Request Type screen	Payment Agreement Request Type on page 1327
Payment Agreement Request Type List zone	Payment Agreement Request Type List on page 1327
Payment Agreement Request Type zone	Payment Agreement Request Type on page 1328

For more information on...	See...
How to define characteristics for a payment agreement request type	Defining Characteristics for a Payment Agreement Request Type on page 1333

Deleting a Payment Agreement Request Type

Procedure

To delete a payment agreement request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Agreement Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Agreement Request Type** sub-menu.
The **Payment Agreement Request Type** screen appears.
4. In the **Payment Agreement Request Type List** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the payment agreement request type that you want to delete.
A message appears confirming whether you want to delete the payment agreement request type.

Note: You can delete a payment agreement request type only when you have not created a payment agreement request using the payment agreement request type.

Tip: Alternatively, you can click the **Delete** button in the **Payment Agreement Request Type** zone to delete the payment agreement request type.

5. Click **OK**.
The payment agreement request type is deleted.

Related Topics

For more information on...	See...
Payment Agreement Request Type screen	Payment Agreement Request Type on page 1327
Payment Agreement Request Type List zone	Payment Agreement Request Type List on page 1327
Payment Agreement Request Type zone	Payment Agreement Request Type on page 1328

Copying a Payment Agreement Request Type

Instead of creating a payment agreement request type from scratch, you can create a new payment agreement request type using an existing payment agreement request type. This is possible through copying a payment agreement request type. On copying a payment agreement request type, the details including the characteristics are copied to the new payment agreement request type. You can then edit the details, if required.

Prerequisites


To copy a payment agreement request type, you should have:

- Payment agreement request type (whose copy you want to create) defined in the application
- Payment agreement request business objects defined in the application
- The Payment Agreement Request Information algorithm is defined using the **C1-PA-INFO** algorithm type

- **C1-PAREQ** To Do Type assigned to a To Do role whose users must receive To Do generated while submitting a payment agreement request for approval

Procedure

To copy a payment agreement request type:



1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Agreement Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Agreement Request Type** sub-menu.
The **Payment Agreement Request Type** screen appears.
4. In the **Payment Agreement Request Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the payment agreement request type whose copy you want to create.

The **Payment Agreement Request Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the payment agreement request type.
- **Characteristics** – Used to define characteristics for the payment agreement request type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Type	Used to specify the payment agreement request type.	Yes
Business Object	Indicates the payment agreement request type business object used while defining the payment agreement request type (whose copy you want to create).	Not applicable
Description	Used to specify the description for the payment agreement request type.	Yes
Payment Agreement Request Business Object	Used to specify the business object that you want to use while creating the payment agreement request.	Yes
Detailed Description	Used to specify additional information about the payment agreement request type.	No
Status	Used to indicate the status of the payment agreement request type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Approval Required	Used to indicate whether approval is required while creating payment agreement request using the payment agreement request type.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Approval To Do Type	<p>Used to indicate that To Do of the specified To Do type must be created when you submit the payment agreement request for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>
Approval To Do Role	<p>Used to indicate that users with the specified To Do role can only approve the payment agreement request submitted for approval.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>
Submitter To Do Type	<p>Used to indicate the To Do type for the submitter when the payment agreement request is resubmitted by the approver.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the To Do Type Search window appears.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>
Submitter To Do Role	<p>Used to indicate the To Do role for the submitter when the payment agreement request is resubmitted by the approver.</p> <p>Note: This field appears only when the Approval Required check box is selected.</p>	<p>Yes (Conditional)</p> <p>Note: This field is required when the Approval Required check box is selected.</p>

Tip: Alternatively, you can click the **Duplicate** button in the **Payment Agreement Request Type** zone to create a copy of the payment agreement request type.

5. Enter the required details.
6. Define, edit, or remove characteristics from the payment agreement request type, if required.
7. Click **Save**.

The new payment agreement request type is defined.

Related Topics


For more information on...	See...
Payment Agreement Request Type screen	Payment Agreement Request Type on page 1327
Payment Agreement Request Type List zone	Payment Agreement Request Type List on page 1327
Payment Agreement Request Type zone	Payment Agreement Request Type on page 1328

For more information on...	See...
How to define characteristics for a payment agreement request type	Defining Characteristics for a Payment Agreement Request Type on page 1333

Viewing the Payment Agreement Request Type Details

Procedure

To view the details of a payment agreement request type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **P** and then click **Payment Agreement Request Type**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Agreement Request Type** sub-menu.
The **Payment Agreement Request Type** screen appears.
4. In the **Payment Agreement Request Type List** zone, click the **Broadcast**  icon corresponding to the payment agreement request type whose details you want to view.
The **Payment Agreement Request Type** zone appears.
5. View the details of the payment agreement request type in the **Payment Agreement Request Type** zone.

Related Topics

For more information on...	See...
Payment Agreement Request Type screen	Payment Agreement Request Type on page 1327
Payment Agreement Request Type List zone	Payment Agreement Request Type List on page 1327
Payment Agreement Request Type zone	Payment Agreement Request Type on page 1328

Payment Agreement Request

The **Payment Agreement Request** screen allows you to search for a payment agreements for unpaid bills by searching through Bill ID or through Payment Agreement Request ID. Through this screen, you can navigate to the following screens:

- [Payment Agreement Request](#) on page 1348

This screen consists of the following zones:




- [Search Payment Agreement Request](#) on page 1339
- [Bill Details](#) on page 1343

Search Payment Agreement Request

The **Search Payment Agreement Request** zone allows you to search for a payment agreement request using various search criteria. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a payment agreement request using request or bill details. The valid values are: <ul style="list-style-type: none"> Request Details Bill Details <div style="border: 1px solid black; padding: 2px;">Note: By default, the Request Details option is selected.</div>	Yes
Payment Agreement Request ID	Used to search a particular payment agreement request. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Request Details option from the Search By list.</div>	No
Created From	Used to search payment agreement requests which are created from a particular date onwards. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Request Details option from the Search By list.</div>	No
To	Used to search payment agreement requests which are created till a particular date. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Request Details option from the Search By list.</div>	No
Payment Agreement Request Type	Used to search payment agreement requests which are created using a particular payment agreement request type. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Request Details option from the Search By list.</div>	No
Status	Used to search payment agreement requests with a particular status. The valid values are: <ul style="list-style-type: none"> Active Approval In Progress Broken Promise Draft Kept Promise Rejected Return to Submitter <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Request Details option from the Search By list.</div>	No

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to search for unpaid bills of a particular account. Note: This field appears only when you select the Request Details option from the Search By list. You can search for a account ID by clicking the Search  icon corresponding to the field.	No
Person ID	Used to search the person ID based on which you want to search for bills of a person. Note: This field appears only when you select the Request Details option from the Search By list. You can search for a person ID by clicking the Search  icon corresponding to the field.	No
Bill ID	Used to search a particular bill. Note: This field appears only when you select the Bill Details option from the Search By list. You can search for a bill by clicking the Search  icon corresponding to the field.	No
Bill Date From	Used to search bills which are created from a particular date onwards. Note: This field appears only when you select the Bill Details option from the Search By list.	No
To	Used to search bills which are created till a particular date. Note: This field appears only when you select the Bill Details option from the Search By list.	No
Alternate Bill ID	Used to search a particular bill using the alternate bill ID. Note: This field appears only when you select the Bill Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a payment agreement request.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Create Date/Time	Displays the date and time when the payment agreement request was created in the system.
Payment Agreement Request Information	Displays information about the payment agreement request. Note: It has a link. On clicking the link, the Payment Agreement Request screen appears with the details of the respective payment agreement request.
Schedule Amount	Displays the amount that the customer has agreed to pay on the scheduled date.
Status	Indicates the status of the payment agreement request. The valid values are: <ul style="list-style-type: none"> • Active • Approval In Progress • Broken Promise • Draft • Kept Promise • Rejected • Return to Submitter
Last Updated Date/Time	Displays the most recent updated date and time of the payment agreement request.
Total Unpaid Amount	Displays the total unpaid amount for debit bills. Note: Total Unpaid Amount should be equal to total Schedule Amount .
Person Information	Displays information about the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.

Note: Pagination is used to display limited number of records in the **Search Results** section. By default, 20 records are displayed in the **Search Results** section. You can change the number of records displayed per page, if required.


Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
How to view the details of a payment agreement request	Viewing the Payment Agreement Request Details on page 1344

Bill Details

The **Bill Details** zone lists unpaid debt bill details. You will not find any records in this zone if the payment agreement request list does not have any unpaid bills assigned to it. This zone contains the following columns:

Column Name	Column Description
Bill Information	Indicates the bill against which the payment agreement request is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Original Bill Amount	Displays the bill amount when the bill was generated.
Current Bill Balance	Displays the outstanding amount.
Due Date	Displays the due date of the bill.

By default, the **Bill Details** zone does not appear in the **Payment Agreement Request** screen. It appears only when you click the **Broadcast**  icon corresponding to the payment agreement request in the **Search Payment Agreement Request** zone.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 1634.

Related Topics

For more information on...	See...
How to view bills added in the payment agreement request	Viewing the Bills Added in the Payment Agreement Request on page 1344

Searching for a Payment Agreement Request

Prerequisites

To search for a payment agreement request, you should have:

- Payment agreement request types defined in the application

Procedure

To search for a payment agreement request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Credit & Collection** and then click **Payment Agreement Request**.
A sub-menu appears.
3. Click the **Search** option from the **Payment Agreement Request** sub-menu.
The **Payment Agreement Request** screen appears.
4. Enter the search criteria in the **Search Payment Agreement Request** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of payment agreement requests that meet the search criteria appears in the **Search Results** section.


Related Topics

For more information on...	See...
Payment Agreement Request screen	Payment Agreement Request on page 1339
Search Payment Agreement Request zone	Search Payment Agreement Request on page 1339

Viewing the Bills Added in the Payment Agreement Request

Procedure

To view the bills added in the payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the **Broadcast**  icon corresponding to the payment agreement request whose bill details you want to view.

The **Bill Details** zone appears.

Note: Bill are added in **Search Bills** zone on the **Bills** tab.

Related Topics

For more information on...	See...
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345

Viewing the Payment Agreement Request Details

Procedure

To view the details of a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose details you want to view.

The **Payment Agreement Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following three zones:
 - **Payment Agreement Request** – Displays the details of the payment agreement request.
 - **Bill Details** – Lists the unpaid bill details of the payment agreement request.
 - **Payment Schedule** – Lists the payment scheduled for unpaid bill amount of the payment agreement request.
 - **Log** – This tab lists the complete trail of actions performed on the payment request.
3. View the details of the payment agreement request in the **Payment Agreement Request** zone.
 4. View the bill details of the unpaid amount bills of payment agreement request in the **Bill Details** zone.
 5. View the payment schedule details of payment agreement request in the **Payment Schedule** zone.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348
Bill Details zone	Bill Details on page 1351
Payment Schedule zone	Payment Schedule on page 1351

Creating a Payment Agreement Request

Prerequisites

To create a payment agreement request, you should have:


- Payment agreement request types defined in the application

Procedure

To create a payment agreement request:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Credit & Collection** and then click **Payment Agreement Request**.
A sub-menu appears.
3. Click the **Add** option from the **Payment Agreement Request** sub-menu.

The **Add Payment Agreement Request** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Type	Used to indicate the payment agreement request type using which you want to create the payment agreement request.	Yes
Account ID	Used to search for unpaid bills of a particular account. The Search  icon appears corresponding to this field. On clicking the Search icon, the Account Search window appears.	Yes

Tip: Alternatively, you can access the **Add Payment Agreement Request** screen by clicking the **Add** button in the **Page Title** area of the **Payment Agreement Request** screen.

4. Select the required payment agreement request type and account ID from the respective fields.
5. Click **OK**.

The **Payment Request** screen appears.

Related Topics

For more information on...	See...
Search Payment Agreement Request zone	Search Payment Agreement Request on page 1339
Payment Agreement Request screen	Payment Agreement Request on page 1339

Defining Characteristics for a Payment Agreement Request

Prerequisites

To define characteristics for a payment agreement request:

- Characteristic types defined in the application (where the characteristic entity is set to **Payment Agreement Request**)

Procedure


To define characteristics for a Payment Agreement Request:


- Ensure that the **Characteristics** section is expanded when you are editing, submitting, approving, rejecting or resubmitting a payment agreement.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to indicate the date from when the characteristic is effective for the payment agreement request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Agreement Request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.

- Enter the required details.

Note: If you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the payment agreement request, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the payment agreement request, click the **Delete** () icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
How to edit a payment agreement request	Editing a Payment Agreement Request on page 1353

Defining Payment Schedule for a Payment Agreement Request

Prerequisites

To define payment schedule for a payment agreement request:


- Scheduled date, sum of installments for overdue or unpaid bills defined in the application for which the payment is scheduled is set to **Payment Agreement Request**

Procedure


To define payment schedule for a Payment Agreement Request:


- Ensure that the **Payment Schedule** section is expanded when you are editing, submitting, approving, rejecting or resubmitting a payment agreement.


The **Payment Schedule** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule Date	Used to indicate the date schedule for the payment.	Yes (Conditional) Note: This field is required when you are defining a payment schedule for the payment agreement request.
Schedule Amount	Used to indicate the amount scheduled for overdue or unpaid bills to be paid in installments. Note: This field appears only when you select a Schedule Date for the payment schedule.	Yes (Conditional) Note: This field is required only when you select a Schedule Date for the payment schedule.
Auto Pay ID	Used to indicate the auto pay id of the payor. Note: This field appears only when you select auto pay method option for Pay Method . The Search  icon appears corresponding to this field. On clicking the Search icon, the Auto Pay ID Search window appears.	No

- Enter the required details.

Note: If you select a auto pay method option for **Pay Method**, the **Search**  icon appears corresponding to the **Auto Pay ID** field. On clicking the **Search** icon, you can search for a **Payor Account ID**.

- If you want to define more than one payment schedule for the payment agreement request, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a payment schedule from the payment agreement request, click the **Delete**  icon corresponding to the payment schedule.

Related Topics

For more information on...	See...
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
How to edit a payment agreement request	Editing a Payment Agreement Request on page 1353

Payment Agreement Request

Once you create a payment agreement request type, the **Payment Agreement Request** screen allows you to:

- Edit the details of a payment agreement request along with bill details and payment schedule
- Delete a payment agreement request
- View the details of a payment agreement request
- View the bills added in a payment agreement request
- Define a payment schedule in a payment agreement request
- Submit a payment agreement request for approval
- Approve or reject a payment agreement request
- Resubmit a payment agreement request
- Filter an overdue bills of an account
- Add an overdue bill in a payment agreement request
- View the log of a payment agreement request
- Add a log entry for a payment agreement request

This screen consists of the following tabs:

- **Main** – This tab contains the following three zones:
 - **Payment Agreement Request** – Displays the details of the payment agreement request.
 - **Bill Details** – Lists the bill details of the payment agreement request.
 - **Payment Schedule** – Lists the payment schedule details of the bills for the payment agreement request.
- **Bills** – This tab lists the unpaid bill amount details for the same account.

Note: This tab will be displayed only when the payment agreement is in **Draft** status.

- **Log** – This tab lists the complete trail of actions performed on the payment agreement request.

Payment Agreement Request - Main

The **Main** tab on the **Payment Agreement Request** contains the following zones:

- [Payment Agreement Request](#) on page 1348
- [Bill Details](#) on page 1351
- [Payment Schedule](#) on page 1351

Payment Agreement Request

The **Payment Agreement Request** zone displays the details of the payment agreement request. This zone contains the following sections:

- **Main** – This section provides basic information about the payment agreement request. It contains the following fields:

Field Name	Field Description
Payment Agreement Request Information	Displays information about the payment agreement request.
Payment Agreement Request Type	Indicates the payment agreement request type using which the payment agreement request is created. Note: It has a link. On clicking the link, the Payment Agreement Request Type screen appears where you can view the details of the payment agreement request type.
Account Information	Displays information about the account for which the payment agreement request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Status	Indicates the status of the payment agreement request. The valid values are: <ul style="list-style-type: none"> • Active • Draft • Approval In Progress • Broken Promise • Kept Promise • Rejected
Payor Account ID	Displays the payment agreement requests which are created for a particular payor account. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Pay Method	Displays the method of payment of amount.
Total Unpaid Amount	Displays the unpaid amount for selected bills.
Total Future Schedule Amount	Displays the total schedule amount.

- **Characteristics** – This section lists the characteristics defined for the payment of selected bills. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the payment agreement request.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Column Name	Column Description
Edit	Used to edit the details of the payment agreement request. Note: The Edit button appears only when the payment agreement request is in the Active or Draft status.
Delete	Used to delete the payment agreement request. Note: The Delete button appears only when the payment agreement request is in the Draft status.
Submit	Used to submit the payment agreement request for approval. Note: The Submit button appears only when the payment agreement request is in the Draft status.
Approve	Used to approve the payment agreement request. Note: The Approve button appears only when: <ul style="list-style-type: none"> The payment agreement request is in the Approval In Progress status. A user with the approval To Do role is reviewing the payment agreement request.
Reject	Used to reject the payment agreement request. Note: The Reject button appears only when: <ul style="list-style-type: none"> The payment agreement request is in the Approval In Progress status. A user with the approval To Do role is reviewing the payment agreement request.
Resubmit	Used to change the status of the payment agreement request to Draft . Note: The Resubmit button appears only when: <ul style="list-style-type: none"> The payment agreement request is in the Approval In Progress status. A user with the approval To Do role is reviewing the payment agreement request.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the payment agreement request is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the payment agreement request status is updated.
Create Date/Time	Displays the date and time when the payment agreement request is created.

Bill Details

The **Bill Details** zone displays the bill details of the payment agreement request. This zone contains the following columns:

Column Name	Column Description
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Bill Amount	Displays the bill amount when the bill was generated.
Due Date	Displays the due date of the bill.
Unpaid Amount	Displays the amount which is eligible for payment against the bill.
Overdue Process Information	Displays the overdue process information about the bill. Note: It has a link. On clicking the link, the Overdue Process screen appears with details of the overdue process of the bill.

This zone contains the **Delete** button. This button appears when the payment agreement request is in the **Draft** status. It is used to delete bills of payment agreement request.

Note: One payment agreement request will have complete status debit bills of only one account. All bills under one payment agreement will be of same currency. Once payment agreement request is active, bills added under the request cannot be deleted.

Payment Schedule

The **Payment Schedule** zone displays the payments scheduled for the bills of the payment agreement request. This zone contains the following columns:

Column Name	Column Description
Schedule Date	Displays the schedule date for payment of bills amount in installments.
Schedule Amount	Displays the scheduled amount for bills payment in installments.
Auto Pay ID	Displays the automatic payment ID.

Payment Agreement Request - Bills

The **Bills** tab on the **Payment Agreement Request** contains the following zone:


- [Search Bills](#) on page 1351

Note: This tab is appears when the payment agreement request is in the **Draft** status.

Search Bills

The **Search Bills** zone allows you to search for all overdue bills for the account of a payment agreement request using various search criteria. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a payment agreement request using bill details. Note: By default, the Bill Details option is selected.	Yes
Bill ID	Used to search for a particular bill. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Bill Search window appears.	No
Bill Date From	Used to search bills which are created from a particular date onwards.	No
To	Used to search bills which are created till a particular date.	No

Note: You must specify at least one search criterion while searching for the bill details.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Unpaid Amount	Displays the amount which is eligible for payment agreement request against the bill.
Overdue Process Information	Displays the overdue process information for the bill.

Note: Pagination is used to display limited number of records in the **Search Results** section. By default, 20 records are displayed in the **Search Results** section. You can change the number of records displayed per page, if required.

This zone contains the **Add** button. It is used to add bill details of payment agreement request.

Note: One payment agreement request will have complete status debit bills of only one account. All bills under one payment agreement will be of same currency. Bills which are part of another payment agreement request and which is not in completed status will not be available for selection.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
How to view the details of a payment agreement request	Viewing the Payment Agreement Request Details on page 1344

Payment Agreement Request - Log

The **Log** tab on the **Payment Agreement Request** screen contains the following zone:

- [Payment Agreement Request Log](#) on page 1353

Payment Agreement Request Log

The **Payment Agreement Request Log** zone on the **Payment Agreement Request** screen lists the complete trail of actions performed on the payment agreement request. This zone contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the payment agreement request.
Details	Displays the details about the action performed on the payment agreement request.
User	Indicates the user who has performed the action on the payment agreement request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the payment agreement request.
Status Reason	Displays the status reason of action performed on the payment agreement request.
Old Payment Schedule	Displays the details of old payment schedule.

Note: You can manually add a log entry for the payment agreement request by clicking the **Add Log Entry** link in the upper right corner of the **Payment Agreement Request Log** zone.

The **Add Payment Agreement Request Log** window appears. Enter **Log Details** and click **Save**. The payment agreement request log is added.

Related Topics

For more information on...	See...
How to view the log of a payment agreement request	Viewing the Log of a Payment Agreement Request on page 1363
How to add the log for a payment agreement request	Adding a Log Entry for a Payment Agreement Request on page 1364

Editing a Payment Agreement Request

Procedure

To edit a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose details you want to edit.

The **Payment Agreement Request** screen appears.

3. Click the **Edit** button in the **Payment Agreement Request** zone.


Note: The **Edit** button appears only when the payment agreement request is in the **Active** or **Draft** status.


The **Payment Agreement Request** screen appears. It contains the following sections:


- **Main** – Used to specify basic details about the payment agreement request. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Information	Displays information about the payment agreement request.	Not applicable
Payment Agreement Request Type	Indicates the payment agreement request type using which the payment agreement request is created.	Not applicable
Account Information	Used to indicate the account for which you want to create the payment agreement request.	Yes
Third Party Payor	Used to specify the third party payor. Note: The values appears for selection only if the third party payor check box is selected.	No
Payor Account ID	Displays the account ID of selected Third Party Payor .	Not applicable
Pay Method	Used to indicate the payment method. Note: The valid values differ with respect to the description added for respective pay method in the Pay Method screen.	Yes
Comments	Used to specify additional details about the payment agreement request.	No
Total Unpaid Amount	Displays the sum of unpaid amount of the bills.	Not applicable
Total Future Schedule Amount	Displays the sum of future schedule amount.	Not applicable

- **Bill Details** – Used to specify the bill details in the payment agreement request. This section contains the following column:

Column Name	Column Description	Mandatory (Yes or No)
Bill ID	Used to search a particular bill. Note: The Search  icon appears corresponding to the field. On clicking the Search icon, the Bill Search window appears. Bill details are displayed corresponding to the searched bill id.	Yes

If you want to define more than one bill details for the payment agreement request, click the **Add**  icon.

Note: However, if you want to remove a bill detail from the payment agreement request, click the **Delete**  icon corresponding to the bill ID.

- **Payment Schedule** – Used to specify the payment schedule details in the payment agreement request. This screen contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Schedule Date	Used to specify the schedule date for payment of schedule amount in the form of installments.	Yes
Schedule Amount	Used to specify the schedule amount to be paid in terms of installments.	Yes
Auto Pay ID	Used to search for auto pay ID. Note: This field can be edited only when the Pay Method is selected for electronic payment of schedule amount. The Search (🔍) icon appears corresponding to the field. Auto pay details are displayed corresponding to the searched auto pay id.	Yes (Conditional) Note: This field is required when you are defining an electronic payment for Pay Method .

If you want to define more than one payment schedules for the payment agreement request, click the **Add** (+) icon.

Note: However, if you want to remove a payment schedule from the payment agreement request, click the **Delete** (🗑️) icon corresponding to the schedule date.

- **Characteristics** – Used to define characteristics for the payment tender. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the payment agreement request.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Payment Agreement Request .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the payment agreement request.

4. Add or modify the details of the payment agreement request, if required.
5. Define, edit, or remove characteristics from the payment agreement request, if required.
6. Click **Save**.

The changes made to the payment agreement request are saved.

Note: Approval is not required for modifications done on an active payment agreement request.
--

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348
How to define characteristics for a payment agreement request	Defining Characteristics for a Payment Agreement Request on page 1346

Deleting a Payment Agreement Request

Procedure

To delete a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment request that you want to delete.

The **Payment Agreement Request** screen appears.

3. Click the **Delete** button in the **Payment Agreement Request** zone.

A message appears confirming whether you want to delete the payment agreement request.

Note: The Delete button appears only when the payment agreement request is in the Draft status.
--

4. Click **OK**.

The payment agreement request is deleted.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348
Bill Details zone	Bill Details on page 1351
Payment Schedule zone	Payment Schedule on page 1351

Submitting a Payment Agreement Request

Prerequisites

To submit a payment agreement request, you should have:

- Payment Agreement Request Types defined in the request.

Procedure

To submit a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.

- In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request that you want to submit.

The **Payment Agreement Request** screen appears.

- Click the **Submit** button in the **Payment Agreement Request** zone.

The system behaves in the following manner:

If...	Then
The Approval Required check box is selected in the payment agreement request type using which the payment agreement request is created.	A To Do of the To Do Type is created for the payment agreement request entity and sent to the approver. Status of the payment agreement request is changed to Approval In Progress . C1-PAREQ is the to do type for Payment Agreement Request.
The Approval Required check box is not selected in the payment agreement request type using which the payment agreement request is created.	The payment agreement request is created using the specified payment agreement request types and the status of the payment agreement request is changed to as specified in the payment agreement request type.

Note:

The **Submit** button appears only when the payment agreement request is in the **Draft** status.

For more information about the **Payment Agreement Request Periodic Monitor (C1-PAREQ)** batch, refer to Oracle Revenue Management and Billing Batch Guide.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348

Removing an Overdue Bill from a Payment Agreement Request

Prerequisites

To remove an overdue bill from a payment agreement request, you should have:

- Bill details should be available to be removed from payment agreement request

Procedure

To delete a bill detail from payment agreement request:

- Search for the payment agreement request in the **Payment Agreement Request** screen which is in **Draft** status.
- In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose details you want to view.

By default, the **Main** tab of the **Payment Agreement Request** screen appears.

- List of bill details are displayed in the **Bill Details** zone.
- Select the check box corresponding to the bill which you want to delete from the payment agreement request.

You can delete more than one bill from the payment agreement request at the same time.

- Click **Delete**.

A message appears indicating that selected bills have been successfully deleted from the payment agreement request.

6. Click **OK**.

Note that the bill is added in the **Search Bills** zone in the **Bills** tab.

Note: Bills in **Active** status cannot be deleted.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
Bill Details zone	Bill Details on page 1351
Search Bills zone	Search Bills on page 1351

Approving a Payment Agreement Request

You can view the number of payment agreement requests which are pending for approval in the **Payment Agreement Request** screen. The approver can review, and accordingly approve or reject the payment agreement request based on the observations.

Note: The system will not allow you to approve or reject a payment agreement request submitted by you.

Procedure

To approve a payment agreement request:

1. Do either of the following:

If you want to	Then
Approve a payment agreement request through the Payment Agreement Request screen	<ol style="list-style-type: none"> 1. Search for the payment agreement request in the Payment Agreement Request screen. 2. In the Search Results section, click the link in the Payment Agreement Request Information column corresponding to the payment agreement request which you want to review.
Approve a payment agreement request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter the to do type C1-PAREQ in the To Do Type field for the entity payment agreement request. 4. Click the Search button corresponding to the To Do Type field.

If you want to	Then
	<p>The To Do List screen appears.</p> <ol style="list-style-type: none"> 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the payment agreement request that you want to review.

The **Payment Agreement Request** screen appears.

2. Review the payment agreement request details.
3. Click the **Approve** button in the **Payment Agreement Request** zone.

The system behaves in the following manner:

If you are...	Then
Approving a payment agreement request	The status of the payment agreement request is changed to Approval In Progress as specified in the payment agreement request type.

Note: The **Approve** button appears only when:

- The payment agreement request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the payment agreement request.

Related Topics

For more information on...	See...
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343

Rejecting a Payment Agreement Request

Prerequisites

To reject a payment agreement request, you should have:

- Rejection reasons defined in the application

Note:

While rejecting a payment agreement request, you need to specify the reason why you want to reject the payment agreement request. You can select the appropriate rejection reason only when you have defined the reasons for the **Rejected** status of the **C1-PaymentAgreementRequest** business object in the **Status Reason** screen.

The system will not allow you to approve or reject a payment agreement request submitted by you.

Procedure

To reject a payment agreement request:

1. Do either of the following:

If you want to	Then
Reject a payment agreement request through the Payment Agreement Request screen	<ol style="list-style-type: none"> 1. Search for the payment agreement request in the Payment Agreement Request screen. 2. In the Search Results section, click the link in the Payment Agreement Request Information column corresponding to the payment request which you want to review.
Reject a payment agreement request from the To Do List screen	<ol style="list-style-type: none"> 1. Click the Menu link in the Application toolbar. A list appears. 2. From the Main menu, select To Do and then click To Do List. The To Do Type for User Search window appears. 3. Enter the to do type C1-PAREQ in the To Do Type field for the entity payment agreement request. 4. Click the Search button corresponding to the To Do Type field. The To Do List screen appears. 5. Select the Open option from the Filter by list to view all unassigned To Dos. 6. Click the link in the Message column corresponding to the To Do of the payment agreement request that you want to review.

The **Payment Agreement Request** screen appears.

2. Review the payment agreement request details.
3. Click the **Reject** button in the **Payment Agreement Request** zone.

The **Reject Payment Request** window appears. It contains following fields:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to reject the payment agreement request.	Yes
Comments	Used to specify additional information while rejecting the payment agreement request.	No

Note: The **Reject** button appears only when:

- The payment agreement request is in the **Approval In Progress** status.
- A user with the approval To Do role is reviewing the payment agreement request.

4. Select the rejection reason from the **Status Reason** list.

5. Click **Save**.

The status of the payment agreement request is changed to **Rejected**.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348

Resubmitting a Payment Agreement Request

Prerequisites

To resubmit a payment agreement request, you should have:

- Entities added in the payment agreement request which is submitted for approval.

Procedure

To resubmit a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request that you want to resubmit.

The **Payment Agreement Request** screen appears.

3. Click the **Resubmit** button in the **Payment Agreement Request** zone.

The **Resubmit Payment Agreement Request** screen appears.

Note: The **Resubmit** button appears only when the payment agreement request is in the **Approval In Progress** status.

A To Do of the **C1-PAREQ** To Do type is created and sent to the request submitter using the submitter TO DO Role and the status of the payment agreement request is changed to **Draft**.

4. Enter the comments in the respective field and click **Save**.


Note: While resubmitting, To Do will be sent to the submitter of the request using the submitter To Do Role mapped on the payment agreement request type and the request will be moved to Draft status. The submitter can do necessary changes and re submit the request. Log will be maintained when the approver sends the request back to submitter.


Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
Payment Agreement Request screen	Payment Agreement Request on page 1348
Payment Agreement Request zone	Payment Agreement Request on page 1348
How to submit a payment agreement request	Submitting a Payment Agreement Request on page 1356

Filtering Overdue Bills of an Account

The **Search Bills** zone lists bills that are overdue for an account. You will not find any records in this zone if the payment agreement request does not have overdue bills in the account. This zone contains the following fields as search criteria:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a payment agreement request using bill details. Note: By default, the Bill Details option is selected.	Yes
Bill ID	Used to search for a particular bill. Note: The Search  icon appears corresponding to the field. On clicking the Search icon, the Bill Search window appears.	No
Bill Date From	Used to search bills which are created from a particular date onwards.	No
To	Used to search bills which are created till a particular date.	No

By default, the **Search Bills** zone appears in the **Bills** tab of **Payment Agreement Request** screen. By default, the **Filter** area is visible. You can hide the **Filter** area by clicking the **Filters**  icon in the upper right corner of this zone.

By default, the search results section displays the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID.
Bill Information	Displays additional information about the bill. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill screen appears with the details of the respective bill.
Unpaid Amount	Displays the amount which is eligible for payment agreement request against the bill.
Overdue Process Information	Displays the overdue process information for the bill.

Related Topics

For more information on...	See...
Bills tab	Payment Agreement Request - Bills on page 1351
Bill Details zone	Bill Details on page 1351
How to add an overdue bill in a payment agreement request	Adding an Overdue Bill in a Payment Agreement Request on page 1362

Adding an Overdue Bill in a Payment Agreement Request

Prerequisites

To add an overdue bill in a payment agreement request, you should have:

- Overdue bills should be available for accounts to add in payment agreement request

Procedure

To add an overdue bill in a payment agreement request:

Note: A bill with outstanding amount greater than zero which is not part of an overdue process will be allowed to be added in a payment agreement request. While a bill with negative outstanding amount will not be allowed to be added in a payment agreement request.

1. Search for the payment agreement request in the **Payment Agreement Request** screen which is in **Draft** or **Active** status.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose details you want to view.
The **Payment Agreement Request** screen appears.
3. Click the **Bills** tab.
The **Bills** tab appears.
4. Enter the search criteria in the **Search Bills** zone.
In the **Search Results** section, list of bills meeting the search criteria are displayed.
5. Select the check box corresponding to the bill which you want to add to the payment agreement request from the **Search Results** section.
You can add more than one bill to the payment agreement request at the same time.
6. Click **Add**.
A message appears indicating that selected bills have been successfully added to the payment agreement request.
7. Click **OK**.
Note that the bill is added in the **Bill Details** zone in the **Main** tab.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
How to create a payment agreement request	Creating a Payment Agreement Request on page 1345
Search Bills zone	Search Bills on page 1351
Bill Details zone	Bill Details on page 1351

Viewing the Log of a Payment Agreement Request

Procedure

To view the log of a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose log you want to view.

The **Payment Agreement Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following three zones:
 - **Payment Agreement Request** – Displays the details of the payment agreement request.
 - **Bill Details** – Lists the bill details of the payment agreement request.
 - **Payment Schedule** – Lists the payment schedule details of the bills for the payment agreement request.
- **Bills** – This tab lists the unpaid bill amount details for the same account.

Note: This tab will be displayed only when the payment agreement is in Draft status.
--

- **Log** – This tab lists the complete trail of actions performed on the payment agreement request.

3. Click the **Log** tab.

The **Payment Agreement Request Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the payment agreement request.
Details	Displays the details about the action performed on the payment agreement request.
User	Indicates the user who has performed the action on the payment agreement request.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the payment agreement request.
Status Reason	Indicates the reason why the payment agreement request was rejected.
Old Payment Schedule	Displays the details of old payment schedule.

Note: You can manually add a log entry for the payment agreement request by clicking the Add Log Entry link in the upper right corner of the Payment Agreement Request Log zone.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343
How to add a log entry for a payment agreement request	Adding a Log Entry for a Payment Agreement Request on page 1364

Adding a Log Entry for a Payment Agreement Request

Procedure

To add a log entry for a payment agreement request:

1. Search for the payment agreement request in the **Payment Agreement Request** screen.
2. In the **Search Results** section, click the link in the **Payment Agreement Request Information** column corresponding to the payment agreement request whose log you want to edit.

The **Payment Agreement Request** screen appears. It consists of the following tabs:

- **Main** – This tab contains the following three zones:
 - **Payment Agreement Request** – Displays the details of the payment agreement request.
 - **Bill Details** – Lists the bill details of the payment agreement request.
 - **Payment Schedule** – Lists the payment schedule details of the bills for the payment agreement request.
- **Bills** – This tab lists the unpaid bill amount details for the same account.

Note: This tab will be displayed only when the payment agreement is in Draft status.
--

- **Log** – This tab lists the complete trail of actions performed on the payment agreement request.
3. Click the **Log** tab.
The **Log** tab appears.
 4. Click the **Add Log Entry** link in the upper right corner of the **Payment Agreement Request Log** zone.

The **Add Payment Agreement Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Agreement Request Information	Displays information about the payment agreement request.	Not applicable
Log Details	Used to specify additional comments on the payment agreement request.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Payment Agreement Request Log** zone.

Related Topics

For more information on...	See...
How to search for a payment agreement request	Searching for a Payment Agreement Request on page 1343

Chapter 23

Inbound Message

Topics:

- [Customer Inbound Message Status Transition through User Interface](#)
- [Customer Inbound Message Status Transition through a Batch Process](#)
- [Membership Inbound Message Status Transition through User Interface](#)
- [Membership Inbound Message Status Transition through a Batch Process](#)
- [Algorithms Used in C1-CustomerInboundMessage](#)
- [Algorithms Used in C1-MemberInboundMessage](#)
- [Prerequisites](#)
- [Customer Inbound Message XML Format](#)
- [Membership Inbound Message XML Format](#)
- [Sample Customer Inbound Message](#)
- [Sample Membership Inbound Message](#)
- [Inbound Message Type](#)
- [Inbound Message \(Used for Searching\)](#)
- [Inbound Message \(Used for Viewing\)](#)

Oracle Revenue Management and Billing enables you to create an inbound message using an inbound message type through the following inbound web services:

- [C1-CustomerStructureInboundMessage](#) on page 1434
- [C1-MembershipInboundMessage](#) on page 1434

Once the customer and membership inbound messages are created, the system validates and processes them at regular intervals using the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** and **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batches, respectively. When the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** batch is invoked, the system checks whether there are any customer inbound messages in the **Pending** status. If there is a customer inbound message in the **Pending** status, the system validates the customer inbound message. If a customer inbound message is successfully validated, it is processed further and the following entities are created or updated in the system based on the available information in the customer inbound message:

- Person
- Account
- Contract
- Policy
- Policy Plan
- Packaged Savings
- Billable Charges (for packaged savings and/or non-eligibility based fees)

When the **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batch is invoked, the system checks whether there are any membership inbound messages in the **Pending** status. If there is a membership inbound message in the **Pending** status, the system validates the membership inbound message. If a membership inbound message is successfully validated, it is processed further and the following entities are created or updated in the system based on the available information in the membership inbound message:

- Membership
- Main Subscriber
- Dependent Person
- Billable Charge (for membership premium)

In addition, the system enables you to submit the customer and membership inbound messages for validation and processing from the user interface. On

submitting the customer or membership inbound message, the system validates the inbound message. If an inbound message is successfully validated, it is processed further and the required entities are created or updated in the system based on the available information in the inbound message.

Once all required entities are created or updated in the system, the status of the inbound message is changed to **Processed**. If any error occurs while validating or processing an inbound message, the status of the inbound message is changed to **Rejected**. The system enables you to either reprocess or void a rejected inbound message. The system can reprocess an inbound message only when its status is changed to **Pending**. Using the **Retry** option, you can change the status of the inbound message from **Rejected** to **Pending**. The respective batch will then reconsider the inbound message for validation and processing. You can also configure the system such that the batch can automatically use the retry option to change the status of the inbound message to **Pending**. The inbound message is then reconsidered for validation and processing when the respective batch is invoked subsequently. However, it will attempt to use the retry option only when the **Maximum Retry** parameter in the **C1-TODORETRY** algorithm is set to a value greater than zero. Also, the maximum number of times the batch can attempt to use the retry option depends on the value defined in the **Maximum Retry** parameter.

For more information about the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** and **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batches, see *Oracle Revenue Management and Billing Batch Guide*.

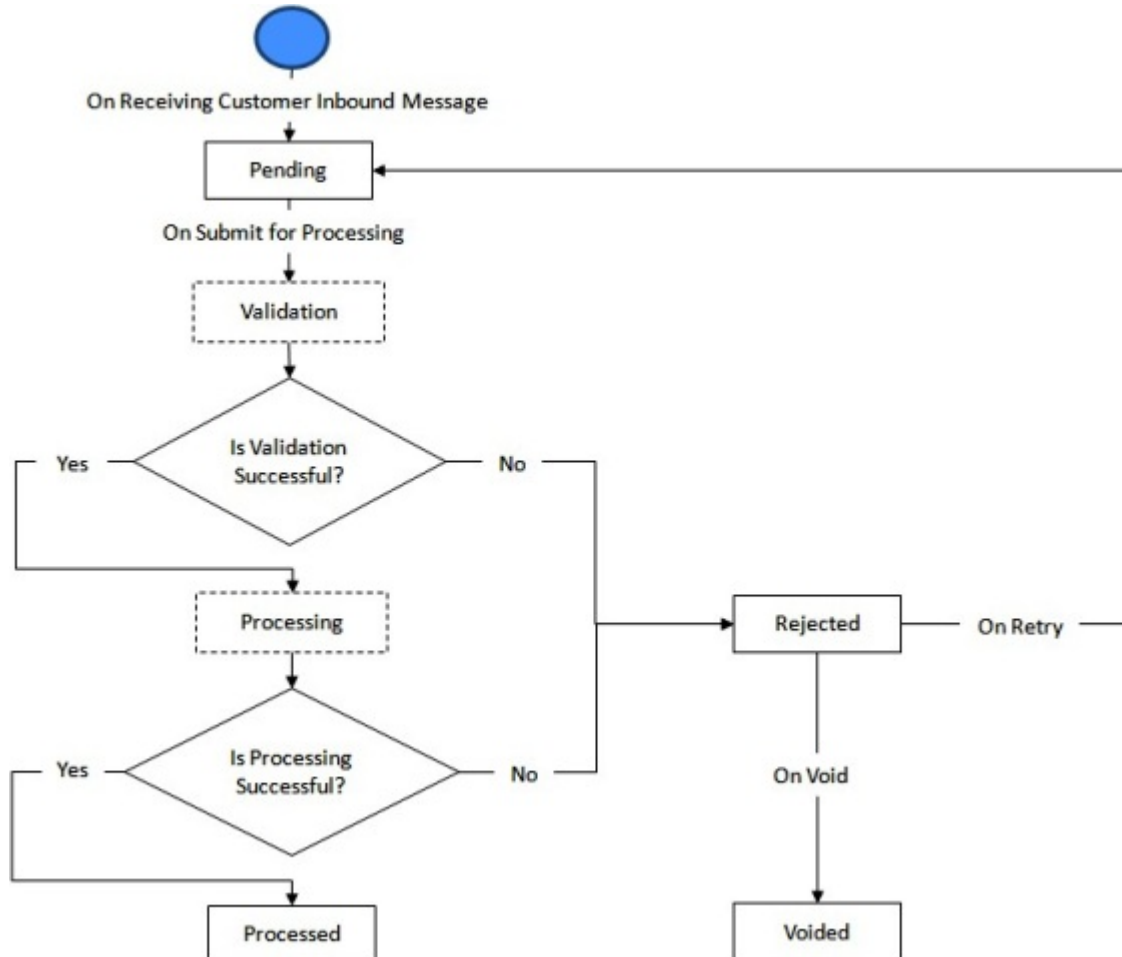
For more information about the tags that you can use in the customer and membership inbound messages, see *Customer Inbound Message XML Format* on page 1393 and *Membership Inbound Message XML Format* on page 1405.

A customer and membership inbound messages go through various statuses in their lifecycle. For more information about the statuses, see *Customer Inbound Message Status Transition through User Interface* on page 1369, *Customer Inbound Message Status Transition through a Batch Process* on page 1369, *Membership Inbound Message Status Transition through User Interface* on page 1370, and *Membership Inbound Message Status Transition through a Batch Process* on page 1371.

For more information on how to setup the inbound message feature, see *Prerequisites* on page 1392.

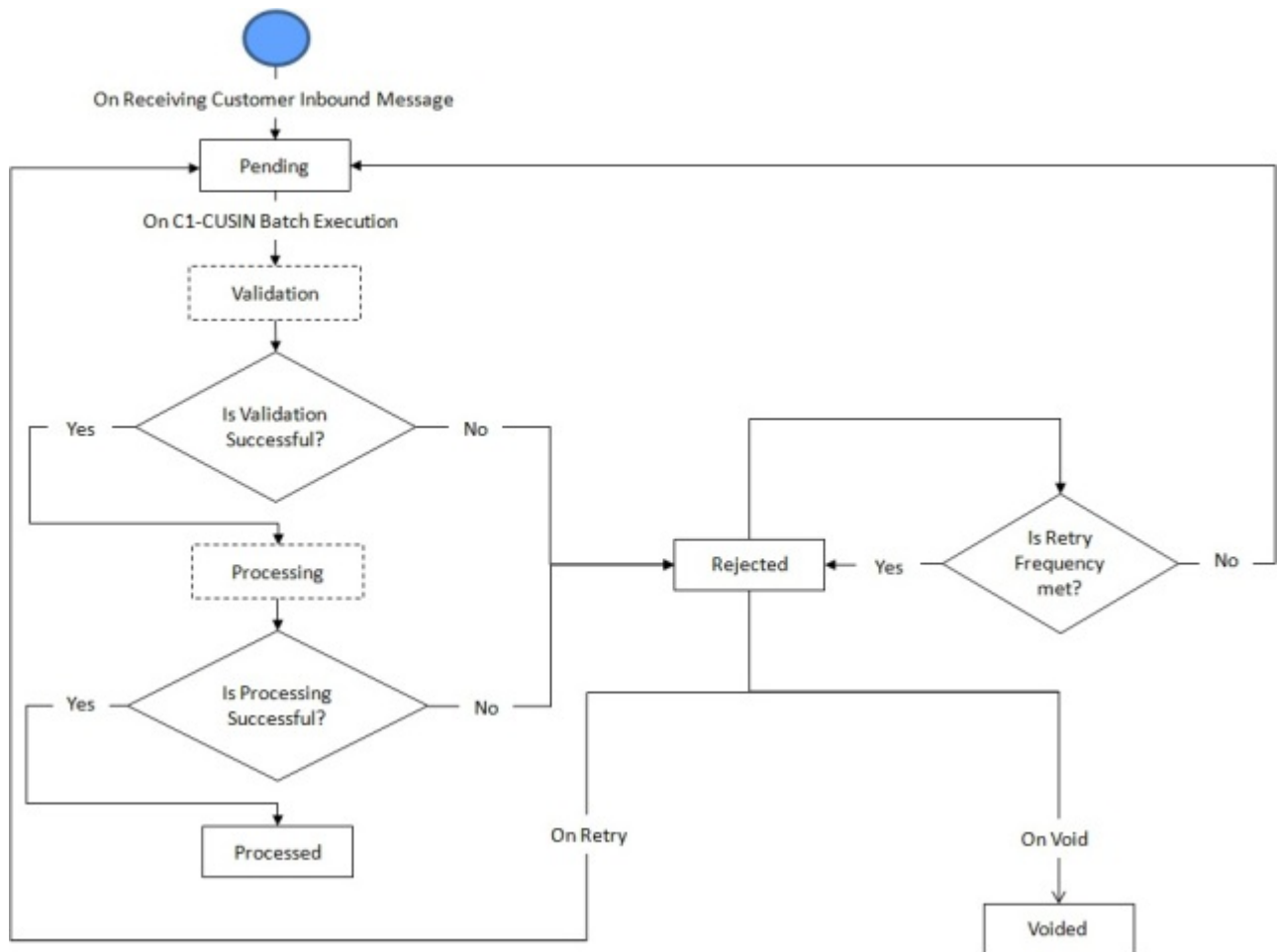
Customer Inbound Message Status Transition through User Interface

The following figure graphically indicates how a customer inbound message moves from one status to another when it is validated and processed through the user interface:



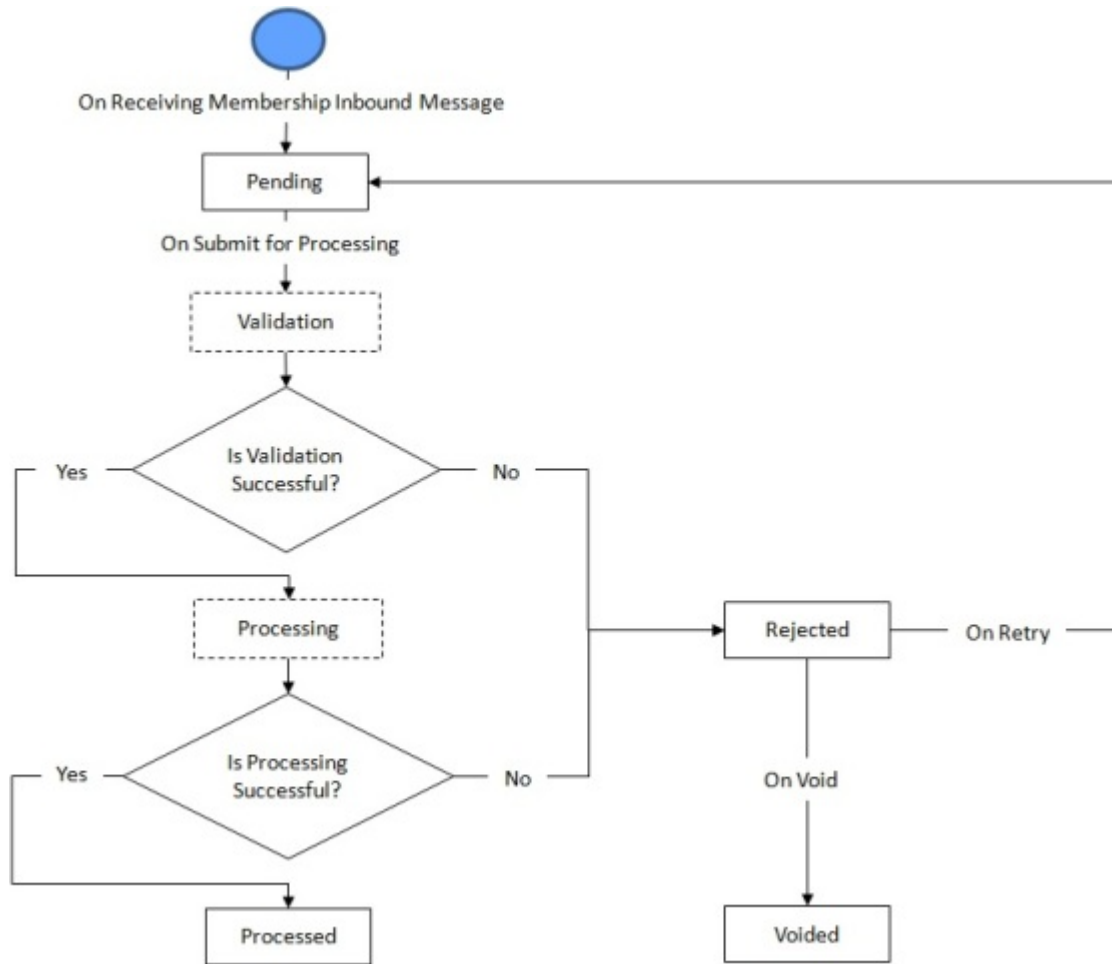
Customer Inbound Message Status Transition through a Batch Process

The following figure graphically indicates how a customer inbound message moves from one status to another when it is validated and processed through the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** batch:



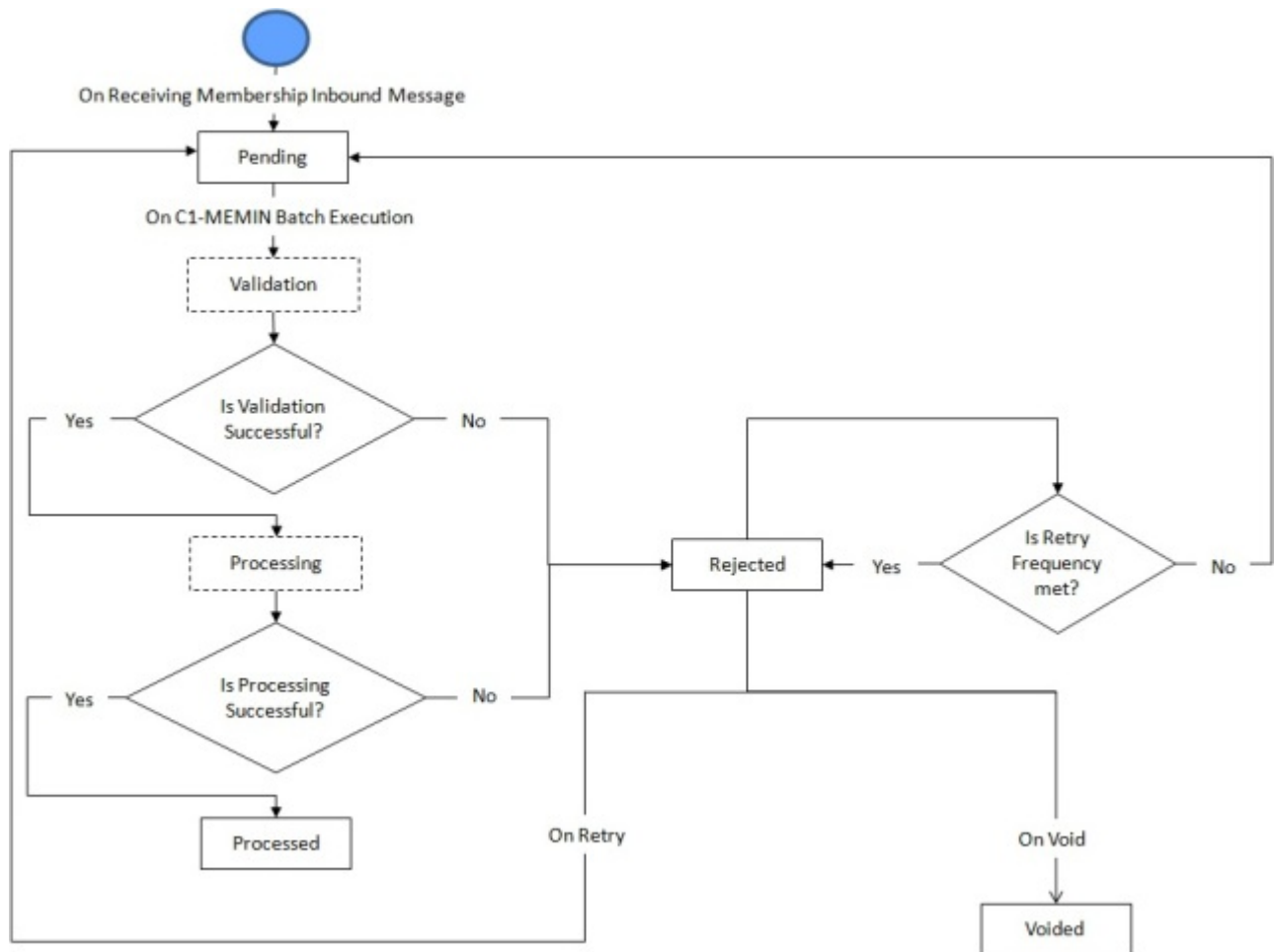
Membership Inbound Message Status Transition through User Interface

The following figure graphically indicates how a membership inbound message moves from one status to another when it is validated and processed through the user interface:



Membership Inbound Message Status Transition through a Batch Process

The following figure graphically indicates how a membership inbound message moves from one status to another when it is validated and processed through the **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batch:



Algorithms Used in C1-CustomerInboundMessage

The following table lists the algorithms which are used in the lifecycle of the **C1-CustomerInboundMessage** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Pending	Monitor	C1-AT-RQJ	C1-GEN-BOMNJ	Refer to C1-AT-RQJ on page 1373.
Validation	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	Refer to F1-AT-RQJ on page 1373.
Validation	Enter	C1-CINMSGVAL	C1-CINMSGVAL	Refer to C1-CINMSGVAL on page 1373.
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	Refer to F1-AT-RQJ on page 1373.
Processing	Enter	C1-CINMSGPRC	C1-CINMSGPRC	Refer to C1-CINMSGPRC on page 1374.
Rejected	Monitor	C1-TODORETRY	C1-TODORETRY	Refer to C1-TODORETRY on page 1382.
Rejected	Enter	C1-TDCRINMSG	F1-TDCREATE	Refer to C1-TDCRINMSG on page 1383.

C1-AT-RQJ

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Pending**. If the **isRetried** flag in the inbound message is set to **true**, it resets the flag to **false**.

It contains the following parameters:

- **Next Status** – Used when you want to override the default next status specified in the lifecycle.
- **Next Transition Condition** – Used when you want to override the default next transition condition specified in the lifecycle.

At a time, you can specify value for either the **Next Status** or **Next Transition Condition** parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

F1-AT-RQJ

This algorithm transitions the current status of the business object to the specified status. It contains the following parameters:

- **Next Status** – Used when you want to override the default next status specified in the lifecycle.
- **Next Transition Condition** – Used when you want to override the default next transition condition specified in the lifecycle.

At a time, you can specify value for either the **Next Status** or **Next Transition Condition** parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

C1-CINMSGVAL

This algorithm is invoked when the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** batch is executed and when you click the **Submit for Processing** button. It validates the customer inbound message which is in the **Pending** status. It checks the following:

- Whether the primary identifier is specified for the person.
- Whether the bill group information exist when the policy information is specified in the customer inbound message.
- Whether the bill cycle is specified in the bill group information.
- Whether the **Invoice Day** characteristic type (as mentioned in the **Invoice Day Characteristic Type** parameter) exists in the bill group information and a valid value is specified for this characteristic type.

If any of the above validation fails, the status of the customer inbound message is changed to **Rejected**. In addition, the appropriate log entry is added which you can view in the **Inbound Message Log** zone.

This algorithm contains the following parameters:

Parameter	Description	Mandatory (Yes or No)
Next Status	Used when you want to override the default next status specified in the lifecycle.	No
Next Transition Condition	Used when you want to override the default next transition condition specified in the lifecycle.	No

Parameter	Description	Mandatory (Yes or No)
Invoice Day Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the invoice day for the account. This type of characteristic is defined on the account. The system then fetches the bill period mapped to the invoice day in the C1_INVOICE_DAY_BILL_PERIOD_FLG lookup field.</p> <p>Note: By default, the parameter value is set to C1OFFRST. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Account.</p>	Yes

C1-CINMSGPRC

This algorithm is invoked once a customer inbound message is successfully validated. It processes the customer inbound message and accordingly creates or updates a person, account, contract, policy, policy plan, packaged savings, and billable charges for packaged savings. If requested, it also terminates, reinstates, or renews a policy.

If the processing fails due to any reason, the status of the customer inbound message is changed to **Rejected**. In addition, the appropriate log entry is added which you can view in the **Inbound Message Log** zone.

This algorithm contains the following parameters:

Parameter	Description	Mandatory (Yes or No)
Next Status	Used when you want to override the default next status specified in the lifecycle.	No
Next Transition Condition	<p>Used when you want to override the default next transition condition specified in the lifecycle.</p> <p>Note: By default, the parameter value is set to F1OK.</p>	No
Hold Reason Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the reason why the account must be kept on hold. This type of characteristic is defined on the account.</p> <p>Note: By default, the parameter value is set to C1INVHLD. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Account.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Franchise Person Relationship Type	<p>Used to specify the person relationship type. If the parent person's relationship type in the customer inbound message matches to this parameter value, the system will add the person's account and contract details in the parent person's statement construct.</p> <p>Note: By default, the parameter value is set to BILLING. You can change the parameter value, if required. However, you must specify a person relationship type which is already defined in the system.</p>	No
Packaged Savings Contract Type	<p>Used to specify the contract type using which you want to create the packaged savings contract for accounts. This contract is then used to create packaged savings billable charges.</p> <p>Note: By default, the parameter value is set to PACKSAV. You can change the parameter value, if required. However, you must specify a contract type which is already defined in the system.</p>	No
Policy Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the policy ID. This type of characteristic is defined on the billable charge. The system then uses this characteristic to derive the packaged savings billable charge which you want to update.</p> <p>Note: By default, the parameter value is set to C1POLICY. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes
Policy Plan Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the policy plan ID. This type of characteristic is defined on the contract. The system then uses this characteristic to derive the contract which you want to update.</p> <p>Note: By default, the parameter value is set to C1POLPLN. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Contract.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Plan Code Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the policy plan number. This type of characteristic is defined on the price item. The system then uses this characteristic to derive the price item which you want to update.</p> <p>Note: By default, the parameter value is set to C1HPLNID. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes
Coverage Type Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the coverage type. This type of characteristic is defined on the price item.</p> <p>Note: By default, the parameter value is set to C1PRDCAT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes
Rate Coverage Type Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the rate coverage type. This type of characteristic is defined on the price item. The system then uses this characteristic to derive the price item which you want to update.</p> <p>Note: By default, the parameter value is set to C1RATCOV. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes
Policy Person Role	<p>Used to specify the policy person role which you want to use while adding main customer in a policy.</p> <p>Note: By default, the parameter value is set to DEP. You can change the parameter value, if required. However, you must specify a policy person role which is already defined in the system.</p>	No
Description on Bill	<p>Used to specify the description that you want to display on the packaged savings billable charge.</p> <p>Note: By default, the parameter value is set to Package Savings BC.</p>	No

Parameter	Description	Mandatory (Yes or No)
Policy Start Date Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the date from when the policy is effective. This type of characteristic is defined on the policy.</p> <p>Note: By default, the parameter value is set to C1PPSTDT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy.</p>	Yes
Policy End Date Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the date till when the policy is effective. This type of characteristic is defined on the policy. The system uses this characteristic while reinstating the policy.</p> <p>Note: By default, the parameter value is set to C1PPENDT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy.</p>	Yes
Base Policy Indicator Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the policy is a base policy. This type of characteristic is defined on the policy.</p> <p>Note: By default, the parameter value is set to C1PRBASE. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy.</p>	Yes
Invoice Day Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the invoice day for the account. This type of characteristic is defined on the account. The system fetches the bill period mapped to the invoice day in the C1_INVOICE_DAY_BILL_PERIOD_FLG lookup field while creating packaged savings billable charges for accounts.</p> <p>Note: By default, the parameter value is set to C1OFFRST. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Account.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
State of Issue Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the members are eligible for the state assessment fee. This type of characteristic is defined on the policy.</p> <p>Note: By default, the parameter value is set to C1STISSE. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy.</p>	Yes
Days to Calculate Hold Request End Date	<p>Used to specify the number of days. It is used to calculate the hold request end date (which is hold request start date + specified number of days).</p> <p>Note: By default, the parameter value is set to 5.</p>	No
Proration Rule Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate how premium must be prorated. This type of characteristic is defined on the policy.</p> <p>Note: By default, the parameter value is set to C1PRTNRL. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy.</p>	Yes
Policy Plan Business Object Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the business object using which the policy plan must be created. This type of characteristic is defined on the policy type.</p> <p>Note: By default, the parameter value is set to C1PPLNBO. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy Type.</p>	Yes
External Source System Status Reason Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the external source system status reason. Each status reason configured for a policy status is mapped to an external source system status reason. The system uses this characteristic to derive the status reason configured in ORMB while reinstating or terminating the policy.</p> <p>Note: By default, the parameter value is set to C1PRSRSN. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Status Reason.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Plan Effective Date Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the date from when the policy plan is effective. This type of characteristic is defined on the policy plan.</p> <p>Note: By default, the parameter value is set to C1PLEFDT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy Plan.</p>	Yes
Policy Type	<p>Used to indicate the policy type. The system derives the policy business object (using which the policy must be created) from the policy type.</p> <p>Note: By default, the parameter value is set to INDIVIDUAL. You can change the parameter value, if required. However, you must specify a policy type which is already defined in the system.</p>	No
Account Identifier Type	<p>Used to indicate the account identifier type against which you want to store the account number.</p> <p>Note: By default, the parameter value is set to C1_F_ANO. You can change the parameter value, if required. However, you must specify an account identifier type which is already defined in the system.</p>	No
Membership Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the membership ID. This type of characteristic is defined on the billable charge. The system uses this characteristic to derive the packaged savings billable charges whose corresponding bill segments must be canceled on the policy termination.</p> <p>Note: By default, the parameter value is set to C1MMBRSH. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes
Add Days to Billable Charge End Date	<p>Used to specify the number of days. It is used to calculate the billable charge end date (which is billable charge existing end date + specified number of days).</p>	No

Parameter	Description	Mandatory (Yes or No)
Bill Segment Cancel Reason	<p>Used to indicate the cancel reason which you want to use during packaged savings bill segment cancelation on the policy termination.</p> <p>Note: By default, the parameter value is set to MASS. You can change the parameter value, if required. However, you must specify a bill cancel reason which is already defined in the system.</p>	No
Member Count Service Quantity Identifier	<p>Used to indicate the service quantity identifier (SQI) against which you want to store the number of members in the policy plan. The system uses this SQI while creating the premium billable charges.</p> <p>Note: By default, the parameter value is set to MEMCOUNT. You can change the parameter value, if required. However, you must specify a service quantity identifier which is already defined in the system.</p>	No
Non-Eligibility Based Contract Type	<p>Used to specify the contract type using which you want to create the non-eligibility based contract. The system then uses this contract to create non-eligibility based billable charges.</p> <p>Note: By default, the parameter value is set to NEBFEEES. You can change the parameter value, if required. However, you must specify a contract type which is already defined in the system.</p>	No
Franchise Indicator Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the parent person is a franchise. This type of characteristic is defined on the person.</p> <p>Note: By default, the parameter value is set to C1FRANCD. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Person.</p>	Yes
Product Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate the product to which the price item is mapped. This type of characteristic is defined on the price item.</p> <p>Note: By default, the parameter value is set to C1PRODUC. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Plan Activity Date Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the plan activity date. This type of characteristic is defined on the policy plan.</p> <p>Note: By default, the parameter value is set to C1PLACDT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy Plan.</p>	Yes
Non Integrated Packaged Savings Indicator Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the packaged savings is non-integrated. This type of characteristic is defined on the billable charge.</p> <p>Note: By default, the parameter value is set to C1PSNINT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes
Override Collection Class Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the collection class. This type of characteristic is defined on the person. The system then uses this characteristic to override the collection class of all accounts where the person is the main customer.</p> <p>Note: By default, the parameter value is set to C1OVCOLL. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Person.</p>	Yes
Override Postpone Credit Review Date Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the postpone credit review date. This type of characteristic is defined on the person. The system then uses this characteristic to override the postpone credit review date of all accounts where the person is the main customer.</p> <p>Note: By default, the parameter value is set to C1OVRWDT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Person.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Lock Box Characteristic Type	Used to specify the characteristic type which you want to use to store the person ID. This type of characteristic is defined on the account. Note: By default, the parameter value is set to C1LCKBX . You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Account .	Yes
Auto Pay Route Type Characteristic Type	Used to specify the characteristic type which you want to use to store the auto pay route type. This type of characteristic is defined on the person. The system then uses this characteristic of a person to update auto pay route type for all accounts where the person is linked to the accounts through the C1LCKBX characteristic. Note: By default, the parameter value is set to CIAPAYRT . You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Person .	Yes
Hold Request Type	Used to specify the hold request type using which you want to create the hold request for an account. Note: By default, the parameter value is set to DIASTER . You can change the parameter value, if required. However, you must specify a hold request type which is already defined in the system.	No
Price Item Business Object	Used to specify the business object using which you want to create a price item. Note: By default, the parameter value is set to C1_PRICEITEM_BO . You can change the parameter value, if required. However, you must specify a business object which is already defined in the system.	Yes

C1-TODORETRY

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Rejected**. It checks whether the maximum retry attempts are met. If the retry attempt is less than or equal to the value defined in the **Maximum Retry** parameter, the status of the inbound message is changed to **Pending**. However, if the retry attempt is greater than the value defined in the **Maximum Retry** parameter, the status of the inbound message remains as **Rejected**.

Note: This algorithm is invoked only when the customer or membership inbound message is validated and processed through the batch process.

It contains the following parameters:

- **Maximum Retry** – Used to specify the maximum number of times the inbound message can be revalidated and reprocessed on failure.

- **Maximum Retry Element Name** – This parameter is not used at the moment.

If you do not specify any value for the **Maximum Retry** parameter, the system uses the value defined in the **To Do Maximum Retries** status option (which is defined in the lifecycle of the **C1-CustomerInboundMessage** and **C1-MemberInboundMessage** business object) to check whether the maximum retry attempts are met. If the value is not specified for the **To Do Maximum Retries** status option, the system does not allow revalidating and reprocessing an inbound message, and the status of the inbound message remains as **Rejected**.

C1-TDCRINMSG

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Rejected**. It creates a To Do using the specified To Do type and assigns it to users with the specified To Do role.

It contains the following parameters:

- **To Do Type** - Used to specify the type of notification that you want to generate when the inbound message validation or processing fails.
- **To Do Role** – Used to specify the To Do role to indicate the users to whom you want to send the notification when the inbound message validation or processing fails.

The rest of the parameters, such as **To Do Type Element Name**, **To Do Role Element Name**, **Message Category**, **Message Number**, **Characteristic Type For Log Entry**, **To Do Sort Keys Retriever Script**, **Discard Cancel Terminate Reason Element**, **Discard Cancel Terminate Reason**, **Retry Frequency**, and **Retry Frequency Element Name**, are not used at the moment.

Algorithms Used in C1-MemberInboundMessage

The following table lists the algorithms which are used in the lifecycle of the **C1-MemberInboundMessage** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Pending	Monitor	C1-AT-RQJ	C1-GEN-BOMNJ	Refer to C1-AT-RQJ on page 1373.
Validation	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	Refer to F1-AT-RQJ on page 1373.
Validation	Enter	C1-INMEMEVAL	C1-INMEMEVAL	Refer to C1-INMEMEVAL on page 1384.
Processing	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	Refer to F1-AT-RQJ on page 1373.
Processing	Enter	C1-INMEMEPRC	C1-INMEMEPRC	Refer to C1-INMEMEPRC on page 1385.
Rejected	Monitor	C1-TODORETRY	C1-TODORETRY	Refer to C1-TODORETRY on page 1382.
Rejected	Enter	C1-TDCRINMSG	F1-TDCREATE	Refer to C1-TDCRINMSG on page 1383.
Rejected	Exit	F1-TODOCOMPL	F1-TODOCOMPL	Refer to F1-TODOCOMPL on page 1391.

C1-AT-RQJ

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Pending**. If the **isRetried** flag in the inbound message is set to **true**, it resets the flag to **false**.

It contains the following parameters:

- **Next Status** – Used when you want to override the default next status specified in the lifecycle.
- **Next Transition Condition** – Used when you want to override the default next transition condition specified in the lifecycle.

At a time, you can specify value for either the **Next Status** or **Next Transition Condition** parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

F1-AT-RQJ

This algorithm transitions the current status of the business object to the specified status. It contains the following parameters:

- **Next Status** – Used when you want to override the default next status specified in the lifecycle.
- **Next Transition Condition** – Used when you want to override the default next transition condition specified in the lifecycle.

At a time, you can specify value for either the **Next Status** or **Next Transition Condition** parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

C1-INMEMEVAL

This algorithm is invoked when the **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batch is executed and when you click the **Submit for Processing** button. It validates the membership inbound message which is in the **Pending** status. It checks the following:

- Whether the primary identifier is specified for the person.
- Whether the policy with the specified policy number and source system combination exists in the system.
- Whether the policy plan exists in the policy.
- Whether the bill group ID (i.e. account identifier) is specified in the member plan coverage information.
- Whether the **Plan Code** characteristic type (as mentioned in the **Plan Code Characteristic Type** parameter) exists in the member plan coverage information.
- Whether the **Rate Coverage Type** characteristic type (as mentioned in the **Rate Coverage Type Characteristic Type** parameter) exists in the member plan coverage information and a valid value is specified for this characteristic type.

If any of the above validation fails, the status of the membership inbound message is changed to **Rejected**. In addition, the appropriate log entry is added which you can view in the **Inbound Message Log** zone.

This algorithm contains the following parameters:

Parameter	Description	Mandatory (Yes or No)
Next Status	Used when you want to override the default next status specified in the lifecycle.	No
Next Transition Condition	Used when you want to override the default next transition condition specified in the lifecycle.	No

Parameter	Description	Mandatory (Yes or No)
Plan Code Characteristic Type	Used to specify the characteristic type which you want to use to store the policy plan number. This type of characteristic is defined on the price item. The system uses this characteristic to derive the price item. Note: By default, the parameter value is set to C1HPLNID . You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item .	Yes
Rate Coverage Type Characteristic Type	Used to specify the characteristic type which you want to use to store the rate coverage type. This type of characteristic is defined on the price item. The system uses this characteristic to derive the price item. Note: By default, the parameter value is set to C1RATCOV . You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item .	Yes
Account Identifier Type	Used to indicate the account identifier type. The system derives the account using the account identifier type and account identifier combination. Note: By default, the parameter value is set to C1_F_ANO . You can change the parameter value, if required. However, you must specify an account identifier type which is already defined in the system.	No

C1-INMEMEPRC

This algorithm is invoked once a membership inbound message is successfully validated. It processes the membership inbound message and accordingly does the following:

- Adds or updates a membership in a policy plan
- Adds a dependent in a membership
- Updates the details of the main subscriber or dependent person
- Creates main subscriber or dependent person
- Associates a contract with a membership
- Adds membership premium for a coverage period
- Creates a billable charge for membership premium

If the processing fails due to any reason, the status of the membership inbound message is changed to **Rejected**. In addition, the appropriate log entry is added which you can view in the **Inbound Message Log** zone.

This algorithm contains the following parameters:

Parameter	Description	Mandatory (Yes or No)
Next Status	Used when you want to override the default next status specified in the lifecycle.	No
Next Transition Condition	Used when you want to override the default next transition condition specified in the lifecycle.	No
Subscriber Member Business Object	Used to specify the business object using which you want to create the main subscriber or dependent person in the system. Note: By default, the parameter value is set to C1-HCCustomer . You can change the parameter value, if required. However, you must specify a business object which is already defined in the system.	No
Description on Bill	Used to specify the description that you want to display on the premium billable charge. Note: By default, the parameter value is set to Premium .	No
Premium Amount Service Quantity Identifier	Used to indicate the service quantity identifier (SQI) against which you want to store the premium amount. The system uses this SQI while creating the premium billable charges. Note: By default, the parameter value is set to PREMAMT . You can change the parameter value, if required. However, you must specify a service quantity identifier which is already defined in the system.	No
Recurring Flag	Used to indicate that you want to create recurring bill segments at the intervals defined in the bill period. Note: By default, the parameter value is set to BP .	No
Plan Code Characteristic Type	Used to specify the characteristic type which you want to use to store the policy plan number. This type of characteristic is defined on the price item. The system uses this characteristic to derive the price item. Note: By default, the parameter value is set to C1HPLNID . You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item .	Yes

Parameter	Description	Mandatory (Yes or No)
Rate Coverage Type Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the rate coverage type. This type of characteristic is defined on the price item. The system uses this characteristic to derive the price item.</p> <p>Note: By default, the parameter value is set to C1RATCOV. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes
Policy Plan Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the policy plan ID. This type of characteristic is defined on the contract. The system uses this characteristic to derive the active contract associated with the policy plan membership.</p> <p>Note: By default, the parameter value is set to C1POLPLN. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Contract.</p>	Yes
Main Subscriber Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the person is the main subscriber in a membership. This type of characteristic is defined on the person. The system checks whether the value for this characteristic (specified in the membership inbound message) matches the value specified in the Main Subscriber Characteristic Value parameter. If so, it considers the person as the main subscriber. Otherwise, the person is considered as a dependent person.</p> <p>Note: By default, the parameter value is set to C1DEPCD. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Person.</p>	Yes
Main Subscriber Characteristic Value	<p>Used to specify the value for the characteristic type which is specified in the Main Subscriber Characteristic Type parameter.</p> <p>Note: By default, the parameter value is set to MEM.</p>	No

Parameter	Description	Mandatory (Yes or No)
Account Identifier Type	<p>Used to indicate the account identifier type. The system derives the account using the account identifier type and account identifier combination.</p> <p>Note: By default, the parameter value is set to C1_F_ANO. You can change the parameter value, if required. However, you must specify an account identifier type which is already defined in the system.</p>	No
Bill Segment Cancel Reason	<p>Used to indicate the cancel reason which you want to use during premium bill segment cancelation on the membership termination.</p> <p>Note: By default, the parameter value is set to MASS. You can change the parameter value, if required. However, you must specify a bill cancel reason which is already defined in the system.</p>	No
Invoice Day Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the invoice day for the account. This type of characteristic is defined on the account. The system fetches the bill period mapped to the invoice day in the C1_INVOICE_DAY_BILL_PERIOD_FLG lookup field while creating premium billable charges for accounts.</p> <p>Note: By default, the parameter value is set to C1OFFRST. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Account.</p>	Yes
Membership Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the membership ID. This type of characteristic is defined on the billable charge. The system uses this characteristic to derive premium billable charges whose corresponding bill segments must be canceled due to change in membership coverage period.</p> <p>Note: By default, the parameter value is set to C1MMBRSH. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Membership Business Object Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the business object using which the membership must be created. This type of characteristic is defined on the policy type.</p> <p>Note: By default, the parameter value is set to C1MEMBRO. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Policy Type.</p>	Yes
Transaction Type Category Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate the type of the transaction (i.e. whether the transaction is related to premium, fee, and so on). This type of characteristic is defined on the billable charge. The system uses this characteristic to derive premium billable charges.</p> <p>Note: By default, the parameter value is set to C1TRNCAT. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes
Transaction Type Category Characteristic Value	<p>Used to specify the value for the characteristic type which is specified in the Transaction Type Category Characteristic Type parameter.</p> <p>Note: By default, the parameter value is set to CMPREM.</p>	No
Inactive Policy Plan Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate whether the policy plan is inactive. This type of characteristic is defined on the contract. The system uses this characteristic to derive contracts associated with the policy plan membership.</p> <p>Note: By default, the parameter value is set to C1INAPPC. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Contract.</p>	Yes
Coverage Tier Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate the coverage tier to which the membership belongs. This type of characteristic is defined on the membership.</p> <p>Note: By default, the parameter value is set to C1CVTIER. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Membership.</p>	Yes

Parameter	Description	Mandatory (Yes or No)
Membership Termination Status	<p>Used to indicate the status to which you want to transition the membership when the membership is terminated.</p> <p>Note: By default, the parameter value is set to TERMINATE. You can change the parameter value, if required. However, you must specify a status which is already defined in the lifecycle of the C1-Membership business object.</p>	No
Medical Rate Coverage Type	<p>Used to specify a medical contract type. The system evaluates whether the rate coverage type specified in the membership inbound message is a medical contract type using this parameter value.</p> <p>Note: By default, the parameter value is set to M. You can change the parameter value, if required. However, you must specify a value which is already defined in the RATE_COVRG_CNTRACT_TYPE lookup field.</p>	No
Policy Characteristic Type	<p>Used to specify the characteristic type which you want to use to store the policy ID. This type of characteristic is defined on the billable charge. The system uses this characteristic to derive the packaged savings billable charge when the membership coverage period is changed.</p> <p>Note: By default, the parameter value is set to C1POLICY. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Billable Charge.</p>	Yes
Product Type Characteristic Type	<p>Used to specify the characteristic type which you want to use to indicate the type of the product. This type of characteristic is defined on the price item. The system uses this characteristic to derive packaged savings billable charges whose corresponding bill segments must be canceled due to change in membership coverage period.</p> <p>Note: By default, the parameter value is set to C1PRODTY. You can change the characteristic type, if required. However, you must specify a characteristic type where the characteristic entity is set to Price Item.</p>	Yes
Product Type Characteristic Value	<p>Used to specify the value for the characteristic type which is specified in the Product Type Characteristic Type parameter.</p> <p>Note: By default, the parameter value is set to PACKSAV.</p>	No

Parameter	Description	Mandatory (Yes or No)
Policy Status	Used to specify the status of the policy. If the parameter value is specified and if the parameter value matches the policy status, the system validates whether the membership start and end dates fall within the policy start and end dates. Note: You must specify a status which is already defined in the lifecycle of the C1-Policy business object.	No

C1-TODORETRY

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Rejected**. It checks whether the maximum retry attempts are met. If the retry attempt is less than or equal to the value defined in the **Maximum Retry** parameter, the status of the inbound message is changed to **Pending**. However, if the retry attempt is greater than the value defined in the **Maximum Retry** parameter, the status of the inbound message remains as **Rejected**.

Note: This algorithm is invoked only when the customer or membership inbound message is validated and processed through the batch process.

It contains the following parameters:

- **Maximum Retry** – Used to specify the maximum number of times the inbound message can be revalidated and reprocessed on failure.
- **Maximum Retry Element Name** – This parameter is not used at the moment.

If you do not specify any value for the **Maximum Retry** parameter, the system uses the value defined in the **To Do Maximum Retries** status option (which is defined in the lifecycle of the **C1-CustomerInboundMessage** and **C1-MemberInboundMessage** business object) to check whether the maximum retry attempts are met. If the value is not specified for the **To Do Maximum Retries** status option, the system does not allow revalidating and reprocessing an inbound message, and the status of the inbound message remains as **Rejected**.

C1-TDCRINMSG

This algorithm is invoked when the status of the customer or membership inbound message is changed to **Rejected**. It creates a To Do using the specified To Do type and assigns it to users with the specified To Do role.

It contains the following parameters:

- **To Do Type** - Used to specify the type of notification that you want to generate when the inbound message validation or processing fails.
- **To Do Role** – Used to specify the To Do role to indicate the users to whom you want to send the notification when the inbound message validation or processing fails.

The rest of the parameters, such as **To Do Type Element Name**, **To Do Role Element Name**, **Message Category**, **Message Number**, **Characteristic Type For Log Entry**, **To Do Sort Keys Retriever Script**, **Discard Cancel Terminate Reason Element**, **Discard Cancel Terminate Reason**, **Retry Frequency**, and **Retry Frequency Element Name**, are not used at the moment.

F1-TODOCOMPL

This algorithm completes To Do entries that are created for the business object when the business object exits the given status. It finds and completes all open To Do entries where the business object's primary key is defined as a drill key. However, if the **Exclude To Do Entries From Auto Completion** characteristic is set to **Y** for the business object, then the system does not automatically complete the respective To Do entry.

Prerequisites

To setup the inbound message feature, you need to do the following:

- Define the required inbound message types in the system.
- Define the required characteristic types where the characteristic entity is set to **Inbound Message Type**.
- Define the required characteristic types where the characteristic entity is set to **Inbound Message**.
- Define values for the required parameters in the **C1-CINMSGVAL**, **C1-CINMSGPRC**, **C1-INMEMEVAL**, **C1-INMEMEPRC**, **C1-TODORETRY**, and **C1-TDCRINMSG** algorithms.
- Define the **Policy Plan BO (C1PPLNBO)** and **Membership BO (C1MEMBRO)** characteristics for the policy type which is specified in the **C1-CINMSGPRC** algorithm.
- Define predefined values for the **C1PRODTY**, **C1INAPPC**, **C1PRSRSN**, **C1INVHLD**, **C1STISSE**, **C1PRTNRL**, **C1CVTIER**, **C1MEDPRM**, **C1CDBNFT**, **C1TRNCAT**, **C1HMOSW**, **C1OONIND**, **C1NONHMO**, **C1PRDCAT**, **C1RATCOV**, and **C1PSNINT** characteristic types.
- Define values for the **C1-SourceSystemLookup** extendable lookup.
- Define values for the **PER_OR_BUS_FLG**, **EXT_TYPE_FLG**, **BILL_ADDR_SRCE_FLG**, and **RATE_COVRG_CNTRACT_TYPE** lookup fields.
- Define the required person identifier types, account identifier types, person relationship types, characteristic types, phone types, customer classes, bill cycles, divisions, bill route types, and contract relationship types in the application.
- Define values for the **C1BC_OPT_TYP_FLG** lookup field.

Note: You can then set the value for the option type (defined in the **C1BC_OPT_TYP_FLG** lookup field) in the **C1-BILLCYCLE** feature configuration.

- Define values for the option types in the **C1-BILLCYCLE** feature configuration.
- Define values for the **C1_INVOICE_DAY_BILL_PERIOD_FLG** lookup field.

Note: Each lookup field value should be mapped to a valid bill period which exists in the system. You must then define this lookup field value as a predefined value for the **C1OFFRST** characteristic type. The system will then use the bill period configured for the respective invoice day when the **C1OFFRST** characteristic is defined for the account.

- Define predefined values for the **C1OFFRST** characteristic type.
- Set the batch control type of the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** and **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batches to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address
- Define the required status reasons for the status to which a policy must be transitioned on policy termination and map each status reason to a prime source reason (which is a predefined value in the **C1PRSRSN** characteristic type).
- Define the required status reasons for the status to which a policy must be transitioned on policy reinstatement and map each status reason to a prime source reason (which is a predefined value in the **C1PRSRSN** characteristic type).

- Define bill cancel reasons which you want to use on packaged savings and premium bill segment cancellation during the policy or membership termination.

Related Topics

For more information on...	See...
How to setup the C1-BILLCYCLE feature configuration	Setting the C1-BILLCYCLE Feature Configuration on page 1662

Customer Inbound Message XML Format

The customer inbound message enables you to add or update a person, account, contract, policy, policy plan, packaged savings, and billable charge for packaged savings. It also allows you to terminate, reinstate, or renew a policy. In addition, it allows you to hold an account for a given time period. However, only the bill generation process is kept on hold when the hold request is created for an account through a customer inbound message.

Before calling the **C1-CustomerStructureInboundMessage** inbound web service, you need to ensure that the customer inbound message contains the following tags:

Tag	Description	Mandatory (Yes or No)
customerStructureMessage	Used to specify the details of the customer including the header information for the customer inbound message.	Yes
headerData	Used to specify the header information for the customer inbound message.	Yes
messageType	Used to specify the inbound message type. Note: You must specify a valid inbound message type which is in the Active status.	Yes
messageID	Used to specify the inbound message ID.	No
messageBatchID	Used to indicate the batch job through which the inbound message is created.	Yes
sourceSystem	Used to indicate the external system from where the inbound message is received. Note: The source system must exist in the C1-SourceSystemLookup extendable lookup and its status must be Active .	Yes
sourceSystemTransID	Used to indicate the transaction in the external source system which resulted in the inbound message.	No
sourceSystemSourceID	Used to specify the external source system ID.	Yes
bo	Used to indicate the business object using which the customer inbound message should be created in the system. The valid value is: <ul style="list-style-type: none"> C1-CustomerInboundMessage. 	Yes

Tag	Description	Mandatory (Yes or No)
status	Used to indicate the status in which the customer inbound message should be created in the system. Note: At present, the information received in this tag is not used in the system. On creating the inbound message, the status of the inbound message is set to Pending . By default, the status is derived from the lifecycle which is defined in the C1-CustomerInboundMessage business object.	Yes
createDateTime	Used to specify the date and time when the data for inbound message is extracted from the external system.	Yes
ORMBcreateDateTime	Used to specify the date and time when the inbound message is created in the system.	Yes
transactionType	Used to indicate the type of the transaction. The valid values are: <ul style="list-style-type: none"> • CHNG – Used when you want to update the details of a person, account, contract, policy, policy plan, packaged savings, and billable charge. • NEW – Used when you want to create a person, account, contract, policy, policy plan, packaged savings, and billable charge. • REIN – Used when you want to reinstate a policy. • TERM – Used when you want to terminate a policy. 	Yes
externalTransactionType	Used to specify the corresponding transaction type used in the external source system.	No
customerStructureData	Used to specify the customer information, such as the details of the person, account, policy, policy plan, and packaged savings.	Yes
customerData	Used to specify the details of the person whose record you want to create or update in the system.	Yes
customerName	Used to specify the name of the person.	Yes
customerType	Used to indicate the type of the person. Note: The person type must exist in the PER_OR_BUS_FLG lookup field and its status must be Active .	Yes
Id	Used to specify the person's or account's identification details. Note: You can use this tag within both the customerData and billGroup tags.	No

Tag	Description	Mandatory (Yes or No)
IDType	<p>Used to specify the person or account identifier type.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p> <p>You must specify a person or account identifier type which is already defined in the system.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the Id tag is specified in the customer inbound message.</p>
IDValue	<p>Used to specify the value for the person or account identifier type.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the Id tag is specified in the customer inbound message.</p>
isPrimary	<p>Used to indicate whether the person or account identifier is the primary means of identifying the person or account. The valid values are:</p> <ul style="list-style-type: none"> • Y • N <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the Id tag is specified in the customer inbound message.</p>
parentSection	<p>Used to specify the details of the parent persons.</p>	<p>No</p>
relationshipType	<p>Used to indicate how the person is related to the parent person.</p> <p>Note: You must specify a person relationship type which is already defined in the system.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the parentSection tag is specified in the customer inbound message.</p>
isFranchiseBillingIndicator	<p>Used to indicate whether the parent person is the franchise. The valid values are:</p> <ul style="list-style-type: none"> • Y — If you specify the value as Y, the system will create the parent-child relationship and add the person's account or contract details in the parent person's existing statement construct. • N — If you specify the value as N, the system will end date the parent-child relationship and the person's account or contract details in the parent person's existing statement construct. 	<p>Yes (Conditional)</p> <p>Note: This data is required when the parentSection tag is specified in the customer inbound message.</p>

Tag	Description	Mandatory (Yes or No)
characteristics	<p>Used to specify a list of characteristics for the person, account, policy, or policy plan.</p> <p>Note: You can use this tag within the customerData, billGroup, policyData, and plan tags. If you use this tag within the customerData tag, the system will define or update characteristics of the person. If you use this tag within the billGroup tag, the system will define or update characteristics of the account. If you use this tag within the policyData tag, the system will define or update characteristics of the policy. However, if you use this tag within the plan tag, the system will define or update characteristics of the policy plan.</p>	No
characteristicsList	<p>Used to specify a characteristic for the person, account, policy, or policy plan.</p> <p>Note: You can use this tag within the customerData, billGroup, policyData, and plan tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristics tag is specified in the customer inbound message.</p>
characteristicType	<p>Used to specify the characteristic type.</p> <p>Note: You can use this tag within the customerData, billGroup, policyData, and plan tags. You must specify a characteristic type which is already defined in the system. If you are defining a characteristic for:</p> <ul style="list-style-type: none"> • A person — You must specify a characteristic type where the characteristic entity is set to Person. • An account — You must specify a characteristic type where the characteristic entity is set to Account. • A policy — You must specify a characteristic type where the characteristic entity is set to Policy. • A policy plan — You must specify a characteristic type where the characteristic entity is set to Policy Plan. 	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristicsList tag is specified in the customer inbound message.</p>
characteristicValue	<p>Used to specify the value for the characteristic type.</p> <p>Note: You can use this tag within the customerData, billGroup, policyData, and plan tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristicsList tag is specified in the customer inbound message.</p>

Tag	Description	Mandatory (Yes or No)															
effectiveDate	<p>Used to specify the date from when the characteristic is effective for the person, account, policy, or policy plan.</p> <p>Note: You can use this tag within the customerData, billGroup, policyData, and plan tags.</p> <p>If you do not specify the effective date, the system uses the below mentioned date while defining a characteristic for the following:</p> <table border="1" data-bbox="570 537 1154 1871"> <thead> <tr> <th data-bbox="570 537 683 579">Entity</th> <th data-bbox="683 537 878 579">Effective Date</th> <th data-bbox="878 537 1154 579">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 579 683 982">Person</td> <td data-bbox="683 579 878 982">Earliest Policy Effective Date</td> <td data-bbox="878 579 1154 982">A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.</td> </tr> <tr> <td data-bbox="570 982 683 1444">Account</td> <td data-bbox="683 982 878 1444">Earliest Policy Effective Date</td> <td data-bbox="878 982 1154 1444">An account might be linked to multiple policies. For example, P1 effective from 01-05-2014, P2 effective from 01-01-2017, and P3 effective from 01-01-2012. In such case, the system uses the effective date of the policy which is the earliest (i.e. P3) while defining characteristic for the account.</td> </tr> <tr> <td data-bbox="570 1444 683 1654">Policy</td> <td data-bbox="683 1444 878 1654">Policy Effective Date</td> <td data-bbox="878 1444 1154 1654">The system uses the date from when the policy is effective while defining characteristic for the policy.</td> </tr> <tr> <td data-bbox="570 1654 683 1871">Plan</td> <td data-bbox="683 1654 878 1871">Plan Effective Date</td> <td data-bbox="878 1654 1154 1871">The system uses the date from when the policy plan is effective in the policy while defining characteristic for the policy plan.</td> </tr> </tbody> </table>	Entity	Effective Date	Description	Person	Earliest Policy Effective Date	A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.	Account	Earliest Policy Effective Date	An account might be linked to multiple policies. For example, P1 effective from 01-05-2014, P2 effective from 01-01-2017, and P3 effective from 01-01-2012. In such case, the system uses the effective date of the policy which is the earliest (i.e. P3) while defining characteristic for the account.	Policy	Policy Effective Date	The system uses the date from when the policy is effective while defining characteristic for the policy.	Plan	Plan Effective Date	The system uses the date from when the policy plan is effective in the policy while defining characteristic for the policy plan.	No
Entity	Effective Date	Description															
Person	Earliest Policy Effective Date	A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.															
Account	Earliest Policy Effective Date	An account might be linked to multiple policies. For example, P1 effective from 01-05-2014, P2 effective from 01-01-2017, and P3 effective from 01-01-2012. In such case, the system uses the effective date of the policy which is the earliest (i.e. P3) while defining characteristic for the account.															
Policy	Policy Effective Date	The system uses the date from when the policy is effective while defining characteristic for the policy.															
Plan	Plan Effective Date	The system uses the date from when the policy plan is effective in the policy while defining characteristic for the policy plan.															

Tag	Description	Mandatory (Yes or No)
address	<p>Used to specify the address details of the person.</p> <p>Note: You can use this tag within both the customerData and billGroup tags. If you use this tag within the customerData tag, the system will add or update address of the person. However, if you use this tag within the billGroup tag, the system will add or update address of the account's main customer.</p>	No
addressEffDate	<p>Used to specify the date from when the address is effective for the person.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the address tag is specified in the customer inbound message.</p>
addressType	<p>Used to indicate whether the address is the person's mailing or seasonal address. The valid values are:</p> <ul style="list-style-type: none"> • MAIN • SEAS <p>Note: If you do not specify the address type, by default, it is set to MAIN. You cannot use this tag within the billGroup tag. This is because the system will, by default, add or update the account override address of the main customer.</p>	No
MailingName	<p>Used to specify the override mailing name for the person.</p> <p>Note: You cannot use this tag within the billGroup tag.</p>	No
address1	<p>Used to specify the first line of the address. It may contain details, such as house number and apartment name.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	No
address2	<p>Used to specify the second line of the address. It may contain details, such as street name.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	No
address3	<p>Used to specify the third line of the address. It may contain the landmark details.</p> <p>Note: You can use this tag within both the customerData and billGroup tags.</p>	No

Tag	Description	Mandatory (Yes or No)
city	Used to specify the city name. Note: You can use this tag within both the customerData and billGroup tags.	No
state	Used to indicate the state where the city is located. Note: You can use this tag within both the customerData and billGroup tags.	No
zip	Used to specify the zip code of the address. Note: You can use this tag within both the customerData and billGroup tags.	No
country	Used to indicate the country where the person is located. Note: You can use this tag within both the customerData and billGroup tags.	Yes (Conditional) Note: This data is required when the address tag is specified in the customer inbound message.
attentionName	Used to specify the fourth line of the address. Note: You can use this tag within both the customerData and billGroup tags.	No
email	Used to specify the email ID of the person. Note: You can use this tag within both the customerData and billGroup tags. If you use this tag within the customerData tag, the system will add or update email ID of the person. However, if you use this tag within the billGroup tag, the system will add or update email ID of the account's main customer.	No
phones	Used to specify the phone details of the person. Note: You can use this tag within both the customerData and billGroup tags. If you use this tag within the customerData tag, the system will add or update phone details of the person. However, if you use this tag within the billGroup tag, the system will add or update phone details of the account's main customer.	No
phoneType	Used to indicate the type of the phone. Note: You must specify a phone type which is already defined in the system. You can use this tag within both the customerData and billGroup tags.	Yes (Conditional) Note: This data is required when the phones tag is specified in the customer inbound message.

Tag	Description	Mandatory (Yes or No)
phoneValue	Used to specify the phone number of the person. Note: You can use this tag within both the customerData and billGroup tags.	Yes (Conditional) Note: This data is required when the phones tag is specified in the customer inbound message.
billGroup	Used to specify the details of the account which you want to create or update in the system.	No
customerClass	Used to indicate the customer class to which the account belongs. Note: You must specify a customer class which is already defined in the system.	Yes (Conditional) Note: This data is required when the billGroup tag is specified in the customer inbound message.
billCycle	Used to indicate the bill cycle for the account. Note: You must specify a bill cycle which is already defined in the system and added in the C1-BILLCYCLE feature configuration.	Yes (Conditional) Note: This data is required when the billGroup tag is specified in the customer inbound message.
division	Used to indicate the division to which the account belongs. Note: You must specify a division which is already defined in the system.	Yes (Conditional) Note: This data is required when the billGroup tag is specified in the customer inbound message.
billRouteType	Used to specify the bill route type for the main customer of the account. Note: You must specify a bill route type which is already defined in the system.	No
billGroupID	Used to specify the account number. It is stored as the primary account identifier in the system. Note: The system stores the value against the account identifier type which is specified in the Account Identifier Type parameter of the C1-CINMSGPRC algorithm.	Yes (Conditional) Note: This data is required when the billGroup tag is specified in the customer inbound message.
bankNumber	Used to specify the bank account number for automatic payment.	No
depositoryFinancialInstitution	Used to indicate the depository financial institution.	No
accountType	Used to indicate the type of the account. Note: The account type must exist in the EXT_TYPE_FLG lookup field and its status must be Active .	No

Tag	Description	Mandatory (Yes or No)
billAddressSource	Used to indicate the address source when the bill routing method of the bill route type is set to Postal . Note: The address source must exist in the BILL_ADDR_SRCE_FLG lookup field and its status must be Active .	Yes (Conditional) Note: This data is required when the billGroup tag is specified in the customer inbound message.
billToName	Used when you want to override the override mailing name of the account's main customer.	No
policyData	Used to specify the details of the policy which you want to create or update in the system.	No
policyNumber	Used to specify the policy number.	Yes (Conditional) Note: This data is required when the policyData tag is specified in the customer inbound message.
sourceSystem	Used to indicate the external system from where the policy is originated. Note: The source system must exist in the C1-SourceSystemLookup extendable lookup and its status must be Active .	Yes (Conditional) Note: This data is required when the policyData tag is specified in the customer inbound message.
endDate	Used to specify the date till when the policy is effective. Note: The policy end date cannot be earlier than the policy start date.	Yes (Conditional) Note: This data is required when the policyData tag is specified in the customer inbound message.
renewalDate	Used to specify the date when you want to renew the policy. Note: On renewing a policy, the status of the policy is changed to the status which is specified in the Status on Policy Renewal field of the inbound message type.	Yes (Conditional) Note: This data is required when you want to renew the policy.
policyName	Used to specify the description for the policy.	No
terminateDate	Used to specify the date when you want to terminate the policy. Note: On terminating a policy, the status of the policy is changed to the status which is specified in the Status on Policy Termination field of the inbound message type. The termination date cannot be earlier than the policy start date.	Yes (Conditional) Note: This data is required when you want to terminate the policy.

Tag	Description	Mandatory (Yes or No)
policyStatus	Used to specify the status of the policy. Note: At present, the information received in this tag is not used in the system. On creating a policy, the status of the policy is set to In Force/Active . By default, the status is derived from the lifecycle which is defined in the C1-POLICY business object.	No
statusReason	Used to indicate the reason why you want to terminate or reinstate the policy. Note: You must specify a reason which is defined for the respective status specified in the inbound message type.	Yes (Conditional) Note: This data is required when you want to terminate or reinstate the policy.
policyEffectiveDate	Used to specify the date from when the policy is effective. Note: The policy start date cannot be later than the policy end date.	No
packageSavings	Used to specify a list of packaged savings offered on the policy.	No
packageSavings	Used to specify the packaged savings offered on the policy. Note: The packaged savings is configured as a price item in the system. You must specify a price item which is already defined in the system. On processing the customer inbound message, one billable charge is created for each packaged savings offered on the policy. The policy ID is stored as a characteristic on such billable charge.	Yes (Conditional) Note: This data is required when the packageSavings tag is specified in the customer inbound message.
startDate	Used to specify the date from when the packaged savings is offered on the policy. This date is then used as the start date of the billable charge. Note: The start date cannot be later than the end date.	Yes (Conditional) Note: This data is required when the packageSavings tag is specified in the customer inbound message.
endDate	Used to specify the date till when the packaged savings is offered on the policy. This date is then used as the end date of the billable charge. Note: The end date cannot be earlier than the start date.	Yes (Conditional) Note: This data is required when the packageSavings tag is specified in the customer inbound message.

Tag	Description	Mandatory (Yes or No)
nonintegratedInd	<p>Used to indicate whether the packaged savings is non-integrated. The valid values are:</p> <ul style="list-style-type: none"> • Y • N <p>Note: The value is stored as a characteristic on the billable charge. The system stores the value against the characteristic type which is specified in the Non Integrated Packaged Savings Indicator Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p>	No
plan	Used to specify a list of plans that you want to include in the policy.	No
planCode	<p>Used to specify the plan number.</p> <p>Note: The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Plan Code Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the plan tag is specified in the customer inbound message.</p>
coverageType	<p>Used to specify the coverage type.</p> <p>Note: The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Coverage Type Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p>	No
productCode	<p>Used to indicate the product to which the price item is mapped.</p> <p>Note: The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Product Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p>	No

Tag	Description	Mandatory (Yes or No)
rateCoverageType	<p>Used to specify the contract type using which the contract should be created for the policy plan. The system checks whether a price item already exists where the specified rate coverage type, coverage type, and plan code are defined on the price item as characteristics. If a price item exists with these characteristics, the system maps the price item to the policy plan. However, if a price item does not exist with these characteristics, the system create a new price item, concatenates the rate coverage type and plan code to generate the price item code, and then maps the price item to the policy plan.</p> <p>Note: The contract type must exists in the RATE_COVRG_CNTRACT_TYPE lookup field and its status must be Active.</p> <p>The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Rate Coverage Type Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p> <p>A new price item is created using the business object which is specified in the Price Item Business Object parameter of the C1-CINMSGPRC algorithm.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the plan tag is specified in the customer inbound message.</p>
planEffectiveDate	<p>Used to specify the date from when the policy plan is effective.</p> <p>Note: The value is also stored as a characteristic on the policy plan. The system stores the value against the characteristic type which is specified in the Plan Effective Date Characteristic Type parameter of the C1-CINMSGPRC algorithm.</p> <p>The policy plan start date cannot be earlier than the policy start date and later than the policy plan end date.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the plan tag is specified in the customer inbound message.</p>
planEndDate	<p>Used to specify the date till when the policy plan is effective.</p> <p>Note: The policy plan end date cannot be later than the policy end date and earlier than the policy plan start date.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the plan tag is specified in the customer inbound message.</p>

Tag	Description	Mandatory (Yes or No)
planActivityDate	Used to specify the date when the activity is scheduled for the policy plan. Note: The value is stored as a characteristic on the policy plan. The system stores the value against the characteristic type which is specified in the Plan Activity Date Characteristic Type parameter of the C1-CINMSGPRC algorithm.	No

Related Topics

For more information on...	See...
Sample Customer Inbound Message	Sample Customer Inbound Message on page 1413
How to setup the C1-BILLCYCLE feature configuration	Setting the C1-BILLCYCLE Feature Configuration on page 1662

Membership Inbound Message XML Format

The membership inbound message enables you to add or update a membership in a policy plan, add dependents in a membership, update the details of the main subscriber or dependent person, create main subscriber or dependent person, associate a contract with a membership, add membership premium for a coverage period, or create billable charges for membership premium.

Note: If the characteristic type and characteristic value specified in the **Main Subscriber Characteristic Type** and **Main Subscriber Characteristic Value** parameters of the **C1-INMEMEPRC** algorithm is defined as a characteristic for a person, the person is added as a main subscriber in the membership. Otherwise, the person is added as a dependent person in the membership.

Before invoking the **C1-MembershipInboundMessage** inbound web service, you need to ensure that the membership inbound message contains the following tags:

Content Name	Content Description	Mandatory (Yes or No)
eligibilityStructureMessage	Used to specify the details of the membership including the header information for the membership inbound message.	Yes
headerData	Used to specify the header information for the membership inbound message.	Yes
messageType	Used to specify the inbound message type. Note: You must specify a valid inbound message type which is in the Active status.	Yes
messageID	Used to specify the inbound message ID.	No
messageBatchID	Used to indicate the batch job through which the inbound message is created.	Yes

Content Name	Content Description	Mandatory (Yes or No)
sourceSystem	Used to indicate the external system from where the inbound message is received. Note: The source system must exist in the C1-SourceSystemLookup extendable lookup and its status must be Active .	Yes
sourceSystemTransID	Used to indicate the transaction in the external source system which resulted in the inbound message.	No
sourceSystemSourceID	Used to specify the external source system ID.	Yes
bo	Used to indicate the business object using which the membership inbound message should be created in the system. The valid value is: <ul style="list-style-type: none"> C1-MemberInboundMessage 	Yes
status	Used to indicate the status in which the membership inbound message should be created in the system. Note: At present, the information received in this tag is not used in the system. On creating the inbound message, the status of the inbound message is set to Pending . By default, the status is derived from the lifecycle which is defined in the C1-MemberInboundMessage business object.	Yes
createDateTime	Used to specify the date and time when the data for inbound message is extracted from the external system.	Yes
ORMBcreateDateTime	Used to specify the date and time when the inbound message is created in the system.	Yes
eligibilityStructureData	Used to specify the details of a membership, such as the membership period, main subscriber, dependents, membership contracts, and membership premium for a coverage period.	Yes
memberData	Used to specify the details of the main subscriber or dependent person whose record you want to create or update in the system.	Yes
customerName	Used to specify the name of the main subscriber or dependent person.	Yes
customerType	Used to indicate the type of the person. Note: The person type must exist in the PER_OR_BUS_FLG lookup field and its status must be Active .	Yes
memberId	Used to specify the membership ID.	No

Content Name	Content Description	Mandatory (Yes or No)
relationship	Used to indicate how the person is included in the membership (i.e. as a member or dependent). Note: You must specify a contract relationship type which is already defined in the system.	No
Id	Used to specify the person's identification details.	No
IDType	Used to specify the person identifier type. Note: You can use this tag within the Id , newPrimaryID , and mainSubscriber tags. You must specify a person identifier type which is already defined in the system.	Yes (Conditional) Note: This data is required when the Id , newPrimaryID , or mainSubscriber tag is specified in the membership inbound message.
IDValue	Used to specify the value for the person identifier type. Note: You can use this tag within the Id , newPrimaryID , and mainSubscriber tags.	Yes (Conditional) Note: This data is required when the Id , newPrimaryID , or mainSubscriber tag is specified in the membership inbound message.
isPrimary	Used to indicate whether the person identifier is the primary means of identifying the person. The valid values are: <ul style="list-style-type: none">• Y• N Note: You can use this tag only within the Id tag.	Yes (Conditional) Note: This data is required when the Id tag is specified in the membership inbound message.
newPrimaryID	Used when you want to change the primary identifier of the main subscriber or dependent person.	No
mainSubscriber	Used to specify the primary identifier of the main subscriber.	Yes (Conditional) Note: This data is required when you are adding dependent person in a membership.
characteristics	Used to specify a list of characteristics for the person or membership. Note: You can use this tag within the memberData and memberPlanCoverages tags. If you use this tag within the memberData tag, the system will define or update characteristics of the main subscriber or dependent person. If you use this tag within the memberPlanCoverages tag, the system will define or update characteristics of the membership.	No

Content Name	Content Description	Mandatory (Yes or No)
characteristicsList	<p>Used to specify a characteristic for the person or membership.</p> <p>Note: You can use this tag within the memberData and memberPlanCoverages tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristics tag is specified in the membership inbound message.</p>
characteristicType	<p>Used to specify the characteristic type.</p> <p>Note: You can use this tag within the memberData and memberPlanCoverages tags. You must specify a characteristic type which is already defined in the system. If you are defining a characteristic for:</p> <ul style="list-style-type: none"> • A person — You must specify a characteristic type where the characteristic entity is set to Person. • A membership — You must specify a characteristic type where the characteristic entity is set to Membership. 	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristicsList tag is specified in the membership inbound message.</p>
characteristicValue	<p>Used to specify the value for the characteristic type.</p> <p>Note: You can use this tag within the memberData and memberPlanCoverages tags.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the characteristicsList tag is specified in the membership inbound message.</p>

Content Name	Content Description	Mandatory (Yes or No)									
effectiveDate	<p>Used to specify the date from when the characteristic is effective for the person or membership.</p> <p>Note: You can use this tag within the memberData and memberPlanCoverages tags.</p> <p>If you do not specify the effective date, the system uses the below mentioned date while defining a characteristic for the following:</p> <table border="1" data-bbox="542 537 1117 1472"> <thead> <tr> <th data-bbox="542 537 699 621">Entity</th> <th data-bbox="699 537 889 621">Effective Date</th> <th data-bbox="889 537 1117 621">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 621 699 1146">Person</td> <td data-bbox="699 621 889 1146">Earliest Policy Effective Date</td> <td data-bbox="889 621 1117 1146">A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.</td> </tr> <tr> <td data-bbox="542 1146 699 1472">Membership</td> <td data-bbox="699 1146 889 1472">Membership Start Date</td> <td data-bbox="889 1146 1117 1472">The system uses the date from when the membership is effective in the policy plan while defining characteristic for the membership.</td> </tr> </tbody> </table>	Entity	Effective Date	Description	Person	Earliest Policy Effective Date	A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.	Membership	Membership Start Date	The system uses the date from when the membership is effective in the policy plan while defining characteristic for the membership.	No
Entity	Effective Date	Description									
Person	Earliest Policy Effective Date	A person might have multiple policies. For example, P1 effective from 01-01-2016 and P2 effective from 01-01-2017. In such case, the system uses the effective date of the policy which is the earliest (i.e. P1) while defining characteristic for the person.									
Membership	Membership Start Date	The system uses the date from when the membership is effective in the policy plan while defining characteristic for the membership.									
address	Used to specify the address details of the main subscriber or dependent person.	No									
addressEffDate	Used to specify the date from when the address is effective for the main subscriber or dependent person.	Yes (Conditional) <p>Note: This data is required when the address tag is specified in the membership inbound message.</p>									

Content Name	Content Description	Mandatory (Yes or No)
addressType	Used to indicate whether the address is the person's mailing or seasonal address. The valid values are: <ul style="list-style-type: none"> • MAIN • SEAS <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: If you do not specify the address type, by default, it is set to MAIN.</div>	No
MailingName	Used to specify the override mailing name for the main subscriber or dependent person.	No
address1	Used to specify the first line of the address. It may contain details, such as house number and apartment name.	No
address2	Used to specify the second line of the address. It may contain details, such as street name.	No
address3	Used to specify the third line of the address. It may contain the landmark details.	No
city	Used to specify the city name.	No
state	Used to indicate the state where the city is located.	No
zip	Used to specify the zip code of the address.	No
country	Used to indicate the country where the main subscriber or dependent person is located.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This data is required when the address tag is specified in the membership inbound message.</div>
attentionName	Used to specify the fourth line of the address.	No
phones	Used to specify the phone details of the main subscriber or dependent person.	No
phoneType	Used to indicate the type of the phone. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: You must specify a phone type which is already defined in the system.</div>	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This data is required when the phones tag is specified in the membership inbound message.</div>
phoneValue	Used to specify the phone number of the main subscriber or dependent person.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This data is required when the phones tag is specified in the membership inbound message.</div>
policyData	Used to specify the details of the policy which you want to update in the system.	Yes
policyNumber	Used to specify the policy number.	Yes

Content Name	Content Description	Mandatory (Yes or No)
sourceSystem	Used to indicate the external system from where the policy is originated. Note: The source system must exist in the C1-SourceSystemLookup extendable lookup and its status must be Active .	Yes
memberPlanCoverages	Used to specify the details of the membership which you want to add or update in the system.	No
billGroup	Used to indicate the account for which you want to create membership premium billable charges.	Yes (Conditional) Note: This data is required when the memberPlanCoverages tag is specified in the membership inbound message.
planCode	Used to specify the plan number. Note: The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Plan Code Characteristic Type parameter of the C1-INMEMEPRC algorithm.	Yes (Conditional) Note: This data is required when the memberPlanCoverages tag is specified in the membership inbound message.
coverageType	Used to specify the coverage type.	No
rateCoverageType	Used to specify the contract type. The system finds the contract of the specified contract type on the account and associates it with the membership. Note: The contract type must exist in the RATE_COVRG_CNTRACT_TYPE lookup field and its status must be Active . The value is stored as a characteristic on the price item. The system stores the value against the characteristic type which is specified in the Rate Coverage Type Characteristic Type parameter of the C1-INMEMEPRC algorithm. The system derives the price item where the specified rate coverage type and plan code are defined as characteristics. The system then derives the policy plan using the derived policy ID and price item. It also checks whether the start date of the policy plan is earlier than or equal to the membership start date and the policy plan end date is later than or equal to the membership end date.	Yes (Conditional) Note: This data is required when the memberPlanCoverages tag is specified in the membership inbound message.

Content Name	Content Description	Mandatory (Yes or No)
startDate	Used to specify the date from when the membership is effective. Note: The membership start date cannot be later than the membership end date.	Yes (Conditional) Note: This data is required when the memberPlanCoverages tag is specified in the membership inbound message.
endDate	Used to specify the date till when the membership is effective. Note: The membership end date cannot be earlier than the membership start date.	Yes (Conditional) Note: This data is required when the memberPlanCoverages tag is specified in the membership inbound message.
productCode	Used to indicate the product to which the price item is mapped.	No
premiumRates	Used to specify the premium details of the membership.	No
premiumRateList	Used to specify the premium for a coverage period.	Yes (Conditional) Note: This data is required when the premiumRates tag is specified in the membership inbound message.
startDate	Used to specify the start date of the coverage period. Note: The coverage period start date cannot be earlier than the membership start date and later than the coverage period end date.	Yes (Conditional) Note: This data is required when the premiumRateList tag is specified in the membership inbound message.
endDate	Used to specify the end date of the coverage period. Note: The coverage period end date cannot be later than the membership end date and earlier than the coverage period start date.	Yes (Conditional) Note: This data is required when the premiumRateList tag is specified in the membership inbound message.
premiumAmount	Used to specify the premium amount for the coverage period.	Yes (Conditional) Note: This data is required when the premiumRateList tag is specified in the membership inbound message.

Related Topics

For more information on...	See...
Sample Membership Inbound Message	Sample Membership Inbound Message on page 1415

Sample Customer Inbound Message

```

<customerStructureMessage>
  <headerData>
    <messageType>C1-CUSTOMER-INB-MSG-TYPE</messageType>
    <messageID>PGPRIME0715</messageID>
    <messageBatchID>211</messageBatchID>
    <sourceSystem>SMALLPRIME</sourceSystem>
    <sourceSystemTransID>01P200</sourceSystemTransID>
    <sourceSystemSourceID>00100</sourceSystemSourceID>
    <bo>C1-CustomerInboundMessage</bo>
    <status>PENDING</status>
    <createDateTime>2015-06-28-15.06.01</createDateTime>
    <ORMBcreateDateTime>2015-05-28-15.06.01</ORMBcreateDateTime>
    <transactionType>NEW</transactionType>
    <externalTransactionType>NEW</externalTransactionType>
  </headerData>
  <customerStructureData>
    <customerData>
      <customerName>Williams, Tom</customerName>
      <customerType>B</customerType>
      <parentSection>
        <IDType>Social Security Number</IDType>
        <IDValue>987-65-4320</IDValue>
        <relationshipType>BILLING </relationshipType>
        <isFranchiseBillingIndicator>Y</isFranchiseBillingIndicator>
      </parentSection>
      <characteristics>
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          <characteristicValue>123</characteristicValue>
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      </characteristics>
      <email>williams.tom@example.com</email>
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        <addressType>MAIN</addressType>
        <MailingName>Tom</MailingName>
        <address1>Apartment 213</address1>
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        <city>Boonton</city>
        <state>NJ</state>
        <zip>07005</zip>
        <country>USA</country>
        <attentionName>Near Canterbury Road Junction</attentionName>
      </address>
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        <phoneValue>(862) 555-0145</phoneValue>
      </phones>
      <phones>
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        <phoneValue>(862) 555-0100</phoneValue>
      </phones>
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  </billGroup>

```

```

<customerClass>HC</customerClass>
<billCycle>INM1</billCycle>
<division>930</division>
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<billAddressSource>PER</billAddressSource>
<characteristics>
  <characteristicsList>
    <characteristicType>C1INVHLD</characteristicType>
    <characteristicValue>CMDR</characteristicValue>
  </characteristicsList>
  <characteristicsList>
    <characteristicType>C1OFFRST</characteristicType>
    <characteristicValue>1</characteristicValue>
  </characteristicsList>
</characteristics>
<phones>
  <phoneType>FAX</phoneType>
  <phoneValue>(862) 555-0123</phoneValue>
</phones>
<email>williams.tom@example123.com</email>
</billGroup>
<policyData>
  <policyNumber>WT1256678</policyNumber>
  <sourceSystem>SMALLPRIME</sourceSystem>
  <endDate>2017-12-31</endDate>
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  <policyEffectiveDate>2017-01-01</policyEffectiveDate>
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    <endDate>2017-02-28</endDate>
  </packageSavings>
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    <coverageType>CMB</coverageType>
    <productCode>PS1</productCode>
    <rateCoverageType>CMM</rateCoverageType>
    <planEffectiveDate>2017-01-01</planEffectiveDate>
    <planEndDate>2017-12-31</planEndDate>
    <planActivityDate>2017-01-01</planActivityDate>
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```

```

    <characteristicValue>CHOICE+INS</characteristicValue>
  </characteristicsList>
</characteristics>
</plan>
</policyData>
</customerStructureData>
</customerStructureMessage>

```

Sample Membership Inbound Message

```

<eligibilityStructureMessage>
  <headerData>
    <messageType>C1-MEMBERSHIP-INB-MSG-TYPE</messageType>
    <messageID>PGPRIME6600</messageID>
    <messageBatchID>250</messageBatchID>
    <sourceSystem>SMALLPRIME</sourceSystem>
    <sourceSystemTransID>01P300</sourceSystemTransID>
    <sourceSystemSourceID>00100</sourceSystemSourceID>
    <bo>C1-MemberInboundMessage</bo>
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    <ORMBcreateDateTime>2015-05-28-15.06.01</ORMBcreateDateTime>
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      <customerType>P</customerType>
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      <mainSubscriber>
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        <IDValue>76578</IDValue>
      </mainSubscriber>
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        <characteristicsList>
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          <characteristicValue>MEM</characteristicValue>
        </characteristicsList>
        <characteristicsList>
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          <characteristicValue>M</characteristicValue>
        </characteristicsList>
        <characteristicsList>
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        <address1>Apartment 405</address1>
        <address2>Rockaway Valley Road</address2>
      </address>
    </memberData>
  </eligibilityStructureData>
</eligibilityStructureMessage>

```

```

<city>Boonton</city>
<state>NJ</state>
<zip>07005</zip>
<country>USA</country>
<attentionName>Near Canterbury Road Junction</attentionName>
</address>
<phones>
  <phoneType>FAX</phoneType>
  <phoneValue>(862) 555-0199</phoneValue>
</phones>
</memberData>
<policyData>
  <policyNumber>WT1256678</policyNumber>
  <sourceSystem>SMALLPRIME</sourceSystem>
  <memberPlanCoverages>
    <billGroup>126535</billGroup>
    <planCode>WXXPL</planCode>
    <rateCoverageType>CMM</rateCoverageType>
    <startDate>2017-01-01</startDate>
    <endDate>2017-09-25</endDate>
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        <characteristicType>ClCVTIER</characteristicType>
        <characteristicValue>EC</characteristicValue>
        <effectiveDate>2017-01-01</effectiveDate>
      </characteristicsList>
    </characteristics>
    <premiumRates>
      <premiumRateList>
        <startDate>2017-01-01</startDate>
        <endDate>2017-09-25</endDate>
        <premiumAmount>500</premiumAmount>
      </premiumRateList>
    </premiumRates>
  </memberPlanCoverages>
</policyData>
</eligibilityStructureData>
</eligibilityStructureMessage>

```

Inbound Message Type

Oracle Revenue Management and Billing allows you to define an inbound message type using which you can create an inbound message through an inbound web service. It is the inbound message type which helps the system to determine:

- The business object using which the inbound message should be created.
- The business object using which the person should be created or updated when the inbound message contains the person information.
- The business object using which the account should be created or updated when the inbound message contains the account (bill group) information.
- The business object using which the hold request should be created when the **Invoice Hold Reason** characteristic is defined for an account in the inbound message.
- The statuses to which the policy must be transitioned when the inbound message is sent to terminate, reinstate, or renew a policy.




The **Inbound Message Type** screen allows you to define, edit, copy, and delete an inbound message type. It contains the following zones:


- [Inbound Message Type List](#) on page 1417

- [Inbound Message Type](#) on page 1417

Inbound Message Type List

The **Inbound Message Type List** zone lists the inbound message types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Inbound Message Type	Displays the inbound message type.
Description	Displays the description of the inbound message type.
Edit	On clicking the Edit () icon, the Inbound Message Type screen appears where you can edit the details of the inbound message type.
Duplicate	On clicking the Duplicate () icon, the Inbound Message Type screen appears where you can define a new inbound message type using an existing inbound message type.
Delete	On clicking the Delete () icon, you can delete the inbound message type. Note: You can delete an inbound message type only when you have not created an inbound message using the inbound message type.

On clicking the **Broadcast** () icon corresponding to an inbound message type, the **Inbound Message Type** zone appears with the details of the respective inbound message type.

Related Topics

For more information on...	See...
How to edit an inbound message type	Editing an Inbound Message Type on page 1424
How to copy an inbound message type	Copying an Inbound Message Type on page 1427
How to delete an inbound message type	Deleting an Inbound Message Type on page 1430
How to view the details of an inbound message type	Viewing the Inbound Message Type Details on page 1420

Inbound Message Type

The **Inbound Message Type** zone displays the details of the inbound message type. It contains the following sections:

- **Main** – Displays basic information about the inbound message type. It contains the following fields:

Field Name	Field Description
Inbound Message Type	Displays the inbound message type.

Field Name	Field Description
Person Business Object	<p>Indicates the business object using which the person must be created when the corresponding inbound message is processed. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object. This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.</p>
Account Business Object	<p>Indicates the business object using which the account must be created when the corresponding inbound message is processed. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object. This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.</p>
Hold Request Business Object	<p>Indicates the business object using which the hold request must be created for an account when the corresponding inbound message is processed. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object. This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.</p>
Status on Policy Termination	<p>Indicates the status to which the policy must be transitioned when the policy termination request is processed through the corresponding inbound message.</p> <p>Note: This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.</p>
Status on Policy Reinstatement	<p>Indicates the status to which the policy must be transitioned when the policy reinstatement request is processed through the corresponding inbound message.</p> <p>Note: This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.</p>

Field Name	Field Description
Status on Policy Renewal	Indicates the status to which the policy must be transitioned when the policy renewal request is processed through the corresponding inbound message. Note: This field appears only when you are viewing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.
Inbound Message Business Object	Indicates the business object using which the inbound message will be created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the inbound message type.
Status	Indicates the status of the inbound message type. The valid values are: <ul style="list-style-type: none"> Active Inactive
Detailed Description	Displays additional information about the inbound message type.

- **Characteristics** – Lists the characteristics defined for the inbound message type. It contains the following columns:


Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the inbound message type.
Delete	Used to delete the inbound message type. Note: You can delete an inbound message type only when you have not created an inbound message using the inbound message type.
Duplicate	Used to create a new inbound message type using an existing inbound message type.

- **Record Information** – This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the inbound message type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Inbound Message Type** zone does not appear in the **Inbound Message Type** screen. It appears only when you click the **Broadcast**  icon corresponding to an inbound message type in the **Inbound Message Type List** zone.


Related Topics

For more information on...	See...
How to edit an inbound message type	Editing an Inbound Message Type on page 1424
How to copy an inbound message type	Copying an Inbound Message Type on page 1427
How to delete an inbound message type	Deleting an Inbound Message Type on page 1430
How to view the details of an inbound message type	Viewing the Inbound Message Type Details on page 1420

Viewing the Inbound Message Type Details

Procedure

To view the details of an inbound message type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **I** and then click **Inbound Message Type**.
A sub-menu appears.
3. Click the **Search** option from the **Inbound Message Type** sub-menu.
The **Inbound Message Type** screen appears.
4. In the **Inbound Message Type List** zone, click the **Broadcast**  icon corresponding to the inbound message type whose details you want to view.
The **Inbound Message Type** zone appears.
5. View the details of the inbound message type in the **Inbound Message Type** zone.

Related Topics

For more information on...	See...
Inbound Message Type screen	Inbound Message Type on page 1416
Inbound Message Type List zone	Inbound Message Type List on page 1417
Inbound Message Type zone	Inbound Message Type on page 1417

Defining an Inbound Message Type

Prerequisites

To define an inbound message type, you should have:

- Customer inbound message business objects defined in the application
- Membership inbound message business objects defined in the application
- Person, account, and hold request business objects defined in the application
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy termination
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy renewal

- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy reinstatement

Procedure

To define an inbound message type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **I** and then click **Inbound Message Type**.
A sub-menu appears.
3. Click the **Add** option from the **Inbound Message Type** sub-menu.

The **Select Business Object** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Inbound Message Type Business Object	Used to indicate the business object using which you want to create the inbound message type. Note: You can create a customer inbound message type using the Customer Inbound Message Type (C1-CustomerInboundMessageType) business object and a membership inbound message type using the Membership Inbound Message Type (C1-MemberInboundMessageType) business object.	Yes

Tip: Alternatively, you can access this screen by clicking the **Add** button in the **Page Title** area of the **Inbound Message Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple inbound message type business objects defined in the application. If there is only one inbound message type business object defined in the application, the **Inbound Message Type** screen appears.

4. Select the **Customer Inbound Message Type** or **Membership Inbound Message Type** business object depending on whether you want to create a customer or membership inbound message type.
5. Click **OK**.

The **Inbound Message Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the inbound message type.
- **Characteristics** – Used to define characteristics for the inbound message type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Inbound Message Type	Used to specify the inbound message type.	Yes
Business Object	Indicates the inbound message type business object using which you are defining the inbound message type.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Person Business Object	Used to indicate the business object using which you want to create a person when the corresponding inbound message is processed. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes
Account Business Object	Used to indicate the business object using which you want to create an account when the corresponding inbound message is processed. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes
Hold Request Business Object	Used to indicate the business object using which you want to create a hold request for an account when the corresponding inbound message is processed. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Termination	Used to indicate the status to which the policy must be transitioned when the policy termination request is processed through the corresponding inbound message. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Reinstatement	Used to indicate the status to which the policy must be transitioned when the policy reinstatement request is processed through the corresponding inbound message. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Status on Policy Renewal	Used to indicate the status to which the policy must be transitioned when the policy renewal request is processed through the corresponding inbound message. Note: This field appears only when you are defining an inbound message type using the C1-CustomerInboundMessageType business object.	Yes
Inbound Message Business Object	Used to indicate the business object using which you want to create the inbound message.	Yes
Description	Used to specify the description for the inbound message type.	Yes
Status	Used to indicate the status of the inbound message type. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes
Detailed Description	Used to specify additional information about the inbound message type.	No

- Enter the required details in the **Main** section.
- Define characteristics for the inbound message type, if required.
- Click **Save**.

The inbound message type is defined.

Related Topics

For more information on...	See...
Inbound Message Type screen	Inbound Message Type on page 1416
How to define characteristics for an inbound message type	Defining Characteristics for an Inbound Message Type on page 1423

Defining Characteristics for an Inbound Message Type

Prerequisites

To define characteristics for an inbound message type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Inbound Message Type**)

Procedure


To define characteristics for an inbound message type:


- Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying an inbound message type.


The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Inbound Message Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the inbound message type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the inbound message type.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the inbound message type, click the **Add** () icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the inbound message type, click the **Delete** () icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define an inbound message type	Defining an Inbound Message Type on page 1420
How to edit an inbound message type	Editing an Inbound Message Type on page 1424
How to copy an inbound message type	Copying an Inbound Message Type on page 1427

Editing an Inbound Message Type

Prerequisites

To edit an inbound message type, you should have:

- Customer inbound message business objects defined in the application
- Membership inbound message business objects defined in the application
- Person, account, and hold request business objects defined in the application
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy termination
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy renewal
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy reinstatement

Procedure


To edit an inbound message type:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **I** and then click **Inbound Message Type**.

A sub-menu appears.

- Click the **Search** option from the **Inbound Message Type** sub-menu.

The **Inbound Message Type** screen appears.

- In the **Inbound Message Type List** zone, click the **Edit** () icon in the **Edit** column corresponding to the Inbound message type whose details you want to edit.

The **Inbound Message Type** screen appears. It contains the following sections:

- Main** – Used to specify basic details about the inbound message type.
- Characteristics** – Used to define characteristics for the inbound message type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Inbound Message Type	Displays the inbound message type.	Not applicable
Business Object	Indicates the inbound message type business object used while defining the inbound message type.	Not applicable
Person Business Object	Used to indicate the business object using which you want to create a person when the corresponding inbound message is processed. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Account Business Object	Used to indicate the business object using which you want to create an account when the corresponding inbound message is processed. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Hold Request Business Object	Used to indicate the business object using which you want to create a hold request for an account when the corresponding inbound message is processed. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Status on Policy Termination	Used to indicate the status to which the policy must be transitioned when the policy termination request is processed through the corresponding inbound message. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Reinstatement	Used to indicate the status to which the policy must be transitioned when the policy reinstatement request is processed through the corresponding inbound message. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Renewal	Used to indicate the status to which the policy must be transitioned when the policy renewal request is processed through the corresponding inbound message. Note: This field appears only when you are editing the details of an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Inbound Message Business Object	Used to indicate the business object using which you want to create the inbound message.	Yes
Description	Used to specify the description for the inbound message type.	Yes
Status	Used to indicate the status of the inbound message type. The valid values are: <ul style="list-style-type: none"> Active Inactive Note: You cannot change the status of the inbound message type to Inactive when the corresponding inbound message is in the Pending status.	Yes
Detailed Description	Used to specify additional information about the inbound message type.	No

Tip: Alternatively, you can edit the details of an inbound message type by clicking the **Edit** button in the **Inbound Message Type** zone.

5. Modify the required details in the **Main** section.

6. Define, edit, or remove characteristics from the inbound message type, if required.
7. Click **Save**.

The changes made to the inbound message type are saved.

Related Topics

For more information on...	See...
Inbound Message Type screen	Inbound Message Type on page 1416
Inbound Message Type List zone	Inbound Message Type List on page 1417
Inbound Message Type zone	Inbound Message Type on page 1417
How to define characteristics for an inbound message type	Defining Characteristics for an Inbound Message Type on page 1423

Copying an Inbound Message Type

Instead of creating an inbound message type from scratch, you can create a new inbound message type using an existing inbound message type. This is possible through copying an inbound message type. On copying an inbound message type, the details including the characteristics are copied to the new inbound message type. You can then edit the details, if required.


Prerequisites

To copy an inbound message type, you should have:

- Inbound message type (whose copy you want to create) defined in the application
- Customer inbound message business objects defined in the application
- Membership inbound message business objects defined in the application
- Person, account, and hold request business objects defined in the application
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy termination
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy renewal
- Status defined for the **C1-POLICY** business object to which a policy must be transitioned on policy reinstatement

Procedure

To copy an inbound message type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **I** and then click **Inbound Message Type**.
A sub-menu appears.
3. Click the **Search** option from the **Inbound Message Type** sub-menu.
The **Inbound Message Type** screen appears.
4. In the **Inbound Message Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the inbound message type whose copy you want to create.

The **Inbound Message Type** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the inbound message type.
- **Characteristics** – Used to define characteristics for the inbound message type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Inbound Message Type	Used to specify the inbound message type.	Yes
Business Object	Indicates the inbound message type business object using which you are defining the inbound message type.	Not applicable
Person Business Object	Used to indicate the business object using which you want to create a person when the corresponding inbound message is processed. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Account Business Object	Used to indicate the business object using which you want to create an account when the corresponding inbound message is processed. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Hold Request Business Object	Used to indicate the business object using which you want to create a hold request for an account when the corresponding inbound message is processed. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Termination	Used to indicate the status to which the policy must be transitioned when the policy termination request is processed through the corresponding inbound message. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Status on Policy Reinstatement	Used to indicate the status to which the policy must be transitioned when the policy reinstatement request is processed through the corresponding inbound message. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Status on Policy Renewal	Used to indicate the status to which the policy must be transitioned when the policy renewal request is processed through the corresponding inbound message. Note: This field appears only when you are copying an inbound message type which is created using the C1-CustomerInboundMessageType business object.	Yes
Inbound Message Business Object	Used to indicate the business object using which you want to create the inbound message.	Yes
Description	Used to specify the description for the inbound message type.	Yes
Status	Used to indicate the status of the inbound message type. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes
Detailed Description	Used to specify additional information about the inbound message type.	No

Tip: Alternatively, you can copy an inbound message type by clicking the **Duplicate** button in the **Inbound Message Type** zone.

- Enter the required details in the **Main** section.
- Define, edit, or remove characteristics from the inbound message type, if required.
- Click **Save**.

The new inbound message type is defined.

Related Topics

For more information on...	See...
Inbound Message Type screen	Inbound Message Type on page 1416
Inbound Message Type List zone	Inbound Message Type List on page 1417
Inbound Message Type zone	Inbound Message Type on page 1417

For more information on...	See...
How to define characteristics for an inbound message type	Defining Characteristics for an Inbound Message Type on page 1423

Deleting an Inbound Message Type

Procedure

To delete an inbound message type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **I** and then click **Inbound Message Type**.
A sub-menu appears.
3. Click the **Search** option from the **Inbound Message Type** sub-menu.
The **Inbound Message Type** screen appears.
4. In the **Inbound Message Type List** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the Inbound message type that you want to delete.
A message appears confirming whether you want to delete the inbound message type.

Note: You can delete an inbound message type only when you have not created an inbound message using the inbound message type.

Tip: Alternatively, you can delete an inbound message type by clicking the **Delete** button in the **Inbound Message Type** zone.

5. Click **OK**.
The inbound message type is deleted.

Related Topics

For more information on...	See...
Inbound Message Type screen	Inbound Message Type on page 1416
Inbound Message Type List zone	Inbound Message Type List on page 1417
Inbound Message Type zone	Inbound Message Type on page 1417

Inbound Message (Used for Searching)

The **Inbound Message** screen allows you to search for a customer or membership inbound message using various search criteria. It contains the following zone:

- [Search Inbound Message](#) on page 1430

Through this screen, you can navigate to the following screen:

- [Inbound Message \(Used for Viewing\)](#) on page 1435

Search Inbound Message

The **Search Inbound Message** zone allows you to search for an inbound message using various search criteria. It contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for an inbound message using the inbound message or person details. The valid values are: <ul style="list-style-type: none"> • Message Details • Person Details <p>Note: By default, the Message Details option is selected.</p>	Yes
Inbound Message ID	Used to search a particular inbound message. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
Created From	Used to search inbound messages which are created from a particular date onwards. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
To	Used to search inbound messages which are created till a particular date. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
User ID	Used to search inbound messages which are created by a particular user. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
Inbound Message Type	Used to search inbound messages which are created using a particular inbound message type. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
Status	Used to search inbound messages with a particular status. The valid values are: <ul style="list-style-type: none"> • Pending • Processed • Rejected • Voided <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No
Source System	Used to search inbound messages which are received from a particular external source system. <p>Note: This field appears only when you select the Message Details option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
External Source ID	Used to search inbound messages which are received from a particular external source system. Note: This field appears only when you select the Message Details option from the Search By list.	No
External Transaction ID	Used to search inbound message which was resulted due to a particular transaction in the external source system. Note: This field appears only when you select the Message Details option from the Search By list.	No
External Batch ID	Used to search inbound messages which are created through a particular batch job. Note: This field appears only when you select the Message Details option from the Search By list.	No
Person Name	Used to search inbound messages through which a particular person's record is created or updated in the system. Note: This field appears only when you select the Person Details option from the Search By list.	No
Person Identifier Type	Used to select the identifier type based on which you want to search inbound messages through which the person's record is created or updated in the system. Note: This field appears only when you select the Person Details option from the Search By list.	Yes (Conditional) Note: If you specify the person identifier as a search criteria, you have to select the person identifier type.
Person Identifier	Used to specify the value for the person identifier type.	Yes (Conditional) Note: If you specify the person identifier type as a search criteria, you have to specify the person identifier.

Note: You must specify at least one search criterion while searching for an inbound message.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Inbound Message Information	Displays information about the inbound message. Note: It has a link. On clicking the link, the Inbound Message screen appears with the details of the respective inbound message.

Column Name	Column Description
Status	Indicates the status of the inbound message. The valid values are: <ul style="list-style-type: none"> • Pending • Processed • Rejected • Voided
Inbound Message Type	Indicates the inbound message type using which the inbound message is created.
Source System	Indicates the external system from where the inbound message is received.
External Transaction ID	Indicates the transaction in the external source system which resulted in the inbound message.
External Source ID	Displays the external source system ID.
External Batch ID	Indicates the batch job through which the inbound message is created.
Person Information	Indicates the person whose record is created or updated in the system through the inbound message. In addition, this column has a context menu which helps in navigating to other screens in the application. <div style="border: 1px solid black; padding: 2px;">Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.</div>
Created By	Indicates the user who has created the inbound message. <div style="border: 1px solid black; padding: 2px;">Note: This column appears only when you select the Message Details option from the Search By list.</div>
Creation Date	Displays the date when the inbound message is created in the system.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
How to view the details of an inbound message	Viewing the Inbound Message Details on page 1435

Searching for an Inbound Message

Prerequisites

To search for an inbound message, you should have:

- Inbound message types defined in the application
- Source systems defined in the **C1-SourceSystemLookup** extendable lookup
- Person identifier types defined in the application

Procedure

To search for an inbound message:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Integration** and then click **Inbound Message**.

A sub-menu appears.

3. Click the **Search** option from the **Inbound Message** sub-menu.

The **Inbound Message** screen appears.

4. Enter the search criteria in the **Search Inbound Message** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of inbound messages that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Inbound Message screen	Inbound Message (Used for Searching) on page 1430
Search Inbound Message zone	Search Inbound Message on page 1430

Creating an Inbound Message

Oracle Revenue Management and Billing allows you to create customer and membership inbound messages. You can create customer and membership inbound messages by calling the [C1-CustomerStructureInboundMessage](#) on page 1434 and [C1-MembershipInboundMessage](#) on page 1434 inbound web services, respectively. You cannot create the customer and membership inbound messages from the user interface. However, you can define, edit, and remove a characteristic of the customer and membership inbound messages from the user interface. You can delete and submit the customer and membership inbound messages for validation and processing from the user interface.

C1-CustomerStructureInboundMessage

The **C1-CustomerStructureInboundMessage** inbound web service enables you to add or update a person, account, contract, policy, policy plan, packaged savings, and billable charge for packaged savings. It also allows you to terminate, reinstate, or renew a policy. In addition, it allows you to hold an account for a given time period. However, only the bill generation process is kept on hold when the hold request for an account is created through a customer inbound message.

On calling the **C1-CustomerStructureInboundMessage** inbound web service, a customer inbound message is created in the **Pending** status. You can then search for the customer inbound messages which are in the **Pending** status from the **Inbound Message** screen.

Related Topics

For more information on...	See...
Inbound Message screen	Inbound Message (Used for Searching) on page 1430

C1-MembershipInboundMessage

The **C1-MembershipInboundMessage** inbound web service enables you to add or update a membership in a policy plan, add dependents in a membership, update the details of the main subscriber or dependent person, create main subscriber or dependent person, associate a contract with a membership, add membership premium for a coverage period, or create billable charges for membership premium.

On calling the **C1-MembershipInboundMessage** inbound web service, a membership inbound message is created in the **Pending** status. You can then search for the membership inbound messages which are in the **Pending** status from the **Inbound Message** screen.

Related Topics

For more information on...	See...
Inbound Message screen	Inbound Message (Used for Searching) on page 1430

Viewing the Inbound Message Details**Procedure**

To view the details of an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message whose details you want to view.

The **Inbound Message** screen appears.

3. Ensure that the **Main** tab is selected.
4. View the details of the inbound message in the **Inbound Message** zone.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436

Inbound Message (Used for Viewing)

Once the customer and membership inbound messages are created by invoking the **C1-CustomerStructureInboundMessage** and **C1-MembershipInboundMessage** inbound web services, respectively, the **Inbound Message** screen allows you to:

- View the details of an inbound message
- Edit the details of an inbound message
- Delete an inbound message
- Submit an inbound message for validation and processing
- Resubmit an inbound message for validation and processing on failure
- Void an inbound message
- View the content of an inbound message
- View the log of an inbound message
- Add a log entry for an inbound message

This screen consists of the following tabs:

- [Inbound Message - Main](#) on page 1436
- [Inbound Message - Message](#) on page 1437
- [Inbound Message - Log](#) on page 1438

Inbound Message - Main

The **Main** tab displays information about the inbound message. It contains the following zone:

- [Inbound Message](#) on page 1436

Inbound Message

The **Inbound Message** zone displays the details of the inbound message. It contains the following sections:

- **Main** – Displays basic information about the inbound message. It contains the following fields:

Field Name	Field Description
Inbound Message Information	Displays information about the inbound message.
Inbound Message Type	Indicates the inbound message type using which the inbound message is created. Note: It has a link. On clicking the link, the Inbound Message Type screen appears where you can view the details of the inbound message type.
Status	Indicates the status of the inbound message. The valid values are: <ul style="list-style-type: none"> • Pending • Processed • Rejected • Voided
Source System	Indicates the external system from where the inbound message is received.
External Transaction ID	Indicates the transaction in the external source system which resulted in the inbound message.
External Batch ID	Indicates the batch job through which the inbound message is created.
External Source ID	Displays the external source system ID.

- **Characteristics** – Lists the characteristics defined for the inbound message. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the inbound message.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** – This section contains the following buttons:

Column Name	Column Description
Edit	Used to define, edit, and remove characteristics of the inbound message. Note: The Edit button appears only when the inbound message is in the Pending or Rejected status.
Delete	Used to delete the inbound message. Note: The Delete button appears only when the inbound message is in the Pending status.

Column Name	Column Description
Submit for Processing	Used to submit the inbound message for validation and processing. Note: The Submit for Processing button appears only when the inbound message is in the Pending status.
Retry	Used when you want to change the status of the inbound message to Pending so that the inbound message can be considered once again for validation and processing. Note: The Retry button appears only when the inbound message is in the Rejected status.
Void	Used to cancel the inbound message. Note: The Void button appears only when the inbound message is in the Rejected status.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the inbound message is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the inbound message status is updated.
Create Date/Time	Displays the date and time when the inbound message is created.

Inbound Message - Message

The **Message** tab displays the content of the inbound message in the XML format. It contains the following zone:

- [Inbound Message Content](#) on page 1437

Inbound Message Content

The **Inbound Message Content** zone displays the content of the inbound message in the XML format. By default, each tag in the customer or membership inbound message is expanded. You can collapse the tag whenever required. For more information about the tags used in the customer inbound message, refer to [Customer Inbound Message XML Format](#) on page 1393. And, for more information about the tags used in the membership inbound message, refer to [Membership Inbound Message XML Format](#) on page 1405.

Once the customer or membership inbound message is validated and processed either through the user interface or batch process, the following tags will appear at the bottom of the inbound message in the **Inbound Message Content** zone:

Tag	Description
toDoRetry	Displays the information about the retry option used for the inbound message.
retryDateTime	Displays the date and time when the retry option is used to change the status of the inbound message from Rejected to Pending .
numberOfRetries	Indicates the number of times the retry option is used for the inbound message.

Tag	Description
currentErrorState	Indicates the status to which the inbound message is transitioned when its validation or processing fails. The valid value is: <ul style="list-style-type: none"> Rejected
isRetried	Indicates whether the retry option is used to change the status of the inbound message. The valid values are: <ul style="list-style-type: none"> true false

Related Topics

For more information on...	See...
How to view the content of an inbound message	Viewing the Content of an Inbound Message on page 1444

Inbound Message - Log

The **Log** tab contains the following zone:

- [Inbound Message Log](#) on page 1438

Inbound Message Log

The **Inbound Message Log** zone lists the complete trail of actions performed on the inbound message. It contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the inbound message.
Details	Displays the details about the action performed on the inbound message.
User	Indicates the user who has performed the action on the inbound message.
Log Type	Indicates the type of the log.
Related Object	Indicates the object or entity which is created when the action is performed on the inbound message. Note: At present, no data appears in this column. The implementation team can build the custom logic to meet the business requirements.
Status Reason	Indicates the reason why the status of the inbound message is changed. Note: At present, no data appears in this column. The implementation team can build the custom logic to meet the business requirements.

Note: You can manually add a log entry for the inbound message by clicking the **Add Log Entry** link in the upper right corner of the **Inbound Message Log** zone.

Related Topics

For more information on...	See...
How to view the log of an inbound message	Viewing the Log of an Inbound Message on page 1444
How to add a log entry for an inbound message	Adding a Log Entry for an Inbound Message on page 1445

Editing an Inbound Message

While editing an inbound message, you can only change the characteristics for the inbound message.

Procedure

To edit an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message whose details you want to edit.

The **Inbound Message** screen appears.

3. Ensure that the **Main** tab is selected.
4. Click the **Edit** button in the **Inbound Message** zone.

The **Inbound Message** screen appears.

Note: The Edit button appears only when the inbound message is in the Pending or Rejected status.

5. Define, edit, or remove characteristics from the inbound message, if required.
6. Click **Save**.

The changes made to the inbound message are saved.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436
How to define characteristics for an inbound message	Defining Characteristics for an Inbound Message on page 1439

Defining Characteristics for an Inbound Message

Prerequisites

To define characteristics for an inbound message, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Inbound Message**)

Procedure

To define characteristics for an inbound message:

1. Ensure that the **Characteristics** section is expanded when you are editing an inbound message.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the inbound message.	Yes (Conditional)
		Note: This field is required when you are defining a characteristic for the inbound message.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Inbound Message .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the inbound message.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the inbound message.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the inbound message, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the inbound message, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to edit an inbound message	Editing an Inbound Message on page 1439

Deleting an Inbound Message

Procedure

To delete an inbound message:

- Search for the inbound message in the **Inbound Message** screen.
- In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message that you want to delete.

The **Inbound Message** screen appears.

- Ensure that the **Main** tab is selected.
- Click the **Delete** button in the **Inbound Message** zone.

A message appears confirming whether you want to delete the inbound message.

Note: The **Delete** button appears only when the inbound message is in the **Pending** status.

- Click **OK**.

The inbound message is deleted.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436

Processing an Inbound Message

The **Customer Inbound Message Periodic Monitor (C1-CUSIN)** and **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batches validate and process customer and membership inbound messages, respectively, at regular intervals. In addition, the system enables you to manually submit the customer and membership inbound messages for validation and processing from the user interface.

Note: For more information on how the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** and **Membership Inbound Message Periodic Monitor (C1-MEMIN)** batches validate and process the customer and membership inbound messages, refer to *Oracle Revenue Management and Billing Batch Guide*.

Prerequisites

To process an inbound message, you should have:

- Values defined for the required parameters in the **C1-CINMSGVAL**, **C1-CINMSGPRC**, **C1-INMEMEVAL**, **C1-INMEMEPRC**, **C1-TODORETRY**, and **C1-TDCRINMSG** algorithms
- **Policy Plan BO (C1PPLNBO)** and **Membership BO (C1MEMBRO)** characteristics defined on the policy type which is specified in the **C1-CINMSGPRC** algorithm
- Predefined values defined for the **C1PRODTY**, **C1INAPPC**, **C1PRSRSN**, **C1INVHLD**, **C1STISSE**, **C1PRTNRL**, **C1CVTIER**, **C1MEDPRM**, **C1CDBNFT**, **C1TRNCAT**, **C1HMOSW**, **C1OONIND**, **C1NONHMO**, **C1PRDCAT**, **C1RATCOV**, and **C1PSNINT** characteristic types
- Values defined for the **C1-SourceSystemLookup** extendable lookup
- Values defined for the **PER_OR_BUS_FLG**, **EXT_TYPE_FLG**, **BILL_ADDR_SRCE_FLG**, and **RATE_COVRG_CNTRACT_TYPE** lookup fields
- Required inbound message types, person identifier types, account identifier types, person relationship types, characteristic types, phone types, customer classes, bill cycles, divisions, bill route types, and contract relationship types defined in the application
- Values defined for the **C1BC_OPT_TYP_FLG** lookup field

Note: You can then set the value for the option type (defined in the **C1BC_OPT_TYP_FLG** lookup field) in the **C1-BILLCYCLE** feature configuration.

- Value defined for the option types in the **C1-BILLCYCLE** feature configuration
- Values defined for the **C1_INVOICE_DAY_BILL_PERIOD_FLG** lookup field

Note: Each lookup field value should be mapped to a valid bill period which exists in the system. You must then define this lookup field value as a predefined value for the **C1OFFRST** characteristic type. The system will then use the bill period configured for the respective invoice day when the **C1OFFRST** characteristic is defined for the account.

- Predefined values defined for the **C1OFFRST** characteristic type
- Required status reasons defined for the status to which a policy must be transitioned on policy termination and each status reason mapped to a prime source reason (which is a predefined value in the **C1PRSRSN** characteristic type)
- Required status reasons defined for the status to which a policy must be transitioned on policy reinstatement and each status reason mapped to a prime source reason (which is a predefined value in the **C1PRSRSN** characteristic type)

- Required bill cancel reasons defined in the application which must be used on packaged savings and premium bill segment cancellation during the policy or membership termination

Procedure

To process an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message that you want to submit for validation and processing.

The **Inbound Message** screen appears.

3. Ensure that the **Main** tab is selected.
4. Click the **Submit for Processing** button in the **Inbound Message** zone.

The status of the inbound message is changed to **Validation** and the algorithm attached to the **Validation** status is invoked. If the validation is successful, the status of the inbound message is changed to **Processing** and the algorithm attached to the **Processing** status is invoked. On processing the inbound message, the system behaves in the following manner:

If the inbound message is a...	Then...
Customer inbound message	Creates or updates a person, account, contract, policy, policy plan, packaged savings, and billable charges for packaged savings. If requested, it accordingly terminates, reinstates, or renews a policy. It creates a person and account using the person business object and account business object specified in the inbound message type. It creates a policy using the policy type specified in the C1-CINMSGPRC algorithm. It creates a policy plan using the Policy Plan BO (C1PPLNBO) characteristic defined on the policy type. In addition, status of the inbound message is changed to Processed .
Membership inbound message	Creates or updates a membership in a policy plan, adds dependents in a membership, updates the details of the main subscriber or dependent person, creates main subscriber or dependent person, associates a contract with a membership, adds membership premium for a coverage period, or creates a billable charge for membership premium. It creates a membership using the Membership BO (C1MEMBRO) characteristic defined on the policy type. If the person who is the main subscriber or dependent in a membership does not exist, the system creates main subscriber or dependent person using the person business object specified in the inbound message type. In addition, status of the inbound message is changed to Processed .

However, if the validation or processing fails due to any reason, the status of the inbound message is changed to **Rejected** and the algorithm attached to the **Rejected** status is invoked. A To Do is created using the To Do type specified in the **C1-TDCRINMSG** algorithm and assigned to the users with the To Do role specified in the **C1-TDCRINMSG** algorithm.

Note: The **Submit for Processing** button appears only when the inbound message is in the **Pending** status.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436

Using the Retry Option for an Inbound Message

If the validation or processing fails due to any reason, the status of the inbound message is changed to **Rejected**. The system enables you to resubmit the customer and membership inbound messages for validation and processing on failure. However, to resubmit the inbound message for validation and processing, you need to change the status of inbound message from **Rejected** to **Pending**. This is possible through using the **Retry** option.

Procedure

To use the retry option for an inbound message:

1. Search for the inbound message with the **Rejected** status in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message for which you want to use the retry option.

The **Inbound Message** screen appears.

3. Ensure that the **Main** tab is selected.
4. Ensure that the TO DOs created for the inbound message are closed.
5. Click the **Retry** button in the **Inbound Message** zone.

The status of the inbound message is changed to **Pending**.

Note: The Retry button appears only when the inbound message is in the Rejected status.
--

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436

Voiding an Inbound Message

There might be situations when incorrect inbound messages are received in the system. In such case, the system provides you with an ability to void or cancel the inbound message. However, note that you can void an inbound message only when the inbound message is in the **Rejected** status.

Procedure

To void an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message that you want to void.

The **Inbound Message** screen appears.

3. Ensure that the **Main** tab is selected.
4. Click the **Void** button in the **Inbound Message** zone.

The status of the inbound message is changed to **Voided**.

Note: The Void button appears only when the inbound message is in the Rejected status.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message zone	Inbound Message on page 1436

Viewing the Content of an Inbound Message

Procedure

To view the content of an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message whose details you want to view.

The **Inbound Message** screen appears.

3. Click the **Message** tab.

The **Message** tab appears.

4. View the content of the inbound message in the XML format in the **Inbound Message Content** zone.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message Content zone	Inbound Message Content on page 1437

Viewing the Log of an Inbound Message

Procedure

To view the log of an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message whose log you want to view.

The **Inbound Message** screen appears.

3. Click the **Log** tab.

The **Log** tab appears.

4. View the complete trail of actions performed on the inbound message in the **Inbound Message Log** zone.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
How to add a log entry for an inbound message	Adding a Log Entry for an Inbound Message on page 1445
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435

For more information on...	See...
Inbound Message Log zone	Inbound Message Log on page 1438

Adding a Log Entry for an Inbound Message

Procedure

To add a log entry for an inbound message:

1. Search for the inbound message in the **Inbound Message** screen.
2. In the **Search Results** section, click the link in the **Inbound Message Information** column corresponding to the inbound message whose log you want to edit.

The **Inbound Message** screen appears.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Inbound Message Log** zone.

The **Add Inbound Message Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Inbound Message Information	Displays information about the inbound message.	Not applicable
Log Details	Used to specify additional comments on the inbound message.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Inbound Message Log** zone.

Related Topics

For more information on...	See...
How to search for an inbound message	Searching for an Inbound Message on page 1433
Inbound Message screen	Inbound Message (Used for Viewing) on page 1435
Inbound Message Log zone	Inbound Message Log on page 1438

Chapter

24

Policy-Membership Overview

Topics:

- [Policy Status Transition](#)
- [Algorithms Used in C1-Policy](#)
- [Algorithms Used in C1-Membership](#)
- [Prerequisites](#)
- [Policy Type](#)
- [Policy Person Role](#)
- [Policy](#)
- [Policy Information](#)
- [Membership](#)
- [Membership Information](#)

The policy is a contract between the insurer and the insured, known as the policy holder, which determines the claims which the insurer is legally required to pay. In exchange for an initial payment, known as the premium, the insurer promises to pay for loss caused by perils covered under the policy statement.

Oracle Revenue Management and Billing allows you to create policy. While creating a policy, you need to specify the policy type using which you want to create the policy. It is the policy type which helps the system to determine:

- Policy belongs to which group of customers.

Under policy, you will have multiple plans; one plan is associated with one product. So, once you create a policy, you can associate it with a plan represented by the membership entity. Each plan has a coverage period and corresponding to it, contract is created which is having a premium. Every policy has main subscriber (holder of the policy).

The membership person is billed with the billable charge (called as premium) which is linked to the membership as eligibility based premium or fees contract through a membership contract.

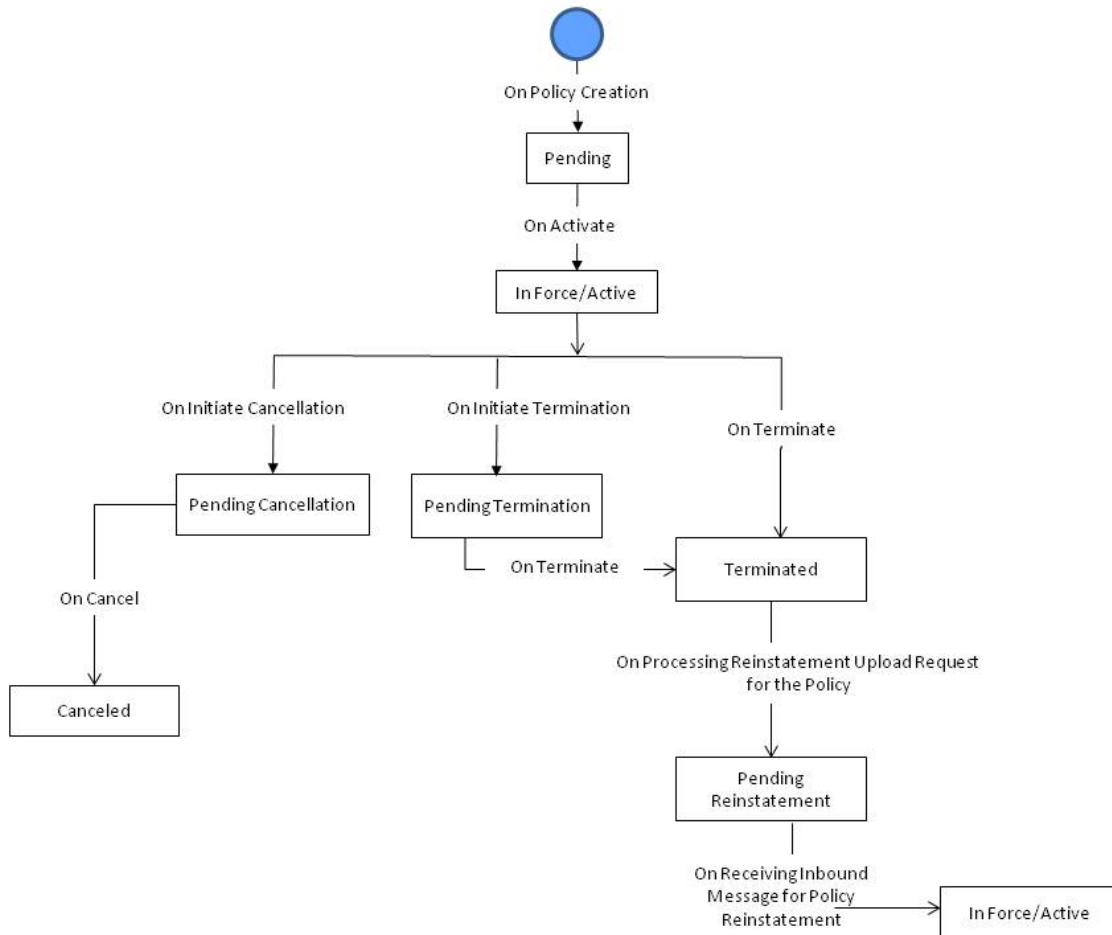
During the policy creation process, a policy goes through various statuses in its lifecycle. For more information about the policy statuses, see [Policy Status Transition](#) on page 1448

Note that the lifecycle of a policy is driven by the business object using which the policy is created. A policy and membership business object named **C1-Policy** and **C1-Membership** respectively are shipped with the product. The policy feature explained in this document is articulated based on the lifecycle and logic defined in the **C1-Policy**

For more information on how to setup the policy processes, see prerequisites [Prerequisites](#) on page 1459

Policy Status Transition

The following figure graphically indicates how a policy moves from one status to another:



Note: A policy will be set to **Pending Reinstatement** only through the upload request and cannot be done manually from the screen. Then, through an inbound message, a policy status will be changed from the **Pending Reinstatement** to **Reinstatement**.

Algorithms Used in C1-Policy

The following table lists the algorithms which are attached to the **C1-Policy** business object:

System Event	Algorithm	Algorithm Type	Description
Validation	C1-POLBOVAL	C1-POLBOVAL	<p>This algorithm validates the below conditions:</p> <ul style="list-style-type: none"> • End date of policy must be later than its start date • Following are the policy person validations: <ul style="list-style-type: none"> • Policy person start and end dates should be within the start and end dates of policy. • Person end date must be later than its start date. • There must be one main customer for a policy. • Policy person role is mandatory.
Post-Processing	C1-POLPRDCHR	C1-POLPRDCHR	<p>This algorithm creates following policy period characteristics during creation of a new policy:</p> <ul style="list-style-type: none"> • Policy period start date • Policy period end date <p>An optional parameter, which is calculated as policy period add days - if the policy period end days have an offset days.</p>

The following table lists the algorithms which are used in the lifecycle of the **C1-Policy** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Pending	Monitor	C1-TRNDFLSYS	C1-TRNDFLSYS	This Algorithm verifies if the request is created online or manually.
Activate	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	This algorithm type transitions business object current state to the input next status or to the status related to the input next transition condition. Either one but not both soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.
In Force/ Active	Enter	C1-EVCSTSTAT	C1-EVCSTSTAT	This algorithm evaluates if the customer status is Active or Inactive. If all the policies of the customer are terminated, it is deemed that the customer is Inactive. If the customer owns at least one active policy, the customer is deemed as Active.

Status	System Event	Algorithm	Algorithm Type	Description
In Force/ Active	Enter	C1- ADDRFAGCH	C1-ADDRFAGCH	<p>This algorithm is responsible for adding account aging refresh characteristic for set of accounts while activating or terminating the policy. This algorithm has following parameters:</p> <ul style="list-style-type: none"> Account Aging Refresh Characteristic Type to add at Account level Account Aging Refresh Characteristic Type value to add at Account level Policy Plan Characteristic Type to determine policy plan at Contract Previous Main Customer Characteristic Type to determine previous main customer
Pending Termination	Monitor	C1-PTRMCRTTD	C1-PTRMCRTTD	<p>This algorithm creates To Do entry if object is waiting in the specific status for the given number of days. Input parameters are:</p> <ul style="list-style-type: none"> Maximum Wait Days - After Maximum Wait Days To Do gets generated for specified To Do Type. To Do Type Role - Optional. If provided then used to create To Do for this Role else the default one on To Do Type will be used. To Do Type - To Do Type to create a TO Do If Maximum Wait Days are reached for the BO status. Transition To Previous Status - Optional. If provided then used to check if policy should be transitioned to previous status or not. Next Status - Optional. If provided then used to set the next status value. Next Transition Condition (Optional)- If provided then used to set next status condition.

Status	System Event	Algorithm	Algorithm Type	Description
Pending Termination	Enter	C1-PLCYTRMRQ	C1-PLCYTRMRQ	<p>This algorithm creates an outbound message for a termination request. It also creates policy log to store outbound message ID details. Parameters are:</p> <ul style="list-style-type: none"> • External System - Holds other external system configuration. • Outbound Message Type - Holds the Outbound Message BO. • Bill Group Identifier Type - Identifier type of the bill group. • Previous Main Customer Characteristic Type -To get the characteristic type of previous customer while deriving account id in building termination request XML.

Status	System Event	Algorithm	Algorithm Type	Description
Terminated	Enter	C1-POLCYTERM	C1-POLCYTERM	<p>This algorithm performs the necessary logic to terminate a policy. End date would be updated and the original end date would be stored. The end date can also cascade to relate objects. Triggers auto transition for related membership parameters are as follows:</p> <ul style="list-style-type: none"> • Cascade End Date to Policy Person: Policy person's end date will be ended with terminate date if applicable. • Cascade End Date to Membership: Policy members' end date will be ended with terminate date if applicable. • Original End Date Characteristic Type: The Characteristic Type of the end date before new end date got stamped. • Membership BO Old Status: The old status of the membership BO. • Membership BO New Status: Member BO will be auto transitioned to this status if applicable • Cascade End Date to Billable Charge: Policy membership billable charges will be ended with terminate date if applicable. • Billable Charge Add Days: Used to process terminate proration rule. • Policy Characteristic Type: The characteristic type of the policy. • Billable Charge Previous End Date Char Type: The char type of the billable charge with a previous end date. • Use of Termination Proration Rule: Reinstate Policy Algorithm will start on giving the proration rule and proration rule characteristic type is validated. • Enrollment/Termination Proration Rule Characteristic Type: The characteristic type of the termination proration rule.

Status	System Event	Algorithm	Algorithm Type	Description
Terminated	Enter	C1-DELTRMLTR	C1-CRTCUSCNT	<p>This algorithm creates a customer contact depending on the following conditions:</p> <ul style="list-style-type: none"> • When the Check Policy Status Reason parameter is set to Y and the provided status reason is specified in the policy status reason code list parameter. • When the Check Policy Status Reason parameter is blank or N. <p>It also provides the option to consolidate policies into one customer contact for the same customer.</p>
Terminated	Enter	C1-EVCSTSTAT	C1-EVCSTSTAT	<p>This algorithm evaluates if the customer status is Active or Inactive. If all the policies of the customer are terminated, it is deemed that the Customer is Inactive. If the Customer owns at least one active policy, the customer is deemed as Active.</p>
Terminated	Enter	C1-MBRTRMCC	C1-POLCCMBR	<p>This algorithm creates a customer contact for each active main subscriber associated with the policy being transitioned if the following conditions are met:</p> <ul style="list-style-type: none"> • If the Check Policy Status Reason is set to No. • If the Check Policy Status Reason is set to Yes and the status reason is specified in the configured Policy Status Reason Code List parameter. • If the State of Issue and Letter Template Characteristic Types are provided and the Policy's State of Issue has a matching Letter Template Characteristic configured on the Division. <p>The algorithm adds a log entry to the policy to indicate the number of customer contacts created for the policy. The policy id is stamped on the created customer contacts as a characteristic.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Terminated	Enter	C1-ADDRFAGCH	C1-ADDRFAGCH	<p>This algorithm adds Account Aging Refresh Characteristic for set of accounts while activating or terminating the Policy. This algorithm has following parameters:</p> <ul style="list-style-type: none"> Account Aging Refresh Characteristic Type to add at account level Account Aging Refresh Characteristic Type value to add at account level Policy Plan Characteristic Type to determine policy plan at contract Previous Main Customer Characteristic Type to determine previous main customer
Pending Reinstatement	Monitor	C1-PREICRTTD	C1-MONCRTETD	<p>This algorithm creates To Do Entry if object is waiting in the specific status for the given number of days. Input Parameters are:</p> <ul style="list-style-type: none"> Maximum Wait Days - After Maximum Wait Days, To Do gets generated for specified To Do Type. To Do Type Role (Optional) - If provided then used to create To Do for this Role else the default one on To Do Type will be used. To Do Type - To Do Type to create a TO Do If Maximum Wait Days are reached for the BO status. Transition To Previous Status (Optional) - If provided then used to check if policy should be transitioned to previous status or not. Next Status (Optional) - If provided then used to set the next status value. Next Transition Condition (Optional) - If provided then used to set next status condition.

Status	System Event	Algorithm	Algorithm Type	Description
Pending Reinstatement	Enter	C1-PLCYREIRQ	C1-PLCYREIRQ	<p>This algorithm creates an outbound message for reinstate request. It also creates policy log to store outbound message ID details. Parameters are:</p> <ul style="list-style-type: none"> • External System - Holds other external system configuration. • Outbound Message Type - Holds the Outbound Message business object.
Reinstate	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. Either one but not both soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.</p>

Status	System Event	Algorithm	Algorithm Type	Description
Reinstate	Enter	C1-POLCYREIN	C1-POLCYREIN	<p>This algorithm performs the necessary logic to reinstate a policy. End date would be updated and the original end date would be restored. The end date can also cascade to relate Objects. The persons related to the policy, membership status and the billable charges related to the person are also updated. Policy Period End Date will be restored. Triggers Auto Transition for related membership parameters are:</p> <ul style="list-style-type: none"> • Cascade End Date to Persons - Policy persons end date will be restored to Policy Period End Date if applicable. • Cascade End Date to Plans - Policy plans' end date will be restored to Policy Period End Date if applicable. • Cascade End Date to Membership - Policy membership end date will be restored to Policy Period End Date if applicable. • Policy Period End Date Characteristic Type - The Characteristic Type of the end date before new end date got stamped. • Membership Old Status - The old status of the membership BO Membership New Status: Membership BO will be auto transitioned to this status if applicable. • Cascade End Date to Billable Charge - Policy plan memberships' billable charges will be restored to Policy Period End Date if applicable. • Policy Characteristic Type - The characteristic type of the policy. • Billable Charge Previous End Date Char Type - The char type of the billable charge with a previous end date. • Use of Termination Proration Rule - Reinstate Policy Algorithm will start on giving the proration rule and proration rule characteristic type is validated.

Status	System Event	Algorithm	Algorithm Type	Description
Reinstate	Enter	C1-CCPOLRE1	C1-CRTCUSCNT	<p>This algorithm creates a customer contact depending on the following conditions:</p> <ul style="list-style-type: none"> • When the Check Policy Status Reason parameter is set to Y and the provided status reason is specified in the policy status reason code list parameter. • When the Check Policy Status Reason parameter is blank or N. <p>It also provides the option to consolidate policies into one customer contact for the same customer.</p>
Renewal	Monitor	F1-AT-RQJ	F1-GEN-BOMNJ	<p>This algorithm type transitions business object current state to the input next status or to the status related to the input next transition condition. Either one but not both soft parameters may be specified. If both soft parameters are not specified, the business object will be transitioned to the default next status specified on lifecycle. Algorithms of this algorithm type may be defined for any business object status as its monitor algorithm.</p>
Pending Cancellation	-	-	-	-
Cancelled	-	-	-	-

Status	System Event	Algorithm	Algorithm Type	Description
Pending Termination Override	Monitor	C1-PTRMCRTTD	C1-MONCRTETD	<p>This algorithm creates To Do Entry if object is waiting in the specific status for the given number of days. Input Parameters are:</p> <ul style="list-style-type: none"> Maximum Wait Days - After Maximum Wait Days, To Do gets generated for specified To Do Type. To Do Type Role (Optional) - If provided then used to create To Do for this Role else the default one on To Do Type will be used. To Do Type - To Do Type to create a TO Do If Maximum Wait Days are reached for the BO status. Transition To Previous Status (Optional) - If provided then used to check if policy should be transitioned to previous status or not. Next Status (Optional) - If provided then used to set the next status value. Next Transition Condition (Optional) - If provided then used to set next status condition.
Pending Termination Override	Enter	C1-PLCYTRMRQ	C1-PLCYTRMRQ	<p>This algorithm creates an outbound message for a termination request. It also creates policy log to store outbound message ID details. Parameters are:</p> <ul style="list-style-type: none"> External System - Holds other external system configuration. Outbound Message Type - Holds the Outbound Message BO. Bill Group Identifier Type - Identifier type of the bill group. Previous Main Customer Characteristic Type -To get the characteristic type of previous customer while deriving account id in building termination request XML.

Algorithms Used in C1-Membership

The following table lists the algorithms which are attached to the **C1-Membership** business object:

System Event	Algorithm	Algorithm Type	Description
Validation	C1-VALMEMBO	C1-VALMEMBO	This algorithm validates the membership business object. The core fields are validated (Date Fields). An optional parameter policy status is provided if membership needs to be within related Policy's Dates.

Prerequisites

To setup the policy-membership process, you need to do the following:

- Define the termination reasons for the **C1-Policy** business object
- Define the required status reasons for the **C1-Policy** business object.
- Define the required policy types in the system.
- Define the required source systems in the system.
- Define the required policy person roles in the system.
- Define the required characteristic types where the characteristic entity is set to **Policy**.
- Define the required characteristic types where the characteristic entity is set to **Policy Type**.



Policy Type

Oracle Revenue Management and Billing allows you to define a policy type using which you can define a policy. The **Policy Type** screen allows you to define, edit, copy, and delete a policy type. It contains the following zones:

- [Policy Type List](#)
- [Policy Type](#)

Policy Type List

The **Policy Type List** zone lists policy types that are already defined in the system. You can add, edit, copy, and delete a policy type through this zone. It contains the following columns:

Column Name	Column Description
Policy Type	Displays the policy type.
Description	Displays the description of the policy type.
Edit	On clicking the Edit () icon, the Policy Type screen appears where you can edit the details of the policy type.
Duplicate	On clicking the Duplicate () icon, the Policy Type screen appears where you can define a policy type using an existing policy type.

Column Name	Column Description
Delete	On clicking the Delete (🗑️) icon, you can delete the policy type. Note: You can delete a policy type only when you have not created a policy using the policy type.

You can define a policy type by clicking the **Add** link in the upper right corner of this zone. On clicking the **Broadcast** (📡) icon corresponding to the policy type, the **Policy Type** zone appears with the details of the respective policy type.

Related Topics

For more information on...	See...
Policy Type zone	Policy Type
How to define a policy type	Defining a Policy Type on page 1461
How to edit a policy type	Editing a Policy Type on page 1462
How to copy a policy type	Copying a Policy Type on page 1464
How to delete a policy type	Deleting a Policy Type on page 1463

Policy Type

The **Policy Type** zone displays the details of the policy type. It contains the following sections:

- **Main** — Displays basic information about the policy type. It contains the following fields:

Field Name	Field Description
Policy Type	Displays the policy type.
Related Transaction BO	Indicates the business object that will be used to create the policy. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the policy type.
Status	Indicates the status of the policy type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive
Detailed Description	Displays additional information about the policy type.

- **Characteristics** — Lists the characteristics defined for the policy type. It contains the following columns:

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.


- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the policy type.

Button Name	Button Description
Delete	Used to delete the policy type. Note: You can delete a policy type only when you have not created a policy using the policy type.
Duplicate	Used to create a new policy type using an existing policy type.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the policy type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Policy Type** zone does not appear in the **Policy Type** screen. It appears only when you click the **Broadcast**  icon corresponding to the policy type in the **Policy Type List** zone.

Related Topics

For more information on...	See...
Policy Type List zone	Policy Type List
How to define a policy type	Defining a Policy Type on page 1461
How to edit a policy type	Editing a Policy Type on page 1462
How to copy a policy type	Copying a Policy Type on page 1464
How to delete a policy type	Deleting a Policy Type on page 1463

Defining a Policy Type

Prerequisites

To define a policy type, you should have:

- Business Object defined in the application.

Procedure

To define a policy type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin Menu**, select **P** and then click **Policy Type**.
A sub-menu appears.

3. Click the **Add** option from the **Policy Type** sub-menu.

The **Policy Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the policy type.
- **Characteristics** - Used to define characteristics for the policy type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Type	Used to specify the policy type.	Yes
Business Object	Indicates the policy type business object used while defining the policy type.	Not applicable
Related Transaction BO	Used to indicate the business object that you want to use while defining the policy.	Yes
Description	Used to specify the description for the policy type.	Yes
Status	Used to indicate the status of the policy type. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes
Detailed Description	Used to specify additional information about the policy type.	No

- Enter the required details in the **Main** section.
- Define characteristics for the policy type, if required.
- Click **Save**.

The policy type is defined.


Related Topics

For more information on...	See...
Policy Type screen	Policy Type on page 1459
Policy Type List zone	Policy Type List
How to define characteristics for an inbound message type	Defining Characteristics for a Policy Type

Editing a Policy Type

Procedure

To edit a policy type:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Admin Menu**, select **P** and then click **Policy Type**.
A sub-menu appears.
- Click the **Search** option from the **Policy Type** sub-menu.
The **Policy Type** screen appears.
- In the **Policy Type List** zone, click the **Edit** () icon in the **Edit** column corresponding to the policy type whose details you want to edit.

The **Policy Type** screen appears. It contains the following sections:

- Main** - Used to specify basic details about the policy type.
- Characteristics** - Used to define characteristics for the policy type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Type	Displays the policy type.	Not applicable
Business Object	Indicates the policy type business object used while defining the policy type.	Not applicable
Related Transaction BO	Used to indicate the business object that you want to use while defining the policy.	Yes
Description	Used to specify the description for the policy type.	Yes
Status	Used to indicate the status of the policy type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes
Detailed Description	Used to specify additional information about the policy type.	No

Tip: Alternatively, you can click the **Edit** button in the **Policy Type** zone to edit the details of the policy type.

5. Modify the required details.
6. Define, edit, or remove characteristics from the policy type, if required.
7. Click **Save**.

The changes made to the policy type are saved.

Related Topics

For more information on...	See...
Policy Type screen	Policy Type on page 1459
Policy Type List zone	Policy Type List
How to define characteristics for a policy type	Defining Characteristics for a Policy Type

Deleting a Policy Type

Procedure

To delete a policy type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin Menu**, select **P** and then click **Policy Type**.
A sub-menu appears.
3. Click the **Search** option from the **Policy Type** sub-menu.
The **Policy Type** screen appears.
4. In the **Policy Type List** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the policy type that you want to delete.
A message appears confirming whether you want to delete the policy type.

Note: You can delete a policy type only when you have not created a policy using the policy type.

Tip: Alternatively, you can click the **Delete** button in the **Policy Type** zone to delete the policy type.

5. Click **OK**.

The policy type is deleted.

Related Topics

For more information on...	See...
Policy Type screen	<i>Policy Type</i> on page 1459
Policy Type List zone	<i>Policy Type List</i>
Policy Type zone	<i>Policy Type</i>

Copying a Policy Type

Instead of creating a policy type from scratch, you can create a new policy type using an existing policy type. This is possible through copying a policy type. On copying a policy type, the details including the characteristics are copied to the new policy type. You can then edit the details, if required.


Prerequisites

To copy a policy type, you should have:

- Policy type (whose copy you want to create) defined in the application
- Policy business objects defined in the application

Procedure

To copy a policy type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin Menu**, select **P** and then click **Policy Type**.
A sub-menu appears.
3. Click the **Search** option from the **Policy Type** sub-menu.
The **Policy Type** screen appears.
4. In the **Policy Type List** zone, click the **Duplicate** ( icon in the **Duplicate** column corresponding to the policy type whose copy you want to create.

The **Policy Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the policy type.
- **Characteristics** - Used to define characteristics for the policy type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Type	Used to specify the policy type.	Yes
Business Object	Indicates the policy type business object used while defining the policy type.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Related Transaction BO	Used to indicate the business object that you want to use while defining the policy.	Yes
Description	Used to specify the description for the policy type.	Yes
Status	Used to indicate the status of the policy type. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes
Detailed Description	Used to specify additional information about the policy type.	No

Tip: Alternatively, you can click the **Duplicate** button in the **Policy Type** zone to create a copy of the policy type.

- Modify the required details.
- Define, edit, or remove characteristics from the policy type, if required.
- Click **Save**.

The new policy type is defined.

Related Topics

For more information on...	See...
Policy Type screen	Policy Type on page 1459
Policy Type List zone	Policy Type List
Policy Type zone	Policy Type on page 1460
How to define characteristics for a policy type	Defining Characteristics for a Policy Type


Policy Person Role

The **Policy Person Role** screen allows you to define a role that you can assign to a person while creating a policy. It also allows you to edit and delete a policy person role. It contains the following zone:

- [Policy Person Role List](#) on page 1465

Policy Person Role List

The **Policy Person Role List** zone lists the roles that you can assign to a person while creating a policy. It contains the following columns:

Column Name	Column Description
Policy Person Role	Displays the policy person role.
Description	Displays the description of the policy person role.
Edit	On clicking the Edit  icon, the Policy Person Role screen appears where you can edit the details of the policy person role.

Column Name	Column Description
Delete	On clicking the Delete (🗑️) icon, you can delete the policy person role. Note: You cannot delete a role if it is assigned to a person.

You can define a new policy person role by clicking the **Add** link in the upper-right corner of this zone.

Related Topics

For more information on...	See...
How to define a policy person role	Defining a Policy Person Role on page 1466
How to edit a policy person role	Editing a Policy Person Role on page 1466
How to delete a policy person role	Deleting a Policy Person Role on page 1467

Defining a Policy Person Role

Procedure

To define a policy person role:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin Menu**, select **P** and then click **Policy Person Role**.
The **Policy Person Role** screen appears.
3. Click the **Add** link in the upper right corner of the **Policy Person Role List** zone.
The **Policy Person Role** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Person Role	Used to specify the policy person role.	Yes
Description	Used to specify the description for the policy person role.	Yes

4. Enter the required details.
5. Click **Save**.
The policy person role is defined.

Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 1465
Policy Person Role List zone	Policy Person Role List on page 1465

Editing a Policy Person Role

Procedure


To edit a policy person role:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

- From the **Admin Menu**, select **P** and then click **Policy Person Role**.

The **Policy Person Role** screen appears.

- Click the **Edit** () icon in the **Edit** column corresponding to the policy person role whose details you want to edit.

The **Policy Person Role** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Person Role	Displays the policy person role.	Not applicable
Description	Used to modify the description of the policy person role.	Yes

- Modify the description, if required.
- Click **Save**.

The changes made to the policy person role are saved.


Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 1465
Policy Person Role List zone	Policy Person Role List on page 1465

Deleting a Policy Person Role

Procedure

To delete a policy person role:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin Menu**, select **P** and then click **Policy Person Role**.
The **Policy Person Role** screen appears.
- Click the **Delete** () icon in the **Delete** column in the **Policy Person Role List** zone corresponding to the policy person role that you want to delete.

A message appears confirming whether you want to delete the policy person role.

Note: You cannot delete a role if it is assigned to a person.
--

- Click **OK**.

The policy person role is deleted.

Related Topics

For more information on...	See...
Policy Person Role screen	Policy Person Role on page 1465
Policy Person Role List zone	Policy Person Role List on page 1465

Policy

The **Policy** screen allows you to search for a policy using various search criteria. It also allows you to create a policy. Through this screen, you can navigate to the following screen:

- [Policy Information](#) on page 1476

This screen contains the following zone:

- [Search Policy](#) on page 1468

Search Policy

The **Search Policy** zone allows you to search for a policy using various search criteria. It contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a policy using various options. The valid values are: <ul style="list-style-type: none"> • Policy Date/Policy Type/Status • Source System/Policy Number/Description • Person Name/Person Identifier <p>Note: By default, the Policy Date/Policy Type/Status option is selected.</p>	Yes
Policy Type	Used to search by the type of policy. <p>Note: This field appears only when you select the Policy Date/Policy Type/Status option from the Search By list.</p>	No
Start Date	Used to specify the date from when the policy is effective.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to search by the status of the policy. The valid values are:</p> <ul style="list-style-type: none"> • In Force/Active • Cancelled • Pending Cancellation • Pending • Pending Resinstatement • Pending Termination • Pending Termination Overriden • Reinstated • Run Out • Terminated <p>Note: This field appears only when you select the Policy Date/Policy Type/Status option from the Search By list.</p>	No
End Date	Used to specify the date till when the policy is effective.	No
Source System	<p>Used to search the name of the external system from where the policy originated.</p> <p>Note: This field appears only when you select the Source System/Policy Number/Description option from the Search By list.</p>	No
Policy Number	<p>Used to search the policy number.</p> <p>Note: This field appears only when you select the Source System/Policy Number/Description option from the Search By list.</p>	No
Description	<p>Used to search by the description of the policy.</p> <p>Note: This field appears only when you select the Source System/Policy Number/Description option from the Search By list.</p>	No
Person Name	<p>Used to search by the stakeholder for the policy.</p> <p>Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.</p>	No
Person Identifier Type	<p>Used to search by the identifier type based on which you want to search for policies of a person.</p> <p>Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Person Identifier	Used to search by the ID linked to the person whose policies you want to search. Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a policy.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Policy Number	Displays the policy number.
Information	Displays additional information of the policy. Note: It has a link. On clicking the link, the Policy Information screen appears with the details of the respective person.
Source System	Displays the name of the external system from where the policy originated.
Description	Displays the description of the policy.
Start Date	Displays the date from when the policy is effective.
End Date	Displays the date till when the policy is effective.
Status	Indicates the status of the policy.
Main Customer	Displays information about person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person. Please check whether it is a main customer. If you select Person Name/Person Identifier option from the Search By list, this column displays whether the person is the main customer. The valid values are: <ul style="list-style-type: none"> • Yes • No
Person Information	Displays information about person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person. This column appears only when you select the Person Name/Person Identifier option from the Search By list.

Column Name	Column Description
Policy Person Role	<p>Displays the role of a person in the policy. The valid values are:</p> <ul style="list-style-type: none"> • Policy Holder • Subscriber • Dependant • Underwriting Co.
	<p>Note:</p> <p>This column appears only when you select the Person Name/Person Identifier option from the Search By list.</p>

You can create a new policy by clicking the **Add** button in the page title area of the screen.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 1471
How to define a policy	Defining a Policy on page 1472
How to view the details of a policy	Viewing the Policy Details on page 1472

Searching for a Policy

Prerequisites

To search for a policy, you should have:

- Policy types defined in the application
- Person created in the system
- Source systems defined in the system

Procedure

To search for a policy:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Person Information** and then click **Policy**.
A sub-menu appears.
3. Click the **Search** option from the **Policy** sub-menu.
The **Policy** screen appears.
4. Enter the search criteria in the **Policy Search** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of policies that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Search zone	Search Policy on page 1468

Viewing the Policy Details**Procedure**

To view the details of a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to view.

The **Policy Information** screen appears. It consists of the following tabs:

- [Policy Information - Main](#) on page 1476
- [Policy Information - Plan](#) on page 1480
- [Policy Information - Log](#) on page 1482

3. Ensure that the **Main** tab is selected.
4. View the details of the policy in the **Policy** zone.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
Policy zone	Policy on page 1476
How to search for a policy	Searching for a Policy on page 1471

Defining a Policy**Prerequisites**

To create a policy, you should have:

- Policy types defined in the application.

Procedure

To create a policy:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Person Information** and then click **Policy**.
A sub-menu appears.
3. Click the **Add** option from the **Policy** sub-menu.
The **Select Policy Type** screen appears.
4. Select the **Policy Type** from the list.

5. Click **OK**.

The **Policy** screen appears. It contains the following sections:

- **Main** — Used to specify the basic details of policy.
- **Persons** — Used to specify the basic detail of persons associated with a policy.
- **Characteristics** — Used to define characteristics for the policy.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Type	Displays the type of policy.	Not Applicable
Policy Number	Used to specify the policy number.	Yes
Description	Used to specify the description of the policy.	No
Source System	Used to specify the name of the external system from where the policy originated.	Yes
Start Date	Used to specify the date from when the policy is effective.	Yes
End Date	Used to specify the date till when the policy is effective.	No

The **Persons** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Person Information	Used to indicate the person ID.	Yes
Sequence	Used to specify the sequence number.	Yes
Policy Person Role	Used to indicate the role that can be assigned to a person while creating a policy.	Yes
Main Customer	Used to assign the person as a main customer for the policy.	Yes (Conditional) Note: At least one person should be selected as Main Customer for a policy
Start Date	Used to specify the date from when the policy is effective.	Yes
End Date	Used to specify the date till when the policy is effective.	No

The **Characteristics** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Policy .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

6. Click **Save**.

The policy is created with the status as **Pending**.

Tip: Alternatively, you can access the **Select Policy Type** screen by clicking the **Add** link in the page title area of the **Policy** screen.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
How to associate a person with the policy	Associating Person with a Policy on page 1474
How to define the characteristics for a policy	Defining Characteristics for a Policy on page 1475

Associating Person with a Policy

Procedure

To associate person with a policy:


1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy with which you want to associate a person.


The **Policy Information** screen appears.


3. Click the **Edit** button.

The **Policy** screen appears.

4. In the **Persons** section, enter the required person details.

Note: On clicking the **Search** () icon, you can search for a specific person ID.

5. If you want to associate more than one person with the policy, click the **Add** () icon and then repeat step 4.

Note: However, if you want to dissociate a person from the policy, click the **Delete** () icon corresponding to the person ID.

6. Click **Save**.

The selected person is associated with the policy.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476

For more information on...	See...
How to define the characteristics for the policy	Defining Characteristics for a Policy on page 1475

Defining Characteristics for a Policy

Following characteristics types are mandatory for to define a policy:

- While adding policy, there are five characteristics that are mandatory, which is defined on the **C1-Policy** business object.
- Proration Rule characteristic type should be defined with a pre-defined characteristic value.
- Base Policy Indicator characteristic type should be defined with a pre-defined characteristic value.
- State of Issue characteristic type should be defined with a pre-defined characteristic value.
- Rating Zip Code should be defined with a characteristic value.
- Policy Suffix Value should be defined with a characteristic value.

Procedure

To define characteristics for a policy:


1. Ensure that the **Characteristics** section is expanded when you are defining or editing a policy.


The **Characteristics** section contains the following fields in a grid:


Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy. Note: The date should be on or before the policy start date.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to policy.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

Note: Proration Rule, Policy Suffix Value, Base Policy Indicator, State of Issue, and Rating Zip Code characteristic type are mandatory characteristic type for defining a policy.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the policy, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the policy, click the **Delete**  icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the policy.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to create a policy	Defining a Policy on page 1472

Policy Information

Once you create a policy, the **Policy Information** screen allows you to:

- Create a policy
- Associate a policy with a plan
- Edit the details of a policy
- Delete a policy
- View the details of a policy
- Activate or terminate a policy
- Renew a policy
- Associate a membership to the policy plan
- Edit the details of a policy plan
- View the log for a policy
- Add the log entry for a policy

This screen consists of the following tabs:

- [Policy Information - Main](#) on page 1476
- [Policy Information - Plan](#) on page 1480
- [Policy Information - Log](#) on page 1482

Policy Information - Main

The **Main** tab on the **Policy Information** screen contains the following zone:

- [Policy](#) on page 1476

Policy

The **Policy** zone displays the details of the policy. It contains the following sections:

- **Main** — Displays the basic information about the policy. It contains the following fields:

Field Name	Field Description
Information	Displays additional information of the policy.

Field Name	Field Description
Policy Type	Indicates the policy type. Note: It has a link. On clicking the link, the Policy Type screen appears with the details of the respective policy type.
Status	Displays the status of the policy.
Policy Number	Displays the policy number.
Description	Displays the description of the policy.
Source System	Displays the name of the external system from where the policy originated.
Start Date	Displays the date from when the policy is effective.
End Date	Displays the date till when the policy is effective.

Field Name	Field Description																																													
Paid Through Date	<p data-bbox="570 212 1463 275">Indicates the term end date of the last fully or partially paid term. The system considers the term to be fully paid when the threshold limit is met.</p> <p data-bbox="570 296 1463 485">Note: This field appears only when the paid through date is calculated at the policy level. The paid through date is calculated while freezing or cancelling a payment or adjustment depending on whether the required algorithm is attached to the respective system event:</p> <table border="1" data-bbox="570 506 1463 758"> <thead> <tr> <th data-bbox="578 516 870 558">Entity</th> <th data-bbox="870 516 1162 558">System Event</th> <th data-bbox="1162 516 1463 558">Algorithm</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 558 870 600">Customer Class</td> <td data-bbox="870 558 1162 600">Payment Freeze</td> <td data-bbox="1162 558 1463 600">C1-PSPTDCAL</td> </tr> <tr> <td data-bbox="578 600 870 642">Customer Class</td> <td data-bbox="870 600 1162 642">Payment Cancellation</td> <td data-bbox="1162 600 1463 642">C1-PXPTDCAL</td> </tr> <tr> <td data-bbox="578 642 870 684">Adjustment Type</td> <td data-bbox="870 642 1162 684">Adjustment Freeze</td> <td data-bbox="1162 642 1463 684">C1-ADPTDCAL</td> </tr> <tr> <td data-bbox="578 684 870 726">Adjustment Type</td> <td data-bbox="870 684 1162 726">Adjustment Cancellation</td> <td data-bbox="1162 684 1463 726">C1-AXPTDCAL</td> </tr> </tbody> </table> <p data-bbox="570 779 1463 842">The following table indicates when the paid through date is calculated at the policy and/or membership level:</p> <table border="1" data-bbox="570 863 1463 1818"> <thead> <tr> <th data-bbox="578 873 773 1062">If the Paid Through Date Calculation Level parameter is set to...</th> <th data-bbox="773 873 984 1062">If the following characteristics are defined for the bill charge or adjustment...</th> <th data-bbox="984 873 1463 1062">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 1073 773 1146">P</td> <td data-bbox="773 1073 984 1146">C1-POLID</td> <td data-bbox="984 1073 1463 1146">Paid through date is calculated at the policy level</td> </tr> <tr> <td data-bbox="578 1157 773 1230">P</td> <td data-bbox="773 1157 984 1230">C1-MPID</td> <td data-bbox="984 1157 1463 1230">Paid through date is calculated at the policy level</td> </tr> <tr> <td data-bbox="578 1241 773 1314">P</td> <td data-bbox="773 1241 984 1314">C1-POLID and C1-MPID</td> <td data-bbox="984 1241 1463 1314">Paid through date is calculated at the policy level</td> </tr> <tr> <td data-bbox="578 1325 773 1398">M</td> <td data-bbox="773 1325 984 1398">C1-POLID</td> <td data-bbox="984 1325 1463 1398">Paid through date is not calculated at the membership level</td> </tr> <tr> <td data-bbox="578 1409 773 1482">M</td> <td data-bbox="773 1409 984 1482">C1-MPID</td> <td data-bbox="984 1409 1463 1482">Paid through date is calculated at the membership level</td> </tr> <tr> <td data-bbox="578 1493 773 1566">M</td> <td data-bbox="773 1493 984 1566">C1-POLID and C1-MPID</td> <td data-bbox="984 1493 1463 1566">Paid through date is calculated at the membership level</td> </tr> <tr> <td data-bbox="578 1577 773 1650">P, M</td> <td data-bbox="773 1577 984 1650">C1-POLID</td> <td data-bbox="984 1577 1463 1650">Paid through date is calculated at the policy level</td> </tr> <tr> <td data-bbox="578 1661 773 1734">P, M</td> <td data-bbox="773 1661 984 1734">C1-MPID</td> <td data-bbox="984 1661 1463 1734">Paid through date is calculated at both the policy and membership levels</td> </tr> <tr> <td data-bbox="578 1745 773 1818">P, M</td> <td data-bbox="773 1745 984 1818">C1-POLID and C1-MPID</td> <td data-bbox="984 1745 1463 1818">Paid through date is calculated at both the policy and membership levels</td> </tr> </tbody> </table>	Entity	System Event	Algorithm	Customer Class	Payment Freeze	C1-PSPTDCAL	Customer Class	Payment Cancellation	C1-PXPTDCAL	Adjustment Type	Adjustment Freeze	C1-ADPTDCAL	Adjustment Type	Adjustment Cancellation	C1-AXPTDCAL	If the Paid Through Date Calculation Level parameter is set to...	If the following characteristics are defined for the bill charge or adjustment...	Then...	P	C1-POLID	Paid through date is calculated at the policy level	P	C1-MPID	Paid through date is calculated at the policy level	P	C1-POLID and C1-MPID	Paid through date is calculated at the policy level	M	C1-POLID	Paid through date is not calculated at the membership level	M	C1-MPID	Paid through date is calculated at the membership level	M	C1-POLID and C1-MPID	Paid through date is calculated at the membership level	P, M	C1-POLID	Paid through date is calculated at the policy level	P, M	C1-MPID	Paid through date is calculated at both the policy and membership levels	P, M	C1-POLID and C1-MPID	Paid through date is calculated at both the policy and membership levels
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- **Persons** — Lists the persons associated with a policy. It contains the following columns:

Column Name	Column Description
Person Information	Displays the basic information of the person. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective person.
Sequence	Displays the sequence number.
Policy Person Role	Displays the role that was assigned to a person while creating a policy.
Main Customer	Displays the main customer of the policy.
Start Date	Displays the date from when the policy is effective.
End Date	Displays the date till when the policy is effective.

- **Characteristics** — Lists the characteristics defined for the policy. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the policy.
Characteristic Type	Displays the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to policy. It has a link. On clicking the link, the Characteristic Type screen appears with the details of the respective characteristic type.
Characteristic Value	Displays the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.
Description	Displays the description of characteristic.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Activate	Used to activate the policy. Note: This button appears only when the policy is in the Pending or Pending Termination status.
Edit	Used to edit the details of the policy.
Delete	Used to delete the policy.
Cancel	Used to cancel the policy. Note: This button appears only when the policy is in the Pending Cancellation status.

Button Name	Button Description
Initiate Cancellation	Used to cancel the policy. Note: This button appears only when the policy is in the In Force/Active status.
Initiate Termination	Used to initiate the termination request. Note: This button appears only when the policy is in the In Force/Active status.
Terminate	Used to terminate the policy. Note: This button appears only when the policy is in the In Force/Active or Pending Termination status.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the policy is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the policy status is updated.
Create Date/Time	Displays the date and time when the policy is created.

- **Termination Information** — This section contains the following fields:

Field Name	Field Description
Terminate Date	Displays the date when the policy will be terminated.
Terminate Reason	Displays the reason of terminating the policy. Note: It has a link. On clicking the link, the Status Reason screen appears with the details of the respective termination reason.

Note: This section appears only when the policy is in **Pending Termination** status.

- **Reinstate Information** — This section contains the following fields:

Field Name	Field Description
Reinstate Reason	Displays the reason of reinstating the policy. Note: It has a link. On clicking the link, the Status Reason screen appears with the details of the respective termination reason.

Note: This section appears only when the policy is in **Pending Reinstatement** status.

Policy Information - Plan

The **Plan** tab on the **Policy Information** screen contains the following zones:

- [Plans](#) on page 1481

- [Memberships](#) on page 1481

Plans

The **Plans** zone displays the details of policy plans. It contains the following fields:

Column Name	Column Description
Information	Displays additional information of the policy. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Policy Plan screen appears with the details of the respective policy plan.
Price Item Information	Displays additional information of the product associated with the policy plan. Note: It has a link. On clicking the link, the Price Item screen appears with the details of the respective price item.
Plan Number	Displays the plan number for the policy.
Start Date	Displays the date from when the policy is effective.
End Date	Displays the date till when the policy is effective.
Edit	Used to edit the policy plan.

You can filter the list using various search criteria (such as, **Price Item**, **Plan Number**, **Effective From**, and so on) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** (✖) icon in the upper right corner of this zone.

You can create a new policy plan by clicking the **Add** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
Policy Plan Memberships zone	Memberships on page 1481
How to search for a policy	Searching for a Policy on page 1471
How to define a policy	Defining a Policy on page 1472
How to view the details of a policy	Viewing the Policy Details on page 1472

Memberships

The **Memberships** zone displays the details of policy plan membership. It contains the following fields:

Column Name	Column Description
Start Date	Displays the date from when the policy plan is effective.
End Date	Displays the date till when the policy plan is effective.
Information	Displays additional information of the policy plan. Note: It has a link. On clicking the link, the Membership Information screen appears where you can view the details of the policy plan membership.
Enrolled Members	Displays the number of enrolled person to the policy plan.

Column Name	Column Description
Last Billed Coverage	Displays the information of the last bill coverage. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Bill Segment screen appears where you can view the billing details of policy plan.

You can filter the list using various search criteria (such as, **External Membership ID**, **Plan Number**, **Effective From**, **Effective To**, and so on) available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** (🔍) icon in the upper right corner of this zone.

You can create a new policy plan membership by clicking the **Add** link in the upper right corner of this zone.

By default, the **Memberships** zone does not appear in the **Policy** screen. It appears only when you click the **Broadcast** (📡) icon corresponding to the policy plan of the **Plans** zone.

Related Topics

For more information on...	See...
Plans zone	Plans on page 1481
How to search for a policy	Searching for a Policy on page 1471
How to define a policy	Defining a Policy on page 1472
How to view the details of a policy	Viewing the Policy Details on page 1472

Policy Information - Log

The **Log** tab on the **Policy Information** contains the following zone: [Policy Log](#) on page 1482

Policy Log

The **Policy Log** zone on the **Policy Information** screen lists the complete trail of actions performed on the policy. It contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the policy.
Details	Displays the details about the action performed on the policy.
User	Indicates the user who has performed the action on the policy.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the policy.
Status Reason	Displays the status reason of action performed on the policy.

Note: You can manually add a log entry for the policy by clicking the **Add Log Entry** link in the upper right corner of the **Policy Log** zone.

The **Add Request Log** window appears. Enter **Log Details** and click **Save**. The policy log is added.

Related Topics

For more information on...	See...
How to search for a policy	Searching for a Policy on page 1471

For more information on...	See...
How to view the log of a policy	Viewing the Log of a Policy on page 1491

Activating a Policy

Procedure

To activate a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to activate.

The **Policy Information** screen appears.

3. Click the **Activate** button in the **Policy** zone.

The policy gets activated and the status of the policy is changed to **In Force/Active..**

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Editing a Policy

Procedure

To edit a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to edit.

The **Policy Information** screen appears.

3. Click the **Edit** button in the **Policy** zone.

The **Policy** screen appears. It contains the following sections:

- **Main** — Used to specify basic details about the policy. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Information	Displays the additional information about policy.	Not Applicable
Policy Type	Displays the type of policy.	Not Applicable
Policy Number	Used to specify the policy number.	Yes
Description	Used to specify the description of the policy.	No
Source System	Used to specify the name of the external system from where the policy originated.	Yes
Start Date	Used to specify the date from when the policy is effective.	Yes
End Date	Used to specify the date till when the policy is effective.	No

- **Persons** — Used to specify the basic detail of persons associated with a policy. It contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Person Information	Used to indicate the basic information of a person.	Yes
Sequence	Used to specify the sequence number.	Yes
Policy Person Role	Used to indicate the role that can be assigned to a person while creating a policy.	Yes
Main Customer	Used to assign the person as a main customer for the policy.	Yes (Conditional) Note: At least one person should be selected as Main Customer for a policy
Start Date	Used to specify the date from when the policy is effective.	Yes
End Date	Used to specify the date till when the policy is effective.	No

- **Characteristics** — Used to define characteristics for the policy. This section contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Policy .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy.

4. Modify the details of the policy.
5. If you want to specify more than one characteristics or persons within the policy, click the **Add** (+) in the respective section and then specify the details.

Note:

However, if you want to remove a characteristics or persons from the policy, click the **Delete** (🗑️) icon corresponding to the respective characteristics or persons.

6. Click **Save**.

The changes made to the policy are saved.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Deleting a Policy**Procedure**

To delete a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to delete.

The **Policy Information** screen appears.

3. Click the **Delete** button in the **Policy** zone.

A message appears confirming whether you want to delete the policy.

4. Click **OK**.

The policy is deleted.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Initiating a Termination Request for a Policy**Procedure**

To initiate a termination request for a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy for which you want to initiate the termination request.

The **Policy Information** screen appears.

3. For initiating a termination request for the policy, click the **Initiate Termination** button available in the **Policy** zone.

The termination process is initiated and the status of the policy is changed to the **Pending Termination**.

Note: This button appears only when the policy is in In Force/Active status.
--

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468

For more information on...	See...
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Terminating a Policy

Procedure

To terminate a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to terminate.

The **Policy Information** screen appears.

3. Click the **Terminate** button in the **Policy** zone.

The **Status Reason** screen appears.

Note: The **Terminate** button appears only when the policy is in the **Pending Termination** status.

4. Select the reason of terminating a policy.
5. Click **Save**.

The policy is terminated.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Defining a Policy Plan

Procedure

To create a policy plan:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy for which you want to create the policy plan.


The **Policy Information** screen appears.

3. Click **Plan** tab.
4. Click the **Add** link in the upper right corner of the **Plans** zone.

The **Plan** screen appears. It contains two section:

- **Main** — Used to specify basic details about the policy. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy ID	Displays the policy ID.	Not Applicable

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Used to indicate whether the policy can be associated with a price item. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price Item Search window appears.	Yes
Plan Number	Used to specify the plan number.	No
Start Date	Used to specify the date from when the policy plan is effective.	Yes
End Date	Used to specify the date till when the policy plan is effective.	No

- **Characteristics** — Used to specify the characteristics for the policy. It contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy plan.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Policy Plan .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.

5. Click **Save**.

The policy plan is created.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476

Defining Characteristics for a Policy Plan

To define characteristics for a policy plan:

- Characteristic types defined in the application.

Procedure

To define characteristics for a policy plan:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to view.

The **Policy Information** screen appears.

3. Click the **Plan** tab.
4. Click the **Add** link in the upper right corner of the **Plans** zone.

The **Plan** screen appears.

5. Ensure that the **Characteristics** section is expanded, while you are editing or adding a policy plan. It contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the policy plan.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to policy plan.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the policy plan.

6. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

7. If you want to define more than one characteristic for the policy plan, click the **Add** (+) icon and then repeat step 6.

Note: However, if you want to remove a characteristic from the policy plan, click the **Delete** (🗑️) icon corresponding to the characteristic.

8. Click **Save**.

The characteristics are defined for the policy plan.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468

For more information on...	See...
Policy Information screen	Policy Information on page 1476
Plans zone	Plans on page 1481
How to create a policy plan	Defining a Policy on page 1472

Editing a Policy Plan

Procedure

To edit a policy plan:

1. Search for the policy associated with the particular policy plan in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose policy plan you want to edit.

The **Policy Information** screen appears.

3. Click **Plan** tab.
4. In the **Plans** zone, click the **Edit** (✎) icon corresponding to the policy plan that you want to edit.

The **Plan** screen appears.

5. Modify the required policy plan details.
6. Click **Save**.

The changes made to the policy plan are saved.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Viewing the Membership Details of a Policy Plan

Procedure

To view the membership details of a policy plan:

1. Search for the membership of a policy plan associated with the particular policy plan in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose policy plan membership you want to view.

The **Policy Information** screen appears.

3. Click **Plan** tab in the **Policy Information** screen.
4. In the **Plans** zone, click the **Broadcast** (📡) icon corresponding to the membership of a policy plan that you want to view.

The **Memberships** zone appears.

5. View all the memberships of a policy plan.

Related Topics


For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
Memberships zone	Memberships on page 1481
How to search for a policy	Searching for a Policy on page 1471

Filtering a Policy Plan


Procedure

To filter a policy plan:

1. Search for the policy plan associated with a policy in the **Plans** zone of the **Policy** screen. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price Item	Used to specify the name of price item. Note: You can search for a product by clicking the Search  icon corresponding to the respective field.	No
Plan Number	Used to specify the plan number.	No
Effective From	Used to specify the date from when the policy plan is effective.	No

Note:

You can define a policy plan by clicking the **Add** link in the upper right corner of this zone. On clicking the **Broadcast**  icon corresponding to the policy plan, the **Memberships** zone appears with the details of the respective policy plan memberships.

At least, one search criteria should be provided while filtering a policy plan.

2. Enter the search criteria.
3. Click the **Search** button. A list of policy plans that meet the search criteria appears in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Information	Displays the additional information about the policy plan. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Policy Plan screen appears with the details of the respective policy.
Price Item Information	Displays name of the price item. Note: It has a link. On clicking the link, the Price Item screen appears with the details of the respective policy.
Plan Number	Displays the policy plan number.

Column Name	Column Description
Start Date	Displays the date from when policy plan is effective.
End Date	Displays the date till when policy plan is effective.
Edit	On clicking the Edit (✎) icon, the Plan screen appears where you can edit the details of the policy plan.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
Memberships zone	Memberships on page 1481
How to search for a policy	Searching for a Policy on page 1471

Viewing the Log of a Policy

Procedure

To view the log of a policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose details you want to view.

The **Policy Information** screen appears. It consists of the following tabs:

- **Main** — Displays information about policy. It contains the following zone:
 - **Policy** – Displays the details of the policy.
- **Plan** — Displays the details of the different plans of a policy. It contains the following zone:
 - **Plans** — List the different plans of a policy.
 - **Memberships** — List the different policy plan memberships of a policy.
- **Log** — Lists the complete trail of actions performed on the policy. It contains the following zone.
 - **Policy Log** – Displays the trail of actions performed on the particular policy.

3. Click the **Log** tab.

The **Policy Log** zone in the **Log** tab contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the policy.
Details	Displays the details about the action performed on the policy.
User	Indicates the user who has performed the action on the policy.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the policy.
Status Reason	Indicates the reason why the policy was rejected or voided.

Note: You can manually add a log entry for the policy by clicking the **Add Log Entry** link in the upper right corner of the **Policy Log** zone.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Adding a Log Entry for a Policy

Procedure

To add a log entry for policy:

1. Search for the policy in the **Policy** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the policy whose *log* you want to edit.

The **Policy Information** screen appears. It consists of the following tabs:

- **Main** – Displays information about policy. It contains the following zone:
 - **Policy** – Displays the details of the policy.
- **Plan** – Displays the details of the different plans of a policy. It contains the following zone:
 - **Policy Plans** – Displays the details of the policy plans.
- **Log** – Lists the complete trail of actions performed on the policy. It contains the following zone.
 - **Policy Log** – Displays the trail of actions performed on the particular policy.

3. Click the **Log** tab.
4. Click the **Add Log Entry** link in the upper right corner of the **Policy Log** zone.

The **Add Request Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Policy Information	Displays additional information about the policy	Not applicable
Log Details	Used to specify additional comments on the policy.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Policy Log** zone.

Related Topics

For more information on...	See...
Policy screen	Policy on page 1468
Policy Information screen	Policy Information on page 1476
How to search for a policy	Searching for a Policy on page 1471

Membership

The **Membership** screen allows you to search for a membership using various search criteria. Through this screen, you can navigate to the following screens:

- Policy Information Screen
- Membership Information Screen
- Price Item Relationship Screen
- Person Screen



This screen contains the following zone:

- [Search Membership](#) on page 1493

Search Membership

The **Search Membership** zone allows you to search for the membership using various search criteria. It contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a membership using different options. The valid values are: <ul style="list-style-type: none"> • Policy ID/Price Item/Plan Number • Price Item/Status/Membership Date • Person Name/Person Identifier Note: By default, the Policy ID/Price Item/Plan Number option is selected.	Yes
Policy ID	Used to search the policy ID. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Search Policy window appears.	No
Price Item	Used to search the price item. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Price Item Search window appears.	No
Plan Number	Used to search the plan number for the membership. Note: This field appears only when you select the Policy ID/ Product/Plan Number option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to search the membership start date. Note: This field appears only when you select the Price Item/Status/Membership Date option from the Search By list.	No
Status	Used to search the status of the membership policy. The valid values are: <ul style="list-style-type: none"> • Active • Cancelled • Terminated Note: This field appears only when you select the Price Item/Status/Membership Date option from the Search By list.	No
End Date	Used to search the membership start date. Note: This field appears only when you select the Price Item/Status/Membership Date option from the Search By list.	No
Person Name	Used to search the person name with membership. Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.	No
Person Identifier Type	Used to specify the person ID type with membership. Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.	No
Person Identifier	Used to select the value of person ID. Note: This field appears only when you select the Person Name/Person Identifier option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a membership.

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Policy Information	Displays information of the policy. Note: It has a link. On clicking the link, the Policy Information screen appears with the details of the respective policy.

Column Name	Column Description
Information	<p>Displays information of the membership information.</p> <p>Note: It has a link. On clicking the link, the Membership Information screen appears with details of the respective membership.</p>
Price Item Information	<p>Displays details of the price item.</p> <p>Note: It has a link. On clicking the link, the Price Item Relationship screen appears with details of the respective price item.</p>
Start Date	Displays start date of the membership policy plan.
End Date	Displays end date of the membership policy plan.
Status	<p>Used to indicate the status of the membership policy. The valid values are:</p> <ul style="list-style-type: none"> • Active • Cancelled • Terminated
Main Subscriber	<p>Displays customer name with membership. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note:</p> <p>It has a link. On clicking the link, the Person screen appears with details of the respective person.</p> <p>If you select Person Name/Person Identifier option from the Search By list, it displays whether the selected customer is the main subscriber. The valid values are:</p> <ul style="list-style-type: none"> • Yes • No
Person Information	<p>Displays whether the Person displayed is a main customer or not. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note:</p> <p>It has a link. On clicking the link, the Person screen appears with details of the respective person.</p> <p>This column appears only when you select Person Name/Person Identifier option from the Search By list.</p>

You can define a membership by clicking the **Add** button in the page title area of the **Membership** screen.

Related Topics

For more information on...	See...
How to define a membership for a policy plan	Defining a Membership for the Policy Plan on page 1497
How to add a membership	Defining a Membership for the Policy Plan on page 1497
How to edit a membership	Editing a Membership on page 1508
How to delete a membership	Deleting a Membership on page 1509

Searching for a Membership

Prerequisites

To search for a membership, you should have:

- Policy associated with a membership
- Product defined in the application
- Person created in the system

Procedure

To search for a policy:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. Select **Person Information** and then click **Membership**.
A sub-menu appears.
3. Click the **Search** option from the **Membership** sub-menu
The **Membership** screen appears.
4. Enter the search criteria in the **Search Membership** zone depending on whether you want to search for a membership.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.
A list of memberships that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Membership screen	Membership Information on page 1499
Search Membership zone	Search Membership on page 1493

Viewing the Membership Details

Procedure

To view the details of a membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link **Information** column corresponding to the membership whose details you want to view.

The **Membership Information** screen appears. It consists of the following tabs:

- **Main** – Displays the information about membership. It contains the following zones:
 - **Membership** – Displays the details of the membership.
 - **Persons Included in Membership** – Displays information about the persons in a membership.

- **Other Plans of Main Subscriber**
 - Displays information about other policy plans in the membership.
 - **Contracts & Premiums** – Displays the details of the different contracts and premiums in membership.
 - **Log** – Lists the complete trail of actions performed on the membership.
3. View the details of the membership in the **Membership** zone.

Related Topics

For more information on...	See...
Policy Information screen	Policy Information on page 1476
Policy zone	Policy on page 1476
How to search for a policy	Searching for a Policy on page 1471

Defining a Membership for the Policy Plan

Procedure


To define a membership for a policy plan:


1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main Menu**, select **Person Information** and then click **Membership**.
A sub menu appears.
3. Click the **Add** option from the **Membership** sub-menu.

The **Membership** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the membership.
- **Characteristics** - Used to define characteristics for the membership.

The **Main** section contains the following fields:


Field Name	Field Description	Mandatory (Yes or No)
Plan	Used to specify the policy plan. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Policy Plan Search screen appears.	Yes
Start Date	Used to specify start date of the membership policy plan.	Yes
End Date	Used to specify end date of the membership policy plan.	Yes


Field Name	Field Description	Mandatory (Yes or No)
Main Subscriber	Used to specify the main subscriber name and policy ID. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	Yes
Relationship Type	Used to indicate the relationship type of Main Subscriber for the policy plan. The valid values are: <ul style="list-style-type: none"> • Dependent • Error 	Yes
External Membership ID	Used to specify the external membership ID.	No

4. Enter the required details.
5. Define characteristics for the membership, if required.

Note:

You can search for a characteristic value by clicking **Search**  icon corresponding to the respective field.

6. If you want to associate more than one characteristic type from effective date with the membership, click the **Add**  icon and then specify the details.

Note: However, if you want to remove a characteristic type from effective date for the membership, click the **Delete**  icon corresponding to the field.

7. Click **Save**.

The membership for the policy plan is defined.

Tip: Alternatively, you can access the **Membership** screen by clicking the **Add** link in page title area of the **Membership** screen.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
How to define characteristics for a membership policy plan	Defining Characteristics for a Membership on page 1498

Defining Characteristics for a Membership

Procedure

To define characteristics for a membership:

1. Ensure that the **Characteristics** section is expanded when you are defining or editing a membership.

The **Characteristics** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to indicate the date from when membership is effective for the policy plan.	No
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to the membership created.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the membership, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the membership, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a membership	Defining a Membership for the Policy Plan on page 1497
How to edit a membership	Editing a Membership on page 1508
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value

Membership Information

Once you create a membership, the **Membership Information** screen allows you to:

- Add, edit, and delete a membership
- Add persons to a membership
- View the details of a membership
- Add, edit, and delete the membership contract
- View the membership contracts details
- View premium details for a membership
- View and add a log entry for a membership

This screen consists of the following tabs:

- **Main** – Displays the information about membership. It contains the following zones:

- **Membership** – Displays the details of the membership.
- **Membership Persons** – Displays information about the persons in a membership
- **Other Policy Plans**
 - Displays information about other policy plans in the membership.
- **Contracts & Premiums** – Displays the details of the different contracts and premiums in membership
- **Log** – Lists the complete trail of actions performed on the membership.

Membership - Main

The **Main** tab on the **Membership** screen contains the following zone:

- [Membership](#) on page 1500
- [Persons Included in Membership](#) on page 1502
- [Other Plans of Main Subscriber](#) on page 1503

Membership

The **Membership** zone displays the details of the memberships. It contains the following sections:

- **Main** — This section provides basic information about the membership. It contains the following fields:

Field Name	Field Description
Information	Displays information about the membership.
Plan	Indicates the policy plan for the membership. Note: It has a link. On clicking the link, the Policy Plan screen appears with the details of the respective membership.
Status	Indicates the status of the membership. The valid values are: <ul style="list-style-type: none"> • Active • Cancelled • Terminated
Start Date	Displays the date when membership is created.
End Date	Displays the date when membership is ended.
External Membership ID	Displays the membership ID of external system.

Field Name	Field Description																																													
Paid Through Date	<p>Indicates the term end date of the last fully or partially paid term. The system considers the term to be fully paid when the threshold limit is met.</p> <p>Note: This field appears only when the paid through date is calculated at the membership level. The paid through date is calculated while freezing or cancelling a payment or adjustment depending on whether the required algorithm is attached to the respective system event:</p> <table border="1"> <thead> <tr> <th>Entity</th> <th>System Event</th> <th>Algorithm</th> </tr> </thead> <tbody> <tr> <td>Customer Class</td> <td>Payment Freeze</td> <td>C1-PSPTDCAL</td> </tr> <tr> <td>Customer Class</td> <td>Payment Cancellation</td> <td>C1-PXPTDCAL</td> </tr> <tr> <td>Adjustment Type</td> <td>Adjustment Freeze</td> <td>C1-ADPTDCAL</td> </tr> <tr> <td>Adjustment Type</td> <td>Adjustment Cancellation</td> <td>C1-AXPTDCAL</td> </tr> </tbody> </table> <p>The following table indicates when the paid through date is calculated at the policy and/or membership level:</p> <table border="1"> <thead> <tr> <th>If the Paid Through Date Calculation Level parameter is set to...</th> <th>If the following characteristics are defined for the bill charge or adjustment...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>P</td> <td>C1-POLID</td> <td>Paid through date is calculated at the policy level</td> </tr> <tr> <td>P</td> <td>C1-MPID</td> <td>Paid through date is calculated at the policy level</td> </tr> <tr> <td>P</td> <td>C1-POLID and C1-MPID</td> <td>Paid through date is calculated at the policy level</td> </tr> <tr> <td>M</td> <td>C1-POLID</td> <td>Paid through date is not calculated at the membership level</td> </tr> <tr> <td>M</td> <td>C1-MPID</td> <td>Paid through date is calculated at the membership level</td> </tr> <tr> <td>M</td> <td>C1-POLID and C1-MPID</td> <td>Paid through date is calculated at the membership level</td> </tr> <tr> <td>P, M</td> <td>C1-POLID</td> <td>Paid through date is calculated at the policy level</td> </tr> <tr> <td>P, M</td> <td>C1-MPID</td> <td>Paid through date is calculated at both the policy and membership levels</td> </tr> <tr> <td>P, M</td> <td>C1-POLID and C1-MPID</td> <td>Paid through date is calculated at both the policy and membership levels</td> </tr> </tbody> </table>	Entity	System Event	Algorithm	Customer Class	Payment Freeze	C1-PSPTDCAL	Customer Class	Payment Cancellation	C1-PXPTDCAL	Adjustment Type	Adjustment Freeze	C1-ADPTDCAL	Adjustment Type	Adjustment Cancellation	C1-AXPTDCAL	If the Paid Through Date Calculation Level parameter is set to...	If the following characteristics are defined for the bill charge or adjustment...	Then...	P	C1-POLID	Paid through date is calculated at the policy level	P	C1-MPID	Paid through date is calculated at the policy level	P	C1-POLID and C1-MPID	Paid through date is calculated at the policy level	M	C1-POLID	Paid through date is not calculated at the membership level	M	C1-MPID	Paid through date is calculated at the membership level	M	C1-POLID and C1-MPID	Paid through date is calculated at the membership level	P, M	C1-POLID	Paid through date is calculated at the policy level	P, M	C1-MPID	Paid through date is calculated at both the policy and membership levels	P, M	C1-POLID and C1-MPID	Paid through date is calculated at both the policy and membership levels
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- **Characteristics** — This section lists the characteristics defined for the membership. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when membership is effective.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

- **Record Actions** — This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the membership.
Delete	Used to delete the membership. Note: You can delete a membership only when you have not associated the membership with a policy plan.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the membership is created. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date/Time	Displays the date and time when the membership status is updated
Create Date/Time	Displays the date and time when the membership is created.

You can define a membership by clicking the **Add** button in the page title area of the **Membership Information** screen.

Related Topics

For more information on...	See...
How to define a membership	Defining a Membership for the Policy Plan on page 1497
How to edit a membership	Editing a Membership on page 1508
How to delete a membership	Deleting a Membership on page 1509
How to search for a membership	Searching for a Membership on page 1496

Persons Included in Membership

The **Persons Included in Membership** zone displays the details of person with membership. It contains the following fields:

Column Name	Column Description
Start Date	Displays the date from when the person is added as a member for the policy.
End Date	Displays the date till when the person will be considered as a member for the policy.
Person Information	Displays the name of the person associated with the membership of the policy. In addition, it has the context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Person screen appears with the details of the respective membership person.

Column Name	Column Description
Relationship Type	Displays the relationship of the person with the main customer.
Main Subscriber	Indicates whether the membership person is a main customer. The valid values are: <ul style="list-style-type: none"> • Yes • No
Delete	Used to delete the membership person. <div style="border: 1px solid black; padding: 2px;">Note: On clicking the Delete (🗑️) icon, you can delete the membership person.</div>
Edit	Used to edit the details of membership person. <div style="border: 1px solid black; padding: 2px;">Note: On clicking the Edit (✎) icon, the Membership Persons screen appears where you can edit the details of the membership person.</div>
Member	Indicates whether the membership person is a member of the policy. The valid values are: <ul style="list-style-type: none"> • Yes • No

You can define a membership person by clicking the **Add Person** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to view details of membership	Viewing the Membership Details on page 1496
How to edit a membership person details	Editing the Details of a Membership - Person on page 1512
How to delete a membership person	Deleting a Person from Membership on page 1514
How to add a membership person	Adding a Person in a Membership on page 1510

Other Plans of Main Subscriber

The **Other Plans of Main Subscriber** zone allows you to view the other policy plans associated with the membership. It contains the following fields:

Column Name	Column Description
Start Date	Displays the date from when the membership was associated with the policy.
End Date	Displays the date till which the membership will be associated with the policy.
Plan Number	Displays the plan number for the policy.
Price Item	Displays the name of the price item associated with the membership record.
Membership Information	Displays additional information about the membership. <div style="border: 1px solid black; padding: 2px;">Note: It has a link. On clicking the link, the Membership Information screen appears with the details of the respective membership person.</div>
Last Billed Coverage	Displays the information of the last bill covered. <div style="border: 1px solid black; padding: 2px;">Note: It has a link. On clicking the link, the Bill Segment screen appears where you can view the billing details of policy plan.</div>

Related Topics

For more information on...	See...
How to search for a membership	Searching for a Membership on page 1496
How to view details for a membership	Viewing the Membership Details on page 1496

Membership - Contracts & Premiums

The **Contracts & Premiums** tab on the **Membership Information** screen contains the following zones:

- [Membership Contracts](#) on page 1504
- [Premiums](#) on page 1505

Membership Contracts

The **Membership Contracts** zone allows you to view, edit and delete membership contracts. This zone contains the following fields:

Column Name	Column Description
Start Date	Displays the date from when the membership is associated with the policy.
End Date	Displays the date till which the membership will be associated with the policy.
Bill To	Displays the entity to which the bill is raised as per membership contract.
Contract ID	Displays the contract number for the membership. Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.
Account Information	Displays additional information about the account associated with the membership contract. In addition, this column has a context menu which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Delete	Used to delete the membership contract associated with the policy. Note: On clicking the Delete (🗑️) icon, you can delete the membership contract.
Edit	Used to edit the membership contract associated with the policy. Note: On clicking the Edit (✎) icon, the Associate Contract with Membership screen appears where you can edit the details of the membership contract.

You can filter the list using the search criteria such as, **Bill To** list available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** (⌵) icon in the upper right corner of this zone.

You can also add a membership contract manually by clicking the **Add Contract** link in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a membership	Searching for a Membership on page 1496

For more information on...	See...
How to add a membership contract	Adding a Membership Contract on page 1505
How to edit details of a membership contract	Editing a Membership Contract on page 1506
How to delete a membership contract	Deleting a Membership Contract on page 1507

Premiums

The **Premiums** zone allows you to view billing details of the membership contract. It contains the following fields:

Column Name	Column Description
Start Date	Displays the date from when the premium is calculated.
End Date	Displays the date till when the premium is calculated.
Bill To	Displays the entity to which the bill is raised as per membership contract.
Bill Period	Displays the period of bill generation.
Last Billed Coverage	Displays the information of the last bill coverage. Note: It has a link. On clicking the link, the Bill Segment screen appears where you can view the billing details of policy plan.
Billable Charge ID	Displays the billable charge for the premium Note: It has a link. On clicking the link, the Billable Charge ID screen appears with the details of the respective billable charges.

You can filter the list using the search criteria such as, **Bill To** list available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of this zone.

Related Topics

For more information on...	See...
How to search for a membership	Searching for a Membership on page 1496
How to view details for a membership	Viewing the Membership Details on page 1496

Adding a Membership Contract

Procedure

To add a contract in a membership:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main Menu**, select **Person Information** and then click **Membership**.
The **Membership** screen appears.
3. Search for the membership policy in the **Membership** screen.
4. In the **Search Results** section, click the link in the **Information** column corresponding to the membership for which you want to add a membership contract.
The **Membership Information** screen appears.
5. Click **Contracts & Premiums** tab.

- Click the **Add Contract** link in the upper right corner of the **Membership Contracts** zone.

The **Associate Contract with Membership** screen appears. It contains the following fields.

Field Name	Field Description	Mandatory (Yes or No)
Membership Information	Displays the additional information about the membership.	Not Applicable
Contract ID	Used to indicate the contract associated with the membership.	Yes
Bill To	Used to indicate the bill to type option.	Yes
Start Date	Used to specify the date from which the contract is associated with membership.	Yes
End Date	Used to specify the date till when the contract is associated with membership.	No

- Click **Save**.

The contract is added to the membership.


Related Topics

For more information on...	See...
Membership screen	Search Membership on page 1493
Membership Information screen	Membership Information on page 1499
How to edit details of a membership contract	Editing a Membership Contract on page 1506
How to delete a membership contract	Deleting a Membership Contract on page 1507

Editing a Membership Contract

Procedure

To edit a membership contract:

- Search for the membership in the **Membership** screen.
- In the **Search Results** section, click the link in the **Information** column corresponding to the membership whose details you want to edit.
The **Membership Information** screen appears.
- Click **Contracts & Premiums** tab.
- In the **Search Results** section, click the **Edit**  icon in the **Edit** column corresponding to the membership whose details you want to edit.

The **Associate Contract with Membership** screen appears. It contains the following fields.

Field Name	Field Description	Mandatory (Yes or No)
Membership Information	Displays the additional information about the membership.	Not Applicable
Contract ID	Used to indicate the contract associated with the membership.	Yes
Bill To	Used to indicate the bill to type option.	Yes
Start Date	Used to specify the date from which the contract is associated with membership.	Yes

Field Name	Field Description	Mandatory (Yes or No)
End Date	Used to specify the date till when the contract is associated with membership.	No

5. Modify the membership and contract details.

6. Click **Save**.

The changes made to the membership contract are saved.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
How to associate a contract with a membership	Adding a Membership Contract on page 1505
How to delete a membership contract	Deleting a Membership Contract on page 1507

Deleting a Membership Contract

Procedure

To delete a membership contract:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership for which you want to edit.

The **Membership Information** screen appears.

3. Click **Contracts & Premiums** tab.
4. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the membership contract that you want to delete.

A message appears confirming whether you want to delete the membership contract.

5. Click **OK**.

The membership contract is deleted.

Related Topics

For more information on...	See...
How to associate a contract with a membership	Adding a Membership Contract on page 1505
How to edit details of a membership contract	Editing a Membership Contract on page 1506

Membership - Log

The **Log** tab on the **Membership Information** contains the following zone:

- [Membership Log](#) on page 1507

Membership Log

The **Membership Log** zone on the **Membership Information** screen lists the complete trail of actions performed on the membership. It contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the membership.
Details	Displays the details about the action performed on the membership.
User	Indicates the user who has performed the action on the membership.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the membership.
Status Reason	Displays the status reason of action performed on the membership.

Related Topics

For more information on...	See...
Policy Log zone	Policy Log on page 1482
How to view log of a membership	Viewing the Log of a Policy on page 1491
How to add an entry in a membership log	Adding a Log Entry for a Policy on page 1492

Editing a Membership

Procedure

To edit a membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership whose details you want to edit.

The **Membership Information** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the membership.
- **Characteristics** – Used to define characteristics for the policy.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Information	Displays the additional information about membership.	Not Applicable
Plan	Displays the information of policy plan.	Not Applicable
Start Date	Used to specify the date from when the membership is effective.	Yes
End Date	Used to specify the date till when the membership is effective.	Yes
External Membership ID	Used to specify the external membership ID	No

The **Characteristics** section contains the following fields in a grid:

Column Name	Column Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the membership.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Membership .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership.

3. Modify the required details in the **Main** section.
4. If you want to associate more than one characteristic type from effective date with the membership, click the **Add** (+) icon and then specify the details.

Note: However, if you want to remove a characteristic type from effective date for the membership, click the **Delete** (🗑️) icon corresponding to the field.

5. Click **Save**.

The changes made to the membership are saved.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
How to view membership screen	Viewing the Membership Details on page 1496
How to define characteristics for a membership	Defining Characteristics for a Membership on page 1498

Deleting a Membership

Procedure

To delete a membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership whose details you want to delete.

The **Membership Information** screen appears.

3. Click the **Delete** button in the **Membership** zone.

A message appears confirming whether you want to delete the membership.

4. Click **OK**.

The membership is deleted.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
How to add a membership	Defining a Membership for the Policy Plan on page 1497
How to edit a membership	Editing a Membership on page 1508

Adding a Person in a Membership

Procedure

To add a person in a membership:

1. Search for a membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership where you want to add a person.


The **Membership Information** screen appears.

3. Click the **Add Person** link in the upper right corner of the **Persons Included in Membership** zone.

The **Add Person in Membership** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the membership person.
- **Characteristics** - Used to define characteristics for the membership person.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Membership Information	Displays information of membership person.	Not applicable
Person ID	Used to select the person ID. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	Yes
Relationship Type	Used to indicate the relationship type of person in contract. The valid values are: <ul style="list-style-type: none"> • Dependent • Member 	Yes
Financially Responsible	Used to specify whether the person is financially responsible for the membership policy or not.	No

Field Name	Field Description	Mandatory (Yes or No)
Main Subscriber	Used to specify whether the person is the main customer for the membership policy or not.	No
Member	Used to specify whether the person is a member of the membership policy or not.	No
Start Date	Used to specify the person membership start date. Note: Selected Start Date must be within the membership start date and end date.	Yes
End Date	Used to specify the person membership end date. Note: Selected End Date must be within the membership start date and end date.	No

- Enter the required details.
- If you want to associate more than one characteristic type from effective date for the membership person, click the **Add** (+) icon and then specify the details.

Note:
However, if you want to remove a characteristic type from effective date for the membership person, click the **Delete** (🗑️) icon corresponding to that characteristics.

- Click **Save**.

The membership person is defined.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
Persons Included in Membership zone	Persons Included in Membership on page 1502
How to search for a membership.	Searching for a Membership on page 1496
How to view details of membership.	Viewing the Membership Details on page 1496

Defining Characteristics for a Membership - Person

Procedure

To define characteristics for a membership person:

- Ensure that the **Characteristics** section is expanded when you are defining or editing a membership person.
The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to indicate the date from when the characteristic is effective for the membership person.	No
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to the membership person created.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership person.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the membership person.

2. Enter the required details.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the membership person, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the membership person, click the **Delete** (🗑️) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the membership person.

Related Topics

For more information on...	See...
How to add a membership person	Adding a Person in a Membership on page 1510
How to edit a membership person	Editing the Details of a Membership - Person on page 1512
How to search for a predefined characteristic value	Searching for a Predefined Characteristic Value

Editing the Details of a Membership - Person

Procedure

To edit a membership person:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership record for which you want to edit.


The **Membership Information** screen appears.


3. In the **Persons Included in Membership** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the membership person whose details you want to edit.


The **Add Person in Membership** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the membership person.
- **Characteristics** - Used to define characteristics for the membership person.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Membership Information	Displays information of membership person.	Yes
Person ID	Used to specify the person ID. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Person Search window appears.	Yes
Relationship Type	Used to indicate the relationship type of person in contract. The valid value is: <ul style="list-style-type: none"> • Member 	Yes
Financially Responsible	Used to specify whether the person is financially responsible for the membership policy or not.	No
Main Subscriber	Used to specify whether the person is the main customer for the membership policy or not.	No
Member	Used to specify whether the person is a member of the membership policy or not.	No
Start Date	Used to specify the person membership start date. Note: Selected Start Date must be within the membership start date and end date.	Yes
End Date	Used to specify the person membership end date. Note: Selected End Date must be within the membership start date and end date.	No

4. Modify the required details in the **Main** section.
5. If you want to associate more than one characteristic type from effective date with the membership person, click the **Add**  icon and then specify the details.

Note:
However, if you want to remove a characteristic type from effective date for the membership person, click the **Delete**  icon corresponding to the field.

6. Click **Save**.

The changes made to the membership person are saved.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
Search for Person screen	Searching for a Person
How to define characteristics for a membership person	Defining Characteristics for a Membership - Person on page 1511
How to add a membership person	Adding a Person in a Membership on page 1510
How to delete a membership person	Deleting a Person from Membership on page 1514

Deleting a Person from Membership

Procedure

To delete a person from membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership whose details you want to delete.

The **Membership Information** screen appears.

3. In the **Membership Person** zone, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the membership person that you want to delete.

A message appears confirming whether you want to delete a person from membership.

4. Click **OK**.

The person is deleted from a membership.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
How to edit the details of the membership	Editing the Details of a Membership - Person on page 1512
How to define the characteristics for a person associated with the membership	Defining Characteristics for a Membership - Person on page 1511

Viewing the Log of a Membership

Procedure

To view the log of a membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership whose details you want to view.

The **Membership Information** screen appears.

3. Click **Log** tab.
4. View the log entries in the **Membership Log** zone.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
Membership Log zone	Membership Log on page 1507
How to add an entry in a membership log	Adding a Log Entry for the Membership on page 1515

Adding a Log Entry for the Membership**Procedure**

To add a log entry for a membership:

1. Search for the membership in the **Membership** screen.
2. In the **Search Results** section, click the link in the **Information** column corresponding to the membership to which you want to add a log.

The **Membership Information** screen appears.

3. Click **Log** tab.
4. Click the **Add Log Entry** link in the upper right corner of the **Membership Log** zone.

The **Add Membership Log** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Membership Information	Displays the details of the membership.	Not Applicable
Log Details	Used to specify the details of the log.	Yes

5. Click **Save**.

The log entry is added in the **Membership Log** zone.

Related Topics

For more information on...	See...
Membership screen	Membership on page 1493
Membership Information screen	Membership Information on page 1499
Membership Log zone	Membership Log on page 1507

Chapter 25

Upload Lockbox Payment and Remittance Advices Overview

Topics:

- [Prerequisites](#)
- [EDI 820 Flat File Description](#)
- [Sample EDI 820 Flat File](#)
- [Upload EDI 820 Files in ORMB](#)

Oracle Revenue Management and Billing enables you to upload lockbox payment and remittance advices received in the **Electronic Data Exchange (EDI) 820** format. Under this feature, the payments made by customers are directed to a special post office box instead of going to the company directly. The bank goes to this post office box, retrieves the payments, processes them and deposits the funds directly into the company's bank account.

An EDI 820 payment order or remittance advice is an electronic document that can be used to initiate payments and send remittance information. EDI 820 sends information to vendor furnishing details of payment for his supplies. A remittance advice is a note sent from a customer to their supplier, informing the supplier that they have paid their invoice. The advice may contain elements such as a text note, the invoice number and the invoice amount, among others. Remittance advice is not required, but they are seen as a courtesy since they make it easier for the supplier to match invoices with payments.

To enable this feature, lockbox payment files are required to be uploaded on ORMB and these files has to be allocated to the appropriate accounts. To support multiple lines of business, the lockbox upload needs to:

- Consider the primary identifier when looking for a source customer number match. For customers having multiple source system identifiers, the lockbox process only matches against the one identified as primary customer.
- Incorporate the payment allocation logic in the system on the basis of which the lockbox uploads the payments for the identified customer.

To support remittances which can split a tender across multiple customers:

- Allow source customer number or tax id to be provided as remittance (RMR) values. In case of multiple source customer number or tax id, remittance values are provided for a single tender, the account associated with the first remittance value is set as the payor account. If there is at least one remittance value where a single customer account cannot be determined, the entire tender is placed into general suspense.
- A new payment upload batch **C1-PUPSG** is developed to read lockbox payment files from the bank and load the payment details into the ORMB payment upload staging tables for processing.
- Once the text file is uploaded, the deposit control staging, tender control staging, and payment upload staging records are created in the respective tables. You can then execute the **Payment Upload (PUPL)** batch to create the deposit control, tender controls, payment events, tenders,

payments, and payment segments using payment records in the staging area.

Note: For more information about the batches, refer to the *Oracle Revenue Management and Billing Batch Guide*.

Prerequisites

To setup the upload lockbox payment process, you need to do the following:

- Define the values in the parameters of the **C1-CCPYTSADS** and **C1-MATSATYP** algorithms.
- Lockbox tender types defined in the **C1_LBX_TENDER_TYPE** lookup field.
- Lockbox record type, lockbox reference identification qualifier, and lockbox remittance identification types defined in the **C1_LBX_820_RECORD_TYPE**, **C1_LBX_REF_IDQ_LKP**, and **C1_LBX_RMR_ID_TYPE** lookup fields respectively.

EDI 820 Flat File Description

Following is the description of the key field segments in the EDI 820 flat file format:

Field Name	Description
External Source ID	Uniquely identifies the lockbox.
External Transmission ID	Uniquely identifies the transmission. To ensure this transmission, the date component (such as, 20150813) should match the deposit date and there should only be one file per deposit date.
External Batch ID	Uniquely identifies the batch of payments in a transmission. To ensure these payments, if there are multiple ST records in a file, the transaction set control number (such as, 0101, 0202, ..) should be unique.

Field Name	Description																										
Payment Transaction	<p data-bbox="548 212 1455 237">The following table describes the fields that are included in the payment transaction:</p> <table border="1" data-bbox="548 262 1466 2007"> <thead> <tr> <th data-bbox="548 262 898 312">Field</th> <th data-bbox="898 262 1466 312">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="548 312 898 594">Attributes</td> <td data-bbox="898 312 1466 594"> <p data-bbox="909 325 1455 384">Following are the attributes of payment transaction:</p> <ul data-bbox="938 405 1166 573" style="list-style-type: none"> • Payment Amount • Payment Method • Payment Date • Payor Name </td> </tr> <tr> <td data-bbox="548 594 898 1648">Reference Records</td> <td data-bbox="898 594 1466 1648"> <p data-bbox="909 606 1455 758">Uniquely identifies the transaction. This is retrieved from different reference records based on the payment method. The following table indicates the external reference ID based on the payment methods used in the transaction:</p> <table border="1" data-bbox="909 783 1455 1627"> <thead> <tr> <th data-bbox="909 783 1146 896">External Reference Value</th> <th data-bbox="1146 783 1455 896">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="909 896 1146 1043">ACH</td> <td data-bbox="1146 896 1455 1043">Use the automated clearinghouse trace number. (Reference Identifier Code is 8G).</td> </tr> <tr> <td data-bbox="909 1043 1146 1190">CHK</td> <td data-bbox="1146 1043 1455 1190">Use the transaction reference number. (Reference Identifier Code TN).</td> </tr> <tr> <td data-bbox="909 1190 1146 1337">FWT</td> <td data-bbox="1146 1190 1455 1337">Use the FEDWIRE confirmation number. (Reference Identifier Code 8I).</td> </tr> <tr> <td data-bbox="909 1337 1146 1484">CAS</td> <td data-bbox="1146 1337 1455 1484">Use the transaction reference number. 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(Reference Identifier Code is EI)</td> </tr> </tbody> </table>	Field	Description	Attributes	<p data-bbox="909 325 1455 384">Following are the attributes of payment transaction:</p> <ul data-bbox="938 405 1166 573" style="list-style-type: none"> • Payment Amount • Payment Method • Payment Date • Payor Name 	Reference Records	<p data-bbox="909 606 1455 758">Uniquely identifies the transaction. This is retrieved from different reference records based on the payment method. The following table indicates the external reference ID based on the payment methods used in the transaction:</p> <table border="1" data-bbox="909 783 1455 1627"> <thead> <tr> <th data-bbox="909 783 1146 896">External Reference Value</th> <th data-bbox="1146 783 1455 896">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="909 896 1146 1043">ACH</td> <td data-bbox="1146 896 1455 1043">Use the automated clearinghouse trace number. 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External Reference Value	Description																										
ACH	Use the automated clearinghouse trace number. (Reference Identifier Code is 8G).																										
CHK	Use the transaction reference number. (Reference Identifier Code TN).																										
FWT	Use the FEDWIRE confirmation number. (Reference Identifier Code 8I).																										
CAS	Use the transaction reference number. (Reference Identifier Code TN).																										
OBP	Use the online payment trace number. (Reference Identifier Code 8G).																										
Source Customer Number	Uniquely identifies the customer. This is retrieved from the internal customer number reference record. (Reference Identifier Code is IT).																										
MICR	Uniquely identifies the MICR. (Reference Identifier Code is MICR)																										
Check Number	Uniquely identifies the check number. (Reference Identifier Code is CK)																										
Taxpayer Identification Number	Uniquely Identifies the taxpayer. (Reference Identifier Code is EI)																										

Field Name	Description												
Remittance Advice	<p>The following table describes the fields that are involved in the remittance advice:</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Attributes</td> <td> <p>Following are the attributes:</p> <ul style="list-style-type: none"> • Invoice Number • Payment Amount </td> </tr> <tr> <td>Reference Records</td> <td> <p>Uniquely identifies the remittance advice. The following table indicates the external reference ID based on the payment methods used in the remittance advice:</p> <table border="1"> <thead> <tr> <th>External Reference ID Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Billing Account ID</td> <td>Uniquely identifies the account. (Reference Identifier Code is 12).</td> </tr> <tr> <td>Bill Group ID</td> <td>Uniquely identifies the billing group. (Reference Identifier Code is U1).</td> </tr> </tbody> </table> </td> </tr> </tbody> </table>	Field	Description	Attributes	<p>Following are the attributes:</p> <ul style="list-style-type: none"> • Invoice Number • Payment Amount 	Reference Records	<p>Uniquely identifies the remittance advice. The following table indicates the external reference ID based on the payment methods used in the remittance advice:</p> <table border="1"> <thead> <tr> <th>External Reference ID Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Billing Account ID</td> <td>Uniquely identifies the account. (Reference Identifier Code is 12).</td> </tr> <tr> <td>Bill Group ID</td> <td>Uniquely identifies the billing group. (Reference Identifier Code is U1).</td> </tr> </tbody> </table>	External Reference ID Value	Description	Billing Account ID	Uniquely identifies the account. (Reference Identifier Code is 12).	Bill Group ID	Uniquely identifies the billing group. (Reference Identifier Code is U1).
Field	Description												
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Reference Records	<p>Uniquely identifies the remittance advice. The following table indicates the external reference ID based on the payment methods used in the remittance advice:</p> <table border="1"> <thead> <tr> <th>External Reference ID Value</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Billing Account ID</td> <td>Uniquely identifies the account. (Reference Identifier Code is 12).</td> </tr> <tr> <td>Bill Group ID</td> <td>Uniquely identifies the billing group. (Reference Identifier Code is U1).</td> </tr> </tbody> </table>	External Reference ID Value	Description	Billing Account ID	Uniquely identifies the account. (Reference Identifier Code is 12).	Bill Group ID	Uniquely identifies the billing group. (Reference Identifier Code is U1).						
External Reference ID Value	Description												
Billing Account ID	Uniquely identifies the account. (Reference Identifier Code is 12).												
Bill Group ID	Uniquely identifies the billing group. (Reference Identifier Code is U1).												

You can refer the following sample of EDI 820 flat file for better understanding:

[Sample EDI 820 Flat File](#) on page 1521

Sample EDI 820 Flat File

Following is the sample of EDI 820 flat file format:

ISA*00**00**ZZ*USBANK*ZZ*UHGI*081315*1013*U*00401*000000005*0*P*|~

GS*RA*USBBRSLBX*UHGI*20150813*1013*4*X*004010~

/ This is for a batch of ACH payments, with 2 ACH transactions, each with one remittance advice **/**

ST*ACH*000000001~

BPR*D*9135.79*C*ACH*****104791546344*20150813~

REF*8G*0210000210000000~ **/** This is the Automated Clearinghouse (ACH) Trace Number**

REF*IT*09R7680~ **/** This is the Source Customer Number**

RMR*IV*117122276200**9135.79~ **/** This is the BRMS Invoice ID (from scan line) and the Amount Paid for the Invoice**

BPR*D*40000.79*C*ACH*****104791546344*20150813~

REF*8G*0210000560000000~

REF*IT*0738148~

RMR*IV*117122276200**9135.79~

SE*2*000000001~ /** 2 is the count of BPR records in the set, 000000001 is the control number of the set header
 /** This is for a batch of Check payments, where there are 7 Check transactions **/
 ST*CHK*000000002~
 /***** 1 check pays 1 invoice *****/
 BPR*D*4000.00*C*CHK*****104791546344*20150813~
 REF*TN*7228595404~ /** This is the Transaction Reference Number (unique identifier for transaction)
 REF*IT*0920193~ /** This is the Source Customer Number
 REF*CK*7228595~ /** This is the Check Number
 REF*EI*99999999~ /** This is the Taxpayer Identification Number
 REF*MN*021000021000123456~ /** This is the MICR Number
 RMR*IV*877121234200**4000.00~ /** This is the BRMS Invoice ID and the Amount Paid for the Invoice
 REF*12*8771281929~ /** This is the BRMS Account ID
 REF*U1*001~ /** This is the Account Number, which is Bill Group ID
 /***** 2 checks pays 1 invoice (invoice total is \$3600.00) *****/
 BPR*D*1800.00*C*CHK*****104791546344*20150813~
 REF*TN*000243404~
 REF*IT*0822930~
 REF*CK*0000243~
 REF*MN*021000021000120000~
 RMR*IV*839221223382**1800.00~
 REF*12*8392281929~
 REF*U1*001~
 BPR*D*1800.00*C*CHK*****104791546344*20150813~
 REF*TN*000244404~
 REF*IT*0822930~
 REF*CK*0000244~
 REF*MN*021000021000120000~
 RMR*IV*839221223382**1800.00~
 REF*12*8392281929~
 REF*U1*001~
 /***** 2 checks pays 1 invoice (invoice total is \$3600.00), invoice not fully paid (i.e. 2nd check only for \$1600.00
 *****/
 BPR*D*1800.00*C*CHK*****104791546344*20150813~
 REF*TN*003001404~
 REF*IT*0522789~
 REF*CK*0003001~
 REF*MN*021000021000123300~
 RMR*IV*972221223382**1800.00~

REF*12*9722281929~

REF*U1*001~

BPR*D*1600.00*C*CHK*****104791546344*20150813~

REF*TN*003002404~

REF*IT*0522789~

REF*CK*0003002~

REF*MN*021000021000123300~

RMR*IV*972221223382**1600.00~

REF*12*9722281929~

REF*U1*001~

/***** 1 check pays 2 invoices belonging to the same account *****/

BPR*D*1800.00*C*CHK*****104791546344*20150813~

REF*TN*1232833404~

REF*IT*0334920~

REF*CK*1232833~

REF*MN*021000021000997649~

RMR*IV*345124829323**1000.00~

REF*12*3451234181~

REF*U1*001~

RMR*IV*345121739412**800.00~ REF*12*3451234181~

REF*U1*001~

/***** 1 check pays 2 invoices belonging to different accounts *****/

BPR*D*1800.00*C*CHK*****104791546344*20150813~

REF*TN*8437628404~

REF*IT*0239921~

REF*CK*8437628~

REF*MN*021000021000327643~

RMR*IV*049014829321**1000.00~

REF*12*0490123444~

REF*U1*001~

RMR*IV*367121739609**800.00~

REF*12*3671234100~

REF*U1*001~ SE*7*000000002~

/** 7 is the count of BPR records in the set, 000000002 is the control number of the set header

/** This is for a batch of Wire payments, with 1 Wire transaction with one remittance advice **/

ST*FWT*000000003~

BPR*D*1500.79*C*FWT*****104791546344*20150813~

REF*8I*0210000210000999~ /** This is the FEDWIRE Confirmation Number

REF*IT*072A980~ /** This is the Source Customer Number

SE*000000001*00000003~ /** 000000001 is the count of BPR records in the set, 00000003 is the control number of the set header

/** This is for a batch of Cash payments, with 1 Cash transaction with one remittance advice **/

ST*CAS*000000004~

BPR*D*6000.00*C*CAS*****104791546344*20150813~

REF*TN*0210000210000888~ /** This is the Transaction Reference Number (unique identifier for transaction)

REF*IT*066B987~ /** This is the Source Customer Number

REF*MN*021000021077777700~ /** This is the alternative to MICR for Cash Items

RMR*IV*234868822762**6000.00~ /** This is the BRMS Invoice ID and the Amount Paid for the Invoice

REF*12*2348618887~ /** This is the BRMS Account ID

REF*U1*001~ /** This is the Account Number, aka Bill Group ID

SE*1*000000004~ /** 1 is the count of BPR records in the set, 00000004 is the control number of the set header

/** This is for a batch of E-Lockbox payments, with 1 E-Lockbox transaction with one remittance advice **/

ST*OBP*000000005~

BPR*D*3100.00*C*OBP*****104791546344*20150813~

N1*PR*Company AAA~ /** This is the Customer Name

REF*8G*0210000210001111~ /** This is the Online Payment Trace Number

REF*IT*09C8780~ /** - Source Customer Number

SE*1*000000005~ /** 1 is the count of BPR records in the set, 00000005 is the control number of the set header

GE*5*4~ /** 5 is the count of transaction sets (SE) in the group, 4 is the group control number of the group header

IEA*1*000000005~

Related Topics

For more information on...	See...
EDI 820 flat file format description	EDI 820 Flat File Description on page 1519

Upload EDI 820 Files in ORMB

A new batch named **Lockbox Payment Upload - Small Group (C1-PUPSG)** is introduced in this release. This batch is used to read the EDI 820 lockbox file received from the bank containing payment details for accounts and uploads the payment details into the ORMB payment upload staging tables. The batch uses the reference ID available in the payment and remittance record (in the specified order) to identify the account in the system:

- Source System Customer Number
- Invoice ID (if the source system customer number is not available)
- MICR (if the source system customer number and invoice ID are not available)

If all three reference IDs are available in the payment and remittance record, the system uses the source system customer number to identify the customer in ORMB. If the customer is found in ORMB, the system then checks whether the identified customer has an account. If the identified customer has one account, the system checks the following:

- If the **Check Binder Payment** parameter in the **Pay Tender Staging Account Distribution - Pay Oldest Bill First (C1-CCPYTSADS)** algorithm is set to Y, the system checks whether the payment is the first payment for

the account and the tender used for the payment is not automatic payment. If so, the payment is applied to the **Binder Payment** contract.

- If the **Check Promise To Pay** parameter in the **Tender Staging Account Distribution - Pay Oldest Bill First (C1-CCPYTSADS)** algorithm is set to **Y**, the system checks whether there is an active promise to pay for the account. If so, the payment is applied to the **On Account** contract.
- If the **Check Payment Agreement** parameter in the **Tender Staging Account Distribution - Pay Oldest Bill First (C1-CCPYTSADS)** algorithm is set to **Y**, the system checks whether there is an active payment agreement request for the account. If so, the payment is applied to the **On Account** contract.

However, if the **Check Binder Payment**, **Check Promise To Pay**, and **Check Payment Agreement** parameters are set to **N**, the payment is applied to the account's open bills in the order of the due date (i.e. oldest bill first). If the payment amount is greater than the account's billed balance plus overpayment threshold amount (defined in the **Tender Staging Account Distribution - Pay Oldest Bill First (C1-CCPYTSADS)** algorithm), the entire amount is applied on the On Account contract. However, if the payment amount is greater than the account's billed balance, but less than account's billed balance plus overpayment threshold amount, the overpayment amount is applied on the On Account contract.

Let us understand this with the help of an example:

Payment Amount	Bill 1 (Due Date 01-Feb-2017)	Bill 2 (Due Date 01-April-2016)	Overpayment Threshold Amount	System Behavior
100	50	50	50	One payment (50\$) is created for Bill 2 (oldest due date); One payment (50\$) is created for Bill 1.
150	50	100	120	One payment (100\$) is created for Bill 2 (oldest due date); One payment (50\$) is created for Bill 1.
175	60	75	50	One payment (75\$) is created for Bill 2 (oldest due date); One payment (60\$) is created for Bill 1; The remaining amount (40\$) is applied on the On Account contract.
200	50	50	50	The entire amount (200\$) is applied on the On Account contract. This is because the payment amount is greater than the account's billed balance plus overpayment threshold amount.

If the identified customer has multiple accounts, then the payment is applied to the On Account contract. If there are no accounts for the identified customer, or account could not be found in ORMB, or the customer could not be found in ORMB, the payment is applied to the suspense contract defined on the tender source associated with the external source (lockbox) ID.

If the source system customer number is not available, but the invoice ID and MICR are available in the payment and remittance record, then batch uses the invoice ID to find the account for which the invoice is created. Once the account is identified, the system behaves in the similar manner (listed above) when the identified customer has one account.

If the source system customer number and invoice ID are not available, but the MICR is available in the payment and remittance record, then system finds the payment where the same MICR is stamped as a characteristic and then finds the account for which the respective payment is created. In this way, the system derives the account for which the payment must be applied. However, the MICR is used to derive the account only when the **Search Customer Using MICR (Y/**

N) parameter in the batch is set to **Y**. Once the account is derived, the system behaves in the similar manner (listed above) when the identified customer has one account.

You can upload payment and remittance advice in the TXT format. You need to ensure that the text file is in the required format; otherwise the file will not be uploaded.

Once the text file is uploaded through the **Lockbox Payment Upload - Small Group (C1-PUPSG)** batch, the deposit control staging, tender control staging, and payment upload staging records are created in the respective tables. You can then execute the **Payment Upload (PUPL)** batch to create the deposit control, tender controls, payment events, tenders, payments, and payment segments using payment records in the staging area.

Note: For more information about the batches, refer to the *Oracle Revenue Management and Billing Batch Guide*.

Chapter 26

Deferred Revenue Recognition

Topics:

- [Prerequisites](#)
- [Deferred Revenue Recognition Status Transition](#)
- [Algorithms Used in C1-DeferredRevenue](#)
- [Deferred Revenue Recognition Template \(Used for Searching\)](#)
- [Deferred Revenue Recognition Template \(Used for Viewing\)](#)
- [Deferred Revenue Recognition \(Used for Searching\)](#)
- [Deferred Revenue Recognition \(Used for Viewing\)](#)

Most often, insurance company bill policies in installments, but Accounts Receivable (AR) and revenue for the total premium are booked as new business in the beginning of the policy term. Regulations, restrictions, or company policies may require that revenue for the total premium must be initially booked to the general ledger as deferred revenue. As time passes, the deferred revenue is realized as earned revenue. For example, the total premium for six months auto-policy (July 1 to Dec 31) is \$1200. When this new business is booked, the revenue of \$1200 is initially booked as deferred revenue. However, on July 31, August 31, September 30, October 31, November 30, and December 31, \$200 must be transferred from deferred revenue GL to earned revenue GL. In order to manage this process, adjustments are created that transfer amount from deferred revenue GL to earned revenue GL.

A deferred revenue recognition schedule determines when these deferred revenue recognition adjustments must be created and posted. On the recognition date, the deferred revenue recognition adjustment is created to transfer a portion of deferred revenue to earned revenue. The corresponding financial transaction does not impact customer's account balance.

You need to create a deferred revenue recognition template for each distribution code and contract type combination for which you want to create a deferred revenue recognition (when the bill segment and adjustment financial transactions created against the respective contracts are frozen). It is the deferred revenue recognition template which helps the system to determine:

- Adjustment type using which the adjustment should be created when the deferred revenue is recognized
- Whether the recognition amount and date in the deferred revenue recognition schedule are editable until recognized
- Whether the characteristics can be defined for the deferred revenue recognition
- Whether the related recognitions can be associated with the deferred revenue recognition
- Whether the deferred revenue recognition schedule must be generated automatically or manually
- Whether the deferred revenue must be recognized daily, weekly, or monthly
- Whether the deferred revenue amount must be prorated when the recognition schedule is set to Monthly
- Algorithm using which the recognition lines in the deferred revenue recognition schedule should be created

- Algorithm using which the adjustment must be generated when the deferred revenue is recognized

During the deferred revenue recognition process, a deferred revenue recognition creation goes through various statuses in its lifecycle. For more information about the deferred revenue recognition statuses, see [Deferred Revenue Recognition Status Transition](#) on page 1529.

Note: The lifecycle of a deferred revenue recognition creation is driven by the respective business object using which the deferred revenue recognition is generated. The deferred revenue recognition feature explained in this document is articulated based on the lifecycle and logic defined in the business objects.

For more information on how to setup the deferred revenue recognition process, see [Prerequisites](#) on page 1529.

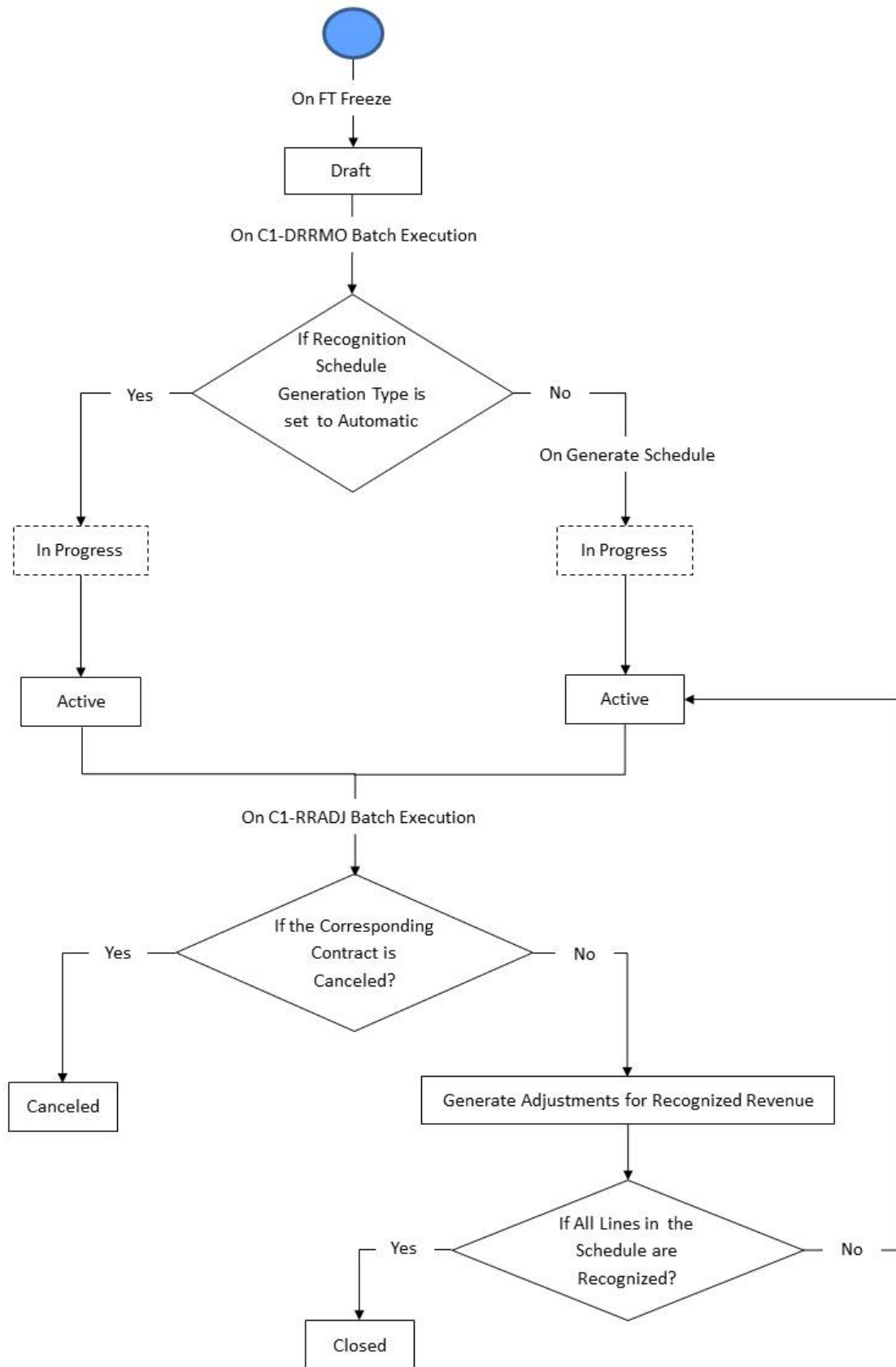
Prerequisites

To setup the deferred revenue recognition feature, you need to do the following:

- Define the required deferred revenue recognition templates in the system.
- Define the required characteristic types where the characteristic entity is set to **Deferred Revenue Recognition**.
- Define the values for the following parameters in the **C1-REVRECITM** algorithm:
 - Use Calendar or Business Days (C or B)
 - Override Default Recognition Date (Y or N)
 - Override Default Weekly Recognition Day (Mon, Tue, Wed, Thu, Fri, Sat, Sun)
 - Override Default Monthly Recognition Date (1-31)
- Define the value for the **Use Contract Expiration Date (Y or N)** parameter in the **C1-REVRECSCH** algorithm.
- Define the value for the **Create Adjustments (Y or N)** parameter in the **C1-REVITMREC** algorithm.
- Set the batch control type of the **Deferred Revenue Recognition Periodic Monitor (C1-RRSMO)** batch to **Timed** and define the following attributes:
 - Time Interval
 - Timer Active
 - User ID
 - Batch Language
 - Email Address

Deferred Revenue Recognition Status Transition

The following figure graphically indicates how a deferred revenue recognition status transition moves from one status to another:



Algorithms Used in C1-DeferredRevenue

The following table lists the algorithms which are attached to the **C1-DeferredRevenue** business object:

System Event	Algorithm	Algorithm Type	Description
Information	C1-DRRSC-INF	C1-DRRSC-INF	<p>This algorithm generates the deferred revenue recognition information string which appears throughout the application.</p> <p>It concatenates the following fields separated by a comma in the specified order:</p> <ol style="list-style-type: none"> 1. Deferred Revenue Recognition Template 2. Deferred Revenue Recognition Status 3. Distribution Code 4. Deferred Revenue Recognition ID

The following table lists the algorithms which are used in the lifecycle of the **C1-DeferredRevenue** business object:

Status	System Event	Algorithm	Algorithm Type	Description
Draft	Monitor	C1-REVMON	C1-REVMON	Refer to C1-REVMON on page 1532
In Progress	Enter	C1-REVRECINP	C1-REVRECINP	Refer to C1-REVRECINP on page 1532
Active	-	-	-	-
Closed	-	-	-	-
Canceled	-	-	-	-

C1-REVMON

This algorithm is invoked when the **C1-DRRMO** batch is executed. It checks whether there are any deferred revenue recognitions in the **Draft** status. If there is any deferred revenue recognition in the **Draft** status, it checks whether the recognition schedule generation type in the respective deferred revenue recognition template is set to **Automatic** or **Manual**.

If the recognition schedule generation type is set to **Automatic**, the status of the deferred revenue recognition is changed to **In Progress**. However, if the recognition schedule generation type is set to **Manual**, the status of the deferred revenue recognition remains as **Draft**.

At a time, you can specify value for either the **Next Status** or **Next Transition Condition** parameter. If you don't specify any value for these parameters, the system will transition the business object to the default next status specified in its lifecycle.

C1-REVRECINP

This algorithm creates an appropriate log entry when the status of the deferred revenue recognition is changed to **In Progress**.

It invokes the algorithm attached to the **Create Deferred Revenue Recognition Schedule** system event of the respective deferred revenue recognition template.

Once the recognition schedule is successfully created, the status of the deferred revenue recognition is changed to **Active**.

Deferred Revenue Recognition Template (Used for Searching)

The **Deferred Revenue Recognition** screen allows you to search for a deferred revenue recognition template using various search criteria. Through this screen, you can navigate to the following screen:

- [Deferred Revenue Recognition Template \(Used for Viewing\)](#) on page 1538

This screen consists of the following zone:

- [Search Deferred Revenue Recognition Template](#) on page 1532

Search Deferred Revenue Recognition Template

The **Search Deferred Revenue Recognition Template** zone allows you to search for a deferred revenue recognition template using various search criteria. It contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Deferred Revenue Recognition Template	Used to search the basic information about the deferred revenue recognition template.	Yes
Description	Used to search the description of the deferred revenue recognition template.	No
Recognition Schedule	Used to search deferred revenue recognition with a particular schedule. The valid values are: <ul style="list-style-type: none"> • Daily • Monthly • Weekly 	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to indicate the deferred revenue recognition template with a particular status. The valid values are: <ul style="list-style-type: none"> Active Inactive 	No

Note: You must specify at least one search criterion while searching for a deferred revenue recognition template.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Deferred Revenue Recognition Template	Displays the deferred revenue recognition. Note: It has a link. On clicking the link, the Deferred Revenue Recognition Template screen appears with the details of the respective deferred revenue recognition template.
Distribution Code	Indicates the distribution code associated with the rate component.
Contract Type	Displays the contract which is generated against a particular type of contract.
Recognition Schedule	Displays the schedule when the deferred revenue is recognized.

Related Topics

For more information on...	See...
How to view the details of a deferred revenue recognition template	Viewing the Deferred Revenue Recognition Template Details on page 1536
How to search for a deferred revenue recognition template	Searching for a Deferred Revenue Recognition Template on page 1533

Searching for a Deferred Revenue Recognition Template

Prerequisites

To search for a deferred revenue recognition template, you should have:

- Deferred revenue recognition template defined in the system.
- Deferred Revenue Recognition Schedule defined in the system.

Procedure

To search for a deferred revenue recognition template:

1. Click the **Admin** menu in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Deferred Revenue Recognition Template**.
The **Deferred Revenue Recognition Template** screen appears.
3. Enter the search criteria in the **Search Deferred Revenue Recognition Template** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of deferred revenue recognition templates that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Template screen	Deferred Revenue Recognition Template (Used for Searching) on page 1532
Search Deferred Revenue Recognition Template zone	Search Deferred Revenue Recognition Template on page 1532

Defining a Deferred Revenue Recognition Template

Prerequisites

To define a deferred revenue recognition template, you should have:

- Contract types defined in the system

Procedure

To define a deferred revenue recognition template:

1. Click the **Admin** menu in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **D** and then click **Deferred Revenue Recognition Template**.

The **Deferred Revenue Recognition Template** screen appears.

3. Click the **Add** button in the **Page Title** area of the **Deferred Revenue Recognition Template** screen.

The **Deferred Revenue Recognition Template** screen appears. It contains the following sections:

- **Main** – Used to specify basic details about the deferred revenue recognition template.
- **Parameters** – Used to specify the various parameters for the deferred revenue recognition template.
- **Algorithms** – Used to associate algorithms with the deferred revenue recognition template.
- **Divisions** – Used to associate a deferred revenue recognition template with a division.
- **Characteristics** – Used to define characteristics for the deferred revenue recognition template.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Deferred Revenue Recognition Template	Used to specify the deferred revenue recognition template.	Yes
Description	Used to specify the description of the deferred revenue recognition template.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to indicate the status of the deferred revenue recognition template. The valid values are: <ul style="list-style-type: none"> Active Inactive 	Yes

The **Parameters** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Distribution Code	Used to indicate the distribution code associated with the deferred revenue recognition. <div style="border: 1px solid black; padding: 2px;"> Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Distribution Code Search window appears. </div>	Yes
Contract Type	Used to indicate a particular type of contract. <div style="border: 1px solid black; padding: 2px;"> Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Contract Type Search window appears. </div>	Yes
Adjustment Type	Used to indicate the adjustment type using which the adjustment must be created. <div style="border: 1px solid black; padding: 2px;"> Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Adjustment Type Search window appears. </div>	No
Allow Editing	Used to allow editing of recognition schedule.	No
Generation Type	Used to indicate the type of deferred revenue recognition generation. The valid values are: <ul style="list-style-type: none"> Automatic Manual 	Yes (Conditional)
Recognition Schedule	Used to indicate the schedule of deferred revenue recognition generation. The valid values are: <ul style="list-style-type: none"> Daily Monthly Weekly 	Yes (Conditional)
Allow Proration	Used to allow proration. <div style="border: 1px solid black; padding: 2px;"> Note: The Allow Proration field appears only when you select Recognition Schedule as Monthly. </div>	Yes (Conditional)

Field Name	Field Description	Mandatory (Yes or No)
High Proration Limit (Days)	Used to specify whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is greater than the specified limit, then the amount is prorated. Note: This field appears only when you check the tick-box for Allow Proration .	Yes (Conditional) Note: This field is required only when the recognition schedule is selected as monthly and when the Allow Proration check box is selected.
Low Proration Limit (Days)	Used to specify whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is less than the specified limit, then the amount is prorated. Note: This field appears only when you check the tick-box for Allow Proration .	Yes (Conditional) Note: This field is required only when the recognition schedule is selected as monthly and when the Allow Proration check box is selected.

4. Enter the required details.
5. Associate algorithms with the deferred revenue recognition template, if required.
6. View the division to which the deferred revenue recognition template is associated in the **Divisions** section.
7. View the characteristics specific to division to which the deferred revenue recognition template is associated in the **Characteristics** section.
8. Click **Save**.

The deferred revenue recognition template is created.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Template screen	Deferred Revenue Recognition Template (Used for Searching) on page 1532
How to associate algorithms with the deferred revenue recognition template	Associating Algorithms with a Deferred Revenue Recognition Template on page 1537

Viewing the Deferred Revenue Recognition Template Details

Procedure

To view the details of a deferred revenue recognition template:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Deferred Revenue Recognition Template**.
The **Deferred Revenue Recognition Template** screen appears.
3. Search for the deferred revenue recognition template in the **Deferred Revenue Recognition Template** screen.
4. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Template** column corresponding to the deferred revenue recognition template whose details you want to view.
The **Deferred Revenue Recognition Template** screen appears.

- View the details of the deferred revenue recognition template in the **Deferred Revenue Recognition Template** zone.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Template screen	Deferred Revenue Recognition Template (Used for Searching) on page 1532
Deferred Revenue Recognition Template zone	Deferred Revenue Recognition Template on page 1538
How to search for a deferred revenue recognition template	Searching for a Deferred Revenue Recognition Template on page 1533


Associating Algorithms with a Deferred Revenue Recognition Template


Procedure


To associate algorithms with a deferred revenue recognition template:

- Ensure that the **Algorithms** section is expanded when you are defining or editing a deferred revenue recognition template.

The **Algorithms** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
System Event	Used to indicate the system event for an algorithm.	Yes
Sequence	Used to specify the sequence number. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes
Algorithm	Used to associate an algorithm to the system event that you have selected. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears. On specifying the algorithm for a system event, the description of the algorithm appears corresponding to the Algorithm field.	Yes

- Enter the required details in the **Algorithms** section.
- If you want to define more than one algorithm for the deferred revenue recognition template, click the **Add**  icon, and then repeat 2.

Note: However, if you want to remove an algorithm from the deferred revenue recognition template, click the **Delete**  icon corresponding to the algorithm.

Related Topics

For more information on...	See...
How to define a deferred revenue recognition template	Defining a Deferred Revenue Recognition Template on page 1534
How to edit a deferred revenue recognition template	Editing a Deferred Revenue Recognition Template on page 1540

Deferred Revenue Recognition Template (Used for Viewing)

Once the deferred revenue recognition templates are created, the **Deferred Revenue Recognition Template** screen allows you to:

- Generate the deferred revenue recognition schedule
- View the details of a deferred revenue recognition template
- Edit a deferred revenue recognition template
- Delete a deferred revenue recognition template

This screen consists of the following zone:

- [Deferred Revenue Recognition Template](#) on page 1538

Deferred Revenue Recognition Template

The **Deferred Revenue Recognition Template** zone displays the details of the deferred revenue recognition template. It contains the following sections:

- **Main** – Displays basic information about the deferred revenue recognition template. It contains the following fields:

Field Name	Field Description
Deferred Revenue Recognition Template	Displays the deferred revenue recognition template
Description	Used to specify the description of the deferred revenue recognition template
Status	Used to indicate the status of the deferred revenue recognition template. The valid values are: <ul style="list-style-type: none"> • Active • Inactive

- **Parameters** - Displays the parameters used in the deferred revenue recognition template.

Field Name	Field Description
Distribution Code	Indicates the distribution code. Note: It has a link. On clicking the link, the Distribution Code screen appears with the details of the respective distribution code.
Contract Type	Displays the Deferred Revenue Recognition Template which are generated against a particular type of contract.

Field Name	Field Description
Adjustment Type	Indicates the adjustment type using which the adjustment must be created. Note: It has a link. On clicking the link, the Adjustment Type screen appears with the details of the respective adjustment type.
Generation Type	Displays the type of deferred revenue recognition template. The valid values are: <ul style="list-style-type: none"> Manual Automatic
Allow Editing	Indicates the editing of recognition schedule.
Recognition Schedule	Indicates the schedule when the deferred revenue is recognized. The valid values are: <ul style="list-style-type: none"> Daily Monthly Weekly
Allow Proration	Used to allow proration. Note: The Allow Proration field appears only when you select Recognition Schedule as Monthly .
High Proration Limit (Days)	Displays whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is greater than the specified limit, then the amount is prorated. Note: This field appears only when you check the tick-box for Allow Proration .
Low Proration Limit (Days)	Displays whether deferred revenue amount must be prorated while revenue recognition. If the number of days from when the policy is enrolled to the end of the month (in which it is enrolled) is less than the specified limit, then the amount is prorated. Note: This field appears only when you check the tick-box for Allow Proration .

- **Algorithms** - Lists the algorithms associated with the deferred revenue recognition template. It contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
System Event	Indicates the system event on which the algorithm must be executed	No
Sequence	Displays the sequence number.	No
Algorithm	Displays an algorithm that needs to be attached to the selected system event. Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.	No

- **Record Actions** – This section contains the following buttons:

Button Name	Button Description
Edit	Used to define, edit, and remove algorithms of the deferred revenue recognition template. Note: The Edit button appears only when the deferred revenue recognition template is in the Active status.
Delete	Used to delete the deferred revenue recognition template.

- **Record Information** — This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the deferred revenue recognition template is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

Editing a Deferred Revenue Recognition Template

Procedure

To edit a deferred revenue recognition template:

1. Search for the deferred revenue recognition template in the **Deferred Revenue Recognition Template** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Template** column corresponding to the deferred revenue recognition template whose details you want to edit.

The **Deferred Revenue Recognition Template** screen appears.

3. Click the **Edit** button in the **Deferred Revenue Recognition Template** zone.

The **Deferred Revenue Recognition Template** screen appears.

Note: The **Edit** button appears only when the deferred revenue recognition template is in the **Active** status.

4. Associate, edit, or remove algorithms from the deferred revenue recognition template, if required.
5. Click **Save**.

The changes made to the deferred revenue recognition template are saved.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Template screen	Deferred Revenue Recognition Template (Used for Viewing) on page 1538
Deferred Revenue Recognition Template zone	Deferred Revenue Recognition Template on page 1538
How to search for a deferred revenue recognition template	Searching for a Deferred Revenue Recognition Template on page 1533
How to associate algorithms with a deferred revenue recognition template	Associating Algorithms with a Deferred Revenue Recognition Template on page 1537

Deleting a Deferred Revenue Recognition Template

Procedure

To delete a deferred revenue recognition template:

1. Search for the deferred revenue recognition template in the **Deferred Revenue Recognition Template** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Template** column corresponding to the deferred revenue recognition template that you want to delete.

The **Deferred Revenue Recognition Template** screen appears.

3. Click the **Delete** button in the **Deferred Revenue Recognition Template** zone.

A message appears confirming whether you want to delete the deferred revenue recognition template.

4. Click **OK**.

The deferred revenue recognition template is deleted.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Template screen	Deferred Revenue Recognition Template (Used for Viewing) on page 1538
Deferred Revenue Recognition Template zone	Deferred Revenue Recognition Template on page 1538
How to search for a deferred revenue recognition template	Searching for a Deferred Revenue Recognition Template on page 1533

Deferred Revenue Recognition (Used for Searching)

The **Deferred Revenue Recognition** screen allows you to search for a deferred revenue recognition using various search criteria. Through this screen, you can navigate to the following screen:

- [Deferred Revenue Recognition \(Used for Viewing\)](#) on page 1546

This screen consists of the following zone:

- [Search Deferred Revenue Recognition](#) on page 1541

Search Deferred Revenue Recognition

The **Search Deferred Revenue Recognition** zone allows you to search for a deferred revenue recognition using various search criteria. It contains the following two sections:

- **Search Criteria** – This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a deferred revenue recognition using the deferred revenue recognition, person, account, or policy details. The valid values are: <ul style="list-style-type: none"> Account Details Person Details Deferred Revenue Recognition Details Policy Details <div style="border: 1px solid black; padding: 2px;">Note: By default, the Account Details option is selected.</div>	Yes
Person ID	Used to search deferred revenue recognition which are assigned to a particular person. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Person Details option from the Search By list.</div>	No
Account ID	Used to search the account ID. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Account Details option from the Search By list.</div>	No
Person Identifier Type	Used to select the identifier type based on which you want to search deferred revenue recognition through which the person's record is created or updated in the system.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px;">Note: If you specify the person identifier as a search criteria, you have to select the person identifier type.</div>
Person Identifier	Used to specify the value for the person identifier type.	Yes (Conditional) <div style="border: 1px solid black; padding: 2px;">Note: If you specify the person identifier type as a search criteria, you have to specify the person identifier.</div>
Account Identifier Type	Used to specify the account identifier type of the account whose details you want to search. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Account Details option from the Search By list.</div>	Yes (Conditional) <div style="border: 1px solid black; padding: 2px;">Note: If you specify the account identifier as a search criteria, you have to select the account identifier type.</div>
Account Identifier	Used to specify the value of the account identifier. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Account Details option from the Search By list.</div>	Yes (Conditional) <div style="border: 1px solid black; padding: 2px;">Note: If you specify the account identifier type as a search criteria, you have to specify the account identifier.</div>

Field Name	Field Description	Mandatory (Yes or No)
Contract ID	Used to specify the contract ID linked to the account. Note: This field appears only when you select the Account Details option from the Search By list.	No
Person Hierarchy	Used to indicate whether to display hierarchy of the person linked to a particular bill. Note: This field appears only when you select the Person Details option from the Search By list.	No
Status	Used to search deferred revenue recognition with a particular status. The valid values are: <ul style="list-style-type: none"> • Active • Closed • Canceled • Draft Note: This field appears only when you select the Person Details, Account Details, or Deferred Revenue Recognition Details option from the Search By list.	No
Deferred Revenue Recognition Template	Used to indicate the template used for deferred revenue recognition. Note: This field appears only when you select the Person Details, Account Details, or Deferred Revenue Recognition Details option from the Search By list.	No
Valid Until Date	Used to specify the date till which the deferred revenue recognition is valid. Note: This field appears only when you select the Person Details or Account Details option from the Search By list.	No
Deferred Revenue Recognition ID	Used to search a particular deferred revenue recognition Note: This field appears only when you select the Deferred Revenue Recognition Details option from the Search By list.	No
Description	Used to specify the description of the deferred revenue recognition. Note: This field appears only when you select the Deferred Revenue Recognition Details option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Recognition Schedule	Used to search deferred revenue recognition with a particular schedule. The valid values are: <ul style="list-style-type: none"> • Daily • Monthly • Weekly <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Deferred Revenue Recognition Details option from the Search By list.</div>	No
Policy Type	Used to indicate the type of policy. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	Yes
Policy Number	Used to indicate the policy number. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	No
Plan Number	Used to indicate the plan number of the policy. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	No
Source System	Used to indicate the name of the external system from where the policy originated. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	No
Start Date	Used to indicate the date from when the policy is effective. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	No
End Date	Used to indicate the date till when the policy is effective. <div style="border: 1px solid black; padding: 2px;">Note: This field appears only when you select the Policy Details option from the Search By list.</div>	No

Note: You must specify at least one search criterion while searching for a deferred revenue recognition.

- **Search Results** – On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Deferred Revenue Recognition Information	Displays information about the deferred revenue recognition. <div style="border: 1px solid black; padding: 2px;">Note: It has a link. On clicking the link, the Deferred Revenue Recognition screen appears with the details of the respective deferred revenue recognition.</div>

Column Name	Column Description
Contract Information	<p>Displays the basic information about the contract corresponding to the deferred revenue recognition. In addition, this column has a context menu which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Contract screen appears with the details of the respective contract.</p>
Financial Transaction Information	<p>Displays the basic information about the financial transaction corresponding to the deferred revenue recognition.</p> <p>Note: It has a link. On clicking the link, the Financial Transaction screen appears with the details of the respective financial transaction.</p>

Related Topics

For more information on...	See...
How to view the details of a deferred revenue recognition	Viewing the Deferred Revenue Recognition Details on page 1546
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545

Searching for a Deferred Revenue Recognition

Prerequisites

To search for a deferred revenue recognition, you should have:

- Deferred Revenue Recognition Template defined in the application.
- Person identifier types defined in the application
- Account identifier types defined in the application
- Recognition Schedules defined in the application
- Source Systems defined in the application

Procedure

To search for a deferred revenue recognition:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Deferred Revenue Recognition** and then click **Deferred Revenue Recognition**.
The **Deferred Revenue Recognition** screen appears.
3. Enter the search criteria in the **Search Deferred Revenue Recognition** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of deferred revenue recognition that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Deferred Revenue Recognition screen	Deferred Revenue Recognition (Used for Searching) on page 1541
Search Deferred Revenue Recognition zone	Search Deferred Revenue Recognition on page 1541

Viewing the Deferred Revenue Recognition Details

Procedure

To view the details of a deferred revenue recognition:

1. Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column corresponding to the deferred revenue recognition whose details you want to view.

The **Deferred Revenue Recognition** screen appears. It consists of the following tabs:

- [Deferred Revenue Recognition - Main](#) on page 1546
- [Deferred Revenue Recognition - Log](#) on page 1549

3. Ensure that the **Main** tab is selected.
4. View the details of the deferred revenue recognition in the **Deferred Revenue Recognition** zone.

Related Topics

For more information on...	See...
Deferred Revenue Recognition screen	Deferred Revenue Recognition (Used for Viewing) on page 1546
Search Deferred Revenue Recognition zone	Search Deferred Revenue Recognition on page 1541
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545

Deferred Revenue Recognition (Used for Viewing)

The **Deferred Revenue Recognition** screen allows you to:

- View the details of a deferred revenue recognition
- Edit a deferred revenue recognition
- Generate the deferred revenue recognition schedule
- Add related deferred revenue recognitions
- Edit the details of a deferred revenue recognition schedule
- View the log of a deferred revenue recognition
- Add a log entry for a deferred revenue recognition

This screen consists of the following tabs:

- [Deferred Revenue Recognition - Main](#) on page 1546
- [Deferred Revenue Recognition - Log](#) on page 1549

Deferred Revenue Recognition - Main

The **Main** tab displays information about the deferred revenue recognition. It contains the following zones:

- [Deferred Revenue Recognition](#) on page 1547
- [Associated Deferred Revenue Recognitions](#) on page 1548
- [Recognition Schedule](#) on page 1549
- [Revenue Recognition Items](#) on page 1549

Deferred Revenue Recognition

The **Deferred Revenue Recognition** zone displays the details of the deferred revenue recognition. It contains the following sections:

- **Main** – Displays basic information about the deferred revenue recognition. It contains the following fields:

Field Name	Field Description
Deferred Revenue Recognition Information	Displays information about the deferred revenue recognition.
Deferred Revenue Recognition Template Information	Displays information about the deferred revenue recognition template. Note: It has a link. On clicking the link, the Deferred Revenue Recognition Template screen appears where you can view the details of the deferred revenue recognition template.
Distribution Code	Displays the distribution code which indicates the template associated with the deferred revenue recognition.
Financial Transaction Information	Displays the basic information about the financial transaction corresponding to the deferred revenue recognition. Note: It has a link. On clicking the link, the Financial Transaction Information screen appears where you can view the details of the financial transaction.
Total Revenue Deferred	Displays the total revenue deferred.
Total Revenue Recognized	Displays the total revenue recognized.
Status	Indicates the status of the deferred revenue recognition. The valid values are: <ul style="list-style-type: none"> • Active • Closed • Canceled • Draft

- **Related Deferred Revenue Recognitions** - Lists the related deferred revenue recognitions. It contains the following columns:

Column Name	Column Description
Deferred Revenue Recognition Information	Displays the basic information about the deferred revenue recognition.
Create Date Time	Displays the date and time when the deferred revenue recognition is created.
Financial Transaction Information	Displays the basic information about the financial transaction corresponding to the deferred revenue recognition.

- **Record Actions** – This section contains the following buttons:

Button Name	Button Description
Edit	Used to define, edit and remove characteristics, related deferred revenue recognitions of the deferred revenue recognition. Note: The Edit button appears only when the deferred revenue recognition is in the Active status.
Generate Schedule	Used to generate the deferred revenue recognition schedule. Note: The Generate Schedule button appears only when the deferred revenue recognition is in the Draft status.

- **Record Information** – This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the deferred revenue recognition is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Create Date/Time	Displays the date and time when the deferred revenue recognition schedule is created.
Status Date/Time	Displays the date and time when the deferred revenue recognition status is updated.

- **Characteristics** – Lists the characteristics defined for the deferred revenue recognition. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the deferred revenue recognition.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.

Associated Deferred Revenue Recognitions

The **Associated Deferred Revenue Recognitions** zone displays the basic information of the other schedules linked to the same FT having a separate **Schedule** due to the different **Distribution Code**. Purpose of this section is to show all the associated schedules generated for a single FT. It contains the following columns:

Column Name	Column Description
Deferred Revenue Recognition Information	Displays information about the deferred revenue recognition. Note: It has a link. On clicking the link, the Deferred Revenue Recognition screen appears where you can view the details of the deferred revenue recognition.

Column Name	Column Description
Financial Transaction Information	Displays the basic information about the financial transaction corresponding to the deferred revenue recognition. Note: It has a link. On clicking the link, the Financial Transaction screen appears with the details of the respective deferred revenue recognition.
Distribution Code	Displays the distribution code which indicates the template associated with the deferred revenue recognitions.
Deferred Revenue Recognition Template Information	Displays information about the deferred revenue recognition template. Note: It has a link. On clicking the link, the Deferred Revenue Recognition Template screen appears where you can view the details of the deferred revenue recognition template.
Status	Indicates the status of the associated deferred revenue recognition. The valid values are: <ul style="list-style-type: none"> • Active • Closed • Canceled

Recognition Schedule

The **Recognition Schedule** zone lists the adjustment information and the recognition amount of the deferred revenue recognition. It contains the following columns:

Column Name	Column Description
Recognition Date	Displays the date on which the recognition is scheduled.
Recognition Amount	Displays the amount of the recognition scheduled.
Adjustment Information	Displays information about the adjustments in recognition schedule.

This zone contains the **Edit** button. It is used to edit the details of recognition schedule

Note: This zone appears when the deferred revenue recognition is in the **Active** status.

Revenue Recognition Items

The **Revenue Recognition Items** zone displays the adjustment information about the recognition items. It contains the following columns:

Column Name	Column Description
Recognition Date	Displays the date on which the recognition is scheduled.
Recognition Amount	Displays the amount of the recognition scheduled.
Adjustment Information	Displays information about the adjustments in recognition schedule. “ Note: It has a link. On clicking the link, the Adjustment screen appears where you can view the details of the deferred revenue recognition.

Deferred Revenue Recognition - Log

The **Log** tab contains the following zone:

- [Deferred Revenue Recognition Log](#) on page 1550

Deferred Revenue Recognition Log

The **Deferred Revenue Recognition Log** zone lists the complete trail of actions performed on the deferred revenue recognition. It contains the following columns:

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the deferred revenue recognition
Details	Displays the details about the action performed on the deferred revenue recognition
User	Indicates the user who has performed the action on the deferred revenue recognition
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is created when the action is performed on the deferred revenue recognition. Note: At present, no data appears in this column. The implementation team can build the custom logic to meet the business requirements.
Status Reason	Indicates the reason why the status of the deferred revenue recognition is changed. Note: At present, no data appears in this column. The implementation team can build the custom logic to meet the business requirements.

Note: You can manually add a log entry for the deferred revenue recognition by clicking the **Add Log Entry** link in the upper right corner of the **Deferred Revenue Recognition Log** zone.

Related Topics

For more information on...	See...
How to view the log of a deferred revenue recognition	Viewing the Log of a Deferred Revenue Recognition on page 1554
How to add a log entry for a deferred revenue recognition	Adding a Log Entry for a Deferred Revenue Recognition on page 1555

Editing a Deferred Revenue Recognition

Procedure

To edit a deferred revenue recognition:

1. Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column \orresponding to the deferred revenue recognition whose details you wa
The **Deferred Revenue Recognition** screen appears.
3. Click the **Edit** button in the **Deferred Revenue Recognition** zone.
The **Deferred Revenue Recognition** screen appears.

Note: The **Edit** button appears only when the deferred revenue recognition is in the **Active** status.

4. Modify the required details in the **Main** section.
5. Define, edit, or remove related deferred revenue recognitions from the deferred revenue recognition, if required.

6. Define, edit, or remove characteristics from the deferred revenue recognition, if required.
7. Click **Save**.

The changes made to the deferred revenue recognition are saved.

Related Topics

For more information on...	See...
Deferred Revenue Recognition screen	Deferred Revenue Recognition (Used for Viewing) on page 1546
Deferred Revenue Recognition zone	Deferred Revenue Recognition on page 1547
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545
How to add related deferred revenue recognitions	Adding Related Deferred Revenue Recognitions on page 1552
How to define the characteristics for a deferred revenue recognition	Defining Characteristics for a Deferred Revenue Recognition on page 1551

Generating the Deferred Revenue Recognition Schedule

Prerequisites

To generate the deferred revenue recognition schedule, you should have:

- Revenue Recognition Items defined in the deferred revenue recognition.

Procedure

To generate the deferred revenue recognition schedule:

1. Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column corresponding to the deferred revenue recognition whose recognition schedule you want to generate.

The **Deferred Revenue Recognition** screen appears.

3. Click the **Generate Schedule** button in the **Deferred Revenue Recognition** zone.

Note: The **Generate Schedule** button appears only when the deferred revenue recognition is in the **Draft** status.

The status of the deferred revenue recognition is changed to **Active**.

Related Topics

For more information on...	See...
Deferred Revenue Recognition screen	Deferred Revenue Recognition (Used for Viewing) on page 1546
Deferred Revenue Recognition zone	Deferred Revenue Recognition on page 1547
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545

Defining Characteristics for a Deferred Revenue Recognition

Prerequisites

To define characteristics for a deferred revenue recognition, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Deferred Revenue Recognition**)

Procedure

To define characteristics for a deferred revenue recognition:

1. Ensure that the **Characteristics** section is expanded when you are editing a deferred revenue recognition.

The **Characteristics** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the deferred revenue recognition.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the deferred revenue recognition.
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Deferred Revenue Recognition .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the deferred revenue recognition.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the deferred revenue recognition.

2. Enter the required details in the **Characteristics** section.

Note: If you select a characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a characteristic value.

3. If you want to define more than one characteristic for the deferred revenue recognition, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the deferred revenue recognition, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to edit a deferred revenue recognition	Editing a Deferred Revenue Recognition on page 1550

Adding Related Deferred Revenue Recognitions**Prerequisites**

To add related deferred revenue recognitions, you should have:

- Deferred revenue recognition template defined in the system.

Procedure

To add related deferred revenue recognitions:

1. Ensure that the **Related Deferred Revenue Recognitions** section is expanded when you are editing a deferred revenue recognition.

The **Related Deferred Revenue Recognitions** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Deferred Revenue Recognition ID	Used to specify the ID of the deferred revenue recognition. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Deferred Revenue Recognition Search window appears.	Yes
Create Date Time	Used to indicate the creation date and time of the deferred revenue recognition.	Yes
Financial Transaction ID	Used to specify the ID of the financial transaction corresponding to the deferred revenue recognition. Note: The Search (🔍) icon appears corresponding to this field. On clicking the Search icon, the Financial Transactions Search window appears.	Yes

- Enter the required details in the **Related Deferred Revenue Recognitions** section.
- If you want to add more than one related deferred revenue recognition for the deferred revenue recognition, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a related deferred revenue recognition from the deferred revenue recognition, click the **Delete** (🗑) icon corresponding to the related deferred revenue recognition.

Related Topics

For more information on...	See...
How to edit a deferred revenue recognition	Editing a Deferred Revenue Recognition on page 1550

Editing the Deferred Revenue Recognition Schedule Details

Prerequisites

To edit the details of the deferred revenue recognition schedule, you should have:

- Should have **Allow Editing Switch** as **Yes** on deferred revenue recognition template.

Procedure

To edit the details of the deferred revenue recognition schedule:

- Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
- In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column corresponding to the deferred revenue recognition whose deferred revenue recognition schedule details you want to edit.

The **Deferred Revenue Recognition** screen appears.

- Select the recognition whose details you want to edit in the **Recognition Schedule** zone and click the **Edit** button available in the upper left corner above the table in this zone.

The **Edit Recognition Schedule** screen appears.

Note: A recognition schedule from the deferred revenue recognition can be edited only when the deferred revenue recognition is in the **Active** status.

The **Edit Recognition Schedule** screen contains the following fields:

Field Name	Field Description
Deferred Revenue Recognition Information	Displays the information about the deferred revenue recognition.
Financial Transaction Information	Displays the information of the financial transaction corresponding to the deferred revenue recognition.

In addition to these fields, this screen contains following columns:

Column Name	Column Description	Mandatory (Yes or No)
Recognition Date	Used to display the date on which the deferred revenue is recognized.	Yes
Recognition Amount	Used to display the amount of the deferred revenue.	Yes
Adjustment ID	Used to display the adjustment id.	Not applicable

- Modify the details of the recognition schedule.
- If you want to define more than one recognition schedule for the deferred revenue recognition, click the **Add** (+) icon and then repeat step 4.

Note: However, if you want to remove a recognition schedule from the deferred revenue recognition, click the **Delete** (🗑) icon corresponding to the recognition schedule.

- Click **Save**.

The changes made to the recognition schedule are saved.

Related Topics

For more information on...	See...
Recognition Schedule zone	Recognition Schedule on page 1549
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545

Viewing the Log of a Deferred Revenue Recognition

Procedure

To view the log of a deferred revenue recognition:

- Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
- In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column corresponding to the deferred revenue recognition whose log you want to view.

The **Deferred Revenue Recognition** screen appears. It consists of the following tabs:

- [Deferred Revenue Recognition - Main](#) on page 1546
- [Deferred Revenue Recognition - Log](#) on page 1549

- Click the **Log** tab.

The **Log** tab appears.

4. View the complete trail of actions performed on the deferred revenue recognition in the **Deferred Revenue Recognition Log** zone.

Column Name	Column Description
Date/Time	Displays the date and time when the action was performed on the dispute request.
Details	Displays the details about the deferred revenue recognition log
User	Indicates the user who has performed deferred revenue recognition
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the deferred revenue recognition
Status Reason	Displays the status reason of action performed on the deferred revenue recognition

Related Topics

For more information on...	See...
Deferred Revenue Recognition Log zone	Deferred Revenue Recognition Log on page 1550
How to search for a deferred revenue recognition	Searching for a Deferred Revenue Recognition on page 1545
How to add a log entry for a deferred revenue recognition	Adding a Log Entry for a Deferred Revenue Recognition on page 1555

Adding a Log Entry for a Deferred Revenue Recognition

Procedure

To add a log entry for a deferred revenue recognition:

1. Search for the deferred revenue recognition in the **Deferred Revenue Recognition** screen.
2. In the **Search Results** section, click the link in the **Deferred Revenue Recognition Information** column corresponding to the deferred revenue recognition whose log you want to edit.

The **Deferred Revenue Recognition** screen appears. It consists of the following tabs:

- [Deferred Revenue Recognition - Main](#) on page 1546
- [Deferred Revenue Recognition - Log](#) on page 1549

3. Click the **Log** tab.

The **Log** tab appears.

4. Click on the **Add Log Entry** link in the upper right corner of the **Deferred Revenue Recognition Log** zone.

The **Add Deferred Revenue Recognition Schedule Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes Or No)
Deferred Revenue Recognition Information	Displays information about the deferred revenue recognition.	Not Applicable
Log Details	Used to specify additional comments on the deferred revenue recognition.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Deferred Revenue Recognition Log** zone.

Related Topics

For more information on...	See...
Deferred Revenue Recognition Log zone	<i>Deferred Revenue Recognition Log</i> on page 1550
How to search for a deferred revenue recognition	<i>Searching for a Deferred Revenue Recognition</i> on page 1545

Chapter 27

Profile

You can use a profile to create an invoice account while defining a construct. In a profile, you can define the default values for fields related to an entity. This helps you to quickly create an entity using the profile. Note that, at present, you can only define a profile for creating an invoice account.

While defining a construct, the default values appear (depending on how the UI map is defined for creating an entity) when you create an invoice account using the profile. You can edit these values, if required. If the fields are displayed on the UI map, you can edit the values through the UI map or through the respective base entity screen (once the entity is created). However, if the fields are not displayed on the UI map, you can edit the values only through the respective base entity screen (once the entity is created).

You can also associate algorithms with a profile. While associating an algorithm with a profile, you must indicate the system event on which you want to execute the algorithm. You can associate algorithms on the following system events:

- **Account Creation** — Used to attach an algorithm which is triggered when you create an invoice account using the profile.
- **Contract Creation** — Used to attach an algorithm which is triggered when contracts are created for an invoice account which is created using the profile.

Note: The invoice account and contract(s) are created for a construct only when the construct is approved by the approver.

You can only use profiles which are active while defining or editing a construct. The **Profile** screen allows you to define, edit, and delete a profile. You can edit a profile even if it is used in any construct. However, any changes made to a profile will not be reflected in a construct where the profile is already used unless you create the account using the latest profile. This screen consists of the following zones:

- [Search Profile](#)

Chapter 28

Reconciliation

Topics:

- [Reconciliation Status Transition](#)
- [Pay Instruction Status Transition](#)
- [Discrepancy Report Status Transition](#)
- [EDI 820 File Format For Reconciliation](#)
- [Sample EDI 820 File Format](#)
- [Reconciliation Type](#)
- [Reconciliation \(Used for Searching\)](#)
- [Reconciliation \(Used for Viewing\)](#)
- [Pay Instruction](#)
- [Discrepancy Report Type](#)
- [Defining a Discrepancy Report Type](#)
- [Defining Characteristics for a Discrepancy Report Type](#)
- [Editing a Discrepancy Report Type](#)
- [Deleting a Discrepancy Report Type](#)
- [Copying a Discrepancy Report Type](#)
- [Viewing the Discrepancy Report Type Details](#)
- [Discrepancy Report \(Used for Searching\)](#)
- [Discrepancy Report \(Used for Viewing\)](#)

Oracle Revenue Management and Billing enables you to reconcile pay instructions received from the external system against the bill segments based on the account identifier, policy number, plan number, member identifier, and coverage period combination. The system enables you to upload a pay instruction file in the following formats:

- CSV File Format – You can upload pay instruction files in the CSV format from the specified location on the server using the **Pay Instruction CSV File Upload (C1-RECUP)** batch.
- EDI 820 File Format – You can upload pay instruction files in the EDI 820 file format from the specified location on the server using the **Upload Lockbox Payment and Pay Instruction Files (C1-PUPSG)** batch.

Note: The **BPR** tag in the EDI 820 file must be set to **I** to indicate that the file contains pay instructions for reconciliation.

While uploading pay instruction files, you need to specify the reconciliation type using which you want to create the reconciliation. A reconciliation type indicates the algorithm which validates the pay instruction file and creates a pay instruction for each record in the file. Two algorithm types named **C1-PAYINSUPL** and **C1-RECONPROC** are shipped with the product. You need to maintain separate reconciliation types for different file formats. If you want to use a reconciliation type while uploading a pay instruction file in the CSV format, you need to create an algorithm using the **C1-PAYINSUPL** algorithm type and attach it to the reconciliation type. However, if you want to use a reconciliation type while uploading a pay instruction file in the EDI 820 format, you need to create an algorithm using the **C1-RECONPROC** algorithm type and attach it to the reconciliation type.

Once a file is successfully validated, the reconciliation is created for the file in the **Draft** status. The reconciliation is immediately transitioned to the **Send Notification** status and the algorithms attached to the Send Notification status are executed. Once the To Do is created, the status of the reconciliation is changed to **Pending**. A pay instruction is created for each record in the file and its status is set to either **Pending** or **Error** depending on whether it is successfully validated or not.

You need to then specify the payment ID against which you want to reconcile the billed items for which you have received the pay instructions. Once you specify the payment information and submit the pay instructions for reconciliation, the payment amount is distributed against the reconciliation contract of the accounts for which you have received the pay instruction. The status of the reconciliation is changed to **Pending Reconciliation**.

On reconciling the pay instructions, the system finds the bill segment against which the pay instruction must be reconciled using the account identifier, policy

number, plan number, member identifier, and coverage period combination. Once the bill segment is identified, the transfer adjustment is created against the bill segment and offset adjustment is created against the respective reconciliation contract. If all pay instructions in the file are successfully reconciled, the status of the reconciliation is changed to **Completed**. However, if one or more pay instruction in the file could not be successfully reconciled, the status of the reconciliation is changed to **Open**. If a file contains a pay instruction for previous coverage period, then system checks whether there is any open pay instruction for that coverage period in the system and accordingly tries to reconcile the pay instruction. However, if an open pay instruction for that coverage period does not exist in the system, the system tries to reconcile the pay instruction against the billed item.

You may manually reconcile the pay instructions which are in the **Pending Reconciliation** status. Alternatively, you can execute the **Reconciliation Periodic Monitor (C1-RCNM)** batch at regular interval to reconcile the pay instructions.

During reconciliation, a pay instruction also goes through various statuses in its lifecycle. You may configure the following two batches to execute at the regular intervals:

- **Pay Instruction Periodic Monitor (for Pending Status) (C1-PIPMO)** – It monitors whether there are any pay instructions in the **Pending** status. If so, it tries to reconcile the pay instruction against a billed item. If the pay instruction is successfully reconciled, the status of the pay instruction is changed to **Completed**. However, if the pay instruction could not be reconciled, the status of the pay instruction is changed to **Open**.
- **Pay Instruction Periodic Monitor (for Open Status) (C1-PIMDF)** – It monitors whether there are any pay instructions in the **Open** status. If so, it tries to reconcile the pay instruction against a billed item. If the pay instruction is successfully reconciled, the status of the pay instruction is changed to **Completed**. However, if the pay instruction could not be reconciled, the status of the pay instruction is changed to **Open**.

If you cancel the payment tender, the payment and reconciliation associated with the payment are automatically canceled. The status of the reconciliation is changed to **Pending Cancellation**. And, the status of all pay instructions in the reconciliation is changed to **Canceled**. If required, you can manually cancel a reconciliation. However, you can cancel a reconciliation only when it is in the **Open** or **Completed** status. On canceling a reconciliation, the status of the reconciliation is changed to **Pending Cancellation** and the status of all pay instructions in the reconciliation is changed to **Canceled**.

You need to configure the **Reconciliation Cancellation Periodic Monitor (C1-RCNMD)** batch to execute at the regular intervals. It monitors whether there are reconciliations in the **Pending Cancellation** status. If there is a reconciliation in the **Pending Cancellation** status, the status of the reconciliation is changed to **Canceled**.

The system enables you to create a copy of reconciliation when it is in the **Canceled** status. If the number of pay instructions in the reconciliation does not exceed the value specified in the **Defer Processing Count** option type of the **C1-RECDUPBH** feature configuration, a copy of the reconciliation and pay instructions is created in the real time (i.e. immediately). The status of the reconciliation is set to **Pending**. And, the status of the pay instruction is set to either **Pending** or **Error** depending on whether it is successfully validated or not.

However, if the number of pay instructions in the reconciliation exceeds the value specified in the **Defer Processing Count** option type of the **C1-RECDUPBH** feature configuration, a batch job is automatically created using the **Duplicate Reconciliation (C1-RECUD)** batch. A message appears indicating the batch job ID. This batch job creates a copy of the reconciliation and pay instructions. The status of the reconciliation is set to **Pending**. And, the status of the pay instruction is set to either **Pending** or **Error** depending on whether it is successfully validated or not.

If the policy number, plan number, and member identifier are specified in a pay instruction, then the pay instruction is reconciled at the main subscriber level. If the policy number and plan number are specified in a pay instruction, then the pay instruction is reconciled at the plan level. However, if the policy number is only specified in a pay instruction, then the pay instruction is reconciled at the policy level.

On reconciling, some pay instructions are fully reconciled against the bill segments, some pay instructions are partially reconciled against the bill segments, and some pay instructions are not reconciled against any bill segments. The system enables you to capture such discrepancies for the reporting purposes. If required, you can generate the discrepancy report at the file or account level. If you generate the discrepancy report at the file level, the system lists the following:

- All pay instructions in the file which were partially reconciled due to rate variance
- All pay instructions in the file which could not be reconciled as the amount was paid, but not yet billed

However, if you generate the discrepancy report at the account level, the system lists the following:

- All billed items which were partially reconciled against pay instructions due to rate variance
- All billed items which could not be reconciled as the amount was billed, but not yet paid
- All pay instructions for the account which could not be reconciled as the amount was paid, but not yet billed

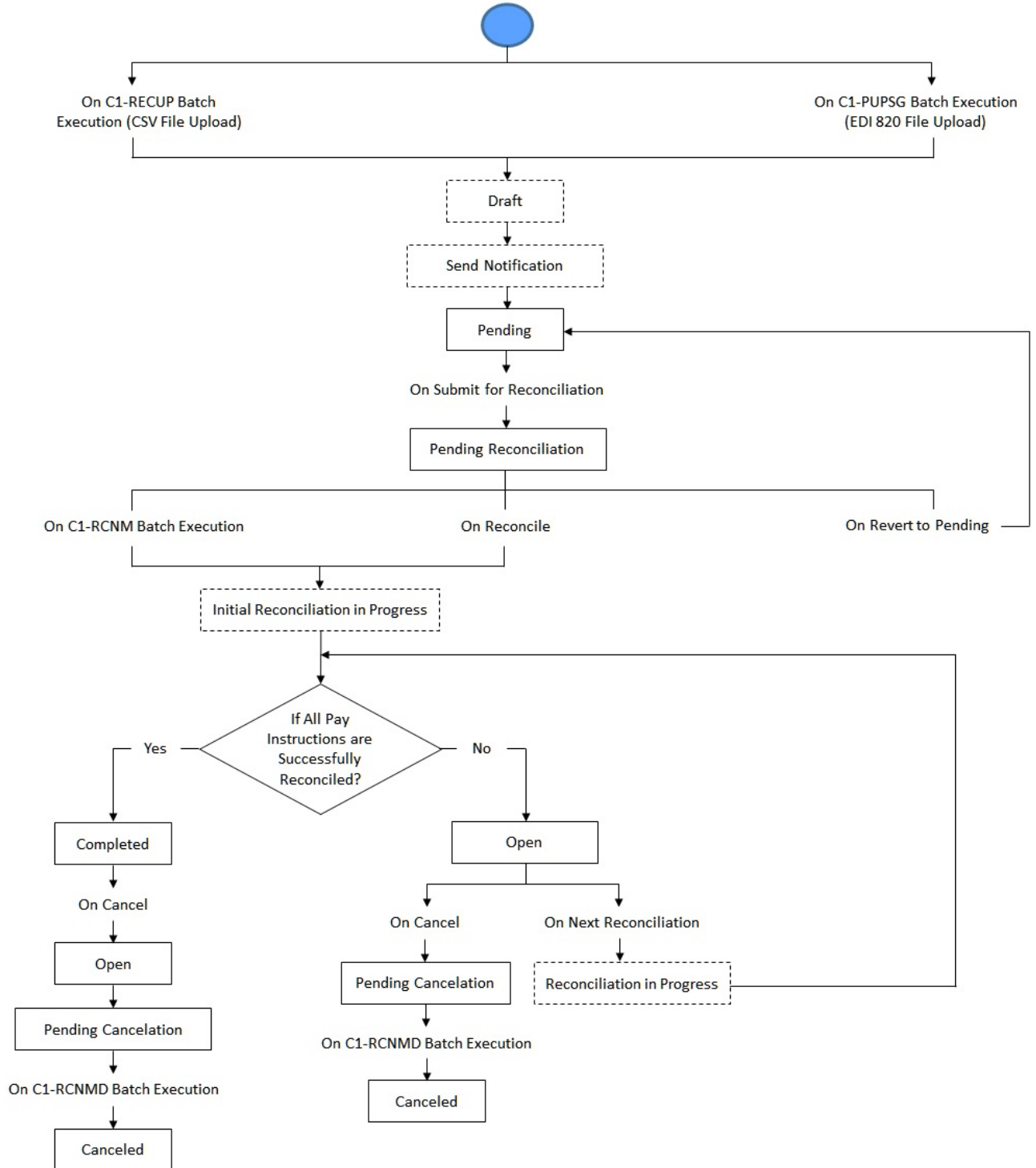
While generating a discrepancy report, you need to specify the discrepancy report type using which you want to create the discrepancy report. Once you review and finalize the discrepancy report, its status is changed to **Completed**. At a time, you can only have one discrepancy report for the file or account in the **Pending** status. Until, you finalize a discrepancy report, you cannot create another discrepancy report for the file or account. Also, note that you can create a discrepancy report for a file only when its corresponding reconciliation is in the **Open** status.

The reconciliation process goes through various statuses in its entire lifecycle. For more information about the reconciliation statuses, see...

- [Reconciliation Status Transition](#) on page 1562
- [Pay Instruction Status Transition](#) on page 1563
- [Discrepancy Report Status Transition](#) on page 1565

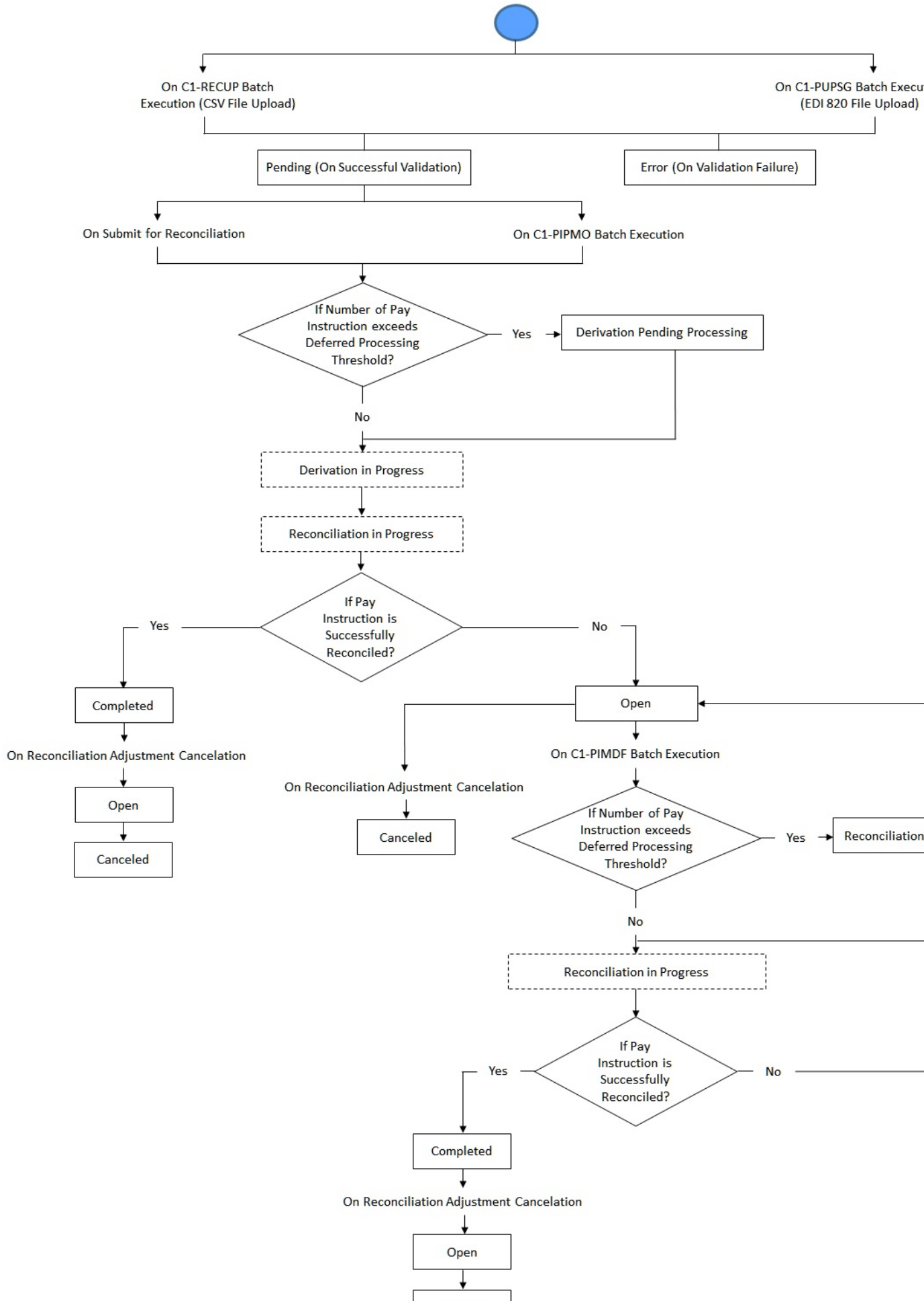
Reconciliation Status Transition

The following figure graphically indicates how a reconciliation goes through various statuses in its lifecycle:



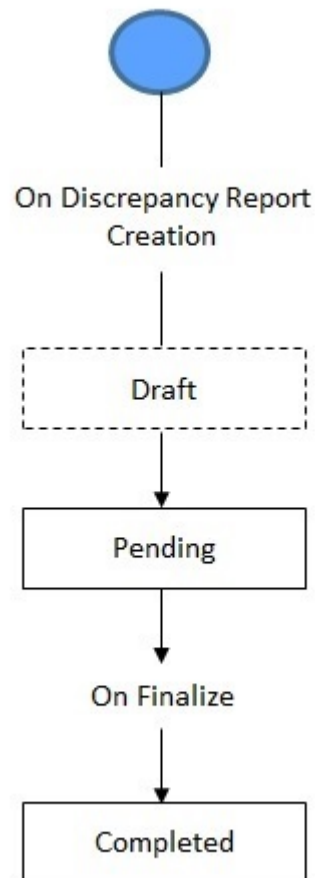
Pay Instruction Status Transition

The following figure graphically indicates how a pay instruction goes through various statuses in its lifecycle:



Discrepancy Report Status Transition

The following figure graphically indicates how a Discrepancy Report goes through various statuses in its lifecycle:



EDI 820 File Format For Reconciliation

Before uploading an EDI 820 file, you need to ensure that the EDI 820 file contains the following columns:

Tag	Attribute	Description	Mandatory (Yes or No)
Algo Param	Account Identifier Type	Used to specify the account identifier type. The valid values are: <ul style="list-style-type: none"> Account Name Base Global Account ID Bill Group Identifier Demo Bank Account Number External Account Identifier Flexcube Account ID International Bank Account Number 	Yes (Conditional) Note: This data is required when Account Identifier is provided.
N1[3]	Account Identifier value	Used to specify the value of the account identifier type.	Yes (Conditional) Note: This data is required when Account Identifier Type is provided.
Batch Param	Member Identifier type	Used to specify the member identifier type.	Yes
RMR[2]	Policy Number	Used to specify the policy number of the member.	Yes
Algo Param	Plan Number	Used to specify the plan number of the member.	No
ENT[4]	Member Identifier Value	Used to specify the value of the member identifier type.	Yes
RMR[4]	Amount	Used to specify the amount that has to be paid to the member.	Yes Note: The data value of this column must be 0, if no amount is provided.
DTM[6]	Coverage Start Date	Used to specify the date of the policy from where the coverage starts. Note: The Coverage Start Date cannot be later than the coverage end date.	Yes
DTM[6]	Coverage End Date	Used to specify the date of the policy till when the coverage ends. Note: The coverage end date cannot be earlier than the coverage start date.	Yes
NM1[4] [5]	Member Name	Used to specify the name of the member.	Yes
REF[2]	Plan Number	Used to specify the plan number of the member.	Yes (Conditional) Note: This data is required when Algo Param tag does not have a value.

Tag	Attribute	Description	Mandatory (Yes or No)
Batch Param	Reconciliation Type	Used to specify the type of reconciliation.	Yes
Batch Param	Reconciliation Cancel Status	Used to specify the Reconciliation Cancellation status.	Yes

Sample EDI 820 File Format

```

ISA*00**00**ZZ*USBANK**ZZ*UHGI*091212*1013*U*00401*000000005*0*P*~
GS*RA*LBTEST01*UHGI*20120912*1013*4*X*004010~
ST*CHK*000000001~
BPR*I*100*C*NON*****1581282972*****20130326~
DTM*582****RD8*20170101-20171231~
N1*PE**FI*vinodwReconTest534~
ENT*1*2J*EI*vinodwReconTest534~
NM1*QE*1**vinodwReconTest534****N*11254331870~
RMR*AZ*12345**0~
DTM*582****RD8*20170401-20170430~
ENT*1*2J*EI*vinodwReconTest534~
NM1*QE*1**vinodwReconTest534****N*11254331870~
RMR*AZ*12345**0~
DTM*582****RD8*20170501-20170531~
ENT*1*2J*EI*vinodwReconTest534~
NM1*QE*1**vinodwReconTest534****N*11254331870~
RMR*AZ*12345**0~
DTM*582****RD8*20170601-20170630~
SE*1*000000001~
GE*1*135260~
IEA*1*505043666~

```

Here the tags ISA and IEA resemble Bank Details, whereas LBTEST01 indicates Tender Source information.

Tags like GS and GE, ST and SE are known as Start and End Tags. All of the other tags are embedded inside these Start and End tags.

For more information about the EDI 820 file format, see topic [EDI 820 File Format For Reconciliation](#) on page 1565

Reconciliation Type

Oracle Revenue Management and Billing allows you to define a reconciliation type using which you can create the reconciliation. It is the reconciliation type which helps the system to determine:

- The business object using which the reconciliation should be created.
- The file format through which the pay instruction records can be uploaded in the system.




In addition, a reconciliation type indicates the algorithm which validates the pay instruction file and creates a pay instruction for each record in the file. Two algorithm types named **C1-PAYINSUPL** and **C1-RECONPROC** are shipped with the product. You need to maintain separate reconciliation types for different file formats. If you want to use a reconciliation type while uploading a pay instruction file in the CSV format, you need to create an algorithm using the **C1-PAYINSUPL** algorithm type and attach it to the reconciliation type. However, if you want to use a reconciliation type while uploading a pay instruction file in the EDI 820 format, you need to create an algorithm using the **C1-RECONPROC** algorithm type and attach it to the reconciliation type.


The **Reconciliation Type** screen allows you to define, edit, copy, and delete a reconciliation type. It contains the following zones:

- [Reconciliation Type List](#) on page 1568
- [Reconciliation Type](#) on page 1568

Reconciliation Type List

The **Reconciliation Type List** zone lists the reconciliation types that are already defined in the system. It contains the following columns:

Column Name	Column Description
Reconciliation Type	Displays the reconciliation type.
Description	Displays the description of the reconciliation type.
Edit	On clicking the Edit () icon, the Reconciliation Type screen appears where you can edit the details of the reconciliation type.
Duplicate	On clicking the Duplicate () icon, the Reconciliation Type screen appears where you can define a new reconciliation type using an existing reconciliation type.
Delete	On clicking the Delete () icon, you can delete the reconciliation type. Note: You can delete a reconciliation type only when you have not created a reconciliation using the reconciliation type.

On clicking the **Broadcast** () icon corresponding to a reconciliation type, the **Reconciliation Type** zone appears with the details of the respective reconciliation type.

Related Topics

For more information on...	See...
How to edit a reconciliation type	Editing a Reconciliation Type on page 1574
How to delete a reconciliation type	Deleting a Reconciliation Type on page 1575
How to copy a reconciliation type	Copying a Reconciliation Type on page 1576
How to view the details of a reconciliation type	Viewing the Reconciliation Type Details on page 1577

Reconciliation Type

The **Reconciliation Type** zone displays the details of the reconciliation type. It contains the following sections:

- **Main** - Displays basic information about the reconciliation type. It contains the following fields:

Field Name	Field Description
Reconciliation Type	Displays the reconciliation type.
Reconciliation Business Object	Indicates the business object using which the reconciliation will be created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the reconciliation type.
Detailed Description	Indicates the status of the reconciliation type. The valid values are: <ul style="list-style-type: none"> Active Inactive
Status	Displays additional information about the reconciliation type.

- **Algorithms** - Lists the algorithms which are associated with the reconciliation type. It contains the following columns:

Column Name	Column Description
Sequence	Indicates the order in which the algorithms with the same system event should be executed.
System Event	Indicates the system event when the algorithm should be executed. The valid value is: <ul style="list-style-type: none"> Upload Pay Instructions
Algorithm	Indicates the algorithm attached to the system event. Note: It has a link. On clicking the link, the Algorithm screen appears with the details of the respective algorithm.

- **Characteristics** - Lists the characteristics defined for the reconciliation type. It contains the following columns:

Column Name	Column Description
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.
Description	Displays the description of the characteristic value. Note: The data appears in this column only when the type of characteristic value is set to Predefined Value or Foreign Key Value .


- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the reconciliation type.
Delete	Used to delete the reconciliation type. Note: You can delete a reconciliation type only when you have not created a reconciliation using the reconciliation type.

Button Name	Button Description
Duplicate	Used to create a new reconciliation type using an existing reconciliation type.

- **Record Information** - This section contains the following field:

Field Name	Field Description
Business Object	Indicates the business object using which the reconciliation type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Reconciliation Type** zone does not appear in the **Reconciliation Type** screen. It appears only when you click the **Broadcast**  icon corresponding to a reconciliation type in the **Reconciliation Type List** zone.

Related Topics

For more information on...	See...
How to edit a reconciliation type	Editing a Reconciliation Type on page 1574
How to delete a reconciliation type	Deleting a Reconciliation Type on page 1575
How to copy a reconciliation type	Copying a Reconciliation Type on page 1576
How to view the details of a reconciliation type	Viewing the Reconciliation Type Details on page 1577

Defining a Reconciliation Type

Prerequisites

To define a reconciliation type, you should have:

- Reconciliation business objects defined in the application

Procedure

To define a reconciliation type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Reconciliation Type**.
A sub-menu appears.
3. Click the **Add** option from the **Reconciliation Type** sub-menu.

The **Select Business Object** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Type Business Object	Used to indicate the business object using which you want to create the reconciliation type.	Yes

Tip: Alternatively, you can access this screen by clicking the **Add** button in the **Page Title** area of the **Reconciliation Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple reconciliation type business objects defined in the application. If there is only one reconciliation type business object defined in the application, the **Reconciliation Type** screen appears.

4. Select the required reconciliation type business object from the respective field.
5. Click **OK**.

The **Reconciliation Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the reconciliation type.
- **Algorithms** - Used to associate algorithms with the reconciliation type.
- **Characteristics** - Used to define characteristics for the reconciliation type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Type	Used to specify the reconciliation type.	Yes
Business Object	Indicates the reconciliation type business object using which you are defining the reconciliation type.	Not applicable
Reconciliation Business Object	Used to indicate the business object using which you want to create the reconciliation.	Yes
Description	Used to specify the description for the reconciliation type.	Yes
Detailed Description	Used to specify additional information about the reconciliation type.	No
Status	Used to indicate the status of the reconciliation type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

6. Enter the required details in the **Main** section.
7. Associate algorithms with the reconciliation type, if required.
8. Define characteristics for the reconciliation type, if required.
9. Click **Save**.

The reconciliation type is defined.

Related Topics

For more information on...	See...
Reconciliation Type screen	Reconciliation Type on page 1567
How to associate an algorithm with a reconciliation type	Associating an Algorithm with a Reconciliation Type on page 1572
How to define characteristics for a reconciliation type	Defining Characteristics for a Reconciliation Type on page 1571

Defining Characteristics for a Reconciliation Type

Prerequisites

To define characteristics for a reconciliation type, you should have:

- Characteristic types defined in the application (where the characteristic entity is set to **Reconciliation Type**).

Procedure

To define characteristics for a reconciliation type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a reconciliation type.

The **Characteristics** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Reconciliation Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the reconciliation type.

2. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the reconciliation type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the reconciliation type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to define a reconciliation type	Defining a Reconciliation Type on page 1570
How to edit a reconciliation type	Editing a Reconciliation Type on page 1574
How to copy a reconciliation type	Copying a Reconciliation Type on page 1576

Associating an Algorithm with a Reconciliation Type

You can upload a pay instruction file in the CSV and EDI 820 file formats. While uploading a pay instruction file, you need to specify the reconciliation type using which you want to create the reconciliation. A reconciliation type indicates the algorithm which validates the pay instruction file and creates a pay instruction for each record in the file. Two algorithm types named **C1-PAYINSUPL** and **C1-RECONPROC** are shipped with the product. You need to maintain separate reconciliation types for different file formats. If you want to use a reconciliation type while uploading a pay instruction file in the CSV format, you need to create an algorithm using the **C1-PAYINSUPL** algorithm type and attach it to the reconciliation type. However, if you want to use a reconciliation type while uploading a pay instruction file in the EDI 820 format, you need to create an algorithm using the **C1-RECONPROC** algorithm type and attach it to the reconciliation type.

Prerequisites

To associate an algorithm with a reconciliation type, you should have:


- Algorithm defined using the **C1-PAYINSUPL** or **C1-RECONPROC** algorithm type depending on whether you want to use the reconciliation type while uploading a pay instruction file in the CSV or EDI 820 file format


Procedure


To associate an algorithm with a reconciliation type:

1. Ensure that the **Algorithms** section is expanded when you are defining, editing, or copying a reconciliation type.

The **Algorithms** section contains the following fields in a grid:

Field Name	Field Description	Mandatory (Yes or No)
Sequence	Used to indicate the order in which the algorithms with the same system event should be executed.	Yes (Conditional) Note: This field is required when you are associating an algorithm with the reconciliation type.
System Event	Used to indicate the system event when the algorithm should be executed. The valid value is: <ul style="list-style-type: none"> Upload Pay Instructions - Used when you want to execute the attached algorithm while uploading a pay instruction file using the Pay Instruction CSV File Upload (C1-RECUP) or Upload Lockbox Payment and Pay Instruction Files (C1-PUPSG) batch. 	Yes (Conditional) Note: This field is required when you are associating an algorithm with the reconciliation type.
Algorithm	Used to indicate the algorithm that you want to attach to the system event. Note: The Search  icon appears corresponding to this field. On clicking the Search icon, the Algorithm Search window appears.	Yes (Conditional) Note: This field is required when you are associating an algorithm with the reconciliation type.

2. Enter the required details in the **Algorithms** section.
3. If you want to associate more than one algorithm with the reconciliation type, click the **Add**  icon and then repeat step 2.

Note: However, if you want to remove an algorithm from the reconciliation type, click the **Delete**  icon corresponding to the algorithm.

4. Click **Save**.

The algorithms are associated with the reconciliation type.

Related Topics

For more information on...	See...
How to define a reconciliation type	Defining a Reconciliation Type on page 1570
How to edit a reconciliation type	Editing a Reconciliation Type on page 1574
How to copy a reconciliation type	Copying a Reconciliation Type on page 1576

Editing a Reconciliation Type

Prerequisites

To edit a reconciliation type, you should have:

- Reconciliation business objects defined in the application

Procedure

To edit a reconciliation type:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **R** and then click **Reconciliation Type**.

A sub-menu appears.

3. Click the **Search** option from the **Reconciliation Type** sub-menu.

The **Reconciliation Type** screen appears.

4. In the **Reconciliation Type List** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the reconciliation type whose details you want to edit.

The **Reconciliation Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the reconciliation type.
- **Algorithms** - Used to associate algorithms with the reconciliation type.
- **Characteristics** - Used to define characteristics for the reconciliation type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Type	Displays the reconciliation type.	Not applicable
Business Object	Indicates the reconciliation type business object using which you are defining the reconciliation type.	Not applicable
Reconciliation Business Object	Used to indicate the business object using which you want to create the reconciliation.	Yes
Description	Used to specify the description for the reconciliation type.	Yes
Detailed Description	Used to specify additional information about the reconciliation type.	No
Status	Used to indicate the status of the reconciliation type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

Tip: Alternatively, you can edit the details of a reconciliation type by clicking the **Edit** button in the **Reconciliation Type** zone.

5. Modify the required details in the **Main** section.
6. Associate or remove an algorithm from the reconciliation type, if required.

7. Define, edit, or remove characteristics from the reconciliation type, if required.
8. Click **Save**.

The changes made to the reconciliation type are saved.


Related Topics

For more information on...	See...
Reconciliation Type screen	Reconciliation Type on page 1567
Reconciliation Type List zone	Reconciliation Type List on page 1568
Reconciliation Type zone	Reconciliation Type on page 1568
How to associate an algorithm with a reconciliation type	Associating an Algorithm with a Reconciliation Type on page 1572
How to define characteristics for a reconciliation type	Defining Characteristics for a Reconciliation Type on page 1571

Deleting a Reconciliation Type

Procedure

To delete a reconciliation type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Reconciliation Type**.
A sub-menu appears.
3. Click the **Search** option from the **Reconciliation Type** sub-menu.
The **Reconciliation Type** screen appears.
4. In the **Reconciliation Type List** zone, click the **Delete** () icon in the **Delete** column corresponding to the reconciliation type that you want to delete.
A message appears confirming whether you want to delete the reconciliation type.

Note: You can delete a reconciliation type only when you have not created a reconciliation using the reconciliation type.
--

Tip: Alternatively, you can delete a reconciliation type by clicking the Delete button in the Reconciliation Type zone.
--

5. Click **OK**.

The reconciliation type is deleted.

Related Topics

For more information on...	See...
Reconciliation Type screen	Reconciliation Type on page 1567
Reconciliation Type List zone	Reconciliation Type List on page 1568
Reconciliation Type zone	Reconciliation Type on page 1568

Copying a Reconciliation Type

Instead of creating a reconciliation type from scratch, you can create a new reconciliation type using an existing reconciliation type. This is possible through copying a reconciliation type. On copying a reconciliation type, the details including the algorithms and characteristics are copied to the new reconciliation type. You can then edit the details, if required.

Prerequisites

To copy a reconciliation type, you should have:

- Reconciliation type (whose copy you want to create) defined in the application
- Reconciliation business objects defined in the application

Procedure

To copy a reconciliation type:

1. Click the **Admin** link in the **Application** toolbar.


A list appears.

2. From the **Admin** menu, select **R** and then click **Reconciliation Type**.

A sub-menu appears.

3. Click the **Search** option from the **Reconciliation Type** sub-menu.

The **Reconciliation Type** screen appears.

4. In the **Reconciliation Type List** zone, click the **Duplicate**  icon in the **Duplicate** column corresponding to the reconciliation type whose copy you want to create.

The **Reconciliation Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the reconciliation type.
- **Algorithms** - Used to associate algorithms with the reconciliation type.
- **Characteristics** - Used to define characteristics for the reconciliation type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Type	Used to specify the reconciliation type.	Yes
Business Object	Indicates the reconciliation type business object using which you are defining the reconciliation type.	Not applicable
Reconciliation Business Object	Used to indicate the business object using which you want to create the reconciliation.	Yes
Description	Used to specify the description for the reconciliation type.	Yes
Detailed Description	Used to specify additional information about the reconciliation type.	No
Status	Used to indicate the status of the reconciliation type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

Tip: Alternatively, you can copy a reconciliation type by clicking the **Duplicate** button in the **Reconciliation Type** zone.

5. Enter the required details in the **Main** section.
6. Associate or remove an algorithm from the reconciliation type, if required.
7. Define, edit, or remove characteristics from the reconciliation type, if required.
8. Click **Save**.

The new reconciliation type is defined.


Related Topics

For more information on...	See...
Reconciliation Type screen	Reconciliation Type on page 1567
Reconciliation Type List zone	Reconciliation Type List on page 1568
Reconciliation Type zone	Reconciliation Type on page 1568
How to associate an algorithm with a reconciliation type	Associating an Algorithm with a Reconciliation Type on page 1572
How to define characteristics for a reconciliation type	Defining Characteristics for a Reconciliation Type on page 1571

Viewing the Reconciliation Type Details

Procedure

To view the details of a reconciliation type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **R** and then click **Reconciliation Type**.
A sub-menu appears.
3. Click the **Search** option from the **Reconciliation Type** sub-menu.
The **Reconciliation Type** screen appears.
4. In the **Reconciliation Type List** zone, click the **Broadcast**  icon corresponding to the reconciliation type whose details you want to view.
The **Reconciliation Type** zone appears.
5. View the details of the reconciliation type in the **Reconciliation Type** zone.

Related Topics

For more information on...	See...
Reconciliation Type screen	Reconciliation Type on page 1567
Reconciliation Type List zone	Reconciliation Type List on page 1568
Reconciliation Type zone	Reconciliation Type on page 1568

Reconciliation (Used for Searching)

The **Reconciliation** screen allows you to search for a reconciliation using various search criteria. It contains the following zone:

- [Search Reconciliation](#) on page 1578

Through this screen, you can navigate to the following screen:

- [Reconciliation \(Used for Viewing\)](#) on page 1582

Search Reconciliation

The **Search Reconciliation** zone allows you to search for a reconciliation using various search criteria. It contains the following two sections:

- **Search Criteria** - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a reconciliation using the reconciliation, payee account, or payment tender details. The valid values are: <ul style="list-style-type: none"> • Reconciliation Details • Account Details • Payment Tender Details Note: By default, the Reconciliation Details option is selected.	Yes
Reconciliation ID	Used to search a particular reconciliation. Note: This field appears only when you select the Reconciliation Details option from the Search By list.	No
Reconciliation Type	Used to search reconciliations which are created using a particular reconciliation type. Note: This field appears only when you select the Reconciliation Details option from the Search By list.	No
Created From	Used to search reconciliations which are created from a particular date onwards. Note: This field appears only when you select the Reconciliation Details option from the Search By list.	No

Field Name	Field Description	Mandatory (Yes or No)
Status	<p>Used to search reconciliations with a particular status. The valid values are:</p> <ul style="list-style-type: none"> • Canceled • Completed • Draft • Initial Reconciliation in Progress • Open • Pending Cancellation • Pending • Pending Reconciliation • Reconciliation in Progress <p>Note: This field appears only when you select the Reconciliation Details option from the Search By list.</p>	No
Created Until	<p>Used to search reconciliations which are created till a particular date.</p> <p>Note: This field appears only when you select the Reconciliation Details option from the Search By list.</p>	No
File Name	<p>Used to search a reconciliation which is created for a particular pay instruction file.</p> <p>Note: This field appears only when you select the Reconciliation Details option from the Search By list.</p>	No
Person Name	<p>Used to search reconciliations which contain a particular member's pay instructions.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Account Identifier Type	<p>Used to select the identifier type based on which you want to search reconciliations which contain pay instructions for a particular payee account.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	<p>Yes (Conditional)</p> <p>Note: If you specify the account identifier as a search criteria, you have to select the account identifier type.</p>
Account ID	<p>Used to search reconciliations which contain pay instructions for a particular payee account.</p> <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the value for the account identifier type. Note: This field appears only when you select the Account Details option from the Search By list.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to specify the account identifier.
Check Number	Used to search a reconciliation associated with a payment tender which is received through a particular check. Note: This field appears only when you select the Payment Tender Details option from the Search By list.	No
Payor Account ID	Used to search reconciliations which are associated with a particular payor account. Note: This field appears only when you select the Payment Tender Details option from the Search By list.	No
MICR ID	Used to search a reconciliation associated with a payment tender which contains a particular MICR code. Note: This field appears only when you select the Payment Tender Details option from the Search By list.	No
Tender Amount	Used to search reconciliations associated with payment tenders with a particular amount. Note: This field appears only when you select the Payment Tender Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a reconciliation.

- **Search Results** - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Creation Date Time	Displays the date and time when the reconciliation is created in the system.
Reconciliation Information	Displays information about the reconciliation. Note: It has a link. On clicking the link, the Reconciliation screen appears with the details of the respective reconciliation.

Column Name	Column Description
Status	Indicates the status of the reconciliation. The valid values are: <ul style="list-style-type: none"> • Canceled • Completed • Draft • Initial Reconciliation in Progress • Open • Pending Cancelation • Pending • Pending Reconciliation • Reconciliation in Progress
Payor Account ID	Indicates the payor account to which the reconciliation is associated. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective payor account.
Payment ID	Indicates the payment to which the reconciliation is associated. Note: It has a link. On clicking the link, the Payment screen appears with the details of the respective payment.
File Name	Indicates the pay instruction file for which the reconciliation is created in the system.
Duplicate	Used to create a new reconciliation using an existing reconciliation. Note: The Duplicate button appears only when the reconciliation is in the Canceled status.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581
How to view the details of a reconciliation	Viewing the Reconciliation Details on page 1582

Searching for a Reconciliation

Prerequisite

To search for a reconciliation, you should have:

- Reconciliation types and account identifier types defined in the application.

Procedure

To search for a reconciliation:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Reconciliation**.
The **Reconciliation** screen appears.

3. Enter the search criteria in the **Search Reconciliation** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of reconciliations that meet the search criteria appears in the **Search Results** section.

Related Topics

For more information on...	See...
Reconciliation screen	Reconciliation (Used for Searching) on page 1578
Search Reconciliation zone	Search Reconciliation on page 1578

Viewing the Reconciliation Details

Procedure

To view the details of a reconciliation:

1. Search for the reconciliation in the **Reconciliation** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose details you want to view.
The **Reconciliation** screen appears.
3. Ensure that the **Main** tab is selected.
4. View the details of the reconciliation in the **Reconciliation** zone.
5. View the list of pay instructions uploaded through the file in the **Pay Instructions** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581
Reconciliation screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation zone	Reconciliation on page 1583
Pay Instructions zone	Pay Instructions on page 1585

Reconciliation (Used for Viewing)

The **Reconciliation** screen allows you to:

- View the details and characteristics of the reconciliation
- Edit and delete the details of the reconciliation
- Submit the file for reconciliation
- View the pay instructions for reconciliation
- Cancel the pending reconciliation

This screen contains the following tabs:

- [Reconciliation - Main](#) on page 1583
- [Reconciliation - Log](#) on page 1586

For more information on...	See...
How to view the details of reconciliation	Viewing the Reconciliation Details on page 1582
How to edit the details of reconciliation	Editing a Reconciliation Type on page 1574
Reconciliation - Main screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation - Main zone	Reconciliation on page 1583

Reconciliation - Main

The **Main** tab displays information about the reconciliation. It contains the following zones:

- [Reconciliation](#) on page 1583
- [Pay Instructions](#) on page 1585

Reconciliation

The **Reconciliation** zone displays the details of the reconciliation. It contains the following sections:

- **Main** - Displays basic information about the reconciliation. It contains the following fields:

Field Name	Field Description
Reconciliation Information	Displays information about the reconciliation.
Reconciliation Type	Indicates the reconciliation type using which the reconciliation is created. Note: It has a link. On clicking the link, the Reconciliation Type screen appears where you can view the details of the reconciliation type.
Status	Indicates the status of the reconciliation. The valid values are: <ul style="list-style-type: none"> • Canceled • Completed • Draft • Initial Reconciliation in Progress • Open • Pending Cancelation • Pending • Pending Reconciliation • Reconciliation in Progress
Status Reason	Indicates the reason why the status of the reconciliation is changed. Note: This field appears only when the reconciliation is in the Pending Cancelation or Canceled status.
File Name	Indicates the pay instruction file for which the reconciliation is created in the system.

Field Name	Field Description
Payment Information	<p>Indicates the payment to which the reconciliation is associated. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application.</p> <p>Note: It has a link. On clicking the link, the Payment screen appears with the details of the respective payment. This field does not appear when the reconciliation is in the Draft or Pending status.</p>
Account Information	<p>Indicates the payor account to which the reconciliation is associated.</p> <p>Note: This field does not appear when the reconciliation is in the Draft or Pending status.</p>

- **Characteristics** - Lists the characteristics defined for the reconciliation. It contains the following columns:

Column Name	Column Description
Effective Date	Displays the date from when the characteristic is effective for the reconciliation.
Characteristic Type	Indicates the characteristic type.
Characteristic Value	Displays the value of the characteristic type.
Description	<p>Displays the description of the characteristic value.</p> <p>Note: The data appears in this column only when the type of characteristic value is set to Predefined Value or Foreign Key Value.</p>

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	<p>Used to edit the details of the reconciliation.</p> <p>Note: The Edit button appears only when the reconciliation is in the Pending or Draft status.</p>
Delete	<p>Used to delete the reconciliation.</p> <p>Note: The Delete button appears only when the reconciliation is in the Pending or Draft status.</p>
Submit for Reconciliation	<p>Used to submit the pay instructions for reconciliation.</p> <p>Note: The Submit for Reconciliation button appears only when the reconciliation is in the Pending status.</p>
Cancel	<p>Used to cancel the reconciliation.</p> <p>Note: The Cancel button appears only when the reconciliation is in the Completed or Open status.</p>
Reconcile	<p>Used to reconcile the pay instructions in the reconciliation.</p> <p>Note: The Reconcile button appears only when the reconciliation is in the Pending Reconciliation status.</p>

Button Name	Button Description
Revert to Pending	Used to revert the status of the reconciliation to Pending . Note: The Revert to Pending button appears only when the reconciliation is in the Pending Reconciliation status.

- **Record Information** - This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the reconciliation is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date Time	Displays the date and time when the reconciliation status is updated.
Creation Date Time	Displays the date and time when the reconciliation is created.

Pay Instructions

The **Pay Instructions** zone lists the pay instructions that are received from an external system against the bill segment based on the account identifier, policy number, plan number, member identifier, and coverage period combination. It contains the following columns:

Column Name	Column Description
Sequence No.	Displays a sequential number against each record.
View Payment Instruction	On clicking the View Payment Instruction (🔍) icon, Pay Instruction screen appears where entire pay instruction details are displayed.
Account Identifier Type	Indicates the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account ID	Displays the account ID. Note: It has a link. On clicking the link, the Account screen appears with the details of the respective account.
Policy Number	Displays the policy number of the member.
Plan Number	Displays the plan number of the member.
Member Identifier Type	Indicates the member identifier type.
Member Identifier	Displays the value of the member identifier type.
Member Name	Displays the name of the member.
Coverage Start Date	Displays the date from when the coverage is effective.
Coverage End Date	Displays the date till when the coverage is effective.
Amount	Indicates the amount that has to be paid to the member.
Open Amount	Indicates the amount which has not been paid to the member and is still in the open state.

Column Name	Column Description
Status	Indicates the status of the pay instruction. The valid values are: <ul style="list-style-type: none"> Cancelled Completed Draft Initial Reconciliation In Progress Open Pending Cancellation Pending Pending Reconciliation Reconciliation In Progress
Pay Instruction ID	Displays the pay instruction ID.

Note: You can use the **Previous** and **Next** links to scroll through the pay instructions item list.

Reconciliation - Log

The **Log** tab contains the following zone:

- [Reconciliation Log](#) on page 1586

Reconciliation Log

The **Reconciliation Log** zone lists the complete trail of actions performed on the reconciliation. It contains the following columns:

Column Name	Column Description
Creation Date Time	Displays the date and time when the action was performed on the reconciliation.
Details	Displays the details about the action performed on the reconciliation.
User	Indicates the user who has performed the action on the reconciliation.
Log Type	Indicates the type of the log.
Related Object	Indicates the object or entity that is created when the action is performed on the reconciliation.
Status Reason	Indicates the reason why the status of the reconciliation is changed. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The data appears in this column only when the status of the reconciliation is changed to Pending Cancelation or Canceled.</p> </div>

Note: You can manually add a log entry for the reconciliation by clicking the **Add Log Entry** link in the upper right corner of the **Reconciliation Log** zone.

Related Topics

For more information on...	See...
How to view the log of a reconciliation	Viewing the Log of a Reconciliation on page 1591

For more information on...	See...
How to add a log entry for a reconciliation	Adding a Log Entry for a Reconciliation on page 1590

Editing a Reconciliation

Procedure

To edit a reconciliation:

1. Search for the reconciliation in **Reconciliation** screen.
A list appears.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose details you want to edit.
The **Reconciliation** screen appears.
3. Click the **Edit** button in the **Reconciliation** zone.
The **Member Reconciliation** screen appears.

Note: The **Edit** button appears only when the reconciliation is in the **Pending** status.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Define, edit, or remove characteristics from the reconciliation, if required.
5. Click **Save**.
The changes made to the reconciliation are saved.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581

Defining Characteristics for a Reconciliation

Prerequisites


To define characteristics for a reconciliation, you should have:

- Characteristic Type defined in the application (where the characteristic entity is set to **Reconciliation**)

Procedure

To define characteristics for a reconciliation:

1. Ensure that the **Characteristics** section is expanded when you are editing a reconciliation.
The **Characteristics** section contains the following fields:
2. Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search**  icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

The **Reconciliation** screen appears.

3. If you want to define more than one characteristic for the reconciliation, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the reconciliation, click the **Delete** (🗑️) icon corresponding to the characteristic.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

4. Click **Search**.

A list of reconciliation files that meet the search criteria appear in the **Search Results** section.

5. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the status column.

The **Reconciliation** screen appears.

6. Click **Edit** button from **Record Actions** section.

The **Member Reconciliation** screen appears. It contains the following sections:

- **Main** - Used to specify the basic details of the reconciliation.
- **Characteristics** - Used to specify the characteristics for the reconciliation. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the reconciliation.	Yes
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Reconciliation .	Yes
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes

Related Topics

For more information on...	See...
How to edit an reconciliation	Editing a Reconciliation on page 1587

Deleting a Reconciliation

Procedure

To delete a reconciliation:

1. Search for the reconciliation in the **Reconciliation** screen.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all input fields except the date and ID fields. The '%' wildcard character is suffixed automatically at the end of the partial search

criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation that you want to delete.

The **Reconciliation** screen appears.

- Click the **Delete** button in the **Reconciliation** zone.

A message appears confirming whether you want to delete the reconciliation.

Note: The **Delete** button appears only when the reconciliation is in the **Pending** or **Draft** status.

- Click **OK**.

The reconciliation object is deleted.

Related Topics

For more information on...	See...
Search Reconciliation screen	Reconciliation (Used for Searching) on page 1578
Search Reconciliation zone	Search Reconciliation on page 1578
How to search for a reconciliation	Searching for a Reconciliation on page 1581

Submitting Pay Instructions for a Reconciliation

Prerequisites

To submit pay instructions for reconciliation, you should have:

- Account ID defined in the application.
- Reconciliation BO status as Pending.

Procedure

To submit pay instructions for a reconciliation:

- Search for the reconciliation in the **Reconciliation** screen.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation that you want to submit.

The **Reconciliation** screen appears.

- Click the **Submit for Reconciliation** button in the **Reconciliation** zone.

The pay instruction is submitted for reconciliation and the reconciliation status gets changed to **Pending Reconciliation**.

Note:

The **Submit for Reconciliation** button appears only when the reconciliation is in the **Pending** status.

Related Topics

For more information on...	See...
How to search a reconciliation	Searching for a Reconciliation on page 1581

Reconciling Pay Instructions

Prerequisites

To reconcile pay instructions, you should have:

- Account ID defined in the application.
- Reconciliation BO Status must be in Pending Reconciliation.

Procedure

To reconcile pay instructions:

1. Search for the reconciliation in the **Reconciliation** screen.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation that you want to reconcile.

The **Reconciliation** screen appears.

3. Click the **Reconcile** button in the **Reconciliation** zone.

The pay instructions gets reconciled and the reconciliation BO status gets changed to **Completed**.

Note:

The **Reconcile** button appears only when the reconciliation is in the **Pending Reconciliation** status.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581

Adding a Log Entry for a Reconciliation

Procedure

To add a log entry for a reconciliation:

1. Search for the reconciliation in the **Reconciliation** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose log you want to edit.

The **Reconciliation** screen appears.

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Reconciliation Log** zone.

The **Add Reconciliation Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Reconciliation Information	Displays information about the reconciliation.	Not applicable
Log Details	Used to specify additional comments on the reconciliation.	Yes

- Enter the comments in the **Log Details** field.
- Click **Save**.

The log entry is added in the **Reconciliation Log** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581
Reconciliation screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation Log zone	Reconciliation Log on page 1586

Viewing the Log of a Reconciliation

Procedure

To view the log of a reconciliation:

- Search for the reconciliation in the **Reconciliation** screen.
- In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose log you want to view.
The **Reconciliation** screen appears.
- Click the **Log** tab.
The **Log** tab appears.
- View the complete trail of actions performed on the reconciliation in the **Reconciliation Log** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581
How to add a log entry for a reconciliation	Adding a Log Entry for a Reconciliation on page 1590
Reconciliation screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation Log zone	Reconciliation Log on page 1586

Canceling a Reconciliation

Prerequisites

To cancel a reconciliation, you should have:

- Cancelation reasons defined in the application.

Note: While cancelling a reconciliation, you need to specify the reason why you want to cancel the reconciliation. You can select the appropriate cancellation reason only when you have defined the reasons for the **Canceled** status of the **C1-MemberReconciliation** business object in the **Status Reason** screen.

Procedure

To cancel a reconciliation:

1. Search for the reconciliation in the **Reconciliation** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation that you want to cancel.

The **Reconciliation** screen appears.

- [Reconciliation - Main](#) on page 1583
- [Reconciliation - Log](#) on page 1586

3. Click the **Cancel** button in the **Reconciliation** zone.

The **Status Reason** window appears. It contains following field:

:

Field Name	Field Description	Mandatory (Yes or No)
Status Reason	Used to indicate the reason why you want to cancel the reconciliation.	Yes

Note: The **Cancel** button appears only when the reconciliation is in the **Open** or **Completed** status.

4. Select the cancellation status reason from the **Status Reason** list.
5. Click **Save**.

The status of the reconciliation is changed to **Cancelled**.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581
Reconciliation screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation zone	Reconciliation on page 1583
How to view details of reconciliation	Viewing the Reconciliation Details on page 1582


Viewing the Pay Instruction Details**Procedure**

To view the details of a pay instruction:

1. Search for reconciliation information in the **Reconciliation** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose pay instruction details you want to view.

The **Reconciliation** screen appears.

3. The **Reconciliation** screen consists of the following tabs:
 - [Reconciliation - Main](#) on page 1583
 - [Reconciliation - Log](#) on page 1586
4. The **Main** tab displays information about the reconciliation.

5. In the **Pay Instructions** zone, click the **Go To Payment Instruction** () icon corresponding to the pay instruction whose details you want to view. The **Pay Instruction** screen appears.
6. View the details of the pay instruction in the **Pay Instruction** screen.

Related Topics

For more information on...	See...
Searching for a Reconciliation	Searching for a Reconciliation on page 1581
Reconciliation screen	Reconciliation (Used for Viewing) on page 1582
Reconciliation - Main zone	Reconciliation - Main on page 1583
Pay Instructions zone	Pay Instruction
Pay Instructions screen	Pay Instruction on page 1593

Pay Instruction

The **Pay Instruction** screen displays detailed information of a pay instruction which is the part of reconciliation:

- View the details and characteristics of the pay instruction
- View the details of the reconciliation adjustments
- View the related objects

This screen contains of the following tabs:

- [Pay Instruction - Main](#) on page 1593
- [Pay Instruction - Log](#) on page 1594

Pay Instruction - Main

The **Pay Instruction - Main** tab displays information about the pay instruction. It contains the following zones:

- [Pay Instruction](#)
- [Reconciliation Adjustments](#) on page 1594
- [Related Objects](#) on page 1594

Pay Instruction

The **Pay Instruction - Main** tab consists of the following zones:

- **Pay Instruction**
- **Reconciliation Adjustments**
- **Related Object**

Related Topics

For more information on...	See...
Pay Instruction - Main zone	Pay Instruction
Reconciliation Adjustments zone	Reconciliation Adjustments on page 1594
Related Objects zone	Related Objects on page 1594

Reconciliation Adjustments

The **Reconciliation Adjustments** zone displays the adjustment information for each pay instruction. It contains the following fields:

Column Name	Column Description
Transfer Adjustment	Indicates the amount to be transferred from a reconciliation contract against a pay instruction. Note: It has a link. On clicking the link, the Adjustment screen appears where you can view the details of the transferred adjustment.
Transfer Type	Displays the type of transfer transaction made against a pay instruction or an internal offsetting.
Transfer Financial Transaction ID	Displays the transfer financial transaction ID.
Offset Adjustment	Indicates a reciprocal adjustment that is associated with a transfer adjustment. Note: It has a link. On clicking the link, the Adjustment screen appears where you can view the offset adjustment details.
Related Object Type	Displays the related object type whether it is pay instruction / financial transaction.
Related Object ID	Indicates the ID of the related pay instruction / financial transaction created in reconciliation process.. Note: It has a link. On clicking the link, the Financial Transaction screen appears where you can view the details of the financial transaction of reconciliation adjustments.

Note: Pagination is used to display limited number of records in the **Reconciliation Adjustments** zone. By default, 10 records are displayed in this zone. You can use the navigation links, such as Previous and Next to navigate between pages.

You can filter the adjustments using **Show All Adjustments** available in the **Filter** area. By default, the **Filter** area is hidden. You can view the **Filter** area by clicking the **Filters** () icon in the upper right corner of the **Reconciliation Adjustments** zone.

Related Objects

The **Related Objects** zone displays all those business objects based on which reconciliation process takes place. It contains the following fields:

Column Name	Column Description
Related Object Type	Displays the related object type that was used in pay instruction process.
Related Object Information	Displays the details of related object in brief.

Note: Pagination is used to display limited number of records in the **Related Topics** zone. By default, 10 records are displayed in this zone. You can use the navigation links, such as Previous and Next to navigate between pages.

Pay Instruction - Log

The **Pay Instruction - Log** tab contains the following zone:

- [Pay Instruction Log](#) on page 1595

Pay Instruction Log

The **Pay Instruction Log** zone lists the complete trail of actions performed on the pay instructions. It contains the following columns:

Column Name	Column Description
Creation Date Time	Displays the date and time when the action was performed on the pay instruction.
Details	Displays the details about the action performed on the pay instruction.
User	Indicates the user who has performed the action on the pay instruction.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the pay instruction.
Status Reason	Displays the status reason of action performed on the pay instruction.

Note: You can manually add a log entry for the pay instruction by clicking the **Add Log Entry** link in the upper right corner of the **Pay Instruction Log** zone.

Related Topics

For more information on...	See...
How to view the log of a pay instruction	Viewing the Log of a Pay Instruction on page 1596
How to add a log entry for a pay instruction	Adding a Log Entry for a Pay Instruction on page 1595


Adding a Log Entry for a Pay Instruction

Procedure

To add a log entry for a pay instruction:

1. Search for the reconciliation in the **Reconciliation** screen.
2. In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation whose pay instruction log you want to edit.

The **Reconciliation** screen is displayed.

3. In the **Pay Instructions** zone of the **Main**, click the Go To icon () corresponding to the pay instruction whose log you want to edit.

The **Pay Instruction** screen appears. It consists of the following tabs:

- [Pay Instruction - Main](#) on page 1593
- [Pay Instruction - Log](#) on page 1594

4. Click the **Log** tab.

The **Pay Instruction** screen appears.

5. Click the **Add Log Entry** link in the upper right corner of the **Pay Instruction Log** zone.

The **Add Pay Instruction Log** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Instruction Information	Displays information about the pay instruction.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Log Details	Used to specify additional comments for the pay instruction.	Yes

- Enter the comments in the **Log Details** field.
- Click **Save**.

The log entry is added in the **Pay Instruction Log** zone.

Related Topics

For more information on...	See...
How to search for a reconciliation	Searching for a Reconciliation on page 1581


Viewing the Log of a Pay Instruction

Procedure

To view the log of a Pay Instruction:

- Search for the reconciliation information in the **Reconciliation** screen.
- In the **Search Results** section, click the link in the **Reconciliation Information** column corresponding to the reconciliation, whose pay instruction log you want to view.

The **Reconciliation** screen appears.

- In the **Pay Instructions** zone of the **Main**, click the **Go To Payment Instruction** () icon, corresponding to the to the pay instruction whose log you want to view.

The **Pay Instruction** screen appears. It consists of the following tabs:

- [Pay Instruction - Main](#) on page 1593
- [Pay Instruction - Log](#) on page 1594

- Click the **Log** tab.

The **Log** tab appears.

- View the complete trail of actions performed on the pay instruction in the **Pay Instruction Log** zone.

Related Topics

For more information on...	See...
How to add a log entry for a pay instruction	Adding a Log Entry for a Pay Instruction on page 1595
Pay Instruction screen	Pay Instruction on page 1593
Pay Instruction Log zone	Pay Instruction Log on page 1595

Discrepancy Report Type

Oracle Revenue Management and Billing allows you to define a discrepancy report type using which you can create a discrepancy report. The Discrepancy Report Type uses the following business object.

- **C1-DiscrepancyReport**




The **Discrepancy Report Type** screen allows you to define, edit, copy, and delete a discrepancy report type. It consists of the following zones:


- [Discrepancy Report Type List](#) on page 1597
- [Discrepancy Report Type](#) on page 1597

For more information on...	See...
How to define a discrepancy report type	Defining a Discrepancy Report Type on page 1599

Discrepancy Report Type List

The **Discrepancy Report Type List** zone lists the various types of discrepancy report types. It contains the following columns:

Column Name	Column Description
Discrepancy Report Type	Displays the discrepancy report type.
Description	Displays the description of the discrepancy report type.
Edit	On clicking the Edit () icon, the Discrepancy Report Type screen appears where you can edit the details of the discrepancy report type.
Duplicate	On clicking the Duplicate () icon, the Discrepancy Report Type screen appears where you can define a discrepancy report type using an existing discrepancy report type.
Delete	On clicking the Delete () icon, you can delete the discrepancy report type. Note: You can delete a discrepancy report type only when you have not created a discrepancy report using the discrepancy report type.

On clicking the **Broadcast** () icon corresponding to a discrepancy report type, the **Discrepancy Report Type** zone appears with the details of the respective discrepancy report type.

Related Topics

For more information on...	See...
How to view the details of discrepancy report type	Viewing the Discrepancy Report Type Details on page 1604
How to edit the details of discrepancy report type	Editing a Discrepancy Report Type on page 1601
How to delete the discrepancy report type	Deleting a Discrepancy Report Type on page 1602
How to copy the discrepancy report type	Copying a Discrepancy Report Type on page 1603

Discrepancy Report Type

The **Discrepancy Report Type** zone displays the details of the discrepancy report type. It consists of the following sections:

- **Main** - This section provides basic information about the discrepancy report type. It contains the following fields:

Field Name	Field Description
Discrepancy Report Type	Displays the discrepancy report type.

Field Name	Field Description
Discrepancy Report Business Object	Indicates the business object using which the discrepancy report will be created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Description	Displays the description of the discrepancy report type.
Detailed Description	Displays additional information about the discrepancy report type.
Status	Indicates the status of the inbound message type. The valid values are: <ul style="list-style-type: none"> Active Inactive

- **Characteristics** - This section lists the characteristics defined for the discrepancy report type. It contains the following columns:.


Column Name	Column Description
Characteristic Type	Indicates the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Discrepancy Report Type.
Characteristic Value	Displays the value of the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.
Description	Displays detailed description of the characteristic type.

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Edit	Used to edit the details of the discrepancy report type.
Delete	Used to delete the discrepancy report type. Note: You can delete a discrepancy report type only when you have not created a discrepancy report using the discrepancy report type.
Duplicate	Used to create a new discrepancy report type using an existing discrepancy report type.

- **Record Information** - This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the discrepancy report type is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.

By default, the **Discrepancy Report Type** zone does not appear in the **Discrepancy Report Type** screen. It appears only when you click the **Broadcast**  icon corresponding to a discrepancy report type in the **Discrepancy Report Type List** zone.

Related Topics

For more information on...	See...
How to view the details of discrepancy report type	Viewing the Discrepancy Report Type Details on page 1604

Defining a Discrepancy Report Type

Prerequisites

To define a discrepancy report type, you should have:

- **C1-DiscrepancyReport** Business object defined for discrepancy report.
- Characteristic Type defined for the discrepancy report.

Procedure

To define a discrepancy report type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D**, and then click **Discrepancy Report Type**.
The sub-menu appears.
3. Click the **Add** option from the **Discrepancy Report Type** .

The **Select Business Object** screen appears. It contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Type Business Object	Indicates the discrepancy report type business object used to create a discrepancy report type.	Yes

Tip: Alternatively, you can access the **Select Business Object** screen by clicking the **Add** button in the **Page Title** area of the **Discrepancy Report Type** screen.

Note: The **Select Business Object** screen appears only when there are multiple discrepancy report type business objects defined in the application. If there is only one discrepancy report type business object defined in the application, the **Discrepancy Report Type** screen appears.

4. Select the business object depending on whether you want to create a discrepancy report type.
5. Click **OK**.

The **Discrepancy Report Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the discrepancy report type.
- **Characteristics** - Used to define characteristics for the discrepancy report type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Type	Used to specify the discrepancy report type.	Yes
Business Object	Indicates the discrepancy report type business object using which you are defining the discrepancy report type	Not applicable
Discrepancy Report Business Object	Used to indicate the business object using which you want to create the discrepancy report.	Yes
Description	Used to specify the description for the discrepancy report type.	Yes
Detailed Description	Used to specify additional information about the discrepancy report type.	No
Status	Used to indicate the status of the discrepancy report type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

6. Enter the required details in the **Main** section.
7. Define characteristics for the discrepancy report type, if required.
8. Click **Save**.

The discrepancy report type is defined.

Related Topics

For more information on...	See...
Discrepancy Report Type List zone	Discrepancy Report Type List on page 1597
Discrepancy Report Type zone	Discrepancy Report Type on page 1597

Defining Characteristics for a Discrepancy Report Type

Prerequisites

To define characteristics for a discrepancy report type, you should have:

- Characteristic Types defined in the application (where the characteristic entity is set to **Discrepancy Report Type**).

Procedure

To define characteristics for a discrepancy report type:

1. Ensure that the **Characteristics** section is expanded when you are defining, editing, or copying a discrepancy report type.

The **Characteristics** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to indicate the characteristic type. Note: The list includes only those characteristic types where the characteristic entity is set to Discrepancy Report Type .	Yes (Conditional) Note: This field is required when you are defining a characteristic for the discrepancy report type.
Characteristic Value	Used to specify the value for the characteristic type. Note: On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the Characteristic Value field.	Yes (Conditional) Note: This field is required when you are defining a characteristic for the discrepancy report type.

- Enter the required details in the **Characteristics** section.

Note: If you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the discrepancy report type, click the **Add** (+) icon and then repeat step 2.

Note: However, if you want to remove a characteristic from the discrepancy report type, click the **Delete** (🗑️) icon corresponding to the characteristic.

Related Topics

For more information on...	See...
How to edit a discrepancy report type	Editing a Discrepancy Report Type on page 1601
How to copy a discrepancy report type	Copying a Discrepancy Report Type on page 1603

Editing a Discrepancy Report Type

Prerequisites

To edit a discrepancy report type, you should have:

- C1-DiscrepancyReport** Business object defined for discrepancy report.
- Characteristic Type defined for the discrepancy report.

Procedure

To edit a discrepancy report type:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **D** and then click **Discrepancy Report Type**.
A sub-menu appears.
- Click the **Search** option from the **Discrepancy Report Type** sub-menu.
The **Discrepancy Report Type** screen appears.
- In the **Discrepancy Report Type List** zone, click the **Edit** (✎) icon in the **Edit** column corresponding to the discrepancy report type whose details you want to edit.

The **Discrepancy Report Type** screen appears. It contains the following sections:

- **Main** - Used to specify basic details about the discrepancy report type.
- **Characteristics** - Used to define characteristics for the discrepancy report type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Type	Displays the discrepancy report type.	Not applicable
Business Object	Indicates the discrepancy report type business object used while defining the discrepancy report type.	Not applicable
Discrepancy Report Business Object	Used to indicate the business object using which you want to create the discrepancy report.	Yes
Description	Used to specify the description for the discrepancy report type.	Yes
Detailed Description	Used to specify additional information about the discrepancy report type.	No
Status	Used to indicate the status of the discrepancy report type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	No

Tip: Alternatively, you can click the **Edit** button in the **Discrepancy Report Type** zone to edit the details of the discrepancy report type.

5. Modify the required details in the **Main** section.
6. Define, edit, or remove characteristics from the discrepancy report type, if required.
7. Click **Save**.

The changes made to the discrepancy report type are saved.

Related Topics

For more information on...	See...
How to define characteristics for a discrepancy report type	Defining Characteristics for a Discrepancy Report Type on page 1600

Deleting a Discrepancy Report Type

Procedure

To delete a discrepancy report type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Discrepancy Report Type**.

The sub-menu screen appears.

- Click the **Search** option from the **Discrepancy Report Type** sub-menu.

The **Discrepancy Report Type** screen appears.

- In the **Discrepancy Report Type List** zone, click the

Delete () icon corresponding to the discrepancy report type that you want to delete.

A message appears confirming whether you want to delete the discrepancy report type.

Note: You can delete a discrepancy report type only when you have not created a discrepancy report using the discrepancy report type.

Tip: Alternatively, you can click the **Delete** button in the **Discrepancy Report Type** zone to delete the discrepancy report type

- Click **OK**.

The discrepancy report type is deleted.

Related Topics

For more information on...	See...
Discrepancy Report Type List zone	Discrepancy Report Type List on page 1597

Copying a Discrepancy Report Type

Prerequisites

To copy a discrepancy report type, you should have:

- C1-DiscrepancyReport** Business object defined for discrepancy report.
- Characteristic Type defined for the discrepancy report.

Instead of creating a discrepancy report type from scratch, you can create a new discrepancy report type using an existing discrepancy report type. This is possible through copying a discrepancy report type. On copying a discrepancy report type, the details including the characteristics are copied to the new discrepancy report type. You can then edit the details, if required.

Procedure

To copy a discrepancy report type:

- Click the **Admin** link in the **Application** toolbar.


A list appears.

- From the **Admin** menu, select **D** and then click **Discrepancy Report Type**.

The sub-menu appears.

- Click the **Search** option from the **Discrepancy Report Type** sub-menu.

The **Discrepancy Report Type** screen appears.

- In the **Discrepancy Report Type List** zone, click the **Duplicate** () icon in the **Duplicate** column corresponding to the discrepancy report type whose copy you want to create.

The **Discrepancy Report Type** screen appears. It contains the following sections:

- Main** - The main section contains the following fields:
- Characteristics** - Used to define characteristics for the discrepancy report type.

The **Main** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Type	Used to specify the discrepancy report type	Not applicable
Business Object	Indicates the discrepancy report type business object using which you are defining the discrepancy report type.	Not applicable
Discrepancy Report Business Object	Used to indicate the business object using which you want to create the discrepancy report.	Yes
Description	Used to specify the description for the discrepancy report type.	Yes
Detailed Description	Used to specify additional information about the discrepancy report type.	No
Status	Indicates the status of discrepancy report type. The valid values are: <ul style="list-style-type: none"> • Active • Inactive 	Yes

Tip: Alternatively, you can create a copy of the **Discrepancy Report Type** zone to create a copy of the discrepancy report type.

5. Enter the required details in the **Main** section.
6. Define, edit, or remove characteristics from the discrepancy report type, if required.
7. Click **Save**.

The new discrepancy report type is defined.


Related Topics

For more information on...	See...
How to define characteristics for a discrepancy report type	Defining Characteristics for a Discrepancy Report Type on page 1600

Viewing the Discrepancy Report Type Details

Procedure

To view the details of a discrepancy report type:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **D** and then click **Discrepancy Report Type**.
A sub-menu appears.
3. Click the **Search** option from the **Discrepancy Report Type** sub-menu.
The **Discrepancy Report Type** screen appears.
4. In the **Discrepancy Report Type List** zone, click the **Broadcast**  icon corresponding to the discrepancy report type whose details you want to view.
The **Discrepancy Report Type** zone appears.

- View the details of the discrepancy type in the **Discrepancy Report Type** zone.

Related Topics

For more information on...	See...
Discrepancy Report Type screen	Discrepancy Report Type on page 1596
Discrepancy Report Type zone	Discrepancy Report Type on page 1597
Discrepancy Report Type List zone	Discrepancy Report Type List on page 1597

Discrepancy Report (Used for Searching)

The **Discrepancy Report** screen allows you to search for a discrepancy report using various search criteria. Through this screen, you can navigate to the following screen:

- [Discrepancy Report \(Used for Viewing\)](#) on page 1610
- [Search Discrepancy Report](#) on page 1605

Search Discrepancy Report

The **Search Discrepancy Report** zone allows you to search for a discrepancy report using various search criteria. It contains the following two sections:

Search Criteria - The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Search By	Used to indicate whether you want to search for a discrepancy report using the discrepancy or account details. The valid values are: <ul style="list-style-type: none"> Discrepancy Details Account Details <p>Note: By default, the Discrepancy Details option is selected</p>	Yes
Discrepancy Report ID	Used to search a particular discrepancy report.. <p>Note: This field appears only when you select the Discrepancy Details option from the Search By list.</p>	No
Discrepancy Report Type	Used to indicate the levels at which the discrepancy report is generated. It has following options: <ul style="list-style-type: none"> Account Level File Level <p>Note: This field appears only when Discrepancy Details is selected from the Search By list.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Status	Used to search a particular discrepancy reports with a particular status. The valid values are: <ul style="list-style-type: none"> Completed Draft Pending <p>Note: This field appears only when you select the Discrepancy Details option from the Search By list.</p>	No
File Name	Used to specify the filename that is provided when a discrepancy report is created at file level. <p>Note: This field appears only when you select the Discrepancy Details option from the Search By list.</p>	No
Created From	Used to search discrepancy reports which are created from a particular date onwards. <p>Note: This field appears only when you select the Discrepancy Details option from the Search By list.</p>	No
Created To	Used to search for discrepancy report which is created till a particular date. <p>Note: This field appears only when you select the Discrepancy Details option from the Search By list.</p>	No
Person Name	Used to search discrepancy reports through which a particular person's record is created or updated in the system. <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	No
Account Identifier Type	Used to select the identifier type based on which you want to search discrepancy reports through which the account details are created or updated in the system. <ul style="list-style-type: none"> Account Name Base Global Account ID Bill Group Identifier Demo Bank Account Number External Account Identifier Flexcube Account ID International Bank Account Number <p>Note: This field appears only when you select the Account Details option from the Search By list.</p>	Yes (Conditional) <p>Note: If you specify the account identifier as a search criteria, you have to select the account identifier type.</p>

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the value for the account identifier type. Note: This field appears only when Account Details is selected from the Search By list.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to specify the account identifier.
Account ID	Used to search discrepancy reports that are created by a particular user. Note: This field appears only when you select the Account Details option from the Search By list.	No

Note: You must specify at least one search criterion while searching for a discrepancy report.

Search Results - On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Creation Date Time	Displays date and time when the discrepancy report was created.
Discrepancy Report Information	Displays information about the discrepancy report. Note: It has a link. On clicking the link, the Discrepancy Report screen appears with the details of the respective discrepancy report.
Status	Indicates the status of the discrepancy report. The valid values are: <ul style="list-style-type: none"> • Pending • Draft • Completed
Account ID	Displays the account ID of the person who created the discrepancy report.
File Name	Displays the filename given when discrepancy report is created at file level.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607
How to view the details of a discrepancy report	Viewing the Discrepancy Report Details on page 1609

Searching for a Discrepancy Report

Prerequisites

To search for a discrepancy report, you should have:

- **C1-DiscrepancyReport** Business object defined for discrepancy report.
- Discrepancy Report Type defined for discrepancy report.
- Status defined for discrepancy report.

Procedure

To search for a discrepancy report:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Menu** menu, select **Financial** and then click **Discrepancy Report**.
A sub-menu appears.
3. Click the **Search** option from the **Discrepancy Report** sub-menu.
The **Discrepancy Report** screen appears.
4. Enter the search criteria in the **Search Discrepancy Report** zone.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all input fields except the date and ID fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

A list of discrepancy reports that meet the search criteria appear in the **Search Results** section.

Related Topics

For more information on...	See...
Discrepancy Report screen	Discrepancy Report (Used for Searching) on page 1605
Discrepancy Report zone	Search Discrepancy Report on page 1605

Creating a Discrepancy Report**Prerequisites**

To create a discrepancy report, you should have:

- Discrepancy Report Type defined in the application.
- Report Level defined in the application.

Procedure

To create a discrepancy report:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Financial** and then click **Discrepancy Report**.
A sub-menu appears.
3. Click the **Add** option from the **Discrepancy Report** sub-menu.

The **Discrepancy Report** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Type	Used to indicate the discrepancy report type that you want to use to create the discrepancy report. The valid values are: <ul style="list-style-type: none"> Discrepancy Report Type File Discrepancy Report Type 	Yes
Report Level	Used to specify the level at which the discrepancy report is created. The valid values are: <ul style="list-style-type: none"> At Account Level At File Level 	Yes
File Name	Used to specify a name for the file when report level is selected as At File Level .	Yes (Conditional) Note: This field is required when the report level is selected as At File Level while creating a discrepancy report.
Account ID	Used to specify an account ID when report level is selected as At Account Level .	Yes (Conditional) Note: This field is required when the report level is selected as At Account Level while creating a discrepancy report.

Tip: Alternatively, you can access the **Select Discrepancy Report Type** screen by clicking the **Add** button in the **Page Title** area of the **Discrepancy Report** screen.

- Enter the required details.
- Click **Save**.

The **Discrepancy Report** is created.

Related Topics

For more information on...	See...
Discrepancy Line Items zone	Discrepancy Line Items on page 1612
Discrepancy Line Items Related Objects zone	Discrepancy Line Item Related Objects on page 1613
Discrepancy Line Item Characteristics zone	Discrepancy Line Items Characteristics Zone on page 1613

Viewing the Discrepancy Report Details

Procedure

To view the details of a discrepancy report:

- Search for the discrepancy report in the **Discrepancy Report** screen.
- In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report whose details you want to view.

The **Discrepancy Report** screen appears. It contains the following tabs:

- [Discrepancy Report - Main](#) on page 1610
 - [Discrepancy Report - Log](#) on page 1613
3. Ensure that the **Main** tab is selected.
 4. View the details of the discrepancy report in the **Discrepancy Report** zone.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607
Discrepancy Report screen	Discrepancy Report (Used for Viewing) on page 1610
Discrepancy Report zone	Discrepancy Report - Main on page 1610

Discrepancy Report (Used for Viewing)

Once the discrepancy reports are created, the **Discrepancy Report** screen allows you to:

- View the details of discrepancy report.
- Delete a discrepancy report
- Edit a discrepancy line item
- Finalize a discrepancy report
- View the log of a discrepancy report
- Add a log entry for a discrepancy report
- View the discrepancy line item related objects

This screen consists of the following tabs:

- [Discrepancy Report - Main](#) on page 1610
- [Discrepancy Report - Log](#) on page 1613

For more information on...	See...
How to view the details of discrepancy report	Viewing the Discrepancy Report Details on page 1609
How to delete a discrepancy report	Deleting a Discrepancy Report on page 1615
How to edit a discrepancy line item	Editing a Discrepancy Line Item on page 1614
How to add a log entry for a discrepancy report	Adding a Log Entry for a Discrepancy Report on page 1616
How to view the log of a discrepancy report	Viewing the Log of a Discrepancy Report on page 1617
Discrepancy Line Item Related Objects zone	Discrepancy Line Item Related Objects on page 1613

Discrepancy Report - Main

The **Discrepancy Report - Main** tab displays information about the discrepancy report. It contains the following zones:

- [Discrepancy Report](#) on page 1611
- [Discrepancy Line Items](#) on page 1612
- [Discrepancy Line Item Related Objects](#) on page 1613
- [Discrepancy Line Items Characteristics Zone](#) on page 1613

Discrepancy Report

The **Discrepancy Report** zone displays the details of the discrepancy report. It contains the following sections:

- **Main** - Displays basic information about the discrepancy report. It contains the following fields:

Field Name	Field Description
Discrepancy Report Information	Displays information about the discrepancy report.
Discrepancy Report Type	Indicates the discrepancy report type using which the discrepancy report is created. Note: It has a link. On clicking the link, the Discrepancy Report Type screen appears where you can view the details of the discrepancy report type.
File Name	Displays the filename for which the discrepancy report is generated.
Account Information	Displays the details of the account for which discrepancy report is generated.
Status	Indicates the status of the discrepancy report. The valid values are: <ul style="list-style-type: none"> • Pending • Draft • Completed

- **Record Actions** - This section contains the following buttons:

Button Name	Button Description
Delete	Used to delete the discrepancy report. Note: The Delete button appears only when the discrepancy report is in the Pending status.
Finalize	Used to finalize all the changes and process the discrepancy report. Note: Finalize button appears only when the discrepancy report is in the Pending status.

- **Record Information** - This section contains the following fields:

Field Name	Field Description
Business Object	Indicates the business object using which the discrepancy report is created. In addition, a context menu appears corresponding to this field which helps in navigating to other screens in the application. Note: It has a link. On clicking the link, the Business Object screen appears with the details of the respective business object.
Status Date Time	Displays the date and time when the status of the discrepancy report was defined.
Creation Date Time	Displays the date and time when the discrepancy report was created.

Discrepancy Line Items

The **Discrepancy Line Items** zone displays the details of the discrepancy report. It contains the following columns:

Column Name	Column Description
Account ID	Indicates the account for which the discrepancy line item is created. Note: This column appears only when you select the discrepancy report information where the filename is provided.
Policy Number	Indicates the policy number.
Plan Number	Indicates the plan number of the policy.
Member Identifier Type	Displays the member identifier type.
Member Identifier	Displays the value of the member identifier type.
Member Name	Displays the name of the member to whom the discrepancy report belongs.
Coverage Start Date	Displays the date from when the coverage starts.
Coverage End Date	Displays the date till when the coverage ends.
Billed Amount	Displays the bill segment amount.
Paid Amount	Displays the paid amount of the bill.
Discrepancy Amount	Displays the discrepancy amount.
Discrepancy Category	Displays the discrepancy category.
Consumer Status	Displays the status of the consumer for its existence in the application.
Comments	Displays the comments, added for the discrepancy line items.
Edit	On clicking the Edit (✎) icon, the Discrepancy Line Item screen appears where you can edit the details of the discrepancy line item. Note: The Edit icon appears only when the discrepancy report is in Pending or Draft status.

Note:

On clicking the Broadcast (📡) icon corresponding to the discrepancy line item, the Discrepancy Line Item Related Objects and Discrepancy Line Item Characteristics zones appear.

You can filter the discrepancy line items using Discrepancy Category search criteria available in the Filter area. By default, the Filter area is hidden. You can view the Filter area by clicking the Filters (🔍) icon in the upper right corner of the Discrepancy Line Items zone.

Pagination is used to display limited number of records in the Search Results section. You can change the number of records displayed per page, if required. You can use the navigation links, such as Previous and Next to navigate between pages.

Related Topics


For more information on...	See...
How to view the details of discrepancy report	Viewing the Discrepancy Report Details on page 1609

For more information on...	See...
How to edit the details of discrepancy line items	Editing a Discrepancy Line Item on page 1614

Discrepancy Line Item Related Objects

The **Discrepancy Line Item Related Objects** zone lists the related objects for the discrepancy line item. It contains the following columns:

Column Name	Column Description
Related Object Type	Displays Financial Transaction or Member Pay Instruction as the related object type.
Related Object Information	Displays brief information about the related object type. Note: It has a link. On clicking the link, the Pay Instruction screen appears with the details of the respective related object.

By default, the Discrepancy Line Item Related Objects zone does not appear in the Discrepancy Report screen. It appears only when you click the Broadcast  icon corresponding to the discrepancy line item in the Discrepancy Line Items zone.

Pagination is used to display limited number of records in the Search Results section. You can change the number of records displayed per page, if required. You can use the navigation links, such as Previous and Next to navigate between pages.

Related Topics

For more information on...	See...
Discrepancy Line Items zone	Discrepancy Line Items on page 1612

Discrepancy Line Items Characteristics Zone

Note: At present the **Discrepancy Line Item Characteristics** cannot be added. The Discrepancy Line Items Characteristics zone will be fully functional in the future release.

Related Topics

For more information on...	See...
How to view the details of discrepancy report	Viewing the Discrepancy Report Details on page 1609
How to edit the details of discrepancy line items	Editing a Discrepancy Line Item on page 1614

Discrepancy Report - Log

The **Discrepancy Report - Log** tab contains the following zone:

- [Discrepancy Report Log](#) on page 1613

Discrepancy Report Log

The **Discrepancy Report Log** zone lists the complete trail of actions performed on the Discrepancy Report. It contains the following columns:

Column Name	Column Description
Creation Date/Time	Displays the date and time when the action was performed on the discrepancy report.
Details	Displays the details about the action performed on the discrepancy report.
User	Indicates the user who has performed the action on the discrepancy report.
Log Type	Indicates the type of log.
Related Object	Indicates the object or entity which is generated when the action is performed on the discrepancy report.
Status Reason	Displays the status reason of the action performed on the discrepancy report object.

Note: You can manually add a log entry for the discrepancy report by clicking the **Add Log Entry** link in the upper right corner of the **Discrepancy Report Log** zone.

Related Topics

For more information on...	See...
How to view the log of the discrepancy report	Viewing the Log of a Discrepancy Report on page 1617
How to add a log entry for a discrepancy report	Adding a Log Entry for a Reconciliation on page 1590

Editing a Discrepancy Line Item

Prerequisites

To edit a discrepancy line item, you should have:

- Discrepancy Line Item status as Pending or Draft.

Procedure

To edit a discrepancy line item:

1. Search for the discrepancy report in the **Discrepancy Report** screen.
2. In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report, whose details you want to edit.

The **Discrepancy Report Information** screen appears.

3. In the **Discrepancy Line Items** zone, click the **Edit** (✎) icon in the **Edit** corresponding to the discrepancy line item whose details you want to edit.

The **Discrepancy Line Item** screen appears.

Note: The **Edit** icon appears only when the discrepancy line item is in the **Pending** or **Draft** status.

The **Discrepancy Line Item** screen contains the following fields:

Field Name	Field Description
Discrepancy Report ID	Displays the discrepancy report ID.
Account ID	Indicates the account for which the discrepancy line item is created.
Policy Number	Indicates the policy number.
Plan Number	Indicates the plan number of the policy.

Field Name	Field Description
Member Identifier Type	Displays the member identifier type.
Member Identifier	Displays the value of the member identifier.
Member Name	Displays the name of the member to whom the discrepancy report belongs.
Coverage Start Date	Displays the start date of the coverage cycle.
Coverage End Date	Displays the end date of the coverage cycle.
Billed Amount	Displays the bill segment amount.
Paid Amount	Displays the paid amount of the bill amount.
Discrepancy Amount	Displays the amount that highlights the discrepancy value.
Discrepancy Category	Used to specify the discrepancy category. The valid values are: <ul style="list-style-type: none"> • Billed Not Paid • Paid Not Billed • Rate Variance
Comments	Used to specify additional details about the Discrepancy Line Item.

4. Modify the required details for the discrepancy line item.
5. Click **Save**.

The changes made to the discrepancy line item are saved.

Related Topics

For more information on...	See...
How to view the details of discrepancy report	Viewing the Discrepancy Report Details on page 1609
Discrepancy Report zone	Discrepancy Report on page 1611

Deleting a Discrepancy Report

Procedure

To delete a discrepancy report:

1. Search for the discrepancy report in the **Discrepancy Report** screen.
2. In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report that you want to delete.

The **Discrepancy Report** screen appears.

3. Click the **Delete** button in the **Discrepancy Report** zone.

A message appears confirming whether you want to delete the discrepancy report.

Note: The Delete button appears only when the discrepancy report is in the Pending or Draft status.

4. Click **OK**.

The discrepancy report is deleted.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607

Finalizing a Discrepancy Report

Prerequisites

To finalize a discrepancy report, you should have:

- Discrepancy Report status as Pending or Draft.

Procedure

To finalize a discrepancy report:

1. Search for the discrepancy report in the **Discrepancy Report** screen.
2. In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report that you want to finalize.

The **Discrepancy Report** screen appears.

3. Click the **Finalize** button in the **Discrepancy Report** zone.

The status of the discrepancy report is changed to **Completed**.

Note: The **Finalize** button appears only when the discrepancy report is in the **Pending** status.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607

Adding a Log Entry for a Discrepancy Report

Procedure

To add a log entry for a discrepancy report:

1. Search for the discrepancy report in the **Discrepancy Report** screen.
2. In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report whose log you want to edit.

The **Discrepancy Report** screen is displayed. It consists of following tabs.

- [Discrepancy Report - Main](#) on page 1610
- [Discrepancy Report - Log](#) on page 1613

3. Click the **Log** tab.

The **Log** tab appears.

4. Click the **Add Log Entry** link in the upper right corner of the **Discrepancy Report Log** zone.

The **Add Discrepancy Report Log** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Discrepancy Report Information	Displays information about the discrepancy report.	Not applicable
Log Details	Used to specify additional comments on the discrepancy report.	Yes

5. Enter the comments in the **Log Details** field.
6. Click **Save**.

The log entry is added in the **Discrepancy Report Log** zone.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607

Viewing the Log of a Discrepancy Report

Procedure

To view the log of a discrepancy report:

1. Search for the discrepancy report in the **Discrepancy Report** screen.
2. In the **Search Results** section, click the link in the **Discrepancy Report Information** column corresponding to the discrepancy report whose log you want to view.

The **Discrepancy Report** screen appears. It consists of the following tabs:

- [Discrepancy Report - Main](#) on page 1610
- [Discrepancy Report - Log](#) on page 1613

3. Click the **Log** tab.

The **Log** tab appears.

4. View the complete trail of actions performed on the discrepancy report in the **Discrepancy Report Log** zone.

Related Topics

For more information on...	See...
How to search for a discrepancy report	Searching for a Discrepancy Report on page 1607

Chapter

29

Reporting

Topics:

- [Report Search](#)
- [Report Submission](#)

Oracle Revenue Management and Billing (ORMB) can optionally be configured to use the reporting feature where Oracle Business Intelligence Publisher (BI Publisher) is used as a reporting tool. ORMB provides you with 10 sample reports that you can use for reporting or as a starting point for creating a new report. While generating the report, data is extracted from ORMB database and presented in the predefined format to the user. Oracle BI Publisher is used for creating the format in which the data in the report needs to be presented to the user.

You can generate reports from ORMB only if Oracle BI Publisher is integrated with ORMB. You can also schedule the reports that you want to execute at a predefined time and interval in Oracle BI Publisher. Once the reports are generated, you can view these reports in Oracle BI Publisher.

To use the reporting feature, you need to:

1. Install Oracle Business Intelligence Publisher.
2. Configure ORMB to use the reporting feature. For more information on how to install and configure reports in ORMB, refer to the *Oracle Revenue Management and Billing Reports Installation Guide*.
3. Import report specific metadata from the ORMB sample database and/or manually enter the metadata for reports. For more information on how to import the metadata, refer to the *Oracle Revenue Management and Billing Reports Installation Guide*.

Report Search

The **Report Search** window allows you to search for a report. This screen contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code.	No
Description	Used to specify the description for the report.	No

- **Search Results** — On clicking the **Search** button corresponding to the respective field, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:


Column Name	Column Description
Report Code	Displays the report code.
Description	Displays the description of the report.
External Reference ID	Displays the code that uniquely identifies the report in Oracle BI Publisher.

Report Submission

Oracle Revenue Management and Billing provides you with the following reports that you can use for reporting or as a starting point for creating a new report:

- Open Cases by Type (CI_CSEOPN)
- Case Statistics for a Given Status (CI_CSESGS)
- Case Statistics by Case Type (CI_CSESTS)
- Customer Contact by Type (CI_CUSTCN)
- GL Accounting Summary (CI_GLACSM)
- Letter Print - Sample Welcome Letter (CI_LTRGN_ENG)
- Payments Balance (CI_PMTBAL)
- Receivables Aging (CI_RCVAGA)
- To Do Entries (CI_TDENTR)
- Tax Payables Analysis (CI_TXPYBL)

The **Report Submission** screen allows you to generate these reports. This screen is available only if the system is integrated with the third party reporting system. This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code. <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>The Search  icon appears corresponding to this field. On clicking the Search icon, the Report Search window appears.</p> </div>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Report Description	Displays the description of the report.	Not applicable
Sequence	Displays the sequence number of the parameter.	Not applicable
Parameter	Displays the parameters defined for the report.	Not applicable
Parameter Value	Used to specify the value for the parameter. Note: For some of the parameters, the default value is displayed. These default values are defined for the parameters in the Report Definition screen.	Yes (Conditional) Note: If the parameter is set as required while defining a report, you have to specify the value for the parameter.

This screen contains the following buttons:

Button Name	Button Description
Submit	Used to generate the report.

Related Topics

For more information on...	See...
How to generate the CI_CSEOPN report	Generating the CI_CSEOPN Report on page 1621
How to generate the CI_CSESGS report	Generating the CI_CSESGS Report on page 1623
How to generate the CI_CSESTS report	Generating the CI_CSESTS Report on page 1624
How to generate the CI_CUSTCN report	Generating the CI_CUSTCN Report on page 1625
How to generate the CI_GLACSM report	Generating the CI_GLACSM Report on page 1626
How to generate the CI_LTRGN_ENG report	Generating the CI_LTRGN_ENG Report on page 1627
How to generate the CI_PMTBAL report	Generating the CI_PMTBAL Report on page 1628
How to generate the CI_RCVAGA report	Generating the CI_RCVAGA Report on page 1629
How to generate the CI_TDENTR report	Generating the CI_TDENTR Report on page 1630
How to generate the CI_TXPYBL report	Generating the CI_TXPYBL Report on page 1631

Generating the CI_CSEOPN Report

The **Open Cases by Type (CI_CSEOPN)** report allows you to view cases that are currently open. The data is grouped based on the case type. For each case type, the report shows:

- Number of open cases in various age buckets (the last three parameters control the size (in days) of each bucket)
- Percentage of open cases in various age buckets
- Details of the open cases

Procedure

To generate the CI_CSEOPN report:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Tools** and then click **Report Submission**.
The **Report Search** window appears.

3. Enter **CI_CSEOPN** in the **Report Code** field.
4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases that are created on or after the specified date and are still open. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases that are created on or before the specified date and are still open. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Case Type	Used to specify the case type. Note: If you specify the case type, only open cases of that type are listed in the report.	No
Responsible User	Used to specify the user name. Note: If you specify the user name, only open cases that are handled by that user are listed in the report.	No
First Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days.	Yes
Second Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field.	Yes
Third Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field.	Yes

5. Enter the parameters based on which you want to generate the report.
6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.
8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_CSESGS Report

The **Case Statistics for a Given Status (CI_CSESGS)** report allows you to view cases of a given case type that transitioned to a given status within a given date range. It also shows the number and percentage of cases grouped by the time it took to reach the status in the graphical format. These statistics are grouped into age buckets whose size (in days) is controlled by the following parameters:

- First Bucket High Limit
- Second Bucket High Limit
- Third Bucket High Limit

In addition, this report shows the minimum, maximum, average, and median time taken to reach the status.

Procedure

To generate the CI_CSESGS report:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Tools** and then click **Report Submission**.
The **Report Search** window appears.
3. Enter **CI_CSESGS** in the **Report Code** field.
4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or after the specified date. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or before the specified date. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Case Type/Status	Used to specify the case type and status for which you want to generate the report. You must specify the criteria in the <code>Case Type Status</code> format.	Yes
Responsible User	Used to specify the user name. Note: If you specify the user name, only cases that are handled by that user are listed in the report.	No
First Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days to reach a given status.	No

Field Name	Field Description	Mandatory (Yes or No)
Second Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field to reach a given status.	No
Third Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field to reach a given status.	No

5. Enter the parameters based on which you want to generate the report.

6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.

8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_CSESTS Report

The **Case Statistics by Case Type (CI_CSESTS)** report allows you to view the number and percentage of cases that are open and/or closed. The data is grouped based on the case type.

Procedure

To generate the CI_CSESTS report:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Tools** and then click **Report Submission**.

The **Report Search** window appears.

3. Enter **CI_CSESTS** in the **Report Code** field.

4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> Cases that are created on or after the specified date and are currently open Cases that are closed on or after the specified date 	No

Field Name	Field Description	Mandatory (Yes or No)
End date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> Cases that are created on or before the specified date and are currently open Cases that are closed on or before the specified date 	No
Case Condition	Used to indicate whether you want to generate the report for open or closed cases. <ul style="list-style-type: none"> OPEN CLSD If you want to generate the report for both open and closed cases, leave this field blank.	No

5. Enter the parameters based on which you want to generate the report.

6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.

8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_CUSTCN Report

The **Customer Contact by Type (CI_CUSTCN)** report allows you to view all customer contacts that are created for a given contact class and contact type within a given date range. It displays information both in textual and graphical formats.

Procedure

To generate the CI_CUSTCN report:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Tools** and then click **Report Submission**.

The **Report Search** window appears.

3. Enter **CI_CUSTCN** in the **Report Code** field.

4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for person's contacts that are created on or after the specified date.	No
End date (YYYY-MM-DD)	Used to search for person's contacts that are created on or before the specified date.	No
Customer Contact Class/Type	Used to specify the customer contact class and type for which you want to generate the report. If you want to generate the report for all contact types within a given contact class, just specify the customer contact class. However, if you want to generate the report for a given contact type within a given contact class, then specify both in the Customer Contact Class Type format.	No

5. Enter the parameters based on which you want to generate the report.

6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.

8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_GLACSM Report

The **GL Accounting Summary (CI_GLACSM)** report allows you to view the financial transactions created in ORMB for a given accounting period. The data is grouped based on the GL account types, divisions, and GL divisions.

Procedure

To generate the CI_GLACSM report:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Tools** and then click **Report Submission**.

The **Report Search** window appears.

3. Enter **CI_GLACSM** in the **Report Code** field.

4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Accounting period	Used to specify the accounting period for which you want to generate the report. You must specify a valid fiscal year and accounting period for a valid accounting calendar in the following format: CALENDAR_ID FISCAL_YEAR ACCOUNTING_PERIOD	Yes
Characteristic Type - Account type	Used to specify the GL account type for which you want to generate the report.	Yes

5. Enter the parameters based on which you want to generate the report.

6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.

8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_LTRGN_ENG Report

The **Letter Print - Sample Welcome Letter (CI_LTRGN_ENG)** report allows you to produce a sample welcome letter for a new person. The letter contains the name and address of the company which is extracted from the installation options. The text for the letter is defined in the report layout. The report is printed according to the person's language definition, and not based on the user's language definition.

This report contains the following text:

“Welcome to <Company Name>. You have been filed with ID Number <Person ID>.

We hope to provide you with our best possible service. If you experience any problems or have any questions, please contact one of our customer service representatives at (800)1234567.”

Note: The <Company Name> is stored as a message in the installation options, and the <Person ID> is stored in the person contact.

Procedure

To generate the CI_LTRGN_ENG report:

1. Click the **Menu** link in the **Application** toolbar.

A list appears.

2. From the **Main** menu, select **Tools** and then click **Report Submission**.

The **Report Search** window appears.

3. Enter **CI_LTRGN_ENG** in the **Report Code** field.

- Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Batch Switch	Used to indicate whether you want to access this report online or not. To access the report online, set the value to N .	Yes
Person Contact ID	Used to specify the ID of the person contact associated with the main customer for whom you want to generate the letter.	Yes

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_PMTBAL Report

the **Payments Balance (CI_PMTBAL)** report allows you to view all payments received and cancelled within a given date range. The data is grouped based on the tender source and type of payment. This report is used for financial control and audit purposes.

Procedure

To generate the CI_PMTBAL report:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Tools** and then click **Report Submission**.
The **Report Search** window appears.
- Enter **CI_PMTBAL** in the **Report Code** field.
- Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to search for payments received and cancelled on or after the specified date. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to search for payments received and cancelled on or before the specified date. Note: If you do not specify the end date, the system sets the current date as the end date.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_RCVAGA Report

The **Receivables Aging (CI_RCVAGA)** report lists all accounts and their arrears information as of the input cutoff date using the balance forward accounting method. Outstanding debt is placed into the buckets provided as input using the age of the debt as of the cutoff date. For each account, charges that are not yet billed are displayed in the **Unbilled A/R (\$)** column.

Procedure

To generate the CI_RCVAGA report:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Tools** and then click **Report Submission**.
The **Report Search** window appears.
- Enter **CI_RCVAGA** in the **Report Code** field.
- Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Cutoff Date	Used to specify the date from when the arrears should be calculated. Note: If you do not specify the cutoff date, the system sets the cutoff date to the current date minus seven days.	No
1 st Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days.	Yes
2 nd Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the First Bucket High Limit field.	Yes
3 rd Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the Second Bucket High Limit field.	Yes

5. Enter the parameters based on which you want to generate the report.
6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.
8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_TDENTR Report

The **To Do Entries (CI_TDENTR)** report allows you to view the total number of To Do entries that are open or being worked on for each To Do type. It displays information both in textual and graphical formats.

Procedure

To generate the CI_TDENTR report:

1. Click the **Menu** link in the **Application** toolbar.
A list appears.
2. From the **Main** menu, select **Tools** and then click **Report Submission**.
The **Report Search** window appears.
3. Enter **CI_TDENTR** in the **Report Code** field.
4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
To Do Entry Status	Used to include To Do entries with the specified status in the report. Note: If you leave this field blank, the report shows To Do entries with all statuses.	No
To Do Type	Used to include To Do entries with the specified To Do type in the report. Note: If you leave this field blank, the report shows To Do entries with all To Do types.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Generating the CI_TXPYBL Report

The **Tax Payables Analysis (CI_TXPYBL)** report allows you to view the tax amounts that were levied by the company to persons within a given date range. It also shows the tax exempted during that period.

This report considers tax amounts of only those financial transactions which satisfy the following criteria:

- The financial transaction is frozen.
- The accounting date of the financial transaction is within a given date range.
- The distribution code associated with the financial transaction has a characteristic type and value that matches the one specified as the input parameters.

The report also provides tax exemption information for bill segments whose financial transactions satisfy the above criteria. The tax exemption information is retrieved by looking at the bill calculation lines associated with the financial transaction's bill segment.

Procedure

To generate the CI_TXPYBL report:

- Click the **Menu** link in the **Application** toolbar.
A list appears.
- From the **Main** menu, select **Tools** and then click **Report Submission**.

The **Report Search** window appears.

3. Enter **CI_TXPYBL** in the **Report Code** field.
4. Click the **Search** button corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when the report should be generated. Note: If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to specify the date till when the report should be generated. Note: If you do not specify the end date, the system sets the current date as the end date.	No
Account Type Characteristic	Used to specify the characteristic type. You must always specify the characteristic type as Account Type . Otherwise, the report will not be generated.	Yes
Account Type Char Value for Tax Related GL Account	Used to specify the value for the characteristic type.	Yes

5. Enter the parameters based on which you want to generate the report.
6. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

7. Enter the BI publisher user name and password.
8. Click **Login**.

The report appears in Oracle BI Publisher.

Related Topics

For more information on...	See...
Report Search window	Report Search on page 1620
Report Submission screen	Report Submission on page 1620

Appendix

A

Most Commonly Used Tasks

Topics:

- [Changing the Layout](#)

This section lists some of the common tasks that are performed while using various functionality in the application.


Changing the Layout

You can change the layout of the zone by:

- [Removing a Column from the Zone](#) on page 1634
- [Adding a Column to the Zone](#) on page 1634
- [Rearranging Columns in the Zone](#) on page 1634

Adding a Column to the Zone

Once you have removed the columns from the zone, you can add them back to the zone. To add a column to the zone:

1. Click the **Column Configuration**  icon in the upper right corner of the zone.

A panel appears at the bottom of the zone with a list of column names.

Note: The column names with the white background in the panel are currently not displayed in the zone.

2. Drag and drop the column name from the panel to the location where you want to add the column in the zone.
The white background of the column name in the panel changes to the grey background indicating that the column is currently displayed in the zone.
3. If you want to add another column name from the panel to the zone, repeat the second step. Click the **Refresh** button, data will be displayed to the columns added in the zone.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 1634

Rearranging Columns in the Zone

You can change the order in which the columns are displayed in the zone. To change the position of a column in the zone:

1. Click the column name whose position you want to change in the zone.
2. Drag and drop the column name between the columns where you want to place the selected column.


The position of the column changes in the zone.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 1634

Removing a Column from the Zone

To remove a column from the zone:

Click the **Delete**  icon corresponding to the column name that you want to remove from the zone.

The column is removed from the zone and is currently displayed with white background in the panel.

Note: Alternatively you can remove the column from the zone by clicking the Delete (🗑️) icon corresponding to the column name in the panel.

Related Topics

For more information on...	See...
How to change the layout of the zone	Changing the Layout on page 1634

Appendix

B

Administration

Topics:

- [UI Maps](#)
- [Feature Configurations](#)

This section lists some of the administrative tasks.

UI Maps

This section explains how to create the UI maps for viewing and modifying data of the business objects within the approval workflow group.

Creating Display UI Map for an Approval Workflow Group

The system provides you with the ability to automatically generate a Display UI map, and associate it with the approval workflow group. Alternatively, you can create a Display UI map manually, and attach it to the approval workflow group.

Procedure

To create a Display UI map manually:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **UI Map**.
A sub-menu appears.

3. Click the **Search** option from the **UI Map** sub-menu.
The **UI Map** screen appears.

4. In the **Main** tab, enter the name and description of the Display UI map.

Note: The system uses the CM_<Approval Workflow Group Code>_AppTxn_Display naming convention while automatically generating a Display UI map. Therefore, do not use this naming convention while creating a Display UI map manually.

5. Select **Complete HTML Document** from the **UI Map Type** list.

6. Click the **Schema** tab.

The **Schema** tab appears.

7. Add the following schema in the **Scheme Editor** zone:

```
<schema>
  <<Business Object Name> type="group">
    <includeBO name="<Business Object Name>" />
  </<Business Object Name>>
</schema>
```

In the above schema, you must replace <Business Object Name> with the name of the business object. For example, if you want to create a Display UI map for account, you must use the following schema:

```
<schema>
  <account type="group">
    <includeBO name="Account" />
  </account>
</schema>
```

8. Click the **Save** link in the **Actions/Navigation** area.

The **Display Only** and **Input Map** buttons are enabled on the dashboard.

9. Click the **Display Only** button.

The HTML code is generated in the **HTML Editor** zone.

10. Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

Related Topics

For more information on...	See...
How to define an approval workflow group	Defining an Approval Workflow Group on page 470
How to edit an approval workflow group	Editing an Approval Workflow Group on page 482

Creating Input UI Map for an Approval Workflow Group

The system provides you with the ability to automatically generate an Input UI map, and associate it with the approval workflow group. Alternatively, you can create an Input UI map manually, and attach it to the approval workflow group.

Procedure

To create an Input UI map manually:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **U** and then click **UI Map**.
A sub-menu appears.
3. Click the **Search** option from the **UI Map** sub-menu.
The **UI Map** screen appears.
4. In the **Main** tab, enter the name and description of the Input UI map.

Note: The system uses the CM_<Approval Workflow Group Code>_AppTxn_Input naming convention while automatically generating an Input UI map. Therefore, do not use this naming convention while creating an Input UI map manually.

5. Select **Complete HTML Document** from the **UI Map Type** list.
6. Click the **Schema** tab.
The **Schema** tab appears.
7. Add the following schema in the **Scheme Editor** zone:

```
<schema>
  <approvalTransactionId/>
  <action/>
  <<Business Object Name> type="group">
    <includeBO name="<Business Object Name>" />
  </<Business Object Name>>
</schema>
```

In the above schema, you must replace <Business Object Name> with the name of the business object. For example, if you want to create an Input UI map for account, you must use the following schema:

```
<schema>
  <approvalTransactionId/>
  <action/>
  <account type="group">
    <includeBO name="Account" />
  </account>
</schema>
```

The <approvalTransactionId/> tag is used in the schema to retrieve the approval transaction ID of the respective business object. The <action/> tag is used in the schema to retrieve the action performed by the submitter.

- Click the **Save** link in the **Actions/Navigation** area.

The **Display Only** and **Input Map** buttons are enabled on the dashboard.

- Click the **Input Map** button.

The HTML code is generated in the **HTML Editor** zone.

- Add the following tag in the head tag:

```
<script language="javascript" type="text/javascript" src="code/
approvalWorkflow.js"></script>
```

- Add the text highlighted in bold within the tag as shown below:

```
<td>
<input onClick="performAction('<Approval Workflow Group Code>');"
oraMdLabel="SAVE_BTN_LBL" class="oraButton" type="button">
<input onClick="oraSubmitMap('CANCEL', false);" oraMdLabel="CANCEL_LBL"
class="oraButton" type="button">
</td>
```

In the above HTML code, you must replace `<Approval Workflow Group Code>` with the code of the approval workflow group for which you are creating a UI map.

- Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

Related Topics

For more information on...	See...
How to define an approval workflow group	Defining an Approval Workflow Group on page 470
How to edit an approval workflow group	Editing an Approval Workflow Group on page 482

Feature Configurations

This section explains how to set various feature configurations which are required for implementing various features in the Banking module.

Setting the C1_PPARM_FLG Feature Configuration

Procedure

To set the **C1_PPARM_FLG** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1_PPARM_FLG** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Multi Price Parameter	Used to indicate whether you want to use the multi parameter based pricing feature. The valid values are: <ul style="list-style-type: none"> True — Indicates that you want to enable the multi parameter based pricing feature. False — Indicates that you want to disable the multi parameter based pricing feature. 	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Multi Parameter Based Pricing feature	Multi Parameter Based Pricing on page 71

Setting the C1_RLENG Feature Configuration

Procedure

To set the **C1_RLENG** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1_RLENG** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Logging Rules for Transaction Feed	Used to indicate whether a log should be generated when you execute the Validate Transaction and Derive Price Item (C1-TXNIP) batch. The valid values are: <ul style="list-style-type: none"> • True • False <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Note: This log indicates the rules that were executed for each transaction and whether each rule passed or failed during the execution.</div>	Yes
Maximum Number of Rules in Cache	Used to indicate the maximum number of rules whose entry should be created in the log file.	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Transaction Feed Management	Transaction Feed Management on page 567

Setting the C1-TXNDMYID Feature Configuration

For manually added transactions, the system can generate header details including the header ID automatically if you set the option types in the **C1-TXNDMYID** feature configuration.

Procedure

To set the **C1-TXNDMYID** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1-TXNDMYID** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Dummy File Name	Used to specify the dummy file name.	Yes
Dummy Header ID	Used to specify the dummy header ID.	Yes

Option Type	Description	Mandatory (Yes or No)
Dummy Transaction Source	Used to specify the dummy transaction source.	Yes
Dummy Header Date	Used to specify the dummy header date.	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Transaction Feed Management	Transaction Feed Management on page 567

Setting the C1_PER_REL Feature Configuration

You can define person to person relationship type sequence in the **C1_PER_REL** feature configuration. This sequence is used while searching for effective price item pricing at the parent customer level.

Procedure

To set the **C1_PER_REL** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1_PER_REL** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

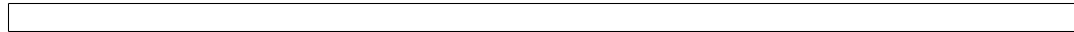
Option Type	Description	Mandatory (Yes or No)
Person to Person Relationship Type	Used to indicate the person to person relationship type. Note: If you want to define more than one relationship type in the feature configuration, you need to specify the sequence in which the relationship type should be considered while searching effective price item pricing at the parent customer level.	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Person to Person Relationship Type Sequence screen	Person to Person Relationship Type Sequence on page 375



Setting the C1_PR_REC Feature Configuration

Procedure

To set the **C1_PR_REC** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_PR_REC** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Effective Pricing RecordSet Limit	Used to specify the number of records that can be displayed in the Search Results section of the Effective Price Assignment zone. The value must be an integer and not in decimals. The maximum number of records that can be displayed are 5000. Note: If you enter the value as 0 or if you do not specify the value for the Effective Pricing RecordSet Limit option type, no records will be displayed in the Search Results section.	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Effective Price Assignment zone in the Pricing (Account) screen	Effective Price Assignments for Account on page 228
Effective Price Assignment zone in the Pricing (Person) screen	Effective Price Assignments for Person on page 261



Setting the C1_PRASNORDR Feature Configuration

Procedure

To set the **C1_PRASNORDR** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_PRASNORDR** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Price Assignment Algorithm	Used to specify the algorithm which contains the default search order for global customers. The valid search order values are: <ul style="list-style-type: none"> • AGREED_PRICELIST • AGREED_FIRST You can change this default search order, whenever required. You can also create a custom search order, if required.	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.
The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Pricing (Person) screen	Pricing (Person) on page 260

Setting the C1_DIVFUNCT Feature Configuration

Procedure

To set the **C1_DIVFUNCT** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.

- Click the **Search** option from the **Feature Configuration** sub-menu.

The **Feature Configuration Search** window appears.

- Enter **C1_DIVFUNCT** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Enforce division-specific validations	Used to indicate whether the division-specific validations must be triggered on the Person , Account and Contract screens. The valid values are: <ul style="list-style-type: none"> • Y • N 	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1_PERACCT Feature Configuration

Procedure

To set the **C1_PERACCT** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1_PERACCT** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Create Person Account Together	Used to indicate whether you want to create a person and account for that person simultaneously. The valid values are: <ul style="list-style-type: none"> • Y • N 	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1_FINTRANOP Feature Configuration

Procedure

To set the **C1_FINTRANOP** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_FINTRANOP** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Bill Segment Regeneration on Freeze	<p>Used to indicate whether you want to regenerate the bill segments before freezing them. The valid value is:</p> <ul style="list-style-type: none"> • Y <p>If you do not want to regenerate the bill segments before freezing them, you must leave this option type blank.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: If the Freeze and Complete check box is selected for the bill cycle and the Bill Segment Regeneration on Freeze option type is set to Y, then the bill segments are regenerated and the status of the bill segments is set to Frozen. However, if the Freeze and Complete check box is not selected for the bill cycle, then the bill segments are always regenerated irrespective of whether the Bill Segment Regeneration on Freeze option type is set to Y or not.</p> </div>	No

Option Type	Description	Mandatory (Yes or No)
Billable Charges Date	<p>Used to indicate whether you want to consider the billable charges whose start or end date is earlier than or equal to the cut-off date. The valid values are:</p> <ul style="list-style-type: none"> • S — Used when you want to consider the billable charges whose start date is earlier than or equal to the cut-off date. • E — Used when you want to consider the billable charges whose end date is earlier than or equal to the cut-off date. <p>If you do not set the value of this option type, by default, the system considers the billable charges whose start date is earlier than or equal to the cut-off date.</p>	No

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1_EXP_OVRD Feature Configuration

Procedure

To set the **C1_EXP_OVRD** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_EXP_OVRD** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Expire Override Switch	<p>Used to indicate whether you want to automatically expire an agreed pricing when the agreed pricing of a person or an account without end date is overridden. The valid values are:</p> <ul style="list-style-type: none"> • Y • N 	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.

- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1_EXCHRATE Feature Configuration

Procedure

To set the **C1_EXCHRATE** feature configuration:

- Click the **Admin** link in the **Application** toolbar.
A list appears.
- From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
- Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
- Enter **C1_EXCHRATE** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
End Date Required for Division Override	Used to indicate whether the end date is mandatory for a division-specific exchange rate. The valid values are: <ul style="list-style-type: none"> Y N By default, the value of this option type is set to N .	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
How to define an exchange rate	Defining an Exchange Rate
How to edit an exchange rate	Editing an Exchange Rate

Setting the C1_AXENTITY Feature Configuration

Procedure

To set the **C1_AXENTITY** feature configuration:

- Click the **Admin** link in the **Application** toolbar.

A list appears.

- From the **Admin** menu, select **F** and then click **Feature Configuration**.

A sub-menu appears.

- Click the **Search** option from the **Feature Configuration** sub-menu.

The **Feature Configuration Search** window appears.

- Enter **C1_AXENTITY** in the **Feature Name** field.

- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Approval Transaction Compare New or Missing Entry Color	Used to indicate the color in which the new additions must be highlighted. This helps in comparing the existing and new data while approving, rejecting, or cancelling approval workflow requests. You must specify hexadecimal value in this option type.	Yes
Approval Transaction Compare Value Changed Color	Used to indicate the color in which the existing data modifications must be highlighted. This helps in comparing the existing and new data while approving, rejecting, or cancelling approval workflow requests. You must specify hexadecimal value in this option type.	Yes
Approval Transaction Entity Access Algorithms	Used to specify the algorithm which controls access to the existing and new maintenance objects based on the access group and division. By default, the C1-APPTXN algorithm is specified. If you create new maintenance objects and want the access control for these new maintenance objects to be based on the access group and division, you have to create a custom algorithm and then attach it to this option type. In such case, you would define this option type twice — one with the default algorithm (that is, C1-APPTXN) and another with the custom algorithm.	Yes
Approval Transaction Fields to be Disabled in Input UI Maps	Used to indicate the fields that you want to disable whenever the input UI maps are regenerated.	Yes
Approval Transaction Resolve To Do Type	Used to indicate the type of To Do that must be created when an approver at any level in the hierarchy rejects a request.	Yes
Display UI XSL	Used to indicate the XSL file that you want to use while regenerating the Display UI maps.	Yes
Input UI XSL	Used to indicate the XSL file that you want to use while regenerating the Input UI maps.	Yes

- Enter the values for the required option types in the **Feature Configuration** screen.

- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
How to set the prerequisites to implement the approval workflow process	Prerequisites on page 415
How to approve price assignment request of an account	Approving a Price Assignment for an Account on page 434
How to approve price assignment request of a person	Approving a Price Assignment for a Person on page 435
How to approve price assignment request of a price list	Approving a Price Assignment for a Price List on page 436
How to reject price assignment request of an account	Rejecting a Price Assignment for an Account on page 437
How to reject price assignment request of a person	Rejecting a Price Assignment for a Person on page 439
How to reject price assignment request of a price list	Rejecting a Price Assignment for a Price List on page 440
How to cancel price assignment request of an account	Canceling a Price Assignment for an Account on page 441
How to cancel price assignment request of a person	Canceling a Price Assignment for a Person on page 443
How to cancel price assignment request of a price list	Canceling a Price Assignment for a Price List on page 444

Setting the C1_FM Feature Configuration

Procedure

To set the **C1_FM** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_FM** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
First Batch in Transaction Aggregation Cycle	Used to specify the first mandatory batch that you want to be executed in the transaction aggregation cycle. Note: At present, the system does not support any value other than C1-TXNIP for this option type.	Yes

Option Type	Description	Mandatory (Yes or No)
Last Batch in Transaction Aggregation Cycle	<p>Used to specify the last mandatory batch that you want to be executed in the transaction aggregation cycle.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Note: At present, the system does not support any value other than C1-TXNCU for this option type.</p> </div>	Yes
Disaggregation - Price Assignment	<p>Used to indicate whether the disaggregation request should be automatically created for a person or account when a price item is assigned to the person or account or the existing price item pricing assigned to the person or account is modified. The valid values are:</p> <ul style="list-style-type: none"> • true • false <div style="border: 1px solid black; padding: 5px;"> <p>Note: You can use this feature only when an algorithm which is created using the TXNDISAGGPRA algorithm type is attached to the Post-Processing system event of the C1_PRASGN_BO business object.</p> </div>	No
Allow Duplicate Summary ID	<p>Used to indicate whether the transaction legs can have duplicate summary ID while creating an aggregated billable charge using the Service Quantity Calculation (C1-TXNSQ) batch. The valid values are:</p> <ul style="list-style-type: none"> • true • false <div style="border: 1px solid black; padding: 5px;"> <p>Note:</p> <p>If you set this option type to false, the system does not create the aggregated billable charge when one or more transaction legs have the same summary ID.</p> <p>If you do not specify the value for this option type, by default, the value is set to false.</p> </div>	No

Option Type	Description	Mandatory (Yes or No)
Parallel Query Degree	<p>Used to specify the degree of parallelism that you want to use while creating chunks (i.e. work units) in various Transaction Feed Management (TFM) batches. The valid values are:</p> <ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 • 7 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note:</p> <p>With the parallel query feature, multiple threads on the database can work together simultaneously to process a single SQL statement which is used to create chunks. This helps to improve the batch performance.</p> <p>The system calculates the number of threads on the database that can be used to execute the SQL statement by setting 2 to the power of the specified parallel query degree. For example, if you set the parallel query degree to 4, the system uses 16 (i.e. 2⁴) threads on the database to create work units.</p> <p>You must set the parallel query degree depending on the infrastructure available on the site. If you do not specify the value for this option type, by default, the parallel query degree is set to 2.</p> </div>	No
Price Item Determination Batch Description	<p>Used to specify the description for the batch which is used for validating the transaction and deriving the price item in the transaction aggregation cycle. For example, Validate Transaction and Derive Price Item. This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.</p>	Yes

Option Type	Description	Mandatory (Yes or No)
Remove Duplicates from Accumulated Rule Output	<p>Used to indicate whether duplicate transaction legs must be created during the transaction aggregation cycle through the rule output accumulation process. The valid values are:</p> <ul style="list-style-type: none"> • true • false <p>Note: If you do not specify the value for this option type, by default, the value is set to false.</p>	No
Rule Output Accumulation	<p>Used to indicate whether the system should accumulate the output parameters of all rules where the criteria returns Rule Is True irrespective of whether the rule true action is set to Next Dependent, Next Rule by Priority, or Success and then create transaction legs using the accumulated output parameters. The valid values are:</p> <ul style="list-style-type: none"> • true • false <p>Note: If you do not specify the value for this option type, by default, the value is set to false.</p>	No
Show Default Values in Price Item Pricing	<p>Used to indicate whether the default values must appear in the Ignore Transaction, Aggregate Transaction, and Aggregation Schedule fields while defining the price item pricing. The valid values are:</p> <ul style="list-style-type: none"> • Y • N 	Yes
Use Materialized Views	<p>Used to indicate whether the price item pricing information must be cached in the CI_PRC_AGRD, CI_PRC_PL, and CI_PRC_INH_PL tables. The valid values are:</p> <ul style="list-style-type: none"> • true • false 	Yes
Maximum Price Item Parameters Cache Size	<p>Used to indicate the maximum number of price items whose parameter information can be cached in the memory.</p>	Yes
Maximum Price Item Parameter Groups Cache Size	<p>Used to indicate the maximum number of price item parameter groups whose information can be cached in the memory.</p>	Yes

Option Type	Description	Mandatory (Yes or No)
SQ Recalculation Required	<p>Used to indicate whether the SQIs in an aggregated billable charge must be recalculated while executing the C1-TXNCU batch. The valid values are:</p> <ul style="list-style-type: none"> • Y • N <p>Note: If you do not specify the value for this option type or if you set the value to N, the system will not recalculate the SQIs in an aggregated billable charge.</p>	No
Transaction Detail Account Validation	<p>Used to indicate whether the account must be validated during the transaction validation process. The valid values are:</p> <ul style="list-style-type: none"> • Y • N <p>Note: If you set this option type to N, the system overrides the transaction's account identifier type, account identifier, and division with the first derived account's account identifier type, account identifier, and division, respectively. If you do not specify the value for this option type, the system will validate the account during the transaction validation process.</p>	No
Populate Summary Table Batch Description	<p>Used to specify the description for the batch which is used for adding a summary record in the CI_TXN_DTL_PRITM_SUMMARY table. For example, Populate CI_TXN_DTL_PRITM_SUMMARY Table. This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.</p>	<p>Yes (Conditional)</p> <p>Note: This data is required when the Use C1-TXNPS During Transaction Aggregation option type is set to true.</p>
Find Price Item Pricing Batch Description	<p>Used to specify the description for the batch which is used for finding the price item pricing for transactions in the transaction aggregation cycle. For example, Price Item Pricing Verification. This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.</p>	Yes

Option Type	Description	Mandatory (Yes or No)
Update Transaction Status Batch Description	Used to specify the description for the batch which is used for updating the status of the transactions (for which the error has occurred) in the transaction aggregation cycle. For example, Update Status . This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.	Yes
Service Quantity Calculation Batch Description	Used to specify the description for the batch which is used for creating the billable charges for transactions in the transaction aggregation cycle. For example, Service Quantity Calculation . This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.	Yes
Transaction Completion Batch Description	Used to specify the description for the batch which is used for updating the status of the transactions in the transaction aggregation cycle. For example, Mark Completion . This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.	Yes
Cleanup Unwanted Data Batch Description	Used to specify the description for the batch which is used for updating or deleting billable charges created for transactions in the transaction aggregation cycle. For example, Clean Up . This description appears in the error message when the transaction aggregation batches are not executed in the specified sequence.	Yes

Option Type	Description	Mandatory (Yes or No)
Use C1-TXNPS During Transaction Aggregation	<p>Used to indicate whether you want to use an alternative transaction aggregation process when the aggregation ratio is low. The valid values are:</p> <ul style="list-style-type: none"> • true • false <p>Note: If you set this option type to true, you need to execute the following batches in the specified order in the transaction aggregation cycle:</p> <ol style="list-style-type: none"> 1. Flush All Caches (F1-FLUSH) 2. Refresh Pricing (C1-TXNRP) 3. Header Validation (C1-TXNHV) 4. Validate Transaction and Derive Price Item (C1-TXNIP) 5. Populate CI_TXN_DTL_PRITM_SUMMARY Table (C1-TXNPS) 6. Price Item Pricing Verification (C1-TXNVP) 7. Update Status (C1-TXNEX) 8. Service Quantity Calculation (C1-TXNSQ) 9. Mark Completion (C1-TXNCM) 10. Clean Up (C1-TXNCU) with the Request Type parameter set to EROR 	No

6. Enter the values for the required option types in the **Feature Configuration** screen.

7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1-PAYPORTAL Feature Configuration

Procedure

To set the **C1-PAYPORTAL** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.

A list appears.

2. From the **Admin** menu, select **F** and then click **Feature Configuration**.

A sub-menu appears.

- Click the **Search** option from the **Feature Configuration** sub-menu.

The **Feature Configuration Search** window appears.

- Enter **C1-PAYPORTAL** in the **Feature Name** field.
- Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Allow Overpayment	Used to indicate whether you want to allow overpayment against an entity while editing the payment amount. The valid values are: <ul style="list-style-type: none"> true false 	Yes
FK Reference for Bill	Used to indicate the foreign key reference which generates the information string for a bill in the Edit Payment Amount screen. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The C1-BLACT foreign key reference for bill is shipped with the product. You can also create a custom foreign key reference, if required.</p> </div>	Yes
FK Reference for Bill Segment	Used to indicate the foreign key reference which generates the information string for a bill segment in the Edit Payment Amount screen. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The C1-BSEG foreign key reference for bill segment is shipped with the product. You can also create a custom foreign key reference, if required.</p> </div>	Yes
FK Reference for Contract	Used to indicate the foreign key reference which generates the information string for a contract in the Edit Payment Amount screen. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: The C1_F_SA foreign key reference for contract is shipped with the product. You can also create a custom foreign key reference, if required.</p> </div>	Yes
FK Reference for Settlement	Used to indicate the foreign key reference which generates the information string for a settlement ID in the Edit Payment Amount screen. <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"> <p>Note: At present, no foreign key reference for settlement ID is shipped with the product. Only the settlement ID appears in the information string. You can create a foreign key reference for settlement ID and specify it in this field.</p> </div>	No

- Enter the values for the required option types in the **Feature Configuration** screen.
- Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
How to edit the payment amount against each entity	Editing the Payment Amount on page 885

Setting the C1-PYREQSRT Feature Configuration

Procedure

To set the **C1-PYREQSRT** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1-PYREQSRT** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Bill	Used to sort columns by the selected option type. The table fields in CI_BILL table are used to set the values for the option type Bill . It also enables sorting by order. Its valid values are: <ul style="list-style-type: none"> • Ascending • Descending 	No
Bill Segment	Used to sort columns by the selected option type. The table fields in CI_BSEG table are used to set the values for the option type Bill Segment . It also enables sorting by order. Its valid values are: <ul style="list-style-type: none"> • Ascending • Descending 	No
Contract	Used to sort columns by the selected option type. The table fields in CI_SA table are used to set the values for the option type Contract . It also enables sorting by order. Its valid values are: <ul style="list-style-type: none"> • Ascending • Descending 	No

Note: Above options types are configured for the **Sort By** field for sorting columns on the **Edit Payment Amount** screen.

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Setting the C1_ACCTINFO Feature Configuration

Prerequisites

To set the **C1_ACCTINFO** feature configuration, you should have:

- Account Type characteristic type defined in the application (where the characteristic entity is set to Account)
- Invoice Group Account characteristic type defined in the application (where the characteristic entity is set to Account)

Procedure

To set the **C1_ACCTINFO** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_ACCTINFO** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Account Type	Used to specify the characteristic type. This characteristic type is used to define the type of account in the Account screen. Note: By default, the C1_F_ATY characteristic type is specified. If you want to use account types other than the ones defined in the C1_F_ATY characteristic type, you need to create a new predefined characteristic type and add the required account types as its characteristic values. Then, specify the newly created characteristic type as the value for this option type.	Yes
Invoice Group Account	Used to specify the characteristic type. This characteristic type is used to indicate whether the account is a master or member account in the Account screen. Note: By default, the C1_F_IGA characteristic type is specified. If you want to use any other characteristic type other than C1_F_IGA , you need to create a new predefined characteristic type and add two characteristic values — Y and N. Then, specify the newly created characteristic type as the value for this option type.	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Invoicing Group	Invoicing Group

Setting the C1_CMO Feature Configuration

Prerequisites

To set the **C1_CMO** feature configuration, you should have:

- Contract types defined in the application

Procedure

To set the **C1_CMO** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1_CMO** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Administrative Contract Type	Used to indicate the contract type. The contracts of the specified contract type are then listed in the Administrative Contracts zone of the Account tab on the Customer 360-Degree Information screen.	Yes
On Account Contract Type	Used to indicate the contract type. The excess credit transaction on the contracts of the specified contract type are then listed in the Billed Vs Paid zone of the Account tab on the Customer 360-Degree Information screen.	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Administrative Contracts zone	Administrative Contracts on page 53

For more information on...	See...
Billed Vs Paid zone	Billed Vs Paid on page 56

Setting the C1-BILLCYCLE Feature Configuration

On executing the **Customer Inbound Message Periodic Monitor (C1-CUSIN)** batch, the system validates whether the bill cycle specified in the customer inbound message exists in the **C1-BILLCYCLE** feature configuration. Therefore, you need to ensure that the specified bill cycle exists in the **C1-BILLCYCLE** feature configuration before processing the customer inbound message.

Prerequisites

To set the **C1-BILLCYCLE** feature configuration, you should have:

- Values defined for the **C1BC_OPT_TYP_FLG** lookup field

Procedure

To set the **C1-BILLCYCLE** feature configuration:

1. Click the **Admin** link in the **Application** toolbar.
A list appears.
2. From the **Admin** menu, select **F** and then click **Feature Configuration**.
A sub-menu appears.
3. Click the **Search** option from the **Feature Configuration** sub-menu.
The **Feature Configuration Search** window appears.
4. Enter **C1-BILLCYCLE** in the **Feature Name** field.
5. Click the **Search** button corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
<Value from the C1BC_OPT_TYP_FLG lookup field>	Used to specify the bill cycle. Note: You must specify a bill cycle which is already defined in the system.	Yes

6. Enter the values for the required option types in the **Feature Configuration** screen.
7. Click the **Save** button in the **Page Title** area.

The changes made to the feature configuration are saved.

Related Topics

For more information on...	See...
Customer Inbound Message XML Format	Customer Inbound Message XML Format on page 1393