

Charges User Guide

Oracle Banking Virtual Account Management

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Charges User Guide

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1 Preface

1.1 Purpose

This guide is designed to help the user to get quickly acquainted with different types of charges supported for virtual accounts usage in Oracle Banking Virtual Account Management.

1.2 Audience

The guide is intended for the Back Office Data Entry Clerk, Back Office Managers/Officers, Product Managers, End of Day Operators and Financial Controller users.

1.3 Document Accessibility

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

1.4 Basic Actions

The basic actions performed in the screens are as follows:

Table 1: Basic Actions













Actions	Description
New	Click New to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory. <ul style="list-style-type: none"> This button is displayed only for the records that are already created.
Save	Click Save to save the details entered or selected in the screen.
Unlock	Click Unlock to update the details of an existing record. The system displays an existing record in editable mode. <ul style="list-style-type: none"> This button is displayed only for the records that are already created.
Authorize	Click Authorize to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record. <ul style="list-style-type: none"> This button is displayed only for already created records. For more information on the process, refer to Authorization Process.
Approve	Click Approve to approve the initiated record. <ul style="list-style-type: none"> This button is displayed once you click Authorize.

Actions	Description
Audit	Click Audit to view the maker details, checker details of the particular record. <ul style="list-style-type: none"> This button is displayed only for the records that are already created.
Close	Click Close to close a record. This action is available only when a record is created.
Confirm	Click Confirm to confirm the action performed.
Cancel	Click Cancel to cancel the action performed.
Compare	Click Compare to view the comparison through the field values of old record and the current record. <ul style="list-style-type: none"> This button is displayed in the widget once you click Authorize.
View	Click View to view the details in a particular modification stage. <ul style="list-style-type: none"> This button is displayed in the widget once you click Authorize.
View Difference only	Click View Difference only to view a comparison through the field element values of old record and the current record, which has undergone changes. <ul style="list-style-type: none"> This button is displayed once you click Compare.
Expand All	Click Expand All to expand and view all the details in the sections. <ul style="list-style-type: none"> This button is displayed once you click Compare.
Collapse All	Click Collapse All to hide the details in the sections. <ul style="list-style-type: none"> This button is displayed once you click Compare.
OK	Click OK to confirm the details in the screen.

1.5 Symbols and Icons

The guide has following list of symbols and icons.

Table 2: Symbols and Icons - Common

Symbol/Icon	Function
	Represents Results
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the Previous record
	Navigate to the next record
	Grid view







	List view
	Refresh
	Click this icon to add a new row.
	Click this icon to delete a row, which is already added.
	Calendar
	Alerts

Table 3: Symbols and Icons – Audit Details





Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or closed status
	Authorized or open status

Table 4: Symbols and Icons – Audit Details









Symbol/Icon	Function
	A user
	Date and time
	unauthorized or closed status
	Authorized or open status

Table 4: Symbols and Icons – Widget

Symbol/Icon	Function
	Open Status
	Unauthorized Status
	Closed status
	Authorized status

1.6 List of Topics

This guide is organized as follows:

Table 5: List of Topics

Topics	Description
Preface	This topic provides the information on the introduction, intended audience, list of topics, and acronyms covered in this guide.
Welcome to Charges User Guide	This topic provides the information about the configurable screens of charges.

1.7 Related Documents

The related documents are as follows:

- Oracle Banking Security Management System User Guide
- Oracle Banking Common Core User Guide
- Oracle Banking Getting Started User Guide
- Overview User Guide
- Customer and Accounts User Guide
- Configuration User Guide
- Identifier User Guide
- Transaction User Guide
- Oracle Banking Virtual Account Management Installation Guides

2 Welcome to Charges User Guide

2.1 Introduction

Welcome to the **Charges** user guide for Oracle Banking Virtual Account Management.

The different types of charges supported for virtual accounts are listed below:

Onetime Virtual Account setup charges: These are one-time flat charges configured whenever a customer is onboarded for virtual account facility.

Structure Setup Charge: These are flat charges configured per virtual account structure creation.

Maintenance Charge for Virtual Account Usage: These are flat periodic charges configured for virtual account maintenance.

Charges based on Number of Virtual Account: These are periodic tier or slab-based charges configured based on number of open and authorized virtual accounts for a customer.

Charges based on Number of Transactions: These are periodic tier or slab-based charges configured based on number of transactions performed on virtual accounts of a customer for a charge period.

Structure Maintenance Charges by Structure: These are flat periodic charges configured for structure maintenance and are charged by structure.

Structure Maintenance Charges by Accounts: These are periodic tier or slab-based charges configured for structure maintenance and are charged by number of virtual accounts in a structure.

Tax on Charges: These are taxes which are configured on charges.

This topic contains following subtopics:

- [2.2 Charge Code](#)
- [2.3 Charge Rule](#)
- [2.4 Pricing Schemes](#)
- [2.5 Charge Decisioning](#)
- [2.6 Charge Preferential Pricing](#)
- [2.7 Charge Inquiry](#)

2.2 Charge Code

This topic provides the information to configure and maintain charge codes for the various charges.

This topic contains following subtopics:

- [Create Charge Code](#)
- [View Charge Code](#)

2.2.1 Create Charge Code

This topic provides systematic instructions to create charge code.

The **Create Charge Code** screen allows the user to configure the charge code.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Code**. Under **Charge Code**, click **Create Charge Code**.

→ The **Create Charge Code** screen displays.

Figure 1: Create Charge Code

The screenshot shows a web form titled "Create Charge Code". The form is organized into several sections. The top row contains three fields: "Charge Code *" (text input), "Charge Description *" (text input), and "Charge Category *" (dropdown menu with "Select" as the selected option). The middle row contains four fields: "Charge Credit Account *" (text input with a search icon), "Account Description" (text input with "Not Selected" below it), "Credit Transaction Code *" (text input with a search icon), and "Credit Transaction Code Description" (text input with "Not Selected" below it). The bottom row contains two fields: "Debit Transaction Code *" (text input with a search icon) and "Debit Transaction Code Description" (text input with "Not Selected" below it). At the bottom right of the form, there are two buttons: "Save" and "Cancel".

3. On **Create Charge Code** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 6: Create Charge Code – Field Description

Field	Description
Charge Code	Specify the unique ID to identify the charge code.
Charge Description	Specify the description of the charge code.
Charge Category	Select the charge category. The available options are: <ul style="list-style-type: none"> • Tax • Standard
Charge Credit Account	Click Search icon to view and select the GL account number.
Account Description	Displays the description of the GL account number.
Credit Transaction Code	Click Search icon to view and select the transaction code to be used for Credit leg of charge posting.
Credit Transaction Description	Displays the description of the transaction code for Credit leg.
Debit Transaction Code	Click Search icon to view and select the transaction code to be used for Debit leg of charge posting.
Debit Transaction Description	Displays the description of the transaction code for Debit leg.

4. Click **Save** to save the details.

The user can view the configured charge code in [View Charge Code](#).

2.2.2 View Charge Code

This topic provides systematic instructions to view charge code.

The **View Charge Code** screen allows the user to view a list of configured charge codes. The user can configure charge code using [Create Charge Code](#).

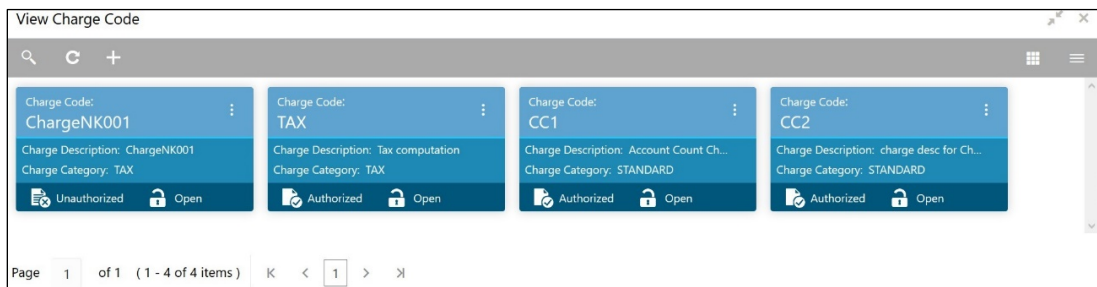
Prerequisite

Specify **User ID** and **Password**, and login to **Home screen**.

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Code**. Under **Charge Code**, click **View Charge Code**.

→ The **View Charge Code** screen displays.

Figure 2: View Charge Code



For more information on fields, refer to the field description table below.

Table 7: View Charge Code – Field Description

Field	Description
Charge Code	Displays the charge code.
Charge Description	Displays the description of the charge code.
Charge Category	Displays the charge category.
Status	Displays the status of the record.

2.3 Charge Rule

This topic provides the information to configure and maintain charge rule to calculate charges.

This topic contains following subtopics:

- [Create Charge Rule](#)
- [View Charge Rule](#)

2.3.1 Create Charge Rule

This topic provides systematic instructions to create the charge rule.

The **Create Charge Rule** screen allows the user to configure the charge rule.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Rule**. Under **Charge Rule**, click **Create Charge Rule**.

→ The **Create Charge Rule** screen displays.

Figure 3: Create Charge Rule



From *	To *	Amount *	Units	Action

3. On **Create Charge Rule** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.



For more information on fields, refer to the field description table below.

Table 8: Create Charge Rule – Field Description

Field	Description
Charge Pricing Rule ID	The system generates the Rule ID to identify the rule.
Charge Pricing Description	Specify the description for the charge pricing rule.
Pricing Category	Select the pricing category. The available options are: <ul style="list-style-type: none"> • Fixed Amount • Fixed Percentage • Tier Based Amount
Pricing Method	Select the pricing method to configure charge pricing. The available options are: <ul style="list-style-type: none"> • Fixed Amount This field displays only if Pricing Category is selected as Fixed Amount. • Fixed Percentage This field displays only if Pricing Category is selected as Fixed Percentage. • Variable Amount By Count This field displays only if Pricing Category is selected as Tier Based Amount. • Slab Amount By Count This field displays only if Pricing Category is selected as Fixed Percentage. <p>NOTE: Refer to the Click + button to add the multiple rows in the grid.</p> <ol style="list-style-type: none"> 4. Click  to edit the row. 5. Click  to delete the row.

Field	Description
	<p>6. Click Save to save the details.</p> <p>The user can view the configured charge rule in the View Charge Rule.</p> <p>NOTE: Examples for Tier Based Amount for Tier Based Amount Charges.</p>
Pricing Currency	Select the currency in which the pricing is to be done.
Fixed Amount	<p>Specify the fixed charge amount.</p> <p>This field displays only if Pricing Category is selected as Fixed Amount.</p>
Fixed Percentage	<p>Specify the fixed charge percentage.</p> <p>This field displays only if Pricing Category is selected as Fixed Percentage.</p>
Min/Max Validation Criteria	<p>Indicates whether the charge is to be validated based on an amount range. The available options are:</p> <ul style="list-style-type: none"> • Amount <p>This field displays only if Pricing Category is selected as Tier Based Amount.</p>
Minimum Charge Amount	<p>Specify the minimum charge amount to be considered.</p> <p>This field displays only if Pricing Category is selected as Tier Based Amount and Min/Max Validation Criteria is selected as Amount.</p>
Maximum Charge Amount	<p>Specify the maximum charge amount to be considered.</p> <p>This field displays only if Pricing Category is selected as Tier Based Amount and Min/Max Validation Criteria is selected as Amount.</p>

Field	Description
From	Specify the start value of the count range. This field appears only if Pricing Category is selected as Tier Based Amount.
To	Specify the final value of the count range. This field appears only if Pricing Category is selected as Tier Based Amount.
Amount	Specify the charge amount. This field appears only if Pricing Category is selected as Tier Based Amount.
Units	Specify the number of charge units. This field appears only if Pricing Category is selected as Tier Based Amount.

7. Click **+** button to add the multiple rows in the grid.
8. Click  to edit the row.
9. Click  to delete the row.
10. Click **Save** to save the details.

The user can view the configured charge rule in the [View Charge Rule](#).

2.3.1.1 Examples for Tier Based Amount

Pricing Method - **Slab Amount by Number of Count**

Example 1:

Count Slabs	Charge Amount	Unit
0 – 250	10	Blank
250 – 500	20	Blank
> 500	30	Blank

Count = 1000

Charge Amount = 10+20+30 = 60 USD

Example 2:

Count Slabs	Charge Amount	Unit
0 – 250	1	1
250 – 500	2	1
> 500	3	1

Count: 1000

Charge Amount: = 250+500+1500 (i.e., 1*250+2*250+3*500) = 2250 USD

Pricing Method - **Variable Amount by Number of Count**

Example 1:

Count Slabs	Charge Amount	Unit
0 – 250	10	Blank
250– 500	20	Blank
> 500	30	Blank

Count =1000

Charge Amount = 30 USD

Example 2:

Count Slabs	Charge Amount	Unit
0 – 250	1	1
250 – 500	2	1
> 500	3	1

Count: 1000

Charge Amount: $3 \times 1000 = \text{USD } 3000$

2.3.2 View Charge Rule

This topic provides systematic instructions to view charge rules.

The **View Charge Rule** screen allows the user to view a list of configured charge rules. The user can configure the charge rule using [Create Charge Rule](#).

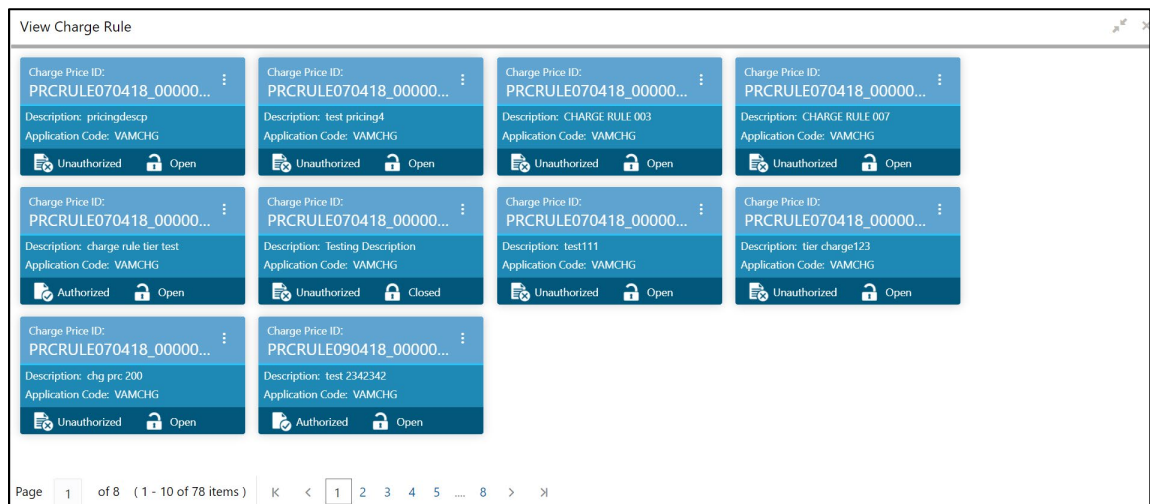
Prerequisite:

Specify **User ID** and **Password**, and login to **Home screen**.

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Rule**. Under **Charge Rule**, click **View Charge Rule**.

→ The **View Charge Rule** screen displays.

Figure 4: View Charge Rule



For more information on fields, refer to the field description table below.

Table 9: View Charge Rule – Field Description

Field	Description
Charge Price ID	Displays the charge pricing rule ID.
Description	Displays the description of the charge pricing rule.
Application Code	Displays the application code.

Field	Description
Status	Displays the status of the record.

2.4 Pricing Schemes

This topic provides the information to configure and maintain the pricing schemes. Customers can be associated with one of the pricing schemes during onboarding and different charge decisions can be configured per pricing scheme.

This topic contains following subtopics:

- [Create Pricing Schemes](#)
- [View Pricing Schemes](#)

2.4.1 Create Pricing Schemes

This topic provides systematic instructions to create the pricing schemes.

The **Create Pricing Schemes** screen allows the user to configure the pricing schemes.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Pricing Schemes**. Under **Pricing Schemes**, click **Create Pricing Schemes**.

→ The **Create Pricing Schemes** screen displays.

Figure 5: Create Pricing Schemes

3. On **Create Pricing Schemes** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 10: Create Pricing Schemes – Field Description

Field	Description
Pricing Scheme ID	Specify the unique ID to identify the pricing scheme.
Description	Specify the description of the pricing scheme.

4. Click **Save** to save the details.

The user can view the configured pricing schemes in the [View Pricing Schemes](#).

2.4.2 View Pricing Schemes

This topic provides systematic instructions to view pricing schemes.

The **View Pricing Schemes** screen allows the user to view a list of configured pricing schemes. The user can configure pricing schemes using [Create Pricing Schemes](#).

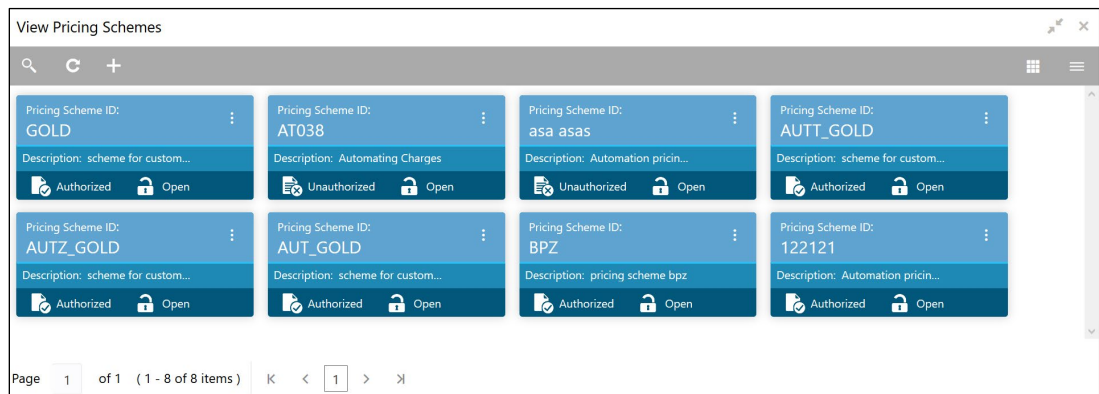
Prerequisite

Specify **User ID** and **Password**, and login to **Home screen**.

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Pricing Schemes**. Under **Pricing Schemes**, click **View Pricing Schemes**.

→ The **View Pricing Schemes** screen displays.

Figure 6: View Pricing Schemes



For more information on fields, refer to the field description table below.

Table 11: View Pricing Schemes – Field Description

Field	Description
Pricing Scheme ID	Displays the pricing scheme ID.
Description	Displays the description of the pricing scheme.
Status	Displays the status of the record.

2.5 Charge Decisioning

This topic provides the information to configure and maintain charge decisioning. Using this screen, the charge code, charge rule and pricing schemes configured can be mapped to a specific charge event and the charge collection frequency is defined for the same.

This topic contains following subtopics:

- [Create Charge Decisioning](#)
- [View Charge Decisioning](#)

2.5.1 Create Charge Decisioning

This topic provides systematic instructions to create the charge decisioning.

The **Create Charge Decisioning** screen allows the user to configure the charge decisioning.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Decisioning**. Under **Charge Decisioning**, click **Create Charge Decisioning**.

→ The **Create Charge Decisioning** screen displays.

Figure 7: Create Charge Decisioning

3. On **Create Charge Decisioning** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 12: Create Charge Decisioning – Field Description

Field	Description
Event	<p>Select the event on the occurrence of which the charge to be applied.</p> <p>The available options are:</p> <ul style="list-style-type: none"> • EOD - This option is selected for Periodic Charges. • Virtual Account Facility Setup – This option is selected for virtual accounts facility setup charges. • Structure Setup – This option is selected for structure creation charges.
Pricing Scheme ID	<p>Click Search icon to view and select the pricing scheme for which the charge decisioning is to be configured.</p>

Field	Description
Charge Type	Select the charge type. The available options are: <ul style="list-style-type: none"> • Customer – This indicates the charges are at customer level • Structure – This indicates the charges are at structure level
Charge Code	Select Search icon to view and select the charge code for which decisioning is to be configured.
Charge Description	Displays the description of the selected charge code.
Charge Pricing Rule ID	Select Search icon to view and select the charge pricing rule to be applied.
Charge Pricing Description	Displays the description of the selected Charge Pricing Rule.
Charge Criteria	Select the criteria to be considered based on which the charges are calculated. The available options are <ul style="list-style-type: none"> • One Time Setup Charge • Count of Virtual Accounts • Count of Transactions • Flat Maintenance Charge • Structure Setup Charge • Parent Charge Code – This option is selected for setting up tax on the Charge Code <p>NOTE: The Charge Criteria values are based on Event and Charge Type. For more details, refer to the Table 14: Matrix for Charge Criteria.</p>
Effective Date	Select the date from which the charge decisioning validity is effective.

Field	Description
Expiry Date	Select the date till which the charge decisioning validity is effective.
Collection Parameter	
Charge Frequency	<p>Select the frequency of the charge collection. The available options are:</p> <ul style="list-style-type: none"> • Daily • Monthly • Half Yearly <p>NOTE: These options displays only if the Event is EOD.</p> <ul style="list-style-type: none"> • Event Based <p>NOTE: This option displays only if the Event is selected as Virtual Account Facility Setup and Structure Setup.</p>
Units	<p>Specify the units of the specified frequency when the charge collection should take place. If the Charge Frequency is selected as Monthly and Units is specified as 2, then the charge would be collected once in two months.</p> <p>NOTE: This field displays only if the Event is EOD.</p>
Collect At	<p>Displays the period when the charge collection is done for the selected frequency</p> <p>NOTE: This field always be End of Period.</p>

NOTE: Any modifications/updates to charge decisioning will be applicable immediately. For example, if the charge decisioning is modified in middle of a charge cycle, on the charge calculation date, the updated charge decisioning will be applied for the entire current charge cycle for calculation purpose.

- a. Click **+** button to add the charge decisioning.
- b. Click **X** button to close the charge decisioning.

4. Click **Save** to save the details.

The user can view the configured charge decisioning in the [View Charge Decisioning](#).

Table 13: Matrix for Charge Criteria

Event	Pricing Scheme	Charge Type	Charge Criteria	Charge Frequency
EOD	Scheme	Customer	Count of Virtual Accounts Count of Transactions Flat Maintenance Charge Parent Charge Code	Daily Monthly Half-Yearly
EOD	Scheme	Structure	Flat Maintenance Charge Count of Virtual Accounts Parent Charge Code	Daily Monthly Half-Yearly
Virtual Account Facility Setup	Scheme	Customer	One Time Setup Charge Parent Charge Code	Event Based
Structure Setup	Scheme	Structure	Structure Setup Charge Parent Charge Code	Event Based

2.5.2 View Charge Decisioning

This topic provides systematic instructions to view the charge decisioning.

The **View Charge Decision** screen allows the user to view a list of configured charge decisioning. The user can configure charge decisioning using [Create Charge Decisioning](#).

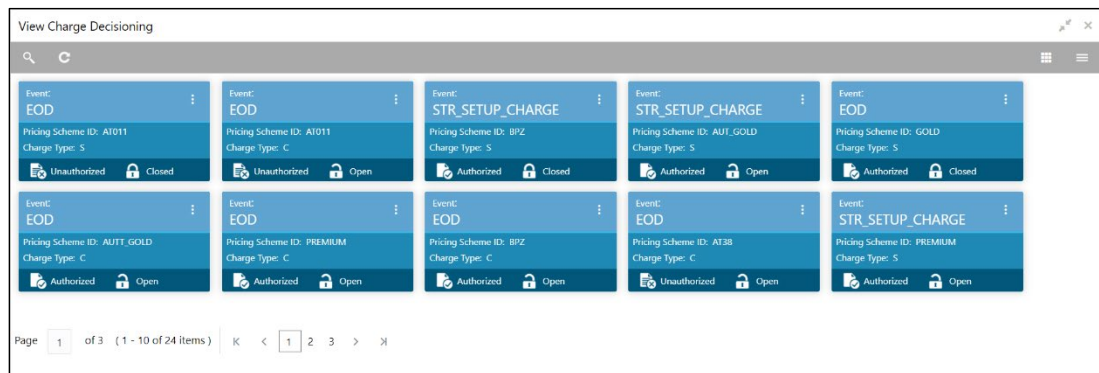
Prerequisite

Specify **User ID** and **Password**, and login to **Home screen**.

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Decisioning**. Under **Charge Decisioning**, click **View Charge Decisioning**.

→ The **View Charge Decisioning** screen displays.

Figure 8: View Charge Decisioning



For more information on fields, refer to the field description table below.

Table 14: View Charge Decisioning – Field Description

Field	Description
Event	Displays the charge event.
Pricing Scheme ID	Displays the pricing scheme ID.
Charge Type	Displays the charge type.
Status	Displays the status of the record.

2.6 Charge Preferential Pricing

This topic provides the information to configure and maintain preferential pricing for specific customers.

This topic contains following subtopics:

- [Create Charge Preferential Pricing](#)
- [View Charge Preferential Pricing](#)

2.6.1 Create Charge Preferential Pricing

This topic provides systematic instructions to create the charge preferential pricing.

The **Create Charge Preferential Pricing** screen allows the user to configure the charge preferential pricing.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Preferential Pricing**. Under **Charge Preferential Pricing**, click **Create Charge Preferential Pricing**.

→ The **Create Charge Preferential Pricing** screen displays.

Figure 9: Create Charge Preferential Pricing

3. On **Create Charge Preferential Pricing** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 15: Create Charge Preferential Pricing – Field Description

Field	Description
Customer ID	Click Search icon to view and select customer for which the preferential pricing has to be setup.
Charge Type	Specify the type of the charge. The available options are: <ul style="list-style-type: none"> • Customer • Structure
Charge Code	Click Search icon to view and select the charge code for preferential pricing configuration. NOTE: The charge code will be listed based on the Charge type and for which the active charge decisioning exists.
Charge Code Description	Displays the description of the selected charge code.
Charge Pricing Rule ID	Click Search icon to view and select the charge pricing to be applied.
Charge Pricing Description	Displays the description of the selected Charge Pricing Rule.
Charge Criteria	Select the criteria to be considered based on which the charges are calculated. The available options are: <ul style="list-style-type: none"> • Count for Virtual Accounts • Count for Transactions • Flat Maintenance Charge • Structure Setup Charge NOTE: The taxes will be applicable based on the tax configured for the charge code in charge decisioning.

Field	Description
Effective Date	Select the date from which the preferential pricing validity is effective.
Expiry Date	Select the date till which the preferential pricing validity is effective.

NOTE: Any modifications to the preferential charge decisioning will be applied immediately to the entire charge cycle irrespective of the dates.

4. Click **Save** to save the details.

The user can view the configured charge preferential pricing in the [View Charge Preferential Pricing](#).

2.6.2 View Charge Preferential Pricing

This topic provides systematic instructions to view the charge preferential pricing.

The **View Charge Preferential Pricing** screen allows the user to view a list of configured charge preferential pricing. The user can configure charge preferential pricing using [Create Charge Preferential Pricing](#).

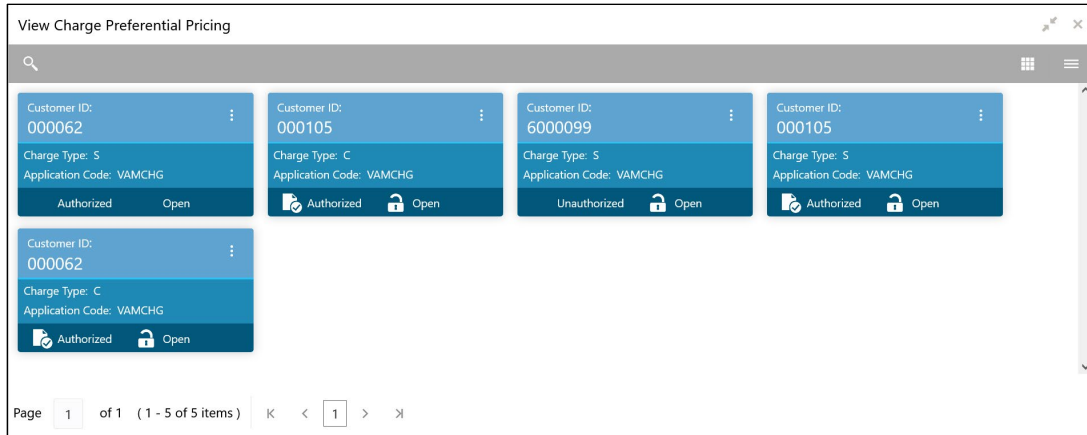
Prerequisite

Specify **User ID** and **Password**, and login to **Home screen**.

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Preferential Pricing**. Under **Charge Preferential Pricing**, click **View Charge Preferential Pricing**.

→ The **View Charge Preferential Pricing** screen displays.

Figure 10: View Charge Preferential Pricing



For more information on fields, refer to the field description table below.

Table 16: View Charge Preferential Pricing – Field Description

Field	Description
Customer ID	Displays the customer ID.
Charge Type	Displays the charge type.
Application Code	Displays the application code.
Status	Displays the status of the record.

2.7 Charge Inquiry

This topic provides the information to query the charges collected for a customer for a given period.

This topic contains following subtopics:

- [Charge Inquiry](#)

2.7.1 Charge Inquiry

The **Charge Inquiry** screen allows the user to query the charges collected for a customer for a specified period.

Prerequisite

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** Screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Charges**.
2. Under **Charges**, click **Charge Inquiry**. Under **Charge Inquiry**, click **Charge Inquiry**.

→ The **Charge Inquiry** screen displays.

Figure 11: Charge Inquiry

3. On **Charge Inquiry** screen, specify the fields.

Note: The fields which are marked with asterisk are mandatory.

For more information on fields, refer to the field description table below.

Table 17: Charge Inquiry – Field Description

Field	Description
Customer ID	Click Search icon to view and select the customer ID for whom the charges need to be queried.
Customer Name	Displays the name of the customer based on Customer ID selected.
Charge Code	Click Search icon to view and select the charge code.
Charge Description	Displays the description of the charge code.
Collection Status	Select the collection status. The available options are: <ul style="list-style-type: none"> • SUCCESS • PENDING • FAILED
Charge Period Date Range	Select the date range for which the charges needs to be queried.
Search Result	
Click Search to query the charge details.	
Click Reset to reset the search criteria.	
From Date	Displays the charge period start date.
To Date	Displays the charge period end date.
Additional Info	Displays the additional information like charge reference number, charge description and structure code for structure level charges.
Description	Displays the description of the charges.
CCY	Displays the currency of the charges.

Field	Description
Amount	Displays the charge amount.
Charge Account CCY	Displays the currency of the charge account.
Charge Account	Displays the charge account number.
Exchange Rate	Displays the exchange rate used in case the charge currency and charge account currency are different.
Posted Amount	Displays the posted amount to the charge account.
Collection Date	Displays the charge collection date.
Collection Status	Displays the collection status.
Error Description	Displays the error in case of charge posting failures.
Charge Code	Displays the charge code.

4. Click **Export** to export the details in .csv format.

3 Error Codes and Messages

This topic contains the error codes and messages.

Table 18: Error Codes and Messages

Error Code	Messages
GCS-COM-009	Resource ID cannot be blank or null.
GCS-COM-010	Successfully cancelled \$1.
GCS-COM-011	\$1 failed to update.
GCS-MOD-007	Only the maker can modify the pending records.
GCS-SAV-003	The record is saved and validated successfully.
GCS-VAL-001	The record is successfully validated.
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request

Error Code	Messages
GCS-COM-005	Request is Null. Please Resend with Proper SELECT
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened

Error Code	Messages
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
VLC-DEF-001	Mandatory Fields are missing
VLC-DEF-002	Incorrect value for charge category
VLC-DEF-003	Invalid Credit charge account
VLC-DEF-004	Invalid transaction code
VLC-DEF-005	There are active charge decisions for this charge code
VLC-DEC-003	Mandatory Fields are missing
VLC-DEC-002	Invalid Pricing Scheme
VLC-DEC-004	At least one Charge -Rule decision is mandatory
VLC-DEC-001	Invalid event
VLC-DEC-010	Invalid Charge Type. It should be either customer/structure
VLC-DEC-009	Mandatory fields are missing in Charge Decision details
VLC-DEC-011	Invalid Charge code
VLC-DEC-013	Invalid Charge criteria for input event and charge type
VLC-DEC-014	Obvam setup charge has to be defined at customer level
VLC-DEC-015	Structure setup charge has to be defined at structure level

Error Code	Messages
VLC-DEC-006	Effective date cannot be a past date
VLC-DEC-007	Expiry date should always greater than Effective Date
VLC-DEC-016	Invalid value for frequency
VLC-DEC-017	Parent charge code is mandatory when charge criteria is Parent charge code
VLC-DEC-018	Same charge cannot be mapped to two rules in the same decision
VLC-PDC-001	Mandatory Fields are missing
VLC-PDC-002	The customer is not mapped to pricing scheme
VLC-PDC-004	At least one Charge -Rule decision is mandatory
VLC-PDC-010	Invalid Charge Type. It should be either customer/structure
VLC-PDC-009	Mandatory fields are missing in Charge Decision details
VLC-PDC-011	Invalid Charge code
VLC-PDC-013	Invalid Charge criteria for the charge type
VLC-PDC-007	Expiry date should always greater than Effective Date
VLC-PDC-006	Effective date cannot be a past date
GCS-AUTH-05	Failed to Authorize the record
GCS-CLOS-04	Failed to Close the record
GCS-COM-012	Error saving child datasegment, Master validation failed
GCS-COM-013	Error saving the datasegment
GCS-COM-014	Error validating the datasegment
GCS-COM-015	Error submitting the datasegment

Error Code	Messages
GCS-COM-016	Unexpected error occurred during runtime
GCS-COM-017	Error deleting the extended datasegment
GCS-COM-018	Remove lock failed
GCS-COM-019	Revert call to extended datasegment failed
GCS-COM-020	Revert call to subdomain datasegment failed
GCS-COM-021	Error deleting the subdomain datasegment
GCS-COM-022	Authorize call to extended datasegment failed
GCS-COM-023	Authorize call to subdomain datasegment failed
GCS-COM-025	Client error occurred during API call
GCS-COM-026	Invalid datasegment code
GCS-DEL-008	Failed to Delete the record
GCS-DEL-009	No valid prevalidated modifications found for deletion
GCS-MOD-008	Failed to Update the record
GCS-REOP-05	Failed to Reopen the record
GCS-REVT-01	Record reverted successfully
GCS-REVT-02	Failed to Revert the record
GCS-SAV-004	Failed to create the record
GCS-LOCK-01	Remove dirty lock failed
PLATO-EVNT-001	Failed to update
PLATO-EVNT-002	Record already exists

Error Code	Messages
ST-AUTH-001	Current Branch should be \$1 to perform this operation