Arbor®/BP Software Product Description

Kenan Systems Corporation
Product Release #: 9.1
SPD #: ABP-9.1-SPD-09/30/99
Date: September 30, 1999

1 Software Product Description for Arbor/BP

Arbor/BP is a comprehensive billing and customer care system for both usage-based and non-usage-based products and services. Access to supported functions is provided through Graphical User Interfaces, Application Programmer Interface functions, and supported standard interfaces.

1.1 Relational Databases

A single instance of Arbor/BP includes one set of relational databases that comprises one or more customer databases, zero or one administrative databases, and exactly one catalog database. The customer database stores customer information, the administrative database stores configuration information that has a system-wide scope, and the catalog database stores system navigation information. One instance of Arbor/BP also includes the client software which processes data in these databases.

1.2 Billing Activities

Arbor/BP supports the following billing activities:

- Data exchange with external systems
- Customer usage accumulation and rating
- Correction and reprocessing of errored usage
- Variable tax rates based on charge type, jurisdiction, account, and location
- Customer invoice preparation
- Payments processing from Lockbox, Credit Cards, and Electronic Funds Transfer
- Invoice formatting and dispatching
- Financial feeds for general ledger
- Journalizing of revenue information

© 1999 Kenan Systems Corporation. This document may not be duplicated, in whole or in part, without the prior express, written permission of Kenan Systems Corporation.

1.3 Customer Care Activities

Arbor/BP supports the following customer care activities:

- Creating new accounts
- Creating, modifying, and viewing account hierarchies
- Updating account information
- Suspending and closing accounts
- Adding, modifying, and disconnecting products and services
- Adding and removing customer contracts
- Investigating and correcting errors
- Reviewing customer bills, balances, and payment history
- Reviewing payments, transactions, and adjustments
- Issuing customer credits, adjustments, and refunds
- Working with accounts in collections
- Creating, reviewing, and printing reports
- Creating and reviewing account notes
- Approving or denying adjustment and refund requests
- Customer self-care through the iCARE™ interface

1.4 Configuration Activities

Arbor/BP supports the following configuration activities:

- Defining product packages, discounts, and contracts
- Creating and modifying product and charge information
- Customizing rates
- Configuring country-specific and international support
- Starting, configuring, and monitoring Arbor/BP processes
- Configuring and managing bill cycles
- Adding and maintaining authorized users and user groups

1.5 Application Programmer Interface

Arbor/BP supports the following API activities:

- Retrieving and updating account information
- Accessing charge and discount information
- Viewing and updating adjustments
- Approving adjustments and refunds
- Adjusting specific charges, billed and unbilled

- Accessing and updating payment and deposit information
- Accessing and updating collections information
- Accessing writeoff recovery information
- Accessing and modifying product and service information
- Viewing usage information
- Viewing and provisioning product packages
- Accessing bill format information
- Accessing language and currency information
- Accessing and modifying credit card information

1.6 Hardware and Software Support

Arbor/BP uses the following open system standards:

- UNIX® System V
- C++/ANSI C programming languages
- ANSI SQL
- TCP/IP layered network protocol
- PowerBuilder® or InfoMaker® for Windows® based report configuration and generation

1.7 Server Platforms

The following operating systems can be used as Arbor/BP application and database servers:

- Sun™ Solaris® 2.6
- HP-UX® 11.0
- Digital™ Unix 4.0d

1.8 Client Platforms

The following operating systems can be used as Arbor/BP clients:

- Sun Solaris 2.6
- HP-UX 11.0
- Digital UNIX 4.0d
- Windows NT® 4.0, Service Pack 3

1.9 Required Software

The following third-party software is required to run Arbor/BP:

If You Use Oracle:
Oracle® Server 8.0.5
Oracle Client 8.0.5 (Net*8) for Windows NT and UNIX

or

If You Use Sybase:
Sybase SQL Server 11.X
SYBASE OpenClient™ (Windows NT), version 11.1.1
SYBASE OpenClient (UNIX), version 11.1.1.

1.10 Optional Software

The following software is required to run optional features of Arbor/BP:

- Perl™ (UNIX), version 5.004_04. This software is required to run optional utilities.
- Acrobat® Reader, version 3.0 (HP-UX, Solaris, and/or Windows NT). This software is required to view online documentation.
- Vertex® Quantum™, version 1.3 (UNIX and Windows NT). This software supports sales taxation.
- Vertex CommTax™, version 1.06 or 2.00 (UNIX and Windows NT). This software supports communications taxation.

The purchase, installation, configuration, and maintenance of third-party software is the responsibility of each licensee.

1.11 Miscellaneous Provisions

Kenan Systems Corporation makes no representation as to the Year 2000 compliance of any third-party software or hardware products that are identified or offered for sale by Kenan Systems Corporation.

© 1999 Kenan Systems Corporation. All Rights Reserved.

Kenan, the Kenan logo, Arbor, iCARE, EC/Arbor, Acumate, Multiway, Strategist and HyperSparse are registered trademarks or trademarks of Kenan Systems Corporation in the United States and other countries.
HP-UX is a registered trademark of Hewlett Packard Company.
UNIX is a registered trademark of Novell, Inc. in the United States and other countries.
Sun is a trademark and Solaris is a registered trademark of Sun Microsystems, Inc.
Windows and Windows NT are registered trademarks of Microsoft Corporation in the United States and other countries.
PowerBuilder and InfoMaker are registered trademarks of Sybase, Inc. and/or one of its subsidiaries.
Vertex is a registered trademark and Quantum and CommTax are trademarks of Vertex, Inc.
Acrobat is a registered trademark of Adobe Systems Incorporated.

All other brand and product names are trademarks, service marks, registered trademarks, or registered service marks of their respective companies.

Printed in the United States.