# Oracle® Monetization Cloud User's Guide





Oracle Monetization Cloud User's Guide, Release 18B

E92621-02

Copyright © 2017, 2018, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

## Contents

	Preface			
	Audience	XVİ		
	Documentation Accessibility	xvi		
	Related documents	xvi		
1	Overview of Oracle Monetization Cloud			
	About Oracle Monetization Cloud	1-1		
	About Oracle Monetization Cloud applications	1-2		
	Supported browsers	1-2		
	About user names and user roles	1-2		
	Related topics	1-3		
2	About implementing Oracle Monetization Cloud  About the implementation process  Developing, testing, and implementing your configuration changes	2-1 2-2		
3	Managing configuration changes in the cloud			
	About changesets	3-1		
	About grouping changesets into a project	3-2		
	About the status of changesets	3-2		
	About permissions for submitting changesets	3-2		
	Creating changesets	3-2		
	Submitting changesets	3-3		
	Exporting data from your changeset	3-3		
	Importing data into changesets	3-3		
	Transferring components to the production environment	3-3		

Exporting and importing components in transfer requests



3-4

Related topics	3-4
Setting business configuration options	
Specifying the default accounting type	4-1
Skipping billing of closed accounts with a zero balance	4-1
Specifying the default delivery method for dunning letters	4-2
Setting the minimum credit card charge threshold	4-2
Setting the minimum refund threshold	4-2
Rounding timestamps	4-2
Related topics	4-3
Getting started with Offer Design	
Using Offer Design	5-1
Getting started with Subscriber Management	
Using Subscriber Management	6-1
Getting started with Business Operations	
Using Business Operations	7-1
Getting started with Business Configuration	
Using Business Configuration	8-1
Using product accessibility features	
Available accessibility features	9-1
Setting accessibility preferences in Offer Design and Business Configuration	9-1
Frequently asked questions: designing offers	
How do I create a monthly charge?	10-1
How do I grant an allowance such as Minutes or Downloads to subscribers?	10-1
Can I offer different types of packages to different types of subscribers?	10-2
Can I bill a subscriber as soon as they purchase an offer?	10-2
How do I create a limited-time offer?	10-2
How do I add an early termination fee?	10-2
Can a charge offer include more than one monthly fee?	10-2



	Why can't I see my Business Configuration changes in Offer Design?  Related topics	10-3 10-3
11	Frequently asked questions: billing and payments	
	How do I receive credit card payments?	11-1
	How do I set credit limits for customers?	11-1
	Can a bill carry forward a past due amount from the previous bill?	11-1
	Can one customer pay for another customer's bill?	11-2
	How do I put my logo on invoices?	11-2
	Can I customize how charges are shown on a bill?	11-2
	How do I handle failed payments?	11-2
	Can I skip charging a credit card for a very small amount?	11-2
	Can I apply a payment to more than one account?	11-2
	Related topics	11-2
12	Frequently asked questions: managing customers	
	How do I update a customer's credit card?	12-1
	How do I find a charge that a customer says is wrong?	12-1
	How do I delete an account?	12-1
	How do I renew a customer's subscription?	12-1
	Can I cancel a customer's subscription early?	12-2
	Can I assign a rank to a customer based on importance?	12-2
	Related topics	12-2
13	Frequently asked questions: business operations	
	How do I schedule jobs to run on the last day of the month?	13-1
	Can I be automatically notified when a job ends?	13-1
	Related topics	13-1
Part	About product offerings	
14	About designing product offerings	
	About pricing components	14-1
	About pricing setup components	14-2
	Related topics	14-3



## 15 Creating pricing setup components

	Creating services	15-1
	Creating events	15-1
	Creating ratable usage metrics (RUMs)	15-2
	Creating balance elements	15-3
	Creating and editing rounding rules	15-4
	Adding custom attributes to services and events	15-5
	Related topics	15-5
16	Creating charge offers	
	Creating charge offers	16-1
	Charge offer general properties	16-1
	Creating charges	16-2
	Configuring usage charges	16-3
	Configuring recurring charges	16-4
	Charging based on rules	16-5
	Using multiple balance impacts in a charge	16-6
	Adding counters to track balances	16-7
	Charging based on quantity	16-8
	Related topics	16-9
17	Creating charge selectors	
	Creating a charge selector	17-1
	Related topics	17-2
18	Creating discount offers	
	About discount offers and discounts	18-1
	Applying multiple discount offers to an event	18-2
	About discount types	18-2
	About using temporary balances in discounts	18-3
	Creating discount offers	18-3
	Defining a discount offer's general properties	18-3
	Creating discounts	18-4
	Applying taxes to billing-time discounts	18-5
	Discounting based on quantity	18-5
	Adding counters to track balances	18-6
	Defining eligibility criteria for discounts and counters	18-7
	Defining trigger conditions for discounts and counters	18-8



Related topics	18-9
Creating trackers	
About trackers	19-1
Creating trackers	19-1
Defining eligibility criteria for counters	19-2
Defining trigger conditions for counters	19-3
Related topics	19-4
Creating subscription terms	
About bundle terms and package terms	20-1
Creating subscription terms	20-1
Related topics	20-2
Creating bundles	
Creating bundles	21-1
Related topics	21-2
Creating packages	
Creating packages	22-1
Setting credit limits in a package	22-2
Defining the order in which balances are consumed	22-2
Defining package transition rules	22-3
Defining generation change rules	22-4
Restricting discounts in packages	22-4
Related topics	22-4
Creating package lists	
Creating a package list	23-1
Related topics	23-1
Pricing scenarios	
Configuring purchase dates	24-1
Configuring validity periods	24-1
Charging on first usage	24-2



	Delaying activation of offers and services	24-2
	Applying an offer to all users of a service	24-2
	Applying an offer to an account	24-2
	Billing a customer when an offer is purchased	24-3
	Related topics	24-3
Pari	t III Managing subscribers	
1 (1)	The Managing Subscribers	
25	Managing customers	
	Managing customer accounts	25-1
	About finding accounts	25-2
	Canceling accounts	25-2
	Changing account profile information	25-2
	Displaying bill and balance information	25-3
	Viewing bill details	25-3
	Displaying event information	25-3
	Managing billing hierarchies	25-3
	Managing organization hierarchies	25-4
	How billing hierarchies and organization hierarchies interact	25-5
	Related topics	25-5
26	Managing payment methods	
	About payment methods	26-1
	Adding payment methods	26-1
	Updating payment methods	26-2
	Related topics	26-2
27	Creating accounts	
	About creating customer accounts	27-1
	Creating accounts	27-1
	Related topics	27-2
28	Configuring a customer's billing settings	
	Configuring a customer's billing settings	28-1
	Related topics	28-2



Changing your customer's tax settings	29-:
Related topics	29-:
Managing customer contracts	
Managing contracts	30-1
Related topics	30-1
Adjusting balances	
About adjustments	31-1
Adjusting a balance in an account	31-1
Allocating currency adjustments	31-2
Adjusting a bill	31-2
Adjusting a bill item Adjusting an event	31-3
Aulustiliu ali evelit	31-3
	31-/
Making a non-currency adjustment Related topics	31-4 31-4
Making a non-currency adjustment Related topics	
Making a non-currency adjustment Related topics  Managing disputes and settlements	31-4
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute	31-4
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute	31-4 32-1 32-1
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute	31-4
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute	31-4 32-1 32-1
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute Related topics	31-4 32-1 32-1
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute Related topics  Granting refunds	31-2 32-1 32-2
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute Related topics  Granting refunds  Granting refunds	31-2 32-1 32-2 33-1
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute Related topics  Granting refunds  Granting refunds  Running refund jobs	31-2 32-1 32-2 33-1 33-1
Making a non-currency adjustment Related topics  Managing disputes and settlements  Opening a dispute Settling a dispute Related topics  Granting refunds  Granting refunds  Running refund jobs Related topics	31-2 32-1 32-2 33-1 33-1



#### 35 About billing 35-1 About running billing About billing cycles and accounting cycles 35-2 About bill items 35-2 About accounting types 35-3 35-3 About configuring a customer's billing setup Running billing jobs 35-4 Related topics 35-5 36 Using bill now to create a bill 36-1 About bill now 36-1 Related topics About trial billing 37 About trial billing 37-1 About trial invoices 37-2 Using trial invoices to validate billing 37-2 37-3 Running a trial billing job Retrieving trial invoices from the SFTP server 37-4 Purging trial invoices from the database 37-4 Related topics 37-5 Generating invoices 38 About invoicing 38-1 Customizing invoices 38-1 Assigning invoice templates to bills 38-1 38-2 Setting the output format for invoices Generating invoices 38-2 Accessing your invoices 38-3 Viewing invoices in BI Publisher 38-3 38-3 Viewing invoices in Subscriber Management Retrieving invoice files from the SFTP server 38-3 Related topics 38-3 39 Customizing bill items 39-1 About customizing bill items Creating bill item selectors 39-2



	Customizing bill items	39-2
	Related topics	39-2
Part	V Payments	
40		
40	About payments	
	About processing payments	40-1
	About storing card numbers as tokens	40-2
	About managing payments	40-2
	Related topics	40-3
41	Processing payments in batches	
	About batch payment files	41-1
	Uploading batch payment files	41-1
	Viewing the status of batch payment files	41-2
	Processing batch payments automatically	41-2
	Processing batch payments manually	41-2
	About managing batch payments that are suspended	41-2
	Reversing failed payments in batches	41-2
	Resolving failed batches	41-3
	Related topics	41-3
42	Processing credit card and debit card payments	
	Running payment collections jobs	42-1
	Related topics	42-2
43	Processing offline payments	
	About processing payments	43-1
	Applying payments	43-1
	Allocating payments	43-2
44	Reversing payments	
	Reversing payments	44-1
	Related topics	44-1



#### 45 Suspending and correcting payments About suspended payments 45-1 Suspending existing payments manually 45-1 Creating suspended payments 45-2 Applying suspended payments to your customers' bills 45-2 Distributing a payment among multiple accounts 45-3 Assigning suspended payments to an employee 45-3 Related topics 45-3 46 Resolving incomplete payment transactions About resolving incomplete payment transactions 46-1 Viewing information about incomplete payment transactions 46-1 Resolving incomplete transactions due to lost connections 46-2 Applying unresolved payments 46-2 Related topics 46-2 Part VI Calculating taxes 47 Calculating taxes Calculating taxes 47-1 47-1 Creating tax codes Creating simple tax codes 47-2 Creating location-based tax codes 47-2 About the CSV file 47-2 Using tax codes from a taxation gateway 47-3 47-4 Creating tax suppliers When to calculate taxes 47-4 Related topics 47-4 Part VII General ledger 48 Setting up your general ledger About the general ledger 48-1 About GL IDs 48-1 About revenue GL IDs 48-1 48-2 About accounts receivable GL IDs



	About standard GL IDs	48-2
	About contract GL IDs	48-2
	Setting up your general ledger	48-3
	Creating general ledger accounts in Business Configuration	48-3
	Creating GL IDs in Business Configuration	48-3
	Creating the general ledger from an XML file	48-4
	Creating general ledger accounts from an XML file	48-5
	Creating GL IDs from an XML file	48-6
	Mapping A/R actions to GL IDs	48-7
	Related topics	48-7
49	Generating general ledger reports	
	About GL reports	49-1
	About the monthly export report	49-2
	About preview GL reports	49-3
	Scheduling report runs	49-3
	Generating general ledger reports	49-3
	Viewing general ledger reports in BI Publisher	49-4
	Retrieving general ledger reports from the SFTP server	49-4
	Related topics	49-4
Par	VIII Revenue recognition	
50	About revenue recognition	
	About revenue recognition	50-1
	About the standalone selling price	50-1
	About the revenue earning schedule	50-2
	About calculating the revenue allocation	50-2
	About deliverables	50-3
	About subscription terms	50-3
	About the revenue from administrative fees	50-3
	Sample revenue recognition scenarios	50-4
	Scenario 1: One-year contract with a linear earning schedule	50-4
	Scenario 2: One-year contract for a physical good with free maintenance	50-4
	Related topics	50-5



#### 51 Setting up revenue recognition for your product offerings Setting up revenue recognition for your product offerings 51-1 Creating deliverables 51-1 Creating deliverables for one-time activities 51-2 Creating deliverables for physical goods 51-2 Creating deliverables for metered services 51-3 Creating deliverables for continuous services 51-4 Deleting deliverables 51-4 Related topics 51-4 Part IX Managing business operations 52 About running business operations jobs About business operations jobs 52-1 52-2 Creating jobs Modifying jobs 52-2 Searching for jobs 52-2 52-2 Searching for and viewing jobs Viewing jobs scheduled for today and tomorrow 52-3 Viewing jobs that ran today and yesterday 52-3 Viewing jobs in a timeline 52-3 Viewing which jobs succeeded or failed 52-3 Viewing details about a job 52-3 Rerunning failed jobs 52-4 52-4 Deleting, deactivating, and reactivating jobs Preventing jobs from running by using blackout periods 52-4 About testing jobs in a test environment 52-5 Related topics 52-5 53 Displaying your business data Displaying your business data 53-1 Related topics 53-1 54 Running reports



Related topics

Running Oracle Monetization Cloud reports

54-1

54-2



#### **Preface**

This guide describes how to use Oracle Monetization Cloud.

### **Audience**

This document is intended for:

- Business analysts who plan the Oracle Monetization Cloud implementation
- Operations supervisors and personnel who run billing and collect payments
- · Pricing analysts who design product offerings

## **Documentation 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.

#### **Access to Oracle Support**

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info Or visit <math>http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

#### Related documents

- Oracle Monetization Cloud Security Guide
- Oracle Monetization Cloud Integration Guide
- Oracle Monetization Cloud SOAP API Reference



## Overview of Oracle Monetization Cloud

This document provides an overview of Oracle Monetization Cloud.

#### Topics in this document

- About Oracle Monetization Cloud
- About Oracle Monetization Cloud applications
- Supported browsers
- About user names and user roles
- Related topics

#### **About Oracle Monetization Cloud**

Oracle Monetization Cloud is a cloud-based charging, billing, payments, and revenue management platform for subscription-based products and services. You can do the following:

- Design product offerings to sell to customers. See About designing product offerings.
- Create and manage customer accounts when you sell your product offerings. See Managing customers.
- Bill customers for subscription fees and usage charges. See About billing.
- Collect payments. See About payments.
- Get reports about management and financial activity. See Displaying your business data.

Using Oracle Monetization Cloud provides the following benefits:

- Manages the entire life-cycle: It supports the full life-cycle of subscription services, from on-boarding subscribers, to rapidly launching and modifying innovative offerings, to leveraging flexible rating, discounting and billing capabilities, to customizing invoices, to analyzing business performance through robust reporting.
- Integrates with external systems: It includes connectors and standard web-based SOAP and REST APIs for integrating with front-office and back-office systems, such as external CRM applications, e-commerce applications, enterprise resource planning (ERP) systems, and payment and tax gateways.
- Complies with industry standards: It complies with Payment Card Industry (PCI), Generally Accepted Accounting Principles (GAAP), and ASC 606 and IFRS 15 revenue recognition standards. It supports re-invoicing and recognition of seven types of revenue that allow you to reduce risk, combat revenue leakage, and ensure audit compliance.



## About Oracle Monetization Cloud applications

Oracle provides a cloud instance, including a home page URL, where you access your environment. The home page contains links to these applications:

Application	Description
Subscriber Management	For creating accounts and managing customers, accounts receivable, invoices, and payments.
	See Getting started with Subscriber Management.
Offer Design	For designing your product offerings.
	See Getting started with Offer Design.
Business Operations	For scheduling and monitoring billing, payment, invoicing, and general ledger (GL) report jobs and for tracking business trends.
	See Getting started with Business Operations.
Business Configuration	For configuring services, events, balance elements, and business configuration parameters.
	See Getting started with Business Configuration.
Oracle Business Intelligence (BI) Publisher	For running financial, subscriber, and compliance reports.  See Running reports.
System Configuration	For configuring connections to external systems.
	See Getting started with System Configuration.
User Management	For creating and managing users, roles, and passwords.
	See Implementing role-based application security.

## Supported browsers

Oracle tests the cloud applications with the following browsers:

- Mozilla Firefox version 39
- Microsoft Internet Explorer version 11
- Google Chrome version 43
- Apple Safari version 8.0.6

Other browsers might work, but Oracle doesn't provide assistance or support for nontested browsers.

#### About user names and user roles

When you sign in to Oracle Monetization Cloud, you enter a user name. The user name is associated with roles that determine which applications you can use. For example:

- If you sign in and you have the Pricing Analyst role, you can create pricing components by using Offer Design.
- If you sign in and you have the Pricing Reviewer role, you can look at pricing components by using Offer Design, but you can't create or edit them.



If your roles do not allow you to use an application, that application doesn't appear in the Oracle Monetization Cloud home page.

Roles also determine the functionality that you can use in a single application. For example, your roles might allow you to use Business Configuration to create tax codes, but not services and events.

For more information, see Implementing role-based application security.

## Related topics

- About implementing Oracle Monetization Cloud
- Frequently asked questions: billing and payments
- Frequently asked questions: business operations
- Frequently asked questions: designing offers
- Frequently asked questions: managing customers



## Part I

## Getting started with Oracle Monetization Cloud

#### This part contains the following topics:

- About implementing Oracle Monetization Cloud
- Managing configuration changes in the cloud
- · Setting business configuration options
- Getting started with Offer Design
- Getting started with Subscriber Management
- · Getting started with Business Operations
- Getting started with Business Configuration
- Using product accessibility features
- · Frequently asked questions: designing offers
- · Frequently asked questions: billing and payments
- · Frequently asked questions: managing customers
- Frequently asked questions: business operations



## About implementing Oracle Monetization Cloud

This document provides an overview of how to implement Oracle Monetization Cloud. For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- About the implementation process
- Developing, testing, and implementing your configuration changes

## About the implementation process

To implement Oracle Monetization Cloud, you first complete a subscription process with Oracle. Oracle creates your cloud instance on the Oracle servers.

During the process of creating your instance, Oracle performs an initial environment configuration. When your instance is ready, Oracle provides a home page URL that you sign in to.

#### Your first activities are:

- Use the User Management application to create Oracle Monetization Cloud users, such as financial analysts and operations personnel users. See Implementing rolebased application security.
- Use the Business Configuration application to perform system-wide configuration tasks. For example, you can specify the minimum amount to charge a customer's credit card. These configuration tasks should be completed before you create customer accounts. However, with the exception of configuring timestamp rounding, you can change them at any time. See Setting business configuration options.
- Use the System Configuration application to integrate your instance with external systems, such as a payment processor. See About integrating your business systems.

#### After completing these tasks, you can:

- Use the Business Configuration application to create the prerequisite components for your product offerings, such as the services you are selling, the events that customers will be charged for, the tax codes to apply, and your general ledger accounts. See:
  - Creating pricing setup components
  - Calculating taxes
  - Setting up your general ledger
- Use the Offer Design application to create the product offerings that you sell to customers. See About designing product offerings.



- Use the Subscriber Management application to create accounts for your customers. See Creating accounts.
- Use the Business Operations application to calculate the amount your customer owes, generate invoices, collect payments, grant refunds, and create general ledger reports. See:
  - Running billing jobs
  - Generating invoices
  - Running payment collections jobs
  - Calculating taxes
  - Granting refunds
  - Generating general ledger reports

## Developing, testing, and implementing your configuration changes

You have access to two separate cloud environments; a production environment and a development environment. You typically sign in to a development environment to create and test pricing components and pricing setup components. For example, you can create pricing components, use a test account to purchase the pricing components, and then run billing on the development environment to determine if charges are processed in the way you expect. After your changes are tested, you send configuration changes to the production environment.

The environment you sign in to depends on your user entitlements. When users are created, a sign-in name is defined. That sign-in name is associated with entitlements that determine which environment can be accessed.

For example, if you use Offer Design to create and test pricing components, your user name would automatically sign you in to the development environment. If your responsibility is to load pricing components into the production database, your user name would automatically sign you in to the production environment.



## Managing configuration changes in the cloud

In Oracle Monetization Cloud, you have access to two separate cloud environments: a development environment and a production environment. You can create and test your data in the development environment by using changesets. After your data is thoroughly tested, you can create a transfer request to have the data from your changesets transferred to the production environment.

For background information, see About implementing Oracle Monetization Cloud.

#### Topics in this document

- About changesets
- About grouping changesets into a project
- About the status of changesets
- · About permissions for submitting changesets
- Creating changesets
- Submitting changesets
- · Exporting data from your changeset
- Importing data into changesets
- Transferring components to the production environment
- Exporting and importing components in transfer requests
- Related topics

#### About changesets

When you work in Offer Design or Business Configuration, all of your work is tracked in changesets. A changeset is a container for configuration changes that you manage and submit together. For example, to create a charge offer for a mobile service, you might create the charge offer in a Mobile Summer 2018 changeset.

You can create multiple changesets, but you can work in only one at a time. There is always a default changeset named *Auto-generated*, but you can change the name.

When you're finished making changes, you submit the changeset to make your work visible to everyone in the environment. Submitting the changeset also validates the changes, but you can validate the changeset before submitting it.

If there are errors, Offer Design and Business Configuration display them. If there are no errors, the changeset is submitted and is removed from the window. To make additional changes, you must use a new changeset.

If there are validation errors:

- Only 25 errors are displayed.
- A component might be valid, but a sub-component might not be valid. In those cases, a dash (–) icon is shown.



If you delete a changeset, you delete all of the components that are in it.

### About grouping changesets into a project

You can group related changesets into a project. To do so, you assign the same project code to each changeset. For example, if different people are working on the pricing and pricing setup components for the Wireless Phone 2019 promotion, you can have each person assign project code **2019Wireless** to their changesets. Adding a project code makes it easier to find the related changesets when you're ready to transfer them from the development environment to the production environment.

## About the status of changesets

Changesets have one of these statuses:

- Draft: The changeset is unsubmitted. Only you have access to it.
   You can delete a component from a changeset only when the changeset is in Draft status.
- Promoted: The changeset has been successfully submitted. All Offer Design and Business Configuration users have access to it.

## About permissions for submitting changesets

You must have the appropriate permissions to submit changesets in Offer Design and Business Configuration. Ensure that your system administrator has granted you the DesignCenterAdapterGroup and JDGroup functional roles.

For information about roles, see Implementing role-based application security.

## Creating changesets

Use Offer Design or Business Configuration to create a changeset. Select **Changesets**, **Actions**, and then **Create**, or select the plus icon in the Changesets section.

When you create a changeset, you specify the following:

- The name and description.
- The project code. You can create a new one or select from a list of existing project codes. Project codes allow you to group related changesets.



## Submitting changesets

When you submit a changeset, its components are published and other users can view and use them.

Use Offer Design or Business Configuration to submit a changeset. In a workspace, select **Submit**.

Links to pending and successfully submitted changesets are displayed in the Workspace area. Select a link to view a list of those changesets.

## Exporting data from your changeset

You can share your changes by exporting your changeset as an XML file. You can export only valid changesets.

Use Offer Design or Business Configuration to export changesets. In a workspace, select **Actions** and then **Export**.

When you export a changeset, you specify whether referenced components are also exported. Referenced components are components that aren't included in the changeset, but components in the changeset refer to them. For example, a bundle might reference a charge offer that isn't in the changeset. If you include referenced components, the referenced charge offer is included in the XML file.

## Importing data into changesets

You can import data in XML format into a new changeset or an existing changeset. You might do this to:

- Access data created in a coworker's changeset.
- Import data from external systems; for example, you could import your general ledger configuration from an external system into Oracle Monetization Cloud.

Use Offer Design or Business Configuration to import data in XML format. In a workspace, select **Actions** and then **Import**. You can choose to:

- Import the changes into an existing changeset, or create a new changeset.
- Submit the changeset automatically after it's imported.

## Transferring components to the production environment

After you've tested and validated your components in the development environment, you can move them to the production environment by creating a *transfer request*. A transfer request contains components from one or more promoted changesets.

Use Offer Design or Business Configuration to create and submit a transfer request. In a workspace, select **Transfer Request**, **Actions**, and then **Create**.

When you create a transfer request, you specify the promoted changesets that you want to include. You can search for them by name or project code. The transfer request automatically includes all components from the changesets you specified, but you can remove any unwanted components.



Validate the transfer request to ensure that no dependent components are missing. If it doesn't contain errors, select **Submit**.

After you submit the transfer request, your transfer administrator can review it, export it from the development environment, and then import it into the production environment.

## Exporting and importing components in transfer requests

This task is done by a transfer administrator.

You can export components in a transfer request from the development environment and then import them into your production environment. The contents of the transfer request are exported and imported in an XML file.

Use Offer Design or Business Configuration to export and import components in transfer requests. In a workspace, select **Actions** and then **Export Transfer Request** or **Import Transfer Request**.

When you import the components in a transfer request, you specify whether to overwrite higher versions of components that already exist in the production environment.

### Related topics

- Getting started with Offer Design
- Getting started with Business Configuration



## Setting business configuration options

Business configuration options define the actions or values you want to use as defaults for Oracle Monetization Cloud operations such as accounting, billing, and charging.

#### Topics in this document

- Specifying the default accounting type
- Skipping billing of closed accounts with a zero balance
- Specifying the default delivery method for dunning letters
- Setting the minimum credit card charge threshold
- Setting the minimum refund threshold
- Rounding timestamps
- Related topics

## Specifying the default accounting type

For background information, see About accounting types.

Use Business Configuration to specify the default accounting type for all new bill units. Select **Business Options**. Under **Billing**, select one of these **Accounting Type** options:

- Open item: A customer is billed only for charges in the current billing cycle. If a
  customer doesn't pay a bill, the charges for that bill aren't included in the next bill.
  You typically use open item accounting for invoiced accounts.
- Balance forward: A customer's bill includes all the charges that a customer owes, including those from previous billing cycles. Accounts for customers who pay by credit card should always use balance forward accounting.

You specify the accounting type for a customer when the account is created. You can change the accounting type at any time. See Configuring a customer's billing settings.

### Skipping billing of closed accounts with a zero balance

Use Business Configuration to specify whether closed accounts are billed when the following criteria are met:

- The account's total balance due for every bill is zero.
- The account has had no billable activity since the previous bill.

Select **Business Options**. Under **Billing**, set the **Bill closed accounts** option to yes or no.

## Specifying the default delivery method for dunning letters

Use Business Configuration to specify the delivery method for dunning letters for non-invoiced accounts that are in collections. Select **Business Options**. Under **Collections**, set the **Deliver dunning letter using** option to email or hard copy.

### Setting the minimum credit card charge threshold

Use Business Configuration to specify the minimum amount that a customer must owe to trigger a credit card charge. Select **Business Options**. Under **Account Receivables**, set the **Minimum bill amount to collect** option to the minimum amount.

If the amount to charge isn't greater than the value you specify, the balance is carried forward to the next bill. For example, if the value is 2, the charge must be more than 2.

The default value is 2 units of the account's currency: for example, 2 dollars or 2 euros.

There's no configuration for setting the minimum amount to invoice.

## Setting the minimum refund threshold

Use Business Configuration to specify the minimum amount that triggers a refund. Select **Business Options**. Under **Account Receivables**, set the **Minimum bill amount to collect** option to the minimum amount.

For example, if the value is 2, the refund must be more than 2.

The default value is 2 units of the account's currency: for example, 2 dollars or 2 euros.

## Rounding timestamps



Set this option before charging customers. Changing this option on a production environment can corrupt data.

Use Business Configuration to specify whether timestamps should be rounded to the start of the current day. Select **Business Options**. Under **Subscription**, set the **Round timestamps to start of day** option to:

- Yes: Timestamps are rounded to the start of the current day. For example, the starting timestamp for an offer purchased at 10 a.m. (or any other time of day) is rounded to 00:00 hours.
- No: Timestamps aren't rounded and stay set to the time that the offer is purchased.



## Related topics

- Getting started with Business Configuration
- Configuring a customer's billing settings



## Getting started with Offer Design

Use Offer Design to create and manage the pricing components that represent your product offerings. Offer Design is an application in Oracle Monetization Cloud.

Before creating the pricing components that represent your product offerings, you must create pricing setup components such as services, events, balance elements, and ratable usage metrics (RUMs). See Getting started with Business Configuration.

#### Important:

- Do not open multiple instances of Offer Design.
- To avoid losing data, don't use browser commands such as Back, Forward, and Refresh.

## **Using Offer Design**

See the following topics:

#### Working in changesets

· Managing configuration changes in the cloud

#### **Pricing components**

- About designing product offerings
- Creating charge offers
- · Creating charge selectors
- · Creating discount offers
- Creating subscription terms
- Creating bundles
- Creating packages
- Creating package lists

#### Searching for pricing components

When you search for pricing components:

- Use an asterisk (\*) as a wildcard to substitute for one or more characters.
- To search for a name that includes a space, use '% %' instead of the space.

#### **Saving pricing components**

When you create or modify a pricing component, you can choose where the information is saved.



- Select Validate to have your pricing component validated by Offer Design. This
  selection doesn't save or commit the pricing component in Oracle Monetization
  Cloud.
- Select **Save** to save the pricing component in Offer Design memory without committing it to the Oracle Monetization Cloud database.
- Select **Finish** to commit the pricing component to the Oracle Monetization Cloud database and view a summary of your changes.
- Select **Cancel** to abandon your changes without saving or committing them.



## Getting started with Subscriber Management

Use Subscriber Management for creating and managing accounts, and for managing billing, payments, and accounts receivable for customer accounts. Subscriber Management is an application in Oracle Monetization Cloud.

#### Important:

- Do not open multiple instances of Subscriber Management.
- To avoid losing data, do not use browser commands such as Back, Forward, and Refresh.
- Ensure that cookies are enabled in your browser.

## **Using Subscriber Management**

See the following topics:

#### Managing accounts

- Creating accounts
- Managing customers
- Managing payment methods
- Configuring a customer's billing settings
- Managing customer tax settings

#### Managing accounts receivable

- Adjusting balances
- Managing disputes and settlements
- Granting refunds
- Writing off revenue

#### **Managing payments**

- About payments
- Processing offline payments
- Reversing payments
- · Suspending and correcting payments
- · Using bill now to create a bill



## Getting started with Business Operations

Use Business Operations to perform basic business operation tasks such as generating invoices for customers, processing batches of payments from your banks and payment processors, and fixing payments that couldn't be processed. Business Operations is an application in Oracle Monetization Cloud.

#### Important:

- Do not open multiple instances of Business Operations.
- To avoid losing data, do not use browser commands such as Back, Forward, and Refresh.
- Ensure that cookies are enabled in your browser.

## **Using Business Operations**

See the following topics:

#### Performing business operations tasks

- Running billing jobs
- Processing credit card and debit card payments
- Generating invoices
- Generating general ledger reports
- Running pricing synchronization jobs
- Granting refunds
- Running a trial billing job
- Purging trial invoices from the database
- Displaying your business data

#### **Managing Jobs**

- About business operations jobs
- Creating jobs
- Modifying jobs
- · Searching for jobs
- Searching for and viewing jobs
- Rerunning failed jobs
- Deleting, deactivating, and reactivating jobs
- Preventing jobs from running by using blackout periods
- About testing jobs in a test environment

#### **Processing batches of payments**

- Viewing the status of batch payment files
- · Processing batch payments automatically
- · Processing batch payments manually
- · About managing batch payments that are suspended
- Reversing failed payments in batches
- · Resolving failed batches

#### Managing failed payments

- Viewing information about incomplete payment transactions
- · Resolving incomplete transactions due to lost connections
- Applying unresolved payments

#### **Troubleshooting Oracle Monetization Cloud**

Using log files to troubleshoot Oracle Monetization Cloud



## Getting started with Business Configuration

Use Oracle Monetization Cloud Business Configuration to set up your business-related options, such as:

- Setting up your general ledger
- Setting up revenue recognition
- Creating the prerequisite components for your packages, such as services and events
- Defining the default settings for accounting, billing, and charging
- Specifying the balance elements in which to store charges

#### Important:

- To avoid losing data, do not use browser commands such as Back, Forward, and Refresh.
- Enable cookies in your web browser.

## **Using Business Configuration**

See the following topics:

#### Working in changesets

· Managing configuration changes in the cloud

#### Managing financials

- Creating general ledger accounts in Business Configuration
- Creating GL IDs in Business Configuration
- Mapping A/R actions to GL IDs
- · Creating deliverables
- Calculating taxes

#### **Charging setup**

Creating balance elements

#### Setting up service design

- Creating services
- Creating events
- Creating ratable usage metrics (RUMs)
- Creating and editing rounding rules
- Adding custom attributes to services and events



#### **Setting business options**

- Specifying the default accounting type
- Skipping billing of closed accounts with a zero balance
- Specifying the default delivery method for dunning letters
- Setting the minimum credit card charge threshold
- Setting the minimum refund threshold
- Rounding timestamps

#### Managing bill items

- Creating bill item selectors
- Customizing bill items



9

# Using product accessibility features

You can use screen readers and other accessibility methods with Oracle Monetization Cloud.

#### Topics in this document

- Available accessibility features
- · Setting accessibility preferences in Offer Design and Business Configuration

### Available accessibility features

You can use the following accessibility features with Oracle Monetization Cloud:

- Your operating system's and browser's keyboard shortcuts
- Screen readers and your browser's accessibility tools
- For Offer Design and Business Configuration, preferences for improving how these applications work with screen readers, magnification, and high contrast. See Setting accessibility preferences in Offer Design and Business Configuration.

Oracle Monetization Cloud includes Oracle Business Intelligence (BI) Publisher for customizing invoices and generating reports. For information about creating accessible output in BI Publisher, see Accessibility Features in *Oracle Fusion Middleware User's Guide for Oracle Business Intelligence Publisher*.

# Setting accessibility preferences in Offer Design and Business Configuration

To set accessibility preferences in Offer Design and Business Configuration, select **Accessibility** in the branding bar and then select any of the following that apply to you:

- I use a screen reader: Optimizes pages for screen readers, but also makes their visual display less appealing and usable. This setting also adds table columns for screen reader use.
- **I use high contrast:** Changes the visual display of these applications to work better with high contrast modes in your browser or operating system.
- I use large fonts: Switches to more scalable fonts.



10

# Frequently asked questions: designing offers

Find answers to common questions you have about designing offers in Oracle Monetization Cloud.

- How do I create a monthly charge?
- How do I grant an allowance such as Minutes or Downloads to subscribers?
- Can I offer different types of packages to different types of subscribers?
- Can I bill a subscriber as soon as they purchase an offer?
- How do I create a limited-time offer?
- How do I add an early termination fee?
- Can a charge offer include more than one monthly fee?
- Why can't I see my Business Configuration changes in Offer Design?
- · Related topics

# How do I create a monthly charge?

In Offer Design, create a charge offer and use a recurring charge. For example, to create a monthly fee that's charged in advance, use Monthly Cycle Forward.



See Creating charge offers.

# How do I grant an allowance such as Minutes or Downloads to subscribers?

In Offer Design, create a recurring charge with a balance impact that credits the amount of an allowance and a balance impact that debits the charge amount. To

enable the subscriber to use the minutes, create a usage charge and an allowance discount that credits the usage charge when there's an available allowance.

See Creating charge offers and Creating discount offers.

# Can I offer different types of packages to different types of subscribers?

Yes. In Offer Design, you can create package lists to organize packages according to a type of customer or type of package; for example:

- Customers in a particular location, such as Canada
- Packages that include promotional discounts offered for a limited time

See Creating package lists.

# Can I bill a subscriber as soon as they purchase an offer?

Yes. When you create a bundle or a package in Offer Design, enable **Bill on Purchase**. When a customer purchases the bundle, a bill is generated immediately for the purchase fees associated with the bundle.



Only purchase fees are billed on purchase, not usage fees or recurring charges.

See Creating bundles and Creating packages.

#### How do I create a limited-time offer?

In offers, bundles, and packages, use validity period dates and purchase dates. See Configuring validity periods.

# How do I add an early termination fee?

Configure an early termination fee for a package by using subscription terms. See Creating subscription terms .

### Can a charge offer include more than one monthly fee?

No. You can include one of each type of recurring fee in a charge offer; for example, one monthly fee, one annual fee, and so on.

Similarly, you can include only one purchase fee and one cancellation fee.

To include multiple fees of the same type, create multiple charge offers and include them in the same bundle.



# Why can't I see my Business Configuration changes in Offer Design?

In Business Configuration, check whether your changeset has been submitted successfully. Any pricing and financial components that you worked on won't be visible to other applications until the changeset has been submitted successfully.

If there are problems with your components, Business Configuration displays error messages when you validate or submit your changeset. A changeset might fail for a variety of reasons, such as:

- You don't have the appropriate permissions to submit changesets. You must have both the DesignCenterAdapterGroup and JDGroup functional roles.
- · Your components are valid, but an associated subcomponent isn't valid.

See Managing configuration changes in the cloud and Implementing role-based application security.

- About designing product offerings
- Frequently asked questions: business operations
- Frequently asked questions: billing and payments
- Frequently asked questions: managing customers



11

# Frequently asked questions: billing and payments

Find answers to common questions you have about handling billing and payments in Oracle Monetization Cloud.

- How do I receive credit card payments?
- How do I set credit limits for customers?
- Can a bill carry forward a past due amount from the previous bill?
- Can one customer pay for another customer's bill?
- · How do I put my logo on invoices?
- Can I customize how charges are shown on a bill?
- How do I handle failed payments?
- Can I skip charging a credit card for a very small amount?
- · Can I apply a payment to more than one account?
- · Related topics

# How do I receive credit card payments?

Use the System Configuration application to connect to a payment processor, such as Chase Paymentech. See About integrating your business systems.

After your payment gateway is configured, you use Subscriber Management to create customer accounts for customers who pay by credit card. Oracle Monetization Cloud stores all of the credit card information. See Managing payment methods.

To receive credit card payments, run a payment job by using Business Operations. See Processing credit card and debit card payments.

#### How do I set credit limits for customers?

You configure credit limits when you create packages in Offer Design. When a customer purchases a package, the credit limits defined in the package apply to the customer's services. See Creating packages.

# Can a bill carry forward a past due amount from the previous bill?

Yes. Oracle Monetization Cloud uses two accounting types: balance forward and open item. With *balance forward accounting*, a customer's bill includes all the charges that a customer owes, including those from previous billing cycles. With *open item* 

accounting, a customer is billed only for charges from the bill items in the current bill cycle. See About accounting types.

## Can one customer pay for another customer's bill?

Yes. This is called a billing hierarchy. When creating or editing a bill unit in Subscriber Management, you can select another account instead of a payment method. See Configuring a customer's billing settings and Managing billing hierarchies.

### How do I put my logo on invoices?

Use Oracle Business Intelligence (BI) Publisher to customize your invoice templates. You can change the appearance, but you can't change the content. See Generating invoices.

# Can I customize how charges are shown on a bill?

Yes. Use Business Configuration to create customized bill items. Oracle Monetization Cloud provides some predefined bill items such as Cycle Forward, Cycle Forward Arrears, Usage, One Time, and so on. You can create your own bill items to aggregate and display your charges differently in your bills. See Customizing bill items.

# How do I handle failed payments?

You can suspend a payment, troubleshoot it, and re-allocate it. See Suspending and correcting payments.

# Can I skip charging a credit card for a very small amount?

Yes. You can specify the minimum amount required for charging a credit card. The default is 2, in the account's currency. See Setting the minimum credit card charge threshold.

# Can I apply a payment to more than one account?

Yes. If your customer has already made the payment for distribution, you must first suspend it. If the customer hasn't made the payment, you must first create the payment as a suspended payment. See Distributing a payment among multiple accounts.

- About billing
- About payments
- Frequently asked questions: billing and payments
- Frequently asked questions: managing customers
- Frequently asked questions: designing offers



12

# Frequently asked questions: managing customers

Find answers to common questions you have about managing customers in Oracle Monetization Cloud.

- How do I update a customer's credit card?
- How do I find a charge that a customer says is wrong?
- How do I delete an account?
- How do I renew a customer's subscription?
- Can I cancel a customer's subscription early?
- · Can I assign a rank to a customer based on importance?
- Related topics

## How do I update a customer's credit card?

In Subscriber Management, open the account and select **Actions**, **Financial Setup**, and then **Payment Method**.

You can change only the expiration date. If you need to change something else, you must add a new payment method. See Adding payment methods.

### How do I find a charge that a customer says is wrong?

In Subscriber Management, select the bill that's in dispute, and then display the charge. See Displaying event information.

#### How do I delete an account?

You can't delete accounts. You can rename accounts to make them easier to identify in searches, or you can update the account's status to **closed** to terminate its services. You'll be notified of any early termination fees that will be applied before closing the account.

By default, all closed accounts are permanently deleted 12 months after closing.

# How do I renew a customer's subscription?

You can renew a customer's subscription manually in Subscriber Management. Open the customer's account, select **Purchased**, select the subscription to renew, and then select **Renew**. See Managing customer contracts.

# Can I cancel a customer's subscription early?

Maybe. Some subscription terms allow early termination but others don't.

To check whether early termination is allowed, open the customer's account in Subscriber Management, select **Purchased**, and then select the subscription that the customer wants to cancel. See Managing customer contracts.

# Can I assign a rank to a customer based on importance?

Yes. When you create an account, you can assign it a rank, such as Platinum, Gold, Silver, or Bronze. You can change the rank at any time. The customer's account type is displayed in Subscriber Management.

- Managing customers
- Frequently asked questions: business operations
- Frequently asked questions: billing and payments
- Frequently asked questions: designing offers



13

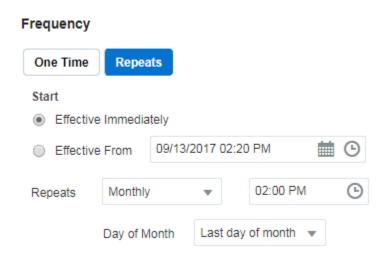
# Frequently asked questions: business operations

Find answers to common questions about Oracle Monetization Cloud business operations.

- How do I schedule jobs to run on the last day of the month?
- Can I be automatically notified when a job ends?
- Related topics

# How do I schedule jobs to run on the last day of the month?

In Business Operations, create a job that repeats monthly. From the **Day of Month** list, select **Last day of month**. For example, to create a recurring job that starts immediately and runs on the last day of the month:



See Creating jobs.

## Can I be automatically notified when a job ends?

Yes. When you create any type of job in Business Operations, enable the **Notify when complete** option and enter an email address. Business Operations sends a notification to your email address when the job completes. See Creating jobs.

# Related topics

About running business operations jobs

- Frequently asked questions: billing and payments
- Frequently asked questions: managing customers
- Frequently asked questions: designing offers



# Part II

# About product offerings

#### This part contains the following topics:

- About designing product offerings
- Creating pricing setup components
- Creating charge offers
- Creating charge selectors
- · Creating discount offers
- Creating trackers
- Creating subscription terms
- Creating bundles
- Creating packages
- Creating package lists
- Pricing scenarios



# About designing product offerings

In Oracle Monetization Cloud, you create pricing components that represent your product offerings. Pricing components define how you sell your products and services to customers. For example, you could offer an International VOIP package for a monthly subscription fee plus usage charges. You also create pricing setup components, such as services and rating metrics. Pricing setup components define the data used in pricing components.

For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- About pricing components
- About pricing setup components
- Related topics

# About pricing components

Pricing components define how to charge for services and how to bundle services together in a package.

Use Offer Design to create pricing components:

- Charge offers specify how to charge for your services; for example:
  - 10 cents per minute for mobile phone calls
  - A \$20 monthly fee for a digital textbook subscription

A charge offer is associated with a service, so when a customer purchases the charge offer, they're allowed to use the service.

- Discount offers specify when and how to reduce the cost of charges or to change the balance of elements such as free minutes or loyalty points.
- Subscription terms specify how long the customer is required to commit to the service, what happens if they cancel early, and what happens when the subscription period ends.

For example, the terms for a digital textbook service might specify a 4-month commitment with a 1-month grace period, after which an early termination fee of \$5 is applied, and the subscription automatically renews after 4 months.

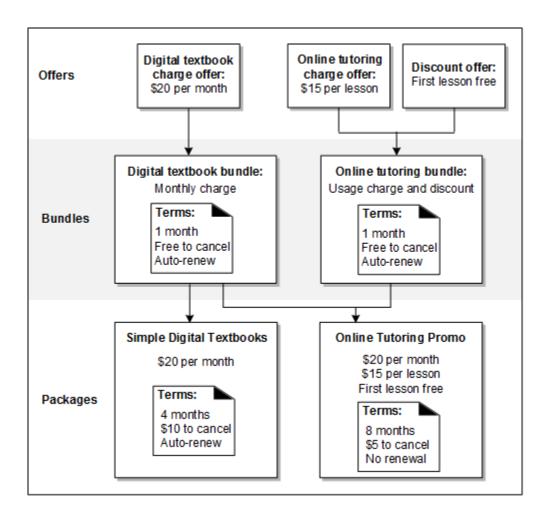
After you create charge offers, discount offers, and terms, you package them in the following pricing components:

- Bundles contain one or more charge offers, discount offers, or both. Each bundle is associated with a single service and preset terms.
- Packages contain one or more bundles. You use packages to offer multiple services to subscribers. For example, you can include two bundles: one for an Internet service and one for a conferencing service.

Each package is associated with terms, and any required bundles are governed by those terms. Optional add-on bundles are governed by the separate, preset terms.

 Package lists contain a group of packages that are offered to a single type of subscriber, such as those in a regional group.

This figure shows how charge offers and discount offers are organized into bundles and packages with associated terms:



#### About pricing setup components

Before configuring your product offerings, you must first configure prerequisite components that define the services you are selling, the events that customers will be charged for, the tax codes to apply, and the revenue tracking information. In Oracle Monetization Cloud, these prerequisite components are called pricing setup components. These components are configured in Business Configuration and may require users with specialized skills to configure them. See Getting started with Business Configuration.

You use Business Configuration to create these pricing setup components:

Services. Services define what you base your charges on. For example, the GSM service definition enables you to charge for usage based on the customer's phone number.

- Events. An event is an online action, such as a phone call, an SMS message, or a
  data download. Data about the event, such as when it occurred, is recorded in the
  cloud. For example, when a customer makes a phone call, an event is generated
  that contains information about that phone call, such as the date and time the call
  was made. Events are also recorded for customer actions such as purchasing a
  charge offer.
- Balance elements. A balance element is a currency or noncurrency asset, such as U.S. dollars or minutes. For example, for a charge of one dollar per minute, the balance element for the charge is US Dollars. When granting a customer minutes, the balance element is Included Minutes.
- Ratable usage metrics (RUMs). RUMs specify how to measure events for rating; for example:
  - Duration: The length of an event in units such as seconds or minutes
  - Occurrence: The number of events generated during a specified period

- Creating pricing setup components
- Creating charge offers
- Creating discount offers
- Creating bundles
- Creating packages
- Creating package lists
- Pricing scenarios



# Creating pricing setup components

Setup components, such as services, events, and balance elements, are the prerequisite data used to create pricing components in Oracle Monetization Cloud.

For background information, see About pricing setup components.

#### Topics in this document

- Creating services
- Creating events
- Creating ratable usage metrics (RUMs)
- Creating balance elements
- Creating and editing rounding rules
- Adding custom attributes to services and events
- Related topics

### Creating services

Services define what you base your charges on. For example, to charge customers for movie downloads, you might create a service named Movie Download.

Use Business Configuration to create services. Select **Service Design** and then **Create Service**. When you create a service:

- Choose an existing service to include attributes from. The predefined service named Service contains basic attributes necessary for all services.
- 2. Add attributes to the service.
- 3. Add events to use when charging for this service. Purchase, cancel, and recurring events such as monthly charges are already part of the service's event configuration. You can also create a new event. See Creating events.

#### Creating events

An event is an online action that's recognized by Oracle Monetization Cloud and can be charged for; for example, a phone call, an SMS message, or a data download.

When you create a service and you want to charge customers for using the service, you need to create usage events and associate them with the service.

An event definition includes a set of attributes that record the usage; for example, the amount of data downloaded, or the duration of a session.

Use Business Configuration to create events. Select **Service Design** and then **Create Event**.

When creating an event, you choose an existing event type to base the new event on. The predefined usage event contains basic attributes that are necessary for usage events.

- If you're creating a recurring event:
  - Specify the frequency in number of days, weeks, months, or years.
  - Specify whether to charge in advance (Cycle Forward) or in arrears (Cycle Arrears).
- If you're creating a usage event, specify how to measure the event; for example, by duration or occurrence.

You can also create a usage metric for measuring the event. See Creating ratable usage metrics (RUMs).

# Creating ratable usage metrics (RUMs)

A RUM specifies how to measure an event. You create RUMs when you create events in Business Configuration. Two predefined RUMs, Duration and Occurrence, are provided.

- The Duration RUM is calculated as the amount of time that passed between when the event started and ended.
- The Occurrence RUM is set to 1 because the charge is for one occurrence of the whole event, not for a quantity.

You can create a RUM when you create a usage event. In the Event Measured by section, select **New RUM** and then do the following:

- Enter a name and code. The code is a unique, three-letter code for external reference to the RUM.
- Select the unit of measurement, such as bytes, megabytes, or minutes. For example, to rate duration, you might select seconds or minutes.
- Select how to round quantities:
  - Half up: A fraction of 0.5 or greater is rounded up. For example 1.5 is rounded to 2.
  - Half down: A fraction of 0.5 or less is rounded down. For example, 1.5 is rounded to 1.
  - None: The number isn't rounded.
  - Round up: Any fraction is always rounded up.
  - Round down: Any fraction is always rounded down.
- Select the type:
  - Whole: Select this type if the RUM can't be split; for example, when it's measured by occurrence.
  - Partial: Select this type if the RUM can be split; for example, when it's measured by duration.



# Creating balance elements

A balance element represents a currency or noncurrency asset, such as US dollars or minutes. When you configure pricing in a charge offer or a discount offer, you specify the balance elements that are debited or credited. For example, a charge of 1 dollar per minute for a phone call debits the USD balance element.

Use Business Configuration to create balance elements. Select **Charging**. In the **Balance Elements** section, select the **Add Currency Balance Element** (plus) icon or select the **Add Non-currency Balance Element** icon.



When creating balance elements, you do the following:

- Enter a balance element name, such as US Dollars.
- Enter the ISO alphabetic currency code, such as USD or EUR.
- Enter the ISO numeric currency code, such as 840 or 978.
- Enter the currency symbol, such as \$.
- For a noncurrency balance element, select whether it's a counter.
  - Counters allow you to track balances, such as the amount spent or megabytes downloaded by a customer. Counters are added to charges, discounts, and trackers.
- For a noncurrency balance element, select whether it can be temporary.
  - Temporary balance elements retain their balances while processing the discounts for one event. After all discounts for an event are completed, temporary balance elements are reset to 0. See About using temporary balances in discounts.
- Select the consumption rule, which specifies the order in which to consume balances. For example, if a customer is granted minutes with different validity periods, the minutes for each validity period are stored in separate balances. You specify which balance of minutes to use first, according to the starting validity date or ending validity date.



The **Can Be Folded** option is not applicable.

This table describes the consumption rules:

Consumption rule	Description
Earliest start time (EST)	Consume the balance with the earliest validity start time first.



Consumption rule	Description
Latest start time (LST)	Consume the balance with the latest validity start time first.
Earliest expiration time (EET)	Consume the balance with the earliest validity end time first.
Latest expiration time (LET)	Consume the balance with the latest validity end time first.
Earliest start time and latest expiration time (ESTLET)	Consume the balance with the earliest validity start time first. If multiple balances have the same start time, use the one with the latest validity end time first.
Earliest start time and earliest expiration time (ESTEET)	Consume the balance with the earliest validity start time first. If multiple balances have the same start time, use the one with the earliest validity end time first.
Latest start time and earliest expiration time (LSTEET)	Consume the balance with the latest validity start time first. If multiple balances have the same start time, use the one with the earliest validity end time first.
Latest start time and latest expiration time (LSTLET)	Consume the balance with the latest validity start time first. If multiple balances have the same start time, use the one with the latest validity end time first.
Earliest expiration time and earliest start time (EETEST)	Consume the balance with the earliest validity end time first. If multiple balances have the same end time, use the one with the earliest validity start time first.
Earliest expiration time and latest start time (EETLST)	Consume the balance with the earliest validity end time first. If multiple balances have the same end time, use the one with the latest validity start time first.
Latest expiration time and earliest start time (LETEST)	Consume the balance with the latest validity end time first. If multiple balances have the same end time, use the one with the earliest validity start time first.
Latest expiration time and latest start time (LETLST)	Consume the balance with the latest validity end time first. If multiple balances have the same end time, use the one with the latest validity start time first.

# Creating and editing rounding rules

Rounding rules allow you to control the precision of charge calculations.

Use Business Configuration to create rounding rules. Select **Charging**. In the Rounding Rules section, select the **Add Rounding Rule** (plus) icon.

When creating a rounding rule, you do the following:

- Select the processing stage in which to apply the rounding rule:
  - Processing accounts receivable
  - Charging
  - Discounting
  - Calculating taxes
- Select the event category that the rounding rule applies to:
  - Billing time



- One-time
- Recurring
- Usage
- Select the event that the rounding rule applies to. The list of events that are listed is based on the event category. For example, Basic Usage is listed for the Usage event category.

To edit a rounding rule, select the balance element in the **Balance Elements** table. Then, configure the following in the Rounding Rules table:

- If the selected event has child events, select Apply To Child Events if you want to use the rounding rule for both parent and child events.
- Select how to round additional numbers beyond the precision value:
  - Up: For example, 10.151 rounds to 10.16.
  - Down: For example, 10.159 rounds to 10.15.
  - Nearest: If the additional digit is 0 through 4, the last significant digit remains the same. If the additional digit is 5 through 9, the last significant digit is rounded up. For example, 10.144 rounds to 10.14, and 10.145 rounds to 10.15.
  - Even: If the additional digit is 0 through 4, the last significant digit remains the same. If the additional digit is 6 through 9, the last significant digit is rounded up. If the additional digit is 5, the last significant digit is rounded to the nearest even digit. For example, 10.155 rounds to 10.16, and 10.165 rounds to 10.16.
- Select the rounding precision. For example, to round US dollars to cents, specify a
  precision value of two places after the decimal point.
- In the Tolerance Min, Tolerance Max, and Tolerance% columns, enter the
  minimum and maximum tolerance values and the tolerance percentage that
  determines how the rounding rule is applied to the balance element. For example,
  you can specify a tolerance of 4 digits after the decimal point.

### Adding custom attributes to services and events

You can add custom attributes to services and events; for example, to track the number of bonus points a customer earned during a movie download.

Use Business Configuration to add custom attributes to a service or event. Select **Service Design**. In the **Services and Events** tab, select the name of the service or event and then do the following:

- Add a custom attribute by entering the attribute's name and selecting the Add icon.
- Select the data type of the attribute, such as decimal or string.
- Specify whether the attribute will be used by pricing.

- About designing product offerings
- Pricing scenarios



# Creating charge offers

Charge offers specify how to charge your customers for your services; for example, by using monthly charges or usage charges. You create charge offers by using the Oracle Monetization Cloud Offer Design application.

For background information, see About designing product offerings.

#### Topics in this document

- Creating charge offers
- Charge offer general properties
- Creating charges
- Configuring usage charges
- Configuring recurring charges
- Charging based on rules
- · Using multiple balance impacts in a charge
- Adding counters to track balances
- Charging based on quantity
- Related topics

# Creating charge offers

Use Offer Design to create charge offers. From the Pricing navigation pane, select **Create Charge Offer**.

When you create a charge offer, you do the following:

- Define general properties such as the service that the charges apply to, how a customer can purchase and own the charge offer, and so on.
- 2. Create one or more charges. For each charge, you define the type of charge; for example, a monthly fee or a usage fee, and how much to charge.

To make a charge offer available to your customers, you must add it to a bundle and then add that bundle to a package.

# Charge offer general properties

Every charge offer includes the following general properties:

- Name and description.
- The service that you want to charge.



Select **Account** to create a charge offer that applies to any account that owns any service. For example, you might do this for late charges or for coupons.

- The currency that you want to charge. All charges in the charge offer must use the same currency.
- The deliverables to associate with the charge offer. Deliverables define when and how much revenue can be recognized from purchases. See Setting up revenue recognition for your product offerings.
- The tax supplier. This ID specifies the company or corporate division that sells the product and is responsible for collecting taxes for it.

You create tax supplier IDs in Business Configuration. See Creating tax suppliers.

- The dates when the charge offer is valid for purchase.
- The type of charge offer:
  - Item: A one-time purchase fee only. An item offer can't include usage charges or recurring charges.
  - Subscription: Charges apply only to the subscriber who owns the charge offer. You can use any type of charge.
  - System: Charges apply to all subscribers who use a particular service. A system charge offer can't include usage charges.
- The priority of the charge offer. A higher number indicates a higher priority.

Priority specifies the order in which charge offers are applied to a customer's account. For example, if a customer has two charge offers, offer A with priority 10 and offer B with priority 8, offer A is applied first and offer B is applied second.

# Creating charges

The figure below shows a charge:



This figure illustrates the following:

- You can create different types of charges. This example shows a one-time charge.
   You can also create usage charges, recurring charges, and charge selector charges.
- The Impact is either debit or credit.
  - Debit: Increases the amount your customer owes, such as by charging your customer \$10.



- Credit: You typically use credits to grant your customer minutes, gigabytes, and so on.
- The amount to charge your customer, or the number of minutes, gigabytes, and so on to grant your customer.
- The Balance Element is either currency, such as US Dollars, or noncurrency, such as minutes or gigabytes.
- For credit impacts of noncurrency balances, you can specify a validity period for the balance. In **Amount Is Valid**, select the number of cycles to keep a running total of free minutes, gigabytes, and so on: for the current billing cycle, for multiple billing cycles, or always. When the cycle ends, the noncurrency balance is reset to 0.

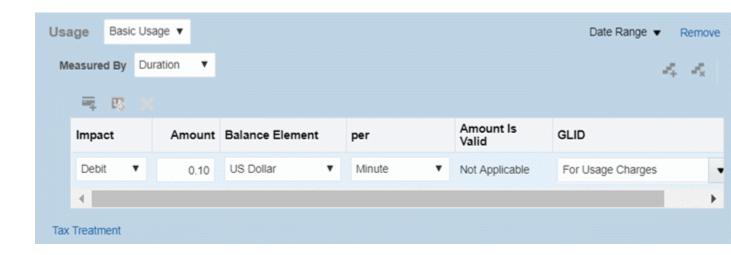
For debit impacts and currency balances, the field is disabled and automatically set to **Not Applicable**.

- You can track general ledger revenue by the type of charge. The **GLID** is the general ledger ID that applies to the charge. See Setting up your general ledger.
- You can add counters to a charge for tracking balances, such as the amount spent or megabytes downloaded by a customer. See Adding counters to track balances.
- You can vary the amount charged based on the quantity that your customer has used or your customer's counter balance. See Charging based on quantity.
- You can assign a tax to the charge. Select Tax Treatment, assign a tax code, and specify how to apply the tax:
  - Never: Taxes aren't added.
  - After Computing Charge: Taxes are applied to the balance at the same time as the charge.
  - At Billing: Taxes are calculated when billing is run for the account.

All types of charges include the options listed above. Recurring charges, usage charges, and charge selector charges include additional properties.

# Configuring usage charges

This figure shows a usage charge:





In addition to the standard charge properties, usage charges include these properties:

- Measured By: This is how the usage event is measured for rating. These values are called ratable usage metrics (RUMs):
  - Duration
  - Occurrence
  - Quantity
- per: What the charge is based on; for example, number of megabytes downloaded or number of minutes used.

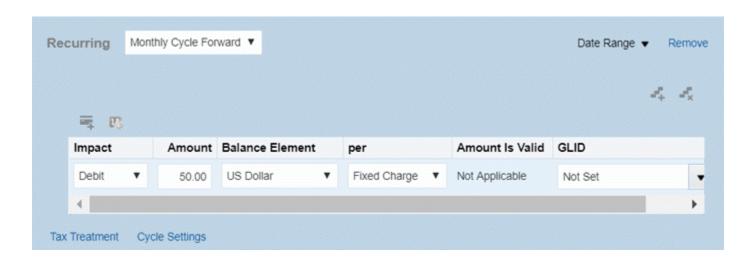
The **per** value is typically the RUM that the charge is based on, or a measurement related to it. For example, if the Duration RUM used to rate the event is seconds, the **per** value can be seconds, minutes, or hours.

You can also use the following options for the **per** value:

- Fixed Charge: Use this option to charge a flat fee for the event. Fixed charges are unaffected by the quantity of the event.
- Amount Used: This bases the charge on the quantity of the event measured.
   For example, to charge for SMS messages, each event is one message, so
   Amount Used is always one message. If the Amount column is .10 and the per column is Amount Used, the charge is 10 cents for each SMS message.

# Configuring recurring charges

This figure shows a recurring charge:



Recurring charges are typically used for monthly subscription fees. There are three types:

- *Cycle forward* charges in advance. With a monthly fee, when billing is run on an account, the account is billed for the following month.
  - Cycle forward fees can be monthly, bi-monthly, quarterly, semi-annual, or annual.
- Cycle arrears charges for the previous month.
  - Cycle arrears charges are always monthly.



 Cycle forward arrears charges for the previous month, but your customer's balance is impacted at the beginning of the month, and their revenue is reported as unearned in your general ledger accounts.

Cycle forward arrears charges are always monthly.

In addition to the standard charge properties, recurring charges include a **Cycle Settings** property. This property specifies when to apply recurring charges to a customer's account balance.

- Align cycle with Billing: The recurring charge is applied on your customer's billing date. The only exception is the first charge, which is charged at purchase. For example, if the billing date is the 1st of the month and the charge offer is purchased on January 10, the charge is applied on January 10 for the interval January 10 to February 1. For subsequent cycles, the charge is applied on the billing date (for the interval February 1 to March 1 and so on).
- Align cycle with Purchase: The recurring charge is always applied on the charge offer purchase day of month.

For example, if the billing date is the 1st of the month and the charge offer is purchased on January 10, the charge is applied on the 10th of every month (for the interval January 10 to February 10, February 10 to March 10, and so on).

- Proration: Specifies how to handle a recurring charge if it's purchased or canceled midcycle:
  - Prorate: Calculate the charge based on the amount used.
  - Full Charge: Charge for the entire cycle.
  - No Charge: Don't charge for the cycle.

### Charging based on rules

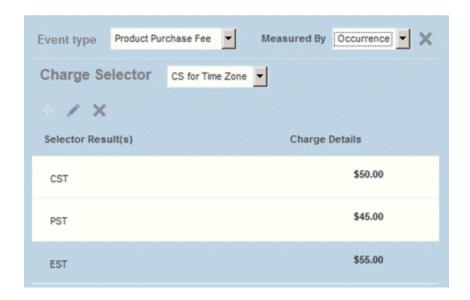
You can apply different fees for the same event based on the value of one or more service, event, or customer attributes. For example, you could charge different fees for phone calls depending on a call's origin and destination.

To charge based on rules, you do the following:

- Create a charge selector, which assigns a result tag to events that have specific service, event, or customer attributes. For example, you could assign the PST result tag to events from the pacific time zone, and assign the CST result tag to events from the central time zone. See Creating charge selectors.
- Add the charge selector to your charge offer. You then map the result tags to a specific charge amount. For example, you could map result tag PST to a \$45 fee, and result tag CST to a \$50 fee.

This figure shows a charge based on charge selector rules:





Configuring charges for charge selectors is very similar to configuring other kinds of charges, except it includes these additional properties:

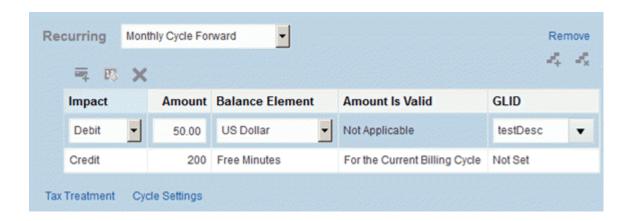
- The event type, such as Basic Usage or Product Purchase Fee.
- Measured By: How the event is measured for rating: Duration, Occurrence, or Quantity.
- Charge Selector: The name of the charge selector.
- Selector Result: The name of a result tag from your charge selector. You map each result tag to a specific charge amount, such as result tag A to a \$20 charge, and result tag B to a \$25 charge.

# Using multiple balance impacts in a charge

You can use multiple balance impacts in a single charge. To do so, select the **Add Balance Impact** icon:



This figure shows a monthly charge with two balance impacts. Each month, it charges your customers \$50 and grants them 200 free minutes.



### Adding counters to track balances

You can add counters to a charge to track balances, such as the amount spent or megabytes downloaded by a customer. This enables you to vary your charges based on a counter's total. For example, you could create a counter to track how many books were purchased in a cycle and then charge different monthly cycle fees based on the counter total.

To add a counter, select the **Add Counter** icon:



For each counter that you add, do the following:

- Select whether to increase or decrease the counter.
- Enter the amount to increase or decrease the counter, such as 1 loyalty point, 2 tokens, or 1 point for every \$10 charge.
  - Only noncurrency balance elements that are enabled as counters are supported. See Creating balance elements.
- Select the number of cycles to keep a running total in the counter: for the current billing cycle, for multiple billing cycles, or always. When the cycle ends, the counter is reset to 0.
- Select the GL ID to associate with the counter.

This figure shows a counter that increases by one Loyalty Point when the product is purchased. The counter keeps a running total for one billing cycle at a time.





# Charging based on quantity

You can apply different charge amounts for an event based on:

- The customer's counter balance. For example, you can charge customers a \$100 monthly cycle fee for counter balances of up to 10 loyalty points, and a \$90 monthly cycle fee for counter balances of 11 loyalty points and above.
- The amount used by the customer, such as the number of minutes or gigabytes.
   For example, you can charge 10 cents per minute for the first 100 minutes, and 5 cents per minute for all other minutes.

To do so, select the Add Quantity Range icon:



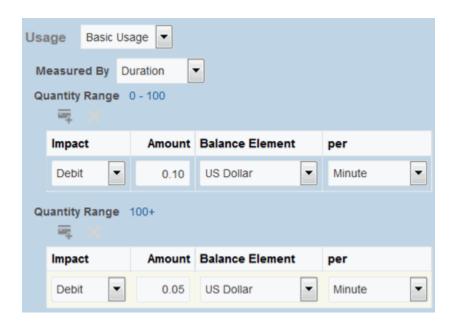
Enter an ending point for the range. For example, to create a range from 0–10, enter **10**. Each subsequent range uses the end of the previous range as the starting value.

- Each range includes all of the elements of a charge; for example, amount, balance element, and G/L ID.
- The end of the range is inclusive. For example, a range of 0–100 includes minute 100. The next range, 100–200 minutes, begins at minute 101.
- For the first range, you can enter a minimum amount. To do so, after creating the range, select the **Quantity Range** value and change the **Start** value.
- For the last range, you can enter a maximum amount. To do so, after creating the range, select the **Quantity Range** value and enter an **End** value.

For recurring, one-time, and charge selector charges, you also select a counter balance element such as Loyalty Points.

This figure shows two quantity ranges, 0–100, and greater than 100.





To delete a quantity range, select the range and select the **Delete Quantity Range** icon:



- Creating charge offers
- Creating packages
- Creating bundles
- Creating package lists
- Pricing scenarios
- Creating charge selectors



# Creating charge selectors

In Oracle Monetization Cloud, you use charge selectors to charge different fees for the same event, based on the value of one or more service, event, or customer attributes. For example, you could charge different fees for phone calls depending on a call's origin and destination. After you create charge selectors, you add them to your charge offers.

For background information, see About designing product offerings.

#### Topics in this document

- Creating a charge selector
- Related topics

# Creating a charge selector

Use Offer Design to create charge selectors. From the Pricing navigation section, select **Create Charge Selector**.

When you create a charge selector, you do the following:

- 1. Specify general information for the charge selector:
  - Name and description
  - The service that the charge selector applies to; for example, Email or Wifi
  - The event type that the charge selector applies to; for example, product purchase fees or basic usage
- 2. Select customer, service, and event attributes to use in the charge selector rules.

The attributes you choose from depend on the service and event that you specified for the charge selector. For example, for customer attributes, you could select the currency attribute.

The selected attributes are included in every rule in the charge selector.

You also specify an operator for each attribute, such as Equals, that the rule uses to evaluate the attribute's value.

- 3. Create rules that assign a result tag to events that meet the customer, service, and event attribute criteria. Select the plus icon in the Rules section to add a rule. For each rule, specify:
  - The rule's priority. The charge selector evaluates the rules in priority order, starting with priority 1.

You can change a rule's priority by moving it up or down in the list of rules.

• The customer, service, and event attribute values. Use an asterisk (\*) to accept any value for an attribute.



The result tag to apply to events that meet a rule's criteria. For example, you
could apply a result tag named NYtoSF to calls with an origin of New York and
a destination of San Francisco.

After you create a charge selector, you must add it to a charge offer and map each result tag to a specific price. For example, if a charge selector has 2 rules and 2 result tags, A and B, you could map events with result tag A to a \$10 product cancellation fee and events with result tag B to a \$30 product cancellation fee. See Charging based on rules.

- Creating charge offers
- Creating bundles
- Creating packages
- Creating package lists



# Creating discount offers

Discount offers specify when and how to apply discounts to charges. After you create discount offers, add them to your bundles.

For background information, see About designing product offerings.

#### Topics in this document

- About discount offers and discounts
- Applying multiple discount offers to an event
- About discount types
- · About using temporary balances in discounts
- Creating discount offers
- Defining a discount offer's general properties
- Creating discounts
- Applying taxes to billing-time discounts
- Discounting based on quantity
- Adding counters to track balances
- Defining eligibility criteria for discounts and counters
- Defining trigger conditions for discounts and counters
- Using allowances to discount charges
- Related topics

#### About discount offers and discounts

Discount offers define rules for applying discounts to charges, such as apply a 50% discount to the first six months of a newspaper subscription or provide the first 500 minutes of a service for free.

Discount offers allow you to:

- Reduce charges, such as by 10%, \$20, or \$10 for every \$100 spent.
- Track usage or spending by using counters. You can then discount a charge based on the value of the counter. For example, a discount can track usage and apply a 25% discount to a charge when over 1,000 minutes have been used.
- Consume an allowance, such as minutes or gigabytes.
- Credit balances, such as one free download for every fifth song downloaded.



# Applying multiple discount offers to an event

A charge can be eligible for multiple discount offers. When this occurs, Oracle Monetization Cloud uses the discount offer priority and charging mode to determine how to apply the discount offers to the charge.

The priority specifies the order in which discount offers are applied, with a higher number indicating a higher priority. For example, if a customer has two discount offers, offer A with priority 10 and offer B with priority 8, offer A is applied first and offer B is applied second.

The charging mode specifies whether discounts are applied to an entire charge, to the remaining charge after previous discounts have been applied, or to the portion of a charge that hasn't been considered for a discount.

- Original charge: The discount offer is applied to the original charge amount, regardless of whether that amount was reduced by previous discount offers.
- **The remaining charge:** The discount offer is applied to whatever charge amount remains after previous discount offers are applied.
- The remaining charge and quantity: The discount offer is applied only to the
  part of the charge and quantity that hasn't been used as the basis for a previous
  discount offer.

For example, if a bundle includes discount offer A for 10% off and discount offer B for 20% off, a \$50 charge would receive these discounts based on the charging mode:

- Using the original charge:
  - Discount offer A: 10% off of \$50 = \$5 discount
  - Discount offer B: 20% off of \$50 = \$10 discount
  - Total discount = \$15
- Using the remaining charge:
  - Discount offer A: 10% off of \$50 = \$5 discount
  - Discount offer B: 20% off of \$45 = \$9 discount
  - Total discount = \$14
- Using the remaining charge and quantity:
  - Discount offer A: 10% off of \$50 = \$5 discount
  - Discount offer B: A discount isn't applied because the entire charge was already discounted.
  - Total discount = \$5

# About discount types

Discount offers can include one or more of these discount types, which correspond to charge types:

Recurring discounts: Discounts that aren't generated or affected by usage, such
as a monthly discount. For example, you could offer 10% off of a monthly movie
rental for the first year.



- One-time discounts: Discounts for product purchases or for non-recurring, limited time promotions. For example, you could offer \$25 off the registration fee for customers who join during the month of February.
- Billing-time discounts: Discounts that are applied during the billing process and are based on the customer's total usage or amount spent for the billing period.
- **Usage discounts:** Discounts that are applied when customers use their services, such as when making phone calls or using the Internet.
- **Allowance:** Discounts a charge if there's an available allowance. For example, if a customer has been charged \$7 for a movie, but has 3 movies remaining from their allowance of 5 movies per month, the allowance discount credits the \$7 charge and reduces the movie allowance by 1.

# About using temporary balances in discounts

Temporary balance elements retain their balance when processing the discounts for one event and then are reset to 0. This allows you to calculate a value in one discount and use it in a subsequent discount. For example, you could grant customers 10 additional minutes of WiFi usage when a session lasts at least 60 minutes and the data transferred is less than 100 megabytes. To do this, you'd create these discounts:

- The first discount determines the amount of data transferred during the session and stores it in temporary balance A.
- The second discount determines the session's duration and stores it in temporary balance B.
- The third discount grants 10 minutes of WiFi usage when the amount in temporary balance A is less than 100 megabytes and the amount in temporary balance B is 60 minutes or higher.

You create temporary balances by using Business Configuration. See Creating balance elements.

# Creating discount offers

Use Offer Design to create discount offers. From the Pricing navigation section, select **Create Discount Offer**.

When you create a discount offer, you do the following:

- 1. Define the discount offer's general properties, such as the service that the discounts apply to and the discount offer's priority.
- 2. Create one or more discounts. For each discount, you define attributes such as the criteria for qualifying for a discount and how much to discount.

To make a discount offer available to your customers, you must add it to a bundle and then add that bundle to a package.

## Defining a discount offer's general properties

To define your discount offer's general properties, do the following:

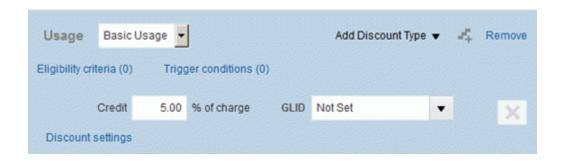
 Enter a name and description. These may be displayed in Subscriber Management when an account is created.



- Select the service that you want to discount.
- Select the type of currency that you want to discount, such as US Dollars or Euros.
- Select the dates when the discount offer is valid.
- Select the type of discount offer:
  - Subscription: Discounts apply only to customers who subscribe to the discount offer.
  - System: Discounts apply to all customers who use the service.
- Enter the priority of the discount offer. A higher number indicates a higher priority. See Applying multiple discount offers to an event.
- Select how to apply the discount offer when the customer has multiple discount offers: to the original charge amount, to any remaining change, or to the remaining charge and quantity. See Applying multiple discount offers to an event.

# Creating discounts

This figure shows a discount:



To create a discount, you do the following:

- Select the event type to discount, such as monthly cycle forward, basic usage, or product purchase fee.
- In **Add Discount Type**, select the type of discount impact:
  - Fixed: Discounts the charge by a fixed amount, such as \$20.
  - Percentage: Discounts a percentage of the charge, such as 5%.
  - Scaled: The amount of the discount is dependent on a formula, such as \$5 off for every \$50 charge.
- Enter the discount amount, such as 5%, \$25, or \$10 for every \$100 charge.
- Select the GL ID in which to record the transaction.
- For billing time discounts only, specify whether to apply taxes. See Applying taxes to billing-time discounts.
- Add quantity tiers if you want to apply discounts based on the amount used or the customer's counter balance. See Discounting based on quantity.

In addition, you can optionally add these to a discount:



- Eligibility criteria. See Defining eligibility criteria for discounts and counters.
- Trigger conditions. See Defining trigger conditions for discounts and counters.
- Discount settings. You can specify how to apply a discount when it's valid for only part of a cycle.

# Applying taxes to billing-time discounts

You can optionally apply taxes to billing-time discounts. You'd typically want to tax discounts that debit (or increase) the amount owed by customers. By default, taxes aren't applied.

Select Tax Treatment and then do the following:

- Select when to apply taxes:
  - Never: Taxes aren't added to billing-time discounts. This is the default.
  - At Billing: Taxes are calculated when billing is run for the account.
- Select the tax code to assign to the discount.

Tax codes are created in Business Configuration. See Creating tax codes.

# Discounting based on quantity

For usage discounts and billing-time discounts, you can apply different discount amounts to an event based on:

- The customer's counter balance. For example, you can apply a 10% billing-time discount for counter balances of up to 10 loyalty points, and a 15% billing-time discount for counter balances of 11 loyalty points and above.
- The amount used by the customer, such as the number of minutes or gigabytes.
   For example, you can apply a \$10 discount for up to 100 minutes, and a \$15 discount \$15 for 101 minutes or more.
- The amount your customer was charged for the event.

To do so, select the **Add Quantity Range** icon in the discount.



Enter an ending point for the range. For example, to create a range of 0–10, enter **10**. Each subsequent range uses the end of the previous range as its starting value.

- The end of the range is inclusive. For example, a range of 0–100 includes minute 100. The next range, 100–200 minutes, begins at 101.
- For the first range, you can enter a minimum amount after creating the range. Select the **Quantity Range** value and change the **Start** value.
- For the last range, you can enter a maximum amount after creating the range.
   Select the Quantity Range value and enter an End value.

In addition to the ranges, you specify the volume discount settings. The quantity range can represent:



- **Balance:** For example, if the quantity is based on a counter balance of Loyalty Points, the discount applies to counter balances of up to 10 Loyalty Points.
- Quantity: For example, if the quantity is based on minutes for a range of 0–10, the discount applies to the first 10 minutes used.
- **Charge:** For example, if the quantity is based on dollars for a range of 0–10, the discount applies to the first 10 dollars charged.

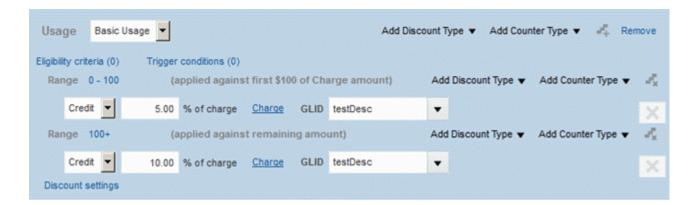
You also specify how to apply the discount for the range:

- **Single:** Even though multiple discounts are configured, only one discount is applied, and it's applied to all usage. The range that the total usage falls within determines which discount is applied. For example, consider this scenario:
  - 0–500 minutes: 5% off
  - 500–No maximum minutes: 10% off

If 700 minutes are used, the 10% discount is applied to all minutes, even those between 0 and 500.

- **Tiered:** The discount for each range is applied. Using the previous example, if 700 minutes are used, the discounts are applied as follows:
  - 0–500: A 5% discount is applied to the charge for minutes 1 through 500.
  - 500-no maximum: A 10% discount is applied to the charge for minutes 501 through 700.

This figure shows a tiered discount based on the amount the customer is charged for usage. A 5% discount is applied to the first \$100, and a 10% discount to any remaining charge.



To delete a quantity range, select the **Delete Quantity Range** icon:



# Adding counters to track balances

You can add counters to your discounts to track balances such as the amount spent or megabytes downloaded by a customer. Counters allow you to vary discounts based on

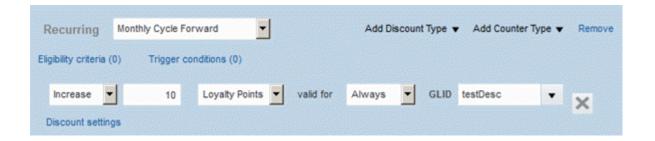


a counter's total. For example, you could create a counter to track how many books were purchased in a cycle and then grant a discount when the counter total is 5 or more.

To add a counter, do the following:

- In Add Counter Type, select the type of counter you want:
  - **Fixed:** The counter increments by a fixed amount, such as 1 point.
  - Scaled: The amount the counter increments is dependent on a formula, such as 1 point for every \$5 charge.
- Select whether to increase or decrease the counter.
- Enter the amount to increase or decrease the counter, such as 1 loyalty point, 2 tokens, or 1 point for every \$10 charge.
  - Only noncurrency balance elements that are enabled as counters are supported. See Creating balance elements.
- Select the number of cycles to keep a running total in the counter: for the current billing cycle, for multiple billing cycles, or always. When the cycle ends, the counter is reset to 0.
- Select the GL ID to associate with the counter.

This figure shows a monthly cycle discount that adds 10 Loyalty Points to the customer's counter balance. The counter keeps a running total indefinitely.



# Defining eligibility criteria for discounts and counters

You can limit when discounts are applied and counters are incremented based on a charge's attributes. The criteria can be based on one or more attribute values, such as the date when the event occurred or a balance element. For example, you can specify that only movies with a New Release category and purchased in June can receive a discount and increment the counter.

To include eligibility criteria, you must add one or more filters to your discount. If you add multiple filters, the charge must meet the criteria in all of the filters.

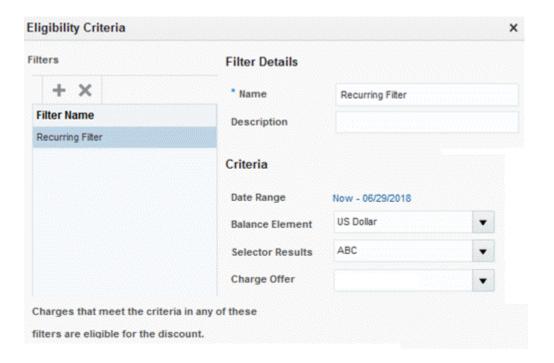
In the discount, select **Eligibility criteria**, select the add icon, and then do the following for each filter:

- Enter a name and description for the filter.
- Select the dates during which the event must have occurred.
- Include one or more of the following criteria:



- Select a balance element, such as euros or free minutes.
- Select a charge selector result tag.
- Select a charge offer.

This figure shows eligibility criteria that requires an event to have occurred prior to June 29, 2018, be in US Dollars, and have a charge selector result tag of ABC.



## Defining trigger conditions for discounts and counters

You can add conditions that a charge must meet in order to apply a discount and increment a counter. For example, you can add a condition that only charges greater than \$5 or calls longer than 5 minutes can receive a discount and increment the counter.

To include trigger conditions, select **Trigger conditions** in the discount and then do the following:

- Enter a name and description for the trigger condition.
- Select the add icon for each condition that you want to add. If you add multiple conditions, the charge must meet the criteria in all of the conditions.
- Enter the trigger expression, which consists of:
  - The expression value, such as balance, quantity, or charge.
  - The operator, such as Greater Than or Less Than.
  - The amount, such as 5, 50, or 100.

This figure shows a trigger condition that requires an event to have a charge of \$50 or more.

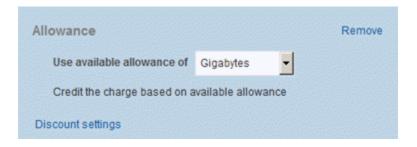




### Using allowances to discount charges

Allowance discounts let you credit charges when customers have a remaining allowance of free minutes, books, movies, and so on. For example, if a customer has been charged \$12 for a book download, but has a remaining allowance of 2 free books, the customer is credited for the \$12 charge and the allowance is reduced to 1 free book.

This figure shows an allowance discount that credits data transfer charges when customers have a remaining allowance of gigabytes. Instead of owing money for the data transfer, customers have their allowance of gigabytes reduced.



- About designing product offerings
- Creating trackers
- Creating charge offers
- · Creating bundles
- Creating packages
- Creating package lists



# Creating trackers

In Oracle Monetization Cloud, you can use trackers to measure the usage or amount spent by your customers. After you create trackers, you add them to your billing-time discounts.

#### Topics in this document

- About trackers
- Creating trackers
- Defining eligibility criteria for counters
- Defining trigger conditions for counters
- Related topics

#### About trackers

Trackers contain counters that track balances, such as the amount spent or megabytes downloaded by a subscriber. Trackers allow you to vary your prices and discounts based on a counter's total. For example, you could create a counter to track how much a customer spent in a month and then grant billing-time discounts based on the counter's total.

To track balances for discounts or charges only, add counters directly to your discount offers and charge offers.

### Creating trackers

Use Offer Design to create trackers. From the Pricing navigation section, select **Create Tracker**.

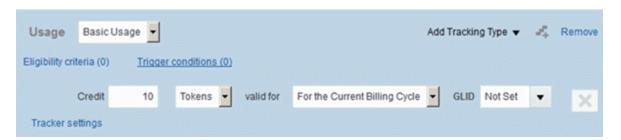
When you create a tracker, you do the following:

- Define the tracker's general properties:
  - Enter a name and description.
  - Select the service that you want to track.
  - Select the dates when the tracker is valid.
  - Select the type of tracker:
    - Subscription: Tracks the balances for a specific customer.
    - System: Tracks balances for all customers who use the service.
  - Enter the priority of the tracker. A higher number indicates a higher priority.
- 2. Add one or more of the following types of tracker items:
  - **Recurring:** Counters that apply to recurring events only.



- One Time: Counters that apply to one-time events only.
- Usage: Counters that apply to usage events only.
- 3. Define each tracker item that you added:
  - Select the event type you want to track, such as basic usage or product purchase fee.
  - Select the type of counter you want:
    - Fixed: The counter increments by a fixed amount, such as 1 point.
    - Scaled: The amount the counter increments is dependent on a formula, such as 1 point for every \$5 charge.
  - Select whether to increase or decrease the counter.
  - Enter the amount to increase or decrease the counter, such as 1 loyalty point,
     2 tokens, or 1 point for every \$200 charge.
    - Only noncurrency balances elements that are enabled for counters are supported.
  - Select the number of cycles to keep a running total in the counter: for the current billing cycle, for multiple billing cycles, or always. When the cycle ends, the counter is reset to 0.
  - Select the general ledger ID (GL ID) in which to record the transaction.
- 4. Optionally, add the following to each tracker item:
  - Eligibility criteria. See Defining eligibility criteria for counters.
  - Trigger conditions. See Defining trigger conditions for counters.

This figure shows a sample tracker item that increments a counter by 10 tokens for each usage event that meets the criteria.



After you create a tracker, you can add it to your bundles.

## Defining eligibility criteria for counters

You can limit when counters are incremented based on a charge's attributes. The criteria can be based on one or more attribute values, such as the date when the event occurred or the type of balance element. For example, you can specify that only movies with a New Release category and a purchase date in June can increment the counter.

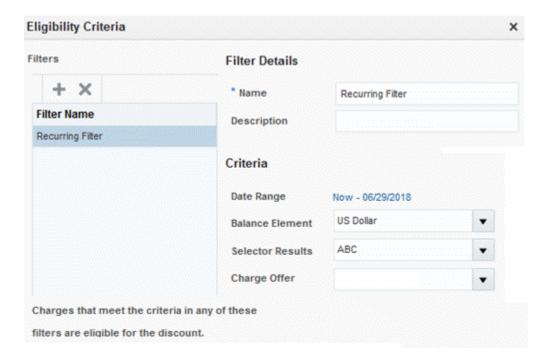
To include eligibility criteria, you must add one or more filters to your tracker item. If you add multiple filters, the charge must meet the criteria in all of the filters.

In the tracker item, select **Eligibility criteria**, select the add icon, and then do the following for each filter:



- Enter a name and description for the filter.
- Select the dates during which the event must have occurred.
- Include one or more of the following criteria:
  - Select a balance element, such as euros or free minutes.
  - Select a charge selector result tag.
  - Select a charge offer.

This figure shows eligibility criteria that requires a charge to have occurred prior to June 29, 2018, be in US Dollars, and have a charge selector result tag of ABC.



### Defining trigger conditions for counters

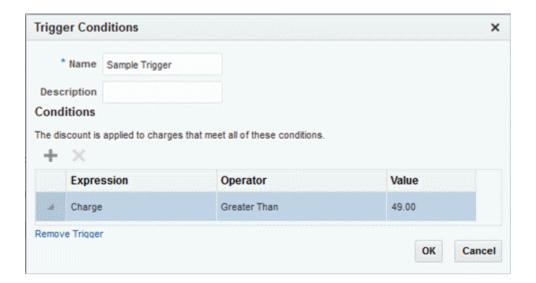
You can add conditions that a charge must meet in order to increment a counter. For example, you can add a condition that only charges greater than \$5 or calls longer than 5 minutes can increment the counter.

To include trigger conditions, select **Trigger conditions** in the tracker item and then do the following:

- Enter a name and description for the trigger condition.
- Select the add icon for each condition that you want to add. If you add multiple conditions, the charge must meet the criteria in all of the conditions.
- Enter the trigger expression, which consists of:
  - The expression value, such as balance, quantity, or charge.
  - The operator, such as Greater Than or Less Than.
  - The amount, such as 5, 50, or 100.



This figure shows a trigger condition that requires an event to have a charge of \$50 or more.



# Related topics

Creating discount offers



# Creating subscription terms

Create subscription terms to define the commitment periods and options for canceling and renewing the services you offer. Use Oracle Monetization Cloud Offer Design to create terms and associate them with packages.

#### Topics in this document

- About bundle terms and package terms
- Creating subscription terms
- Related topics

## About bundle terms and package terms

You can create different subscription terms for different packages. Packages can have required and optional bundles. Required bundles are governed by the package's terms, but optional bundles are governed by their own terms.

The terms available for bundles are preset. You can edit the preset terms, but you can't add more terms to the list. You associate each bundle with terms from the list, but only optional bundles are governed by these terms.

For example, assume you have a package that has a \$20 early termination fee. That package includes a required bundle for digital textbooks and an optional bundle for online tutoring. If a customer cancels the digital textbook service after the first month, they must pay the \$20 fee and the entire package is canceled, including the online tutoring service. But the terms for the online tutoring service might let the customer cancel it at any time without paying the termination fee or canceling the rest of the package.

### Creating subscription terms

Use Offer Design to create subscriptions terms. From the Pricing navigation section, select **Create Terms**.

#### When creating terms:

- Specify a commitment period.
- Choose whether to allow early termination and configure the optional details:
  - Add a termination fee.
  - Associate the termination fee with a custom revenue general ledger ID. If you
    don't set a custom general ledger ID, the default A/R general ledger ID is
    used.
  - Reduce the fee based on how long a customer has maintained their subscription

For example, in a 1-year commitment period with an early termination fee of \$60, you could reduce the fee by the same amount each month. A customer canceling after 1 month would pay \$55 and a customer canceling after 8 months would pay \$20.

- Allow a grace period during which no termination fee is applied
- Choose whether to automatically renew the subscription, and choose which terms
  to renew with. You can automatically renew the subscription with the same terms
  or with different terms. For example, you can renew using the same 1-year
  commitment, or you can automatically change to a monthly commitment.

When a subscription is renewed, time-based discounts in the package, such as a first-year discount, aren't renewed. Time-based discounts that exceed the subscription commitment period, such as a two-year discount, are still in effect, but the end date for the discount remains the same.

Your customers can renew their subscriptions at any time, regardless of the commitment period. They can renew through your service representative or your customer care application.

After you've created terms, they can be associated with packages. Oracle Monetization Cloud also includes default terms that you can edit or use as examples when creating your own terms.

- Managing customer contracts
- About pricing components
- Creating bundles
- Creating packages



# Creating bundles

In Oracle Monetization Cloud, you use bundles to group offers that you want to sell together. After you create bundles, you add them to your packages.

For background information, see About designing product offerings.

#### **Topics in this document**

- · Creating bundles
- Related topics

### Creating bundles

A bundle is a set of charge offers, discount offers, and trackers. Each bundle is associated with a single service. Only offers that apply to that service can be included in the bundle. An offer can be included in more than one bundle.

Use Offer Design to create bundles. From the Pricing navigation section, select **Create Bundle**.

When you create a bundle, you do the following:

- 1. Specify general information for the bundle:
  - Name and description.
  - The service that the bundle applies to, such as Email or Wifi.
    - Alternatively, select **Account** to create a bundle that applies to any account that owns any service.
  - Whether to create a bill for the bundle when it's purchased. If enabled, when a customer purchases the bundle, a bill is generated immediately for the purchase fees associated with the bundle. See Billing a customer when an offer is purchased.
  - The dates when the bundle is available for purchase. See Configuring validity periods.
  - Whether to align the start date of all balance impacts whose validity period starts on first usage. See Charging on first usage.
  - Whether to prohibit, allow, or require modifications in a particular bundle. For example, if customer input is required to set the date on which an offer's purchase fee is applied, you can specify that a bundle must be modified.
- Select which of the preset terms to associate with the bundle. These terms are used if you make the bundle optional in a package. For required bundles, the terms you select here will be overridden by the terms you associate with the package.
- 3. Add one or more charge offers, discount offers, and trackers. Select the plus icon in the Manage Bundle Content section to add an offer. For each offer, specify:



- The quantity to include with the offer. For example, if a bundle for a cable service includes a charge offer that provides one set-top box and you want to include three set-top boxes with the cable service, enter 3 for the charge offer in that bundle.
- The dates when the charge offer is valid for purchase.
  - Immediately: At purchase time.
  - Relative to Purchase: For example, one month from purchase.
  - First Usage: The first time a subscriber uses a service or discount. Don't select First Usage for charge offers that have usage charges. If you do, the charge offer is never activated. See Charging on first usage.
- The offer end date: never or relative to the start date.
- Whether the offer is inactive when purchased, but activated later. Use this
  option when the subscriber won't be ready to use the offer right away. For
  example, the subscriber might be on vacation, or the service can't be used
  until the subscriber receives equipment.
- **4.** Optionally, customize how charges and discounts can be applied in an offer. For example, you can modify an offer to:
  - Apply percentage discounts to purchase, recurring, and usage charges. To apply discounts, we recommend using discount offers instead of discounts applied in bundles. Discount offers are more powerful and flexible.
  - Add a start date for recurring charges and usage charges: immediately, relative to purchase, or first usage.
  - Add an end date for recurring charges and usage charges: never or relative to the start date.

- About designing product offerings
- Pricing scenarios
- · Creating charge offers
- · Creating discount offers
- Creating subscription terms
- Creating packages
- Creating package lists



# Creating packages

In Oracle Monetization Cloud, you use packages to offer multiple services to your customers. For example, you could create an Internet package that includes the Wifi, email, and fax services.

For background information, see About designing product offerings.

#### Topics in this document

- Creating packages
- Setting credit limits in a package
- · Defining the order in which balances are consumed
- Related topics

# Creating packages

A package consists of one or more bundles. You can include bundles that are associated with different services in a single package.

Use Offer Design to create packages. From the Pricing navigation section, select **Create Package**. When you create a package, you do the following:

- 1. Specify general information for the package:
  - Name and description.
  - Whether to create a bill for the package when it's purchased. Usually, you bill
    a customer at the end of the customer's billing cycle. If Bill on Purchase is
    enabled, when a customer purchases the package, a bill is generated
    immediately for the purchase fees associated with the package.
- Choose which terms to associate with the package. These terms apply to all required bundles in the package.
- 3. Add services to the package.
- 4. Add bundles to each service and specify which ones are optional. Optional bundles can be purchased with the package or at a later time. They are governed by the preset terms selected for them instead of the package terms.
  - Only one bundle can be added to Account.
- 5. Optionally, add member services to each service. This creates a service group.
  - A service group consists of one subscription service and one or more member services. For example, if the subscription service is Mobile, the member services could be Voice and SMS.
- Add balance groups.

By default, balances for all services are tracked in the account balance group. To track balances for specific services in the package, you associate the services with their own balance groups.

For each balance group, you can set the following:

- Credit limits and thresholds. See Setting credit limits in a package.
- The order in which to consume balances in a balance group. See Defining the order in which balances are consumed.



After it's created, a balance group continues to exist even when there are no services associated with it. You must explicitly delete unwanted balance groups.

To make a package available to your customers, you must add it to a package list. See Creating package lists.

### Setting credit limits in a package

You can control how much a customer can owe by setting credit limits for each balance element in a balance group. For example, you can specify that:

- Customers can't have a balance of more than \$100 for a service.
- Customers can't download more than 200 movies in a month.

You can notify customers when they're getting close to their credit limit by specifying a usage threshold that, when reached, triggers a notification. The threshold options are:

- **Fixed Threshold:** The value or values at which you want notifications to be sent. For example, if you want to notify the customer when 30 minutes of usage remains and again when 5 minutes of usage remains, enter 30 and 5.
- **Percentage Threshold:** The percentage of the balance element used when the customer should be notified of the usage balance.

For example, if you want to notify the customer when 90% of the balance element is used, select 90%.

- Credit Floor: When you use a percentage threshold for a non-currency element, you must enter a credit floor. For example, suppose you grant 100 minutes and set the credit limit to 0. When the credit limit is reached, the customer has no minutes remaining and cannot use the service. To notify the customer when only 10 minutes remain, set the percentage credit threshold and the credit floor as follows:
  - Set the credit floor to -100. This number indicates none of the balance has been used.
  - Set the credit threshold to 90%. The threshold is reached at 90% of -100 minutes (that is, when the customer has 10 minutes left).

### Defining the order in which balances are consumed

A balance group can contain multiple balance elements of the same type. For example, a customer might receive two grants of minutes. In that case, there are two balances of minutes.



You can assign a consumption rule to each balance. Consumption rules specify the order in which balance elements are consumed. The rules are based on the start time and expiration time of the balance elements.

For example, a customer might have two balances of minutes:

- 50 Minutes that are valid February 1 to March 30
- 100 Minutes that are valid March 1 to April 30

In this case, you might specify that the minutes that expire first (March 30) should be consumed before the minutes that expire on April 30.

Select one of the following consumption rules for the balance element.

- EST: Earliest start time
- LST: Latest start time
- EET: Earliest expiration time
- LET: Latest expiration time
- ESTLET: Earliest start time and latest expiration time
- ESTEET: Earliest start time and earliest expiration time
- LSTEET: Latest start time and earliest expiration time
- LSTLET: Latest start time and latest expiration time
- EETEST: Earliest expiration time and earliest start time
- EETLST: Earliest expiration time and latest start time
- LETEST: Latest expiration time and earliest start time
- LETLST: Latest expiration time and latest start time

### Defining package transition rules

You can specify which packages a customer can purchase as an upgrade or downgrade.

To define package transition rules, select **Transitions** and add packages.

Package transition rules have the following properties:

- Transition Type:
  - Upgrade: Upgrade to a package that's typically more expensive and has more features
  - Downgrade: Downgrade to a package that's typically less expensive and has fewer features.
- Validity Period: The start and end dates when the transition rule is in effect.
- Waive Fees: You can specify to waive purchase and cancellation fees when the transition occurs.



# Defining generation change rules

Generation change rules allow transitions between packages for different generations of wireless technology.

To create package generation change rules, select **Generation Change** and add packages.

Generation change rules have the following properties:

- Validity Period: The start and end dates when the transition rule is in effect.
- Waive Fees: You can specify to waive purchase and cancellation fees when the transition occurs.

# Restricting discounts in packages

Discount offer restrictions specify the discount offers that can't be used with the package.

To exclude discount offers from a package, select **Discount Restrictions** and add discount offers. If you add a bundle that includes a restricted discount, the package won't validate.

- Creating package lists
- Creating charge offers
- · Creating discount offers
- · Creating subscription terms
- Creating bundles
- · Pricing scenarios



# Creating package lists

This document describes how to create package lists in Oracle Monetization Cloud.

For background information, see About designing product offerings.

#### **Topics in this document**

- · Creating a package list
- · Related topics

# Creating a package list

A package list enables you to group and manage related packages. For example, you can create a package list that contains packages that can be used to register new customer accounts, or a package list that contains packages that provide add-on bundles for existing customers.

Use Offer Design to create the package list. From the Pricing navigation pane, select **Create Package List**.

Every package list includes the following properties:

- Segment: This must be CSR.
- Type:
  - New: For packages used to register new accounts.
  - Add-on: For packages used to provide add-on services and bundles to existing customers.
- Status:
  - Active: The package list is available for purchase as soon as it's created.
  - Inactive: The package list isn't available for purchase. You can activate it at a later time.

- Creating packages
- Creating bundles
- Creating charge offers
- Creating discount offers



# Pricing scenarios

This document describes how to configure common pricing scenarios in Oracle Monetization Cloud.

For background information, see About designing product offerings.

#### Topics in this document

- Configuring purchase dates
- Configuring validity periods
- Charging on first usage
- · Delaying activation of offers and services
- · Applying an offer to all users of a service
- Applying an offer to an account
- · Billing a customer when an offer is purchased
- Related topics

# Configuring purchase dates

Purchase dates define when a pricing component is available to be purchased.

You can specify purchase dates for charge offers, discount offers, and bundles. Packages have no purchase dates, although you can control package purchases by configuring generation change rules. See Creating packages.

The start date is included in the purchase period, but the end date isn't. For example, if the start date is May 1 and the end date is May 10, the offer can be purchased from May 1 through May 9.

Pricing components that are packaged together must not have conflicting purchase dates. For example, to be added to a bundle, a charge offer must have a purchase period that's the same as or longer than the bundle's purchase period.

# Configuring validity periods

Validity periods define when a pricing component is valid. A customer can't use a service provided by an offer unless the offer is valid.

By default, all validity periods are set to start immediately and never end. You can specify to start and end at specific dates.

You can specify validity periods for the following:

 Charge offers and discount offers: When you add an offer to a bundle, you can specify the validity periods for the offer. You can also customize the validity periods for recurring and purchase charges. See Creating bundles.

- Bundles: You can specify validity periods for bundle transition rules.
- Packages: You can specify validity periods for generation changes.

# Charging on first usage

You can specify to start charging or discounting when the customer first uses a service. This is useful when you offer limited-time services or discount offers that expire relative to when they are activated.

First usage is defined as the first time a subscriber uses a service, charge offer, or discount offer. On first usage, the offer is activated and the purchase fee is charged. The charge periods also begin at that time. The validity period start time is set to the start time of the usage event that first uses the service or triggers the discount offer. The end time is set based on the end time that you configure for the charge offer or discount offer (which can be never).

You can configure the following:

- When customizing a charge offer or discount offer in a bundle, you can specify that:
  - The offer, and all of its recurring and usage charges, start on first usage.
  - Specific recurring charges start on first usage.
  - Specific usage charges start on first usage.
- When you create a bundle, you can specify to synchronize the start date of all balance impacts whose validity period starts on first usage. This ensures that all such balance impacts in the bundle's charge offers are set to the same validity period when one of them is activated for the first time.

## Delaying activation of offers and services

When you add a charge offer or discount offer to a bundle, you can specify whether the offer is active or inactive at the time of purchase.

For example, an offer might be inactive at purchase so that the purchase fee isn't applied until you get confirmation that the hardware was received and successfully configured. By default, offers are active at purchase.

## Applying an offer to all users of a service

When creating a charge offer or discount offer, you can specify that the charge applies to all customers who use the service. For example, you can create a system charge offer that grants minutes for all mobile phone users. System charge offers can't include usage charges.

### Applying an offer to an account

When you create a charge offer or discount offer, you can specify that it applies to a customer's account, and to no service. For example, you might use an account offer to offer a coupon.

You can't include usage charges in an account-only charge offer.



# Billing a customer when an offer is purchased

Usually, you bill a customer at the end of the customer's billing cycle. On-purchase billing enables you to bill a customer immediately for a purchase, even if the customer's billing cycle hasn't ended. You can immediately generate a bill for all purchase fees in a bundle or package. To do so, when creating a bundle or a package, select **Bill on Purchase**.

Selecting **Bill on Purchase** doesn't generate a bill for any other charges, such as recurring, usage, or cancellation fees.

# Related topics

About designing product offerings



# Part III

# Managing subscribers

This part contains the following topics:

- Managing customers
- Managing payment methods
- Creating accounts
- Configuring a customer's billing settings
- Managing customer tax settings
- Managing customer contracts
- Adjusting balances
- Managing disputes and settlements
- Granting refunds
- Writing off revenue



# Managing customers

Most customer management tasks are accomplished by CSRs using Oracle Monetization Cloud Subscriber Management or a third-party customer management system. You can also set up a self-service Web application so that your customers can handle their own administration tasks, such as changing login names and passwords. For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- Managing customer accounts
- About finding accounts
- Canceling accounts
- Changing account profile information
- Displaying bill and balance information
- Viewing bill details
- · Displaying event information
- Managing billing hierarchies
- Managing organization hierarchies
- Related topics

### Managing customer accounts

Use Subscriber Management to manage customer accounts. You can do the following:

- Create accounts. You can record contact information, configure billing, and add payment methods, such as a credit card.
- Cancel an account and all of its subscriptions. See Canceling accounts.
- Purchase additional packages for existing customers.
- Manage the subscriptions that a customer has purchased. For example, you can cancel or renew packages and optional offers. See Managing customer contracts.
- Change account profile information, such as name, address, and customer type.
   See Changing account profile information.
- Change billing settings, such as billing day of month and billing frequency.
- Manage a customer's bills:
  - Display details about the charges in a bill. See Displaying bill and balance information and Viewing bill details.
  - Display invoices.
  - Make adjustments to the customer's balance, create disputes, and resolve settlements.



- Use Bill Now to run billing immediately.
- Apply payments, and allocate payments that have been received. You can also reverse payments and manage payment failures.
- Display the account's history; for example, payments that have been made, and a history of account activity.

In the Subscriber Management home page, click **News Feed** to display the account history.

### About finding accounts

To find an account, click **Search**. When you search for accounts, you can use an asterisk (\*) as a wildcard to substitute for one or more characters.

## Canceling accounts

Use Subscriber Management to cancel an account and all of its subscriptions. After you open an account, select **Actions**, **Account**, and then **Cancel Account**.

When an account is cancelled, the customer can't use any service. Closing an account cancels all the charge offers and discount offers owned by the account and applies any early termination fees.

For security reasons, credit card payment information is purged nightly for accounts that have been closed for 90 days.

### Changing account profile information

Use Subscriber Management to change an account profile. After you open an account, select **Actions**, **Account**, and then **Account Profile**.

An account can have multiple contacts. You can display the profile for each contact in the account.



When adding a contact, use a pre-existing email address. Don't use an email address that's being added as part of a new email service.

You can change the following profile information:

- Name and contact information
   Each phone type can be used by only one phone number
- · Security hint and answer
- Customer type (Platinum, Gold, and so on)
- Language
- Organization hierarchy type



### Displaying bill and balance information

Use Subscriber Management to display billing and balance information.

- To display bill information, open an account and then select Bills.
   Select Switch Bills to display a different bill.
- To display an invoice, select the bill, Actions, and then View Invoice PDF.
- To display balances, select Home and then Balances.

### Viewing bill details

Use Subscriber Management to view detailed information about a bill. Open an account and then select **Bills**.

You can view these bill details:

- Account-level charges
- Service-level charges
- Events associated with a charge
- The invoice associated with the bill
- Changes, such as one-time discounts, made to a charge

# Displaying event information

You can display information about events that have been charged to a customer; for example, the charge for a phone call or the charge for a monthly fee.

Use Subscriber Management to display events for a charge.

- 1. Open an account and select the bill you want to view.
- From the My Charges area of the Bills section, select an account or service charge.

The Account charges or Charges by service page is displayed.

3. Select a charge amount.

The Events page is displayed.

You can adjust the charge for the event. See Adjusting balances.

### Managing billing hierarchies

Accounts can participate in billing hierarchies. Billing hierarchies let one account take financial responsibility for another account's bills, such as when a parent pays for a child's bill or a department pays for an employee's bill.

You manage billing hierarchies in bill units.

Use Subscriber Management to change the account that pays for a customer's bill unit.



- 1. Open the account, select **Actions**, **Financial Setup**, then **Bill Unit Setup**, and then select the **Edit** icon.
- 2. From the Payment method or Paying Account list, use Account Search to find and select the paying account.

### Managing organization hierarchies

Accounts can be members of organization hierarchies. Organization hierarchies manage and group accounts within an organization's structure. A hierarchy can consist of multiple levels.

Creating an organization hierarchy involves these general steps:

- 1. Create the account that will be the parent in the hierarchy. For example, create one account to represent your entire organization.
- Create the accounts that will be the child accounts in the hierarchy. For example, create accounts to represent employees and departments within your organization.
- Associate the child accounts with the appropriate parent account. For example, associate the department accounts with the organization's account, and associate the employee accounts with their department's account.

You can associate a child account with a parent account when you create the child account or at any time after that. You don't identify an account as a parent or child account. The accounts become parent or child accounts when you associate them.

When managing an organizational hierarchy, you can:

- Add new accounts to the hierarchy by associating them with a parent account within the hierarchy
- Change the relationships between accounts in the hierarchy
- Remove accounts from the hierarchy

In an account's profile, you enter a company name for the primary contact. You also specify that the account is one of the following organization hierarchy types, which helps you identify the position of the account in the hierarchy. These types are informational only; they have no effect on the hierarchy structure. Accounts with no hierarchy type can still participate in organization hierarchies.

- Site: A physical or logical site that does not own services.
- Legal entity: A legal entity representing the organization that does not own services.
- Billing account: The account responsible for paying bills in a billing hierarchy.
- Service account: The account with active, billable services.

To manage which accounts are in an organization hierarchy, you use Subscriber Management. Open the account you want to manage, select **Actions**, and then select **Organization Hierarchy**.

- To make the account a child account in a hierarchy, search for and select the account you want as the parent. Then select **Move**.
- To change which account is the parent of the account, select Edit and search for and select the new parent account. Then select Move.



To remove the account from a hierarchy, select Remove From Hierarchy. If the
account has any children in the hierarchy, you need to change the parent for those
accounts first.

When searching for accounts, you can search by company name, account name, address, or account number. You can filter the results by company name or by type of account such as site, legal entity, and so on.



#### Tip:

After selecting a parent account, select **Preview Move** to preview the new hierarchy before finalizing the move.

#### How billing hierarchies and organization hierarchies interact

Associating a billing account with a service account in an organization hierarchy doesn't automatically create a billing hierarchy. You must set up the billing hierarchy separately. See Managing billing hierarchies.

Keep billing hierarchy relationships in mind when moving an account out of an organization hierarchy. For example, if you want to move a paying parent out of an organization hierarchy but keep the child accounts in the hierarchy, you may want to change the paying account for all of the bill units of the child accounts to another account in the hierarchy.

# Related topics

Creating accounts



# Managing payment methods

A payment method is the way that your customers pay their bills. For example, they could pay through credit cards, debit cards, or checks. In Oracle Monetization Cloud, the payment method is specified when the account is created, but it can be changed at any time.

For background information, see Managing customers.

#### Topics in this document

- · About payment methods
- · Adding payment methods
- Updating payment methods
- Related topics

### About payment methods

Subscriber Management supports the following payment methods:

- Credit card
- Debit card
- Invoice

Customers who receive an invoice can make payments in the following ways:

- Cash
- Check
- Wire-transfer
- Inter-bank payment order
- Postal order

# Adding payment methods

When you create an account, Subscriber Management automatically opens the **Financial Setup** screen where you add a payment method for the account.

If the account already exists, select **Actions**, **Financial Setup**, **Payment Methods**, and then **New**.

When you add a payment method, you specify the following:

For credit cards, enter the account information.

• The payment type: credit card or invoice.



For invoices, enter the invoice ID, email address, and street address. The invoice ID is any unique identifier that connects the customer to the invoice.

The bill units that this payment method should pay for.

### Updating payment methods

To update a payment method, you can change the following:

- For credit cards, the expiration date. If you need to change more than the expiration date, you must add a payment method for the credit card.
- For invoices, the invoice ID, delivery method, and street address.
- For all types, the bill unit that the payment method pays for.

You can't delete a payment method if it's the only payment method for the account, or if it's assigned to a bill unit.

Use Subscriber Management to update information about a customer's payment method. After you open an account, select **Actions**, **Financial Setup**, **Payment Methods**, and then the **Edit** icon.

### Related topics

Configuring a customer's billing settings



# Creating accounts

Each customer has an account in Oracle Monetization Cloud. An account includes information such as the name and address of your customer, and the charge offers, discount offers, and services the customer owns.

For background information, see Managing customers.

#### Topics in this document

- About creating customer accounts
- Creating accounts
- · Related topics

# About creating customer accounts

Account creation typically follows this process:

- Your customer contacts one of your customer service representatives (CSRs).
- 2. Your customer chooses a package and services.
- 3. Your customer provides information such as name, address, and payment information.
- 4. The account is created in the Oracle Monetization Cloud database. When the account is created, a number of events occur:
  - Your customer's information is checked by Oracle Monetization Cloud to ensure it's valid and that all required information has been supplied.
  - If the customer entered a credit card or debit card number, it's validated by your payment processor.
  - If there's a purchase fee, your customer is charged.
  - A welcome message is automatically sent to your customer.

# Creating accounts

Use Subscriber Management to create accounts for your customers. When you create an account, you do the following:

 Enter profile information, such as name, address, and language, for your customer.

Customer profile information includes:

 Contact type: primary, additional, or account holder. You can add more than one contact for the account.

The contact type is for information only. There's no relationship between contact type and the payment methods for the account.

- Contact information; for example, the customer's address, phone number, and email address.
- A security hint and answer.
- The customer type; for example, platinum, gold, and so on.
- The customer's language.
- The account type when the account will belong to an organization hierarchy: site, legal entity, billing account, or service account. See Managing organization hierarchies.
- 2. Select the package that your customer wants to purchase.

You must enter a service identifier for each service in the package. The service identifier can be any text. It's a unique identifier that connects the customer to the service instance that the customer owns. For example, it could be an email address or a personal ID number. Customers use the service identifier as their login name for the service.

3. Enter a service identifier for each service in the package.

The service identifier can be any text. It's a unique identifier that connects the customer to the service instance that the customer owns. For example, it could be an email address or a personal ID number. Customers use the service identifier as their login name for the service.

- **4.** Review the terms associated with the selected package. Terms include the commitment period, early termination policy, and renewal behavior.
- 5. Enter payment information for one or more bill units.

A bill unit is a group of one or more bills. Because each bill unit has its own payment settings and produces one invoice, it allows your customers to control the number of invoices they receive and payments they make for their account.

Payment information for a bill unit includes:

- A name for the bill unit.
- The payment method, such as credit card, debit card, or invoice.
- The billing frequency, such as monthly, bi-monthly, or yearly.
- The accounting type, such as open item or balance forward.
- The billing day of the month.
- The currency, such as US dollar, Canadian dollar, euro, and so on.

- Configuring a customer's billing settings
- Managing payment methods
- Managing customer tax settings



# Configuring a customer's billing settings

This document describes how to configure a customer's billing settings in Oracle Monetization Cloud. Billing settings, such as billing dates and frequency, invoice settings, billing hierarchies, and accounting types, are stored in bill units.

For background information, see About billing.

#### Topics in this document

- Configuring a customer's billing settings
- Related topics

# Configuring a customer's billing settings

To configure a customer's billing settings:

- When you create an account, Subscriber Management automatically opens the **Financial Setup** page where you can configure the default bill unit.
- To change the bill units for an existing account, open the account in Subscriber Management and select Actions, Financial Setup, Bill Unit Setup, and then Bill Units.

You can do the following:

- Add a new bill unit
- Change the a payment method for an existing bill unit
- Assign financial responsibility for a bill unit to a different account.

See Managing billing hierarchies.

Set the customer's billing day of month.

See About running billing.

- Set the customer's billing frequency:
  - Monthly
  - Bi-monthly
  - Quarterly
  - Yearly
- Set the bill unit's accounting type:
  - Open item: Typically used for bill units with an invoiced payment method.
  - Balance forward: Used for bill units with a credit card payment method.

See About accounting types.

- Choose invoice template options:
  - Choose a corporate or consumer invoice template.



 If you're using rerating, you can decide between replacement invoices or corrected invoices. A replacement invoice includes the original charges and the corrected charges. A corrected invoice includes only the corrected charges.



#### Tip:

You can display the different types of invoices in BI Publisher.

- Managing customers
- About billing



# Managing customer tax settings

This document describes how to change a customer's tax settings in Oracle Monetization Cloud.

For background information, see Managing customers.

#### Topics in this document

- · Changing your customer's tax settings
- Related topics

## Changing your customer's tax settings

Use Subscriber Management to manage your customer's tax settings; for example, add a tax exemption.

Open your customer's account and select **Actions**, **Financial Setup**, and then **Tax Setup**.

- Specify if it's a business account.
- Specify the customer is located inside the incorporated area of a city.
- Add or remove tax exemptions. A tax exemption reduces a tax by a specified percentage. When creating tax exemptions:
  - Choose a reason for the exemption.
  - Specify the dates when the exemption is valid.



You can backdate a tax exemption.

#### Important:

- If you add a tax exemption, you must provide a tax exemption certificate number.
- A tax exemption added at account creation applies to purchase fees. If you add a
  tax exemption later, or backdate an exemption, it doesn't apply to purchase fees
  that were applied at account creation.

### Related topics

Calculating taxes

30

# Managing customer contracts

Customer service representatives view, renew, and cancel the contracts for customer subscriptions by using Oracle Monetization Cloud Subscriber Management.

#### Topics in this document

- Managing contracts
- Related topics

## Managing contracts

Customers' contracts contain the subscription terms that they agreed to when they subscribed to an offer. Each subscription has its own contract, and optional offers have independent contracts.

When you renew a subscription, its start date is updated to the current day, and its end date is extended for the new commitment period specified in the subscription terms.

Some subscriptions renew automatically when the commitment period ends. The terms specify whether this happens and whether the subscription renews with the same terms or with different terms.

You can usually cancel optional add-on offers even if you can't cancel the subscription they were added to. However, if you cancel a subscription with add-on offers, the add-on offers are canceled too.

Use Subscriber Management to manage a customer's contracts. After you open an account, select **Purchased** to view all of the customer's purchased subscriptions and see their commitment periods. Select the **Terms** row for a subscription to:

- See more information, including commitment start and end dates, what happens if the customer cancels early, and what happens when the commitment period ends.
- Renew or cancel a subscription before its end date.

Select the row for an offer within a subscription to see whether the offer is required. If not, you'll see a contract for the offer, which you can cancel independently if allowed.

- Managing customers
- Creating subscription terms

# Adjusting balances

A CSR usually performs an adjustment to correct a problem. For example, a CSR might adjust a customer's balance when your company charged the entire monthly fee for a service that was unavailable for a few days.

For background information, see Managing customers.

#### Topics in this document

- About adjustments
- Adjusting a balance in an account
- Allocating currency adjustments
- Adjusting a bill
- Adjusting a bill item
- · Adjusting an event
- · Making a non-currency adjustment
- Related topics

### About adjustments

An adjustment is a transaction that credits or debits a customer's account by changing the amount due for a bill. You can also make adjustments to non-currency balances, such as minutes, tokens, and loyalty points.

You can make adjustments in different ways:

- Adjust a bill.
- Adjust a bill item.
- Adjust an event.
- Adjust a currency balance in an account. This adjustment follows two steps:
  - 1. Submit the adjustment amount. This impacts the customer's balance.
  - Allocate the adjusted amount. This assigns the adjustment to a bill unit or a bill item.

If you need to work with multiple customer bills or items, you may want to make adjustments on the account level. If you need to adjust one bill or an item on one or two bills, it might be easier to make an adjustment on the bill level.

# Adjusting a balance in an account

Use Subscriber Management to adjust a balance in an account. Select **Actions**, **Account Receivables**, and then **Adjust Currency Balance**.

To make an adjustment, you specify the following:

The amount or percentage to adjust.

To reduce the balance, enter a positive number. To increase the balance, enter a negative number; for example, -10.

- · Whether to exclude tax calculation on the adjustment.
- A reason for the adjustment.

After entering the adjustment information, you can either continue to allocate the adjustment or save it and allocate it later. From the customer's viewpoint, the account has been adjusted. Allocation is required for internal accounting. See Adjusting a balance in an account.



#### Tip:

You can display the adjustments made to a bill by selecting an adjustment icon in the bill graph. From there, you can allocate unallocated adjustments.

## Allocating currency adjustments

After making an adjustment to an account, you need to allocate the adjustment to a bill or to one or more bill items.

Use Subscriber Management to adjust a previously saved balance in an account. Select **Actions**, **Account Receivables**, and then **Allocate Currency Adjustments**.

- Select the Simple View icon to allocate the adjustment to a bill.
- Select the Advanced View icon to allocate the adjustment to one or more bill items.

### Adjusting a bill

Use Subscriber Management to adjust a bill. Open the bill and in the **Bills** tab, select **Actions** and then **Adjust Bill**.

To make an adjustment, you specify the following:

- The amount or percentage to adjust.
  - To reduce the balance, enter a positive number. To increase the balance, enter a negative number; for example, -10.
- Whether to exclude tax calculation on the adjustment.
- The reason for the adjustment.

You can allocate the adjustment as follows:

- Allocate the adjustment automatically.
- Allocate the adjustment to one or more bill items.

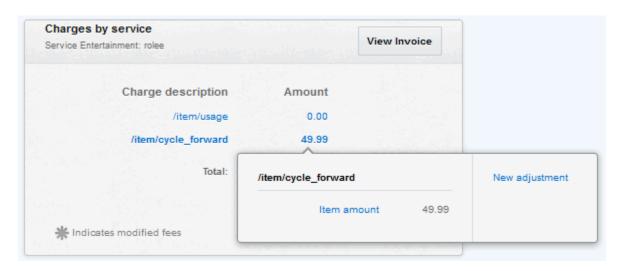


# Adjusting a bill item

Use Subscriber Management to adjust a bill item:

- Open the bill.
- 2. In My Charges, select a charge.
- 3. In the charge, select an item.

The figure below shows a selected item:



#### Select New Adjustment.

- Enter the amount or percentage to adjust.
  - To reduce the balance, enter a positive number. To increase the balance, enter a negative number; for example, -10.
- Specify whether to exclude tax calculation on the adjustment.
- Select a reason for the adjustment.

## Adjusting an event

Use Subscriber Management to adjust an event:

- Open a bill.
- 2. In My Charges, select a charge.
- 3. In the charge, select an item.
- 4. Select the charge description.
- 5. Select one or more events.
- Select Adjust selected.
  - Enter the amount or percentage to adjust.

To reduce the balance, enter a positive number. To increase the balance, enter a negative number; for example, -10.



- Specify whether to exclude tax calculation on the adjustment.
- Select a reason for the adjustment.

### Making a non-currency adjustment

Use Subscriber Management to make a non-currency adjustment:

- 1. In the **Home** tab, select **Balances**.
- 2. Select the service that has the non-currency balance you want to adjust.
- Select New Adjustment.
  - Enter the amount to adjust.

To reduce the balance, enter a positive number. To increase the balance, enter a negative number; for example, **-10**.

- Specify start and end dates when the adjustment is valid.
- Select a reason for the adjustment.

### Related topics

Displaying bill and balance information



### Managing disputes and settlements

A CSR creates a dispute in Oracle Monetization Cloud when a customer disagrees with the amount he or she is asked to pay and the problem requires investigation before it can be resolved. Disputes and settlements credit or debit the customer's balance, but don't return money to the customer directly.

For background information, see Managing customers.

#### Topics in this document

- Opening a dispute
- Settling a dispute
- · Related topics

### Opening a dispute

The dispute process involves two distinct activities: opening a dispute and settling that dispute. A dispute records a customer's objection to an amount on a bill. A settlement resolves a dispute by crediting or debiting all, part, or none of the dispute amount to the account.

You can open disputes only on bills that have money owed and that don't already have another open dispute.

Use Subscriber Management to open a dispute. Open the bill and in the **Bills** tab, select **Actions** and then **Dispute Bill**.

- Enter the disputed amount.
  - If the dispute is over paying too much, enter a positive number that would reduce the balance. If the dispute is over being granted too little, enter a negative number that would increase the balance; for example -10.
- Enter the effective date for the dispute. You can backdate disputes.
- Specify whether to exclude tax calculation on the dispute.
- Select a reason for the dispute.

#### Settling a dispute

Use Subscriber Management to settle a dispute. Open the bill and in the **Bills** tab, select **Actions** and then **Settle Bill Dispute**.

- Choose how to settle the dispute:
  - Grant in full.
  - Grant partial amount, and enter the amount.
  - Deny.

• Enter the effective date for the settlement. You can backdate settlements.

## Related topics

Displaying bill and balance information



### Granting refunds

A refund returns money that you owe to your customers directly to their credit card or debit card account. In Oracle Monetization Cloud, a refund is different than an adjustment, which credits the customer's account balance.

For background information, see Managing customers.

#### Topics in this document

- Granting refunds
- Running refund jobs
- Related topics

### **Granting refunds**

Granting refunds is a two-step process:

- 1. You use Subscriber Management to create a refund on your customers' bills.
- You use Business Operations to run a refund job. You indicate which accounts to refund, based on their account status and the payment method. The job automatically sends the refund amount to each customer's credit card or debit card account.

You can refund bills only when the total amount due for the period is negative. The option isn't displayed for bills with positive balances.

To create a refund on a customer's bill, open the bill in Subscriber Management. In the **Bills** tab, select **Actions** and then **Refund Bill**. Enter the amount to refund.

### Running refund jobs

Use Business Operations to create a refund job. Select the **Jobs** icon, **Refunds**, and then **New**.

The options for running the job are:

- Run the job once. You can run it immediately or on a specific calendar day.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when the job should start: immediately or at a specified date and time.
  - Specify when the job should end: never or at a specified date and time.
- Get an email notification when the job completes.

You can specify to give refunds to accounts based on these attributes:

The account status: active, inactive, or closed.



• The payment method: credit or debit card.

- About running business operations jobs
- Setting the minimum refund threshold



34

## Writing off revenue

This document describes how to write off revenue in Oracle Monetization Cloud.

For background information, see Managing customers.

#### **Topics in this document**

- · Writing off an account
- Related topics

### Writing off an account

A write-off removes revenue that your company has determined a customer will never pay. To write off revenue, you write off the entire account.

Use Subscriber Management to write off an account. Open the account and select **Actions**, **Accounts Receivables**, and then **Write-Off Account**.

You can specify to separate the tax amount from the written off amount.

### Related topics

Displaying bill and balance information

## Part IV

## Billing and invoicing

Part IV contains the following topics:

- About billing
- Using bill now to create a bill
- About trial billing
- Generating invoices
- Customizing bill items



## About billing

Billing is a process that calculates the amount each customer owes for the current billing cycle and then stores the information internally in Oracle Monetization Cloud. It doesn't generate invoices or collect payments from your customers.

#### Topics in this document

- · About running billing
- About billing cycles and accounting cycles
- About bill items
- About accounting types
- About configuring a customer's billing setup
- Running billing jobs
- Related topics

#### About running billing

Before you can request a payment from a customer, you need to run billing on the customer's account. When you run billing, Oracle Monetization Cloud compiles the charges in the customer's account and creates a bill. The amount due in the bill is sent to the customer as a payment request when you run a payment job, or when you run an invoice job.

Two properties specify when billing is run for an account:

- Billing day of month. An account is typically billed every month, on the account's billing day of month. When you run billing, Oracle Monetization Cloud finds all the accounts that are ready to billed, as specified in the account's billing day of month, and creates their bills.
- **Billing frequency.** Instead of billing an account every month, you can bill an account bi-monthly, quarterly, or yearly. For example, when combined with the billing day of month, a customer with a quarterly billing frequency could be billed on March 1, June 1, September 1, and so on.

To run billing, you a create billing job by using Business Operations. A billing job specifies which accounts to bill, based on their billing day of month, billing frequency, account status, and the payment method. You can create jobs that repeat and jobs that run once on a specified date.

A typical billing job is configured as follows:

- Runs daily
- Runs billing for accounts with any status (active, inactive, and closed)
- Runs billing for accounts with any payment method



To specify a customer's billing settings, such as billing day of month, billing frequency, accounting type, or whether someone else pays for their bills, use Subscriber Management. See Configuring a customer's billing settings.

To validate the billing results before you create the final bills, see About trial billing.

For information about configuring billing options, see Skipping billing of closed accounts with a zero balance and Setting the minimum credit card charge threshold.



Subscriber Management displays information about a bill unit. A bill unit holds information about the billing date.

#### About billing cycles and accounting cycles

Oracle Monetization Cloud runs on an internal cycle called an accounting cycle. The accounting cycle is always monthly and is based on the billing day of month.

For accounts that have a billing frequency of bi-monthly, quarterly, or yearly, accounting cycles are monthly, but the account isn't billed monthly. Therefore, some functions are based on the accounting cycle, and some are based on the billing cycle.

When the accounting cycle ends:

- Monthly fees are added to the customer's balance
- Taxes are compiled and added to the customer's balance

When billing is run:

- A bill is created
- A payment can be requested based on the bill amount

#### About bill items

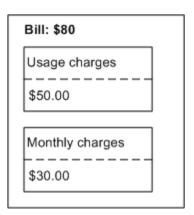
During the time between billing, a customer's charges are recorded in bill items. For example:

- · Usage charges are recorded in a usage bill item.
- A monthly subscription fee is recorded in a Cycle Forward bill item.

Bill items and their charges are displayed in invoices and in online bills. Recording different types of charges in different bill items enables you to track types of charges and to display them in an organized way in your invoices and bills.

The figure below shows a bill that includes two items, one for usage charges and one for a monthly subscription fee.





Oracle Monetization Cloud provides some predefined bill items such as Cycle Forward, Cycle Forward Arrears, Usage, One Time, and so on. You can also create custom bill items. See Customizing bill items.

#### About accounting types

You control whether bills include charges from previous billing cycles by setting the accounting type:

- With open item accounting, a customer is billed for charges only in the current bill.
   If the customer doesn't pay a bill, the next bill doesn't include charges for the bill that the customer didn't pay.
  - You typically use open item accounting on bill units with the invoice payment method. Each invoice includes the items that apply to a single billing cycle. If a customer doesn't pay a bill, the customer still has the invoice for that bill when the next invoice arrives.
- With *balance forward accounting*, the customer's bill includes all the charges that the customer owes, including those from previous bills.
  - Bill units for customers who pay by credit card should always use balance forward accounting. Balance forward accounting is the default for new bill units. You can change which accounting type is the default for new bill units in Billing Configuration Center. See Specifying the default accounting type.

When credit card accounts use balance forward accounting, you can specify the minimum amount to charge to a credit card. See Setting the minimum credit card charge threshold.

You set the accounting type for each of a customer's bill units rather than for the entire account. This way, accounts with multiple bill units can have different accounting type settings for each bill. For example, an account with two bill units can have one bill unit with an open item accounting type and another bill unit with a balance forward accounting type.

You use Subscriber Management to set the account type for a customer's bill units. See Configuring a customer's billing settings.

### About configuring a customer's billing setup

A customer's billing setup includes:



- The customer's payment method; for example, credit card or invoice
- · The billing day of month
- The billing frequency
- The accounting type
- The invoice template

These options are set when the account is created. Use Subscriber Management to configure an existing customer's billing setup. After you open the account, select **Actions**, **Financial Setup**, and then **Bill Units**.

#### Running billing jobs

Use Business Operations to create a billing job. Click the **Jobs** icon, **Billing**, and then **New**.

The options for running the job are:

- Run the job once. You can run it immediately or on a specific calendar day.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when to start the job: immediately or at a specified date and time.
  - Specify when to end the job: never or at a specified date and time.
- · Get an email notification when the job completes.

You can specify to create bills based on these attributes:

- The status of the accounts to bill: active, inactive, or closed.
- The payment method.
  - Payment card (that is, credit card or debit card)
  - Invoice
- The account's billing day of month. You can run billing for accounts whose billing day of month is:
  - On or before the job is run. The job creates bills for accounts whose billing date is any day before midnight of the day that you run the job. If you run billing every day, the accounts billed are from the previous day. If you run billing every two weeks, all accounts with a billing date in the previous two weeks are billed.
  - A specified number of days before the job is run.
  - On a specific day of the month. You can enter multiple days.



#### Tip:

You can use Business Configuration to specify that billing isn't run on closed accounts if the amount due is 0. See Skipping billing of closed accounts with a zero balance.



- Configuring a customer's billing settings
- Skipping billing of closed accounts with a zero balance
- Setting the minimum credit card charge threshold



36

## Using bill now to create a bill

You can create a bill on demand for all unpaid items in a customer's account. To do so, you use the Bill Now feature in Oracle Monetization Cloud.

For background information, see About billing.

#### Topics in this document

- About bill now
- Related topics

#### About bill now

Bill Now generates a bill that includes all pending items for the bill. It adds the previous total amount to the current total. For example, for an account that has a previous total of \$20, and a current total of \$10, Bill Now generates a bill for \$30. Bill Now works with both open item and balance forward accounting types.

The due date for a bill created with Bill Now is calculated as the billing cycle length minus one day after Bill Now is run. For example, if you run Bill Now on June 2, and the billing cycle is one month, the bill is due on July 1.

Recurring charges aren't prorated by Bill Now.

Use Subscriber Management to immediately create a bill for unpaid items. After you open an account, select the **Bills** tab, the current bill in progress, and then **Bill Now**.

#### Related topics

About billing



## About trial billing

Trial billing is a process that simulates billing in Oracle Monetization Cloud and creates trial invoices. You use trial billing to validate billing results without impacting customer accounts.

For background information, see About billing.

#### **Topics in this document**

- About trial billing
- · About trial invoices
- Using trial invoices to validate billing
- Running a trial billing job
- · Retrieving trial invoices from the SFTP server
- Purging trial invoices from the database
- Related topics

#### About trial billing

Before you run billing, you can run trial billing to validate that your product offerings are generating your expected billing results.

Trial billing calculates the amount owed by customers for any billing cycle without updating customer account balances or creating bills in the database.

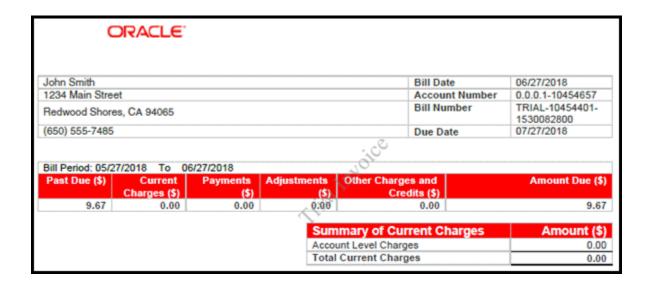
This table summarizes the similarities and differences between regular billing and trial billing.

Billing	Trial billing	
Creates cycle forward and usage items, and saves them in the database.	Creates cycle forward and usage items, but doesn't record them in the database.	
Creates bills and saves them in the database.	Creates bills, but doesn't record them in the database.	
Calculates and totals the balance impacts for the previous billing cycle.	Calculates and totals the balance impacts for any billing cycle.	
Calculates and updates account balances.	Calculates but doesn't update account balances.	
Doesn't create invoices.	Creates trial invoices and saves them to the database and your SFTP server.	
Shows the exact amount that is due in a bill.	May not show the exact amount that is due in a bill. This is because events that have a balance impact can occur after you run trial billing.	



#### About trial invoices

A trial invoice lists the balance information for a customer's bill, and the amount due. It includes the same content and uses the same invoice template as the regular invoice, except the customer's bill number has a prefix of TRIAL and each page has a Trial Invoice watermark. For example, this figure shows the watermark and bill number on a trial invoice.



You use trial invoices to validate billing charges before creating the final bills and invoices for your customers. If you find errors in a trial invoice, you can make corrections such as balance adjustments or payment allocations to the customer's account. When you are satisfied with the results from trial billing, you can generate the final bills and invoices.

Trial invoices are saved to the Oracle Monetization Cloud database and your SFTP server. You can purge the trial invoices from the database at any time to save storage space.

#### Using trial invoices to validate billing

The following examples show how to use trial invoices to validate billing charges:

- Verifying your new product offerings.
  - You can use trial billing to verify that a new product offering is set up correctly. For example, you can designate a few accounts as test accounts for specified products and then run trial billing against those accounts. The trial invoices can then be reviewed by your billing specialists to verify that charges have been applied correctly based on a predefined output.
- Verifying miscellaneous charges, such as refunds.
  - If your company issues a mass refund to customers, you can run trial billing at any time during the billing cycle to verify that the refunds were applied correctly. Select a few accounts and run trial billing.



You can perform similar verifications for taxes, late fees, or finance charges; for example, when a new tax rate is introduced, when a late fee changes from \$20 to \$25, or when the finance rate changes from 6% to 7%. You can run trial billing to verify that the new rates are being applied.

#### Running a trial billing job

To create trial bills and trial invoices, you run a trial billing job in Business Operations. You can run a trial billing job against all accounts or only accounts with a specified account status, payment method, or billing date. Alternately, you can upload a list of accounts and bill units to run trial billing against.

In Business Operations, select the **Jobs** icon, **Trial Billing**, and then **New**.

The options for running the job are:

- Run the job once. You can run it immediately or at a specified date and time.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when to start the job: immediately or at a specified date and time.
  - Specify when to end the job: never or at a specified date and time.
- Get an email notification when the job completes.

You can create trial bills and trial invoices based on these attributes:

- The status of the accounts to bill: active or closed.
- The payment method: credit and debit cards, or invoices.
- The account's billing day of the month (DOM). You can run billing for accounts whose billing DOM occurs:
  - At any time. The job creates trial bills for accounts with any billing DOM.
  - On or before a specified date. The job creates trial bills for accounts whose billing DOM is any day before midnight of the day that you specify. For example, if you specify June 10, 2018, the job creates trial bills for accounts that have a billing DOM of June 10, 2018 or earlier.
  - Between a range of dates (inclusive). The job creates trial bills for all accounts with a billing DOM that occurs within the date range, have completed a full billing cycle, and haven't been billed already.
  - Within a number of days before and after the job runs. For example, if you specify 3 and the job runs on May 15th, the job creates trial bills for accounts that have a billing DOM from May 12th through May 18th.
- The account number. You can upload a list of accounts that you want to create trial bills for. The file must be in XML format and include the account number and bill unit ID. For example:



#### Retrieving trial invoices from the SFTP server

Trial billing jobs save a copy of your trial invoice files in PDF format to your SFTP server, so you can download and analyze them on other systems.

You retrieve the trial invoices from the SFTP server's *lu01/sftp/ environment\_tenant\_sftp/outgoing/invoices* directory, where *environment* is **prod** for the production environment or **test** for the development environment. The directory will contain both regular invoices and trial invoices.

- Trial invoices will have \_65 appended to their file names, such as
   OMC Consumer Invoice\_0.0.0.1-10454657\_10454401\_65.pdf.
- Regular invoices will have \_1 appended to their file names, such as OMC\_Consumer\_Invoice\_0.0.0.1-10454657\_10454401\_1.pdf.

#### Purging trial invoices from the database

To save space and improve system performance, you can purge trial invoices from the Oracle Monetization Cloud database. You can control whether to delete all trial invoices or a subset of trial invoices.

To purge trial invoices from the database, you create a purge trial invoices job in Business Operations. The job removes trial invoices from the database only. Trial invoices will continue to remain in BI Publisher and your SFTP server.

If the job encounters an error, none of the trial invoices are purged from the database. You must fix the problem and run the purge trial invoices job again.

In Business Operations, select the **Jobs** icon, **Purge Trial Invoices**, and then **New**.

The options for running the job are:

- Run the job once. You can run it immediately or at a specified date and time.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when to start the job: immediately or at a specified date and time.
  - Specify when to end the job: never or at a specified date and time.
- Get an email notification when the job completes.

You can purge trial bills from the database based on these attributes:

- The status of the accounts: active or closed.
- The account's billing DOM. You can purge trial invoices for accounts whose billing DOM is:
  - At any time. The job purges trial invoices for accounts with any billing DOM.
  - On or before a specified date. The job purges trial invoices for accounts that have a billing DOM on the specified date or earlier.
  - Between a range of dates (inclusive). The job purges trial invoices for accounts whose billing DOM is from 12:01am of the starting date to midnight of the ending date.



- Within a number of days before and after the job runs. For example, if you specify 3 and the job runs on May 15th, the job purges trial invoices for accounts that have a billing DOM from May 12th through May 18th.
- The account number. You can upload a list of accounts that you want to purge trial invoices for. The file must be in XML format and include the account number. For example:

- About billing
- About running business operations jobs
- Getting started with Business Operations
- Generating invoices
- Transferring files securely with SFTP



### Generating invoices

An invoice lists the balance information for a customer's bill, and the amount due. In Oracle Monetization Cloud, you can assign invoice templates to a customer, view a customer's invoice, and generate a batch of invoices for your customers in PDF format.

For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- About invoicing
- Customizing invoices
- Assigning invoice templates to bills
- · Setting the output format for invoices
- Generating invoices
- · Accessing your invoices
- Related topics

#### About invoicing

After you run billing, you can generate invoices that you send to your customers. Two types of invoices can be generated: detailed and summary.

- A detailed invoice lists the bill items and the events that have currency balance impacts greater than zero.
- A summary invoice lists only the bill items and not the events.

Before creating your final invoices, you can run trial billing to validate that your company's billing charges are correct. See About trial billing.

#### **Customizing invoices**

To customize the appearance of an invoice, you modify the invoice template by using Oracle Business Intelligence (BI) Publisher. You can change the surrounding text, graphics, and layout. You can't change the content of the invoice; for example, by adding charges from custom events.

To modify an invoice template in BI Publisher, save the invoice template as a Word file, edit it, and then upload it to BI Publisher.

#### Assigning invoice templates to bills

Default invoice templates are assigned to your customers' bills whenever you create an account or add a bill unit to an existing account. You can change the template assigned to a bill or bill unit; for example, to one with a corporate customer's logo.

Use Subscriber Management to assign an invoice template to a customer's bills. After opening the account, select **Actions**, **Financial Setup**, and then **Bill Unit Setup**. Select the **Edit** icon and then specify the following:

- The invoice template to use for bills that have been rerated after an invoice has already been sent to the customer. You can select a Replacement or a Corrective template. The Replacement template includes the original charges and the corrected charges. The Corrected template includes only the corrected charges. The default is Replacement.
- The invoice template to use for all other bills. You can select a Consumer or a Corporate template. The default is Consumer.

#### Setting the output format for invoices

By default, your customers' invoices are generated in PDF format. To change the output format, you use BI Publisher to modify the bursting definition for your data model. In the bursting definition, set the OUTPUT\_FORMAT parameter to the desired format, such as XML, HTML, or RTF.

For more information, see the discussion about adding bursting definitions in *Oracle Fusion Middleware Data Modeling Guide for Oracle Business Intelligence Publisher*.

#### Generating invoices

To generate invoices for your customers, you create an invoice job. You can specify which invoices to generate based on your customers' payment method, when your customers' billing cycle ends, and the invoice type.

Use Business Operations to create an invoice job. Select the **Jobs** icon, **Invoicing**, and then **New**. The options for running the job are:

- Run the job once. You can run it immediately or on a specific calendar day.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when to start the job, immediately or at a specified date and time.
  - Specify when to end the job, never or at a specified date and time.
- Get an email notification when the job completes.

The invoice job attributes are:

- The payment method.
  - Credit card or debit card
  - Invoice
  - All payment methods
- The accounts to generate an invoice for. You can generate invoices for accounts whose billing cycle ends:
  - On or before the day the job is run.
  - A specified number of days before the date the job is run.
- The invoice type: summary or detailed.



#### Accessing your invoices

After you run an invoicing job, your invoices are saved to the Oracle Monetization Cloud database so you can view them in BI Publisher and Subscriber Management. When the customer's payment type is invoice and preferred delivery method is postal, the invoices are also saved in PDF format to your SFTP server.

#### Viewing invoices in BI Publisher

You can view all of your customers' invoices by using BI Publisher.

In BI Publisher, select **Catalog**. In the **Folders** section, select **Shared Folders**, **BRM\_Invoices**, **0.0.0.1**, and then **ViewInvoiceReport**. Your invoices are grouped according to their template type, such as consumer invoice or corporate invoice.

For information about using BI Publisher, see Oracle Fusion Middleware User's Guide for Oracle Business Intelligence Publisher.

#### Viewing invoices in Subscriber Management

Use Subscriber Management to view a customer's invoice; for example, so you can review its contents with the customer during a phone call.

- 1. Open an account and then select the Bills tab.
- Select a bill.
- 3. In the Bills section, select Actions and then View Invoice PDF.

You can also download or print the invoice.

#### Retrieving invoice files from the SFTP server

When a customer's payment type is invoice and delivery method is postal, Business Operations saves the invoice in PDF format to your SFTP server.

You can retrieve the invoice files from the SFTP server's *lu01/sftp/ environment\_tenant\_sftp/outgoing/invoices* directory, where *environment* is **prod** for the production environment or **test** for the development environment. From there, you can securely download the invoices to an external system from which you can mail them to your customers.

- About billing
- Managing payment methods
- Configuring a customer's billing settings
- About running business operations jobs
- Transferring files securely with SFTP



39

## Customizing bill items

This document describes how to create custom bill items in Oracle Monetization Cloud.

For background information, see About bill items.

#### Topics in this document

- · About customizing bill items
- Creating bill item selectors
- Customizing bill items
- Related topics

#### About customizing bill items

Customers' charges are recorded in bill items, such as the Usage bill item for usage charges and the Cycle Forward bill item for recurring charges. Bill items and their charges are displayed on invoices and bills. You can customize how the charges are tracked and organized in your invoices and bills by customizing the bill items.

You customize bill items in bill item selectors. A bill item selector specifies which charge to include in a bill item by associating the bill item with a service's charge event. A bill item can be associated with more than one event.

The figure below shows bill item selectors in Business Configuration. Charge events for each service are assigned one of the standard bill items: Cycle Forward, Usage, and so on.

Service	Event	Bill Item Name
ServiceCloud	Monthly Cycle Forward	Cycle Forward
	Monthly Cycle Arrear	Cycle Arrear
	Monthly Cycle Forward Arrear	Cycle Forward Arrear
	Basic Usage	Usage
	Product Purchase Fee	One Time
	Product Cancel Fee	One Time
WiFi	Monthly Cycle Forward Arrear	Cycle Arrear
	Monthly Cycle Forward	Cycle Forward
	Product Purchase Fee	One Time
	Product Cancel Fee	One Time



To customize how charges appear in invoices and bills, you can do the following:

- Create bill item selectors. You do this after your services are defined in order to include charges for those services in bills and invoices.
- Create bill items. You can create bill items in a new or existing bill item selector.

When you create a bill item, you specify its name, the type of charge (such as usage), and how to create the bill item:

- You can choose whether to pre-create the bill item before any event occurs or create it during the rating process. You usually pre-create only usage items.
- You can choose whether to create a bill item for each charge or to accumulate the charges in one item.
- Customize bill items by:
  - Changing the bill item associated with a charge event
  - Creating a new bill item for a bill item selector
  - Changing when to create a bill item and how many charges it records

#### Creating bill item selectors

To create a bill item selector, use Business Configuration. Select **Bill Items**, then **Edit**, and then select the plus icon.

In the new row, select the service and the charge event that the bill item is for, and select the bill item you want to associate with the event. To create a new bill item for the event, from the **Bill Item Name** list, select **Manage** and then the plus icon.

#### Customizing bill items

You customize bill items in bill item selectors.

In Business Configuration, select Bill Items, then Edit, and then the bill item selector.

From the **Bill Item Name** list, you can do the following:

- Change the bill item associated with the charge event.
- Create a new bill item to associate with the charge event. Select Manage and then select the plus icon.
- Change how the bill item is created for the event. Select Manage and then change the On Event Occurrence value.

- About bill items
- Adjusting a bill item
- Frequently asked questions: billing and payments



## Part V

## Payments

This part contains the following topics:

- About payments
- Processing payments in batches
- Processing credit card and debit card payments
- Processing offline payments
- Reversing payments
- Suspending and correcting payments
- Resolving incomplete payment transactions



40

## About payments

This document provides an overview of payment processing in Oracle Monetization Cloud.

For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

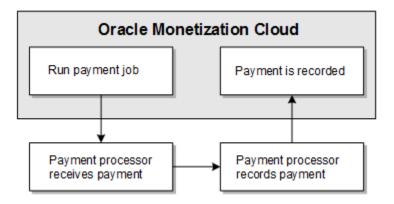
- About processing payments
- About storing card numbers as tokens
- About managing payments
- Related topics

#### About processing payments

How you process payments depends on how the payments are received; for example, by credit card or by check.

To process credit card and debit card payments, you use the System Configuration application to configure a connection with an online payment processer, such as Chase Paymentech or Cielo. You must have an existing merchant agreement with a payment processor before configuration.

This figure shows how a payment system works with an online payment processor:



For information about setting up payment gateways, see Connecting to payment gateways.

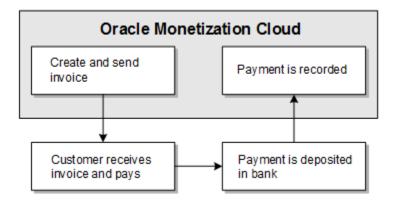
To process payments from checks and other offline payment methods, use Subscriber Management. You can process the following payment types:

- Cash
- Check



- Wire-Transfer
- Inter Bank Payment Order
- Postal Order

This figure shows how Oracle Monetization Cloud handles manual payments:



#### About storing card numbers as tokens

To process credit and debit card payments securely, Oracle Monetization Cloud doesn't store actual credit or debit card numbers in the database. Instead, credit and debit card numbers are stored as random identifiers, called tokens, provided by the payment gateway.

Oracle Monetization Cloud requests tokens from the payment gateway when you:

- Set up the payment method for a new account
- Make a one-time payment with a credit or debit card
- Change a customer's credit or debit card number
- Change a customer's payment method to a credit or debit card

The payment gateway stores the card number and the token mapping, and sends the token back to Oracle Monetization Cloud. The token, rather than the card number, is stored in the Oracle Monetization Cloud database, and only that token is used for subsequent payments from that card.

Because the token is only valid between Oracle Monetization Cloud and the active payment gateway, the token can be sent without the risk of exposing the actual card number. If you ever change payment gateways, you must ask your customers for their card numbers again and request new tokens from the new payment gateway.

Tokens are typically the same length as the credit or debit card numbers and include the last four digits of the credit or debit card numbers. This lets CSRs identify credit and debit cards without actually seeing the whole number.

### About managing payments

Payments are recorded in two places:

In Oracle Monetization Cloud



At the payment processor; for example, at a bank

You might need to reverse a payment; for example, if it's recorded in Oracle Monetization Cloud, but not by the payment processor. If a payment fails (for example, if a check doesn't clear), you might need to suspend the payment until it can be completely processed. See the following:

- Suspending and correcting payments
- Reversing payments

Oracle Monetization Cloud manages payments by keeping track of their status, their allocation history, and so on. Two IDs are used for payments:

- **Payment ID:** An automatically generated ID for a payment transaction. Accounting can use this ID to process payments, refunds, and payment reversals.
- **Transaction ID:** Similar to a payment ID, a transaction ID is automatically generated for each payment, payment reversal, and refund. Additionally, the transaction ID identifies transactions involving third parties, such as transactions with credit card processing companies.

- Processing credit card and debit card payments
- Processing offline payments
- Reversing payments
- · Suspending and correcting payments
- Setting the minimum credit card charge threshold



41

## Processing payments in batches

Banks and payment processors collect payments from your customers and then bundle the payment information into a batch file before sending it to you. You upload this batch payment file to the Oracle Monetization Cloud Subscriber Management application, where it's processed and the payments are applied to your customers' bills.

For background information, see About payments.

#### Topics in this document

- About batch payment files
- Uploading batch payment files
- · Viewing the status of batch payment files
- Processing batch payments automatically
- · Processing batch payments manually
- About managing batch payments that are suspended
- Reversing failed payments in batches
- · Resolving failed batches
- Related topics

### About batch payment files

Batch payment files are text files containing payment information, such as account numbers, payment amounts, and payment dates. In order for Subscriber Management to process batch payment files, their contents must comply with one of these template formats.

- Cash payment
- · Check payment
- Failed payment
- Interbank pay order
- Postal order
- Wire-transfer payment

### Uploading batch payment files

To have your batch payment files uploaded to Subscriber Management, copy the files to the *Middleware\_home*/**BatchPaymentFiles/unprocessed** directory, where *Middleware\_home* is the directory in which Oracle WebLogic Server was installed on your Subscriber Management server.

#### Viewing the status of batch payment files

Use Subscriber Management to view the status of batch payment files that you've uploaded. From the home page, select **Batch Payment** and then select **Active**.

Each file that you've uploaded is displayed in the interface as a payment card with the file's summary and status. The processed files are those that have been processed successfully in the past 24 hours. The unprocessed files are those that haven't been processed yet, that are currently being processed, or that have errors.

#### Processing batch payments automatically

To have your batch payment files processed automatically, go to the Subscriber Management home page, select **Batch Payment**, and then set **Auto Process** to **On**.

Subscriber Management will automatically process all batch payment files that are uploaded to the **unprocessed** directory.

#### Processing batch payments manually

Use Subscriber Management to process batch payment files manually.

Ensure that manual processing is enabled. From the Subscriber Management home page, select **Batch Payment** and then set **Auto Process** to **Off**.

- From the batch payments page, select Import and import the batch payment file.
   The file is then displayed as a payment card.
- 2. From the payment card, select View File and then select Process.

#### About managing batch payments that are suspended

Oracle Monetization Cloud automatically suspends a payment in a batch file when:

- The payment can't be applied to a customer account.
- The payment contains incorrect information, such as an incorrect account number.

To view a list of payments in the batch payment file that were suspended, go to the Subscriber Management home page, select **Batch Payment**, and then select **Suspended** in the payment card's summary.

For information about applying suspended payments to bills, see Applying suspended payments to your customers' bills.

### Reversing failed payments in batches

If you have multiple failed payments that need to be reversed, it's faster to bundle them into a batch payment file rather than reversing them individually.

Use Subscriber Management to process a batch file that contains only failed payments.



- Create a batch payment file that lists the failed payments. Ensure that the batch payment file complies with the Failed Payment template format.
- 2. Process the batch payment file.
  - Processing batch payments automatically
  - · Processing batch payments manually

Subscriber Management identifies the payments listed in the batch payment file and reverses the amounts in your customers' bills.

### Resolving failed batches

A batch of payments is marked as unresolved when Oracle Monetization Cloud doesn't receive confirmation from the payment clearing house that it received or processed those payments.

To resolve failed batches, use Business Operations. From the home page, select **Failed BRM-initiated Payment Transactions**, and then select **Unresolved Batches** to see which batches failed.

Call the payment clearing house to find out whether they received any of the batches.

- If they have, select the batch, select Yes, and then select Resolve. Oracle Monetization Cloud records the payment batch as having been processed successfully.
- If they haven't, select the batch, select No, and then select Resubmit. Oracle
  Monetization Cloud resubmits the batch to the payment clearing house for
  reprocessing.

- About payments
- · Suspending and correcting payments
- · Reversing payments
- Resolving incomplete payment transactions



42

# Processing credit card and debit card payments

After you run billing, you can collect the balance due from your customers who pay with credit cards and debit cards. To do so, you create a payment collections job in Oracle Monetization Cloud.

For background information, see About payments.

#### Topics in this document

- Running payment collections jobs
- Related topics

#### Running payment collections jobs

Use Business Operations to create a payment collections job. Select the **Jobs** icon, **Payment Collections**, and then **New**. The options for running the job are:

- Run the job once. You can run it immediately or on a specific calendar day.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, or monthly.
  - Specify when to start the job: immediately or at a specified date and time.
  - Specify when to end the job: never or at a specified date and time.
- Get an email notification when the job completes.

You can specify to collect payments from accounts based on these attributes:

- The account status: active, inactive, or closed.
- The payment method: credit or debit card.
- The customer's payment date. Collect payments from your customers that paid:
  - On or before the day the job is run.
  - A specified number of days before the date the job is run.
- Whether the account contains pre-authorized but unpaid credit card transactions.

Credit cards are pre-authorized when:

- Customers enter their payment details for a credit card.
- CSRs issue charges in Subscriber Management.

All pre-authorized but unpaid credit card transactions made within the past 30 days are sent to your credit card processor.



- About payments
- Processing offline payments
- Setting the minimum credit card charge threshold



## Processing offline payments

You can process offline payments, such as checks, by using the Oracle Monetization Cloud Subscriber Management application.

For background information, see About payments.

#### Topics in this document

- About processing payments
- Applying payments
- Allocating payments

#### About processing payments

Processing offline payments by using Subscriber Management is a two-step process:

- Apply the payment. The customer's balance is updated, and the payment is transacted. For example, if they pay by check, the money is withdrawn from their account.
- Allocate the payment. This assigns the payment to a bill and completes the accounting in Oracle Monetization Cloud.

You allocate payments for internal accounting purposes. Customer balances are credited for all payments when Oracle Monetization Cloud processes payments.

### Applying payments

Use Subscriber Management to apply offline payments. Open an account and do one of the following:

- Select Actions, Payments, and then Make a Payment.
- From the Home section, select Make Payment.

When applying a payment, you specify the following:

The payment method.

Depending on the payment method, you can enter additional information. For example, if the payment is by check, you enter the check date, check number, bank code, and bank account number.

You can add a payment method; for example, by entering the information for a new credit card. When you do so, you can select whether or not to save the new payment method in the customer's account.

The reason for the payment.

After entering the payment information, you can either continue to allocate the payment, or save it and allocate it later. From the customer's viewpoint, the payment

has been made. Allocation is required for internal accounting. See Allocating payments.

### Allocating payments

After applying a payment to an account, you need to allocate the payment to a bill, or to one or more bill items.

A payment amount doesn't need to match a bill amount.

To allocate a payment, open an account and do the following:

- 1. Select Actions, Payments, and then Allocate.
- 2. Select a payment to allocate, and then select Allocate.
  - Click the Simple View icon to allocate the payment to a bill.
  - Click the Advanced View icon to allocate the payment to one or more bill items.



44

## Reversing payments

You must reverse a payment when it's recorded in Oracle Monetization Cloud, but the payment isn't deposited (for example, when a check doesn't clear). Reversing the payment enables Oracle Monetization Cloud to treat the payment as if it never happened.

For background information, see About payments.

#### Topics in this document

- Reversing payments
- · Related topics

### Reversing payments

When a payment is reversed, any bills previously closed by the payment are reopened and the payment is removed from the cloud.

Use Subscriber Management to reverse payments.

- 1. Open an account and select the Bills tab.
- 2. Select the appropriate bill.
- 3. In the Bills section, select Actions and then Reverse Payment.
- 4. Select a payment and then Payment Details.
- 5. Select Reverse Payment.
- 6. Select a reason for the reversal and then **Reverse Payment**.

- Suspending and correcting payments
- Reversing failed payments in batches



### Suspending and correcting payments

Oracle Monetization Cloud automatically suspends payments that it can't post to customers' accounts. You can manually suspend payments that are posted incorrectly. You might also suspend payments when you need to redistribute them. You use Subscriber Management to suspend payments and apply them to your customers' bills when the payment errors are resolved.

For background information, see About payments.

#### Topics in this document

- · About suspended payments
- Suspending existing payments manually
- Creating suspended payments
- · Applying suspended payments to your customers' bills
- Distributing a payment among multiple accounts
- · Assigning suspended payments to an employee
- Related topics

#### About suspended payments

Payments can be suspended for a variety of reasons.

- Oracle Monetization Cloud automatically suspends a payment when:
  - It can't be validated; for example, because the account number is wrong.
  - The associated account is closed.
- You might manually suspend a payment when:
  - It's allocated to the wrong account.
  - You need to apply a payment to multiple accounts.

If the payment has already been applied to an account, you suspend the payment and then redistribute it.

If the payment hasn't been applied to an account, you create a suspended payment and then distribute that payment.

When a payment is suspended, you use Subscriber Management to apply the payment correctly.

### Suspending existing payments manually

Use Subscriber Management to manually suspend a payment that's already been applied to an account.

- 1. Open an account and then select the **Bills** tab.
- 2. Select a bill.
- In the Bills section, select Actions and then Move Payment to Suspense.
- 4. Select a payment and then Payment Details.
- 5. Select Move to Suspended Payments.
- Specify a reason for suspending the payment and select Move.

### Creating suspended payments

You can create a suspended payment; for example, if your customer makes an offline payment to a closed account or if you need to distribute a payment among multiple accounts.

Use Subscriber Management to create a suspended payment. Select **Payment Suspense** and then **Make Payment**.

When you create a suspended payment, you specify the following:

- The payment method.
- The payment amount and currency.
- The payment details, which depend on the payment method. For example, you'd enter the date and order ID for a postal order, and you'd enter the date and receipt number for cash.
- The reason for the suspended payment; for example, to distribute it among multiple accounts, or because the account is closed.

After the suspended payment is created, you can apply it to your customer's bills.

### Applying suspended payments to your customers' bills

Use Subscriber Management to apply a suspended payment to your customers' bills. Select **Payment Suspense** and then select the payment you'd like to apply to a customer's bill.

When applying the payment, you specify the following:

- The account to apply the payment to. You can add or search for an account if one isn't displayed.
- The payment amount to apply.
- The reason why the payment is valid now.
- Whether to allocate the payment to bills in the account manually or automatically.

If you select automatically, the payment is allocated based on the amount due for each bill. If the allocation amount is greater than all of the bills, or if the allocation amount is made to accounts with no balance due, the remaining balance is assigned a status of Awaiting Allocation and is available when a future payment is due.

After you allocate a payment amount to an account, you can add more accounts if you want to distribute any remaining amounts to other accounts.



### Distributing a payment among multiple accounts

You can distribute a suspended payment among multiple accounts; for example, when a customer wants to make one large payment for all of their accounts. If your customer has already made the payment for distribution, you must first suspend it. If the customer hasn't made the payment, you must first create the payment as a suspended payment.

Use Subscriber Management to distribute a payment among multiple accounts.

- Create a suspended payment for your customer or suspend your customer's existing payment. Ensure that the suspension reason is set to Multiple Account Distribution.
  - Creating suspended payments
  - Suspending existing payments manually
- 2. From the Subscriber Management home page, select **Payment Suspense** and then select the payment to distribute.
- 3. Add the first account and apply part of the payment to the account.



You must apply the payment to the first account before you can add more accounts.

4. Add one or more accounts and apply payment amounts to each account.

### Assigning suspended payments to an employee

By default, suspended payments aren't assigned to anyone in your organization. You can assign an authorized handler to manage the payment.

Use Subscriber Management to assign a suspended payment to an employee. Select **Payment Suspense**, open the payment, and in the **Assigned to** list, select the user you want to assign the suspended payment to.

### Related topics

- Reversing payments
- Processing offline payments
- Displaying bill and balance information



46

# Resolving incomplete payment transactions

When connections to your payment processor are lost during payment processing, the payment transactions can remain incomplete. You use Oracle Monetization Cloud Business Operations to resolve incomplete transactions due to lost connections.

For background information, see About payments.

#### Topics in this document

- About resolving incomplete payment transactions
- · Viewing information about incomplete payment transactions
- Resolving incomplete transactions due to lost connections
- Applying unresolved payments
- Related topics

### About resolving incomplete payment transactions

When a connection is lost during an online transaction, these problems can occur:

- Credit card authentication errors. Since no charges are made during authentications, you resolve these errors by clearing the transaction in Oracle Monetization Cloud.
- Credit card authorization errors. You resolve these errors by clearing the
  transaction in Oracle Monetization Cloud and then resubmitting the charge to the
  credit card processor. Because the first transaction failed, the customer won't be
  charged twice.
- Unresolved payments. Unresolved payments occur when the credit card number
  is reported as charged in both Oracle Monetization Cloud and the payment
  clearing house, but the bill hasn't been recorded as paid in Oracle Monetization
  Cloud. You resolve these payments by marking the customer's bill as paid.

### Viewing information about incomplete payment transactions

Use Business Operations to get information about the accounts whose payments failed and the reasons for the failures.

- Select the History icon.
- 2. Find the job that failed. Select the **Failed** status to see only the jobs that failed.
- 3. In the job card, select View failure report.



#### Note:

The **View failure report** link is only present for jobs that have incomplete payment transactions.

- 4. Select **Export** to save the list of accounts and the reason for the failure to a file.
- Select an account number to view details about the account.

### Resolving incomplete transactions due to lost connections

Use Business Operations to resolve failed credit card transactions. From the Home page, select **Failed BRM-initiated Payment Transactions** and then **Real-Time Checkpoints**. You'll see a list of failed transactions. You can then:

- Export the list of transactions to a file.
- Select Clear to delete the transactions from Oracle Monetization Cloud.

You can resubmit the charges that failed authorization to the credit card processor again.

### Applying unresolved payments

In rare cases, a credit card charge is made, but the payment isn't applied to the customer's account in Oracle Monetization Cloud. This might happen because of a network failure. In these cases, the payments are categorized as unresolved.

Use Business Operations to apply unresolved payments. From the Home page, select Failed BRM-initiated Payment Transactions and then Unresolved Payments. You can then:

- Select Resolve to record that the payment was processed.
- Export all unresolved payments to a file for further investigation.

#### Related topics

- About payments
- · Reversing payments
- Suspending and correcting payments



# Part VI

# Calculating taxes

This part contains the following topics:

Calculating taxes



# Calculating taxes

You can configure Oracle Monetization Cloud to calculate the amount of taxes that your customers owe when they purchase and use your products and services.

#### Topics in this document

- Calculating taxes
- Creating tax codes
- Creating tax suppliers
- When to calculate taxes
- Related topics

### Calculating taxes

To specify how Oracle Monetization Cloud calculates the taxes your customers owe, you do the following:

- Create one or more tax codes, which define the tax rate.
- Define one or more tax suppliers.
- 3. Specify how to handle taxes when you:
  - Create charge offers. In a charge offer, you specify the tax supplier. In a charge, you specify the tax code to use and when to apply taxes: either when the charge is calculated or during billing. See When to calculate taxes.
  - Create a billing-time discount. When you add a billing-time discount, you can specify the tax code to use and when to apply taxes (never or during billing).
     See Applying taxes to billing-time discounts.
  - Create an account. For example, you can specify that an account is exempt from city taxes. See Changing your customer's tax settings.
  - Perform an adjustment, dispute, or settlement on a customer's bill. You can choose whether to apply taxes when you perform these actions. Taxed adjustments, disputes, and settlements effectively reverse whatever tax was levied on the original item. See Adjusting balances and Managing disputes and settlements.

### Creating tax codes

Tax codes define the amount or percentage of tax to apply to a charge, and the tax jurisdiction (state or local). When you create pricing components, you specify the tax code to apply to charges. For example, when you create a charge offer for a phone service, you might use different tax codes for the purchase fee and the monthly subscription fee.

You can create tax codes to support different types of tax calculation:

- · Creating simple tax codes
- Creating location-based tax codes
- Using tax codes from a taxation gateway

#### Creating simple tax codes

Simple tax codes apply a rate to a charge, independent of location.

Use Business Configuration to create simple tax codes. Select **Finance**, the **Tax Code** tab, the **Simple** tab, and then **Edit**.

Enter the following information about your simple tax code:

- The tax code name; for example, usage or VAT. The name is displayed in Offer Design.
- The tax rate type: amount or percentage.
- The tax rate, such as 5% or 0.08.
- The GL ID for the tax code. Each tax code can be associated with only one GL ID.
   Each tax code must use a different GL ID.
- (Optional) The dates during which the rate applies. You can define multiple rates for a tax code with different validity dates for each rate.

#### Creating location-based tax codes

To create location-based tax codes:

- Create a comma separated value (CSV) file that defines the locations and tax rates. A CSV file can be a text file or a spreadsheet.
  - One CSV file can contain data for only one tax code.
- Upload the CSV file. In Business Configuration, select Finance, the Tax Code tab, the Location Based tab, and then Import CSV.

When you import the CSV file, you must enter the GL ID for the tax code. One tax code can be associated with only one GL ID. Also, each tax code must use a different GL ID.

#### About the CSV file

The CSV file includes the tax code name, location, and rates. The first row defines the fields that are included in the file. The other rows specify the values of those fields, including the rates for each locale. For example, to define a tax code named **usage** with rates for city and state taxes:

 $\texttt{TAXCODE,CITY,STATE,COUNTRY,ZIPCODE,TAX\_JUR\_CITY,TAX\_JUR\_STATE,TAX\_JUR\_COMBINED usage,SACRAMENTO,CA,USA,94203,0.01,0.07,0.08 } \\$ 

In this example, the city tax rate is 0.01, the state tax rate is 0.07, and the combined city and state tax rate is 0.08.

The table below describes the fields used in the CSV file. Each row must contain the required fields and at least one tax jurisdiction (TAX\_JUR) field.



#### Note:

You must provide a TAX\_JUR\_COMBINED value for each row of your CSV file if you configure Oracle Monetization Cloud to use the highest or lowest rate when it finds multiple tax rates for a charge.

Header	Туре	Description
TAXCODE	String	The name of the tax code
CITY	String	The name of the city (required)
STATE	String	The name of the state or province (required)
COUNTRY	String	The name of the country (required)
ZIPCODE	String	The postal code (required)
TAX_JUR_FED	Decimal	The tax percentage for the federal tax jurisdiction
TAX_JUR_STATE	Decimal	The tax percentage for the state tax jurisdiction
TAX_JUR_COUNTY	Decimal	The tax percentage for the county tax jurisdiction
TAX_JUR_CITY	Decimal	The tax percentage for the city tax jurisdiction
TAX_JUR_SEC_COUNTY	Decimal	The tax percentage for the secondary county tax jurisdiction
TAX_JUR_TERRITORY	Decimal	The tax percentage for the territory tax jurisdiction
TAX_JUR_SEC_STATE	Decimal	The tax percentage for the secondary state tax jurisdiction
TAX_JUR_DISTRICT	Decimal	The tax percentage for the district tax jurisdiction
TAX_JUR_SEC_FED	Decimal	The tax percentage for the secondary federal tax jurisdiction
TAX_JUR_COUNTY_DISTRICT	Decimal	The tax percentage for the county district tax jurisdiction
TAX_JUR_CITY_DISTRICT	Decimal	The tax percentage for the city district tax jurisdiction
TAX_JUR_OTHER	Decimal	The tax percentage for the other tax jurisdiction
TAX_JUR_COMBINED	Decimal	The combined tax jurisdiction
EFFECTIVE_DATE	String	The date the tax rate is effective
DESCRIPTION	String	A description of the tax code

### Using tax codes from a taxation gateway

To use tax codes from a taxation gateway:

- Integrate Oracle Monetization Cloud with the taxation gateway. See Connecting to taxation gateways.
- 2. Map tax codes in Oracle Monetization Cloud to the tax codes used by the taxation gateway.

Use Business Configuration to map internal tax codes to taxation gateway tax codes. Select **Finance**, the **Tax Code** tab, the **External** tab, and then **Edit**.

Enter the following mapping information:

The tax code name in Oracle Monetization Cloud; for example, usage or VAT.



- The name of the taxation gateway vendor, such as Vertex O Series.
- The tax code name used by the taxation gateway.
- The GL ID for the tax code. One tax code can be associated with only one GL ID.
   Each tax code must use a different GL ID.

### Creating tax suppliers

A tax supplier is the company or corporate division responsible for a given business transaction; for example, selling a product or service. It typically includes your corporate headquarters and branch offices. Tax rates differ depending on the location of the tax supplier.

You must create at least one tax supplier. If you create multiple tax suppliers, only one can be used as the default tax supplier.

Use Business Configuration to create tax suppliers. Select **Finance**, the **Tax Suppliers** tab, and then **Edit**.

Enter the following information about each tax supplier:

- The name and description of the tax supplier.
- The address of the tax supplier.
- Whether the charge that the tax applies to is regulated or unregulated.
- The states in which the tax supplier has a nexus. This determines which states the company must collect taxes for.
- The geographic code that represents the tax jurisdiction for the tax supplier.

#### When to calculate taxes

You specify when to calculate taxes for each charge in a charge offer. You can choose to calculate taxes at these times:

- **During rating**. Taxes are calculated when the event is rated, and they are added to the customer's account balance. This way, you always have an accurate reading of a customer's account balance at any time in the accounting cycle.
- During billing. Deferring tax calculation until billing is run reduces rounding errors because all events of the same type are calculated together. For example, taxes are calculated on the total amount of usage fees rather than on individual usage events.

### Related topics

- Changing your customer's tax settings
- · Creating charge offers



# Part VII

# General ledger

This part contains the following topics:

- Setting up your general ledger
- Generating general ledger reports



48

# Setting up your general ledger

In Oracle Monetization Cloud, a financial analyst specifies how to record revenue transactions in the general ledger by creating general ledger accounts and general ledger IDs.

#### Topics in this document

- About the general ledger
- About GL IDs
- Setting up your general ledger
- Creating general ledger accounts in Business Configuration
- Creating GL IDs in Business Configuration
- Creating the general ledger from an XML file
- Mapping A/R actions to GL IDs
- Related topics

### About the general ledger

The general ledger is a list of accounts in which your company records financial transactions for accounting purposes. It shows how much revenue is recorded for each type of charge, such as how much revenue is generated by purchase fees or usage fees. Each type of transaction is recorded in a separate general ledger account.

#### **About GL IDs**

A general ledger ID (GL ID) is a set of related general ledger accounts that you want to report a financial transaction against. Each GL ID is associated with a debit account and a credit account.

Oracle Monetization Cloud contains four types of GL IDs: revenue GL IDs, accounts receivable (AR) GL IDs, standard GL IDs, and contract GL IDs.

#### About revenue GL IDs

You use revenue GL IDs for revenue recognition. They record financial transactions from charges that are associated with deliverables and that occur when a customer cancels their contract early.

Revenue GL IDs report earned net revenue.

For information about revenue recognition, see About revenue recognition.

#### About accounts receivable GL IDs

Accounts receivable (AR) GL IDs record financial transactions from:

- · Recurring, one-time, and charge selector charges
- Recurring, one-time, and billing-time discounts
- Taxes
- Fees for cancelling a service early. This is different from early termination fees that are associated with customer contracts.

AR GL IDs report billed net, billed tax, unbilled net, and unbilled tax revenue.

#### About standard GL IDs

Standard GL IDs are used to track financial transactions for:

- · Service usage charges, such as the amount of data downloaded
- Charges and discounts that aren't associated with deliverables
- Accounts receivable (A/R) actions, such as payments, write-offs, and adjustments

Because standard GL IDs can be used for multiple types of financial transactions, Business Configuration allows you to map them to any debit account and credit account. When you create standard GL IDs, you must ensure that the mappings are valid for your business needs.

This table shows the recommended debit and credit accounts to use for each financial transaction type.

Financial transaction type	Report type	Amount represents	Debit account type	Credit account type
Charge	Billed Unbilled	Net	Asset	Liability
Charge	Earned	Net	Liability	Revenue
Credit adjustment Write-off	Billed Unbilled	Net	Asset	Expense
Debit adjustment	Billed Unbilled	Net	Asset	Liability
Debit adjustment	Earned	Net	Liability	Revenue
Payment	Billed Unbilled	Net	Asset	Cash

#### About contract GL IDs

Contract GL IDs use journal entries to track the amount paid and owed by customers throughout their contract term. Contract GL IDs report earned net revenue.



### Setting up your general ledger

When you set up the general ledger, you do the following:

- 1. Create your general ledger accounts in the chart of accounts (CoA).
- 2. Create your GL IDs.
- 3. Specify the GL IDs used to record financial transactions when a charge or an accounts receivable (AR) action occurs, such as a write-off. To do so, you assign GL IDs to the following:
  - A/R actions, such as adjustments, disputes, and settlements. See Mapping A/R actions to GL IDs.
  - Deliverables, which define when and how much revenue can be recognized by your company. See Creating deliverables.
  - Subscription term termination fees, which users can be charged when they cancel their contract early. See Creating subscription terms.
  - Tax codes. See Creating tax codes.
  - Charges. See Creating charge offers.
  - Discounts. See Creating discount offers.

You can run reports to view a summary of the totals in each general ledger account. See Generating general ledger reports.

### Creating general ledger accounts in Business Configuration

Use Business Configuration to create general ledger accounts in the CoA. Select **Finance**, the **Chart of Accounts** tab, and then **Edit**.

Select the add icon to add a general ledger account. For each account, enter this information:

- A name for the account. The name should match the one used by your company's external financial system.
- A description of the account, such as Cash, Accounts Receivable, or Accounts Payable.
- The type of account: asset, expense, liability, or revenue.
- The status of the account: active or inactive.
   Inactive accounts can't be associated with a GL ID.

After you've created your general ledger accounts, select an asset account to be your contract asset account and a liability account to be your contract liability account.

### Creating GL IDs in Business Configuration

To create your GL IDs, perform these steps in Business Configuration:

Add one or more GL IDs.

Select **Finance**, the **GL IDs** tab, and then **Edit**. Select the add icon to add a GL ID. Enter the following for each GL ID:



- A unique GL ID number, such as 1000111.
- The type of GL ID: standard, revenue, or accounts receivable.
   See About GL IDs.
- A description, such as usage fees, monthly fees, or tax fees.

After you've created your GL IDs, select the accounts receivable GL ID to associate with early termination fees.

- 2. In the **G/L Groups** tab, use the add icon to create a group.
- Map the GL IDs you created to general ledger accounts for debits and credits. Do the following for each GL ID:
  - Select the add icon and select one of your GL IDs.
  - b. In the G/L Account Mapping for section, select the add icon and enter this information:
    - Whether the amount is billed, unbilled, or earned (its condition).
    - What the amount represents: net or tax.
    - The general ledger accounts for tracking debits and credits.

This figure shows the mapping for a standard GL ID for service usage.

#### G/L Account Mapping for: 100005



### Creating the general ledger from an XML file

You can create your general ledger accounts and GL IDs by importing the information from an XML file into Business Configuration. This can save you time if you need to create many general ledger accounts or if you want to transfer the general ledger configuration from your development environment to your production environment. To do so:

- Create an XML file that complies with the Oracle Monetization Cloud schema. You
  can create the XML file manually or by exporting your general ledger in a
  changeset or transfer request in Business Configuration.
- 2. Import the XML file into Business Configuration.

For information about importing and exporting changesets and transfer requests in Business Configuration, see Managing configuration changes in the cloud.



#### Creating general ledger accounts from an XML file

If you use XML to create your create general ledger accounts in the CoA, your XML file must include these parameters:

Parameter	Description
name	The name of your CoA.
priceListName	The name of the product offering that the CoA applies to. Set this to <b>Default</b> to apply the CoA to all product offerings.
obsolete	Whether your CoA is obsolete. Set this to False.
glAccounts	The container for a general ledger account.
glAccounts.accountName	The name of the general ledger account. The name should match the one used by your company's external financial system.
glAccounts.accountDescription	A description of the account, such as Cash, Accounts Receivable, or Accounts Payable.
glAccounts.accountType	The type of account: asset, expense, liability, or revenue.
glAccounts.accountStatus	The status of the account: active or inactive. Inactive accounts can't be associated with a GL ID.

#### This shows sample XML for creating a CoA with three general ledger accounts.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<cim:ConfigObjects xmlns:cim="http://xmlns.oracle.com/communications/platform/model/</pre>
Config">
   <chartOfAccounts xmlns:cim="http://xmlns.oracle.com/communications/platform/model/</pre>
Config">
      <name>Chart of Accounts
      <priceListName>Default</priceListName>
      <obsolete>false
      <glaccounts>
         <accountName>Contract.liability</accountName>
         <accountDescription>Contract.liability</accountDescription>
         <accountType>LIABILITY_CONTRACT</accountType>
         <accountStatus>ACTIVE</accountStatus>
      </glaceounts>
      <glaccounts>
         <accountName>Revenue-Internet</accountName>
         <accountDescription>Revenue-Internet</accountDescription>
         <accountType>REVENUE</accountType>
         <accountStatus>ACTIVE</accountStatus>
      </glaccounts>
      <qlAccounts>
         <accountName>Revenue-TV</accountName>
         <accountDescription>Revenue-TV</accountDescription>
         <accountType>REVENUE</accountType>
         <accountStatus>ACTIVE</accountStatus>
      </glaceounts>
    </chartOfAccounts>
</cim:ConfigObjects>
```



### Creating GL IDs from an XML file

If you use XML to create your GL IDs, your XML file must include these parameters:

Parameter	Description
glids	The container for a GL ID.
glids.name	A unique number for the GL ID, such as 1000111.
glids.description	A description of the GL ID.
glids.priceListName	The name of the product offering that the GL ID applies to. Set this to <b>Default</b> to apply the GL ID to all product offerings.
glids.obsolete	Whether the GL ID is obsolete. Set this to False.
glids.type	The type of GL ID: revenue, accounts receivable, or standard.
	See About GL IDs.
glids.usedForTerminationFees	Whether to associate the GL ID with early termination fees.
generalLedgerGroups	The container for a GL group.
generalLedgerGroups.name	The name of the GL group.
generalLedgerGroups.priceListName	The name of the product offering that the GL group applies to. Set this to <b>Default</b> to apply the GL group to all product offerings.
generalLedgerGroups.obsolete	Whether the GL group is obsolete. Set this to False.
generalLedgerGroups.coaName	The name of the CoA to associate with the GL group.
generalLedgerGroups.mappedGlids	The container for mapping a GL ID.
generalLedgerGroups.mappedGlids.glid	The GL ID number.
generalLedgerGroups.mappedGlids.mappedGLAccounts	The container for mapping a GL ID to credit and debit general ledger accounts.
generalLedgerGroups.mappedGlids.mappedGLAccounts.condition	Whether the amount is billed, unbilled, or earned.
generalLedgerGroups.mappedGlids.mappedGLAccounts.amountRepresents	What the amount represents: net or tax.
generalLedgerGroups.mappedGlids.mappedGLAccounts.debitGLAccount	The general ledger account for tracking debits.
generalLedgerGroups.mappedGlids.mappedGLAccounts.creditGLAccount	The general ledger account for tracking credits.

#### This shows sample XML for creating a GL group with two GL IDs.



```
<priceListName>Default</priceListName>
      <obsolete>false
      <type>STANDARD</type>
      <usedForTerminationFees>false</usedForTerminationFees>
   </alids>
   <glids xmlns:cim="http://xmlns.oracle.com/communications/platform/model/Config">
      <name>100004</name>
      <description>To map in the deliverable - TV</description>
      <priceListName>Default</priceListName>
      <obsolete>false
      <type>REVENUE</type>
      <usedForTerminationFees>false</usedForTerminationFees>
   <qeneralLedgerGroups xmlns:cim="http://xmlns.oracle.com/communications/platform/</pre>
model/Config">
      <name>ASC 606 GLG</name>
      <priceListName>Default</priceListName>
      <obsolete>false
      <coaName>Chart of Accounts</coaName>
      <glsegments>
         <name>.</name>
         <includeInParentReport>false</includeInParentReport>
      <glid>100004</glid>
      <mappedGLAccounts>
         <condition>EARNED</condition>
         <amountRepresents>NET</amountRepresents>
         <debitGLAccount>Contract.liability</debitGLAccount>
         <creditGLAccount>Revenue-TV</creditGLAccount>
      </mappedGLAccounts>
      <glid>100005</glid>
      <mappedGLAccounts>
         <condition>UNBILLED</condition>
         <amountRepresents>NET</amountRepresents>
         <debitGLAccount>Asset</debitGLAccount>
         <creditGLAccount>Account-Liability</creditGLAccount>
         </mappedGLAccounts>
   </generalLedgerGroups>
</cim:ConfigObjects>
```

### Mapping A/R actions to GL IDs

Some balance impacts are generated by A/R actions, such as payments and refunds, rather than by charges. To have these actions recorded in your general ledger, you must map each A/R action to a GL ID.

In Business Configuration, select **Finance**, the **A/R Action - G/L Assignment** tab, and then **Edit**. Select the add icon and specify the following for each A/R action:

- The type of action, such as write-off, settlement, or refund.
- The reason for the action, such as fraudulent charges, erroneous charges, or dissatisfied customer.
- The standard GL ID to associate with the action.

### Related topics

Generating general ledger reports

Managing configuration changes in the cloud



49

# Generating general ledger reports

General ledger (GL) reports provide a summary of the debits and credits in your GL accounts. You generate the reports by using Oracle Monetization Cloud Business Operations.

#### Topics in this document

- · About GL reports
- Scheduling report runs
- Generating general ledger reports
- · Viewing general ledger reports in BI Publisher
- · Retrieving general ledger reports from the SFTP server
- · Related topics

### About GL reports

GL reports summarize the debits and credits to your financial accounts during a given period. In Oracle Monetization Cloud, you can generate reports for previewing your GL data and reports that you can post to an external financial system.

This shows the type of data that's included in the reports.



### **GL Preview Report**

Report Period: 01/JUL/2018 - 24/JUL/2018 Generated: 03/12/2018

15:43:56

л	0	~	

		Debits	Credits	Net
AR / Assets				
	Asset	66.00	7.00	59.00
Total		66.00	7.00	59.00

Contract Asset				
	Contract Asset	0.00	60.00	(60)
Total		0.00	60.00	(60)

#### Revenue

Revenue				
	Internet Service	0.00	26.32	(26.32)
	TV Service	0.00	19.74	(19.74)
Total	•	0.00	46.06	(46.06)

#### Liabilities

Contract Liability				
	Contract Liability	46.06	0.00	46.06
Total		46.06	0.00	46.06
Taxes				
	Service-Taxes	0.00	6.00	(6)
Total		0.00	6.00	(6)

#### Expenses

		Debits	Credits	Net
Expenses				
	Service Credits	7.00	0.00	7.00
Total		7.00	0.00	7.00

#### About the monthly export report

If you want to post GL data to your external financial system, you create a monthly export report. This report consolidates data from the unbilled, billed, and earned reports and covers data for one month, starting on the 1st of the month.

When you generate a monthly export report, it's saved in an XML file on the SFTP server. The monthly export report is marked internally as having been generated for that month. This ensures that:

 Only one export report file is created for each month. This prevents doublecounting in the general ledger on your external financial system. An export report file is created only when one doesn't already exist for a specific month. An export report file is created for every month. When you generate a monthly
export report, an export report file is automatically generated for any previous
months that you've missed.

For example, assume there are export report files for January and February. When you generate a monthly export report on May 10, two export report files are created: one for March and one for April.

Copies of the reports are also saved in the database, so you can view them in Business Intelligence (BI) Publisher.

#### About preview GL reports

You can create a preview report to validate your GL data before creating the monthly export report. These reports can be viewed in BI Publisher.

The data in each report covers the period from your last exported report's end date to the day the report is generated (exclusive). For example, assume that the last monthly export report that you generated was for February. When you generate a preview report on:

- Mar 20th: The report contains data from Mar 1 through Mar 19.
- Mar 30th: The report contains data from Mar 1 through Mar 29.
- Apr 10th: The report contains data from Mar 1 through Apr 9.

### Scheduling report runs

To ensure that your monthly export reports include the revenue for an entire month, schedule them to run on the 3rd of the month or later.

This provides time for Oracle Monetization Cloud to process transactions that tend to consolidate at the end of the reporting period, such as contract cancellations and expirations.

### Generating general ledger reports

To generate GL reports, you run a general ledger job. In Business Operations, select the **Jobs** icon, **General Ledger**, and then **New**.

The options for running the job are:

- Run the job once. You can run it immediately or on a specific calendar day.
- Repeat the job.
  - Specify how often to run the job: daily, weekly, monthly.
  - Specify when to start the job: immediately or at a specified date and time.
  - Specify when to end the job: never or at a specified date and time.
- Get an email notification when the job completes.

You can specify to generate general ledger reports based on the purpose for the report:

• **Export for Posting**: Generates your monthly GL report and saves it in XML format to your SFTP server. From there, you can export it to your external financial



system for posting. It also creates a version of the report that you can view in BI Publisher.

 Preview Only: Generates a report for previewing your GL data. You can view the report in BI Publisher.

### Viewing general ledger reports in BI Publisher

Use BI Publisher to view your GL reports. Select **Catalog**. In the **Folders** section, select **Shared Folders**, **BRM\_Reports**, **Base\_BRM\_Reports**, and then **GLPreviewReport**.

Each report that's been generated is listed by date range. You can select a report to see a summary of the debits and credits for your GL accounts.

For information about using BI Publisher, see Oracle Fusion Middleware User's Guide for Oracle Business Intelligence Publisher.

### Retrieving general ledger reports from the SFTP server

When you run a general ledger job, your report is saved in an XML file to the SFTP server's <code>/u01/sftp/env\_tenant\_sftp/outgoing/glreports</code> directory, where <code>env</code> is <code>prod</code> for the production environment or <code>test</code> for the development environment.

The file name follows this syntax:

OMC\_purpose\_aggr\_endDate\_startDate\_serNum.xml

contains data from May 1, 2018 through May 31, 2018.

where *purpose* is either **export** or **preview**, *startDate* is the first day covered by the report, *endDate* is the last day (exclusive) covered by the report, and *serNum* is an internally generated serial number. For example, a file named **OMC\_export\_aggr\_20180601\_20180501\_1.xml** is a monthly export report that

The following files are saved to the SFTP server.

File name	Description
OMC_export_aggr_endDate_startDate_serNum.xml	These files contain your monthly export reports that you can post on your external financial system. You'll see a separate file for each month.
	To be able to post these files on your external financial system, create a script that copies the files to another system, converts the data in the file into the appropriate format, and then uploads the file to your external financial system.
OMC_preview_aggr_endDate_startDate_serNum.xml	These files contain your preview reports.
	Don't post these files to your external financial system. Doing so could cause double-counting in that system's general ledger.

### Related topics

- Setting up your general ledger
- Transferring files securely with SFTP



About running business operations jobs



# Part VIII

# Revenue recognition

This part contains the following topics:

- About revenue recognition
- Setting up revenue recognition for your product offerings



50

### About revenue recognition

Revenue recognition is an accounting principle and process for reporting revenue. Oracle Monetization Cloud supports revenue recognition for the goods and services that you sell.

#### Topics in this document

- · About revenue recognition
- About the standalone selling price
- · About the revenue earning schedule
- About calculating the revenue allocation
- About deliverables
- About subscription terms
- About the revenue from administrative fees
- Sample revenue recognition scenarios
- Related topics

### About revenue recognition

Revenue recognition specifies when your company can recognize the money received from the goods and services offered to your customers. Oracle Monetization Cloud enables you to set up revenue recognition that complies with the ASC 606 and IFRS 15 standards.

To comply with those standards, the selling price of a package or bundle must be distributed proportionally across all of its goods and services. The prices must be distributed according to their standalone selling price, even if a good or service is provided to a customer for free.

Determining how much revenue can be recognized includes the following:

- The revenue earning schedule. See About the revenue earning schedule.
- The proportional price of each good or service. See About calculating the revenue allocation.

### About the standalone selling price

In accounting, the standalone selling price is a rational and unbiased estimate of the potential market price of a good or service, such as \$9 for an online movie or \$30 a month for unlimited mobile data. Although it's an estimate of the potential market price, the standalone selling price doesn't always match what you charge your customers. For example, the price of a good or service may be higher due to increased demand or may be lower due to discounts or promotional offers.

Oracle Monetization Cloud uses the standalone selling price to determine how to allocate revenue proportionally across multiple goods or services in a package or bundle.

### About the revenue earning schedule

The revenue earning schedule specifies how the revenue from goods or services is distributed and recognized over time. Oracle Monetization Cloud supports these earning schedules:

- Immediately: All of the revenue is recognized at once. For example, the revenue from the sale of an eBook is recognized when it's purchased by a customer.
  - Use an immediate earning schedule when your company can fulfill a customer's order for the good or service before the purchase is sent to Oracle Monetization Cloud for processing.
- Linearly over a period of time: Revenue recognition is distributed across the commitment period, based on the allocation frequency. For example, a package with a one-year commitment term and a monthly frequency will have 1/12th of its revenue recognized each month.
- Milestone based: All of the revenue is earned when a milestone is reached, such
  as when a company technician installs a satellite TV dish at a customer's home or
  a physical product is shipped from the warehouse to the customer.
  - To support a milestone-based earning schedule, you must configure your customer client applications to call the contract management SOAP API operations. See Managing contract milestones.

You specify the earning schedule and allocation frequency in your deliverables. You specify the commitment period in your subscription terms.

### About calculating the revenue allocation

Oracle Monetization Cloud determines how to allocate revenue proportionally across multiple goods or services in a package by using the following components:

- The standalone selling price of each good or service in the package.
- The relative standalone selling price of each good or service in the package. For example, if a package includes goods A and B:
  - The relative standalone selling price of good A = A/(A+B)
  - The relative standalone selling price of good B = B/(A+B)
- The contract's total price. The total price includes any discounts, but excludes the revenue from early termination fees and usage fees.

To determine the revenue allocation for a good, multiply the relative standalone selling price and the contract's total price.

For example, if the relative standalone selling price of good A is 40% and good B is 60%, and the contract's total price is \$200, the revenue allocation for good A is \$80 (that is, 40% of \$200) and the revenue allocation for good B is \$120 (that is, 60% of \$200).



#### About deliverables

Deliverables define the type of good or service you're selling, its standalone selling price, its revenue earning schedule, and the revenue general ledger ID (GL ID) to associate with financial transactions. You use deliverables to specify when and how much revenue can be recognized from a customer's purchase of a good or service.

You create deliverables for these types of goods and services:

- One-time activities. These are discrete services that are performed by your company or by your customers, such as a company installing a service at the customer's home. Deliverables for one-time activities have immediate or milestone-based earning schedules. You specify which one to use when you create the deliverable.
- Physical goods. These are tangible products that you sell to your customers, such as DVDs, cell phones, and eBooks. Deliverables for physical goods have immediate or milestone-based earning schedules. You specify which one to use when you create the deliverable.
- Metered services. These are services with limits on how much customers can use in a cycle, such as 100 free minutes or 20 eBooks a month. Deliverables for metered services have linear earning schedules.
- Continuous services. These allow customers to use an unlimited amount of a service over a specified time period, such as unlimited data for a month or unlimited access to a website for a month. Deliverables for continuous services have linear earning schedules.

You don't create deliverables for usage charges.

You use Business Configuration to create deliverables. See Creating deliverables.

### About subscription terms

Subscription terms define the commitment period and options for canceling and renewing the goods and services you offer. For example, subscription terms could have a commitment period such as 1 month, 1 year, or 2 years.

When you create a subscription term, you specify whether customers can cancel their subscriptions early and whether they incur any fees for doing so. To recognize the revenue earned from early termination fees separately, you must associate a revenue GL ID with the fees in any subscription terms that apply them.

You use Offer Design to create subscription terms. See Creating subscription terms.

#### About the revenue from administrative fees

The revenue generated from administrative fees, such as early termination charges, late fees, and usage charges, can't be predicted ahead of time. Therefore, these fees aren't included when calculating a contract's total price or calculating the proportional price of each good or service in a package.

Instead, your company can recognize the revenue from administrative fees when customers pay for them.



To set up Oracle Monetization Cloud to recognize revenue from the following administrative fees, you must associate them with revenue general ledger accounts and GL IDs.

- Usage fees. You must create a standard GL ID for usage fees and associate it with a revenue general ledger account for credits.
- Early termination fees. When you create subscription terms, you specify whether
  to distribute penalty fees across the deliverables in the contract or to associate
  them with a revenue GL ID.

### Sample revenue recognition scenarios

This section describes how revenue would be recognized in the following simple scenarios:

- Scenario 1: One-year contract with a linear earning schedule
- Scenario 2: One-year contract for a physical good with free maintenance

#### Scenario 1: One-year contract with a linear earning schedule

Your company offers basic TV and internet service for a one-year subscription for \$59 a month with a monthly \$10 discount. There's also a \$100 fee if a customer cancels the subscription after the first month.

Assuming a standalone selling price of \$40 for basic TV service and \$25 for internet service, you'd calculate the revenue allocation for the one-year contract as follows:

- The relative value of basic TV is 61.5% (that is, \$40/(\$40 + \$25)).
- The relative value of internet service is 38.5% (that is, \$25/(\$40 + \$25).
- The contract's total price is \$588 [(\$59 \* 12) (\$10 \* 12)].
- The revenue allocation is:
  - Basic TV: \$361.62 (that is, 61.5% of \$588).
  - Internet service: \$226.38 (that is, 38.5% of \$588).

Assuming that the revenue from the basic TV and internet services is earned linearly over the monthly cycle period, the company would recognize the following revenue:

- For basic TV: \$30.14 a month (that is, \$361.62/12).
- For internet service: \$18.87 a month (that is, \$226.38/12).

If a customer cancels the contract after the first month, the company would recognize \$100 immediately for the early termination fee.

# Scenario 2: One-year contract for a physical good with free maintenance

Your company offers a computer with a year of free maintenance service for a promotional subscription price of \$750.

Assuming a standalone selling price of \$700 for the computer and \$12 a month for the maintenance service, you'd calculate the revenue allocation for the computer contract as follows:



- The relative value of the computer is 83% (that is, \$700/[\$700 + (\$12 \* 12)]).
- The relative value of the maintenance service is 17% (that is, (\$12 \* 12)/[\$700 + (\$12 \* 12)]).
- The contract's total price is \$750.
- The revenue allocation is:
  - Computer: \$622.50 (that is, 83% of \$750).
  - Maintenance service: \$127.50 (that is, 17% of \$750).

Assuming that the revenue from the computer is earned when the computer is shipped from the warehouse and the maintenance service is earned linearly over a monthly cycle period, the company would recognize the following revenue over the year:

- For the computer: \$622.50 when the computer is shipped from the warehouse.
- For the maintenance service: \$10.63 each month (that is, \$127.50/12)

### Related topics

- Setting up revenue recognition for your product offerings
- Creating subscription terms
- Creating deliverables



### 51

# Setting up revenue recognition for your product offerings

In Oracle Monetization Cloud, you set up revenue recognition by creating revenue general ledger accounts, revenue general ledger IDs (GL IDs), and deliverables in the Business Configuration application.

For background information, see About revenue recognition.

#### Topics in this document

- Setting up revenue recognition for your product offerings
- Creating deliverables
- Deleting deliverables
- Related topics

### Setting up revenue recognition for your product offerings

Setting up revenue recognition involves the following high-level steps:

- 1. Adding one or more revenue general ledger accounts.
  - For each general ledger account, set the type to Revenue.
  - See Creating general ledger accounts in Business Configuration.
- Creating one or more revenue GL IDs.
  - For each GL ID, set the type to Revenue.
  - See Creating GL IDs in Business Configuration.
- 3. Creating deliverables for the goods and services that you sell to your customers. See Creating deliverables.
- 4. Associating deliverables with your charge offers. See Creating charge offers.
- 5. Creating subscription terms. See Creating subscription terms .
- 6. Associating your subscription terms with packages. See Creating packages.

You can run reports to view a summary of the totals in your revenue general ledger accounts. See Generating general ledger reports.

### Creating deliverables

A deliverable is a good or service that provides value to your customers, such as an eBook, a night in a hotel room, or a month of telephony service. In Oracle Monetization Cloud, a deliverable defines the type of good or service you're selling, its standalone selling price, its revenue earning schedule, and its revenue GL ID.



The type of deliverable that you create depends on the good or service that your company is selling.

- · Creating deliverables for one-time activities
- Creating deliverables for physical goods
- · Creating deliverables for metered services
- Creating deliverables for continuous services

#### Creating deliverables for one-time activities

One-time activities are discrete services that are performed by your company. For example, your company technician installing a TV dish at a customer's home.

All of the revenue from one-time activities is recognized at once.

Use Business Configuration to create deliverables for one-time activities. Select **Finance**, the **Deliverables** tab, and then the plus icon to add a deliverable. For each deliverable, do the following:

- Enter a name and description.
- Select a deliverable type of Manual Service.
- Specify whether the revenue is recognized immediately.
  - When enabled, the revenue is recognized all at once. For example, the revenue from an online tutoring session is recognized when a customer completes the purchase.
  - When disabled, the revenue can't be recognized until an employee marks that a milestone for the activity was completed. For example, the revenue from a TV dish installation is recognized after an employee marks that the installation was completed at the customer's home.
- Select the revenue GL ID to associate with financial transactions.
- Enter the standalone selling price for the one-time activity that you're offering, such as \$100. See About the standalone selling price.

#### Creating deliverables for physical goods

Physical goods are tangible products that you sell to your customers, such as DVDs, cell phones, and books.

All of the revenue from physical goods is recognized at once.

Use Business Configuration to create deliverables for physical goods. Select **Finance**, the **Deliverables** tab, and then the plus icon to add a deliverable. For each deliverable, do the following:

- Enter a name and description.
- Select a deliverable type of Physical Product.
- Specify whether the revenue is recognized immediately.
  - When enabled, the revenue is recognized all at once. For example, the revenue from an eBook purchase is recognized when it's purchased by the customer.



- When disabled, the revenue can't be recognized until an employee marks that a milestone was completed. For example, the revenue from a DVD purchase is recognized after an employee marks that the DVD was shipped from the warehouse to the customer.
- Select the revenue GL ID to associate with financial transactions.
- Enter the standalone selling price for the physical good that you're selling, such as \$18. See About the standalone selling price.

#### Creating deliverables for metered services

A metered service is a service that limits how much customers can use in a cycle, such as 100 free minutes, 200 domestic texts, or 20 eBooks per month.

The revenue from metered services is recognized on a linear earning schedule at a frequency that you specify. For example, if a customer has a one-year contract for a monthly service, your company recognizes 1/12th of the revenue at the end of each month.

Use Business Configuration to create deliverables for metered services. Select **Finance**, the **Deliverables** tab, and then the plus icon to add a deliverable. For each deliverable, do the following:

- Enter a name and description.
- Select a deliverable type of Service.
- Select a service type, such as movies, eBooks, or rooms.
- Select an entitlement of Allowance.
- Enter the allowance amount. This specifies the amount of a resource that is granted to the customer, such as 20 eBooks, 200 domestic texts, or 1 night in a hotel room.
- Select the frequency at which the allowance is granted to the customer: one-time, monthly, bimonthly, quarterly, semi-annually, or annually.
- Select the validity period for the allowance:
  - For the current billing cycle: The allowance expires after the current billing cycle.
  - For multiple billing cycles: The allowance expires after the specified number of billing cycles, such as 3 billing cycles.
  - For the current recurring period: The allowance expires after the current frequency period, such as the current quarter or the current bimonthly period.
  - For multiple recurring periods: The allowance expires after the specified number of frequency periods, such as two quarters or two bimonthly periods.
  - Always: The allowance never expires. This setting can be used only for noncurrency resources, such as free minutes.
- Select the revenue GL ID to associate with financial transactions.
- Enter the standalone selling price of the service you're offering, such as \$100 for 20 eBooks. See About the standalone selling price.



#### Creating deliverables for continuous services

Continuous services allow customers to use an unlimited amount of a service over a specified time period, such as unlimited data for a month or unlimited access to a Web site for a month.

The revenue from continuous services is recognized on a linear earning schedule at a frequency that you specify. For example, if a customer has a one-year contract for a monthly service, your company recognizes 1/12th of the revenue at the end of each month.

Use Business Configuration to create deliverables for continuous services. Select **Finance**, the **Deliverables** tab, and then the plus icon to add a deliverable. For each deliverable, do the following:

- Enter a name and description.
- Select a deliverable type of Service.
- Select a service type, such as Wifi or online tutoring.
- Select an entitlement of Feature.
- Enter the name and value of the feature, such as free Wifi for a day or online tutoring for a month.
- Select the revenue GL ID to associate with financial transactions.
- Enter the standalone selling price of the service you're offering, such as \$25 per month of service. See About the standalone selling price.

### Deleting deliverables

You can delete deliverables. However, if you delete a deliverable that is associated with a charge offer, the charge offer is invalidated.

Use Business Configuration to delete a deliverable. Select **Finance**, the **Deliverables** tab, a row in the deliverables table, and then the delete icon. When the confirmation dialog box opens, select **Yes**.

### Related topics

- · Setting up your general ledger
- · Creating charge offers



# Part IX

# Managing business operations

This part contains the following topics:

- About running business operations jobs
- Displaying your business data
- Running reports



# About running business operations jobs

You perform your basic business operation tasks, such as billing customers and collecting payments, by creating and running jobs in the Oracle Monetization Cloud Business Operations application.

#### Topics in this document

- About business operations jobs
- Creating jobs
- Modifying jobs
- Searching for jobs
- · Searching for and viewing jobs
- Rerunning failed jobs
- Deleting, deactivating, and reactivating jobs
- Preventing jobs from running by using blackout periods
- About testing jobs in a test environment
- Related topics

### About business operations jobs

You can run these types of jobs in Business Operations:

- Billing: Finds accounts that need to be billed, calculates the balances due, and creates bills for the balances due. Bills are internal objects that are used for creating invoices and collecting payments. See Running billing jobs.
- Payment collections: Collects the balances due from your customers who pay
  with credit cards and debit cards. See Processing credit card and debit card
  payments.
- Invoicing: Generates invoices that you can send to your customers. See Generating invoices.
- General ledger (GL): Runs general ledger reports so you can view your revenue data. See Generating general ledger reports.
- Product catalog synchronization: Synchronizes pricing components between Oracle Monetization Cloud and any external client application, such as a selfservice application. See Sending pricing data to external client applications.
- Refunds: Returns money that you owe to your customers directly to their credit card or debit card accounts. See Granting refunds.
- **Trial billing:** Simulates billing in Oracle Monetization Cloud and creates trial invoices without impacting customer accounts. See Running a trial billing job.



• **Purging trial invoices:** Purges trial invoices from the Oracle Monetization Cloud database. See Purging trial invoices from the database.

### Creating jobs

To run any of the business operations, you create a job, such as a billing job.

Use Business Operations to create a job. Select the **Jobs** icon, the type of job to create, and then **New**. You can specify:

- Tags that you can use later when searching for the job. Separate each tag with a comma. When searching, tags aren't case-sensitive.
- Whether you'd like to receive an email notification when the job completes.
- Whether to run the job once or create a recurring job. For recurring jobs, you set the start and end dates and how often to run the job (daily, weekly, or monthly).

For each type of job, you enter a different set of attributes. For example, for a billing job you specify the payment method, and for an invoice job you specify the type of invoice.

### Modifying jobs

Use Business Operations to modify a job. Select the **Jobs** icon, the job you'd like to change, and then the **Edit job** icon.



You can modify jobs in these ways:

- Change the job name.
- Add or remove search tags.
- Change whether to receive an email notification when the job completes.
- Change how often the job runs.
- Change the date and time when the job is scheduled to run.
- Change job-specific attributes, such as the payment method for payment collection jobs.

### Searching for jobs

You can search for jobs from the Jobs page and the Job History page. You can narrow the search results by job category, time period, status, job name, job ID, tag, and job type.

### Searching for and viewing jobs

You can view overview or detailed information about jobs.



- · Viewing jobs scheduled for today and tomorrow
- Viewing jobs that ran today and yesterday
- Viewing jobs in a timeline
- · Viewing which jobs succeeded or failed
- · Viewing details about a job

#### Viewing jobs scheduled for today and tomorrow

Use Business Operations to view all jobs that are scheduled to run today and tomorrow. Select the **Home** icon and then select **Scheduled**.

The list shows when the jobs are scheduled to run. An open circle next to the job name means the job is active. A crossed-out circle means the job has been suspended or canceled.

#### Viewing jobs that ran today and yesterday

Use Business Operations to view all jobs that ran today and yesterday. Select the **Home** icon and then select **Completed**.

The list shows when the jobs completed. A green circle next to the job name means the job completed successfully. A red circle means the job failed.

### Viewing jobs in a timeline

Use Business Operations to view all past and scheduled jobs in a scrolling, calendar-like timeline. Select the **Jobs** icon and then the **Job Timeline** icon.



The page shows which jobs completed successfully, failed, didn't run, were canceled or suspended, and are scheduled for the future. You can display only your jobs or filter the jobs by name, category, ID, and tag.

To view summary information about a job, right-click the job and select View.

#### Viewing which jobs succeeded or failed

Use Business Operations to view which jobs completed successfully or failed. Select the **History** icon.

You can display jobs based on when they ran and their status (failed, succeeded, or blacked out). For example, you can display only jobs that failed within the last 24 hours. You can also filter the jobs by name, category, ID, tag, and type.

#### Viewing details about a job

Use Business Operations to view details about a job. Select the **Jobs** icon and then find and select the job. By default, only active jobs are listed.



### Rerunning failed jobs

A job might fail, for example, because the network is offline or because it's scheduled to run during a blackout period.

Use Business Operations to rerun jobs that failed. Select the **History** icon and use the History page.

- Select Run Again for a job that didn't complete successfully.
- Select Run Now for a job that didn't run due to a blackout period.

The job is rerun immediately. If the new job run also fails, you can run that job again. You can't rerun the original job because a failed job can be rerun only once.

### Deleting, deactivating, and reactivating jobs

If you don't want a scheduled job to run, you can either:

- Delete the job. All instances of the job that are scheduled to run are canceled.
- Deactivate the job. This prevents the job from running until it's reactivated later.
   You can deactivate all instances of a recurring job, a single instance of a recurring job, and one-time jobs.

Select the job from the Jobs page or the Jobs Timeline page, and then select the **Delete** icon:



or the **Deactivate** icon:



To reactivate a deactivated job, select the job from the Jobs page or the Jobs Timeline page and then select **Activate**.

### Preventing jobs from running by using blackout periods

You can prevent jobs from running during a specified timeframe by creating a blackout period. During a blackout period, you can't schedule one-time jobs and any instances of recurring jobs won't run. You might create a blackout period, for example, for preplanned system maintenance.

Use Business Operations to create a blackout period. On the Jobs page, select **Schedule Blackout Period** and specify the period.

The blackout period is displayed in the jobs timeline page as a gray bar at the bottom of the timeline.



In the Jobs History page, jobs that didn't run during the blackout period have a status of Blacked Out. You can run them later from the Jobs History page by selecting **Run Now** 

### About testing jobs in a test environment

To test time-sensitive functions associated with one-time jobs, you can temporarily change the Oracle Monetization Cloud server's time and date without affecting the operating system's time and date.



#### **Caution:**

Changing the time and date can corrupt data in a production environment. Use this feature only in a test environment.

For information about changing the server's time and date, see Testing Oracle Monetization Cloud by using virtual time.

### Related topics

- About billing
- About payments



53

# Displaying your business data

You can view data about the number of subscribers you have and the amount of revenue you've received by using the Oracle Monetization Cloud Business Operations application.

For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- Displaying your business data
- Related topics

### Displaying your business data

Use Business Operations to view business data from the last 12 months. Select the **Dashboard** icon.

The Business Dashboard page displays a series of graphs:

- Billed Revenue: Shows the billed revenue for all accounts by month.
- **Payments Received**: Shows the amounts from payments you've received each month from your customers.
- Accounts Receivable: Shows the amounts yet to be collected from all of your customers.
- **Subscriber Accounts**: Shows the number of active and inactive accounts that have subscriptions for any service.
- Subscriptions: Shows the number of subscriptions by type.

### Related topics

- Getting started with Business Operations
- About running business operations jobs
- Running reports



54

# Running reports

This document describes how to run reports in Oracle Monetization Cloud.

For background information, see Overview of Oracle Monetization Cloud.

#### Topics in this document

- Running Oracle Monetization Cloud reports
- Related topics

### Running Oracle Monetization Cloud reports

Use Oracle Business Intelligence (BI) Publisher to run reports on subscriber usage, payments, and other Oracle Monetization Cloud functions.

In BI Publisher, select Catalog to run reports.

Oracle Monetization Cloud provides the following types of reports:

- Standard reports provide information about your business transactions.
- Oracle Identity Manager reports provide security-related information about Oracle Monetization Cloud access, administration, users, and session connections. To run these reports, contact Oracle support (https://support.oracle.com).

The following table lists the Oracle Monetization Cloud standard reports:

Report	Description
Account Changes - Multiple Time Periods	Displays the number of new accounts, the number of closed accounts, and the net change in new and closed accounts for multiple time periods.
Account Changes - Single Time Period	Displays the number of new accounts, the number of closed accounts, and the net change in new and closed accounts for a single time period.
AR Detail	Displays the accounts receivable details for individual accounts in the specified time period.
AR Summary	Displays a summary of the amounts currently due in the specified time periods.
Bad Debt Write off	Displays the write-offs for a specified time period.
Closed Lifetime	Displays the number of accounts closed during a specified time period, and the number of days the accounts were opened before being closed.
Credit Card Charge Decline	Displays declined credit card charges.
Credit Card Transactions	Displays the status of all credit card transactions, both successful and failed, for a specified time period.



Report	Description
General Ledger Chart of Accounts	Displays all general ledger (GL) accounts, GL IDs, and GL ID descriptions.
General Ledger Detail	Displays balance impacts for GL accounts by subscriber account for a specified period and bill type.
General Ledger Summary	Displays balance impacts for GL accounts by balance element for a specified time period and bill type.
Miscellaneous Adjustments Detail	Displays each adjusted account, including the account number, adjustments made, adjustment date, adjustment reason, and CSR who made the adjustment for a specified time period.
Miscellaneous Adjustments Summary	Displays the adjusted balances, amount credited or debited, and net change for a specified time period.
New Account Lifetime	Displays the length of service of currently active accounts created during a specified time period.
Payments Detail	Displays all payments of the specified type received during the specified time period.
Payments Summary	Displays the total amount of payments received in the specified time period.
PriceList	Displays a detailed outline of the pricing components in your system.
Product Cancellations	Displays the total number of subscriptions that were canceled during a specified time period.
Product Revenue	Displays revenue by charge offer for a specified time period.
Product Subscriptions	Displays the change in the number of subscriptions for a particular charge offer over a specified time period.
Reversals Detail	Displays detailed information about one type of payment reversal during a specified time period.
Reversals Summary	Displays the total amount of the payment reversals that were made for a specified time period.
Refunds Detail	Displays all refunds of the specified type that took place during a specified time period.
Refunds Summary	Displays the total amount of the refunds applied to accounts during a specified time period.

# Related topics

Displaying your business data



### Glossary

#### accounting cycle

A one-month period during which charges are calculated and the customer's balance is impacted. See About billing cycles and accounting cycles.

#### accounting type

The way customers are billed. There are two accounting types:

- With open item accounting, a customer is billed only for charges from the current bill. If a customer doesn't pay a bill, the charges for that bill aren't included in the next bill.
- With **balance forward accounting**, a customer's bill includes all the charges that a customer owes, including any unpaid charges from previous bills.

Accounting types are set in the bill unit. Each of a customer's bill units can have different accounting types.

See About accounting types.

#### adjustment

A transaction performed in Subscriber Management that credits or debits a customer's balance by changing the amount due. See About adjustments.

#### balance element

A currency or noncurrency asset, such as U.S. dollars or included minutes. See Creating balance elements.

#### balance forward accounting

One of two accounting types that determine how to create a bill. With balance forward accounting, the customer's bill includes amount still due from previous bills.

A bill unit that uses an automated payment method, such as a credit card, should always use balance forward accounting.

See open item accounting and About accounting types.

#### billing

A process, typically run daily, that compiles the charges incurred by customers into bills. See About running billing.



#### billing cycle

The time period during which charges accumulate in an account before a bill is finalized. A billing cycle is typically one month. See About billing cycles and accounting cycles.

#### billing day of month

When to bill a customer; for example, on the 1st or the 15th of the month. Each customer account has a monthly billing day of month (DOM), typically the date that the account was created. See About running billing.

#### bill unit

A bill unit is a group of one or more bills. Because each bill unit has its own payment settings and produces one invoice, it allows your customers to control the number of invoices they receive and payments they make for their account.

#### bundle

A pricing component that consists of one or more charge offers and discount offers. Each bundle is associated with a single service. Only offers that apply to that service can be included in the bundle. See Creating bundles.

#### charge offer

A pricing component that specifies how to charge for a service; for example, 10 cents per minute, or \$25 per month. See Creating charge offers.

#### credit limit

The maximum amount of a balance, such as currency or hours, that can accumulate in an account before the customer is prevented from logging in, using a service, or purchasing a new package. You set credit limits in packages. See Setting credit limits in a package.

#### cycle arrears fee

A recurring fee charged on the last day of each accounting cycle for a service that was provided during that cycle. See cycle forward fee and Configuring recurring charges.

#### cycle forward fee

A recurring fee for a service that's charged at the beginning of the billing cycle.

There are five types of cycle forward fees:

- Cycle forward monthly
- Cycle forward bimonthly
- Cycle forward quarterly
- Cycle forward semiannual
- Cycle forward annual

See cycle arrears fee and Configuring recurring charges.



#### cycle forward arrears fee

A recurring fee applied on the first day of each accounting cycle but billed at the end of the cycle.

You use cycle forward arrears fees to recognize unearned revenue in general ledger reports for a cycle fee that's not yet billed.

See cycle forward arrears fee and Configuring recurring charges.

#### discount offer

A pricing component that reduces charges; for example, provides a 10 percent discount to usage charges. See Creating discount offers.

#### event

An action that's recognized by Oracle Monetization Cloud and can be charged for; for example, a phone call, an SMS message, or a data download. See Creating events.

#### noncurrency balance

A balance that tracks noncurrency assets such as minutes or gigabytes.

#### open item accounting

One of two accounting types that determine how to create a bill. With open item accounting, the customer's bill doesn't include amounts from previous bills.

A bill unit that uses an invoice payment method typically uses open item accounting. See About accounting types.

#### package

A pricing component that contains one or more bundles. You use packages to offer your service to customers. Packages also define credit limits for customers. See Creating packages.

#### package list

A pricing component that contains one or more packages. See Creating package lists.

#### payment method

The way by which a customer pays a bill; for example, by credit card or invoice. See Managing payment methods.

#### payment reversal

Reverses the record of a payment. For example, if a customer makes a credit card payment, but the payment can't be deposited because of an expired credit card, you can reverse the payment so that the payment is still open. See Reversing payments.

#### pricing component

An element that helps define your product offerings; for example, charge offers, discount offers, bundles, and packages. See About designing product offerings and setup component.



#### ratable usage metric (RUM)

A set of information used to measure an event. The information includes the units to measure (such as minutes or kilobytes) and how to calculate the measurement (for example, subtract the event's start time from its end time). See Creating ratable usage metrics (RUMs).

#### recurring charge

A periodic charge that isn't generated or affected by usage, such as a monthly subscription fee.

#### **RUM**

See ratable usage metric (RUM).

#### service

A commodity that your customers can purchase and use, such as a mobile phone or a broadband Internet connection. See Creating services.

#### setup component

A component that contains data used when configuring charges in pricing components. Setup components include balance elements and RUMs. See Creating pricing setup components and pricing component.

#### tax code

A code that indicates which tax rate to apply based on the type of charge, such as a monthly usage charge, or the charge for a physical commodity. See Creating tax codes.

#### tax supplier

A company or company division responsible for collecting taxes. Taxes can be calculated differently depending on the location of the tax supplier. See Creating tax suppliers.

