

# Core Release Bulletin

***CostGuard Solution  
18.11 Release***

November 2018

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## About this Document

IDI's Core Release Bulletins describe new Core functionality introduced with the release through either Adaptive (AR) or Feature (FR) requests. Core functionality is defined as a capability that is available to all customers that upgrade to the release, although in some cases additional custom work may be required to use it. This document includes an overview of the new capabilities as well as the required configuration or setup information. Supporting documentation can be found on E-Support under [Online Help](#).

Additional training opportunities are also available through IDI University. Please contact your Account/Project Manager for more information.

# 1 Release Summary

## 1.1 CHANGE ORDERS/ENHANCEMENTS

The following change orders and other enhancements are included in this release.

Functional Area	AR/FR	Description
Customer Care	FR 2950	<b>Calculate and display contract early termination fee on Service Summary view</b> - Users can select a date to calculate and display the resulting penalty.
	FR 2976	<b>Send/resubmit notifications:</b> <ul style="list-style-type: none"> <li>Requires new permission</li> <li>Limited to account level data sources</li> </ul>
	FR 2972	<b>Miscellaneous enhancements:</b> <ul style="list-style-type: none"> <li><b>Display Service SKU</b> in service details information.</li> <li><b>Is Retained property on Create Journal action</b> lets you specify that the Journals be listed in the InfoCenter.</li> <li><b>Update Usage Balance Summary Headers when page is filtered to a Service Number</b> - On clicking the header on the Usage Balance Summary, if the page is filtered to a specific service number, the Usage Balance page is opened filtered to that service number.</li> </ul>
Tickets	FR 2972	<b>Ability to assign and change status in one dialog</b> improves usability.
Orders	AR 8186	<b>Recurring charge indicator when selecting products on an order:</b> As you add or edit products on an order, recurring charge products (as configured in Product Catalog) will have an icon to indicate this. Hovering over the icon will provide pop-up text to indicate the type of recurring charge (weekly, monthly, annually, etc...) as configured in the Catalog.
	AR 8188	<b>New setting lets you choose whether to view Product SKU, Product Description or both when selecting Products for an order</b> - Defaults to Description. Only applies to product selection (when items are not in the cart).
Payment Gateway Application	FR 2967	<b>Styling enhancement for Export hyperlink</b> to address the condition when there is a full (10) or almost full (7 or more) list of transactions on the single page.
Audit Log	FR 2972	<b>Ability to export search results</b>
Corporate Accounts	FR 2970	<b>Changing Market on a Corporate root account</b> - applies to Customer Care and CostGuard Client. Users can change market for corporate structure without needing to disassemble and then reassemble it. Market cannot be changed on a child account and changing it on a parent propagates to all accounts in the tree.
File processing	AR 8168	<b>Batch File Import includes Invoice category ID</b> as an optional field at the end of the file.
Wholesale Billing	AR 8218	<b>Display Cost and Wholesale Cost on Usage Summary and Usage Details pages:</b> Customer Care <ul style="list-style-type: none"> <li>Cost (Carrier Amount) and Wholesale Cost (CP Amount) are included on Usage Details and Usage Summary grids. These fields will only display for users that have the <i>Show Cost</i> permission.</li> </ul> CostGuard Client: <ul style="list-style-type: none"> <li>Cost and Wholesale Cost are displayed on Usage Type and Wireline Usage Summaries, and Usage Details grids when users choose to display all columns (no new permission required).</li> </ul>

## 1.2 RESOLVED KNOWN ISSUES

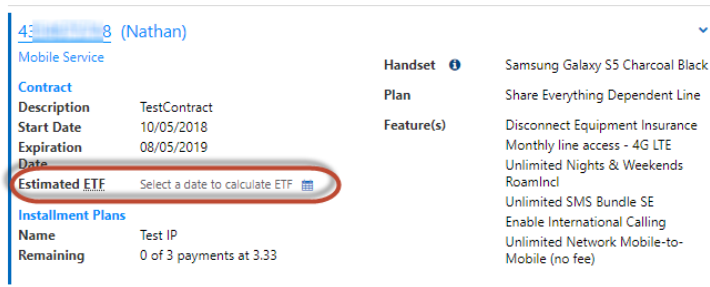
The following known issues have been resolved in this release.

Functional Area	PR	Description
Customer Care	NA	<p>Fixed under FR 2972:</p> <ul style="list-style-type: none"> <li>CPNI Verification when viewing Audit log on a verified account – On initially accessing a customer, alerts, CPNI, and Forced Journals will display (if configured). The system keeps track so those actions are not repeated on refreshes or opening the same customer in a new window.</li> <li>Quicklinks not viewable by excluded users – This applies to all apps that use quicklinks. Users excluded from viewing a Quicklink are no longer able to see the Quicklink by hovering over the blank area where the Quicklink would be displayed (if user was not excluded).</li> <li>Retain formatting for display of Switch Query response: Preserve white space and ensure overflow scrolls in a bounded box.</li> <li>Fix improper display of Clone Customer Icon – Icon no longer displays for users that don't have <i>Create Account</i> permission.</li> <li>Invoice display – Users can now select any historical invoice from the drop down menu (not limited to past 12 months).</li> <li>Contract Exp Date and Duration are not Showing Override - When the contract duration has been overridden, the displayed duration and expiration date now reflect the override when applicable.</li> </ul>
Audit Log	N/A	<ul style="list-style-type: none"> <li>When changing environments, users are now routed back to the Audit Log application rather than <i>My Account</i> in the Security application.</li> <li>Resolved display issue when using Chrome, where icons displayed as ellipses.</li> </ul>
Document Storage	82776	Resolved issue where documents with a comma in the name cannot be downloaded.
RateBill	82727	Fixed Usage and Parse Archive Operation to only archive CDREventHashKey after the associated CDREvents are archived
	82787	Increased length of applicable fields so that customer names that exceed 40 characters do not cause Summaries operations to fail.
Orders	82765	Cancelled and Completed Line Items were being affected by certain Billing Order Management operations. Updated the Billing Order Management web service to log state changes and fire billing order processed triggers when using SetDate at the PON level.
	82784	Updated SetStartDate, SetEndDate and SetBillingStatus BillingOrderManagement WS operations to bypass billing order line items that have a line item status of Completed or Canceled.
Tickets	82738	Creating a closed Ticket from the Ticket Action in Workflow and manually creating a closed ticket in the Tickets web app now behave the same.
Payment Gateway Application		Fixed positioning of the Export link on Search results page.
OnlineBill	82789	Modified the detail reports under View Usage to export total charges as four decimal places to fix rounding issue where Usage Detail provided to customers in OnlineBill did not match invoice.
Data Mgmt	82722	Fixed latency when trying to edit Journal Type via Admin Console.
Usage Notifications	82744	Updated Usage Notification failures to ignore cancelled requests. This fixes an issue where canceling a Ratebill Request for a full rerate breaks the usage notification.
Corporate Accounts	82796	Better error messaging in the scenario where a payment file rejects payments for NIR accounts that are IR. The error indicates the Applied to Invoice Number value was not found rather than the misleading error saying that a Customer that is actually IR is NIR.

## 2 Customer Care

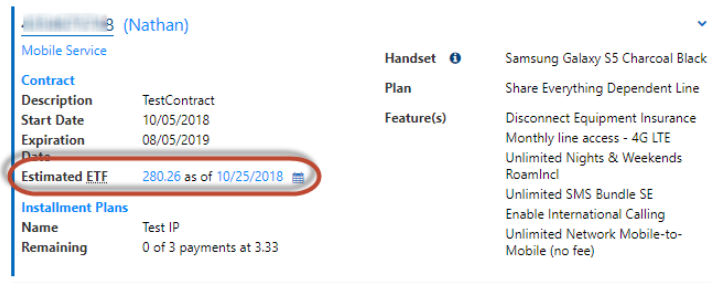
### 2.1 CALCULATE AND DISPLAY CONTRACT EARLY TERMINATION FEE

The Customer Summary Service Summary view provides an Early Termination Fee (ETF) calculator for contracts with a term commitment. The calculator can be used to determine the ETF for contracts with a flat fee penalty, a prorated fee penalty, or a combination of both.



438 (Nathan)		Handset ⓘ	Samsung Galaxy S5 Charcoal Black
Mobile Service		Plan	Share Everything Dependent Line
<b>Contract</b>		Feature(s)	Disconnect Equipment Insurance
Description	TestContract		Monthly line access - 4G LTE
Start Date	10/05/2018		Unlimited Nights & Weekends
Expiration	08/05/2019		RoamIncl
Date			Unlimited SMS Bundle SE
<b>Estimated ETF</b>	Select a date to calculate ETF		Enable International Calling
<b>Installment Plans</b>			Unlimited Network Mobile-to-Mobile (no fee)
Name	Test IP		
Remaining	0 of 3 payments at 3.33		

Click on the calendar and pick the current date or a future date for the calculation. *Estimated ETF* will be displayed when the penalty can be estimated.



438 (Nathan)		Handset ⓘ	Samsung Galaxy S5 Charcoal Black
Mobile Service		Plan	Share Everything Dependent Line
<b>Contract</b>		Feature(s)	Disconnect Equipment Insurance
Description	TestContract		Monthly line access - 4G LTE
Start Date	10/05/2018		Unlimited Nights & Weekends
Expiration	08/05/2019		RoamIncl
Date			Unlimited SMS Bundle SE
<b>Estimated ETF</b>	280.26 as of 10/25/2018		Enable International Calling
<b>Installment Plans</b>			Unlimited Network Mobile-to-Mobile (no fee)
Name	Test IP		
Remaining	0 of 3 payments at 3.33		

#### Notes:

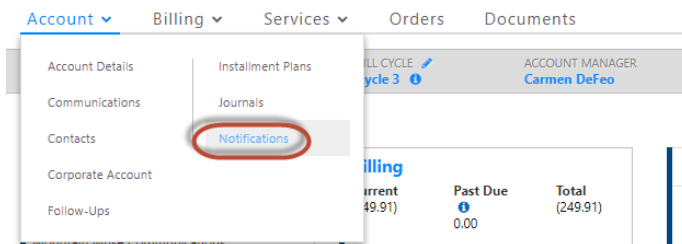
- The calculator will not be displayed under the following conditions:
  - If a contract with a Term Commitment has an MRC Multiplier fee
  - If a contract has any type of commitment other than a Term Commitment
- If a contract has multiple terms, the Estimated ETF applies the *Term commitment* only.

## 2.2 SENDING AND RESUBMITTING CUSTOMER NOTIFICATIONS

Customer Care lets authorized users send and resubmit notifications. The Send Notification capability is limited to sending from a template. Manual emails and sending from a report are not supported.

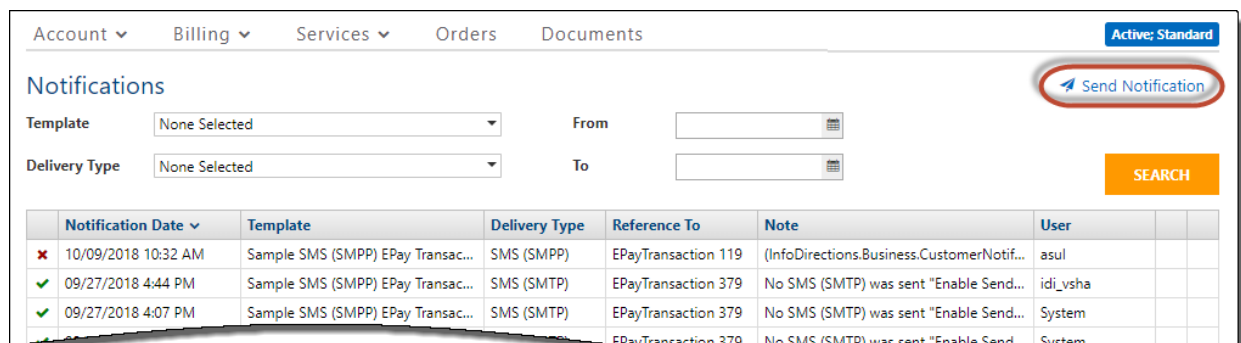
**Note:** This functionality requires *Send Notification* permission.

This functionality is available on the Account Notifications page (**Account > Notifications**).



### 2.2.1 SENDING A NOTIFICATION

Click **Send Notification** to start the process to send a new notification.



Account ▾ Billing ▾ Services ▾ Orders Documents Active: Standard

**Notifications** Send Notification

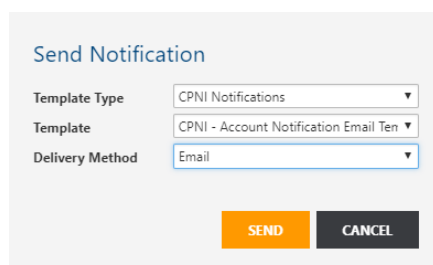
Template: None Selected From:

Delivery Type: None Selected To:

**SEARCH**

	Notification Date ▾	Template	Delivery Type	Reference To	Note	User
✗	10/09/2018 10:32 AM	Sample SMS (SMPP) EPay Transac...	SMS (SMPP)	EPayTransaction 119	(InfoDirections.Business.CustomerNotif...	asul
✓	09/27/2018 4:44 PM	Sample SMS (SMPP) EPay Transac...	SMS (SMTP)	EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	idi_vsha
✓	09/27/2018 4:07 PM	Sample SMS (SMPP) EPay Transac...	SMS (SMTP)	EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	System
				EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	System

This displays a dialog that requires you to select the template type, template and delivery method. **Note:** Each parameter must be selected in the proper order (i.e. you cannot select a template, until you select the type, and you cannot select the delivery method until you select the template).



**Send Notification**

Template Type: CPNI Notifications ▾

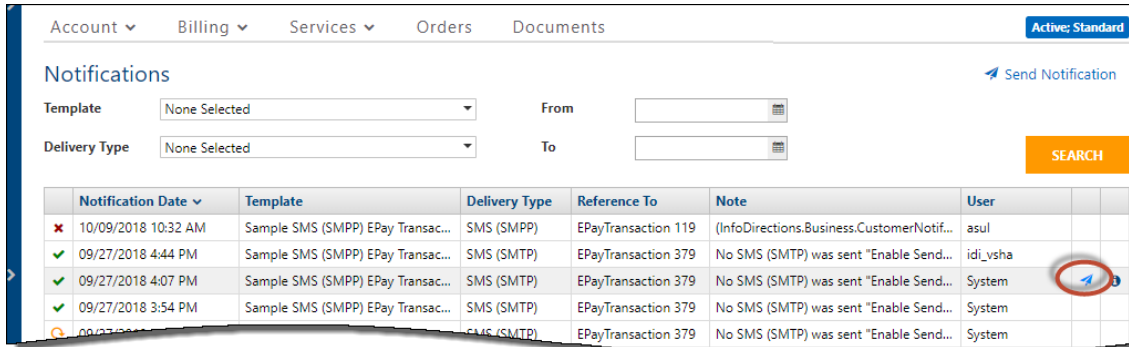
Template: CPNI - Account Notification Email Ten ▾

Delivery Method: Email ▾

**SEND** **CANCEL**

## 2.2.2 RESUBMITTING A NOTIFICATION

On the Notifications grid, the second column from the right provides a *Resubmit* icon when you hover over the row.



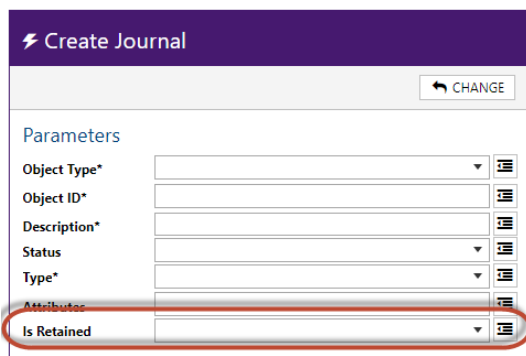
Notification Date	Template	Delivery Type	Reference To	Note	User
10/09/2018 10:32 AM	Sample SMS (SMPP) EPay Transac...	SMS (SMPP)	EPayTransaction 119	(InfoDirections.Business.CustomerNotif...	asul
09/27/2018 4:44 PM	Sample SMS (SMPP) EPay Transac...	SMS (SMTP)	EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	idi_vsha
09/27/2018 4:07 PM	Sample SMS (SMPP) EPay Transac...	SMS (SMTP)	EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	System
09/27/2018 3:54 PM	Sample SMS (SMPP) EPay Transac...	SMS (SMTP)	EPayTransaction 379	No SMS (SMTP) was sent "Enable Send...	System

When you click this icon to resubmit the notification, a confirmation message will be displayed to let you confirm before resubmitting.

**Note:** When a notification is sent or resubmitted, an entry is written to the service bus to process the notification. There may be a delay for newly sent or resubmitted notifications appearing in the search results grid.

## 2.3 CREATE JOURNAL WORKFLOW ACTION *IS RETAINED* PROPERTY

The *Create Journal* action in Workflow provides an *Is Retained* property that, when set to **Yes**, will cause the Journal to be displayed on the Journals tab in the Customer InfoCenter.



**Create Journal**

CHANGE

**Parameters**

Object Type\*

Object ID\*

Description\*

Status

Type\*

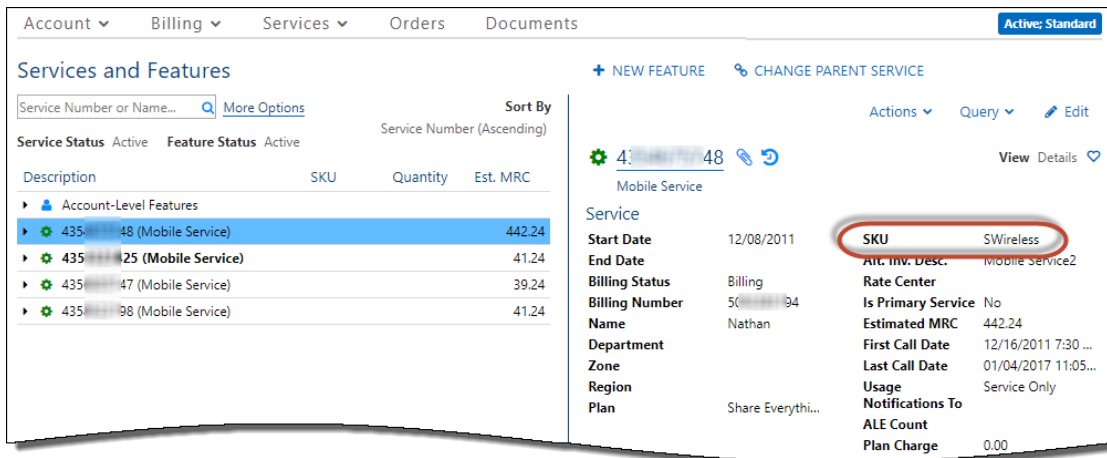
Attributes

Is Retained



## 2.4 DISPLAY SERVICE SKU IN SERVICE DETAILS INFORMATION

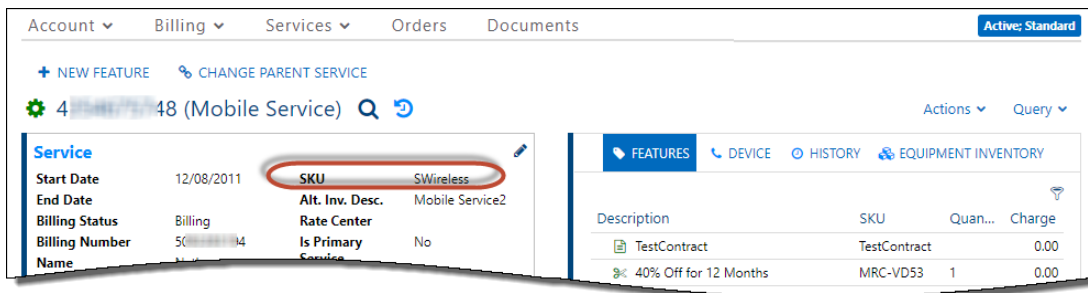
The Service Details view on the Services and Features page includes the SKU for the selected service.



The screenshot shows the 'Services and Features' page with a list of services on the left and a detailed view of a selected service on the right. The service details include fields like Start Date, End Date, Billing Status, and Name. The SKU 'SWireless' is highlighted in the 'Service' section.

Service Number	Service Name	SKU	Quantity	Est. MRC
435-48	(Mobile Service)	SWireless		442.24
435-25	(Mobile Service)			41.24
435-47	(Mobile Service)			39.24
435-98	(Mobile Service)			41.24

The SKU is also displayed on the Service Details page.



The screenshot shows the 'Service Details' page for a selected service. The service details include fields like Start Date, End Date, Billing Status, and Name. The SKU 'SWireless' is highlighted in the 'Service' section.

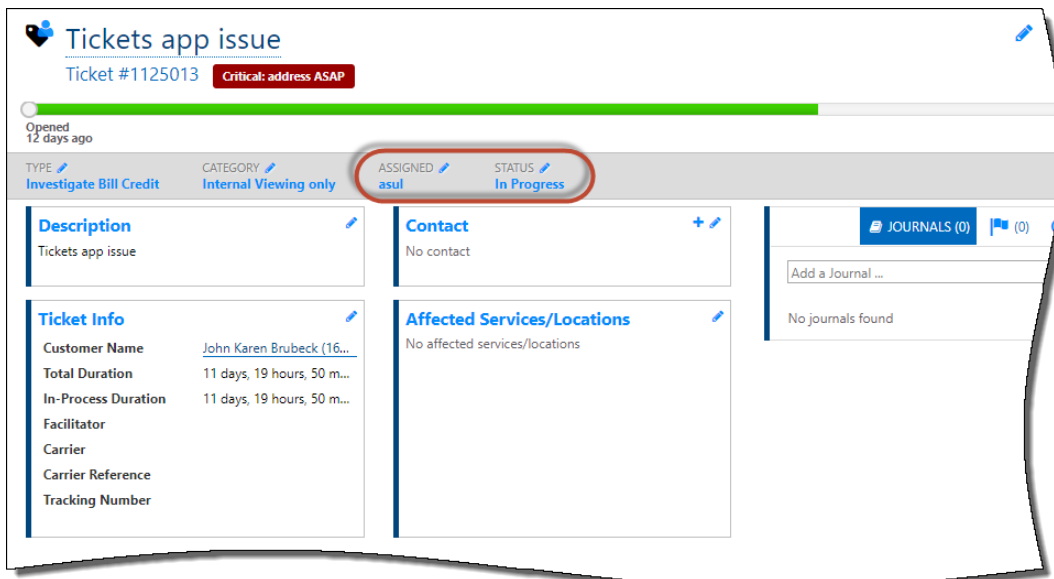
Field	Value
Start Date	12/08/2011
End Date	
Billing Status	Billing
Billing Number	50-94
Name	Nathan
SKU	SWireless
Alt. Inv. Desc.	Mobile Service2
Rate Center	
Is Primary	No

## 3 Tickets

### 3.1 ABILITY TO EDIT ASSIGNED AND STATUS PROPERTIES IN ONE DIALOG

To improve usability, you can now change the *Assigned* and the *Status* properties on a ticket in one dialog.

Clicking *either* pencil (edit) icon will open a dialog that lets you edit both fields.



**Tickets app issue**  
Ticket #1125013 Critical: address ASAP

Opened 12 days ago

TYPE *Investigate Bill Credit* CATEGORY *Internal Viewing only* ASSIGNED *asul* STATUS *In Progress*

**Description**  
Tickets app issue

**Contact**  
No contact

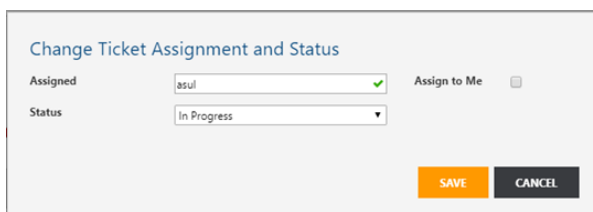
**JOURNALS (0)**  
Add a Journal ...  
No journals found

**Ticket Info**

Customer Name	John Karen Brubeck (16...
Total Duration	11 days, 19 hours, 50 m...
In-Process Duration	11 days, 19 hours, 50 m...
Facilitator	
Carrier	
Carrier Reference	
Tracking Number	

**Affected Services/Locations**  
No affected services/locations

**Note:** The ability to edit the Assigned and Status properties are permissioned separately. If a user only has permission to only edit one of the properties, the other property will be displayed as read-only in the dialog.



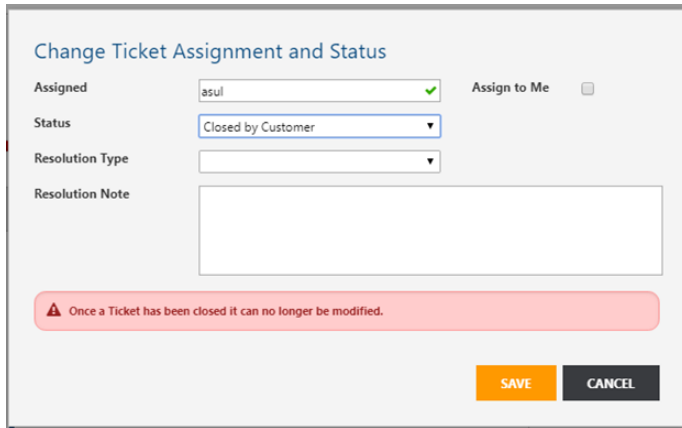
**Change Ticket Assignment and Status**

Assigned  ☒ Assign to Me ☐

Status

**SAVE** **CANCEL**

The dialog will provide additional fields when resolving or closing the ticket.



The dialog box is titled "Change Ticket Assignment and Status". It contains the following fields and controls:

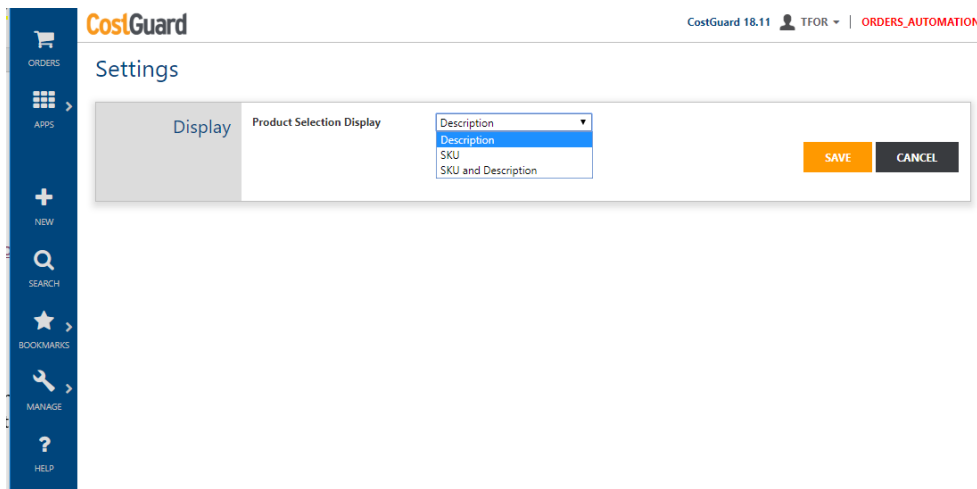
- Assigned:** A text input field containing "asul" with a green checkmark icon to its right.
- Assign to Me:** A checkbox that is currently unchecked.
- Status:** A dropdown menu with "Closed by Customer" selected.
- Resolution Type:** A dropdown menu that is currently empty.
- Resolution Note:** A large text area for entering a note.
- Warning Message:** A red banner at the bottom left with a warning icon and the text: "Once a Ticket has been closed it can no longer be modified."
- Buttons:** Two buttons at the bottom right: "SAVE" (orange) and "CANCEL" (dark grey).

## 4 Orders

### 4.1 ABILITY TO VIEW PRODUCT SKU WHEN SELECTING PRODUCTS

A new setting lets you choose whether to view Product SKU, Product Description or both when selecting Products in the Orders web application.

The Product Selection Display setting is located under **MANAGE > Settings**.



You may choose to display SKU, Description or SKU and Description. The setting defaults to Description. It only applies to product selection (when items are not in the cart).

The following areas in the Orders application use the new setting:

- Add Feature to an Order:
  - Account Level Feature
  - Service Level Feature: Browse
  - Service Level Feature: Search by Description
- Add Feature to a Service:
  - Browse
  - Search by Description
- Add Service:
  - All Service Types
  - Service Types by State and Zone
  - Subservice
    - Once parent service is selected, the available service types for a sub-service are listed

## 4.2 RECURRING CHARGE CYCLE INDICATOR

As you add or edit products on an order, recurring charge products (as configured in Product Catalog) will have an icon to indicate recurring status. Hovering over the icon will provide pop-up text to indicate the type of recurring charge (weekly, monthly, annually, etc...) as configured in the Catalog.

Order #5371 Assembling Review Order 🗑️ ☆ 🔗  
Prosoco, Inc (90300626) ⓘ

CREATED BY: ATAY    CREATED ON: February 16, 2017    ESTIMATED MRC: 12.50    ESTIMATED ONE-TIME: 5.95    ORDER TYPE: Disco Charges

Services	SKU	Quantity	Charge	Start Date	End Date
Account Level Features					
Antenna OTC	Antenna OTC	1	5.95	02/24/2017	
Beloit Collge SwOutbound	994517	1	0.00	03/09/2017	
Beloit Collge SwOutbound	994517	1	0.00	03/09/2017	
Carrier Pass Through Taxes	991172	1	0.00	auto-set	
Credit Card Payment Fee	Credit Card Fee	1	4.95		02/22/2017
Loyalty Discount	Loyalty	1	0.00	03/06/2017	
Pro Pacific Agents SW	993604	1	0.00	03/06/2017	
Test 60 Mo	Test 60 Mo	1	0.00	02/16/2017	
test_dynamic_charge	test_dynamic	1	0.00	03/07/2017	
test_package	test_package	1	12.50	03/07/2017	
Inventoried IP Voice - 18004581000		10		10/17/2017	
Dedicated Inbound - 8002554255		1		10/01/2007	02/16/2017
Dedicated Inbound - 8003542926		1		10/01/2007	

Carrier Pass Through Taxes View Details

Start Date	auto-set	Charge	0.00
End Date		SKU	991172
Quantity	1	USOC	TaxPassThr
Cost	0.00	Wholesale	0.00
		Cost	

**Note:** If a product has no icon, it means the charge cycle is non-recurring (Once) or None as configured in the Product Catalog.

## 5 Audit Log Application

### 5.1 EXPORTING SEARCH RESULTS

The Search Results grid provides an **Export** link that lets you export the search results.

Audit Log Search

Object Type  
User Name  
From Date\*

Feature  
  
09/16/2018 12:00 AM

Object Key  
Application  
To Date\*

Feature ID  
  
10/16/2018 11:59 PM

☐ Include Child Objects  
Operation

[Clear Options](#)
[SEARCH](#)

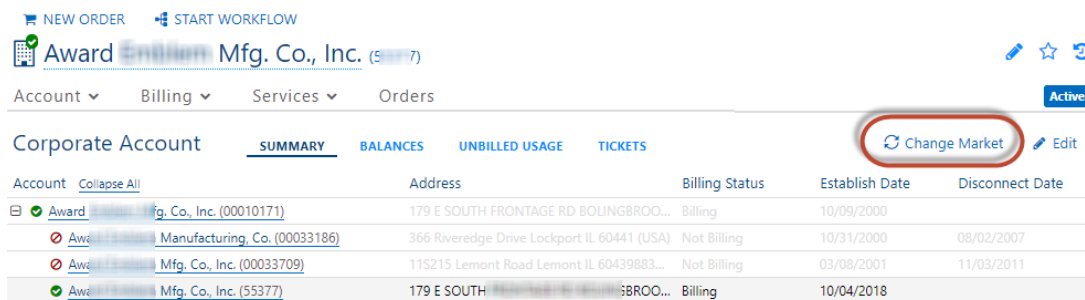
Entry Date ▾	User Name	Message	Object Type	Object Key	Application	Operation		
10/03/2018 3:42 PM	asul	NonUsgSvc 20107285 Updated	Contract	20107285	Customer WebService	ModifyFeature		
10/03/2018 3:41 PM	idi_asul	Contract 20107285 Updated	Contract	20107285	ENGAUTMAS01_ObjectEngine	ENGAUTMAS01_ObjectEngine		
10/03/2018 3:41 PM	idi_asul	Contract 20107285 Updated	Contract	20107285	ENGAUTMAS01_ObjectEngine	ENGAUTMAS01_ObjectEngine		
10/03/2018 3:34 PM	asul	NonUsgSvc 19783223 Updated	Contract	19783223	Customer WebService	ModifyFeature		
09/26/2018 10:43 AM	idi_asul	ContractPenalty -1 Inserted	ContractPenalty	-1	ENGAUTMAS01_ObjectEngine	ENGAUTMAS01_ObjectEngine		
09/26/2018 10:43 AM	idi_asul	ContractPenalty -2 Inserted	ContractPenalty	-2	ENGAUTMAS01_ObjectEngine	ENGAUTMAS01_ObjectEngine		

Export

## 6 Changing Market on a Corporate Root Account

The Corporate Account page has been enhanced to let users update the market for the corporate structure. This applies to Customer Care and CostGuard Client.

- Customer Care:



NEW ORDER START WORKFLOW

Award Mfg. Co., Inc. (55377)

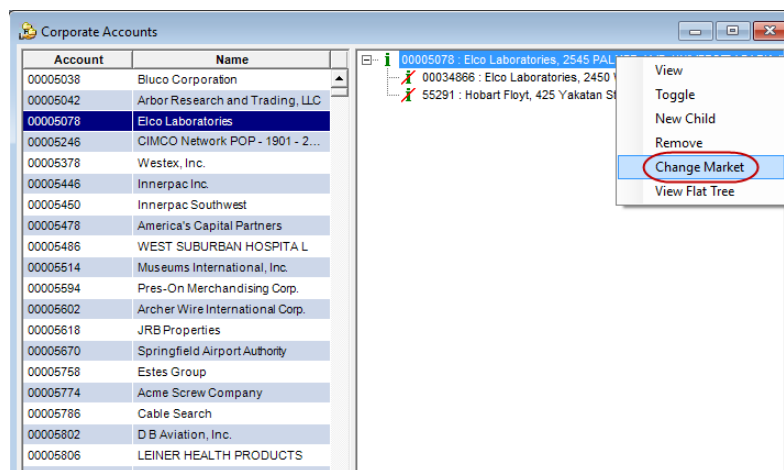
Account Billing Services Orders

Corporate Account SUMMARY BALANCES UNBILLED USAGE TICKETS

Change Market Edit

Account	Collapse All	Name	Address	Billing Status	Establish Date	Disconnect Date
00005038		Bluco Corporation				
00005042		Arbor Research and Trading, LLC				
00005078		Elco Laboratories				
00005246		GIMCO Network POP - 1901 - 2...				
00005378		Westex, Inc.				
00005446		Innerpac Inc.				
00005450		Innerpac Southwest				
00005478		America's Capital Partners				
00005486		WEST SUBURBAN HOSPITAL				
00005514		Museums International, Inc.				
00005594		Pres-On Merchandising Corp.				
00005602		Archer Wire International Corp.				
00005618		JRB Properties				
00005670		Springfield Airport Authority				
00005758		Estes Group				
00005774		Acme Screw Company				
00005786		Cable Search				
00005802		D B Aviation, Inc.				
00005806		LEINER HEALTH PRODUCTS				

- CostGuard Client:



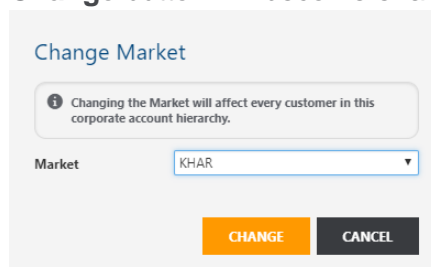
Corporate Accounts

Account	Name
00005038	Bluco Corporation
00005042	Arbor Research and Trading, LLC
00005078	Elco Laboratories
00005246	GIMCO Network POP - 1901 - 2...
00005378	Westex, Inc.
00005446	Innerpac Inc.
00005450	Innerpac Southwest
00005478	America's Capital Partners
00005486	WEST SUBURBAN HOSPITAL
00005514	Museums International, Inc.
00005594	Pres-On Merchandising Corp.
00005602	Archer Wire International Corp.
00005618	JRB Properties
00005670	Springfield Airport Authority
00005758	Estes Group
00005774	Acme Screw Company
00005786	Cable Search
00005802	D B Aviation, Inc.
00005806	LEINER HEALTH PRODUCTS

00005078 : Elco Laboratories, 2545 PAL...  
00034866 : Elco Laboratories, 2450...  
55291 : Hobart Floy, 425 Yakatan St

View  
Toggle  
New Child  
Remove  
Change Market  
View Flat Tree

Selecting **Change Market** displays a dialog with the current Market for the account. The **Change** button will become enabled once the value is changed to another market.



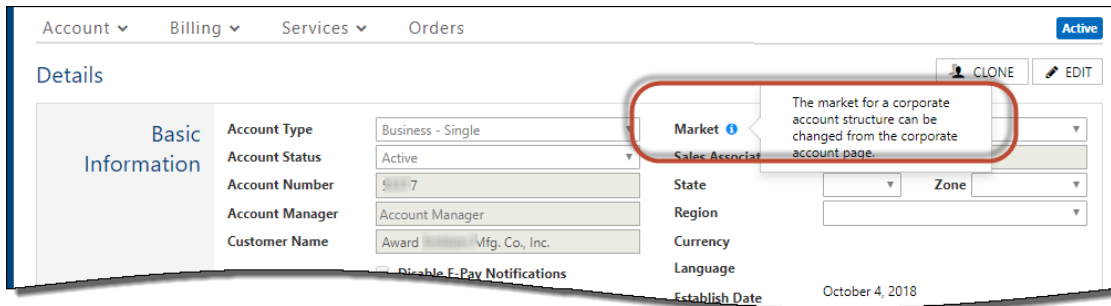
Change Market

Changing the Market will affect every customer in this corporate account hierarchy.

Market: KHAR

CHANGE CANCEL

In Customer Care, when editing a corporate account from the Account Details page, the Market remains noneditable. When you click the *more information* icon next to the market field, a message is displayed to let you know the market can be edited from the corporate account page.



The screenshot shows the 'Account Details' page for a corporate account. The 'Market' field is highlighted with a red circle, and a tooltip message is displayed next to it. The message states: 'The market for a corporate account structure can be changed from the corporate account page.' The account details include:

Basic Information	
Account Type	Business - Single
Account Status	Active
Account Number	7
Account Manager	Account Manager
Customer Name	Award Vfg. Co., Inc.
<input type="checkbox"/> Disable E-Pay Notifications	

Additional fields on the right include:

- Market (highlighted with a red circle and tooltip)
- Sales Associate
- State
- Zone
- Region
- Currency
- Language
- Establish Date: October 4, 2018

Buttons at the top right: CLONE, EDIT, and Active.



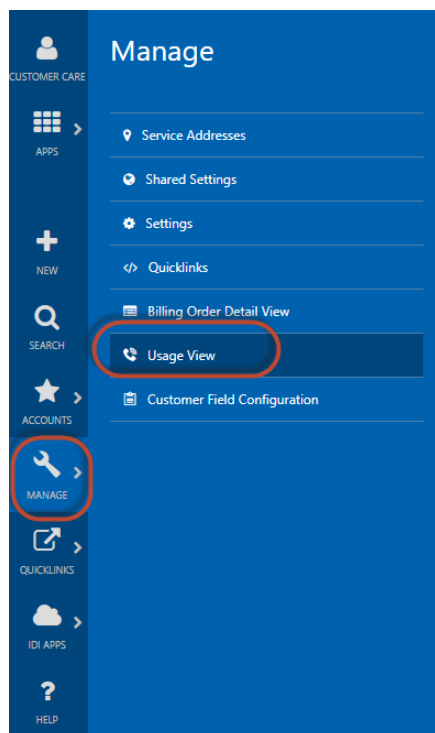
## 7 Adding Wholesale Cost and Cost to Usage Displays

This applies to both CostGuard Client and Customer Care.

- Customer Care  
Cost (Carrier Amount) and Wholesale Cost (CP Amount) may be included on Usage Details and Usage Summary grids for authorized users. These fields will only display for users that have the corresponding permissions enabled.
- CostGuard Client  
Cost and Wholesale Cost are displayed on Usage Type and Wireline Usage Summaries, and Usage Details grids when users choose to display all columns (no new permission required).

### 7.1 CUSTOMER CARE SETUP


There are new environment-level settings for the Detail and Summary views that let you show/hide cost and wholesale cost fields on those grids in Customer Care. The settings are available via **MANAGE > Usage View**.



## Usage View

Usage Detail View




Enabled	Display Order	Description	Display Name
	1	Is Included in Discount	
	2	Call Start Date/Time	Date
	3	Service Number	Service Number
	4	Event Direction	Direction
	5	Other Party Number	Number
	6	Location	Location
	7	Usage Type	Usage Type
	8	Distance Type	Distance Type
	9	Units	Units
	10	Cost	Cost
	11	Wholesale Cost	Wholesale Cost
	12	Charge	Charge
	13	Service Type	Service Type

Usage Summary View



Enabled	Display Order	Description	Display Name
	1	Service Number	Service Number
	2	Service Catalog Description	Description
	3	Usage Type	Usage Type
	4	Distance Type	Distance Type
	5	Units	Units
	6	Charge	Charge
	7	Cost	Cost
	8	Wholesale Cost	Wholesale Cost

Click the corresponding pencil icon to enable toggling the settings. Disabling (unchecking) a field will hide it.

Usage Detail View		Enabled	Display Order	Description	Display Name
	<input checked="" type="checkbox"/>	1	Is Included in Discount		
	<input checked="" type="checkbox"/>	2	Call Start Date/Time	Date	
	<input checked="" type="checkbox"/>	3	Service Number	Service Number	
	<input checked="" type="checkbox"/>	4	Event Direction	<input type="text" value="Direction"/>	
	<input checked="" type="checkbox"/>	5	Other Party Number	<input type="text" value="Number"/>	
	<input checked="" type="checkbox"/>	6	Location	<input type="text" value="Location"/>	
	<input checked="" type="checkbox"/>	7	Usage Type	<input type="text" value="Usage Type"/>	
	<input checked="" type="checkbox"/>	8	Distance Type	<input type="text" value="Distance Type"/>	
	<input checked="" type="checkbox"/>	9	Units	<input type="text" value="Units"/>	
	<input checked="" type="checkbox"/>	10	Cost	<input type="text" value="Cost"/>	
	<input type="checkbox"/>	11	Wholesale Cost	<input type="text" value="Wholesale Cost"/>	
	<input checked="" type="checkbox"/>	12	Charge	<input type="text" value="Charge"/>	
	<input type="checkbox"/>	13	Service Type	<input type="text" value="Service Type"/>	

**Note:** Once enabled, you can drag and drop fields on the Usage Detail view to change the display order on the grid. The display order for fields on the Usage Summary view cannot be changed.

## 7.2 VIEWING COST AND WHOLESALE COST FIELDS

### 7.2.1 CUSTOMER CARE

On the Usage page (Billing > Usage), when enabled, the Cost and Wholesale Cost field values will be displayed on the Usage Summary and Usage Detail grids.

**Note:** The position of these fields is not configurable on the Summary view; however, you can adjust field position on the Details view via Usage View configuration.

#### Usage

Bill Period: November 15, 2012 - December 15, 2012

Service Number: All Usage Type: All Distance Type: All

[View Usage Summary](#)

SEARCH

Service Number	Description	Usage Type	Distance Type	Units	Charge	Cost	Wholesale Co...
<a href="#">7752874798</a>	Wireless	Data	Intralata	203.84 MB	0.000	4.0776	0.0300
<a href="#">4803322181</a>	Wireless	Airtime	International	42 Minutes	0.000	0.5586	0.0000
<a href="#">7753369746</a>	Wireless	Airtime	International	18 Minutes	0.360	0.2394	0.0000
<a href="#">7753369748</a>	Wireless	Wireless International Toll	International	18 Minutes	0.360	4.6620	0.0000
<a href="#">6232107563</a>	Wireless	Airtime	International	139 Minutes	2.780	1.8487	0.0000
<a href="#">6232107563</a>	Wireless	Wireless International Toll	International	139 Minutes	2.780	16.2630	0.0000
<a href="#">7752870641</a>	Wireless	Airtime	International	104 Minutes	0.000	1.3832	0.0000
<a href="#">7752870641</a>	Wireless	Wireless International Toll	International	104 Minutes	90.2700	90.2580	0.0000

#### Usage

Bill Period: November 15, 2012 - December 15, 2012

Service Number: All Usage Type: All Distance Type: All

[View Usage Details](#)

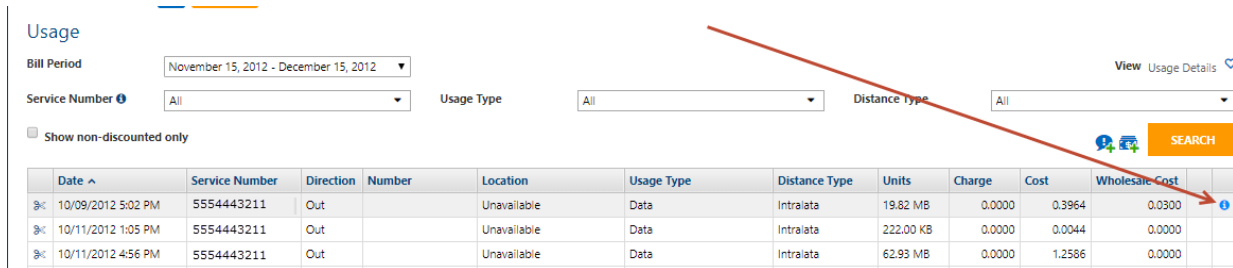
☐ Show non-discounted only

SEARCH

Date	Service Number	Direction	Number	Location	Usage Type	Distance Type	Units	Charge	Cost	Wholesale Cost
10/09/2012 5:02 PM	7752874798	Out		Unavailable	Data	Intralata	19.82 MB	0.000	0.3964	0.0300
10/11/2012 1:05 PM	7752874798	Out		Unavailable	Data	Intralata	222.00 KB	0.000	0.0044	0.0000
10/11/2012 4:56 PM	7752874798	Out		Unavailable	Data	Intralata	62.93 MB	0.000	1.2586	0.0000
10/23/2012 4:56 PM	7752874798	Out		Unavailable	Data	Intralata	45.65 MB	0.000	0.9130	0.0000
10/23/2012 6:04 PM	7752874798	Out		Unavailable	Data	Intralata	194.00 KB	0.000	0.0038	0.0000
10/23/2012 6:06 PM	7752874798	Out		Unavailable	Data	Intralata	409.00 KB	0.000	0.0080	0.0000
10/23/2012 6:08 PM	7752874798	Out		Unavailable	Data	Intralata	1015.00 KB	0.0000	0.0199	0.0000

## Usage Details Dialog

For users with Cost and Wholesale Cost permissions enabled, on clicking the *View Details* icon for an entry in the Usage Details grid, the cost and wholesale cost will be displayed on the Rating tab.



Usage

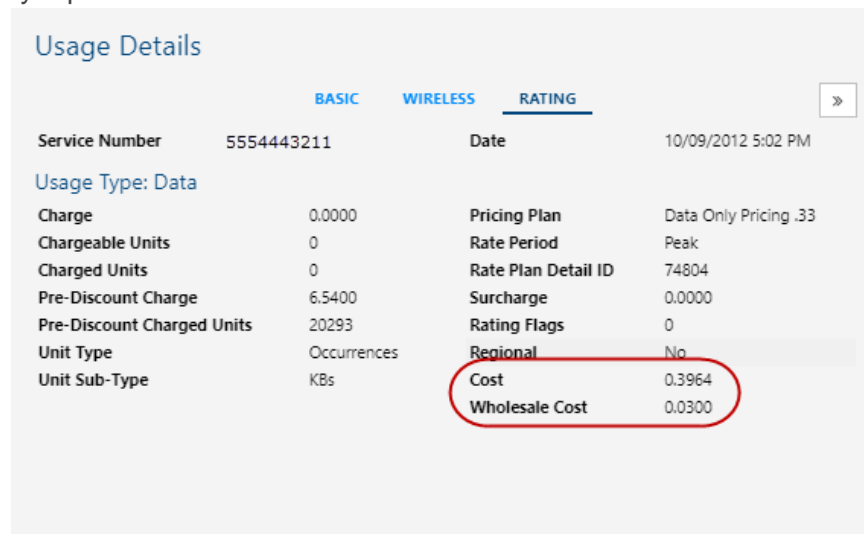
Bill Period: November 15, 2012 - December 15, 2012

Service Number: All Usage Type: All Distance Type: All

☐ Show non-discounted only

Date	Service Number	Direction	Number	Location	Usage Type	Distance Type	Units	Charge	Cost	Wholesale Cost
10/09/2012 5:02 PM	5554443211	Out		Unavailable	Data	Intralata	19.82 MB	0.0000	0.3964	0.0300
10/11/2012 1:05 PM	5554443211	Out		Unavailable	Data	Intralata	222.00 KB	0.0000	0.0044	0.0000
10/11/2012 4:56 PM	5554443211	Out		Unavailable	Data	Intralata	62.93 MB	0.0000	1.2586	0.0000

Note that the only change to this dialog is that the display of Cost and Wholesale Cost is controlled by a permission.



Usage Details

BASIC WIRELESS **RATING**

Service Number: 5554443211 Date: 10/09/2012 5:02 PM

Usage Type: Data

Charge	0.0000	Pricing Plan	Data Only Pricing .33
Chargeable Units	0	Rate Period	Peak
Charged Units	0	Rate Plan Detail ID	74804
Pre-Discount Charge	6.5400	Surcharge	0.0000
Pre-Discount Charged Units	20293	Rating Flags	0
Unit Type	Occurrences	Regional	No
Unit Sub-Type	KBs	Cost	0.3964
		Wholesale Cost	0.0300

### 7.2.2 COSTGUARD CLIENT

Cost and Wholesale Cost will be displayed when **Columns > All** is selected on the Usage Details or Usage Summary grid.

[illegible]

Usage Summary for Account Number: 001121594; Bill Period: 111301115

12/15/2012 - 1/14/2015 View

Disclaimer: The current data in the table below may not reflect the most recent usage on this account.

Wireless Usage Usage Type Summary

Price Type	Units	Charge	CustomerID	ServiceID	UsageTypeID	ServiceTypeID	UsageClassID	SortOrder	Cost	WholesaleCost
nce Call	459	27.54	21565	632408	341	9	1	1	27.5400	0
nce Call	98	5.88	21565	681860	341	9	1	1	5.8800	0.0700
nce Call	1357	81.42	21565	681568	341	9	1	1	81.4200	0
nce Call	3992	239.52	21565	681495	341	9	1	1	239.5200	0.0800
Data	3.496 GB	0.00	21565	520878	499	19	2	1	71.6085	0
Messaging	1	0.01	21565	478982	474	20	2	1	0.0020	0
Messaging	1	0.00	21565	458831	474	20	2	1	0.0020	0