Core Release Bulletin

CostGuard Solution
20.4 Release

April 2020

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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 Resources > Knowledge Center and Resources Help Resources.

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 3008	**View pricing plans on services** - Customer Care now has essentially the same functionality to view a summary of all pricing plans associated with a service as has been available in CostGuard Client.
	FR 3157	**Ability to delete a contact via web modules/APIs** – Customer Care and Customer Web Service now have the same functionality to delete contacts from a customer account as has been available in CostGuard Client.
	FR 3159	**Fixed data unit display** – A new setting lets you display all usage values with a fixed unit (KB, MB, or GB), or continue to use existing dynamic units functionality. Fixed units may alleviate confusion for store clerks, and save them from having to do *on-the-spot* units conversions to answer questions when they're in front of a customer.
	FR 3197	**Service status presentation for linked services –** When viewing service addresses on an account, or managing service addresses systemwide, service status is now shown as an icon in the first column of the Linked Services grid. similar to how service status is shown on the services and features page.
Usage Processing	FR 3175	**Support for VoLTE TAP outcollects (including QCI indicator)** – This supports the QCI indicator in parse and usage records and in outcollects.
Payment Processing	AR 8514	**Scheduling recurring invoice payments** - This provides a new scheduled job that automates the manual E-Pay export transaction functionality currently available in CostGuard Client Accounts Recievable.

1.2 RESOLVED KNOWN ISSUES

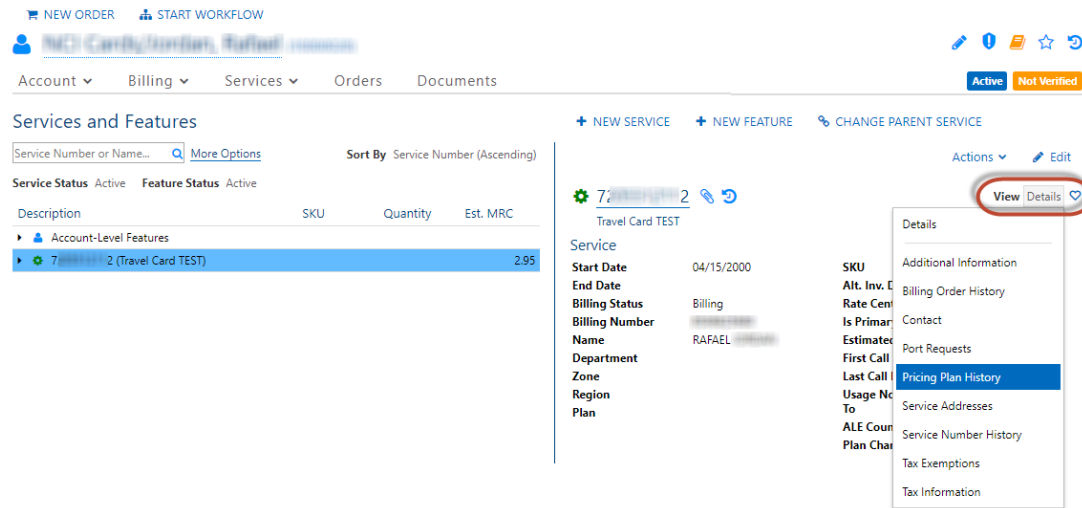The following known issues have been resolved in this release.

Functional Area	PR	Description
Customer Care	83421	Workflow actions *template not found* error due to display name/keyname mismatch. *W*hen a workflow action looked for the template keyname, Customer Care would pass in the display name. If the keyname and display name matched, the template was found; however, if they did not match the workflow action failed to find the template. To avoid mismatches, Customer Care has been updated to pass the keyname of the template instead of the display name.
		Also with PR 83421, under MANAGE > Settings > E-Pay Accounts, when you enable *Send Notifications for Exiring Credit Cards*, the Configuring Expiring Credit Card Notifications dialog has been enhanced to support multi-selecting items in the Account Type and Account Status drop down menus. Previously you could select one item or all items. Now multiple types and statuses can be selected without having to select *All*.
Workflow	83423	Performance enhancements to improve loading conditional/splitter step instances.
OnlineBill	83408	The logo for the JCB card type was not working in the Add Payment Account screen in OnlineBill. The location where the image is hosted was set incorrectly and has been updated under this PR. This ensures the JCB card type logo is displayed correctly.

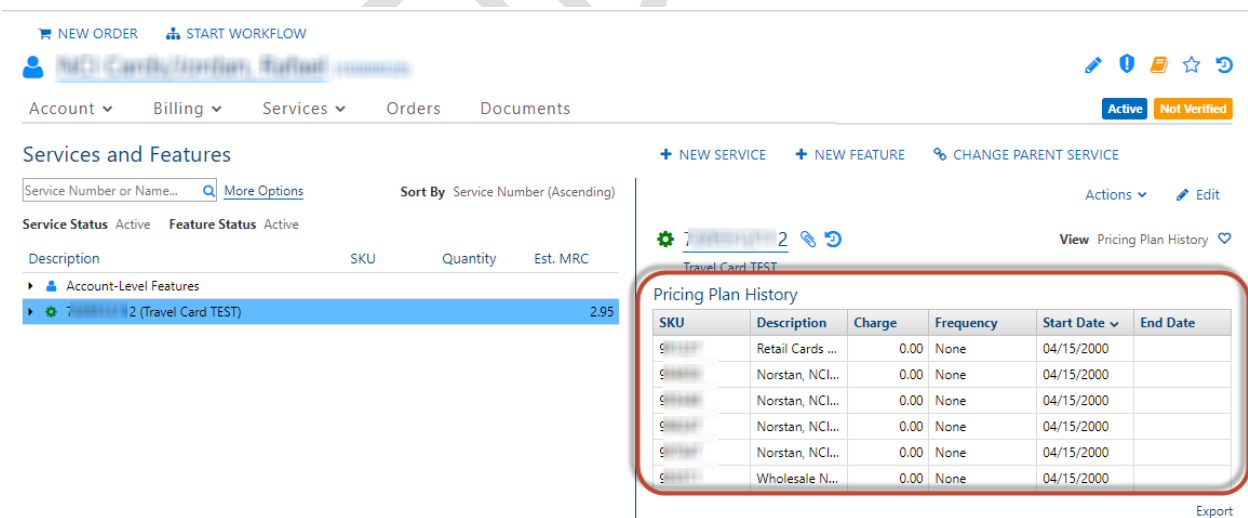| Functional Area	PR	Description
Direct Invoicing Orders	83391	When a retail item was sold via Order Placement web service and then returned in CostGuard Client, taxes were subtracted from the return amount rather than added. This resulted in the return amount being less than the purchase amount. **Note**: This did not occur when the item was sold via POS.
		The *rounding sig*n (+/-) has been corrected such that taxes are now added rather than subtracted when a retail item sold via order placement is returned via CostGuard Client.
		To test:
		• In Orders configure Direct Invoice settings.
		• Sell a retail product (configured with tax class such that taxes will be calculated).
		• Submit the order.
		• In CostGuard Client, force complete the order.
		• In a new POS order, return the retail product from the previous order.
		Confirm the return amount is equal to the purchase amount.
Payment Processing - USAePay	83409	Payments for CostGuard ACH E-Pay accounts were failing at USAePay when the contact for the E-Pay account did not have an associated name (USAePay requirement).
		To resolve this going forward, users can no longer create an ACH account in CostGuard using a contact with no name. Any attempt to do this will display the following error: *The Selected Contact does not have a Name associated and that is required. Please select a Contact with a Name.*
		Note: This does not resolve the issue for existing accounts where the contact has no name. These accounts will need to be assigned a contact with a name.
Tax Management	83367	TaxJurisID not set properly (RetailProductJurisdicionTax table) when selling an AdvancePay product and creating the customer in the same Order.
		This PR is fixed by PR 83416 provided in CostGuard release 20.3. When a POS order used a taxable address based on the shipping contact, and that address was validated using the Address Validation Mgmt web service, the returned tax state was not being saved in the address validation result, causing sales tax for the POS order to be incorrectly calculated. The returned tax state is now saved so that sales taxes are correctly calculated.
	83428	A state level per-line tiered tax was over-assessing the tax when the account had a sufficiently large number of services in different tax jurisdictions within the same state. Also, a per-line tiered federal tax could over-assess the tax when the account had services in different tax states, and a sufficiently large number of services.
		Taxing logic was updated to properly count the number of services within the tax state, regardless of tax jurisdiction, when applying a per-line tiered tax at the state level.
		Also, taxing logic was updated to properly count the number of services on an account, regardless of state, when applying a per-line tiered tax at the federal level.
Address Validation	83441 83445	Address Validation 1X (Soap-based) and 2X (RESTful-based) web services were using the *TaxAuthority* FIPS (Federal Information Processng Standards) code returned from CoreLogic, which often was not specific enough to determine tax jurisdiction.
		These PRs change the web service logic to instead use the *State/County* and *Place* FIPS codes which are much more specific for determining tax jurisdiction.
		PR 83441 fixes 2X (RESTful) and PR 83445 fixes 1X (SOAP).
RateBill	83427	The performance of duplicate detection has been improved by checking for duplicates in deleted files just once (they were being checked multiple times).

2 Customer Care Enhancements

2.1 VIEWING A SERVICE'S PRICING PLAN HISTORY

Users can view a complete history of a Service's Pricing Plans via the **View** menu on the Services and Features page.

The information on this view can be sorted for optimal analysis.

2.2 DELETING CONTACTS ON AN ACCOUNT

Users with *Manage Contacts* permission can delete a contact in Customer Care. This is limited to contacts that are not a Primary Customer Contact or a Primary Billing Contact. Contacts can be deleted when they are not associated to any of the following:

- E-Pay Account
- Order
- Service
- Ticket (plus Ticket technician)

For users with *Manage Contacts* permission, a **DELETE** button is available on the Contacts page. **Note**: The button is not displayed for:

- Primary Customer Contact
- Primary Billing Contact
- Contact with linked services
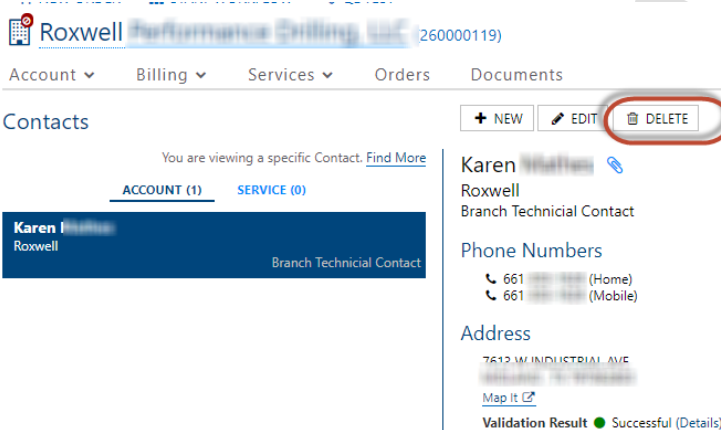
Clicking **DELETE** displays a Yes/No confirmation dialog that lets you confirm the delete action.
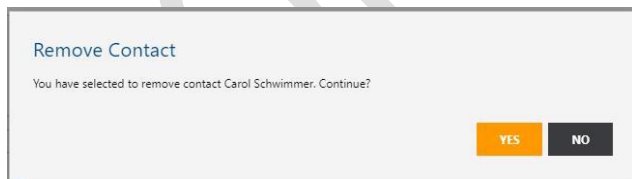
If the contact cannot be deleted due to association with an E-Pay account, order and/or ticket, an informational dialog is displayed indicating the reason the contact cannot be deleted.

Note: This functionality has also been added to CostGuard Web Services. Refer to the applicable API documentation for details.

2.3 FIXED UNITS DISPLAY OPTION FOR USAGE
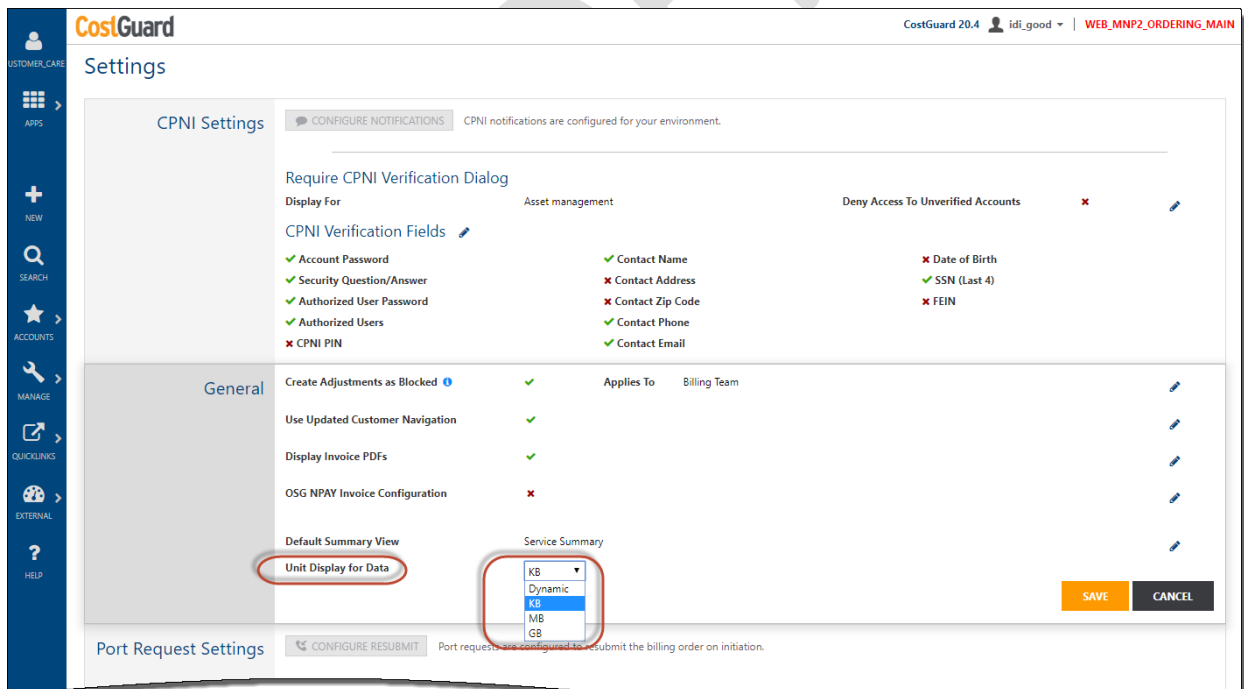
Customer Care dynamically selects the units (KB, MB, or GB) for Mobile Data on usage screens, depending on the value, for example: 70 KB rather than .070 MB, or 50 MB rather than 50,000 KB. As a result, users may see a mix of different units on the same screen, This can lead to confusion, and may be particularly challenging for retail store clerks in front of customers if they're required to do *on-the-spot* units conversions to answer a customer's question.

A new setting In Customer Care lets you consistently display all usage values with a fixed unit (either KB, MB, or GB), or continue to use the existing *dynamic units* functionality.

2.3.1 SETUP

The new setting called **Unit Display for Data** is available via **MANAGE** > **Settings** > **General** in Customer Care. Changing this setting requires *Manage Settings* permission.

This setting defaults to **Dynamic** which maintains the current functionality in Customer Care. The new fixed options are **KB**, **MB**, and **GB**. When a fixed option is selected, all data values are presented in Customer Care using that unit type. The setting is applied on an environment basis and applies to all users.

2.3.2 WHERE THIS SETTING APPLIES IN CUSTOMER CARE

The following screens in Customer Care have been updated to display unit values using the configured unit type.

- Main Screen -> Usage Summary
- Main Screen -> Usage Balance Summary
- Invoice Detail-> Usage-> Usage Detail
- Usage -> All Screens
- Usage Balance -> All Screens

Example KB Units:

Example MB Units:

2.4 SERVICE STATUS PRESENTATION FOR LINKED SERVICES

Service status is now shown as an icon in the first column of the Linked Services grid. similar to how service status is shown on the Services and Features page.

When viewing Service Addresses on an account via **Services** > **Service Addresses**, the columns are presented in the following order: Service Status, Service Number, Description.

When managing Service Addresses via **Manage** > **Service Addresses**, columns are presented in the following order: Service Status, Service Number, Description, Account Number, Customer Name.

3   Scheduling Recurring Invoice Payments

This provides a new scheduled job that automates the manual E-Pay transaction export functionality currently available in Accounts Receivable. **Note**: Current functionality to manually create recurring E-Pay transactions for a bill cycle is still supported. You can use manual and automated transaction creation methods interchangeably. For instance, you can use the manual method if you need to create payments earlier than what the scheduled job would do. The scheduled job will not pick up anything that has already been created manually.
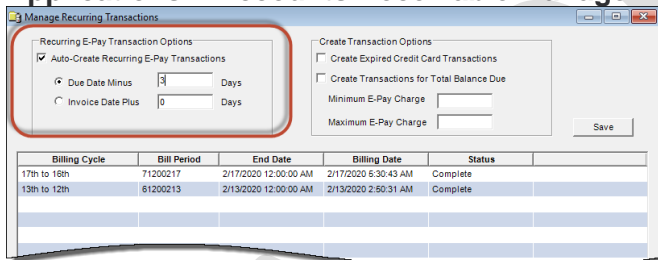
SETUP FOR AUTO-CREATE FUNCTIONALITY

In CostGuard Client:

- Enable Auto-create
- Exclude certain Bill Cycles as appropriate (optional)
- Edit the default Scheduled Job setup if needed (job is enabled and configured to run once daily by default)

3.1.1   ENABLING AUTO-CREATE RECURRING E-PAY TRANSACTIONS

To enable this functionality, configure the Recurring E-Pay Transaction options via **Applications** > **Accounts Receivable Management** > **Manage Recurring Transactions**:

- Check the **Auto-Create Recurring E-Pay Transactions** option. **Note**: The new scheduled job will not do anything when this setting is unchecked.
- Select either **Due Date Minus** or **Invoice Date Plus** and set the number of days.
  - Due Date Minus *N* Days - Transactions are created for invoices where the current date is greater than or equal to the due date minus the configured number of days.
    Example:
    Invoice Due Date = 03/28/2020
    Configuration: Due Date Minus 5 Days

    When the scheduled job runs on 03/23/2020, the recurring transactions will be created for invoices with a due date of 03/28/2020 (or lower).

    Note: The Due Date option may result in processing only a portion of the transactions in the bill cycle if the cycle has multiple due dates.

- Invoice Date Plus *N* Days - Transactions will be created for invoices where the current date is greater than or equal to the invoice date plus the configured number of days.

Example:

Invoice Date 03/01/2020

Configuration: Invoice Date Plus 10 Days

When the scheduled job runs on 03/11/2020, the recurring transactions will be created for invoices with an invoice date of 03/01/2020 (or lower).

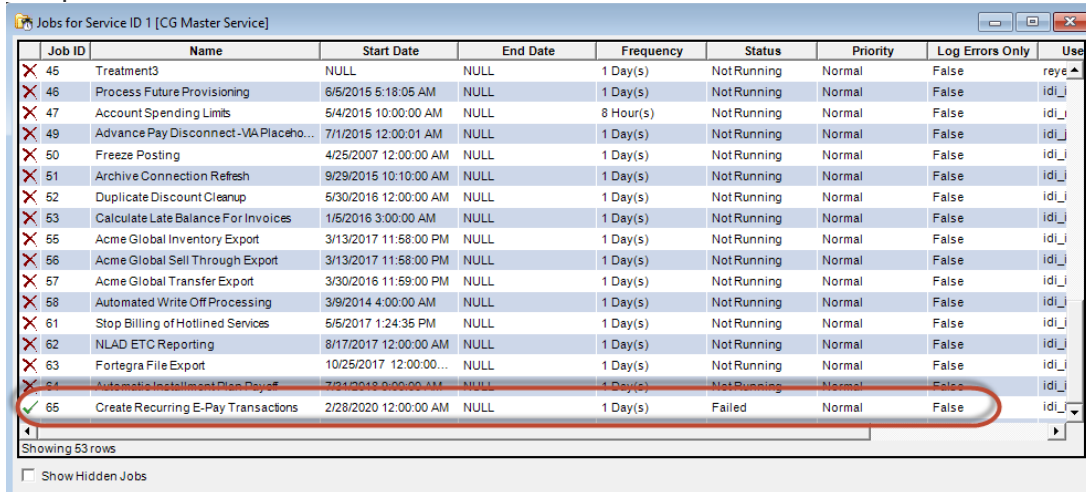### 3.1.2 EXCLUDING BILL CYCLES (OPTIONAL)

The *exclude bill cycle* option may be used for bill cycles such as out-collects, where recurring payments are not applicable. This can help reduce processing time for the scheduled job and ensure no transactions are created for the bill period. The setting defaults to unchecked for all existing bill cycles. If you need to exclude any bill cycle(s) from auto-create E-Pay Transactions, update the bill cycle via: **Applications** > **Back Office Management** > **RateBill** > **RateBill Request Center** > **Bill Cycle Management** > **Bill Cycles**.

- Right click on the bill cycle to be excluded and choose **Properties** from the context menu.
- Then check the **Exclude from Recurring Transaction Creation** checkbox in the Properties dialog.
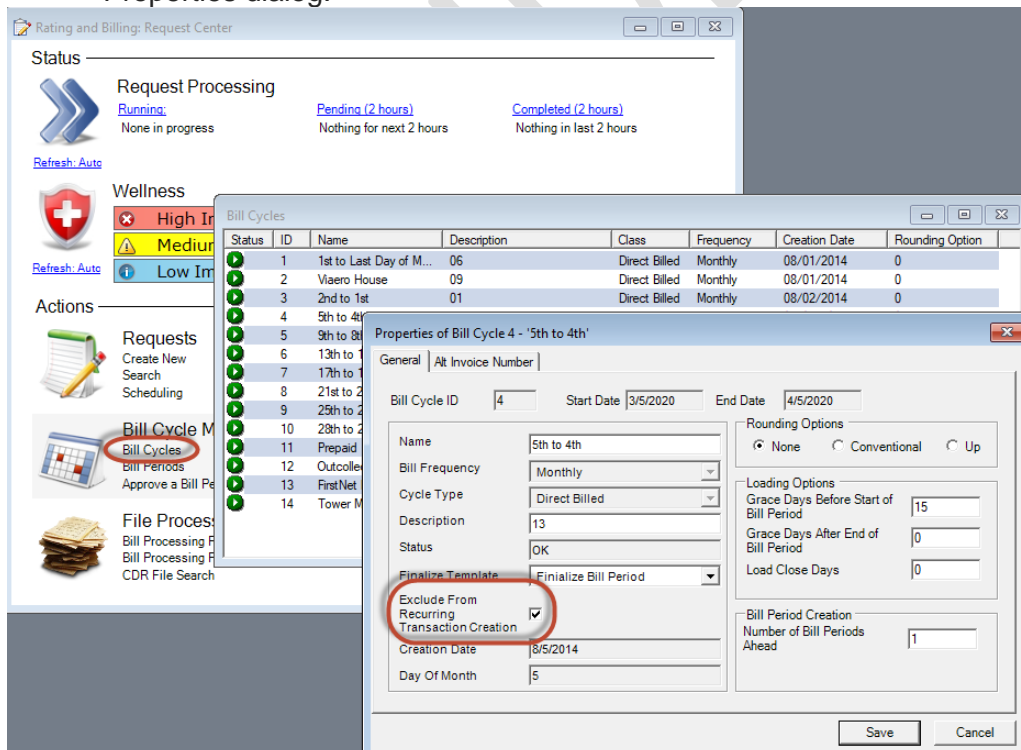
3.1.3 SCHEDULED JOB SETUP

The scheduled job is enabled by default and configured to run daily. You can modify the default setup as needed.

3.2 HOW IT WORKS

Some related menu items and a dialog in Accounts Receivable Management have been renamed, and there is a new scheduled job to drive this functionality.

3.2.1 RENAMED MENU ITEMS

Two menu items under **Applications** > **Accounts Receivable Management** have been renamed:

- E-pay Transaction Export has been renamed *Manage Recurring Transactions*
- Transaction Export Search has been renamed *Unprocessed E-Pay Transaction Search*

This was done to provide clarity in the purpose of these menu items.

3.2.2 MANAGE RECURRING TRANSACTIONS DIALOG

This dialog has been renamed to correspond to the menu item and enhanced to include the configuration options for creating recurring transactions. It continues to list completed and eligible billing cycles in a grid, with some modifications.

The upper section provides settings for Recurring E-Pay Transaction Creation and Create Transaction options.
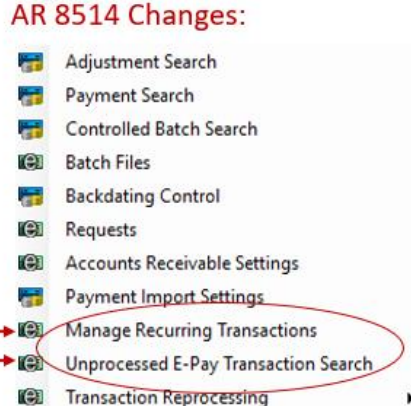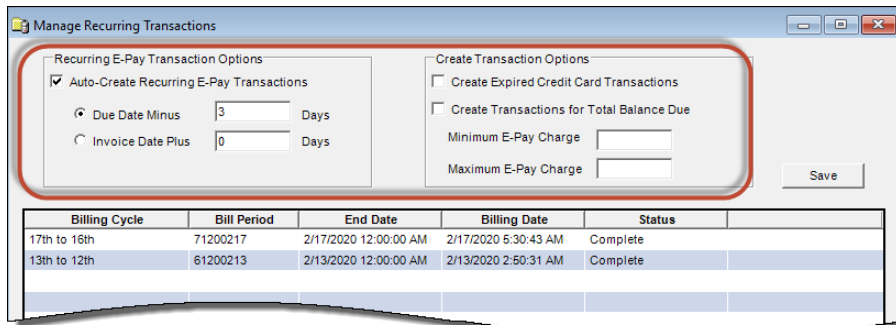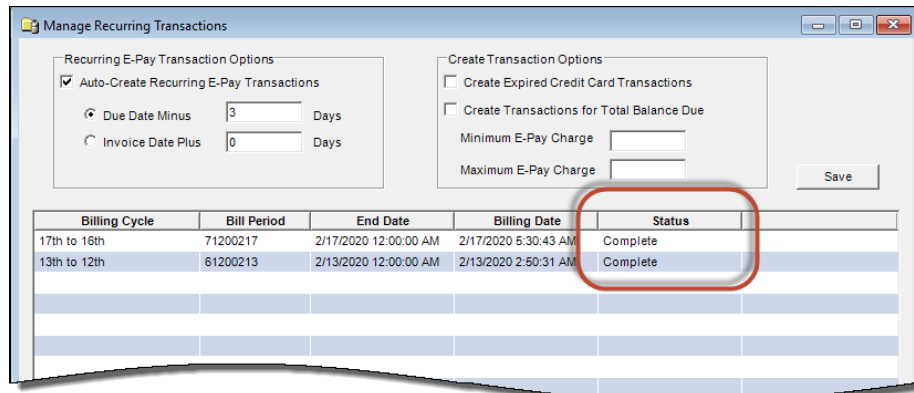

- **Recurring E-Pay Transaction Options**: These are new settings for auto-creation of recurring E-Pay transactions using the new scheduled job.
- **Create Transactions Options**: These are previously existing options, and are also available via Applications > Accounts Receivable Management > Accounts Receivable Settings. They have been added to the top of this page due to their relevance, and to allow configuration of recurring E-Pay transaction options from a single page. No changes have been made to these settings. They impact both auto and manually created transactions.
    - **Create Expired Credit Card Transactions** – If checked, the system includes credit card transactions from expired credit cards when creating E-Pay transactions.
    - **Create Transactions for Total Balance Due** – If checked, the system makes E-Pay transaction amounts equal to the total balance due (as opposed to only charging the newest invoice charges).
    - **Minimum E-Pay Charge** – Specify the smallest amount to be charged in one month to the subscriber's E-Pay account. If the amount due is less than this amount, it will be rolled into the next month's invoice.
    - **Maximum E-Pay Charge** – Specify the largest amount to be charged in one month to the subscriber's E-Pay account. If the amount due is more than this amount, the credit card is not charged.

Status Column

The 5th column has been changed from Export Date to *Status*. This is because, when the *Due Date Minus N Days* option is used, the bill cycle may have transactions created on more than one day and a single date column cannot provide that detail.


This column provides the status of the transaction creation process for the billing cycle:

- **Not Created**: No recurring payments have been created. For bill cycles with this status users can right click to manually create all transactions (existing functionality). **Note**: See *Considerations for Manually Creating E-Pay Transactions*.

- **Partial**: Some recurring payments have been created. This status can only occur using the new auto-create functionality (when a bill period has multiple due dates and the due date option is selected). For bill cycles with this status users can right click to:
  - Create the remaining transactions – **Note**: See *Considerations for Manually Creating E-Pay Transactions*.
  - View all transactions that have been created
  - View a transaction summary (new functionality)
  - Void transactions (if they are unprocessed)

- **Complete**: All recurring transactions have been created. For bill cycles with this status users can right click to:
  - View all transactions that have been created
  - View a transaction summary (new functionality)
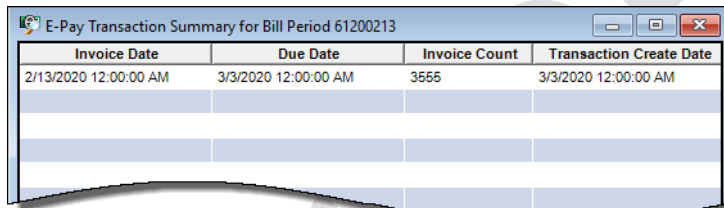 - Void transactions (if they are unprocessed)

New E-Pay Transaction Summary Option

A new **E-Pay Transaction Summary** option is available on any bill cycle row with a status of *Partial* or *Complete*. Selecting this option opens a grid with a summary for the bill cycle.
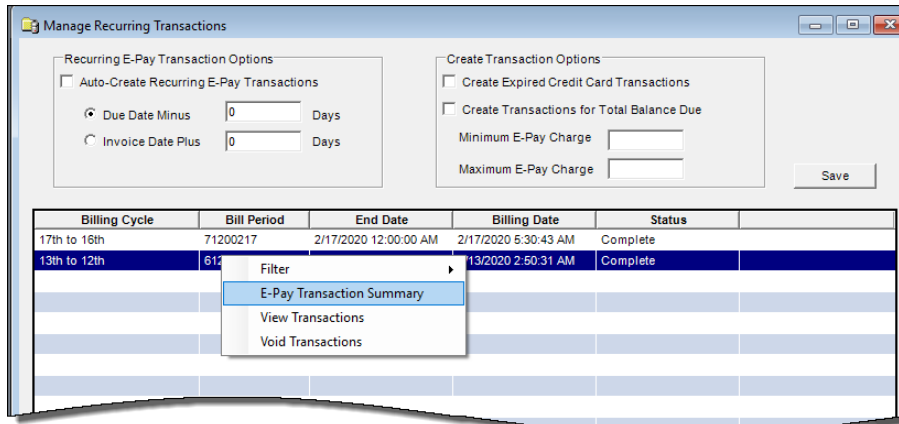
The E-Pay Transaction Summary for Bill Period grid provides a breakdown by the specific date that E-Pay transactions were created (only 1 date in this example).

Considerations for Manually Creating E-Pay Transactions

For bill cycles with a status of *Not Created* or *Partial*, context menu options are available to manually create transactions:

- For Not Created you can **Create All Transactions**
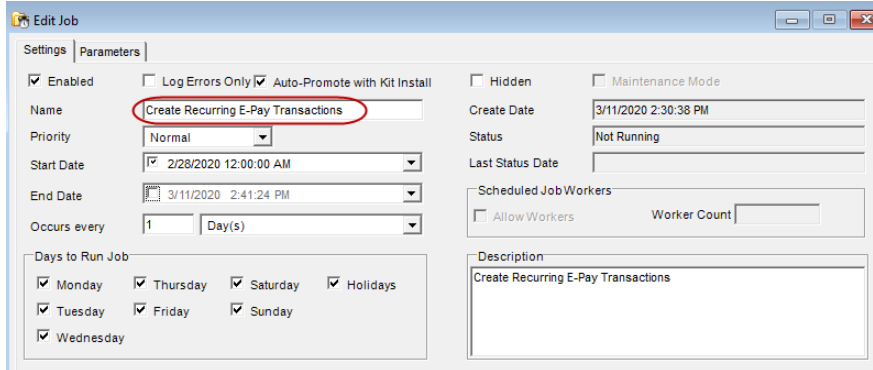- For Partial you can **Create Remaining Transactions**

Notes:

- These options replace the **Export** option that had previously been available.
- Functional changes made to support auto-creation impact the manual creation process such that it may take longer to complete depending on the size of the bill period. To inform users of transaction status, a *Recurring Transaction Progress* dialog will display while transactions are being processed. Once complete, a confirmation dialog will display.
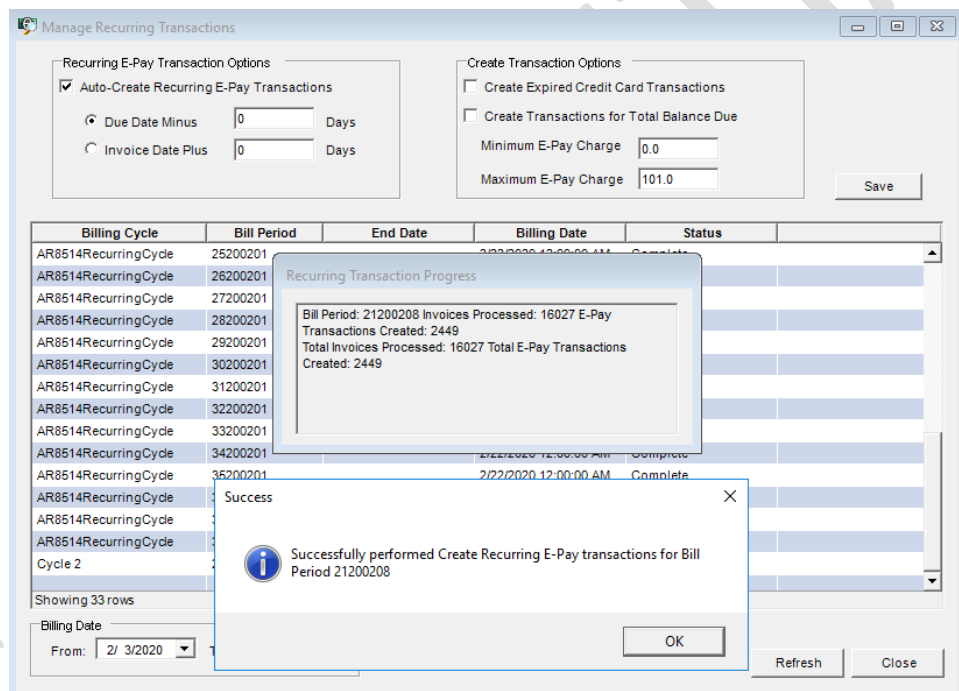
3.2.3   CREATE RECURRING E-PAY TRANSACTIONS SCHEDULED JOB

This job creates recurring E-Pay transactions. It is enabled by default and set to run daily, once upgraded to CostGuard release 20.4. The job frequency and time can be changed to accommodate business preferences.

When the new **Auto-Create Recurring E-Pay Transactions** option is disabled on the Manage Recurring Transaction dialog the job will not do anything when it runs.
If the new **Auto-Create Recurring E-Pay Transactions** setting is enabled, this job will create transactions for all bill periods that are not configured for exclusion based on the configuration for either 'Due Date Minus *N* Days' or 'Invoice Date Plus *N* Days'.

If for some reason the job does not run for a period of days, the job will create transactions for the appropriate dates in the next run. For example, when the Recurring E-Pay Transactions option is set to *Invoice Date Plus 10 Days*, if the job did not run on 03/11/2020, but ran on 03/12/2020, the run on 03/12 will create transactions for invoices with an invoice date of 03/02/2020 or earlier, that have not yet had an E-Pay transaction created (including invoice date of 03/01/2020).

3.2.4   PERMISSIONS

There are no new permissions for this functionality; however, the existing *E-pay Transaction Export* permission has been renamed to **Manage Recurring Transactions**. This is to align with the menu and dialog name changes. No action is required in CostGuard/Security with this change as previous functionality is carried forward.