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# Core Release Bulletin

## *CostGuard Solution 20.5 Release*

May 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 3009<br>FR 3153 | **View Starting Code Entries and Plan History on a service** – These enhancements save users from having to go to CostGuard Client to see this information. There is a new **Service History** option in the *View* drop down menu on the Services and Features page. This option replaces the **Service Number History** option and **Pricing Plan History** option (introduced with FR 3008 in version 20.4).<br>Selecting **Service History** displays an enhanced Service History view that lets you toggle between Service Number History (default), Pricing Plan History (FR 3008), Plan History (FR 3153) and Starting Code (FR 3009) grids. |
| | FR 3010 | **View suspend/hotline information on service** - For accounts with suspended or hotlined services, the Services and Features and Service Details views now show Suspend/Hotline Type, Date and Reason. This enhancement saves users from having to go to CostGuard Client to see this information. |
| | FR 3161 | **Change Reason History** – A new option in the **Account** menu displays a Change Reason History page, similar to what is available in CostGuard Client. |
| | N/A<br>(See PR 83316) | **Breaking out credit and charge adjustments on invoices** – A new *Separate Charge Adjustments* setting in Customer Care lets you, break out credit and charge (debit) adjustments on invoices viewed in Customer Care **Note**: CostGuard Client also has a *Separate Charge Adjustments* setting that performs the same function for invoices viewed on the Client. These settings need to be maintained separately.<br>Along with this new setting on the **MANAGE** > **Settings** page, some small changes have been made to better organize information on the page. The new Separate Charge Adjustments setting is located in a new *Invoice* section. In addition, the existing *Display Invoice PDFs* and *OSG NPAY Invoice Configuration* settings have been moved from the General section to the new Invoice section. |
| Tickets | FR 3234 | **Data Lookups for Journals and Follow-Ups** - Journal and followup lookups are now available when creating workflow trigger actions. |
| Orders | FR 3152 | **Enhancement on recalculating Installment Plan details** – The logic in CostGuard Client for recalculating Installment Plan Details has been duplicated and added to the Orders web application to support updating plan details without error when using SetStartDate action from a Workflow. **Note**: This does not apply to retail installment plans. SetStartDate will throw an error if it is attempting to set the start date of a retail installment plan product. |
| Bulk Data Import | FR 3196 | **Customer Alerts** - Ability to import Customer Alerts for accounts using Bulk Data Import. |
| Workflow | FR 3169 | **Link Reference Field** – This will provide enhanced linkage to Workflows from Customer Care and Tickets. In this release Link Reference fields will be visible parameters on the *Create Workflow* action, but are not intended for use until this functionality is fully develped and released in an upcoming CostGuard release. Additional release information will also be provided at that time. |

| Functional Area | AR/FR | Description |
|---|---|---|
| OnlineBill | FR 3191 | **Ability to restrict users ability to show inactive E-Pay accounts** – Inactive E-Pay Accounts are hidden on the Manage Payment Accounts page by default. This page has a *Show Inactive Accounts* check box that lets users choose to show inactive accounts. The Config Settings page has a new setting to restrict users ability to show inactive E-Pay accounts. The setting is located in the Payments section and is called *Hide Deactivated EPay Accounts*. The setting defaults to **False** meaning the check box is available for users. When this setting is enabled, the Show Inactive Accounts check box on the Manage Payment Accounts page is hidden so that users cannot choose to show inactive accounts. |
| | FR 3198 | **Hiding end-dated markets** - On the following Admin OnlineBill pages Markets that have passed their expiration date are filtered from the market Drop down:<br>• Configurations Settings<br>• Image Management<br>• Styling Console<br>• Advanced Styling Console<br>• Menu Configuration |
| Payment Processing | AR 8418 | **Automated action on declined E-Pay payments** - This provides a process within CostGuard to take action on declined E-Pay payments. For instance, you can configure the system to retry processing a declined credit card transaction a specified number of times, under specified payment gateway decline error conditions. This helps ensure a customer does not get into dunning due to a temporary payment issue and is prematurely hotlined.<br>You can also set up a process for handling declined ACH payments (it is recommeded not to retry ACH payments, but rather to send a notification or similar functionality). |
| Treatment | FR 3213 | Visual Indication that a Payment Plan exists on an Account:<br>• In CostGuard Client a payment plan icon is shown on the main account page when a payment plan exists on an account<br>• In Customer Care an indicator is shown under system notifications if there are active payment plans on an account. Clicking on the indicator takes you to the collections page. |
| XML Reports | AR 8655 | **Enhancement to AR 8595 New XML report for circuit services and associated charges -** The logic for the Usage Type as MRC Group Summary XML report has been updated. When the Circuit Charge Detail report is enabled, the Usage Type as MRC Group Summary report will exclude all non-usage charges associated to services that base service type = Dedicated. |
| Security | FR 3082 | **Internal Framework updates** to support future enhancements. |
| Realtime Provisioning | FR 3190 | **Improved authorization mechanisms** - Realtime provisioning scripts have been updated to improve the authorization mechanisms in place. This was done to enhance the security process and streamline environment refreshes. No customer action is required. |

## 1.2 RESOLVED KNOWN ISSUES

The following known issues have been resolved in this release.

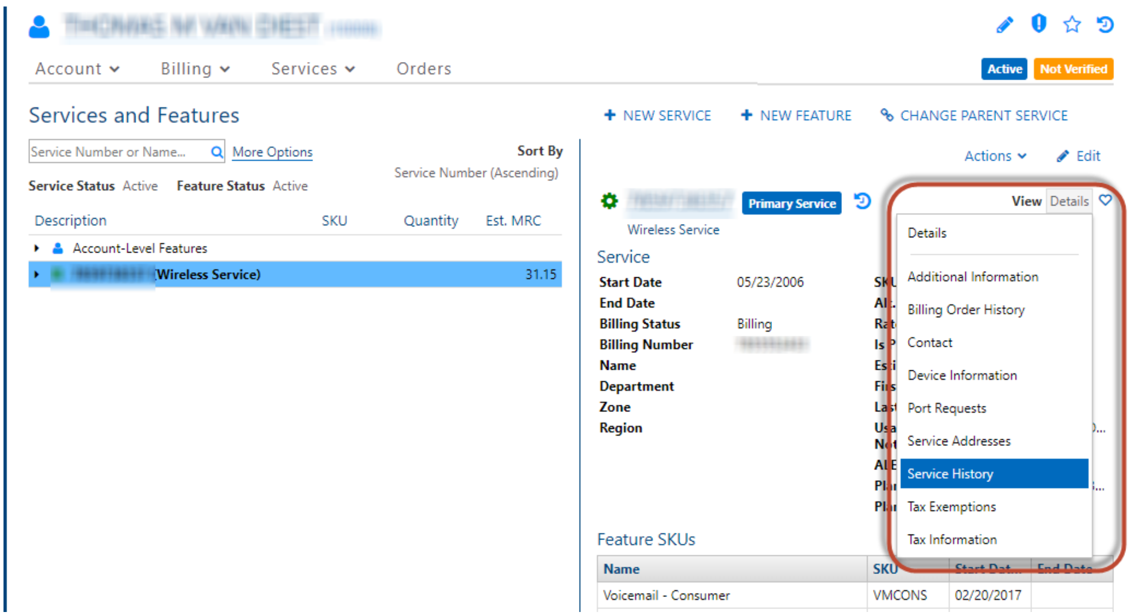
| Functional Area | PR | Description |
|---|---|---|
| Customer Care | 83316 | Invoice Displays in Customer Care do not honor the CostGuard Client *Separate Charge Adjustments* setting. This PR adds this setting to Customer Care. Details are provided in Section 2.4. |
| | 83462 | Fixed modifying a customer in Customer Care to save the address validation info for TaxSpeicalDistricts and TaxFIPS correctly. |
| | 83463 | The customer name sent to the Customer web service is now correctly capitalized based on ContactAllCaps setting. |
| | 83467 | This PR fixes an issue that only exists in CG 20.04 Base. When creating a dispute adjustment or adding a reversal fee to a dispute, the DisputeModified and AdjustmentCreated triggers could fire multiple times (instead of once). The logic has been fixed to only fire the appropriate triggers once. |
| Customer Web Service API | 83474 | There was an issue with the BalanceSummary OData returning multiple payments as the *last* for the account when there was more than one payment having the most recent payment date. This only occurred when there were two or more payments with the *exact same* date/time stamp in the Payment Date field, and the value for Payment Date was the most recent one for the account.<br>This solution updated the BalanceSummary OData to return a *single* payment having most recent payment date. **Note**: This issue only applied to Customer Web Service API, and was not seen in CostGuard Client or Customer care. |
| Workflow | 83398 | Subworkflow View Timing Out - Improved performance when clicking on Subworkflows from a workflow. |
| | 83429 | Add Wait Time tasks on occasion would not auto-complete. Changes were made to the Workflow Event Processor logic to prevent this. |
| | 83448 | Updated Working Event Processor to correctly handle Conditionals with length > 255. |
| | 83461 | The lock duration in Workflow has been increased from 1 minute to 5 minutes to prevent long-running workflow actions from erroneously running twice from a workflow. |
| Document Storage | 83450 | The categories list was throwing an error on load for Document Storage intermittently. This caused an issue with search in Care and in Document Storage. The storage and retrieval of actual documents was not impacted, only search pages were affected. This PR resolved the categories list error and search pages will now function as expected. |
| Payment Processing | 83406 | AR 8519 added the capability (via a setting) to automatically apply an E-Pay payment to the oldest or most recent open invoice. This PR adds performance enhancements and updates the Apply to Invoice number logic to include invoices that are not yet posted for an approved bill period. Previously, only posted invoices were considered. |
| | 83473 | Fixed issue with approval of E-Pay bank account transactions that caused a null reference error. |
| CostGuard Client – Customer Management | 83364 | When accessing the **Orders** tab in the CostGuard client, the screen would time out when there was a large number of search results. The logic to return orders for a given date range has been optimized to return large results more efficiently and not time out. |

| Functional Area | PR | Description |
|---|---|---|
| OnlineBill | 83447 | During OnlineBill registration, if a customer uses an expired link they are presented with the following message: *This secure link has expired. Please click OK to return to the Login page*. The problem was that there was no **OK** button to select. The only available options were **Cancel** and **Next**. This PR removes the Cancel and Next buttons and provides an **OK** button as the only option. |
| | 83468 | Resolved an issue that was causing the Invoice Details Page in OnlineBill to not load. When you viewed the detail tab it would spin and never load. |
| RateBill | 83459 | Conflict with Change Bill Period Next end Date setting - Updated XML operation logic when the *Change Bill Period Next End Date* setting is enabled. The setting was being applied to all charge end dates for invoice details. It has been updated to only change the end date of those charges that use the bill period dates, instead of all charge end dates. This impacts the following XML Optional reports:<br>• New Charges for MRC Groups<br>• Circuit Charge Detail<br>• OCC Charge Detail<br>• Usage Type as MRC Group |
| Catalog Web Service | 83392 | The *Number Of Units* field for the Discount OData in the Catalog Web Service view had a precision value of 11. This has been increased to 16 to account for larger values. |

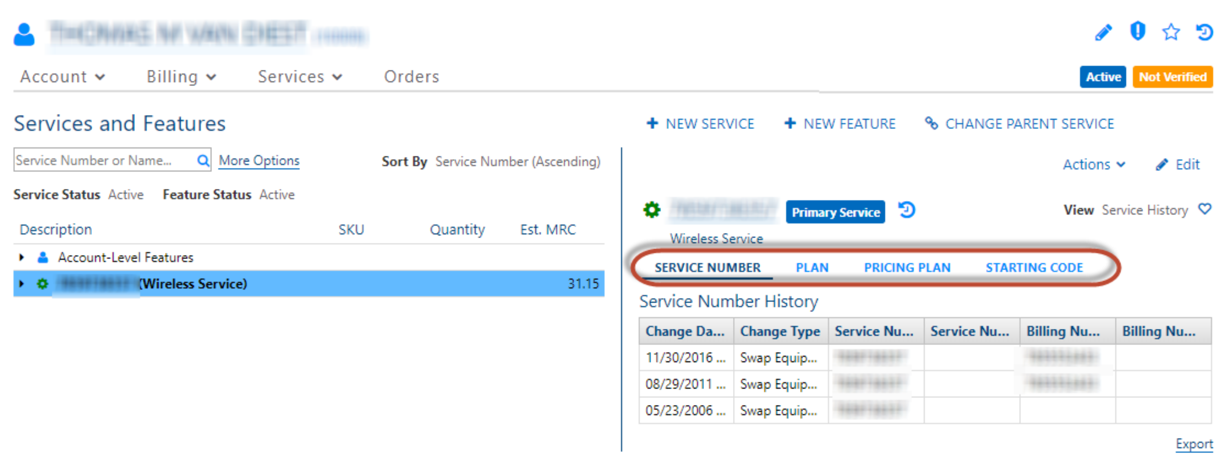
# 2 Customer Care Enhancements

## 2.1 VIEWING STARTING CODES AND PLANS ON A SERVICE

These enhancements save users from having to go to CostGuard Client to see this information. There is a new **Service History** option in the *View* drop down menu on the Services and Features page. This option replaces the Service Number History option and Pricing Plan History option (introduced with FR 3008 in version 20.4).




Selecting Service History displays an enhanced Service History view that lets you toggle between Service Number History (default), Pricing Plan History (FR 3008), Plan History (FR 3153) and Starting Code (FR 3009) grids.



### 2.1.1 VIEWING PLAN HISTORY

To view the plan history on a service, click the **PLAN** tab. This grid is a completely new view which was not available in the CostGuard Client. The following columns are displayed:

- Plan (SKU – Description)
- Start Date
- End Date
- Charge
- Billing Frequency

SERVICE NUMBER PLAN PRICING PLAN STARTING CODE

Plan History

| Plan | Start Date | End Date | Charge | Billing Frequency |
|---|---|---|---|---|
| NOSHARE - Add O... | 11/30/2016 | | 0.00 | Monthly |
| SNRPLN - Senior Pl... | 05/23/2006 | 11/30/2016 | 19.99 | Monthly |

Export

You can sort by any of these columns (defaults to Start Date, Most to Least Recent) and the information is exportable. Any information that is too long for the configured column length will display in full when you hover your mouse over it.

### 2.1.2 VIEWING PRICING PLAN HISTORY

To view the pricing plan history on a service, click the **PRICING PLAN** tab. This view provides essentially the same information as is currently available on the Assigned Pricing Plans view in CostGuard Client The following columns are displayed:

- Pricing Plan (SKU – Description)
- Charge
- Frequency
- Start Date
- End Date

SERVICE NUMBER PLAN PRICING PLAN STARTING CODE

Pricing Plan History

| Pricing Plan | Charge | Frequency | Start Date | End Date |
|---|---|---|---|---|
| 1173 - Shared Data Rat... | 0.00 | Monthly | 11/30/2016 | |
| 1608 - Regional Rates -... | 0.00 | Monthly | 05/23/2006 | 11/30/2016 |

Export

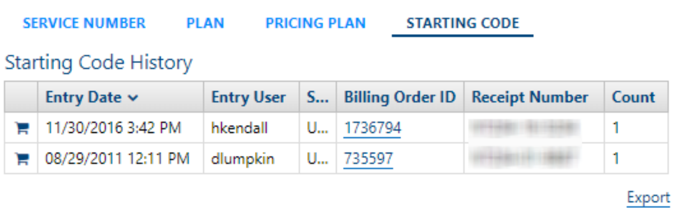
You can sort by any of these columns (defaults to Start Date, Most to Least Recent) and the information is exportable. Any information that is too long for the configured column length will display in full when you hover your mouse over it.

### 2.1.3 VIEWING STARTING CODE HISTORY

This view is used by carriers to confirm their sales people are using the correct starting codes and to see updated starting code names on previous orders after a change.

To view starting codes on a service, click the **STARTING CODE** tab. This view provides essentially the same functionality as is available in CostGuard Client with the following differences:

- Rather than letting you hide duplicate entries, this view provides a Count column to indicate the number of instances of the starting code on the service.
- The Billing Order ID provides a clickable link that opens the Billing Order Detail page in Customer Care.
- The Starting Code and its Description are merged into one column.
- The POS Transaction Status for the root order is indicated as an icon in the first (left) column. Hover over the icon to see the status in text.
- Hover text is also available for other columns. This can help when the text exceeds the column width.



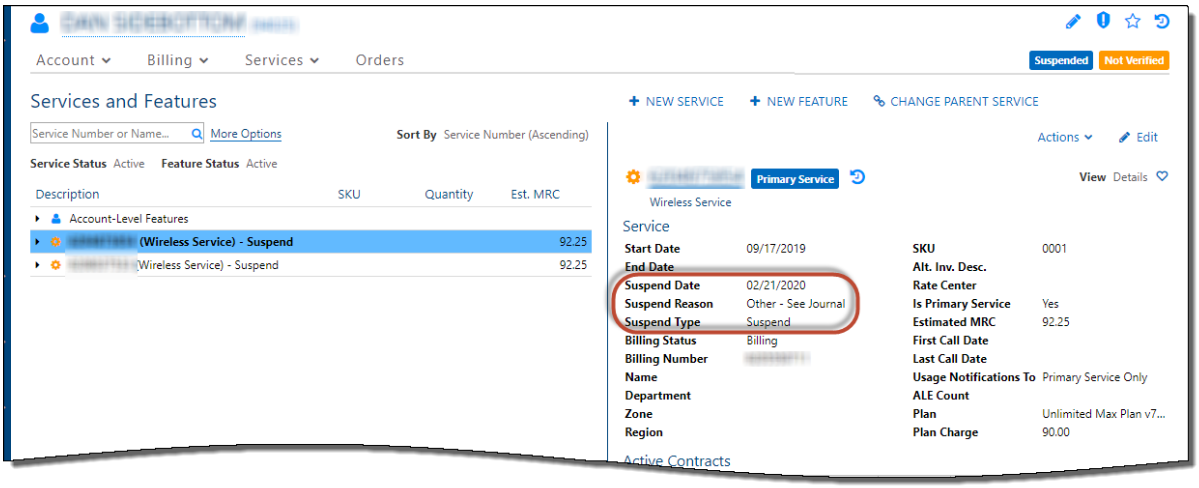

| | Entry Date | Entry User | S... | Billing Order ID | Receipt Number | Count |
|---|---|---|---|---|---|---|
| | 11/30/2016 3:42 PM | hkendall | U... | 1736794 | [illegible] | 1 |
| | 08/29/2011 12:11 PM | dlumpkin | U... | 735597 | [illegible] | 1 |

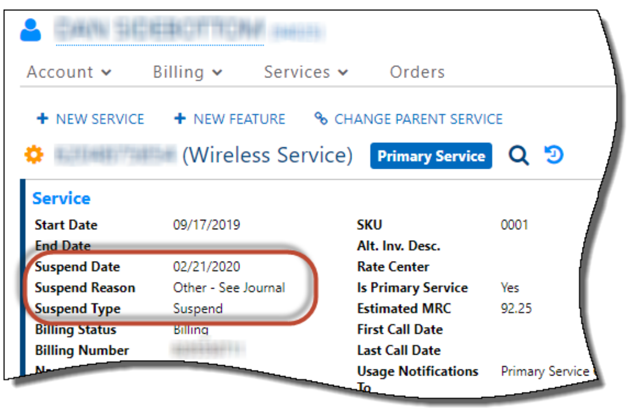
You can sort by the following columns:

- Entry Date (default)
- Starting Code
- Billing Order ID
- Count

## 2.2 VIEWING SUSPEND/HOTLINE INFORMATION ON A SERVICE

For accounts with suspended or hotlined services, the Services and Features and Service Details views now show Suspend/Hotline Type, Date and Reason.

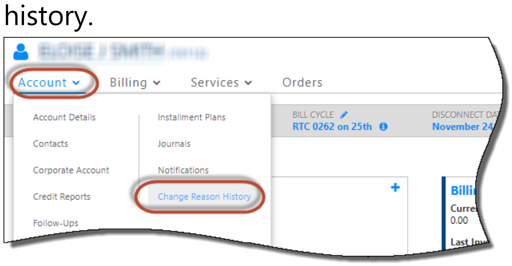


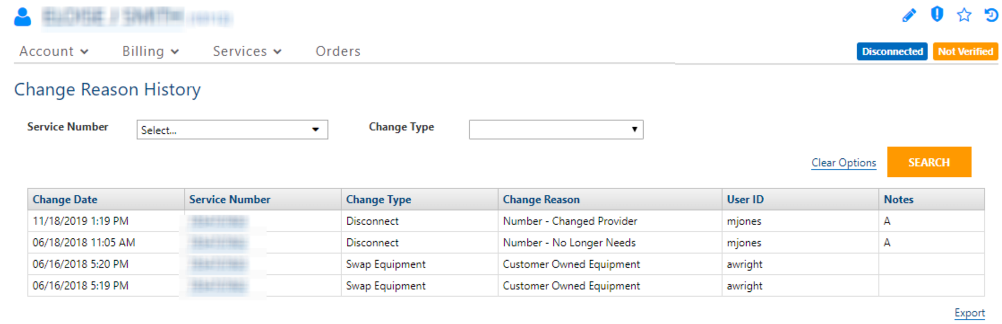

These fields will not display when the service is not suspended/hotlined/redirected.

## 2.3 VIEWING CHANGE REASONS ON AN ACCOUNT

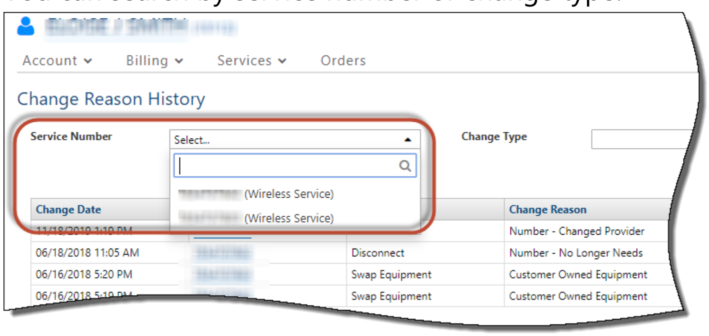
The Account menu in Customer Care provides a new option for viewing the account's change reason history.

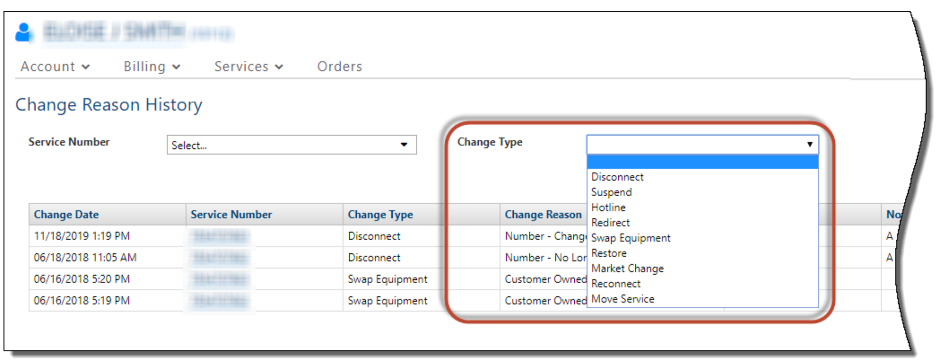


This grid provides functionality similar to what is available in CostGuard Client.



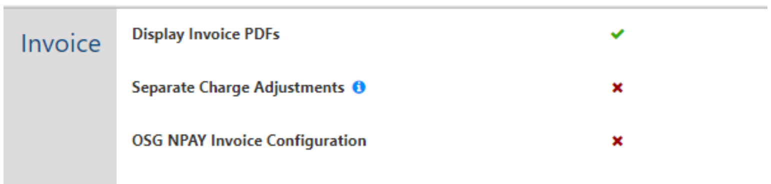

You can search by service number or change type.



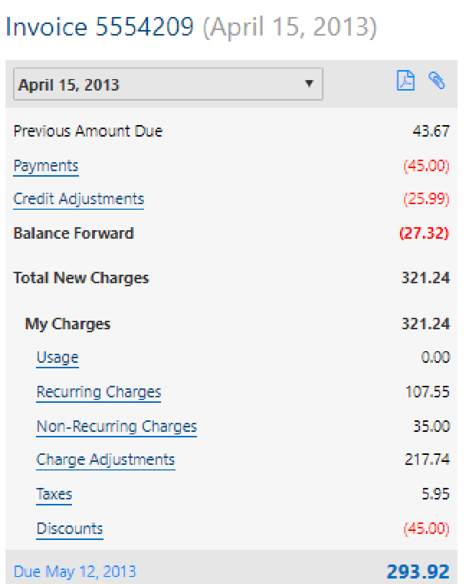
## 2.4 BREAKING OUT CREDIT AND CHARGE ADJUSTMENTS ON INVOICES

A new *Separate Charge Adjustments* setting in Customer Care lets you break out credit and charge (debit) adjustments on invoices. The setting is disabled by default such that all adjustments are combined on one line. Along with this new setting on the **MANAGE** > **Settings** page, some small changes have been made to better organize information on the page. The *Separate Charge Adjustments* is located in a new *Invoice* section on this page. In addition, the existing *Display Invoice PDFs* and *OSG NPAY Invoice Configuration* settings have been moved from the *General* section to the new *Invoice* section.




When the *Separate Charge Adjustments* setting is enabled in Customer Care, the invoice displays will break out credit and charge adjustments separately, moving the charge adjustments down into the *My Charges* section and including the charge adjustment amount in the *My Charges* and *Total New Charges* sub-totals.

Example:



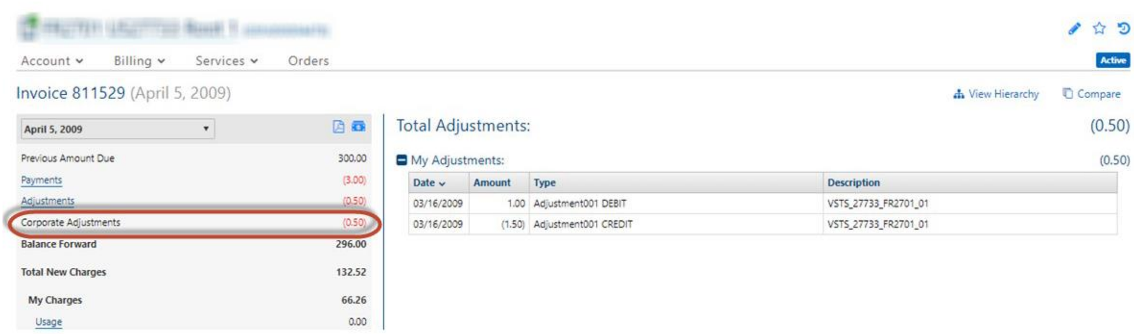

**Note**: CostGuard Client also has a *Separate Charge Adjustments* setting that, when enabled, breaks out credit and charge adjustments separately on invoices. Due to architectural constraints, Customer Care and CostGuard Client cannot share the Client setting. These settings must be maintained separately.

## 2.5 DISPLAY OF CORPORATE ADJUSTMENT AMOUNTS ON INVOICES

A small change has been made to the invoice display for Invoice Responsible (IR) accounts that have a corporate adjustment amount included in their invoice total (the corporate adjustment amount is the total adjustment amount for child Non Invoice Responsible accounts).

Prior to this release, when viewing an invoice for an IR Account, the corporate adjustment amount was rolled into the *Adjustment* amount displayed on the invoice summary. The details could be viewed on the right side of the page when clicking **Adjustments**.


Going forward, the corporate adjustment amount will be displayed as its own separate sub-total on the invoice summary and will not be included in the *Adjustment* amount displayed..

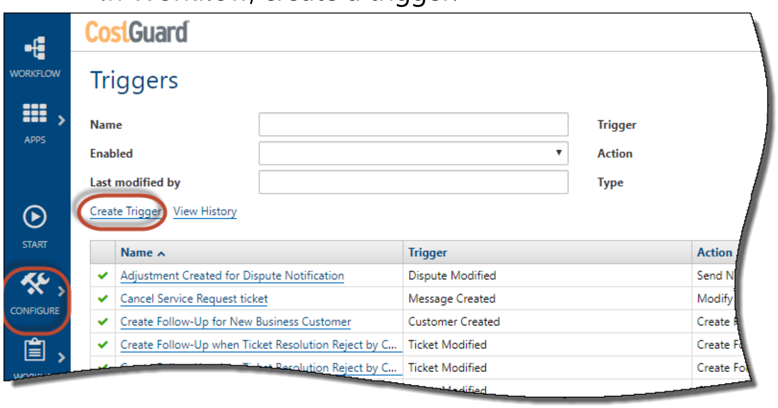


# 3 Data Lookups for Journals and Follow-ups

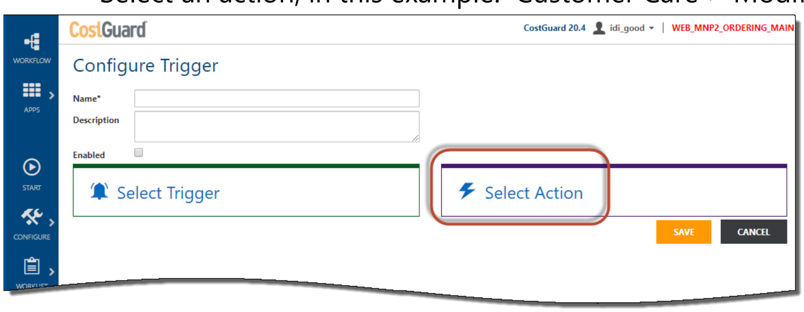
Data lookups can be configured in Workflow actions to look up data in related tables, and fill in that data into the target object of the action when a trigger fires. This gives you the ability to modify the target of the action according to your business. With this release this capability has been extended to journals and follow-ups.

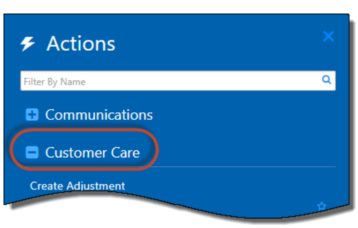
The example below illustrates the steps for setting up a follow-up data lookup. This particular action modifies a follow-up. The data lookup is used to look up the user assigned to the follow-up and save the information in the modified follow-up. **Note**: Setup for a journal lookup is very similar.

- In Workflow, create a trigger.

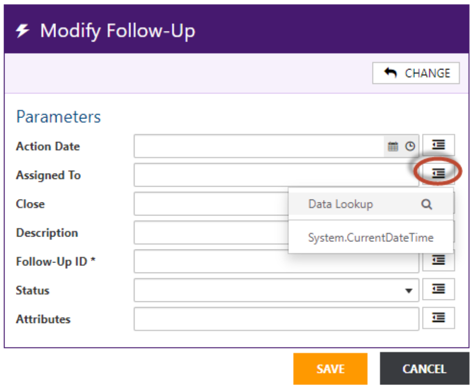



- Select an action, in this example: Customer Care > Modify Follow-Up.

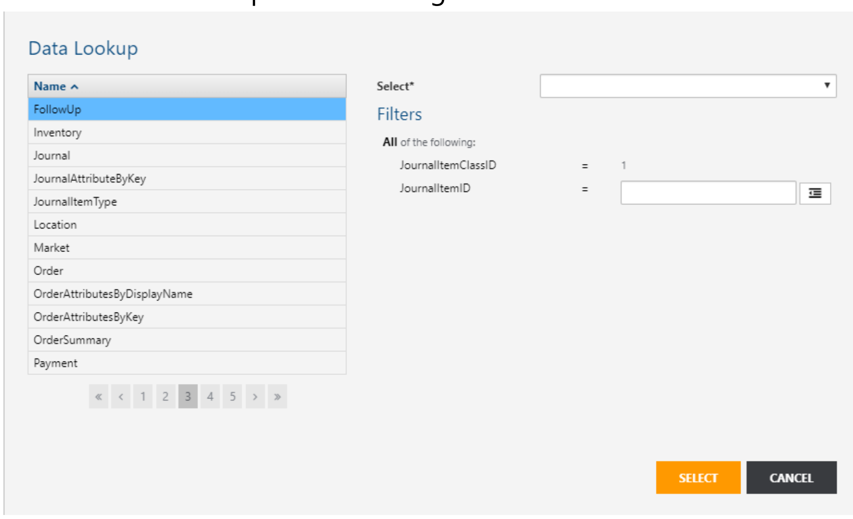


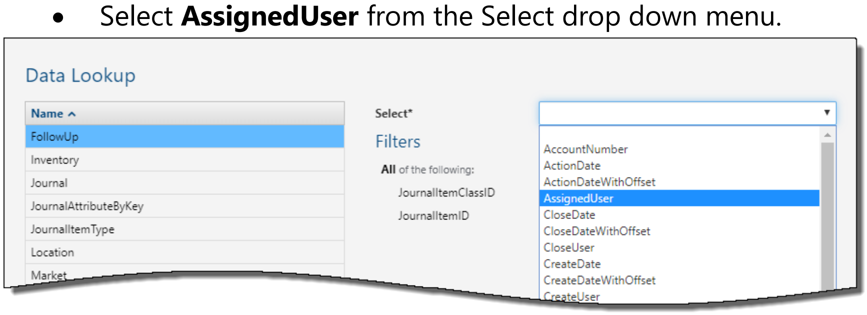

- Click the *edit* icon to the right of the *Assigned To* field and select **Data Lookup**.



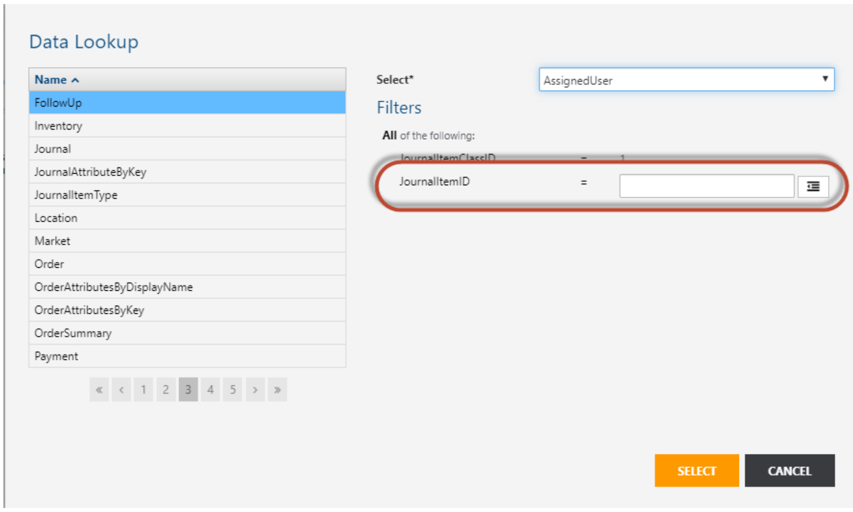

- Go to page **3** of the Data Lookup dialog and select **Followup**. This displays configuration fields in the panel on the right side.



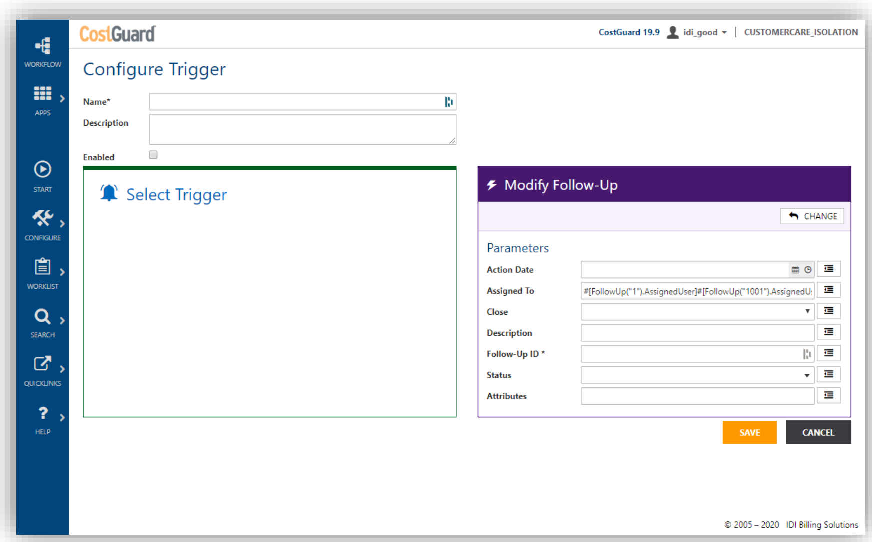

- Select **AssignedUser** from the Select drop down menu.



- Enter the JournalItemID and click **SELECT**.




- The action is now configured, and can be saved.



# 4 Bulk Data Import – Customer Alerts

## 4.1 FILE FORMAT

The following general characteristics apply to create customer alert import files:

- File naming convention must be *.csv
- A header is required (1st row)
- A header listing field names is required (2nd row)
- The header must be followed by one or more comma-delimited detail records
- Non-required fields can be empty.
- Place quotes (") around any text fields containing a comma
- The columns are not required to appear in a specific order. The order for a specific file is defined by the header record.
- You do not have to include all columns in an import file.

## 4.2 IMPORT IDENTIFIER

The first row of the file must have the file format identifier, starting in the first position of the first row. For the customer file the identifier is:

FORMAT:IDI/CostGuardBulkData/CustomerAlert

**Note**: "Format:" is part of the identifier and must be included.

## 4.3 HEADER RECORD

The second row of the import file must contain the appropriate column names. The column names are listed in the Record Layout section of this document. The columns do not need to appear in a specific order. Import files do not need to include all of the columns, only the columns that contain data to be imported are necessary. The field names must match exactly as listed in the layout.

## 4.4 SUPPORTED OPERATIONS

The customer alert import supports only adding new alerts to a customer account. Update and remove operations are not supported.

## 4.5 RECORD LAYOUT

The third row and beyond contain the feature records to process.

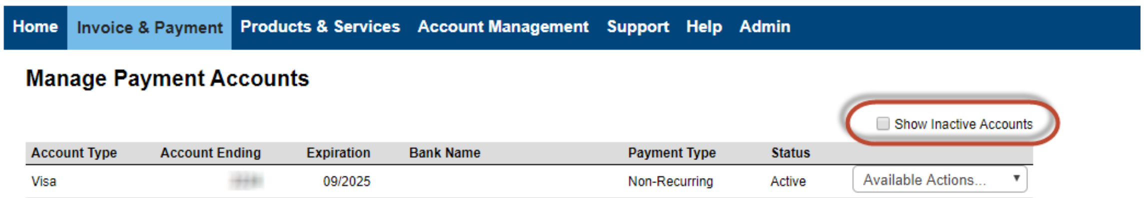
Special Data Types:

- Boolean:
  - True: 1, Yes, or True (case insensitive). Any other value is interpreted as False
- DateTime:
  - Standard format is YYYY/MM/DD HH:MM:SS although other formats are also supported (e.g. 2020-04-17 11:28:00)
  - HH:MM:SS (time) may be omitted

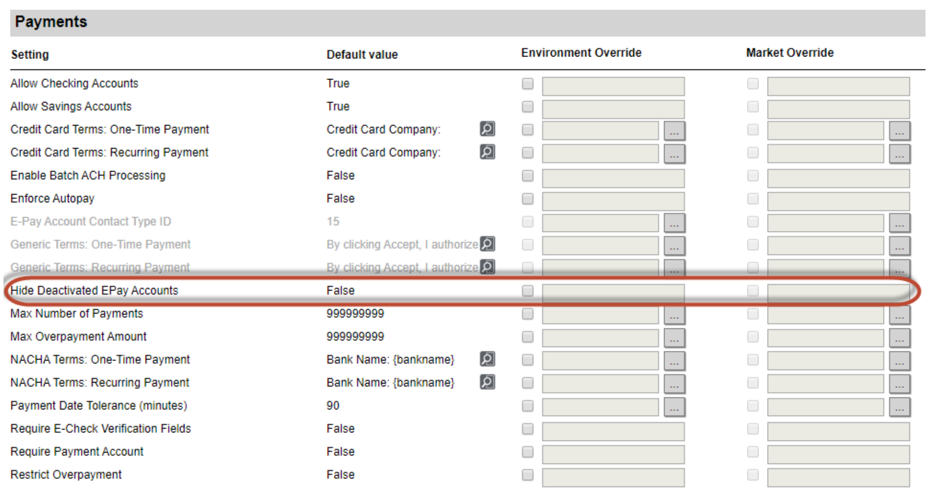
| Field | DataType | Required | Description |
|---|---|---|---|
| AccountNumber | Text | Yes | The account number to assign to the customer |
| AlertText | Text | Yes | The text of the alert to be displayed |
| IsInternal | Boolean | No | 1 indicates this item is configured to prevent viewing by service subscribers. Note: Only journal items that have WebViewable = true and IsInternal = false should be viewable by service subscribers |
| StartDate | DateTime | No | The date and time for which the alert starts |
| EndDate | DateTime | No | The date and time for which the alert ends |

# 5 OnlineBill – Restrict Ability to Show Inactive E-Pay Accounts

Inactive E-Pay Accounts are hidden on the Manage Payment Accounts page by default. This page has a *Show Inactive Accounts* check box that lets users choose to show inactive accounts.




The Config Settings page has a new setting to restrict users ability to show inactive E-Pay accounts. The setting is located in the Payments section and is called Hide Deactivated EPay Accounts. The setting defaults to **False** meaning the check box is available for users. When this setting is enabled (**True**), the *Show Inactive Accounts* check box on the Manage Payment Accounts page is hidden so that users cannot choose to show inactive accounts.



**Payments**

| Setting | Default value | Environment Override | Market Override |
|---|---|---|---|
| Allow Checking Accounts | True | | |
| Allow Savings Accounts | True | | |
| Credit Card Terms: One-Time Payment | Credit Card Company: | | |
| Credit Card Terms: Recurring Payment | Credit Card Company: | | |
| Enable Batch ACH Processing | False | | |
| Enforce Autopay | False | | |
| E-Pay Account Contact Type ID | 15 | | |
| Generic Terms: One-Time Payment | By clicking Accept, I authorize | | |
| Generic Terms: Recurring Payment | By clicking Accept, I authorize | | |
| Hide Deactivated EPay Accounts | False | | |
| Max Number of Payments | 999999999 | | |
| Max Overpayment Amount | 999999999 | | |
| NACHA Terms: One-Time Payment | Bank Name: {bankname} | | |
| NACHA Terms: Recurring Payment | Bank Name: {bankname} | | |
| Payment Date Tolerance (minutes) | 90 | | |
| Require E-Check Verification Fields | False | | |
| Require Payment Account | False | | |
| Restrict Overpayment | False | | |

# 6 Automated Action on Declined E-Pay Payments

This provides a process within CostGuard to take action on declined E-Pay payments. For instance, you can configure the system to retry processing a declined credit card transaction a specified number of times, under specified payment gateway decline error conditions. This helps ensure a customer does not get into dunning due to a temporary payment issue and is prematurely hotlined.

You can also set up a process for handling declined ACH payments. **Note**: It is recommended not to retry ACH payments, but rather to send a notification or similar functionality. Retrying ACH payments can have a financial impact on end users as they may receive overdraft fees.

This solution requires setup in Customer Care. CostGuard users who do not use Customer Care may request assistance from IDI to use this functionality on the CostGuard Client. Contact your Account Manager for details.

The solution also leverages the CostGuard Workflow web application. Experienced Workflow users may configure their own custom workflows and/or use a template workflow. Guidelines are provided below. Users not familiar with Workflow can use an auto-created workflow based on configuration settings.

## 6.1 RETRY FUNCTIONALITY OVERVIEW

The ability to retry processing of payments when they have been declined is based on configurable business rules. To accomplish this the *PCI Payment Gateway Transaction Processing* scheduled job has been updated to mark declined transactions as eligible for retry when this functionality is enabled in Customer Care. From there a recurring trigger uses a new Workflow action to obtain the list of retriable transactions and kick off a workflow.

When a transaction meets configured business rules, it will create a new E-Pay transaction to attempt processing the payment. Transactions are considered *complete* when one of the retries is successful, or the end of the business rules is reached.

Both Customer Care and CostGuard Client have been updated to display a count of how many retries have occurred. Also, both applications have had their resubmit, void, and reversal actions updated to account for transactions in the auto retry flow. These actions are not permitted when a transaction is part of the auto retry flow. Once the transaction succeeds you can void or reverse.

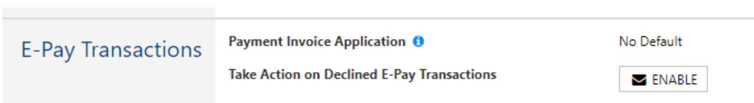
**Notes**:

- Only payments processed through the PCI Payment Gateway Transaction Processing job can be *Auto Retried*.
- The PCI Payment Processing Job will only set the Retry Indicator if the transactions are declined. It will not retry transactions that fail with processing errors.

## 6.2 SETUP

This functionality needs to be enabled and configured in Customer Care. **Note**: If you're configuring your own workflows, refer to *Workflow Configuration Guidelines*.

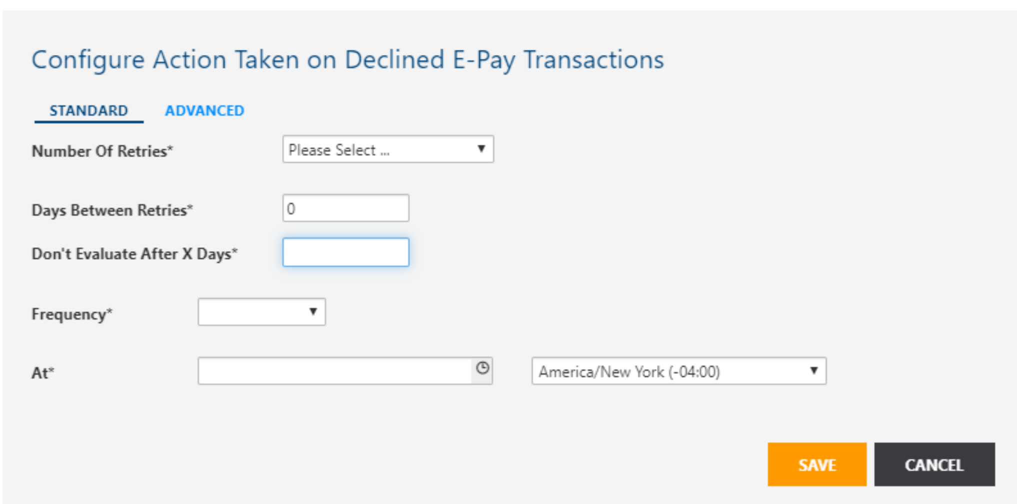
To enable and configure this functionality, go to **MANAGE** > **Settings**. The E-Pay Transactions section has a new setting called *Take Action on Declined E-Pay Transactions*.




Clicking **ENABLE** displays a dialog with two tabs. You can only use one of these tabs:

- **Standard** is for those who do not use the Workflow application. The settings on this tab are used to automatically create a Workflow definition for handling declined credit card transactions.
  **Note**: This tab does not support declined ACH transactions. If you require handling ACH transactions as well, you'll need to use the Advanced tab and request assistance from IDI to set up separate workflows for credit and ACH transactions.

- **Advanced** is for experienced Workflow users and lets you create a custom Workflow.



## 6.2.1 STANDARD TAB

When using the Standard tab, a workflow definition is auto-created. This Workflow uses a new *Handle Declined Transactions* Action to retry transactions. The workflow will:

- Perform up to three retries based on the configured number (1, 2 or 3).
- Mark transactions as not retriable after the maximum number of retries.
- Allow for a configured number of wait days between retries.
- Check that the customer's account has a balance greater than $0.

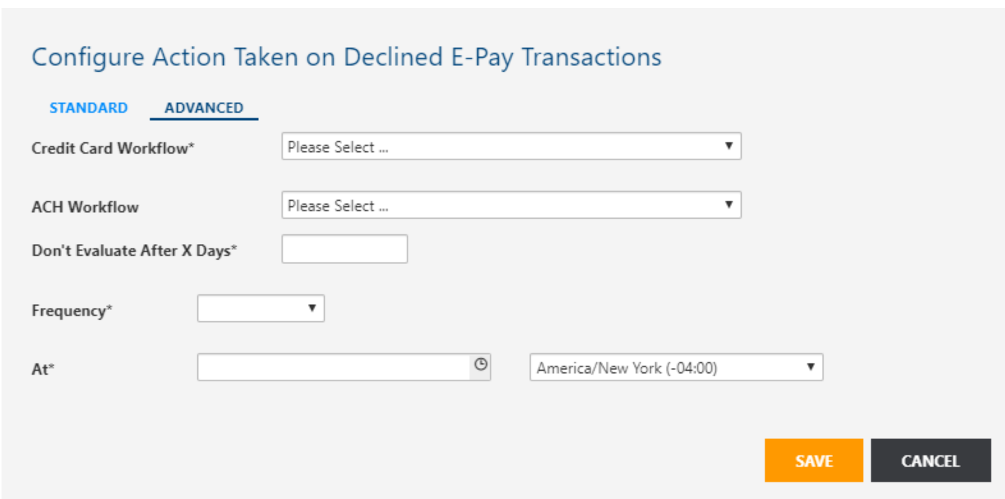
Fields:

- **Number of Retries** - Select from the drop down menu the number of times to retry a declined credit card transaction (1, 2 or 3).
- **Days Between Retries** – Enter the number of days to wait between each retry attempt. This field defaults to 0, meaning a retry will occur every time the recurring trigger runs based on the configured *Frequency*.
- **Don't Evaluate After X Days** – Transactions older than the entered number of days will not be evaluated.
- **Frequency** – Select how often the recurring trigger should run (Daily, Weekly or Monthly).

### 6.2.2 ADVANCED TAB

The Advanced tab provides the following configuration settings:

- **Credit Card Workflow** – Select the Workflow you configured to act on declined credit card payments. If no workflow is selected no action occurs.
- **ACH Workflow** - Select the Workflow you configured to act on declined ACH payments. If no workflow is selected no action occurs.
  **Note**: It is recommended to ***not*** use the same workflow for both Credit Card and ACH processing since retrying ACH payments can have a financial impact on end users as they may receive overdraft fees.
- **Don't Evaluate After X Days** - Don't evaluate transactions older than a specified number of days.
- **Frequency** – This specifies how often the recurring trigger will run: **Daily**, **Weekly** or **Monthly**. Additional configuration settings are displayed depending on the option you select in the drop down menu.




### 6.2.3 SAVING YOUR SETTINGS

Upon clicking **SAVE**, a recurring trigger is created based on the configured *Frequency*, an internal SaaS configuration setting is enabled, and the ENABLE button becomes a DISABLE button. Also, a Workflow definition is auto-created in you used the Standard tab.

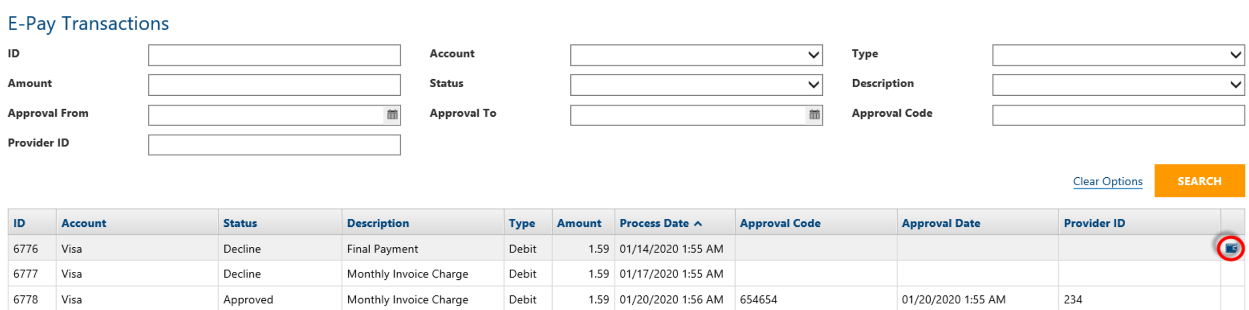
Click DISABLE if you want to stop using this functionality. This deletes the trigger. In this case you would need to re-enable and re-enter the parameters if you want to use this functionality again.

## 6.3 MONITORING AND MANAGING RETRIED TRANSACTIONS

In Customer Care and CostGuard Client the E-Pay Transaction views on an account have been enhanced to show the number of times a declined transaction has been retried. Also, updates have been made to the resubmit, void, and reversal actions to disallow these actions when the transaction is in an auto retry flow. This is to prevent issues like double charging a customer by re-submitting a declined transaction that is also being auto retried.

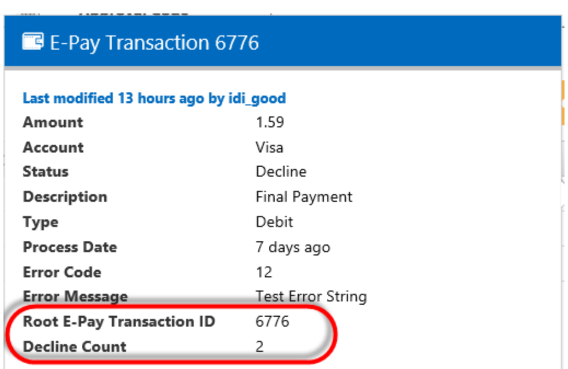
### 6.3.1 VIEWING AUTO RETRY TRANSACTIONS IN CUSTOMER CARE

In Customer Care, you can see the *Decline Count* for a transaction (when applicable) via the Transaction Preview. Hover over the far right column to display the Preview icon and click.




The Preview has two new fields:

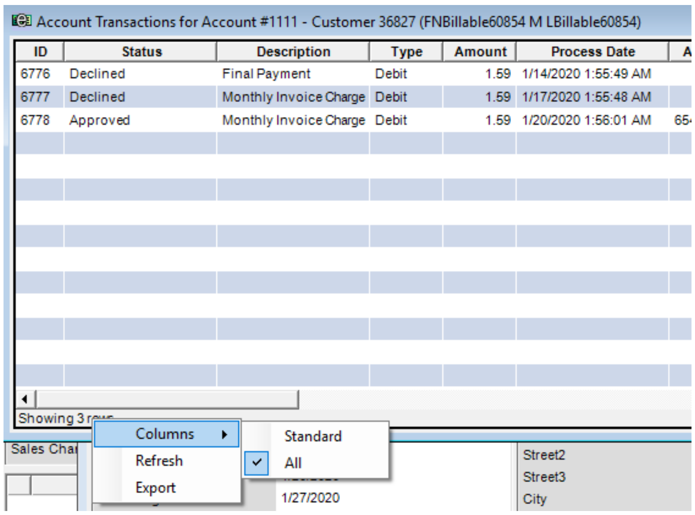
- **Root E-Pay Transaction ID** is the ID of the original payment being retried.
- **Decline Count** is the number of times the payment has been retried.



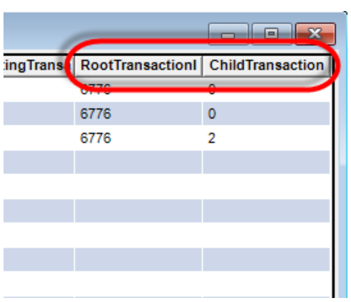

**Note**: A Decline Count is only shown for the original transaction. This field is not shown for transactions that are retry attempts of the original. However, retry transactions will indicate the transaction ID of the original (root) transaction.

### 6.3.2 VIEWING AUTO RETRY TRANSACTIONS IN COSTGUARD CLIENT

CostGuard Client has also been updated to display the *Decline Count* by expanding the viewable columns on an account's E-Pay Transactions view. From this view, right click on the view's *Status Bar* (bottom of the grid, where *Showing 3 rows* is indicated in the example below). Then select **Columns** > **All** to show all columns.



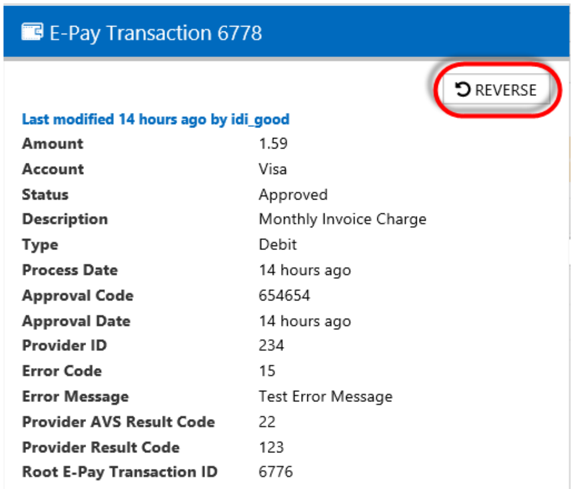

Then scroll to the right to see the two new columns for **Root Transaction ID** and **Child Transaction** (Decline Count).




**Note**: A Child Transaction (Decline) count is only maintained for the original transaction. Transactions that are retry attempts of the original will show a Child Transaction count of 0. Child transactions will indicate the transaction ID of the original (root) transaction.

### 6.3.3 PREVENTING RESUBMIT, VOID, AND REVERSALS ON AUTO RETRY

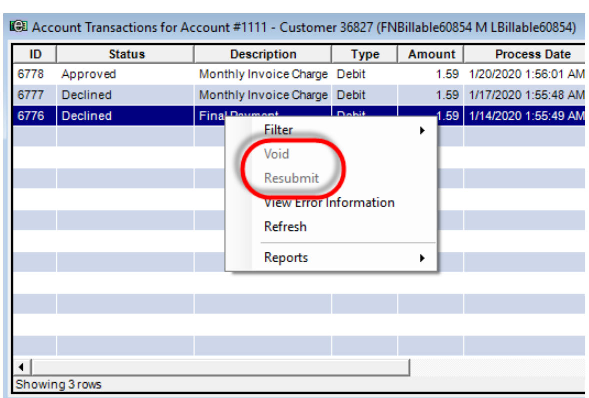
In Customer Care, the Transaction Preview provides buttons for available actions in the upper right-hand corner.




The action buttons display on transactions when they meet applicable criteria. To account for auto retry, the criteria now includes the following:

- Resubmit is not allowed on auto retry transactions.
- Void and Reverse are available on a transaction that has gone through the Retry workflow, AND its status = APPROVED.
- Transactions that have gone through the workflow, are approved, and then manually Voided will not be picked up for retry.

These updates also apply in CostGuard client. The right click options for a transaction will be greyed out and not available until the criteria are met to make them available.



## 6.4 GUIDELINES FOR CREATING WORKFLOWS

When using the advanced tab, creating a workflow definition affords you a higher level of configuration for your business rules. This configuration is limited only by the limits of functionality in workflow.

**Note**: It is recommended to not use the same workflow for both Credit Card and ACH processing since retrying ACH payments can have a financial impact on end users as they may receive overdraft fees.

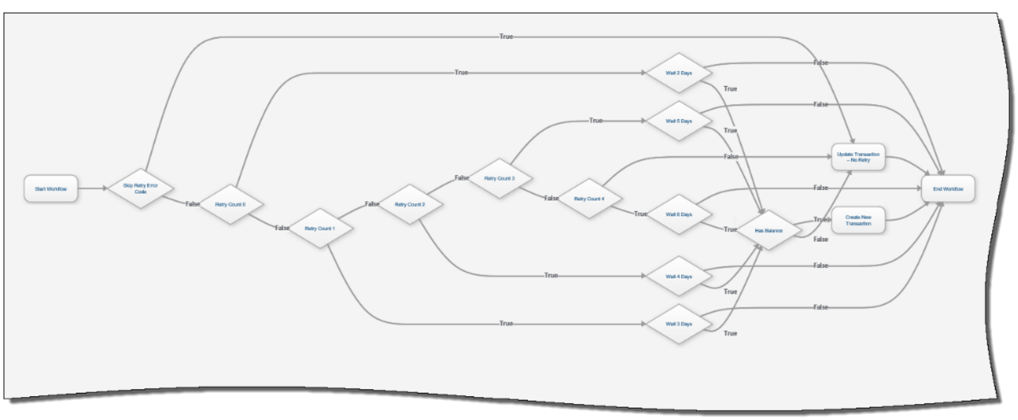
- The workflow for credit cards will handle retrying when a credit card is declined. This workflow is where the business rules retry frequency and error skip codes can be configured. A template credit card workflow is provided that you can import into your environments as described below.
- The workflow for ACH is not intended to retry declined ACH payments, but rather some other purpose such as send a notification on decline ACH payment.

**Note**: Users not familiar with Workflow, may submit a work order to request assistance from IDI to either receive training or have the workflows configured.

### 6.4.1 TEMPLATE WORKFLOW

A template workflow can be provided that can be imported into your environments to be used as a starting point for advanced users who want to model more complicated process. This template allows for higher configurability of retry frequency and error skip codes. If you want to take advantage of this template, reach out to your Account Manager or IDI Support.

The template workflow is shown below.



In the template workflow, the first step (Skip Retry Error Code) checks to see if the declined transaction meets any of the configured error codes that indicate the transaction should not be retried. If it does, the workflow marks the transaction as not eligible for retry. If the transaction does not meet any of the configured error codes it continues to the next workflow steps.

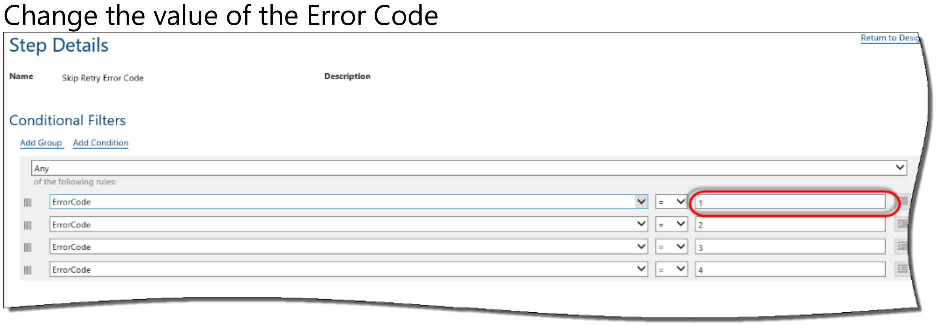
The subsequent steps of the workflow check to see if the transaction has already been retried, if a specified amount of time has elapsed between retries, and if the current balance on the account is greater than $0.

The template workflow is configured to apply the following rules:

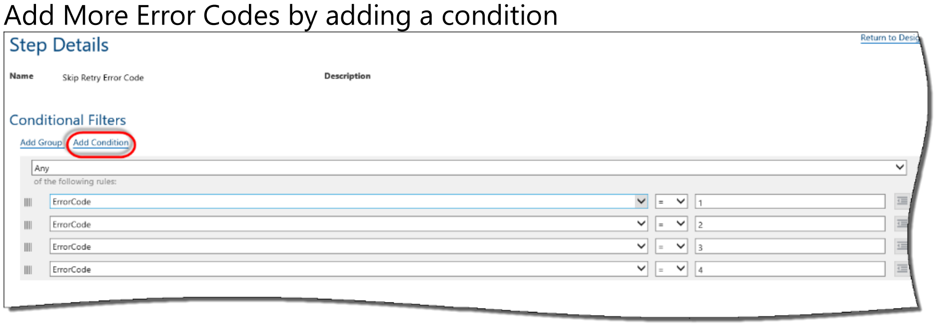
- When no retries have occurred, wait two days, then check account balance and retry if greater than $0.
- If one retry has occurred, wait three days, then check account balance and retry if greater than $0.
- If two retries have occurred, wait four days, then check account balance and retry if greater than $0.
- If three retries have occurred, wait five days, then check account balance and retry if greater than $0.
- If four retries have occurred, wait six days, then check account balance and retry if greater than $0.
- After the fourth retry, the transaction is marked as no longer eligible for retry.

To change the configured Skip Error Codes, highlight the step in the workflow and select the (I) Information icon. This opens the Step Details configuration page where you can:

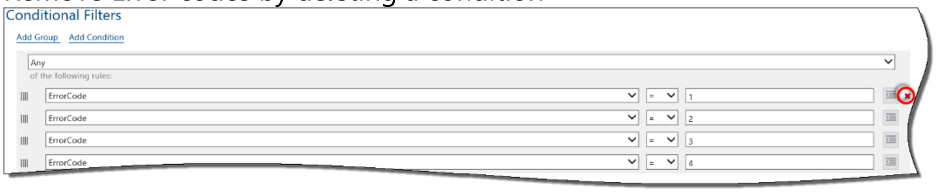
- Change the value of the Error Code




- Add More Error Codes by adding a condition

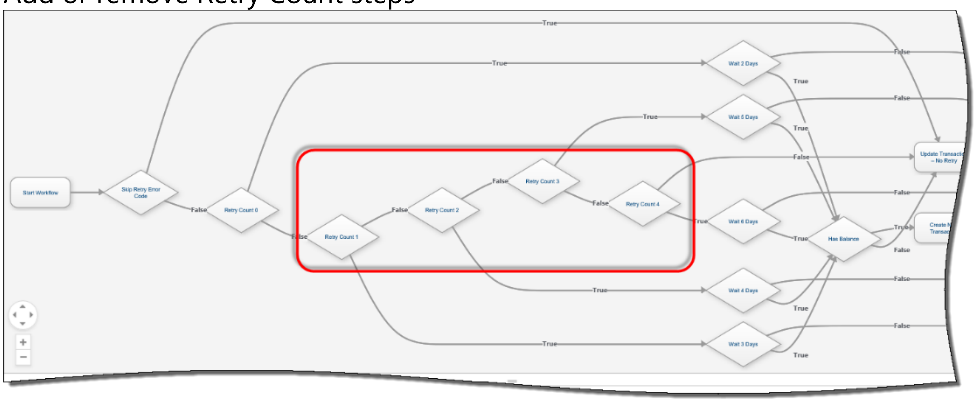


- Remove Error codes by deleting a condition




To change the configured number of retries and the amount of wait time:

- Add or remove Retry Count steps



- Update the Wait Days Steps