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Core Release Bulletin

CostGuard Solution 22.1 Release

January 2022

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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
Web Sales	FR 3410	**Web Sales - Milestone 1** This milestone is the first deliverable in the effort to provide a modern solution with robust capabilities to replace the existing Client Point-of-Sale Front Office. This release introduces configurable *Starting Blocks* to facilitate initiating a *Sale* or *Order* from Customer Care or the Orders web module. You can assemble and finalize a remote sale containing billing items that can be assigned to the account or to any type of service. For details regarding the overall goal, objectives, and planned future deliverables for this project, refer to article on *Web Sales* under *CostGuard Updates* > *Upcoming Features* in the the IDI Knowledge Center.
General Ledger	AR 8930	**Tracking transactions in General Ledger (GL) system error bucket** Two new core General Ledger (GL) reports facilitate identifying the specific transactions associated to a GL system error journal entry. The purpose of these reports is to significantly reduce the time needed to research and identify the transaction(s) associated to a Gl system error. These are grid reports and are located in the Finance > General Ledger folder in Report Explorer: • General Ledger System Error Audit Summary • General Ledger System Error Audit Detail The reports let you compare GL system error journal entries with the transactions in a specified date range. The amount of the GL system error will correlate to one or more transactions in the reports..
Customer Care	AR 8759	**Service Summary Updates** AR 8759 was originally released with CostGuard version 21.12 to support generating prebill invoices directly from Customer Care.. CostGuard version 22.1 updates the Service Summary view in Customer Care to include Installment Plans or Contract Penalties when present on a service.
Scheduling	AR 8884	**Scheduling jobs to run at one or more specific times** Job scheduling functionality in CostGuard Client lets you schedule jobs to run periodically (for example once a day or every 12 hours). With this release, as an alternative to periodic scheduling, you can now schedule jobs to run at one or more specific times during the day. (for example, at 8 AM and 10 PM only). This saves you from having to manually run jobs at specific times.

Functional Area	AR/FR	Description
RateBill	FR 3188	**Apply original tax rate when crediting the in-advance portion of a disconnected feature** When crediting back a product charge, billing was recalculating the tax amounts to credit using the current tax rate. This could result in a different tax credit amount when the tax rate had changed between the original charge and the time of the credit. Billing has been enhanced to retrieve the tax amounts from the original charge when crediting back a product charge. The original amounts will be prorated in the case of a partial credit. Note that the original tax amounts exist in the usage database that corresponds to the invoice of the original charge. In the case that the usage database has been archived at the time of the credit, the original tax amount cannot be retrieved and will be recalculated based on the current tax rates.

1.2 RESOLVED KNOWN ISSUES

The following known issues have been resolved in this release.

Functional Area	PR	Description
RateBill	83874	**County taxes to skip updated** An issue prevented a county-level tax marked *primary* from being skipped in certain conditions when a city-level tax is configured to skip the county tax. The Tax engine has been fixed to skip the county level taxes in this case.
RateBill	83797	**XML performance improvements with Invoice Detail Export enabled** The XML Invoice operation was taking a long time to process, especially when generating all files with the Invoice Detail Export optional report enabled (provided with AR 8821, CostGuard version 21.5). Performance improvements to the XML Invoice operation have been optimized to improve the processing time.
OnlineBill	83896	**Erroneous *not responsible for paying bill* message** A message: *you're not responsible for paying the bill* correctly occurs on Non-invoice responsible accounts; however, it was also incorrectly occurring in environments where OnlineBill was not configured to accept payments. This caused confusion and customers were not paying their bills. OnlineBill has been updated to only show this message when an account is Non-invoice responsible.
Customer Management	83911	**Inability to cancel a future-dated disconnect** In CostGuard 21.10, PR 83856 addressed recently discovered reconnect logic gaps based on MIN status; however this PR did not address *future dated* disconnects. As a result you could not perform a reconnect action on a service as a means to cancel a future-dated disconnect order. PR 83911 addresses this scenario so that services with a future-dated disconnect can be *reconnected* (to cancel the future disconnect order) without error.
Workflow	83888	**Workflow trigger display issue** The Trigger Configuration page was not showing the correct values in the drop-down lists. This was due to an Angular upgrade. The Trigger Configuration page was updated to display the correct values in the drop-down lists instead of key values.
Workflow	83902	**Fix splitter step configuration** Splitter step configuration in split orders was being saved incorrectly by service method with service processing actions. Workflow has been updated to save the configuration correctly.

2 Web Sales – Milestone 1

This release introduces configurable *Starting Blocks*. Starting block configuration and maintenance is done in the Product Catalog web module. Leveraging starting block configuration, you can initiate either a front office *sale* transaction (remote customer presence) or back office *order* transaction (no customer presence) in the Customer Care and/or Orders web modules. The type of transaction you initiate drives *order* or *sale*-oriented functionality during the transaction assembly, review (if applicable) and summary.

When you configure a starting block, you can also define parameters to streamline the order/sale process by setting default values and/or limiting options for selection during assembly. For *sale* transactions, you can assemble, review, and finalize a remote sale containing billing items that can be assigned to either an account or to any type of service.

In addition to starting blocks and sale transactions, this milestone makes visual enhancements to Orders web pages to support desktop- and mobile-friendly presentation/usability.

This milestone is the first deliverable in the effort to provide a modern solution with robust capabilities to replace the existing Client Point-of-Sale Front Office. For details regarding the overall goal, objectives, and planned future deliverables for this project, refer to the article on *Web Sales* under *CostGuard Updates* > *Upcoming Features* in the IDI Knowledge Center.

Note: If you intend to use this functionality, it must be enabled as described in *Setup*.

2.1 TERMINOLOGY

Cart	A cart is the assembly phase when you select a starting block configured as a *sale transaction*. This is a transient phase where items are selected for eventual checkout (purchase). Carts also provide a page where you can review the result (change in customer's invoice) based on the cart content. Carts do not persist after being *finalized*. At this point the cart transitions to a *sale*.
Sale	A sale is the result of a finalized cart.
Order	Orders are the result of an order transaction. Orders follow the assembly and billing order phases of the traditional (pre-web sale) orders.

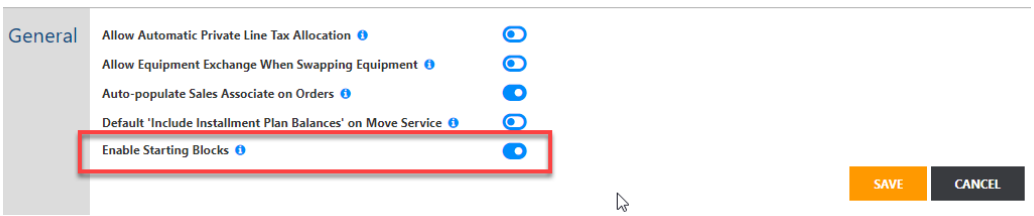
2.2 SETUP

Setup involves enabling starting block functionality in your system (disabled by default) and configuring starting blocks in the Product Catalog web module, if needed.

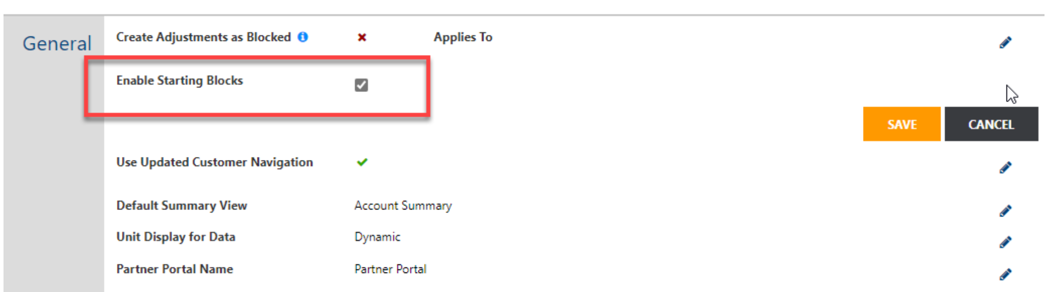
2.2.1 ENABLING/DISABLING STARTING BLOCK FUNCTIONALITY

There are two new settings for enabling this functionality – one in Orders and one in Customer Care. You ***must*** enable the Orders setting to use this functionality. The setting in Customer Care is also required if you want to use this functionality in Customer Care.

- **Enabling Starting Blocks in Orders**
  - When disabled (default), there is no change to the current user experience in Orders and Customer Care. Also starting blocks cannot be configured in Product Catalog.
  - When enabled, the Product Catalog supports starting block configuration. Also the **NEW** (+) button in Orders is relabeled as **START >** and clicking it displays a dialog for selecting a starting block as a means to start a sale/order. Also, starting block functionality is supported in Customer Care if the corresponding setting is enabled there as well.



- **Enabling Starting Blocks in Customer Care**
  - When disabled (default), starting block functionality and sale transactions are not supported in Customer Care. In this case you can enable the functionality in Product Catalog and Orders using the Orders setting and leave it disabled in Customer Care.
  - When enabled a **Start Transaction** button is provided on the Account Summary page (all views) to initiate account-level transactions. A button is also provided on Services and Features page when a service is selected to support service-level transactions. In both cases, clicking **Start Transactions** displays the dialog for selecting a starting block.



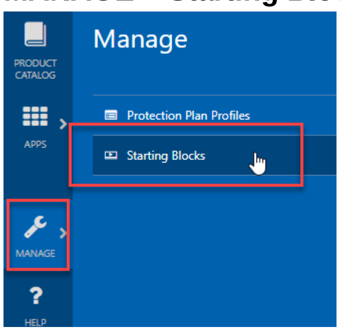
2.2.2 SETTING UP STARTING BLOCKS IN THE PRODUCT CATALOG WEB MODULE

Authorized users can create and maintain *starting blocks* in the Product Catalog. The following default starting blocks are provided out-of-the-box when the Orders setting is enabled:

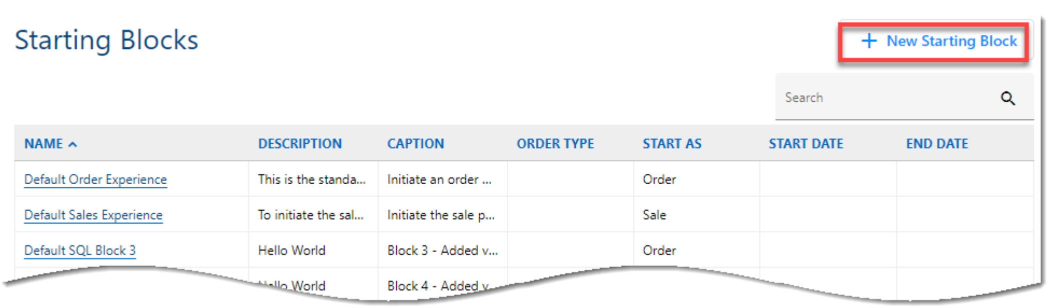
- New (Basic) Order
- New (Basic) Sale
- Disconnect Customer
- Disconnect Service*
- Hotline Service*
- New Feature*
- New Service
- Reconnect Service*
- Redirect Service*
- Restore Service*
- Suspend Service*
- Swap Equipment*

Note: Starting blocks marked with an asterisk (*) replace the equivalent options available in the *Actions* drop-down menu (available when starting blocks are disabled).

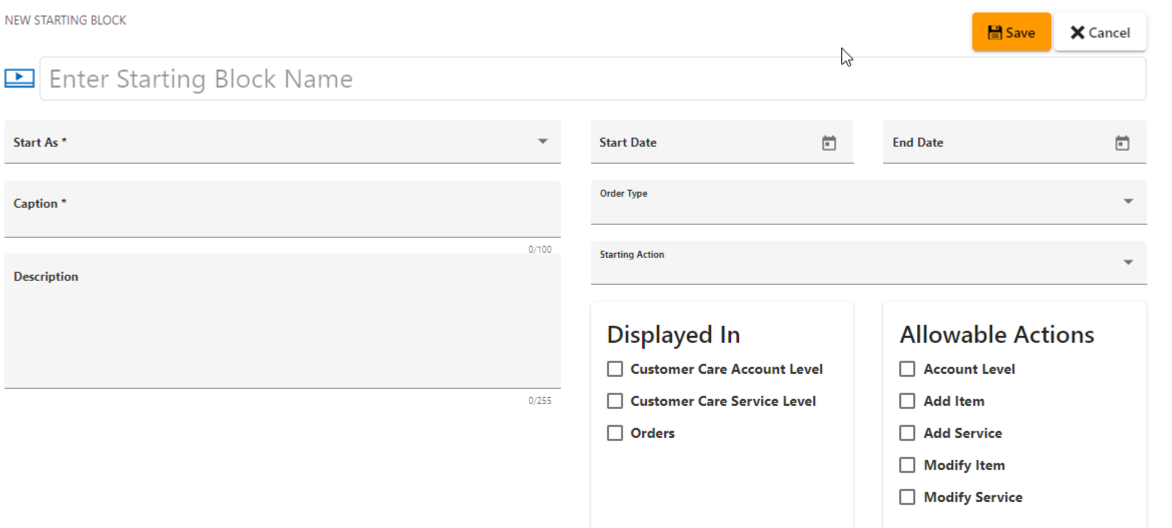
The default starting blocks can be used as is or be modified as needed. You can also create custom starting blocks as needed. To create/edit a starting block, in the Product Catalog choose **MANAGE** > **Starting Blocks**.



This displays the *Starting Blocks* page listing existing starting blocks. The *Name* link for each block lets you open the block to view and edit its current configuration. You can also use this form to create custom starting blocks to meet your specific requirements.



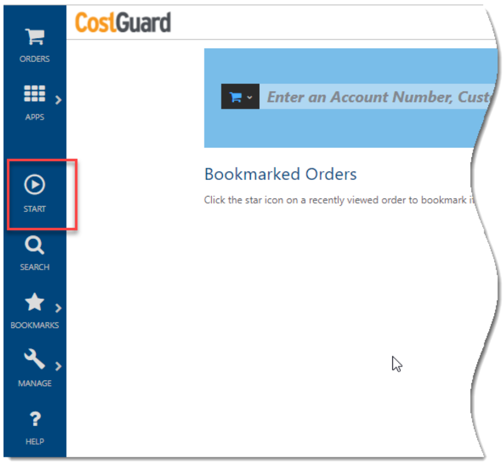
To create a new starting block, click **+ New Starting Block** in the upper right corner. Then use the *New Starting Block* dialog to configure the block's behavior.



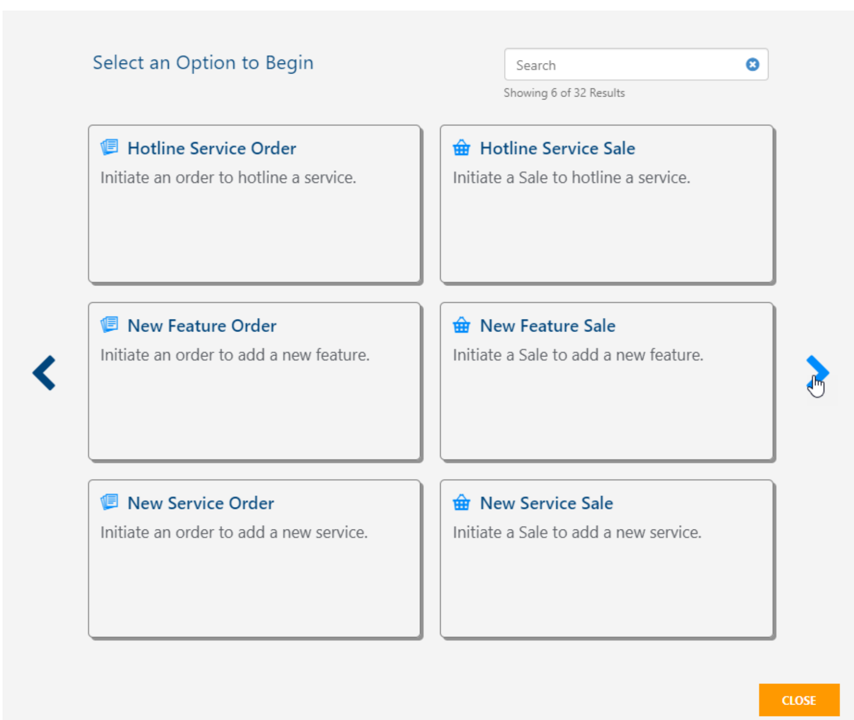
Name, Caption	These fields are required. The text you enter here is displayed on the Select Starting Block form. The Caption should briefly describe the block's purpose.
Description	This field is optional. You can use it to provide additional notes. **Note**: This text is only displayed in the Product Catalog.
Start As	This field is required. Use the drop-down menu to select the type of transaction initiated when you select this block. The choices are: • **Order** – back office no customer presence • **Sale** – front office remote customer presence
Start Date, End Date	These date pickers are optional. You can use one or both to establish a date range when the starting block will be available on the Select Starting Block form. It will not be available before the start date, nor after the end date. Not entering a start date makes the block immediately available, and not entering an end date makes it available in perpetuity.
Order Type	This field is optional. You can use it to set a default order type. The type can be modified when the transaction begins.
Starting Action	This field is optional. You can use it to set a default action for the transaction. The action can be modified when the transaction begins.
Displayed In	Use these check boxes to select where the starting block will be available for selection. This can be one or any combination of the: Orders web module, Customer Care account-level, Customer Care service-level.
Allowable Actions	Use these check boxes to select which actions can occur within the order. This can be one or any combination of the listed actions.

2.3 START TRANSACTION - ORDERS WEB MODULE

From the Orders **APPS** tray click **START >**.



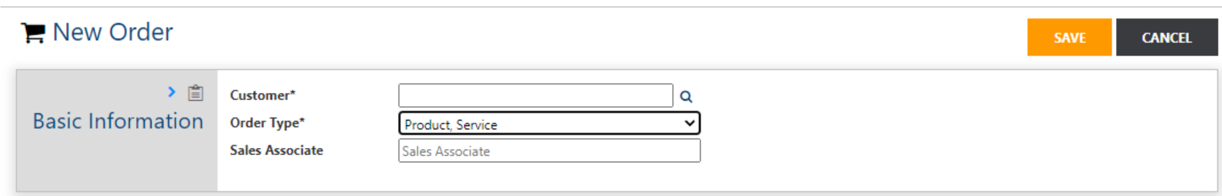
This displays the dialog for selecting a starting block. It lists existing starting blocks configured for availability by location (Orders, Customer Care account-level and Customer Care service-level) and date range. You can browse through the list using the forward (**>**) and backward (**<**) buttons or enter a text string to search (for example *new order*).



2.3.1 ORDER TRANSACTION

Selecting a block configured as an *order* transaction displays the familiar *New Order Basic Information* page.

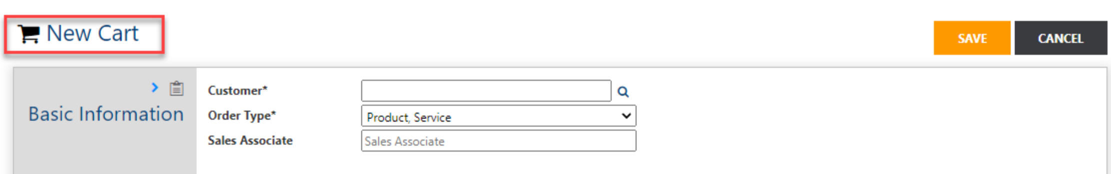
Note: If the block is configured with a specific Order Type, that Order Type will supersede any existing Order Field Configuration (OFC) and will be automatically selected. If no Order Type is configured on the selected block, the solution observes the Order Field Configuration, if set. If neither the block nor the OFC have been set to select a specific Order Type, the Order Type must be selected, as currently supported.



On specifying the customer and saving the basic information, the familiar order *assembly* page is displayed. From here the order proceeds as any other order transaction in the Orders web module.

2.3.2 SALE TRANSACTION

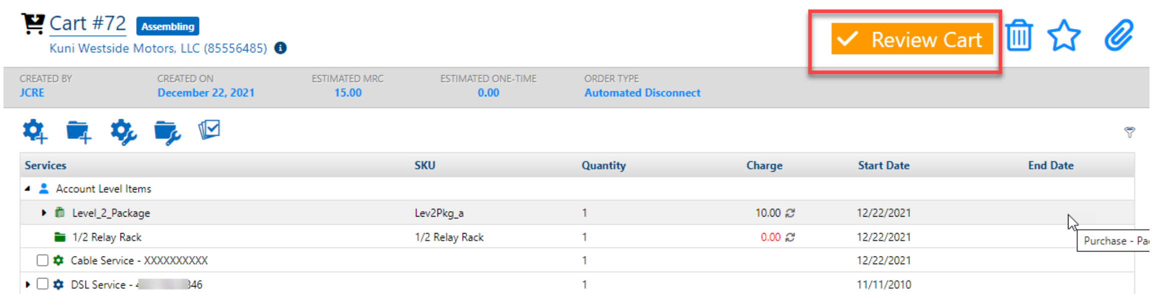
Selecting a block configured as a *sale* transaction displays the same basic information page, except that the icon in the upper left corner indicates you're starting a *New Cart*. **Note**: As with Order flows described above, if the block is configured with a specific Order Type, that Order Type will supersede any existing Order Field Configuration (OFC) and will be automatically selected.



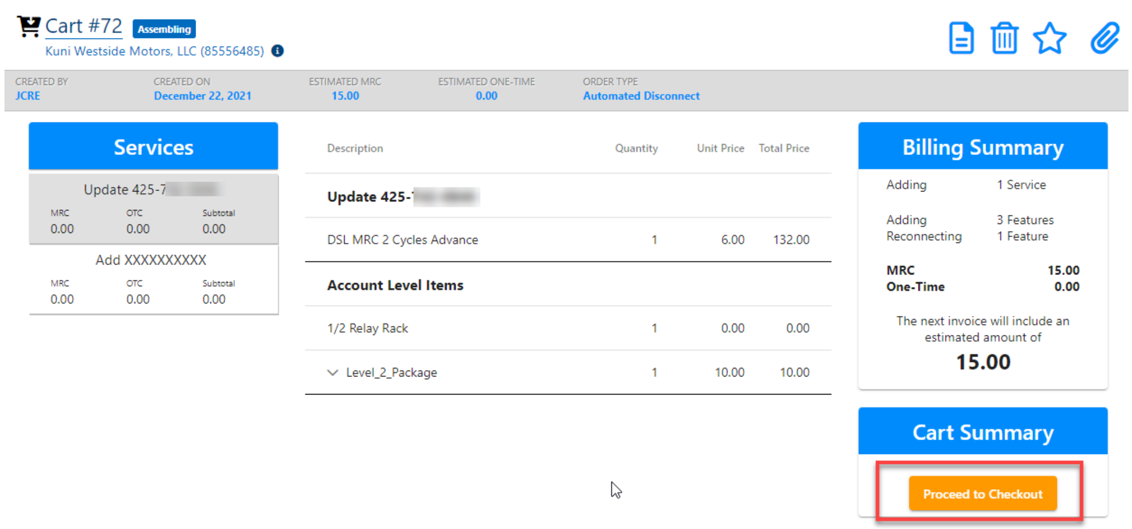
On specifying the customer and saving the basic information, the order *assembly* page is displayed. With this release, the basic flow is similar to a billing order except that certain elements have different labels consistent with a cart/sale transaction as opposed to a billing order. Also, the presentation of certain screen elements has been improved, and a new Review Cart page is provided.

On the Assembly page:

- The **Review Order** button becomes **Review Cart**.
- The icons next to the **Review Cart** button are slightly larger to improve visibility.
- The line height for rows has been increased.
- The SKU column has been removed when the grid is condensed to accommodate a right panel (e.g. displaying the details of a selected line item). There is no change to the columns when displayed in full.
- Child line items are shaded to visually delineate them from the Parent (top-level) items when applicable. The bottom border of the last child line item associated to a specific parent is lightly bolded to clearly indicate its place. Similarly, the bottom border of the last line item associated to a specific service is bolded to clearly indicate its place.



Clicking **Review Cart** displays the Review Cart page. This page is unique to Sale transactions. It provides sales representatives an opportunity to review order with their customer to ensure the order meets the customer's expectations prior to finalizing.



The *Billing Summary* section provides the following information:

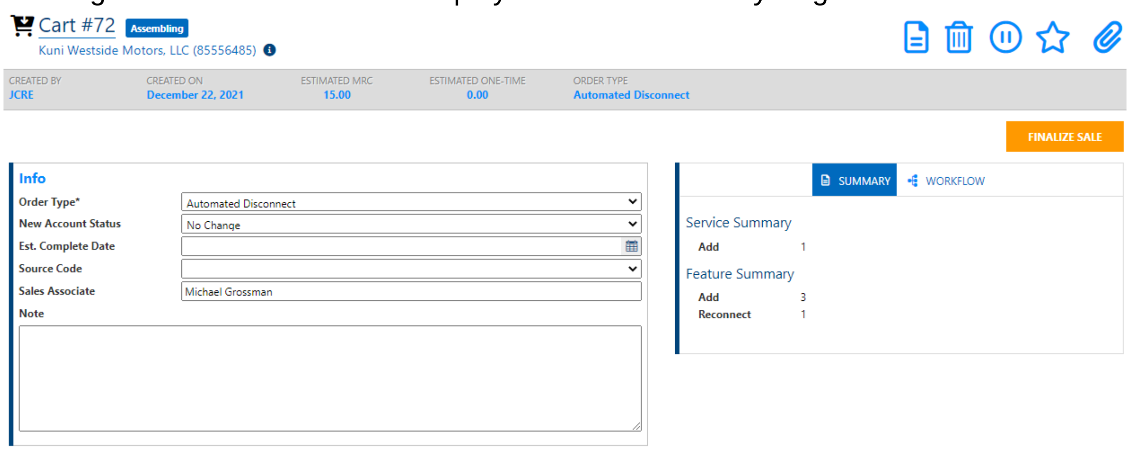
- A simple order summary statement - in the above example, Adding 1 Service, Adding 3 Features and Reconnecting 1 Feature
- Separate sums for billing recurring and one-time (non-recurring) charges for the cart's line items
- A simple summary of the total (sum of recurring and on-time charges) and the resulting Increase/Decrease on the next invoice; for example: *The next invoice will include an estimated amount of 15.00*

The *Cart Summary* section provides totals for the following:

- Item (count) Subtotal – The sum of the extended price from all retail product line items. The label contains a count of the unique items (SKUs) involved.
- Retail Discounts – The sum of the retail discounts applied.
- Taxes – The sum of the calculated sales taxes to be paid by the consumer/subscriber.
- Total Amount Due – This is the net of the above listed sums.

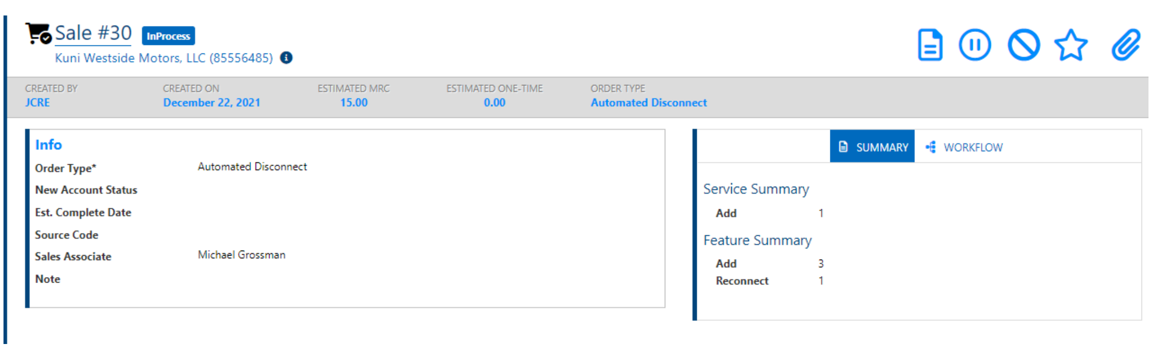
Note: For this milestone, the Cart Summary only supports Direct Invoice Items.

Clicking **Proceed to Checkout** displays the Cart Summary Page.



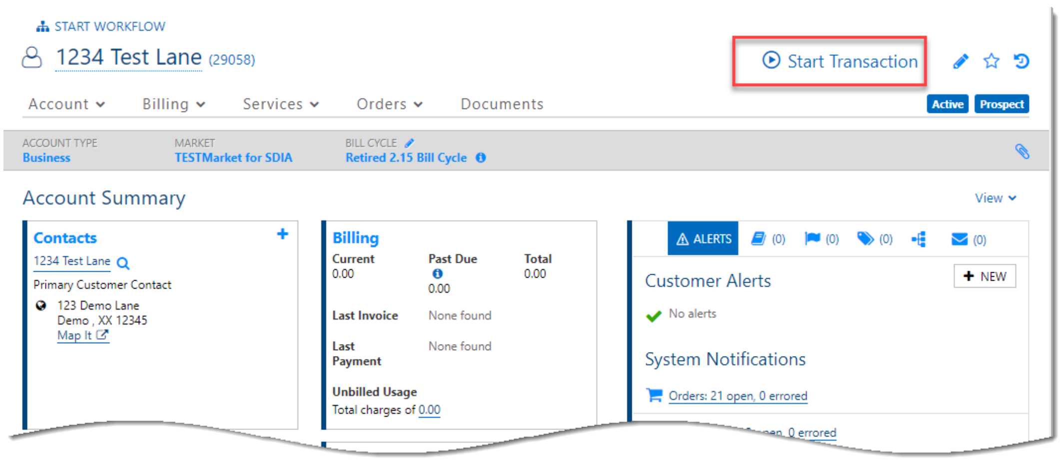
Note: When modifying any information on this page you are no longer required to redo the checkout process.

From the Cart Summary page, clicking **FINALIZE** submits the cart and converts it to a sale.

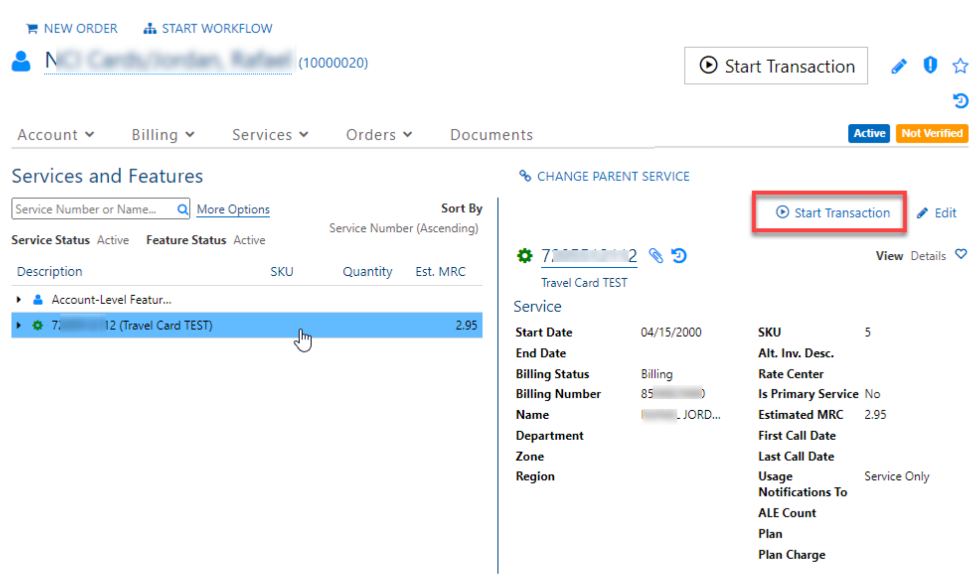


2.4 START TRANSACTION - CUSTOMER CARE

In Customer Care a **Start Transaction** button is provided on Account page (all views) in the upper right next to the icon bar. This button is intended to display starting blocks configured to be available for account-level transactions in Customer Care.



A **Start Transaction** button is also displayed on the Services and Features page in the right-hand Service Views panel when you select a service in the left-hand panel. This button is intended to display starting blocks configured to be available for service-level transactions in Customer Care. **Note**: The account-level **Start Transactions** button next to the icon bar is still available.

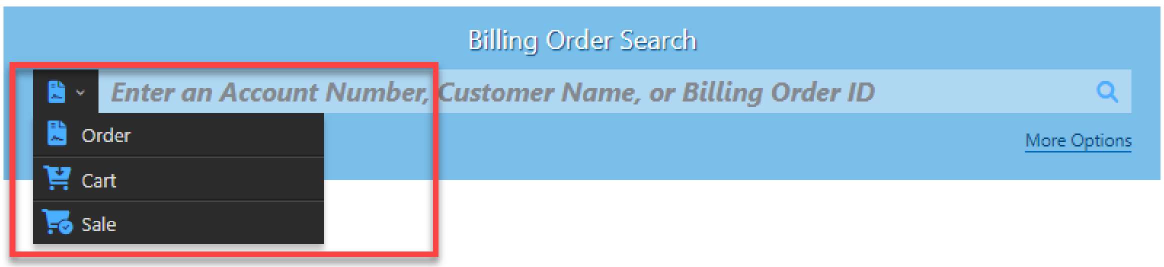


In either case, clicking this button displays the form for selecting a starting block. Once you select a starting block, the Orders web module opens in a new tab and the order proceeds based on the selected block (same as when you start via the Orders web module).

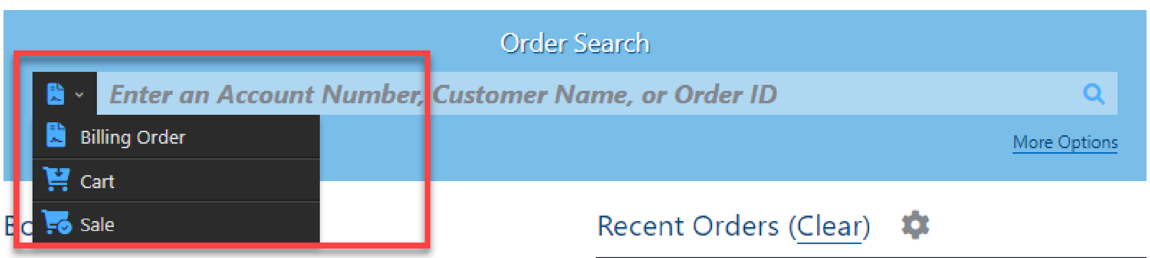
2.5 ORDER/CART/SALE SEARCH

The OmniSearch in the Orders web module lets you choose whether to search for billing orders, orders (assembly phase), carts or sales.

<u>OmniSearch Options with Billing Orders as the Current Selection</u>

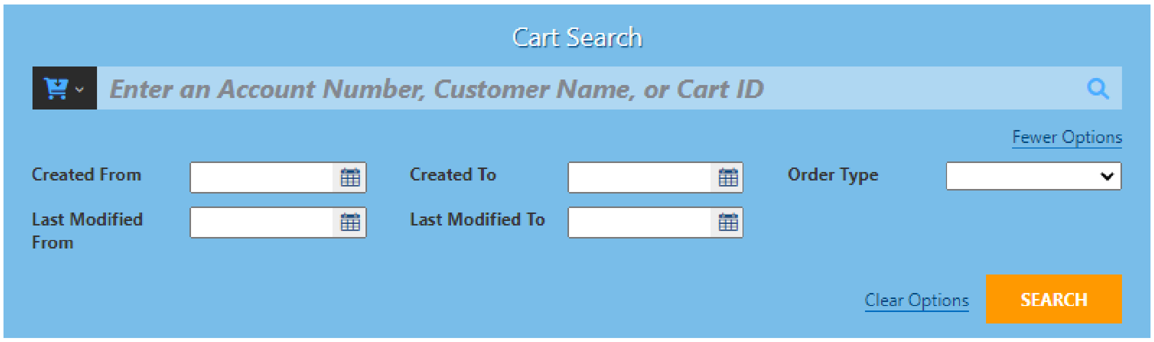


<u>OmniSearch Options with Orders as the Current Selection</u>

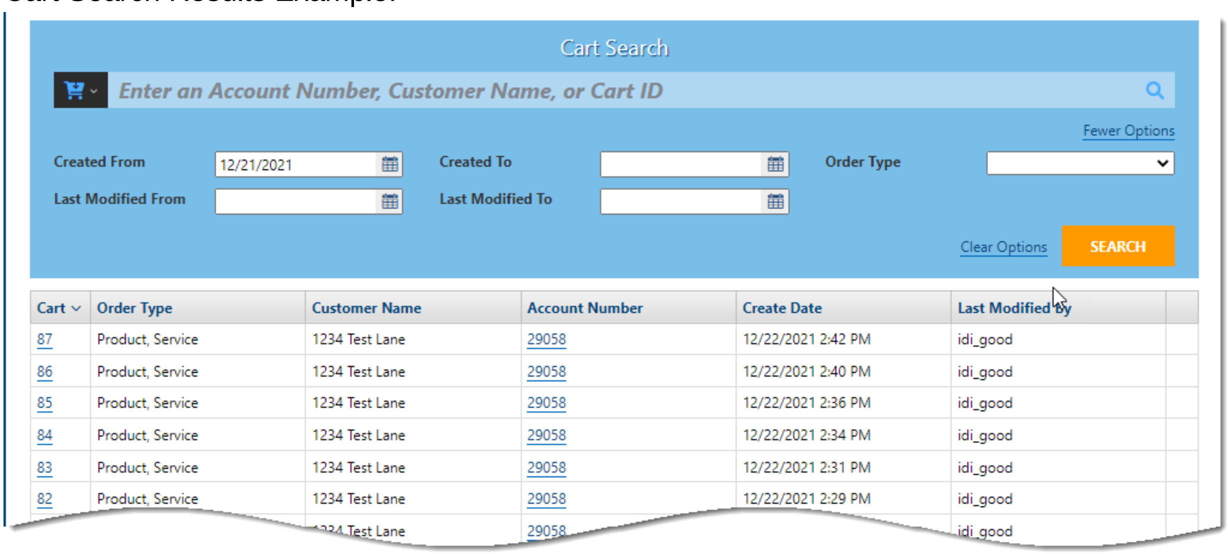


2.5.1 CART SEARCH

When Cart Search is selected the main search field lets you search by Account Number, Customer Name or Cart ID. **More Options** provides the following additional criteria.



Cart Search Results Example:

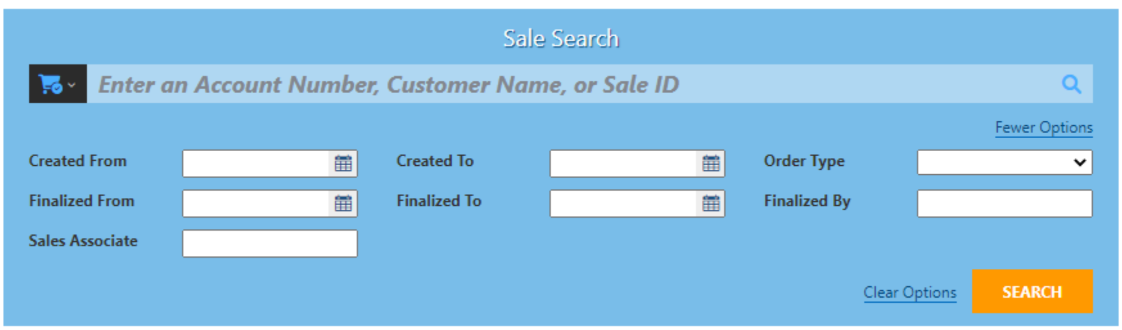


2.5.2 ORDER SEARCH

Order search was available prior to CostGuard 22.1. This release adds an additional *Transaction Type* field under **More Options**.

2.5.3 SALE SEARCH

When Sale search is selected the main search field lets you search by Account Number, Customer Name or Cart ID. **More Options** provides the following additional criteria.



3 Diagnosing General Ledger System Errors

Two new core General Ledger (GL) reports facilitate identifying the specific transactions associated to a GL system error journal entry. A GL system error is the condition where the GL posting process generated journal entries for a specific transaction, but the sum of the entry's debits do not equal the sum of the credits. When this imbalance occurs, the GL process identifies the unaccounted amounts as a system error and posts them to a specific GL Account.

The purpose of these reports is to significantly reduce the time needed to research and identify the transaction(s) associated to a Gl system error. These are grid reports and are located in the Finance > General Ledger folder in Report Explorer:

- General Ledger System Error Audit Summary
- General Ledger System Error Audit Detail

The reports let you compare GL system error journal entries with the transactions in a specified date range. The amount of the GL system error will correlate to one or more transactions in the reports.

The reports are deployed as *standalone* in Reports Explorer (no need to drill down from another report) and can be run as needed according to the supported setup parameters. Each column can be used to filter and/or sort the report results. A *Totals* row is provided for applicable columns. The reports do not apply/enforce any Market-specific *User Limit To* concerning the setup criteria or presentation of displayed information.

3.1 GENERAL LEDGER SYSTEM ERROR AUDIT SUMMARY REPORT

This report provides a row for each transaction/activity that has incurred a General Ledger system error as described above.

3.1.1 PARAMETERS

Name	Required	Default Value	Details
From Date	Yes	Nore	Date range cannot exceed 45 days. **Note**: The larger the date range, the longer the report will take to run.
To Date	Yes	None	

3.1.2 COLUMNS

Name	Description
Transaction Date	Date transaction/activity was created.
Transaction Type	Type of CostGuard transaction. For example, *POS transaction*.
Transaction ID	Unique ID of the transaction/activity. For example, for a POS transaction this value is the POS Receipt Number.
Description	Description of the transaction/activity. For example, a POS transaction can be a Sale, Exchange, or Return.
Account Number	CostGuard account number associated to the transaction/activity.
Posted Date	Date the transaction/activity was posted in the General Ledger.
Transaction Debit	Sum of the debit amounts from the transaction's posted journal entries.
Transaction Credit	Sum of the credit amounts from the transaction's posted journal entries.
Transaction Balance	Value resulting from *Transaction Debit amount* minus *Transaction Credit amount*.
Transaction Balance Rule	This column displays one of the following values: • **DR** when the transaction balance is the result of the Transaction Debit amount greater than Transaction Credit amount • **CR** when the transaction balance is the result of the Transaction Debit amount less than Transaction Credit amount **Note**: The specific system error will be posted as either a debit or credit amount for the amount(s) that were not able to be posted.

3.2 GENERAL LEDGER SYSTEM ERROR AUDIT DETAIL REPORT

This report provides a row for each journal entry of each transaction/activity and indicates whether or not it has incurred a General Ledger system error. Using this report, you can see which specific entries were correctly posted to identify those that were missing (and were replaced by the GL system error (debit amounts DO NOT EQUAL the sum of the posted credit Amounts).

3.2.1 PARAMETERS

Name	Required	Default Value	Details
From Date	Yes	None	Date range cannot exceed 45 days. **Note**: The larger the date range, the longer the report will take to run.
To Date	Yes	None	
Include Balanced Transactions?	No	No	Optional checkbox specifies if the report will display balanced transactions in addition to unbalanced ones. **Note**: This report will produce a significant number of results when the balanced transactions are included.

3.2.2 COLUMNS

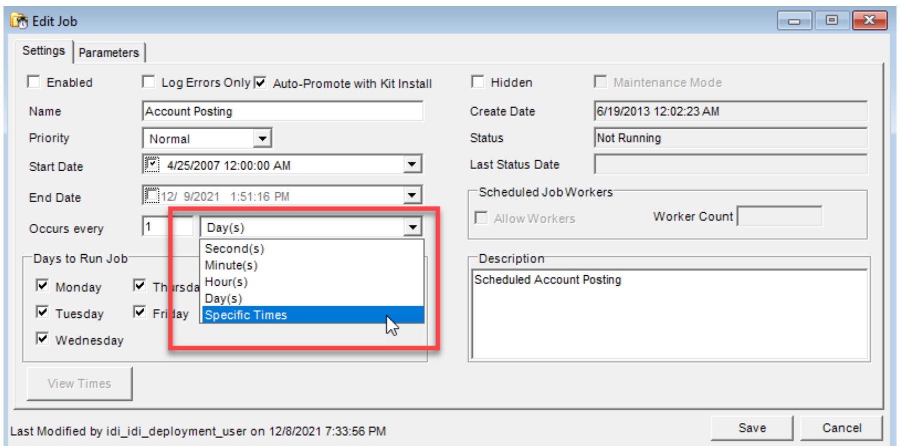
Name	Description
Transaction Type	Type of CostGuard transaction. For example, *POS transaction*.
Transaction ID	Unique ID of the transaction/activity. For example, for a POS transaction this value is the POS Receipt Number.
Description	Description of the transaction/activity. For example, a POS transaction can be a Sale, Exchange, or Return.
Transaction Date	Date transaction/activity was created.
GL Category	Asset, Liability, Revenue, etc.
GL Account Code	Unique code representing the General Ledger account
GL Account Description	Description of the GL account code.
Rule	Indicates if the displayed entry is a Credit (CR) or a Debit (DR).
Debit	Dollar amount debited.
Credit	Dollar amount credited.
Posted Date	Date the transaction/activity was posted in the General Ledger.
Transaction Debit	Sum of the debit amounts from the transaction's posted journal entries.
Transaction Credit	Sum of the credit amounts from the transaction's posted journal entries.
Transaction Balance	Absolute value resulting from *Transaction Debit amount* minus *Transaction Credit amount*.
Transaction Balance Rule	This column displays one of the following values: • **DR** when the transaction balance is the result of the Transaction Debit amount greater than Transaction Credit amount • **CR** when the transaction balance is the result of the Transaction Debit amount less than Transaction Credit amount **Note**: The specific system error will be posted as either a debit or credit amount for the amount(s) that were not able to be posted.

4 Scheduling Jobs to Run at Specific Times in a Day

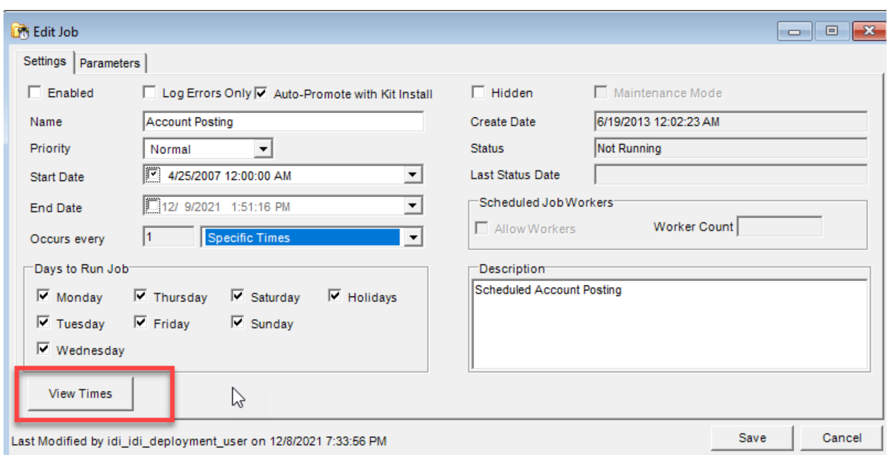
Job scheduling functionality in CostGuard Client lets you schedule jobs to run periodically (for example once a day or every 12 hours). With this release, as an alternative to periodic scheduling, you can now schedule jobs to run at one or more specific times during the day. (for example, at 8 AM and 10 PM only). This saves you from having to manually run jobs at specific times.

Note: Periodic and specific scheduling are mutually exclusive. You can't use both methods simultaneously.

The drop-down menu associated to the *Occurs every* field has a new option for **Specific Times**.

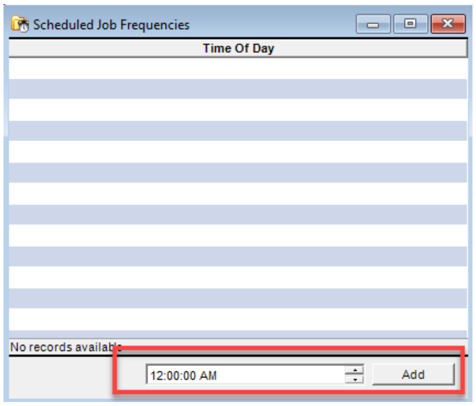


When **Specific Times** is selected, the scheduler disregards any entry in the *Occurs every* field and the **View Times** button at the lower left part of the dialog is enabled.



Clicking **View Times** displays a form listing times you've scheduled the job to run (if any). The form lets you add new times and delete existing times.

To add a new time, use the selector to specify the time and click **Add**.



As you add times they'll be listed on the form. If you need to delete a time from the list, right-click and choose **Delete**.