# Core Release Bulletin

## *IDI Platform*
## *25.6 Release*

June 2025

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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 Management – General Ledger | FR 3642 | **NetSuite journal entry automation**<br><br>NetSuite is an IDI partner and a cloud business management enterprise that provides a single, integrated suite for managing accounting, orders, inventory, projects, production, supply chain and warehouse operations. NetSuite Enterprise Resource Planning (ERP) gives you clear visibility into your data and tighter control over your business.<br><br>IDI's NetSuite journal entry integration automates the seamless transfer of general ledger data from IDI's B/OSS platform into NetSuite as journal entries. By eliminating manual import processes, the SuiteApp accelerates month-end close, improves financial accuracy, and frees finance teams to focus on strategic tasks.<br><br>**Note**: You'll need to establish a relationship with NetSuite and coordinate with IDI Account Management to enable and fully integrate the ERP with your IDI BSS/OSS platform.<br><br>For more on this, refer to the article for *NetSuite Journal Entry Automation* in the IDI Knowledge Center. |
| Customer Care | FR 3644 | **Managing unit balances for services in Customer Care**<br><br>A new *Unit Balances* page lets you view and manage a discount category's unit balance(s) for a service.  A service can have a unit balance from an assigned grant (billing) discount.  Grant discounts can be assigned to post-pay and AdvancePay services. The *Unit Balance* page facilitates analyzing a service's discount unit(s) utilization to better help your customer service representatives answer balance-related questions. This solution provides a web experience that surpasses what is currently supported in the IDI Desktop Client.  You can:<br><br>• Quickly see the current balance and expiration dates of a discount category.<br>• View a history of transactions that result in the current unit balance for a given discount category.<br>• View usage records that fall under a given discount category.<br>• Directly adjust the unit balance's amount for a specific discount category. |

| Functional Area | AR/FR | Description |
|---|---|---|
| Tax Management | FR 3652 | **View taxes enhancements**<br>The following improvements have been made on the *View Taxes* form (Applications > Tax Management View > Taxes):<br>• The *Tax On* selector has been removed (no longer needed).<br>• The Tax Class on Distance has been renamed *Tax Class on Product* for clarity. |
| Customer Management – E911 | FR 3651 | **Enhanced sequence number generation for E911 file names**<br>The E911 File creation process has been updated to provide a sequence number series for each unique combination of E911 Provider and E911 Company. Previously, the sequence numbering was done for each unique E911 Provider, without consideration of the E911 Company. Refer to the article on E911 File Geneation and Management in the IDI knowledge center. |
| E-Rate | AR 9448 | **Manual entry of E-Rate utilization against the next invoice**<br>USAC audits manual/one-time utilization entries and requires providers to show invoice credits are issued for the same month (bill period) as the 474 file where the manual utilization records are listed. E-Rate has several enhancements to support this:<br>• Entering manual utilization for the next bill period. This lets you enter utilization records sooner and not wait for finalization to happen first.<br>• Labeling manual entries with descriptive text lets you identify the prior invoice the utilization is associated with and any other information that is needed to be included on the adjustment. |

## 1.2  Resolved Known Issues

The following known issues have been resolved in this release.

| Functional Area | PR | Description |
|---|---|---|
| Customer Management- IDI Desktop Client & Customer Care | 84871 | **Enhanced performance on modifying accounts with many contacts**<br>Modifying accounts with many contacts took longer than expected. Performance improvements have been made to address this. |
| Customer Management – IDI Desktop Client | 84880 | **Unable to view usage from Unit Balance Ledger**<br>Usage records having more than one discount were not shown when clicking **View Usage** on the Unit Balance in the IDI Desktop Client.<br>The view now handles usage records with more than one discount. |

| Functional Area | PR | Description |
|---|---|---|
| Paymentus – AdvancePay | 84884 | **Improved error reporting for auto-renew service**<br><br>Error reporting for AdvancePay auto-renewal via Paymentus provided insufficient information to identify root causes, making it challenging to diagnose why some accounts were not automatically renewing.<br><br>Enhanced logging now reports real exceptions, even when multiple errors occur. This supports more effective identification of the reasons for auto-renewal failures, specifically in scenarios where accounts do not renew as expected. |
| Customer Management – IDI Desktop Client | 84896 | **Time zone issue when updating a bill cycle**<br><br>When a change was made to a bill cycle from the Rate Bill Request Center in the Desktop Client, the user's (client) time zone erroneously impacted the bill cycle start and end dates by adding a timestamp to these dates. This caused downstream issues with determining applicable grant discounts.<br><br>This issue has been fixed so changes made to a bill cycle are not affected by the user's time zone. |
| IDI Desktop Client Orders - AdvancePay | 84924 | **Renewal error**<br><br>During guided assignment, when an AdvancePay product shared an exclusive group with another item in the order, the following error would be thrown when trying to renew the AdvancePay product's price point: *You May not perform this operation on a null NullableDate object*<br><br>The application has been updated to allow renewal of the AdvancePay product. |

# 2   Unit Balance Enhancements for Customer Care

A new *Unit Balance* page in Customer Care lets you better view and manage the unit balance(s) for a service. Most commonly used with AdvancePay services, this page facilitates analyzing a service's discount unit(s) utilization to better help your customer service representatives answer balance-related subscriber questions. You can:

- Quickly see the current balance and expiration dates of a discount category.
- View a ledger-format history of the transactions that result in the current unit balance for a given discount category.
- View the usage records that fall under a given discount category.
- Directly adjust (as a debit or credit) the unit balance for a specific discount category to resolve issues without needing a separate transaction or running rating.

## 2.1   Permissions

A new **Add Unit Balance Adjustments** permission under the *Customer Care* category in the Security web module regulates users' ability to perform a unit balance adjustment.  This permission is provided with the *Customer Care Admin* role and can be added to other roles as needed.
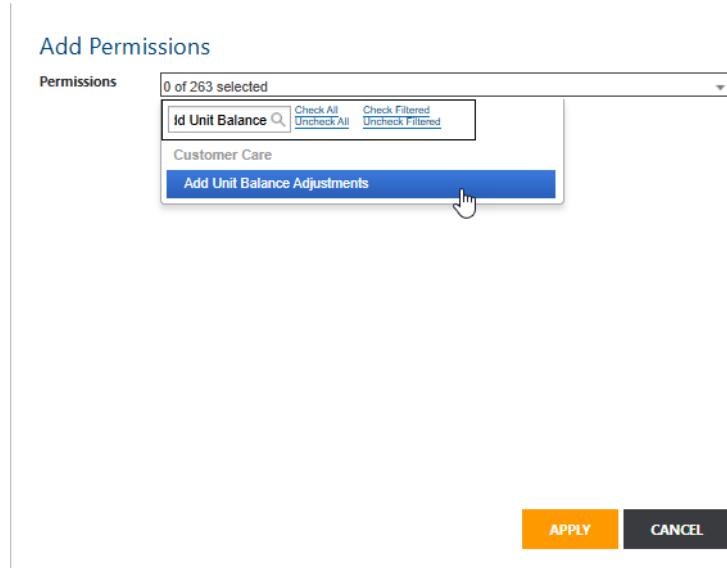
## 2.2   Unit Balance Page

To access the Unit Balance page from an account's main menu, choose **Billing** > **Unit Balance**.
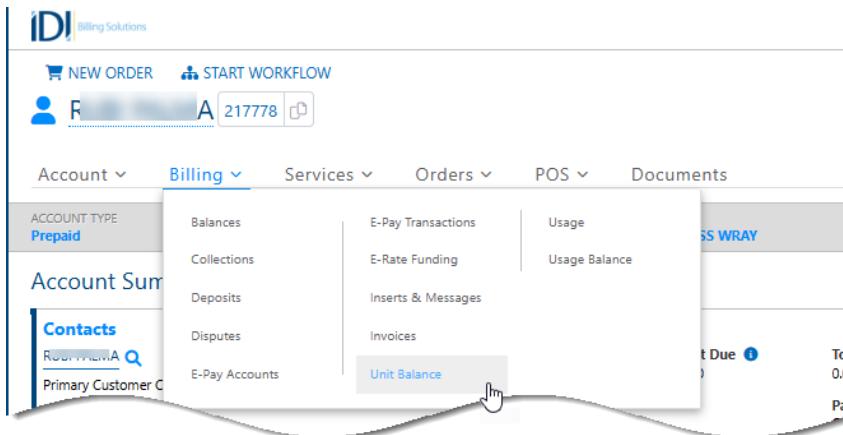


The Unit Balance page provides three selectors (filters) to drive the display of (discount) *Categories* below the selectors.  Selecting a *Category* displays the corresponding Unit Balance Ledger in the center-right panel.

### 2.2.1 SETTING UP THE VIEW

There are three selectors on the upper left:
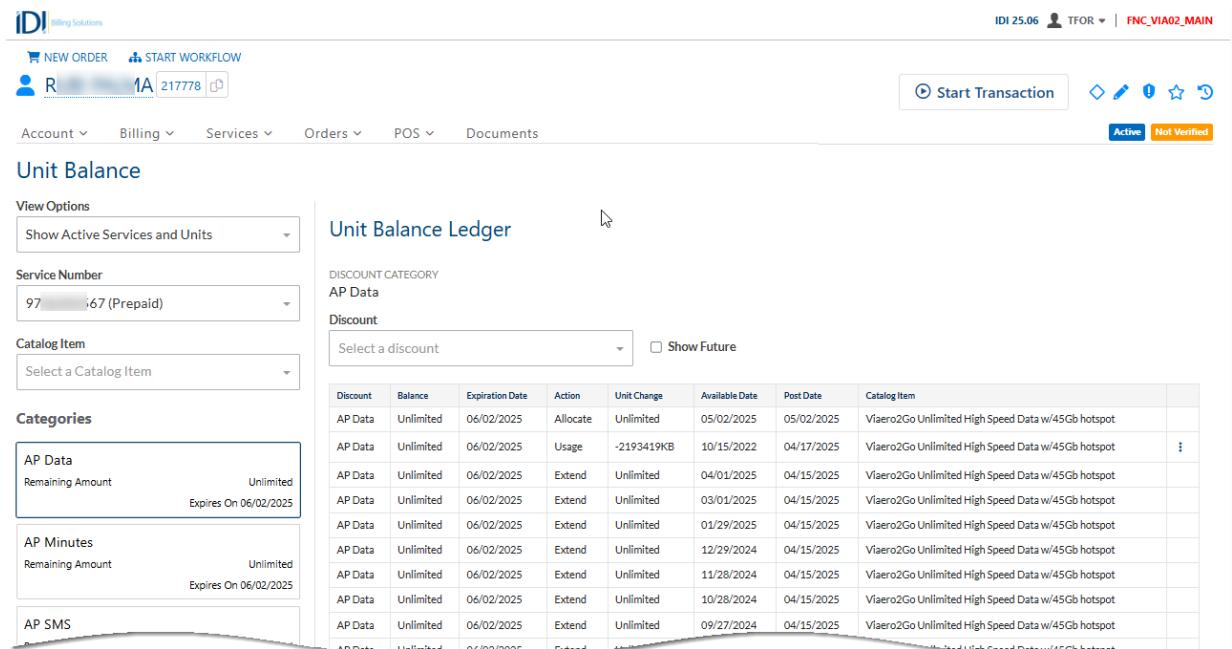
- **View Options**
  - Show Active Services and Units (default).
  - Show Active Services and Expired Units.
  - Include Disconnected Services and Expired Units.
- **Service Number**
  - Viewing and selecting a service number is based on the chosen *View Options*, where either only active services are shown, or you choose to make disconnected services also available for selection.
- **Catalog Item**
  - When applicable, you can choose a catalog item that is contributing to the unit balance. The selector defaults to no item selected. Selecting a catalog item displays only those discount categories where the selection contributed an amount of units.

The *Categories* area below the selectors use the above selections to display discount categories that have non-expired units available. The following information is provided for each discount category listed:

- Category – the configured description of the discount category.
- Remaining Amount – the current number of units that are still available in the category.
- Expires on <date> - the date when the displayed units will expire.

### 2.2.2 THE UNIT BALANCE LEDGER

Selecting a specific Category (when more than one apply) displays the ledger details containing the discount-related activity and/or transactions that affected the unit balance. Rows are filtered to activity where:

- The expiration date has not been passed (unless you chose to show expired units).
- The available date is not in the future (unless you chose to *Show Future* activity).

The following details are provided for each displayed row for a chosen discount category:

- Discount - the configured description of the grant discount involved in the activity.
  **Note**: If the grant discount has no configured description, the SKU value is used.
- Action - identifies the cause or what was done that resulted in a change to the unit balance. (e.g., Allocate, Extend, Usage, Expire, etc.).
- Unit Change - the amount of units that were either debited or credited by the action.
- Balance - the remaining balance after the unit change is applied.
- Expiration Date - the date the remaining units are scheduled to expire (to be removed from the balance).
- Available Date - the date the remaining units are scheduled to become available (or became available).
- Post Date - the date the result of this action was posted.
- Catalog Item - the configured SKU of the catalog item the grant discount was contained within when assigned to the service.

### 2.2.3 SELECTING A DISCOUNT

The ledger's *Discount* selector contains a list of the grant discounts for the selected *Category*. The discount name is the configured Description (or SKU, if no description exists). It defaults to no filter.  When you select a discount, the listed discount activity is filtered to only those where the selection applies.

### 2.2.4 SHOWING FUTURE-DATED UNITS

The **Show Future** check box lets you choose to display future (yet-to-be-posted) units along with current units (and expired units when that option is selected). This is unchecked by default.

### 2.2.5 SHOWING USAGE RECORDS FOR A UNIT BALANCE LEDGER TRANSACTION

For ledger rows where *Action* = **Usage**, a selector (kebab) is available in the far-right column to select and then view the associated usage. This helps you answer questions about a subscriber's current unit balance by seeing the rated usage activity  (calls, texts, data sessions) that affected the balance.

| Discount | Balance | Expiration Date | Action | Unit Change | Available Date | Post Date | Catalog Item | |
|----------|---------|-----------------|--------|-------------|----------------|-----------|--------------|---|
| AP Nationwide Individual Minutes | Unlimited | 06/02/2025 | Allocate | Unlimited | 05/02/2025 | 05/02/2025 | Viaero2Go Unlimited High Speed Data w/45Gb hotspot | |
| AP Nationwide Individual Minutes | Unlimited | 06/02/2025 | Usage | -539 | 10/15/2022 | 04/17/2025 | Viaero2Go Unlimited High Speed Data w/45Gb hotspot | ⋮ View Usage |
| AP Nationwide Individual Minutes | Unlimited | 06/02/2025 | Extend | Unlimited | 04/01/2025 | 04/15/2025 | Viaero2Go Unlimited High Speed Data w/45( | |

Selecting the **View Usage** option takes you to the *Usage Discount Detail* page for the account. The view is pre-filtered by:
- Bill Period = Bill Period associated to the transaction record.
- Discount = Discount associated to the transaction record.

### 2.2.6 ADJUSTING THE BALANCE OF GRANTED UNITS

This lets you directly adjust the unit balance for a discount category. You can give a courtesy credit or resolve an issue with a unit balance adjustment. This option is available on rows where Action =  **Allocate** and the Unit Change is *not equal to* **Unlimited**.

| | | | | | | | | |
|----------|---------|-----------------|--------|-------------|----------------|-----------|--------------|---|
| WOW Cash Balance | $10.00 | 01/01/2099 | Adjustment | $5.00 | 09/29/2010 | 10/01/2010 | WOW Cash Balance Feature | |
| WOW Cash Balance | $5.00 | 01/01/2099 | Adjustment | -$2.00 | 09/29/2010 | 10/01/2010 | WOW Cash Balance Feature | |
| WOW Cash Balance | $7.00 | | Allocate | $1.00 | 09/29/2010 | 09/29/2010 | WOW Cash Balance Feature | ⋮ |
| WOW Cash Balance | $6.00 | | Adjustment | $5.00 | 09/29/2010 | 09/29/2010 | WOW Cash Balance Feat | New Adjustment |
| WOW Cash Balance | $1.00 | | Allocate | $1.00 | 09/28/2010 | 09/28/2010 | WOW Cash Balance Feature | ⋮ |

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Selecting **New Adjustment** displays a Unit Balance Adjustment page with these fields:

- Service Number - the service number associated to the Unit Balance Ledger being displayed.
- Catalog Item - the catalog item associated to the selected ledger row.
- Discount Name - the description of the discount associated to the selected ledger row.
- Unit Type – derived from the discount's configuration.
- Available Date - the available date for the selected ledger row.
- Expiration Date - the expiration date for the selected ledger row.
- Amount - enter an adjustment amount (must be greater than zero). This is required to save the adjustment.
- Credit/Debit Selector – this lets you specify whether the adjustment is to credit or debit the specified amount of units. This defaults to **Credit**.
- Description - an optional text field.

Saving the adjustment results in the specified amount of units being added to or deducted from the unit balance.

# 3   Manual Entry of E-Rate Utilization for Next Invoice

USAC audits manual/one-time utilization entries and requires providers to show that invoice credits are issued for the same month (bill period) as the 474 file that contains the manual utilization records. These enhancements to the E-Rate Log Utilization form support this:

- The Invoice Number selector provides an option for **Next Invoice**. Being able to enter manual utilization for the next bill period lets you enter utilization records sooner and not wait for finalization to happen first, and supports entering catch-up utilization prior to bill period finalization. Selecting **Next Invoice** will associate the manual utilization to the 474 file for the next bill period.
- A new *Description* field lets you label manual entries with descriptive text. You can use this to identify the prior invoice the utilization is associated with and any other information you need to include on the adjustment.

Using the Log Utilization form this way is shown below. Setting *Invoice Number* to **Next Invoice** sets the *Utilization Date* to the end date of the next bill period – 1 plus the offset for the bill cycle. Also, the *Frequency* is read only with value = **ONE-TIME**.



The Description field lets you enter information to support auditing such as month and year or invoice number the manual entry applies to. The description text is also available when using the *E-Rate Utilization Manually Created* trigger so it can be incorporated with the *Create Adjustment* action to set the adjustment date.

For complete details on support for E-Rate in the IDI platform, refer to the Managing E-Rate article in the IDI knowledge center.