

✱ INTERIM RELEASE NOTES

Product 11.0 P8

Future Charges Enhancements

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Future Charges Enhancements

Overview

The Future Charges web page has been enhanced to help CSRs calculate how much a subscriber would owe in several scenarios. This enhancement can help prevent subscribers from either paying too little (causing their accounts to go into or remain in service suspension) or paying too much (replenishing before they have to). On the Future Charges web page, the CSR can see a detailed breakdown of the following potential charges a subscriber could pay:

- + Charges due on the bill cycle date
- + Prorated monthly charges due today
- + Prorated monthly charges due today and the charges due for the next bill cycle
- + Charges due for resetting the bill cycle to today's date (if Bill Cycle Reset is enabled)
- + Daily or weekly charges

The balances may be positive, negative, or zero amounts. The system's currency display precision configuration determines whether charges and balances show two or four decimal places.

The Future Charges web page is divided into four sections:

- + Account Status
- + Future Charges Details
- + Total Amount Due
- + Usage Fund Award Details

Account Status

This section displays the subscriber's account status, current account balance, and any escrowed balance.

Future Charges Details

The Service Charges Subtotal excludes POS taxes. However, if the carrier uses Tax Plans instead of POS taxation, then taxes owed for any service will display as a separate line item below the service.

Daily and Weekly charges represent a single charge - not cumulative charges between today and the next bill cycle date. If a Daily or Weekly fee is listed for a service, then monthly charges do not apply and their columns are grayed out (unavailable).

If the Bill Cycle Reset feature is not enabled for the account, this column will not display.

If a service has no fee, it will not be listed in Future Charges Details, even if it is required for the plan package.

In some cases, zeroes display in the Service Details and Service Charges Subtotal rows:

Scenario	Column Name	Reason for 0 Value
Bill cycle date is today. Subscriber makes a payment.	Prorated Monthly Charges Due	Charges are never prorated on the bill cycle date.
	Monthly Charges Due for Bill Cycle Reset	Bill cycle is not reset because the bill cycle date is today.

Scenario	Column Name	Reason for 0 Value
No included usage associated with plan package. All fees paid.	Prorated Monthly Charges Due	No included usage associated with the subscriber.

Total Amount Due

The Total Amount Due is the total of all charges for each column, excluding POS tax.

If the sum of the subscriber's current and escrowed balances is greater than the charges, then the Total Amount Due would display 0 instead of a negative value. For example, if the account is a Prepay account, and the Miscellaneous Charge is 10.00, the Service Charges Subtotal is 20.00, the Escrowed Balance is 7.00, and the Current Account Balance is 32.00, then the Total Amount Due would be 0 instead of -9.00.

Usage Fund Award Details

This section provides a list of funds that would be awarded to the subscriber if the prorated payment is made today. The funds could be used immediately, and would be valid for all days remaining in the bill cycle.

If a fund has no maximum usage amount, the Award Amount displays Unlimited.

If the bill cycle date is today, or included usage is not associated with the subscriber's plan package, then this section does not display.

Note This document covers only the **changes** to the documentation as a result of this enhancement. To understand these changes in context, see the latest revisions of the documents listed below. This information will be included in the next release of the documentation set.

Releases Affected

Release 11.0 P8 and subsequent releases.

Documents Affected

- + Customer Care Guide
- + Release Notes
- + System Description

Customer Care Online Help/Guide Changes

Account Details

Future Charges

The following information was added to the Overview.

- + the replenishment costs for subscribers paying a full or prorated month's charges or resetting their bill cycle to today's date.

Account Status

- + Current Account Balance

- + Escrowed Balance

Future Charges Details

- + Service Name
- + Fee Frequency
- + Charges Due on Bill Cycle Date <date>
- + Prorated Monthly Charges Due <today's date> for Remainder of Bill Cycle Ending on <date>
- + Prorated Monthly Charges Due <today's date> for Remainder of Current Bill Cycle and Next Bill Cycle Starting on <date>
- + Monthly Charges Due <today's date> for Bill Cycle Reset
- + Service Charges Subtotal (Excluding POS Tax)

Total Amount Due

- + Miscellaneous Charges

Usage Fund Award Details

- + Prorated payment of <amount> made on <today's date> activates below fund(s) for bill cycle remainder

The following information was replaced.

- + Amount to reach service limit
- + Service Fees
- + Flat Taxes
- + Total
- + Total Charges due on Bill Cycle Date
- + Charges due for BC Reset
- + Prorated charge for below airtime(s) for bill cycle remainder

The following web page was updated.

Future Charges
Logout Help

Account Status

Status: SERVICE SUSPENSION 1
 Current Account Balance: -3.7621
 Escrowed Balance: 0.0000

Future Charges Details

Service Name	Fee Frequency	Charges Due on Bill Cycle Date 05/03/2008	Prorated Monthly Charges Due 05/01/2008 for Remainder of Bill Cycle Ending on 05/03/2008	Prorated Monthly Charges Due 05/01/2008 for Remainder of Current Bill Cycle and Next Bill Cycle Starting on 05/03/2008	Monthly Charges Due 05/01/2008 for Bill Cycle Reset
REG COST RECOVERY FEE	MONTHLY	1.1200	0.0000	1.1200	1.1200
DATA BUNDLE 10MB	MONTHLY	4.9900	0.0000	4.9900	4.9900
Included Usage	MONTHLY	59.9900	3.9993	63.9893	59.9900
<i>Service Charges Sub Total (Excludes POS Tax)</i>		66.1000	3.9993	70.0993	66.1000

Total Amount Due

Current Account Balance:	-3.7621	-3.7621	-3.7621	-3.7621
Escrowed Balance:	0.0000	0.0000	0.0000	0.0000
Service Charges Subtotal:	66.1000	3.9993	70.0993	66.1000
Miscellaneous Charges:	1.0000	1.0000	1.0000	1.0000
<i>Total Amount Due (Excludes POS Tax)</i>	70.8621	8.7614	74.8614	70.8621

Usage Fund Award Details

Prorated payment of 8.7614 made on 05/01/2008 activates below fund(s) for bill cycle remainder

Fund Name	Award Amount
NONEXPMIN	0:00 MINUTES
PL98MINUNL	Unlimited MINUTES

[Calculate Total Charges with POS Taxes](#)

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Figure 1-1 Future Charges page

Glossary Changes

The following definitions were added to the Glossary.

- + **Charges Due on Bill Cycle Date <date>** - On the Future Charges page, Future Charges Details section, displays the charges due on the bill cycle date (excluding POS Taxes) for the listed services.
- + **Current Account Balance** - On the Future Charges page, Account Status section, displays the current available account balance, which may be a positive, negative, or zero balance. This balance does not include any escrowed funds.
- + **Escrowed Balance** - On the Future Charges page, Account Status section, displays the current escrowed balance, which may be a positive or zero balance. This balance includes only those funds that are expired and can be reclaimed by the subscriber with an adequate payment.
- + **Fee Frequency** - On the Future Charges page, Future Charges Details section, displays the listed services' Daily, Weekly, or Monthly fees. Daily and Weekly charges represent a single charge - not cumulative charges between today and the next bill cycle date. If a Daily or Weekly fee is listed for a service, then monthly charges do not apply and their columns are grayed out (unavailable).
- + **Miscellaneous Charges** - On the Future Charges page, Total Amount Due section, displays carrier-specific charges (if any).

- + Monthly Charges Due <today's date> for Bill Cycle Reset - On the Future Charges page, Future Charges Details section, displays the monthly charges a subscriber must pay to reset the bill cycle date to today's date. A zero charge indicates the bill cycle date is today. If the column is grayed out, monthly charges do not apply. If Bill Cycle Reset is not enabled for the account, this column will not display.
- + Prorated Monthly Charges Due <today's date> for Remainder of Bill Cycle Ending on <date> - On the Future Charges page, Future Charges Details section, displays the prorated monthly charges a subscriber must pay to enable service today through the end of the bill cycle. If the column is grayed out, prorated monthly charges do not apply.
- + Prorated Monthly Charges Due <today's date> for Remainder of Current Bill Cycle and Next Bill Cycle Starting on <date> - On the Future Charges page, Future Charges Details section, displays the prorated monthly charges a subscriber must pay to enable service today through the end of the current and next bill cycle. If the column is grayed out, prorated monthly charges do not apply.
- + Prorated payment of <amount> made on <today's date> activates below fund(s) for bill cycle remainder - On the Future Charges page, Usage Fund Award Details section, displays the prorated payment that a subscriber must pay today to activate the listed funds for the bill cycle remainder. If a fund has no maximum usage amount, the Award Amount displays Unlimited.
- + Service Charges Subtotal (Excludes POS Tax) - On the Future Charges page, Future Charges Details section, displays the total of all service charge details for each column, excluding POS tax.
- + Service Name - On the Future Charges page, Future Charges Details section, displays the services that have daily, weekly, or monthly fees. If the service has no fee, it will not display in Future Charges Details, even if the service is required by the plan package.
- + Total Amount Due (Excludes POS Tax) - On the Future Charges page, Total Amount Due section, displays the total of all charges for each column, excluding POS tax. If the sum of the subscriber's current and escrowed balances is greater than the charges, then the Total Amount Due would display 0 instead of a negative value. For example, if the account is a Prepay account, and the Miscellaneous Charge is 10.00, the Service Charges Subtotal is 20.00, the Escrowed Balance is 7.00, and the Current Account Balance is 32.00, then the Total Amount Due would be 0 instead of -9.00.

Release Notes/System Description Changes

See the Overview.