

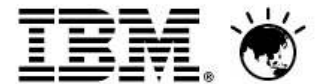
Pulse

IBM SolutionsConnect 2013

Billing and Service Level Management for more effective service delivery

Presented by Thomas Knowles

06/13/2013





Market for Service Delivery Organizations

- Companies who manage assets for their customers
 - Production Services, Fleet Management, Construction Services, Mining Services
- OEMs that offer after market service agreements on the products that they sell
- Companies who maintain facilities for their customers
 - Retail Space, Offices, Shopping Malls, Airports
 - Service Stations
 - Plants, Manufacturing Facilities
- Universities, colleges, or government agencies who operate as profit centers and bill for the services that they provide
- IT departments that bill for managing IT assets

Applies to all asset classes



**Production
Equipment**



Facilities



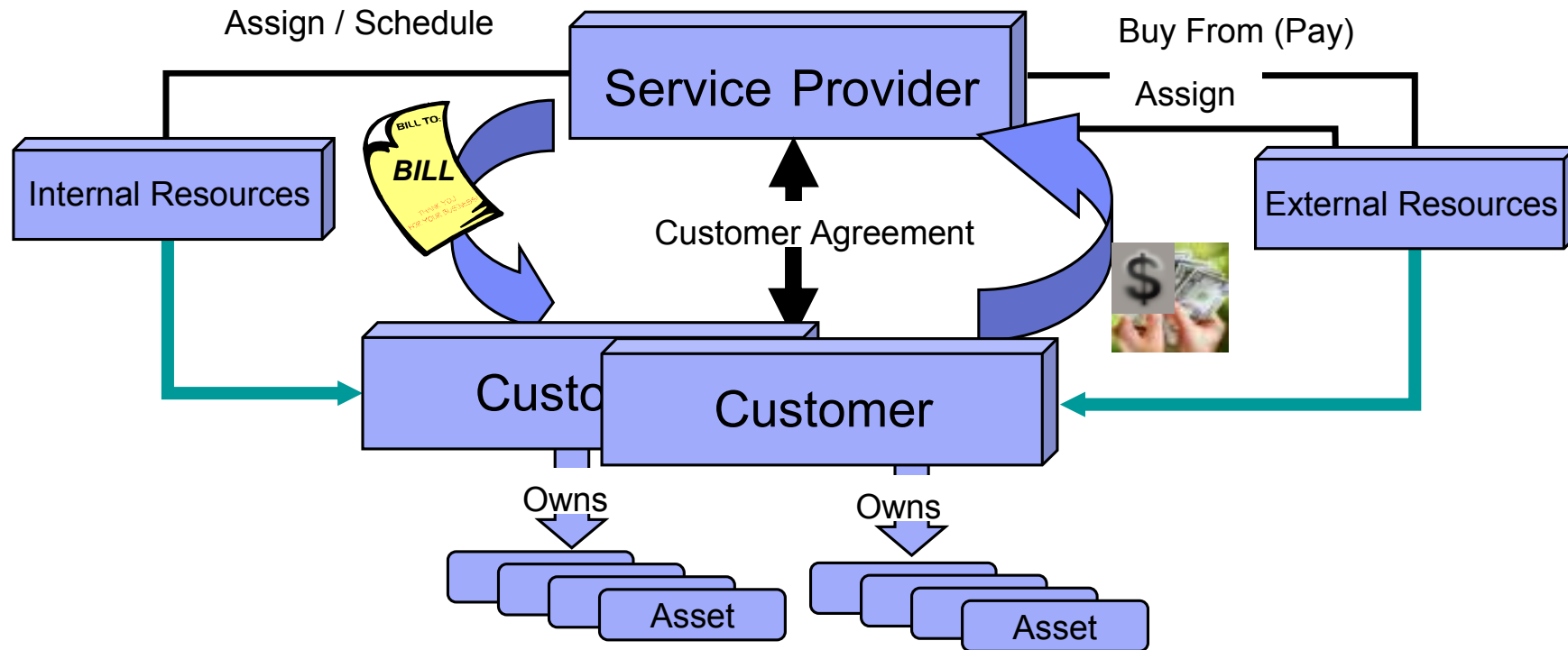
**Transportation
Assets**



**IT Hardware
and Software**



Business Model – What they do?



Service Provider has infrastructure and tooling to grow customer base



Business Challenges

Challenges

- Operating the business with “silo” systems:
 - CRM to manage customers and customer agreements
 - Asset Management to manage assets
 - Billing Systems for Tracking and Billing Work Performed
 - Multiple home grown spreadsheets and Access databases
- Lack of standardized processes
- Internal departments need to justify their value
 - Due to economic crunch, departments like Facilities and IT need to prove their overall value in order to justify stable budgets and budget increases

Often Resulting In

- High resource cost associated with producing bills
- Risk of poor data quality used in billing
 - **Lost Revenue**
- Questions from accounts receivable about Billed Services
 - **Delayed Payments decreases revenue stream**
- Inconsistent Quality of Service
 - **Low Customer Satisfaction and erosion of profit**
- Run the risk of being outsourced as part of cost cutting measure



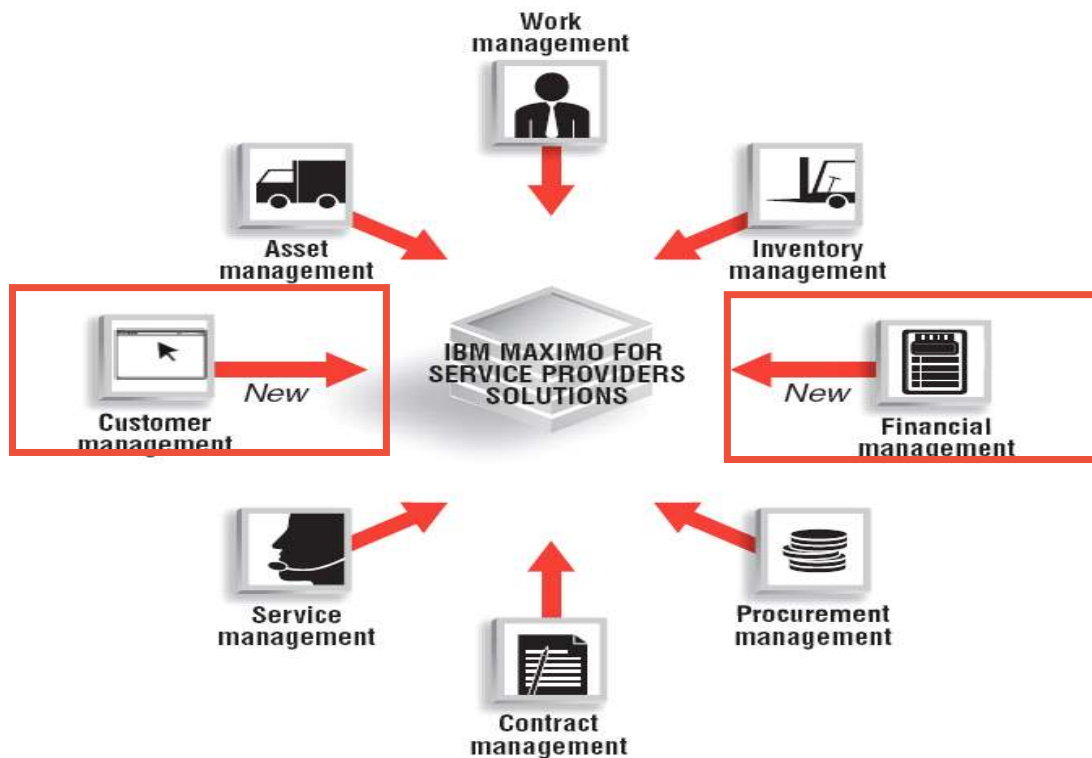
Critical success factors

- Customers
- Service Delivery
 - Consistent response to customer request
 - Repeatable delivery of service
 - Efficient delivery (lower costs)
- Service Agreement
 - Meet agreed commitment
 - Avoid penalty



- Billing - (profitable)
 - Detailed and accurate
 - Automated bill generation
 - Reduce DSO (Days Sales Outstanding)

Maximo or SmartCloud Control Desk for Service Providers



A unified application and systems integration platform to support standardized global business processes that can increase revenue, improve cash flow, improve customer satisfaction and lower cost.

Capabilities:

- Customer Management
- Customer Billing
- Service Management
 - Response Plans
 - SLA
- Request Management – Help Desk
- Contract Management
- Procurement Management
- Inventory Management
- Work Management
- Asset Management



Multi-Customer Support

- Manage Multiple Customers
 - Multiple customers and their assets in a single instance
 - Customer references added to existing Maximo records
 - Extends security framework to allow customer segmentation
 - Customers view / access only their information



Reduced TCO by leveraging a single instance to manage multiple customers

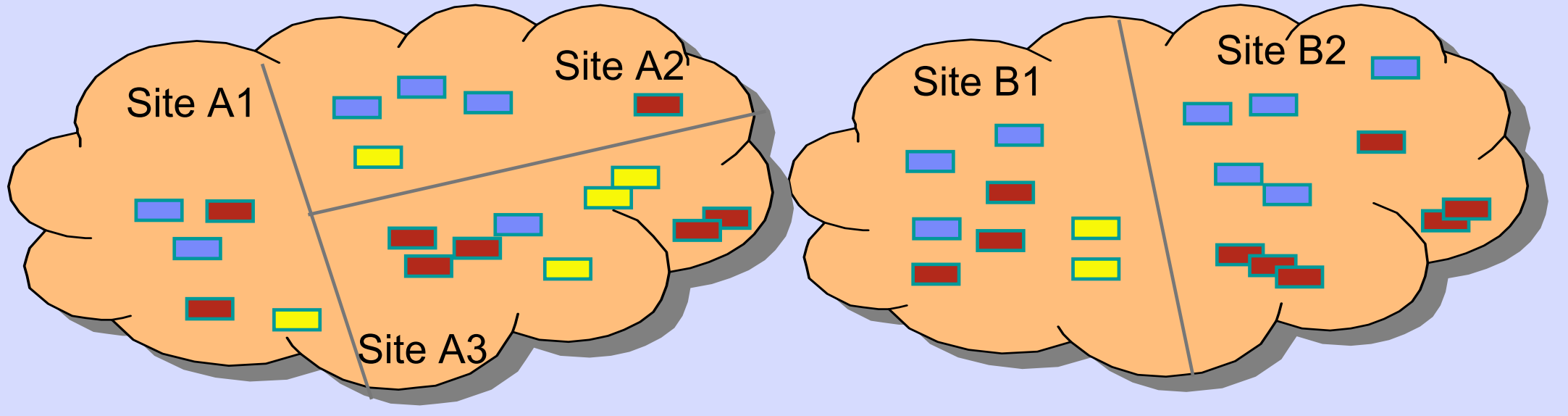





Customer Data Segregation

Maximo

US Organization

ANZ Organization

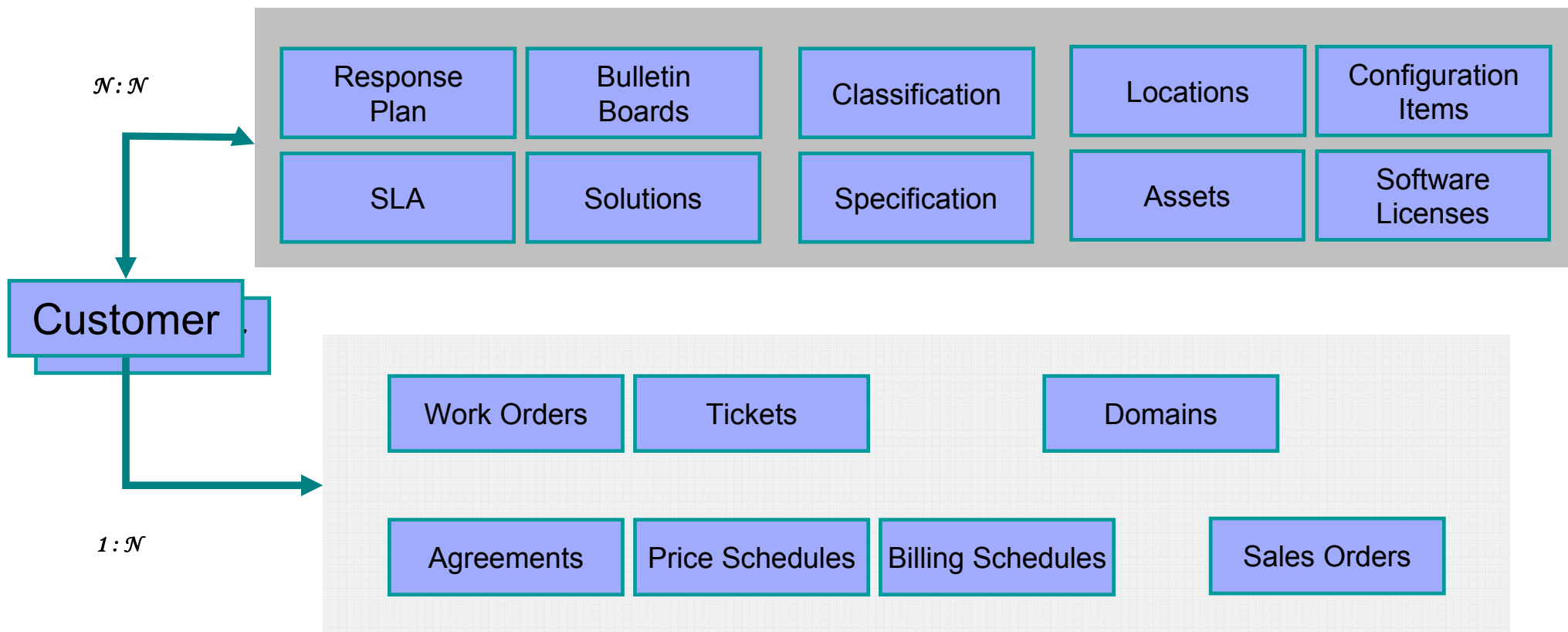


-  Customer 1 Locations
-  Customer 2 Locations
-  Customer 3 Locations





Customer Relationships





Customer Agreement

- Customer Information
 - Associate customers with customer-related Objects
 - Service addresses are associated with locations
 - Billing Address
- Unique Customer Agreements
 - Price Schedules
 - Price rules calculate prices
 - Rules establish and determine entitlement of services
 - Billing Schedules
 - Automated Monthly Billing for Fixed Fees and Items and Usage



Manage customer agreements for each customer with flexible pricing rules that define entitlement of services





Financial Management

- Customer Billing

- Billing for Work Orders and Tickets
- Automated Monthly Billing for Fixed Fees, Assets, and Usage
- Customer review the bill and request / negotiate adjustments
- Contains transactions from billing period

- Sales Order

- Automatically generated by Billing Schedule
 - Fixed Fees
 - Items / Assets
 - Usage
- Manually created for Billing Credits and Adjustments



Detailed and accurate billing with a review and approval cycle to reduce days sales outstanding (DSO) and receive timely payment of services



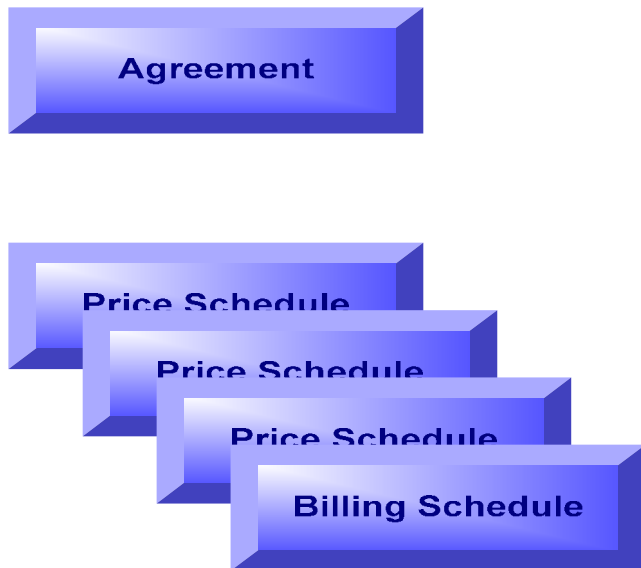
How Do Service Providers Charge for their Services?

- The work they do
 - Time + Materials
 - (Time + Materials) x Markup %
 - Time + Materials + Fees
 - List Price – Discount
 - Special Labor Pricing
- Fixed Fees
 - Fixed price regardless of cost
 - Fixed price + special pricing
 - Project Milestone pricing
- The Assets they Manage
- Usage
 - Planned
 - Actual
- Manufacturer Service Agreements





Customer Agreements



Agreement

- Revision
- Effective Dates
- Billing Period
- Billing Address
- Total of Amount Billed

Pricing Calculations

▪ Price Schedule (Tickets / Work Orders)

- Markup – Labor, Material, Services
- Labor Unit Price
- Material & Services & Tools
 - Markup or List Price (Price Book)
- Fixed Price for Ticket / Work Order
- Markup + Special Charges
- Minimum Pricing
- Included Pricing

▪ Billing Schedules

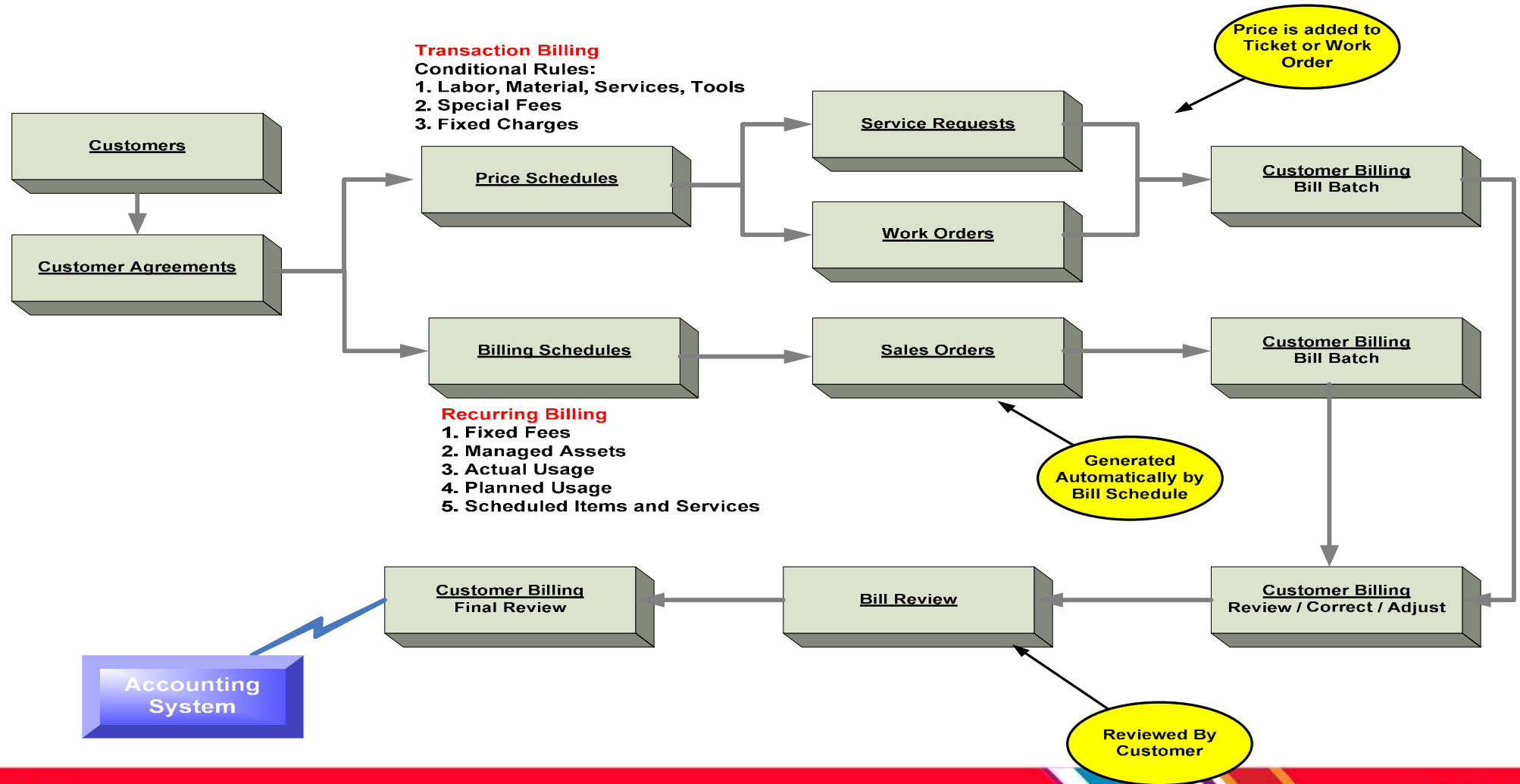
Run automatically on a recurring schedule

- Fixed Fees
- Items with Service Agreements
- Scheduled Usage
- Managed Assets
- Actual Usage





Billing Process





Bill Batch: 3	Organization: EAGLENA	Attachments:
Customer: DCH Dewey, Cheatem & Howe	Required Review Date: <input type="text"/>	Bill Status: BILLED
Reviewed By: WILSON Mike Wilson	Agreement: 1	Bill End Date: 11/5/10
	Reviewed Date: 11/18/10 5:30 PM	Pre Tax Total: 1,829.94
	Billing Schedule: <input type="text"/>	
	Schedule Date: <input type="text"/>	

Bill Batch Lines Filter 1 - 5 of 5 Download

You can change the status or view the status history. [More information](#)

Line	Order	Class	Description	Total Cost	Quote Type	Included Price	Minimum Price	Agreed Price	Billed Price	Status
1	1156	WORKORDER	Priority 1 - no special pricing	330.00		<input type="checkbox"/>	<input type="checkbox"/>	495.00	495.00	APPROVED
2	1157	WORKORDER	Priority 2 Minimum Pricing	39.50		<input type="checkbox"/>	<input checked="" type="checkbox"/>	59.25	500.00	APPROVED
3	1158	WORKORDER	Priority 3 Included Pricing	330.00		<input checked="" type="checkbox"/>	<input type="checkbox"/>	0.00	0.00	REMOVED
4	1159	WORKORDER	Priority 4 Quote	330.00	FIXED	<input type="checkbox"/>	<input type="checkbox"/>	495.00	278.59	APPROVED
5	1158	WORKORDER	Priority 3 Included Pricing	366.99		<input checked="" type="checkbox"/>	<input type="checkbox"/>	906.35	556.35	APPROVED

Details		Special Pricing Rules		Billed Amount Details	
Line Number: 5	Total Cost: 366.99	Quote Type: <input type="text"/>	Total: 556.35		
Class: WORKORDER	Agreed Price: 906.35	Quoted Price: <input type="text"/>	Labor: 245.00		
Order: 1158	Billed Price: 556.35	Special Pricing Type: INCLUDE	Materials: 311.35		
Date Completed: 11/5/10 9:55 AM	Agreement Rev Num: 3	Total: 0.00	Services: 0.00		
Cust Charge Account: <input type="text"/>	Price Schedule: S3	Labor: 250.00	Tools: 0.00		
Cust Cost Center: <input type="text"/>	Status: APPROVED	Materials: 100.00	Fees & Charges: 0.00		
		Services: 0.00			
		Tools: 0.00			

Copy WO's, Tickets and SO's

Labor Materials Services Tools Fees And Charges

Materials Filter 1 - 4 of 4 Download

Task	Item	Description	Transaction Type	Line Cost	Line Price	Bill Price
	0-0031	Elbow, Street- 1-1/8 In X 90 Deg	ISSUE	15.00	23.27	0.00
	117021	Bearing, Roller, SKF- 1 In ID	ISSUE	20.00	377.70	0.00
	117021	Bearing, Roller, SKF- 1 In ID	ISSUE	0.50	9.44	0.00
	0-0048	Tubing, Copper- 1-1/16 In ID X .030 In Wall	ISSUE	1.49	0.94	0.00





Service Management

- **Response Plans**
 - Automate response to a work order, incident, service request, etc
 - Rules engine determines response in a given situation
 - Person/Group responsible for location or asset
 - Vendor to whom work should be assigned
 - Job Plan and/or processing steps to be used for work on an asset
 - Person/Group to be notification regarding an asset
 - Follow-on actions and activities
- **Service Level Agreements (SLAs)**
 - Establish target times and link targets to escalation
 - SLAs may be global or customer specific



Improve efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan



Response Plans

Conditions	Rank	Actions
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA	100	<ul style="list-style-type: none"> ▪ Create Work Order ▪ Apply Job Plan HV120 ▪ Assign to Vendor EMH ▪ Notify Engineering Group
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA Address / City = Boston	80	<ul style="list-style-type: none"> ▪ Create Work Order ▪ Apply Job Plan HV120-H ▪ Assign to Vendor TRANE ▪ Notify Facilities Group
SR Class = FAC/HVAC/NOHEAT Work Type = EM Address / Province = MA Address / City = Boston Affected User's VIP = 1	50	<ul style="list-style-type: none"> ▪ Create Work Order ▪ Set Priority = 1 ▪ Apply Job Plan HV120-H ▪ Assign to Vendor TRANE ▪ Notify Facilities Group



SLA Ranking

EM and Asset Classification = FACILITY/ELEVATOR

1

10 Minutes / 30 Minutes

VIP = 1

10

30 Minutes / 1 Hours

CM and Priority = 1

20

1 Hours / 4 Hours

EM and City = Chicago and
Calendar = NIGHT

4 Hours / 4 Hours

Work Type = CM

50

2 Hours / 4 Hours

Work Type = EM

1.5 Hours / 3 Hours

No Conditions

999

40 Hours / 80 Hours





Summary of Service Provider Benefits

- Improve returns with flexible and accurate billing
- Reduce days sales outstanding (DSO) with pre-billing approval processes
- Reduce TCO by leveraging a single instance to manage multiple customers with many physical locations
- Manages customer agreements with flexible pricing models and unique entitlement of services
- Improve operational efficiency of service delivery with automatic notification and automatic assignments of responsibility and job plan
- Improve customer satisfaction for services delivered





Product History

Release 6.1	Release 7.1	Release 7.1.1.1	Release 7.1.2
GA: Jul 07	GA: Sep 08	GA: Aug 09	GA: Nov 2010
<ul style="list-style-type: none">.Customer Management.Customer Agreements.Sales Orders.Response Plans.Customer Billing.Billing Review .Work Orders.Locations.Service Requests.Incidents.Problems.Classifications.Persons	<ul style="list-style-type: none">.Assets.Configuration Items.Classifications / Attributes .Security Groups.Customer Objects .Deployed Assets .WO / Ticket Rules<ul style="list-style-type: none">. Customer. Classifications. Attributes	<ul style="list-style-type: none">.Customer Link to<ul style="list-style-type: none">. Domains. Solutions. Bulletin Boards. Item .Item List Price .SLA Hold .SLA Time Zone .Recursive Response Plans	<ul style="list-style-type: none">.Price Books<ul style="list-style-type: none">. Items. Service Items. Revisions. Effective Date .Automate Billing<ul style="list-style-type: none">. Fixed Fees. Items. Planned Usage .Pricing Thresholds<ul style="list-style-type: none">. Included Pricing. Minimum Pricing
Tpae 6.2.2	Tpae 7.1	Tpae 7.1.1.5	Tpae 7.1.1.7



Product History

Release 7.5	Release 7.5.1	Release 7.5.1.1	Release 7.5.1.2
GA: Apr 11	GA: Nov 11	GA: Jul 12	GA: 2Q 13
<ul style="list-style-type: none">.Bill Open Work Orders.Bill Managed Assets.Bill Actual Usage.Select Individual Line Items for Billing	<ul style="list-style-type: none">.Synchronize Customers between linked Assets and CI's.Add Offerings to Price Book to support Service Catalog.Customer specific Classifications / Attributes allowed on Solutions.SLA Hold enhancements	<ul style="list-style-type: none">.Move Service Address from Service Provider to Core<ul style="list-style-type: none">. Support Scheduling. Support Spatial.Add Financial Period filter to Billing of Open Work Orders	<ul style="list-style-type: none">.Updating Work Orders in an Open Bill Batch.Billing Usage by Financial Period.Premium Pay Calculation for Craft Prices
Tpae 7.5	Tpae 7.5.0.1	Tpae 7.5.0.3	Tpae 7.5.0.4



You've heard all about it, now GO SEE IT!

- Product Page – Maximo for Service Providers
<http://www-01.ibm.com/software/tivoli/products/maximo-service-providers/>
- Information Center – Maximo for Service Providers
<http://pic.dhe.ibm.com/infocenter/tivihelp/v49r1/topic/com.ibm.spr.nav.doc/welcome.html>
- Support Page – Maximo for Service Providers
http://www-947.ibm.com/support/entry/portal/Overview/Software/Tivoli/Maximo_for_Service_Providers
- Product Wiki – Maximo for Service Providers
<http://www.ibm.com/developerworks/wikis/display/maximo/Maximo+for+Service+Providers>
- Fix Central – Maximo for Service Providers
<http://www-933.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm~Tivoli&product=ibm/Tivoli/Maximo+for+Service+Providers&release=All&platform=All&function=all>
- Redbooks – Maximo for Service Providers
<http://www.redbooks.ibm.com/abstracts/sg247891.html?Open>



For More Information?

Product Management

- Dave Calvert – Product Manager - dcalvert@ca.ibm.com
 - Pricing
 - Licensing
 - References

Development

Bo Batty – Design Architect - bbatty@us.ibm.com

Thomas Knowles – Design Architect - tknowles@us.ibm.com

- Features
- Functionality
- Implementation





Questions?



Thank you!





Backup





Service Provider: Proposed Roadmap

2013 Focus:

Respond to Customer requested Billing Enhancements

Continue performance improvements

2014 Focus:

Improved support for emerging business models

Conditional pricing and usage

Service Provider 7.5.1.2

- Billing Enhancement (Elim. Auto Update of WO)
- Usage by financial period
 - Performance

Service Provider 7.5.x

- Bill Schedule Review
- Billing Frequency
- Background Billing

Service Provider 7.5.x

- Conditional Usage Billing
- Conditional item pricing
- Pricebooks for Labor

Service Provider 7.5.x

- Managing Agent Model
- Improved Decentralized Model

H1 2013

H2 2013

Q1 2014

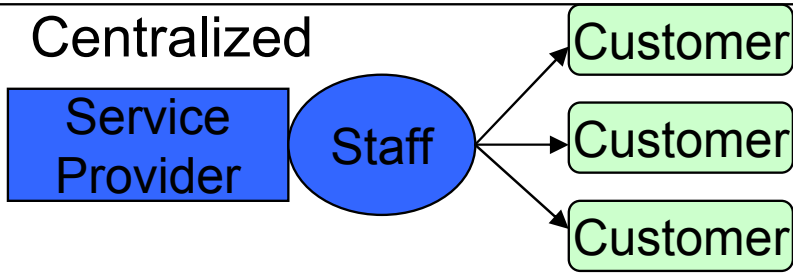
Q2 2014

Q3 2014



Service Provider Models

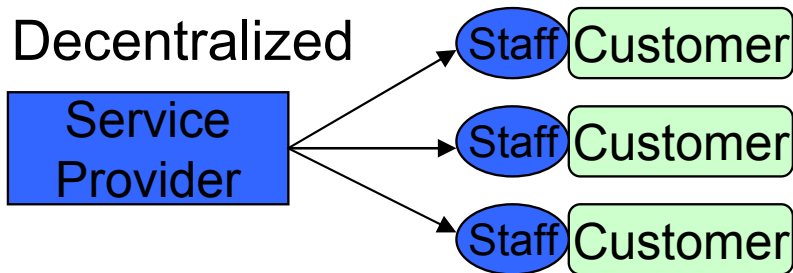
Centralized



- Staff is centralized
- Shared Resources
 - Common Processes
 - Common Reports

Supported

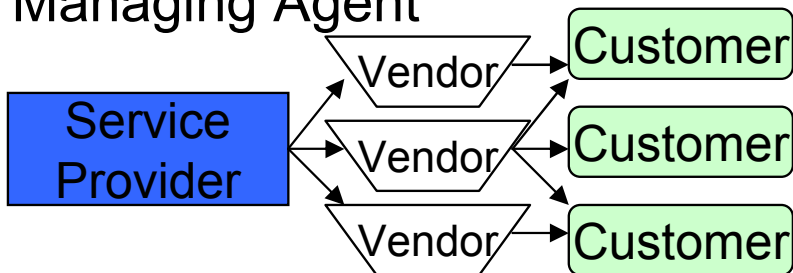
Decentralized



- Dedicated staff to customer
- Customer-specific staff
 - Customer-specific processes
 - Customer-specific reports

Enhancements

Managing Agent



- Staff comes from vendors
- SP manages customer needs
 - Vendors contracted by SP
 - Vendors managed by SP
 - SP is accountable

New Requirement



“- for Service Providers” licensed products

When the Service Provider product is used to provide service to external customers

Maximo for Managed Service Providers

- The aftermarket OEM service provider
- The provider of facility maintenance services to owners or tenants of a building

SCCD for Service Provider Edition

- IT outsourcers

When the Service Provider product is used to service an internal department

Maximo for Internal Service Providers

- College / University
- Government Agencies
- Often used for departments to justify their costs

SCCD for Internal Service Providers

- IT departments
- Often used to justify costs



Agreement: 1001 Maintenance Agreement Revision: 2 Status: PNDREV Total Billed: 439.00

Agreement Details

Price Schedules Filter 1 - 2 of 2 Download

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S2	Projects	WORKORDEI	40	<input type="checkbox"/>			
S1	Standard Maintenance	WORKORDEI	50	<input type="checkbox"/>			

New Row

Price Schedule Detail for Schedule S2

Specify the details and billing rules for this price schedule. A price schedule can use only one of the billing rules options. Enter information for included pricing, or minimum pricing, or price quotes. [More information](#)

<p>Details</p> <p>* Applies To: WORKORDEI</p> <p>* Ranking: 40</p> <p>Apply to Date: Report Date</p> <p>Calendar Organization: >></p> <p>Calendar: >></p> <p>Shift: >></p> <p>Change Date: 4/29/11 3:43 PM</p> <p>Changed By: WILSON</p>	<p>Billing Rules</p> <table border="0"> <tr> <td>Total Included Amount: >>></td> <td>Total Minimum Amount: >>></td> <td>PO Required for Billable Work? <input type="checkbox"/></td> </tr> <tr> <td>Labor Included Amount: >>></td> <td>Labor Minimum Amount: >>></td> <td>Bill Approved Work? <input checked="" type="checkbox"/></td> </tr> <tr> <td>Materials Included Amount: >>></td> <td>Materials Minimum Amount: >>></td> <td>Allow Price Quotes? <input type="checkbox"/></td> </tr> <tr> <td>Services Included Amount: >>></td> <td>Services Minimum Amount: >>></td> <td>Fixed Amount: >>></td> </tr> <tr> <td>Tools Included Amount: >>></td> <td>Tools Minimum Amount: >>></td> <td>Type: >>></td> </tr> <tr> <td colspan="3">Notify customer if Price Exceeds: >>></td> </tr> </table>	Total Included Amount: >>>	Total Minimum Amount: >>>	PO Required for Billable Work? <input type="checkbox"/>	Labor Included Amount: >>>	Labor Minimum Amount: >>>	Bill Approved Work? <input checked="" type="checkbox"/>	Materials Included Amount: >>>	Materials Minimum Amount: >>>	Allow Price Quotes? <input type="checkbox"/>	Services Included Amount: >>>	Services Minimum Amount: >>>	Fixed Amount: >>>	Tools Included Amount: >>>	Tools Minimum Amount: >>>	Type: >>>	Notify customer if Price Exceeds: >>>		
Total Included Amount: >>>	Total Minimum Amount: >>>	PO Required for Billable Work? <input type="checkbox"/>																	
Labor Included Amount: >>>	Labor Minimum Amount: >>>	Bill Approved Work? <input checked="" type="checkbox"/>																	
Materials Included Amount: >>>	Materials Minimum Amount: >>>	Allow Price Quotes? <input type="checkbox"/>																	
Services Included Amount: >>>	Services Minimum Amount: >>>	Fixed Amount: >>>																	
Tools Included Amount: >>>	Tools Minimum Amount: >>>	Type: >>>																	
Notify customer if Price Exceeds: >>>																			

Customer Agreement – Labor Pricing Rules

Customer Agreements (SP) - Microsoft Internet Explorer

Address: http://localhost:7001/maximo/ui/?event=loadapp&value=p

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List | Customer Agreement | Billing Schedule | **Price Schedules** | Terms and Conditions | Contacts | Log

Agreement: 1 | Standard Service Agreement | Revision: 4 | Status: PNDREV | Total Billed: 3,394.50

Agreement Details

Price Schedules | Filter [] | 1 - 4 of 4

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S1	Corrective Maintenance One	WORKORDER	50	<input type="checkbox"/>			
S4	Corrective Maintenance Four Quote	WORKORDER	50	<input type="checkbox"/>			
S3	Corrective Maintenance Three Included	WORKORDER	50	<input type="checkbox"/>			
S2	Corrective Maintenance Two Minimum	WORKORDER	50	<input type="checkbox"/>			

New Row

Price Schedule Detail for Schedule S3

Price Schedule | Conditions | Locations | Assets | Configuration Items | **Pricing Rules**

IT Asset | **Labor** | Materials | Services | Tools

Default Internal Markup Percentage: 50.00 | Default External Markup Percentage: 50.00 | No Charge?

A specifically identified Craft Rate will override a specifically identified Craft Markup. Otherwise, the Default Internal or External Markup will be applied to the Labor cost.

Craft Mark Ups | Filter [] | 1 - 1 of 1

Craft	Internal	External	Vendor	Name	Markup Percentage
WELD	<input checked="" type="checkbox"/>	<input type="checkbox"/>			30.00

Select Crafts | New Row

Craft Prices | Filter [] | 1 - 1 of 1

Craft	Skill Level	Internal	External	Vendor	Labor Trans Type	Calendar	Shift	Price
		<input checked="" type="checkbox"/>	<input type="checkbox"/>			NIGHT	NIGHT	180.00

Select Crafts | New Row

Done | Local intranet



Customer Agreement – Material Pricing Rules

Customer Agreements (SP) - Microsoft Internet Explorer

Address: http://localhost:7001/maximo/ui/?event=loadapp&value=sp

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] | Select Action: []

Customer Agreement: [1] | Standard Service Agreement | Revision: [4] | Status: [PNDREV] | Total Billed: [3,394.50]

Agreement Details

Price Schedules | Filter: [] | 1 - 4 of 4

Schedule	Description	Applies To	Ranking	PO Req	Fixed Amount	Type	Total Billed - This Revision
S1	Corrective Maintenance One	WORKORDER	50	<input type="checkbox"/>			
S4	Corrective Maintenance Four Quote	WORKORDER	50	<input type="checkbox"/>			
S3	Corrective Maintenance Three Included	WORKORDER	50	<input type="checkbox"/>			
S2	Corrective Maintenance Two Minimum	WORKORDER	50	<input type="checkbox"/>			

New Row

Price Schedule Detail for Schedule S3

Price Schedule | Conditions | Locations | Assets | Configuration Items | Pricing Rules

IT Asset | Labor | Materials | Services | Tools

You can enter a positive or negative percentage value to apply a markup or discount to the item cost or price. You can enter a positive or negative percentage value to apply a markup or discount to the material cost. [More information](#)

No Charge?

Stocked Items – Default Discount or Markup %: [-25.00]

Non-Stocked Items – Default Discount or Markup %: [30.00]

Material – Default Discount or Markup %: [35.00]

Apply Discount or Markup to Item Cost?

Apply Discount or Markup to Item Price?

Apply Discount or Markup to Item Cost?

Apply Discount or Markup to Item Price?

Apply Discount or Markup to Material Cost?

Price Book: [A1001] | Price Book

Materials Pricing | Filter: [] | 1 - 1 of 1

Commodity Group	Commodity	Description	Discount or Markup %	Apply to Cost	Apply to Price
40151500		PUMPS	[-20.00]	<input type="checkbox"/>	<input checked="" type="checkbox"/>

New Row

Done | Local intranet



Billing Schedule – Fixed Fees

Firefox Customer Agreements (SP) localhost:7002/maximo/ui/?event=loadapp&value=pluspagree&uisessionid=1

Customer Agreements (SP) | Bulletins: (0) | Go To | Reports | Start Center | Profile | Sign Out | Help

Find: [] Select Action []

List Customer Agreement **Billing Schedule** Price Schedules Terms and Conditions Contacts Log

Agreement: 1001 Standard Service Agreement Status: PNDREV Organization: EAGLENA
 Revision: 22 Unit Prices []

A billing schedule can include fixed fees, items, service items, scheduled usage, managed assets, and actual usage. Each of these details is copied to a sales order and the sales orders are copied to bill batches. [More information](#)

Agreement Details

Billing Schedule: Filter > 1 - 1 of 1

Schedule	Description	Period	Term	First Bill Date	Final Bill Date	Last Bill Date	Next Bill Date	Total Billed This Schedule
B1	Managed Assets	MONTHLY	30	11/3/11	4/3/14	3/8/12	2/3/12	19,445.15

Schedule: B1 Period: MONTHLY * First Bill Date: 11/3/11 Last Bill Date: 3/8/12 Total Billed This Schedule: 19,445.15
 Description: Managed Assets * Term: 30 Final Bill Date: 4/3/14 Next Bill Date: 2/3/12 * Initial Status of Bill Batch: INPROGRESS

Billing Schedule Detail

Fixed Fees Items Service Items Scheduled Usage Managed Assets Actual Usage Billing History

Each fixed fee is copied to a sales order when a bill batch is created for this billing schedule. [More information](#)

Type	Description	Site	Location	Asset	Line Price
MANAGEMENT	Management Fee	BEDFORD	OFFICE		5,500.00



Billing Schedule – Managed Assets

Firefox Customer Agreements (SP) localhost:7002/maximo/ui/?event=loadapp&value=pluspagree&uisessionid=1

Customer Agreements (SP) Find: Select Action

List Customer Agreement **Billing Schedule** Price Schedules Terms and Conditions Contacts Log

Agreement: 1001 Standard Service Agreement Status: PNDREV Organization: EAGLENA
 Revision: 22 Unit Prices

A billing schedule can include fixed fees, items, service items, scheduled usage, managed assets, and actual usage. Each of these details is copied to a sales order and the sales orders are copied to bill batches. [More information](#)

Agreement Details

Billing Schedule: Filter 1 - 1 of 1 Download

Schedule	Description	Period	Term	First Bill Date	Final Bill Date	Last Bill Date	Next Bill Date	Total Billed This Schedule
B1	Managed Assets	MONTHLY	30	11/3/11	4/3/14	3/8/12	2/3/12	19,445.15

New Row

Billing Schedule Detail

Fixed Fees Items Service Items Scheduled Usage **Managed Assets** Actual Usage Billing History

Each asset or configuration item with a specified classification is copied to a sales order when a bill batch is created for this billing schedule. [More information](#)

Asset Under Management for B1: Filter 1 - 2 of 2 Download

Bill Asset / Cj	Classification	Description	Range Pricing	Unit Price
ASSET	ITAM_ALT \ COMP_EQU \ COMPUTER \ NOTEBOOK	43210503	<input type="checkbox"/>	11.25
ASSET	ITAM_ALT \ COMP_EQU \ COMPUTER \ SERVER	43210501	<input type="checkbox"/>	34.25

New Row

Attribute Pricing for ITAM_ALT COMP_EQU COMPUTER NOTEBOOK: Filter 1 - 4 of 4 Download

Attribute	Data Type	Alphanumeric Value	Calculation	Unit of Measure	Range From	Range To	Factor	Price
PROSPEED	NUMERIC		MULTIPLY	MHZ			1.50000	
RAMSIZE	NUMERIC		MULTIPLY	MBYTE			0.10000	
DISKSIZE	NUMERIC		MULTIPLY	GBYTE			0.75000	
OSNAME	AI N	Linux	PRICE					0.75