

Oracle Revenue and Management Billing (ORMB)

COURSE CONTENT

GET IN TOUCH



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About Course

Oracle Revenue Management and Billing (ORMB) Training introduces participants to the functional and technical concepts involved in managing complex enterprise billing and revenue processes. The course covers customer and account management, pricing configuration, billing, financial transactions, payments, adjustments, collections, batch processing, and integration. Practical scenarios provide exposure to the interaction between different ORMB components throughout the customer-to-revenue lifecycle.

Module 1: Introduction to Oracle Revenue Management and Billing

- ✓ Overview of Oracle Revenue Management and Billing
- ✓ ORMB business capabilities
- ✓ Understanding enterprise revenue and billing requirements
- ✓ ORMB application architecture
- ✓ Major functional components
- ✓ ORMB terminology and key concepts
- ✓ Application navigation and user interface
- ✓ Understanding the ORMB business process lifecycle
- ✓ Typical ORMB implementation landscape

Module 2: ORMB Administration and Core Framework Concepts

- ✓ Understanding ORMB framework architecture
- ✓ Administrative configuration concepts
- ✓ Business objects
- ✓ Maintenance objects
- ✓ Business services
- ✓ Service scripts
- ✓ Zones and portals
- ✓ Lookup values
- ✓ Feature configurations
- ✓ Characteristics and characteristic types
- ✓ To Do management concepts

- ✓ Understanding extendable configurations
- ✓ Configuration relationships within ORMB

Module 3: Person and Customer Management

- ✓ Understanding person entities
- ✓ Creating and maintaining persons
- ✓ Person types
- ✓ Person identifiers
- ✓ Person characteristics
- ✓ Contact information management
- ✓ Customer relationships
- ✓ Person-to-account relationships
- ✓ Managing customer information
- ✓ Customer hierarchy concepts
- ✓ Searching and maintaining customer records
- ✓ Customer information lifecycle

Module 4: Account Management

- ✓ Account concepts in ORMB
- ✓ Creating and maintaining accounts
- ✓ Account types and account attributes
- ✓ Account-person relationships
- ✓ Account characteristics
- ✓ Billing and payment information
- ✓ Account hierarchy concepts

- ✓ Account-level financial information
- ✓ Account balances
- ✓ Managing account status
- ✓ Account maintenance processes
- ✓ Reviewing account financial history

Module 5: Service Agreements and Contractual Structures

- ✓ Introduction to service agreements
- ✓ Service agreement types
- ✓ Creating and maintaining service agreements
- ✓ Service agreement lifecycle
- ✓ Start and stop processes
- ✓ Service agreement characteristics
- ✓ Contractual billing relationships
- ✓ Linking service agreements with accounts
- ✓ Service agreement financial information
- ✓ Service agreement status transitions
- ✓ Service agreement configuration considerations

Module 6: Pricing and Rate Configuration

- ✓ ORMB pricing concepts
- ✓ Understanding pricing structures
- ✓ Price items
- ✓ Price item parameters
- ✓ Pricing rules

- ✓ Pricing eligibility
- ✓ Pricing assignments
- ✓ Account-level pricing
- ✓ Customer-specific pricing
- ✓ Effective-dated pricing
- ✓ Rate determination concepts
- ✓ Pricing calculations
- ✓ Handling complex pricing scenarios
- ✓ Pricing hierarchy and precedence
- ✓ Reviewing and validating pricing configuration

Module 7: Billing Management and Bill Processing

- ✓ ORMB billing architecture
- ✓ Understanding billing cycles
- ✓ Bill cycle configuration concepts
- ✓ Bill generation process
- ✓ Bill segments
- ✓ Bill calculation
- ✓ Applying pricing during billing
- ✓ Billable charges
- ✓ Creating and processing billable charges
- ✓ Ad hoc billing concepts
- ✓ Bill completion
- ✓ Bill cancellation and rebilling
- ✓ Billing exceptions
- ✓ Reviewing bill details

- ✓ High-volume billing considerations
- ✓ Billing lifecycle and controls

Module 8: Financial Transactions and Accounting Concepts

- ✓ Understanding financial transactions
- ✓ Financial transaction lifecycle
- ✓ Debit and credit transactions
- ✓ Financial transaction creation
- ✓ Account balances
- ✓ Current and payoff balances
- ✓ Financial transaction distribution
- ✓ Accounting-related configuration concepts
- ✓ General ledger integration concepts
- ✓ Distribution codes
- ✓ Financial transaction adjustments
- ✓ Transaction history and inquiry
- ✓ Financial reconciliation considerations

Module 9: Payment Processing

- ✓ Payment management overview
- ✓ Payment events
- ✓ Payment tenders
- ✓ Payment creation and processing
- ✓ Payment allocation
- ✓ Payment distribution

- ✓ Payment matching
- ✓ Automatic and manual payments
- ✓ Payment cancellation
- ✓ Payment correction
- ✓ Overpayments
- ✓ Unmatched payments
- ✓ Payment exceptions
- ✓ Reviewing payment history
- ✓ Payment lifecycle management

Module 10: Adjustments, Refunds and Write-Off Processing

- ✓ Adjustment concepts
- ✓ Adjustment types
- ✓ Creating adjustments
- ✓ Debit and credit adjustments
- ✓ Adjustment approval concepts
- ✓ Adjustment cancellation
- ✓ Financial impact of adjustments
- ✓ Refund processing concepts
- ✓ Refund requests and lifecycle
- ✓ Write-off concepts
- ✓ Write-off processing
- ✓ Configuring adjustment-related controls
- ✓ Reviewing adjustment and refund transactions

Module 11: Collections and Delinquency Management

- ✓ Introduction to collections
- ✓ Delinquency management concepts
- ✓ Identifying overdue accounts
- ✓ Collection processes
- ✓ Collection events
- ✓ Collection criteria
- ✓ Collection activities
- ✓ Account debt monitoring
- ✓ Collection status management
- ✓ Payment arrangements concepts
- ✓ Handling delinquent balances
- ✓ Collection exceptions
- ✓ Monitoring collection activities
- ✓ Collection process lifecycle

Module 12: Revenue Management and Operational Processing

- ✓ Revenue management concepts within ORMB
- ✓ Revenue-related transaction processing
- ✓ Revenue information flow
- ✓ Transaction aggregation concepts
- ✓ Revenue calculation considerations
- ✓ Revenue adjustments
- ✓ Managing high-volume transaction data

- ✓ Transaction validation
- ✓ Exception handling
- ✓ Operational controls
- ✓ Revenue-related reconciliation
- ✓ Monitoring revenue and billing operations
- ✓ Periodic processing considerations

Module 13: Batch Processing, Integration and Data Exchange

- ✓ ORMB batch processing architecture
- ✓ Batch controls
- ✓ Batch jobs and batch parameters
- ✓ Batch execution concepts
- ✓ Scheduling batch processes
- ✓ Monitoring batch execution
- ✓ Handling batch errors and exceptions
- ✓ ORMB integration architecture
- ✓ Inbound and outbound integrations
- ✓ Web services concepts
- ✓ Business services for integration
- ✓ File-based data exchange
- ✓ Integration with external enterprise applications
- ✓ Data validation and error handling
- ✓ Integration monitoring and troubleshooting concepts

Module 14: Reporting, Monitoring and Practical ORMB Scenarios

- ✓ ORMB operational reporting concepts
- ✓ Account and customer inquiries
- ✓ Billing and payment inquiries
- ✓ Financial transaction reporting
- ✓ Monitoring billing operations
- ✓ Exception and error analysis
- ✓ To Do processing and operational follow-up
- ✓ Data reconciliation concepts
- ✓ Troubleshooting common functional issues
- ✓ End-to-end customer billing scenario
- ✓ Pricing-to-billing scenario
- ✓ Payment and adjustment scenario
- ✓ Collection scenario
- ✓ End-to-end ORMB transaction lifecycle
- ✓ Implementation considerations and recommended operational practices