

# 360 Contract Billing v2018.1 – Release Notes

## New Features and Improvements in this Release

### Total Contract Value

A new *Total Contract Value* field stores the total value of a non-perpetual contract item. This field appears on transaction lines and contract lines, and has been added to 360 Contract Billing (360CB) opportunity, estimate and sales order forms, as well as the 360CB Contract Line form. If your account is using the 360CB Revenue Management feature, the *Total Contract Value* is used as the amount for revenue recognition plans.

When a contract item is fulfilled, the sales order line's *Total Contract Value* is recalculated.

### Running Total of Gross Amount Invoiced per Contract Line

The amount billed for a contract item before any discount or markup is applied, if any, is accumulated and stored in a new contract line field, *Gross Amount Billed to Date*. This accumulation includes the contract item's initial billing from the original sales order as well as its recurring billings. This field is used by 360CB when calculating the amount to invoice for a contract line's final billing period.

A sum of the contract lines' *Gross Amount Billed to Date* values is stored in the contract body.

### Calculation of Final Billing Period Amount

The amount of a contract line's final billing period is now calculated as its *Total Contract Value* minus its *Gross Amount Billed to Date*. This new method ensures that the amount billed over the life of the contract line exactly matches its total value. For those accounts using revenue recognition plans, this new method also ensures that the amount of revenue recognized exactly equals the contract line's total value.

### Bill with First Recurring available for all In-Contract Actions

Prior to this release, including the amount for the initial billing period with the contract line's first recurring invoice was only available for In-Contract Actions that resulted in the replacement of an existing contract line, such as upsell, down-sell, renewal, or price change. This feature is now available for all In-Contract Actions.

### Identify Errors encountered during Recurring Invoicing

The new *360CB Recurring Invoice Errors* saved search returns errors that were logged during the creation of recurring invoices using the *360CB MR Create Invoices* map/reduce script.

### New 360CB Revenue Management feature for use with Advanced Revenue Management (ARM)

A new transaction body field, the *Use 360CB Revenue Management* checkbox, has been added to the *360CB Sales Order - Invoice* form. This checkbox is used only when the new 360CB Revenue Management feature is installed, and is automatically checked by 360CB on new sales orders. When checked, 360CB Revenue Management will handle the creation of Revenue Elements, Revenue Arrangements and Revenue Recognition Plans for contract items on that order.

For more information about the new 360CB Revenue Management feature, please refer to the **New 360CB Revenue Management feature** section below, as well as the online admin and user documentation. As always, you can contact 360 Cloud Solutions to assist you with obtaining, setting up and using this new feature.

**Continue to the next pages** for information about the new 360CB Revenue Management feature, upgrade recommendations and instructions, as well as known issues. We recommend that you carefully review not only these release notes, but those for previous versions if you are not upgrading from the most recent version.

**Admin and user documentation** for 360 Contract Billing is available online. To obtain access, please send an email request to [support@360cloudsolutions.com](mailto:support@360cloudsolutions.com) or to your primary contact at 360 Cloud Solutions.

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### **New 360CB Revenue Management feature**

360 Cloud Solutions now offers a new 360CB Revenue Management feature that allows 360CB to natively-support NetSuite Advanced Revenue Management (ARM) for contract items.

Revenue recognition events such as sales order approval and fulfillment as well as initial and recurring billing of contract items trigger the automatic creation of Revenue Elements that are associated with the contract. This ensures that all revenue recognition plans associated with a single contract appear on the same Revenue Arrangement.

#### **ARM Support for Non-Perpetual, Non-Fulfillable Contract Items**

The 360CB Revenue Management feature creates a Revenue Element that reflects the total contract value of the non-perpetual, non-fulfillable contract item. The Revenue Element is created when the sales order line generates a Contract Line. Both forecast and actual revenue plans that reflect the total contract value are created.

#### **ARM Support for Non-Perpetual, Fulfillable Contract Items**

The 360CB Revenue Management feature creates a Revenue Element that reflects the total contract value of the non-perpetual, fulfillable contract item. The Revenue Element is created when the sales order is saved, or approved when applicable. A forecast revenue plan is also created at this time with its revenue recognition dates and amount reflecting the sales order line's current *Start Date*, *End Date* and *Total Contract Value*. When the contract item is fulfilled, an actual revenue plan is created that reflects the sales order line's updated dates and total contract value.

#### **ARM Support for Perpetual Items**

The 360CB Revenue Management feature first creates a Revenue Element and forecast and actual revenue plans that reflect only the initial billing period amount. As each recurring invoice is created, a new Revenue Element and plans are created for that single billing period's start and end dates and amount. Since the total contract value is not known for perpetual items, each recurring billing is considered a separate revenue recognition event. The Revenue Element and plans for the initial billing, as well as those for recurring billings, will appear on the same Revenue Arrangement.

#### **ARM Support for Invoicing Contract Item's Initial and Recurring Billing Periods**

Every invoicing of a contract item, whether for the initial billing period or a recurring billing of a subsequent billing period, is automatically associated with the proper Revenue Element and plans in order for the correct amount of revenue to be recognized. This association enables NetSuite ARM to make the appropriate journal entries so that unbilled receivables are managed properly.

#### **Supports Multiple Currencies**

The 360CB Revenue Management feature supports multi-currency accounts where the contract's *Currency* is not the account's base currency. In such cases, the amount of revenue recognized reflects the currency of the associated contract. In addition, the *Currency* and *Exchange Rate* are carried forward from the source transaction to the revenue recognition plans.

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## Upgrade Recommendations and Instructions

When upgrading from 360 Contract Billing v2017.3.4 to 2018.1, please follow the recommendations below. If upgrading from a previous version, it is likely that additional steps are necessary to accommodate those incremental versions. For additional help, please email [support@360cloudsolutions.com](mailto:support@360cloudsolutions.com). This will automatically create a case in our system and the team will reach out directly.

If you have any questions regarding how to prepare to use these new features, please send an email to [support@360cloudsolutions.com](mailto:support@360cloudsolutions.com) or to your primary contact at 360 Cloud Solutions.

### Checking order in which Sales Order user event scripts are executed

The *360CB UE 2.X UE Transaction* script must always be deployed **after** the *360CB UE Sale Transaction* script. This ensures that a fulfilled item's *Total Contract Value* will be properly adjusted, if necessary, after new dates and an initial billing period amount are set as result of fulfillment. The order of these two scripts can be viewed and rearranged if necessary by going to Customization → Scripting → Scripted Records, then clicking **View** to the left of the *Sales Order* record.

### Setting up Custom Forms

Make the following modifications to preferred forms and any other forms your organization uses. Refer to 360CB forms for recommended positioning on each form.

#### Opportunity, Estimate (Quote) and Sales Order forms

- Show the **Total Contract Value** transaction list field on the *Items* sublist
- If you are using 360CB Revenue Management, show the **Use 360CB Revenue Management** transaction body field
- If you are using 360CB Revenue Management, show the **Do Not Create Revenue Element** transaction list field on the *Items* sublist **on the Sales Order form only**

#### Invoice form

- If you are using 360CB Revenue Management
  - Show the **Created During Contract Billing** transaction body field
  - Show the **Do Not Create Revenue Element** transaction list field on the *Items* sublist
  - Show the **Contract Item** transaction list field on the *Items* sublist
  - Show the **End-of-Term Action** transaction list field on the *Items* sublist
  - Show the **Contract Line Created** transaction list field on the *Items* sublist
  - Show the **From Contract Line** transaction list field on the *Items* sublist
  - Show the **From Contract Usage** transaction list field on the *Items* sublist

#### Contract form

- Show the **Gross Amount Billed to Date** field

#### Contract Line form

- Show the **Total Contract Value** field
- Show the **Gross Amount Billed to Date** field
- If you are using 360CB Revenue Management, show the **Use 360CB Revenue Management** field

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## Setting up the new 360CB Revenue Management feature

### System Requirements

- The NetSuite **Advanced Revenue Management** feature must be enabled.
- The **Revenue Management Plug-in** must be enabled by NetSuite support.
- **360 Contract Billing v2018.1** or later must be installed.
- The **360CB Revenue Management Plug-in** must be deployed by 360 Cloud Solutions.

### Creating and specifying a Revenue Recognition Event Type

Create a Revenue Recognition Event Type. This is the event type that will be used by the 360CB Revenue Management when generating Revenue Recognition Plans for Revenue Elements it creates.

1. Go to Setup → Accounting → Accounting Lists and, in the Filters select list, choose a Type of “Revenue Recognition Event Type.”
2. Click the **New** button.
3. In the **Revenue Recognition Event Type** field, enter: 360CB Revenue Element Source Creation
4. Leave the **Create Revenue Plan Per Event** checkbox checked.
5. Click the **Save** button.
6. Remember the Internal ID number of the new revenue recognition event type record. If it is not shown in the list view, then click **View** and look at the browser’s address bar. You’ll find the Internal ID in the URL after `accountingotherlist.nl?id=<Internal ID>`

Specifying the Revenue Recognition Event Type to use

1. Go to Customization → Lists, Records & Fields → Record Types.
2. To the right of *360CB Preference Value*, click the **List** link.
3. Look for the Preference named *Revenue Recognition Event Type*, and click the **Edit** link to its left.
4. In the **Preference Value** field, enter the internal ID number of the Revenue Recognition Event Type record just created.
5. Click the **Save** button.

### Setting up Contract Items

For each contract item, under the *Revenue Recognition/Amortization* tab, for the **Create Revenue Plans On** field, select the Revenue Recognition Event Type created above, “360CB Revenue Element Source Creation.”

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## Known Issues

### If using the new 360CB Revenue Management feature

#### In-Contract Actions that replace existing contract lines

360CB Revenue Management does not currently support adjusting revenue recognition plans when a contract line is replaced or canceled before its end date.

#### Contract Line Adjustments

360CB Revenue Management does not currently support adjusting revenue recognition plans when a discount or markup is applied to the recurring billing of contract line through a Contract Line Adjustment.

#### Contract Credits

360CB Revenue Management does not currently support adjusting revenue recognition plans when a Contract Credit is applied to a recurring invoice.

#### Returned contract items

360CB Revenue Management does not currently support adjusting revenue recognition plans when the partial or full quantity of a contract line is returned using a Return Authorization or Item Receipt.

### Changing Bill Days in Advance does not update already-populated Rollover Creation Date values

When changing a contract's *Bill Days in Advance*, only contract lines due to roll over and with an empty *Rollover Creation Date* are updated. Contract lines for which *Rollover Creation Date* is already populated will not be. If the *Bill Days in Advance* is increased, previous *Rollover Creation Date* values may not create a rollover contract line in time for its first billing.

### First Recurring Bill Date issue

When creating a transaction such a sales order, if an existing *Contract* is selected **after** a contract item has been selected on a transaction line, the line's *First Recurring Bill Date* may not be calculated correctly. This issue can be avoided by selecting an existing *Contract* (or checking *Start New Contract*) **before** adding any contract items. In fact, entering the data in that sequence is a recommended best practice.

### Rate may not be Prorated correctly when changing from Start New Contract to specifying an existing Contract

Under certain conditions, a contract item's *Rate* on a transaction line may not be prorated as expected. If a change from *Start New Contract* to selecting an existing *Contract* results in a change in *Billing Day*, the rate on an already-committed transaction line may not be recalculated. Until this issue is resolved, always specify the *Contract* or check *Start New Contract* before adding any contract items.