Introduction to Services

ARIA *QuickTips*

Introduction

This module introduces users to Services in Aria, which refer to billable parts of a plan, or a Non-Subscription Offering (NSO), which is a one-time order item.

Service Types

The following generic service types are included in your Aria implementation (you can create as many service types as necessary via the Aria UI or selected APIs):

Type	Description
Activation	One-time charge on a customer's first invoice
Recurring	A subscription to be charged at the beginning of each billing cycle
Recurring Arrears	A subscription to be charged at the **end** of each billing cycle
Usage-Based*	Associated with a usage type, billed at the end of each billing cycle based on consumption; this is always billed in arrears
Order-Based	Associated with an NSO, billed as a one-time purchase
Cancellation	Associated with a master plan, billed if the plan is cancelled before a specified interval
Minimum Fee	The minimum amount that a customer will be charged for a plan

*-If you create a usage-based service, you must also select a usage type when creating your service.

Learning Objectives

- Understand billing, pricing and taxation (if applicable) for service(s).
- Learn how to use/apply General Ledger/Chart of Account codes if desired.
- Understand how to apply service credits from line-item charges if desired (not applicable for an order-based service).
- Understand Usage concepts (e.g., accumulation, pooling, thresholds, high water mark) if applicable for your service(s).
- Associate product fields with services if desired.

Major Takeaways

- Taxable services can be created if taxation is included in your Aria implementation.
- If you do not want generic services to appear on your list of services, or when you create a plan, navigate to Configuration > Client Settings > Miscellaneous Settings > Show Generic Services and select False.
- **Do not adjust this setting from True to False if there are plans with generic services assigned**.
- A service cannot be deleted once it is associated with a plan.

Quick Tip: *Be sure to name your services carefully, as these names may appear on your customers' statements.*