One Identity Manager 9.3

Chargeback Administration Guide

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One Identity LLC.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

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Legend

WARNING: A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

One Identity Manager Chargeback Administration Guide
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For the most recent documents and product information, see Online product documentation.

Contents

Accounting data

One Identity Manager allows you to settle the costs incurred of all internal and external IT services rendered by a company. Not only physical devices and software, leasing, or rental, but also storage space for repositories and mailboxes or time related factors such as accrued help desk tickets can be entered and invoiced.

Accounting of IT expenditure is a very company-specific procedure. Therefore, the One Identity Manager module for accounting provides a basic structure for entering, evaluating, and invoicing accrued costs. It is important to customize this to suit your the company's needs.

One Identity Manager supports you with your question:

> Who, when, what, and how much to whom at which price?

NOTE: Prerequisite for using accounting in One Identity Manager is the installation of the accounting module. For more information about installing, see the *One Identity Manager Installation Guide*.

One Identity Manager users for accounting

The following users are used for setting up and administration of accounting.

Table 1: Users

User	Tasks
One Identity Manager administrators	One Identity Manager administrator and administrative system users Administrative system users are not added to application roles. One Identity Manager administrators: • Create customized permissions groups for application roles for role-based login to administration tools in the Designer as required.

User	Tasks
	• Create system users and permissions groups for non role-based login to administration tools in the Designer as required. • Enable or disable additional configuration parameters in the Designer as required. • Create custom processes in the Designer as required. • Create and configure schedules as required.
Attestors for requests	Attestors must be assigned to the **Request & Fulfillment | IT Shop | Attestors** application role. Users with this application role: • Attest correct assignment of company resource to IT Shop structures for which they are responsible. • Attest objects that have service items assigned to them. • Can view main data for these IT Shop structures but not edit them. NOTE: This application role is available if the Attestation Module is installed and the **QER | ITShop** configuration parameter is set.
Product owner for requests	Product owners must be assigned to the **Request & Fulfillment | IT Shop | Product owners** application role or a child application role. Users with this application role: • Approve through requests. • Edit service items and service categories under their management. NOTE: This application role is available if the **QER | ITShop** configuration parameter is set.

Prerequisites for accounting

One Identity Manager components are available for accounting if the **Accounting** configuration parameter is set.

- In the Designer, check if the configuration parameter is set. Otherwise, set the configuration parameter and compile the database.

  NOTE: If you disable the configuration parameter at a later date, model components and scripts that are no longer required, are disabled. SQL procedures and

> triggers are still carried out. For more information about the behavior of preprocessor relevant configuration parameters and conditional compiling, see the *One Identity Manager Configuration Guide*.

Internal as well as external data sources can be used to invoice IT services supplies and their costs. All company resources stored in the One Identity Manager database and their assigned price information are available as internal data sources. You can use a CSV file as an external data source, for example.

Price information is entered in the One Identity Manager database for service items. Add a service item for every company resource to be invoiced. You can group individual service items into service categories.

The supplied services are grouped together in voucher for accounting. You can create voucher automatically or manually.

Related topics

- Entering and editing service items on page 19
- Entering and editing service categories on page 30
- Vouchers and voucher items on page 34

Compiling price information

All price information, whether purchase price, sales price, or internal transfer price, relates to one unit of the given goods or services. This applies to service items, service categories, and voucher items. In the case of voucher items, item prices are also calculated from the amount and price. Item prices are rounded to 2 decimal places. The price supplies the voucher value for vouchers. This means they are the sum of the item prices of all the voucher's items.

Amounts are displayed by default to three decimal places, prices to two decimal places in the Manager. The number of decimal places to enter can be modified in the Designer. For more information, see the *One Identity Manager Configuration Guide*.

Basic accounting data

Various basic data are required for accounting.

- Voucher types

  Voucher types are used to classify vouchers. The **Delivery** and **Receipt** voucher types are supplied by default. For more information, see Voucher types on page 9.

- Data sources

Data sources are used to collect data for the accounting function. For more information, see Data sources on page 9.

- Accounting runs

  Accounting runs require events for automatic accounting. For example, data collection or data importing. For more information, see Accounting runs on page 10.

- Cost types

  Enter cost types under which voucher items are booked. For example, infrastructure vouchers or service items. For more information, see Cost types on page 10.

- Activities supplied

  Activities supplied can be seen as cost units, for example, products, or projects. For more information, see Activities supplied on page 12.

- Business Partners

  In One Identity Manager, you can enter the data for external businesses that could be act as manufacturers, suppliers, or partners. You assign a manufacturer to a service item. For more information, see Business partners on page 14.

- Functional areas

  To analyze rule checks for different areas of your company in the context of identity audit, you can set up functional areas.Moreover, functional areas can be replaced by peer group analysis during request approvals or attestation cases. Functional areas can be assigned to service items. For more information, see Functional areas for accounting on page 15.

- Service catalog

  You can group individual service items into service categories to create a service catalog. For more information, see Entering and editing service categories on page 30.

- Product owners

  A default application role for product owners is available in One Identity Manager. Assign the identities to this application role, who are authorized to approve requests and edit the main data of service items or service categories. For more information, see Product owners on page 17.

- Attestors

  A default application role for attestors is available in One Identity Manager. Assign the identities to this application role, who are authorized to attest IT Shop structures. For more information, see Attestors on page 18.

Voucher types

Voucher types are used to classify vouchers. The following voucher types are supplied as basic data:

- **Delivery**: Delivery slip, voucher type with optional prices.
- **Receipt**: Invoice, voucher with the prices.
- **ITShopOrder**: Request from the Web Portal

To edit or create a voucher type

1. In the Manager, select the **Accounting > Basic configuration data > Voucher types** category.
2. In the result list, select the voucher type and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the voucher type's main data.
   - **Voucher type**: Name of the voucher type.
   - **Description**: (Optional) Text field for additional explanation.
4. Save the changes.

Data sources

Data sources are used to collect data for the accounting function. Data sources can, for example, be copied into resulting voucher items to retain transparency of the data origin. For example, you can define an external data source if data is provided in a `.csv file` and transferred to the One Identity Manager database using CSV import. For example, if data is found in One Identity Manager using the One Identity Manager Service's collector function, you can define internal data sources for it.

To edit or create a data source

1. In the Manager, select the **Accounting > Basic configuration data > Data sources** category.
2. In the result list, select the data source and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the data source's main data.
   - **Data source**: Name of the data source.
   - **Description**: (Optional) Text field for additional explanation.
4. Save the changes.

Accounting runs

Accounting runs require events for automatic accounting. For example, data collection or data importing. Add events to be run for each voucher type.

The events are summarized on a **Start accounting run** form and can be triggered from there. The order in which the events are displayed on the form is given by the sort order property.

To create or edit accounting run events

1. In the Manager, select the **Accounting > Basic configuration data > Accounting runs** category.
2. Select a processing status in the result list and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the accounting run's main data.
   - **Voucher type**: The accounting run is started for this voucher type.
   - **Accounting run**: Name of the event to call.
   - **Sort order**: Position of the event in the accounting run.
   - **Description**: Description of this accounting run event.
4. Save the changes.

Related topics

- Starting accounting runs for vouchers on page 40
- Entering voucher items automatically on page 38

Cost types

Enter cost types under which voucher items are booked. For example, infrastructure vouchers or service items.

To create or edit a cost type

1. In the Manager, select the **Accounting > Basic configuration data > Cost types** category.
2. In the result list, select a cost type and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the cost type's main data.

- **Cost type**: Name of the cost type.
- **Cost type (number)**: (Optional) Bookkeeping account number.
- **Description**: (Optional) Text field for additional explanation.
- **Spare field no. 01 ... Spare field no. 10**: Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

4. Save the changes.

Related topics

- Assigning service items to cost types on page 11
- Assigning service categories to cost types on page 11
- Displaying the cost type overview on page 12

Assigning service items to cost types

Assign service items to cost types to be able to invoice them.

To assign service items to a cost type

1. In the Manager, select the **Accounting > Basic configuration data > Cost types** category.
2. Select the cost type in the result list.
3. Select the **Assign service items** task.
4. In the **Add assignments** pane, assign service items.

   TIP: In the **Remove assignments** pane, you can remove service item assignments.

   To remove an assignment

   - Select the service item and double-click ✅.
5. Save the changes.

Assigning service categories to cost types

Assign service categories to cost types to be able to invoice them.

To assign service categories to a cost type

1. In the Manager, select the **Accounting > Basic configuration data > Cost types** category.
2. Select the cost type in the result list.

3. Select the **Assign service categories** task.
4. In the **Add assignments** pane, assign the service categories.

   TIP: In the **Remove assignments** pane, you can remove assigned service categories.

   To remove an assignment

   - Select the service category and double-click ✓.
5. Save the changes.

Displaying the cost type overview

To obtain an overview of a cost type

1. In the Manager, select the **Accounting > Basic configuration data > Cost types** category.
2. Select the cost type in the result list.
3. Select the **Cost type overview** task.

Activities supplied

Activities supplied can be seen as cost units, for example, products, or projects.

To create or edit an activity supplied

1. In the Manager, select the **Accounting > Basic configuration data > Activities supplied** category.
2. In the result list, select an activity supplied and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the activity's main data.
   - **Activity supplied**: Name of the activity supplied.
   - **Description**: (Optional) Text field for additional explanation.
4. Save the changes.

Related topics

- Assign service items to activities supplied on page 13
- Assigning service categories to activities supplied on page 13
- Displaying the activity supplied overview on page 14

Assign service items to activities supplied

Assign service items to activities supplied to be able to invoice them.

To assign service items to an activity supplied

1. In the Manager, select the **Accounting > Basic configuration data > Activities supplied** category.
2. Select the activity in the result list.
3. Select the **Assign service items** task.
4. In the **Add assignments** pane, assign service items.

   TIP: In the **Remove assignments** pane, you can remove service item assignments.

   To remove an assignment

   - Select the service item and double-click ✅.
5. Save the changes.

Assigning service categories to activities supplied

Assign a service categories to activities supplied to be able to invoice them.

To assign service categories to an activity supplied

1. In the Manager, select the **Accounting > Basic configuration data > Activities supplied** category.
2. Select the activity supplied in the result list.
3. Select the **Assign service categories** task.
4. In the **Add assignments** pane, assign the service categories.

   TIP: In the **Remove assignments** pane, you can remove assigned service categories.

   To remove an assignment

   - Select the service category and double-click ✅.
5. Save the changes.

Displaying the activity supplied overview

To obtain an overview of a supplied activity.

1. In the Manager, select the **Accounting > Basic configuration data > Activities supplied** category.
2. Select the activity in the result list.
3. Select the **Activity supplied overview** task.

Business partners

In One Identity Manager, you can enter the data for external businesses that could be act as manufacturers, suppliers, or partners. You assign a manufacturer to a service item.

To create or edit business partners

1. In the Manager, select the **Accounting > Basic configuration data > Business partners** category.
2. In the result list, select a business partner and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the business partner's main data.
4. Save the changes.

Enter the following data for a company.

Table 2: General main data of a company

Property	Description
Company	Short description of the company for the views in One Identity Manager tools.
Name	Full company name.
Surname prefix	Additional company name.
Short name	Company's short name.
Contact	Contact person for the company.
Partner	Specifies whether this is a partner company.
Customer number	Customer number at the partner company.
Supplier	Specifies whether this is a supplier.

Property	Description
Customer number	Customers number at supplier.
Leasing partner	Specifies whether this is a leasing provider or rental firm.
Manufacturer	Specifies whether this is a manufacturer.
Remarks	Text field for additional explanation.

Table 3: Company address

Property	Description
Street	Street or road.
Building	Building
Zip code	Zip code.
City	City.
State	State.
Country	Country.
Phone	Company's telephone number.
Fax	Company's fax number.
Email address	Company's email address.
Website	Company's website. Click the button to display the web page in the default web browser.

Functional areas for accounting

To analyze rule checks for different areas of your company in the context of identity audit, you can set up functional areas. Assign functional areas to hierarchical roles, compliance rules, SAP functions, and service items. Enter criteria for the functional areas and hierarchical roles that provide information about the risk level of rule violations. To assess the risks, specify how many rule violations are permitted in a functional area or role. You can enter separate assessment criteria for each role, such as a risk index or transparency index.

Moreover, functional areas can be replaced by peer group analysis during request approvals or attestation cases.

Example: Use of functional areas

To assess the risk of rule violations for service items. Proceed as follows:

1. Set up functional areas.
2. Assign service items to the functional areas.
3. Specify the number of rule violations allowed for the functional area.
4. Assign the functional areas to the compliance rules that are relevant for the assessment.
5. Use the One Identity Manager report function to create a report that prepares the result of rule checking for the functional area by any criteria.

To create or edit a functional area

1. In the Manager, select the **Accounting > Basic configuration data > Functional areas** category.
2. In the result list, select a function area and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Edit the function area main data.
4. Save the changes.

Enter the following data for a functional area.

Table 4: Functional area properties

Property	Description
Functional area	Description of the functional area
Parent Functional area	Parent functional area in a hierarchy. Select a parent functional area from the list for organizing your functional areas hierarchically.
Max. number of rule violations	List of rule violation valid for this functional area. This value can be evaluated during the rule check. NOTE: This property is available if the Compliance Rules Module is installed.
Description	Text field for additional explanation.

For more information about peer group analysis, see the *One Identity Manager IT Shop Administration Guide* and the *One Identity Manager Attestation Administration Guide*.

Product owners

NOTE: This function is available if the **QER | ITShop** configuration parameter is set.

Identities who are approvers in approval processes for requesting service items can be assigned to these service items. To do this, assign a service item or a service category to an application role for **Product owners**. Assign identities to this application role who are authorized to edit service item or service category main data.

A default application role for product owners is available in One Identity Manager. You may create other application roles as required. For more information about application roles, see the *One Identity Manager Authorization and Authentication Guide*.

Table 5: Default application roles for product owners

User	Tasks
Product owners	Product owners must be assigned to the **Request & Fulfillment | IT Shop | Product owners** application role or a child application role. Users with this application role: • Approve through requests. • Edit service items and service categories under their management. NOTE: This application role is available if the **QER | ITShop** configuration parameter is set.

To add identities to the default application role for product owners

1. In the Manager, select the **Accounting > Basic configuration data > Product owners** category.
2. Select the **Assign identities** task.

   In the **Add assignments** pane, add identities.

   TIP: In the **Remove assignments** pane, you can remove assigned identities.

   To remove an assignment

   - Select the identity and double-click .
3. Save the changes.

To add another application role for product owners

1. In the Manager, select the **Accounting > Basic configuration data > Product owners** category.
2. Click in the result list.
3. Enter at least the application role's name and, in the **Parent application role** drop-down, select the **Request & Fulfillment | IT Shop | Product owners** application role or a child role.

4. Save the changes.
5. Assign identities to the application role.

Related topics

- General main data of service items on page 20
- Main data for service categories on page 30

Attestors

> NOTE: This function is available if the Attestation Module is installed and the **QER | ITShop** configuration parameter is set.

In One Identity Manager, you can specify which identities are used as attestors for service items and service categories in attestation cases if the approval workflow is set up accordingly. To do this, assign a service item or a service category to an attestor's application role. Assign identities that are authorized to attest accounting data to this application role.

For more information about attestation, see the *One Identity Manager Attestation Administration Guide*.

A default application role for attestors is available in One Identity Manager. You may create other application roles as required. For more information about application roles, see the *One Identity Manager Authorization and Authentication Guide*.

Table 6: Default application roles for attestors

User	Tasks
Attestors for IT Shop	Attestors must be assigned to the **Request & Fulfillment | IT Shop | Attestors** application role. Users with this application role: • Attest correct assignment of company resource to IT Shop structures for which they are responsible. • Attest objects that have service items assigned to them. • Can view main data for these IT Shop structures but not edit them. NOTE: This application role is available if the Attestation Module is installed and the **QER | ITShop** configuration parameter is set.

To add identities to default application roles for attestors

1. In the Manager, select the **Accounting > Basic configuration data > Attestors** category.
2. Select the **Assign identities** task.

In the **Add assignments** pane, add identities.

> TIP: In the **Remove assignments** pane, you can remove assigned identities.
>
> ***To remove an assignment***
>
> - Select the identity and double-click .

3. Save the changes.

To add another application role for attestors

1. In the Manager, select the **Accounting > Basic configuration data > Attestors** category.
2. Click in the result list.
3. Enter at least the application role's name and, in the **Parent application role** drop-down, select the **Request & Fulfillment | IT Shop | Attestor** application role or a child role.
4. Save the changes.
5. Assign identities to the application role.

Related topics

- General main data of service items on page 20
- Main data for service categories on page 30

Entering and editing service items

In order to invoice company resources internally, a service item must be assigned to them. The price information is entered in the service item. Add a service item for every company resource to be invoiced. You can group individual service items into service categories.

To create or edit service categories

1. In the Manager, select the **Accounting > Service items** category.
2. In the result list, select the product's service item and select the **Change main data** task.

   - OR -

   Click in the result list.
3. Enter the service item's main data.
4. Save the changes.

Related topics

- General main data of service items on page 20
- Pricing for service items on page 23
- Extended main data for service items on page 24
- Default service items on page 24
- Defining hierarchy for service items on page 25
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- Displaying websites for service items on page 28
- Changing products for service items on page 28
- Adding tags and assigning them to service items on page 29
- Displaying the service items overview on page 30

General main data of service items

Enter the following general main data. If you add a new service item, you must fill out the required fields.

Table 7: General main data of a service item

Main data	Meaning
Service item	Service item name.
Special service item	If a product is used for a specific purpose, for example, for product collection, then mark it as a special service item.
Service category	Group individual products into a collection of products. Select an existing service category from the list or add a new one. To create a new service category, click . Enter at least one name for the service item.
Product owners	Assign a **Request & Fulfillment | IT Shop | Product owner** application role. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Attestors	Assign a **Request & Fulfillment | IT Shop | Attestor** application role.

Main data	Meaning
	The members of this application role can chosen as attestor in an attestation procedure. To create a new application role, click . Enter the application role name and assign a parent application role. Attestors can only be assigned if the Attestation Module is installed and the **QER | ITShop** configuration parameter is set.
Cost center	Cost center for booking the service item in the accounts.
Manufacturer	Manufacturer data.
Terms of use	Terms of use for the product. The product can only be requested if the requester has accepted the terms of use. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request number, product code, product code (foreign)	Company-specific service item properties.
Activity supplied	Select a activity from the drop-down.
Cost type	Select a cost type from the drop-down.
Functional area	Company-specific service item property.
Approval policies	Approval policy used to determine the approver when the service item is requested in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request property	Select a request property using the additional request parameters that are defined for a request. Requests can be given additional information though product-specific request properties such as the specific details of a product, its size, or color. A request property gathers all additional features together that can be given when requesting a product. To create a new request property, click and enter the request property's name. Then define the request parameters. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Calculation info	Enter the calculation mode as accounting information.

Main data	Meaning
Availability	Company-specific information about the service item‘s availability.
Sort order	Customer-specific criteria for sorting service items.
Website	Web page with more information about the service item. This field allows you to link product descriptions in the internet or intranet to the service item. To open the website, select **Visit website** in the default web browser.
Validity period	Time period for limited assignments through IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Reason type on request	Specifies which type of reason is required when requesting this service item. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Reason type on approval	Specifies which type of reason is required when granting approval to this service item. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Reason type on denial	Specifies which type of reason is required when denying approval to this service item. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Description	Text field for additional explanation.
Retain service item assignment on relocation	Specifies whether requests belonging to this service item remain intact when a customer or a product relocates. This property is only available if the **QER | ITShop** configuration parameter is enabled.

Main data	Meaning
Request parameters must be defined per recipient	Specifies whether request parameters must be entered separately for each recipient of this product, if the product is requested for different recipients in one request procedure. If this option is not set, the selected request parameters apply uniformly to all recipients of the product. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Not available	Specifies whether the service item can still be requested in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Hide in service catalog	Specifies whether the service item is shown in the service catalog. If the option is set, the service item can be requested, but it is not displayed in the service catalog. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Approval by multi-factor authentication	The approval of requests with this service item requires multi-factor authentication.

Detailed information about this topic

- Entering and editing service categories on page 30
- Product owners on page 17
- Attestors on page 18
- Business partners on page 14
- Activities supplied on page 12
- Cost types on page 10
- Functional areas for accounting on page 15

Pricing for service items

Enter the required pricing information for booking the service item to the accounts on the **Calculation** tab.

Table 8: Pricing for a service item

Property	Description
Purchase price	Purchase price.
Sales price	Sales price.
Internal price	Internal transfer price.
Rental rate (purchasing)	Purchase price on product rental.
Rental rate (selling)	Sales price on product rental
Rental rate (internal)	Internal transfer price on product rental
Currency	Currency unit
Sales tax	Sale tax to apply in percent (%)

Related topics

- Compiling price information on page 7

Extended main data for service items

On the **Picture** tab, you can import an image of the product into the data base. Select the path where the picture is stored.

On the **User-defined** tab, enter additional company-specific information in the spare fields. Use the Designer to customize display names, formats, and templates for the fields.

Default service items

One Identity Manager supplies service items by default.

To edit default service items

- In the Manager, select the **Accounting > Service items > Predefined** category.

Defining hierarchy for service items

You can structure service items hierarchically. To do this, assign a service item below or above another service item.

Example

The items "cabling", "service infrastructure", "hotline", and "backup system" are agreed upon by seller and purchaser and given prices. The collective products "Service PC", "Service Notebook" and "Service User Accounts" are defined within the company. These comprise the single items listed above. The prices for the collective products can be taken from the prices for the single items assuming a corresponding processes have been implemented for this.

Table 9: Example for grouping collective products

Collective Item	Single Item
Service PC	cabling
	service infrastructure
	backup system
	hotline
Service notebook	cabling
	service infrastructure
	hotline
Service user accounts	hotline

To structure service items hierarchically

1. In the Manager, select the **Accounting > Service items** category.
2. In the result list, select a service item in the result list and run the task **Edit service item hierarchy**.
3. Select the **Child service items** tab.

   In the **Add assignments** pane, assign child service items.

   TIP: In the **Remove assignments** pane, you can remove service item assignments.

   To remove an assignment

   - Select the service item and double-click ✅.

4. Select the **Parent service items** tab.

   In the **Add assignments** pane, assign parent service items.

   > TIP: In the **Remove assignments** pane, you can remove service item assignments.
   >
   > ***To remove an assignment***
   >
   > - Select the service item and double-click ✅.

5. Save the changes.

Editing product dependencies for requests

Dependencies between products are taken into account by IT Shop requests. This task is only available if the **QER | ITShop** configuration parameter is set. For more information, see the *One Identity Manager IT Shop Administration Guide*.

Assigning service items to departments, cost centers and locations

You can issue separate invoices according to the different company structures. To do this assign the service items to departments, cost centers, and locations.

To assign a service item to departments, cost centers, and locations

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign organizations** task.

   In the **Add assignments** pane, assign the organizations:

   - On the **Departments** tab, assign departments.
   - On the **Locations** tab, assign locations.
   - On the **Cost centers** tab, assign cost centers.

   > TIP: In the **Remove assignments** pane, you can remove assigned organizations.
   >
   > ***To remove an assignment***
   >
   > - Select the organization and double-click ✅.

4. Save the changes.

Assigning service items to business roles

NOTE: This function is only available if the Business Roles Module is installed.

You can issue separate invoices according to the different company structures. Assign service items to business roles to do this.

To assign service items to business roles

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign business roles** task.

   In the **Add assignments** pane, select the role class and assign business roles.

   TIP: In the **Remove assignments** pane, you can remove assigned business roles.

   To remove an assignment

   - Select the business role and double-click ✅.
4. Save the changes.

Assigning functional areas to service items

You can use One Identity Manager to assess the risk of assignments. The assessments can be evaluated separately by functional area. To do this, service items must be assigned to functional areas. For more information, see the *One Identity Manager Risk Assessment Administration Guide*.

To assign functional areas to a service item

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign functional areas** task.

   Assign the functional areas in **Add assignments**.

   TIP: In the **Remove assignments** pane, you can remove functional area assignments.

   To remove an assignment

   - Select the functional area and double-click ✅.
4. Save the changes.

Assigning extended properties to service items

Extended properties are meta objects, such as operating codes, cost codes, or cost accounting areas that cannot be mapped directly in One Identity Manager.

To assign extended properties to a service item

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign extended properties** task.

   In the **Add assignments** pane, assign extended properties.

   > TIP: In the **Remove assignments** pane, you can remove assigned extended properties.
   >
   > ***To remove an assignment***
   >
   > - Select the extended property and double-click ✅.
4. Save the changes.

Displaying websites for service items

You can link product descriptions in internet or intranet with the service item. For this, you enter the URL of a website in **Website** on the main data form.

To open the website in a standard browser

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Visit website** task.

Related topics

- General main data of service items on page 20

Changing products for service items

> NOTE: This task is only available if the **QER | ITShop** configuration parameter is set.

A product can be replaced by another product at a specified time. All identities who have requested this product are notified by an email telling them to request a replacement product.

To replace a product with another one

1. In the Manager, select the **Accounting > Service items** category.
2. Select the product's service item to replace in the result list.
3. Select the **Change product** task.
4. Enter the following data:
    - **Expiry date**: Date on which the product is replaced by a different product.
    - **Alternative product**: Service item that can be requested instead.
5. Click **OK**.

Adding tags and assigning them to service items

NOTE: This task is only available if the **QER | ITShop** configuration parameter is set.

Use this task to assign tags to service items and to add new tags.

To add and assign a tag to a service item

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign tag** task.
4. Select the **Create tag** task.
5. Enter the tag and a description for it.
6. Save the changes.

    The new tag is shown on the assignment form.
7. Double-click on the tag to assign it to the selected service item.
8. Save the changes.

To assign a tag to a service item

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Assign tag** task.

    In the **Add assignments** pane, assign the tag.

    TIP: In the **Remove assignments** pane, you can remove assigned tag.

    To remove an assignment

    - Select the tag and double-click ✓.
4. Save the changes.

Displaying the service items overview

To obtain an overview of a service item

1. In the Manager, select the **Accounting > Service items** category.
2. Select the service item in the result list.
3. Select the **Service item overview** task.

Entering and editing service categories

You can group individual service items into service categories to create a service catalog. Price information required or service category cost types and services types can be mapped to individual products using customized templates.

To edit service categories

1. In the Manager, select the **Accounting > Service catalog** category.
2. In the result list, select the service category and run the **Change main data** task.
3. Edit the service category's main data.
4. Save the changes.

Related topics

- Main data for service categories on page 30
- Default service categories on page 33
- Assigning service items to service categories on page 33
- Displaying the service category overview on page 34

Main data for service categories

Enter the following main data of a service category. If you add a new service category, you must fill out the required fields.

Table 10: General main data of a service category

Main data	Meaning
Service category	The service item’s name.
Special	Specifies whether the service category has a special purpose.

Main data	Meaning
service category	
Parent service category	If you want to have service categories in a hierarchical structure, select a parent service category from the list.
Product owners	Assign a **Request & Fulfillment | IT Shop | Product owner** application role. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Attestors	Assign a **Request & Fulfillment | IT Shop | Attestor** application role. The members of this application role can chosen as attestor in an attestation procedure. To create a new application role, click . Enter the application role name and assign a parent application role. Attestors can only be assigned if the **QER | ITShop** configuration parameter is enabled. For more information, see the *One Identity Manager Attestation Administration Guide*.
Activity supplied	Select a activity supplied from the drop-down.
Cost type	Select a cost type from the drop-down.
Approval policies	Approval policies used to determine the approver when the service item is requested from a service category in the IT Shop. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Request property	Select a request property using the additional request parameters that are defined for a request. Requests can be given additional information though product-specific request properties such as the specific details of a product, its size, or color. A request property gathers all additional features together that can be given when requesting a product. To create a new request property, click and enter the request property's name. Then define the request parameters. This property is only available if the **QER | ITShop** configuration parameter is enabled.
Purchase price, sales	Enter the required price information for the service category accounting.

Main data	Meaning
price, internal price, currency	
Sort order	Customer specific criteria for sorting assigned service items.
Reason type on request	Specifies which type of reason is required when requesting a service item from this service catalog. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Reason type on approval	Specifies which type of reason is required when granting approval to a service item from this catalog. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Reason type on denial	Specifies which type of reason is required when denying approval to a service item from this catalog. • Optional: A reason can be provided if required. • Reason required (standard or free): A standard reason must be selected or a reason given with any text. • Free text required: A reason must be given with freely selected text.
Description	Text field for additional explanation.
Full name	Full name of the service category.
Remarks	Text field for additional explanation.
Picture	Picture for this service category. Select the path where the picture is stored.
Spare field no. 01 - spare field no. 10	Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

Detailed information about this topic

- Product owners on page 17
- Attestors on page 18
- Activities supplied on page 12
- Cost types on page 10

Default service categories

One Identity Manager supplies service categories by default. These service categories make up the default service items in the service catalog.

To edit default service categories

- In the Manager, select the **Accounting > Service catalog** category.

Assigning service items to service categories

Use this task to assign any number of service items to a service category.

To assign service items to a service category

1. In the Manager, select the **Accounting > Service catalog** category.
2. Select the service category in the result list.
3. Select the **Assign service items** task.

   In the **Add assignments** pane, assign service items.

   > TIP: In the **Remove assignments** pane, you can remove service item assignments.
   >
   > ***To remove an assignment***
   >
   > - Select the service item and double-click ✓.

4. Save the changes.

Displaying the service category overview

To obtain an overview of a service category

1. In the Manager, select the **Accounting > Service catalog** category.
2. Select the service category in the result list.
3. Select the **Service category overview** task.

Vouchers and voucher items

Vouchers are overviews of bookable IT services. Each of the services are added as voucher items in a voucher. For example, software assigned to an identity or scheduled measurement of mailbox sizes can be consolidated in one voucher item. It is also possible to include data from external data sources for making vouchers. Vouchers are initially merely entered in One Identity Manager because accounting methods and the bookable amounts vary between companies. One action which is independent of this and can be customized is grouping and evaluation of receipts or other vouchers.

You can group voucher items automatically using One Identity Manager. To do this, One Identity Manager Service offers a process component, which you can use to collect and process vouchers and voucher items. One Identity Manager also offers the option to link report generation into the accounting procedure.

To make vouchers for bookable IT services

1. Create vouchers in the Manager.
2. Define processes that group the voucher items together. You can input voucher items automatically or manually.

Related topics

- Entering and editing vouchers on page 34
- Entering voucher items automatically on page 38
- Starting accounting runs for vouchers on page 40
- Entering and editing voucher items manually on page 41

Entering and editing vouchers

To edit or create a voucher

1. In the Manager, select the **Accounting > Vouchers** category.
2. In the result list, select the voucher and run the **Change main data** task.

- OR -

Click in the result list.

3. Edit the voucher's main data.
4. Save the changes.

Related topics

- General main data for vouchers on page 35
- Invoice recipients for receipts on page 36
- Custom main data of vouchers on page 36
- Assigning vouchers to devices on page 36
- Recalculating vouchers on page 37
- Reactivating vouchers on page 37
- Displaying the voucher overview on page 38

General main data for vouchers

Enter the following properties on the **General** tab:

Table 11: General main data of vouchers

Property	Description
Voucher number	Number or ID of the voucher.
Voucher date	Data of the voucher.
voucher type	Select a voucher type from the drop-down.
Voucher number (external)	Customer or supplier's voucher number if the voucher was imported.
Contract	Supplier's contract reference number.
Purchase price	Purchase price.
Sales price	Sales price.
Internal price	Internal transfer price.
Currency	Currency unit
Comment	Text field for additional explanation.
Booked	Specifies whether the voucher has been processed or not.

Related topics

- Voucher types on page 9
- Reactivating vouchers on page 37

Invoice recipients for receipts

Enter the address data for the invoice recipient on the **Invoice recipient** tab.

Table 12: Voucher's invoice recipient data

Property	Description
Name	Invoice recipient.
Surname prefix	Addition to recipients name.
Street	Street or road.
Zip code	Zip code.
City	City.
Desired delivery date.	Target date for delivery.
Received on	Date on which the voucher was received.
Date approved	Date on which the voucher was approved.

Custom main data of vouchers

Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

Assigning vouchers to devices

Use this task to assigned different devices items to a voucher.

To assign a device to a voucher

1. In the Manager, select the **Accounting > Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Assign devices** task.
4. In the **Add assignments** pane, assign the devices.

   TIP: In the **Remove assignments** pane, you can remove the device assignments.

To remove an assignment

- Select the device and double-click .

5. Save the changes.

Recalculating vouchers

The invoice date and price information provide further information about an invoice voucher. Prices are determined from the item prices of the active voucher items using the **Recalculate** task.

To recalculate a voucher

1. In the Manager, select the **Accounting > Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Recalculation** task.
4. Save the changes.

Related topics

- Pricing for voucher items on page 43

Reactivating vouchers

If a voucher has already been processed, set the **Booked** option. This voucher can no longer be processed.

To reactivate a voucher for processing

1. In the Manager, select the **Accounting > Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Recalculate** task.
4. Save the changes.

Related topics

- General main data for vouchers on page 35

Displaying the voucher overview

To obtain an overview of a voucher

1. In the Manager, select the **Accounting > Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Voucher status overview** task.

Entering voucher items automatically

Table 13: Configuration parameter for automatically entering voucher items

Configuration parameter	Meaning
Accounting | SimpleCollector	Preprocessor relevant configuration parameter for controlling database model components, for automatically making vouchers for accounting. If the parameter is set, vouchers can be made automatically. Changes to this parameter require the database to be recompiled. If you disable the configuration parameter at a later date, model components and scripts that are no longer required, are disabled. SQL procedures and triggers are still carried out. For more information about the behavior of preprocessor relevant configuration parameters and conditional compiling, see the *One Identity Manager Configuration Guide*.
Accounting | SimpleCollector | ReportDir	Specifies the path of the report repository.

Enter separate voucher items into a voucher. One voucher item corresponds to a bookable IT service. For example, software assigned to an identity or scheduled measurement of mailbox sizes can be consolidated in one voucher item. It is also possible to include data from external data sources for making vouchers. However, the methods used for this differ from company to company and, therefore, you should implement them to suit yours.

For the automatic creation of voucher items, you can use the collector functions of the One Identity Manager Service provided with the process component `VI.JobService.JobComponents.InvoiceComponent`. Using One Identity Manager reporting functionality, you can group vouchers in the form of an invoice and send then by email.

To simplify dealings with data imports and collection and if necessary to extend it, you can manage the accounting run using the **Start accounting run** task. All available events and the current processing status of a voucher are displayed on the form. For more information, see Starting accounting runs for vouchers on page 40.

You must customize the events to you want to run. For more information, see Accounting runs on page 10.

The One Identity Manager default system contains examples of simple data collectors for voucher with the voucher type **Receipt** that can be controlled through the form. Use this to collect the data you want in the database, a new voucher item is created for each data set and linked to the voucher for which the event was triggered. There is also an example of how to generate an accounting report which can then be sent by email. Processes for the base object `Invoice` are defined for the events supplied. If you start and event from the form, it starts running the corresponding process.

The data collectors are defined as view definition extensions (ViewAddon) to the `ACNVCollect` table. You can use these data collectors as template for creating custom extensions.

Table 14: Data collector in the default system

Event	Description	Item
COLPERSONHASAPP	Collects accounting relevant information for all software applications assigned to identities and which have a service item.	0
COLWORKDESKHASAPP	Collects accounting relevant information for all software applications assigned to workdesks and which have a service item.	1
COLHARDWARE	Collects accounting relevant information of each device with workdesk and a device model with a service item.	2
COLADSACCOUNT	Collects accounting relevant information for all Active Directory user accounts that are connected with an identity and managed with account definitions.	3
COLEX2KMAILBOX	Collects accounting relevant information for all Microsoft Exchange mailboxes that are connected with an identity and managed with account definitions.	4
COLADSHOMESIZE	Collects accounting relevant information about the size of Active Directory user account homes. The price must be given in MB in the service item. The view must be customized.	5
COLEX2KMAILSIZE	Collects accounting relevant information about the size of Microsoft Exchange mailboxes. The price must be given in MB in the service item. The view must be customized.	6
GENERATE_PROFITCENTER_REPORTS	Generates reports for cost centers.	7

The processing state is stored in the `Invoice` table in the `CollectorState` column. At the same time, one character of this status string represents the current processing state of an event. The string's index is defined through the sort order of the associated event. The characters have the following meaning:

Table 15: Permitted status and meaning

Character	Name	Description
Blank space	New/unknown	Processing has not started. Initial state.
S	Started	This state is set by the form in order to immediately return a result to the user.
R	Running	This state is set by the process to signal that the import/-collector is running.
F	Complete	The process was ended successfully.
E	Errors	The process ended in failure.

To set a status in the processes, you can use the `ACN_PSetCollectorState` SQL procedure. This procedure expects the following parameters:

Table 16: ACN_PSetCollectorState procedure parameters

Parameters	Meaning
uid_invoice	Unique name of the voucher
eventname	Event name
state	Status

Calling example:

```
exec ACN_PSetCollectorState '<UID_Invoice>', 'COLPERSONHASAPP', 'E'
```

Starting accounting runs for vouchers

Use this task to start accounting for a voucher. All available events and the current processing status of a voucher are displayed on the form. You must customize the events to you want to run.

To start an accounting run

1. In the Manager, select the **Accounting > Vouchers** category.
2. Select the voucher in the result list.
3. Select the **Start accounting run** task.

On the form, start each data collector by using the **Start** button.

Update the status of data collectors on the form with the **Refresh** button.

4. Save the changes.

Related topics

- Accounting runs on page 10
- Entering voucher items automatically on page 38

Entering and editing voucher items manually

Voucher items cannot only be automatically entered but you can also enter and handle them manually in the Manager. However, you should only do this if marginal modifications required.

To enter or edit voucher items manually

1. In the Manager, select the **Accounting > Items** category.
2. In the result list, select the voucher item and run the **Change main data** task.

   - OR -

   Click in the result list.
3. Enter the voucher item's main data.
4. Save the changes.

Related topics

- Entering voucher items automatically on page 38
- General main data for voucher items on page 42
- Pricing for voucher items on page 43
- Miscellaneous main data of voucher items on page 43
- Custom main data of voucher items on page 44
- Reactivating voucher items on page 44
- Displaying the voucher items overview on page 45

General main data for voucher items

Enter the following properties for the voucher.

Table 17: General main data of a voucher item

Property	Description
Name	Display name of the voucher item. In the default installation of One Identity Manager, the name is formed from the service item and the comment.
Voucher	Voucher into which the voucher item is added.
Service item	Service item to be invoiced.
Description	Text field for additional explanation.
Data source	Data source from which the voucher item comes.
Voucher date	Data of the voucher.
Delivery item	Specifies whether the voucher item is part of a delivery. This means that price entries on the **Calculation** tab are not mandatory. If this option is not set, the **Amount** and **Voucher date** are required fields. On the **Calculation** tab, a price must be entered as a minimum requirement.
Delivery date	Delivery date for the IT service.
Desired delivery date.	Target date for delivery.
Supplier	Supplier ID.
Request number	Request number of the IT service for requesting from a supplier.
Product number (foreign)	External product number.
Voucher item (external)	Item information in imported voucher.
Voucher item (consolidated)	Voucher item for accumulating this item.
Quantity	Quantity to book.
Unit of measure	Unit of measure.
Remarks	Text field for additional explanation.
Booked	Specifies whether the voucher item has already been processed or consolidate with another item. If this option is set, the voucher position

Property	Description
	cannot be processed again.
Denied	Specifies whether approval was granted to the voucher item or not.

Related topics

- Reactivating voucher items on page 44
- Pricing for voucher items on page 43

Pricing for voucher items

Enter the required pricing information for booking the voucher item to the accounts on the **Calculation** tab. At least one price has to be entered as the voucher item value is calculated from the quantity and the price. Specify which available price information is being used to suit your company requirements.

Table 18: Pricing for a voucher item

Property	Description
Unit price (purchasing)	Unit price for purchasing the IT service.
Item price (purchasing)	Item price calculated from quantity and unit price (purchasing).
Unit price (sales)	Unit price for selling the IT service.
Item price (sales)	Item price calculated from quantity and unit price (sales).
Unit price (internal)	Internal booking price for the IT service.
Item price (internal)	Item price calculated from quantity and unit price (internal).
Currency	Currency unit
Sales tax (%)	Sale tax to apply in percent.

Related topics

- Compiling price information on page 7

Miscellaneous main data of voucher items

You can enter more information required for booking the voucher item on the **Miscellaneous** tag. The recipient of the IT service must be entered. Then you must enter at least one of the following fields: **Workdesk**, **Device**, **Identity**, **Business role**, **Location**, **Cost center**, **Department**, or **Customer**.

Table 19: Miscellaneous main data of a voucher item

Property	Description
Activity supplied	Select a activity from the drop-down.
Cost type	Select a cost type from the drop-down.
Workdesk	Worksdesk that received the IT service.
Device	Device that received the IT service.
Identity	Identity that received the IT service.
Business role	Business role that received the IT service.
Location	Location that received the IT service.
Cost center	Cost center that received the IT service.
Department	Department that received the IT service.
Customer	Partner that received the IT service.
Received on	Date the IT service bill was received.
Approved on	Date of final approval.

Related topics

- Activities supplied on page 12
- Cost types on page 10

Custom main data of voucher items

Additional company-specific information. Use the Designer to customize display names, formats, and templates for the input fields.

Reactivating voucher items

If a voucher item has already been processed, set the **Booked** option. This voucher can no longer be processed.

To reactivate a voucher item for processing

1. In the Manager, select the **Accounting > Items** category.
2. Select the voucher item in the result list.
3. Select the **Recalculate** task.
4. Save the changes.

Related topics

- General main data for voucher items on page 42

Displaying the voucher items overview

To obtain an overview of a voucher item

1. In the Manager, select the **Accounting > Items** category.
2. Select the voucher item in the result list.
3. Select the **Voucher item overview** task.

About us

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit https://www.oneidentity.com/company/contact-us.aspx.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at https://support.oneidentity.com/.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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