

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

4.2.2.14 Manage Off Cycle Bill for External and
Miscellaneous Charges

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.14, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Off Cycle Bill for External And Miscellaneous Charges business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 4.2.2.4 Manage Off Cycle Bill for External and Miscellaneous Charges

Process Type: Sub Process

Parent Process: 4.2.2 Manage Bill

Sibling Processes: 4.2.2.2 Manage Meter Charges, 4.2.2.3 Manage Item Charges, 4.2.2.5 Manage Loan Charges, 4.2.2.6 Manage Deposit Charges

This process describes Off Cycle Billing for External and Miscellaneous services. This process takes place in following situations:

-Utility Company provides the service that occurs outside the normal bill cycle process, and needs to generate a bill "Off" cycle for a customer.

Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer through the use of Bill messages.

When bill is successfully completed the company makes it available for Customer.

Actors/Roles

The Manage Off Cycle Bill for External And Miscellaneous business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

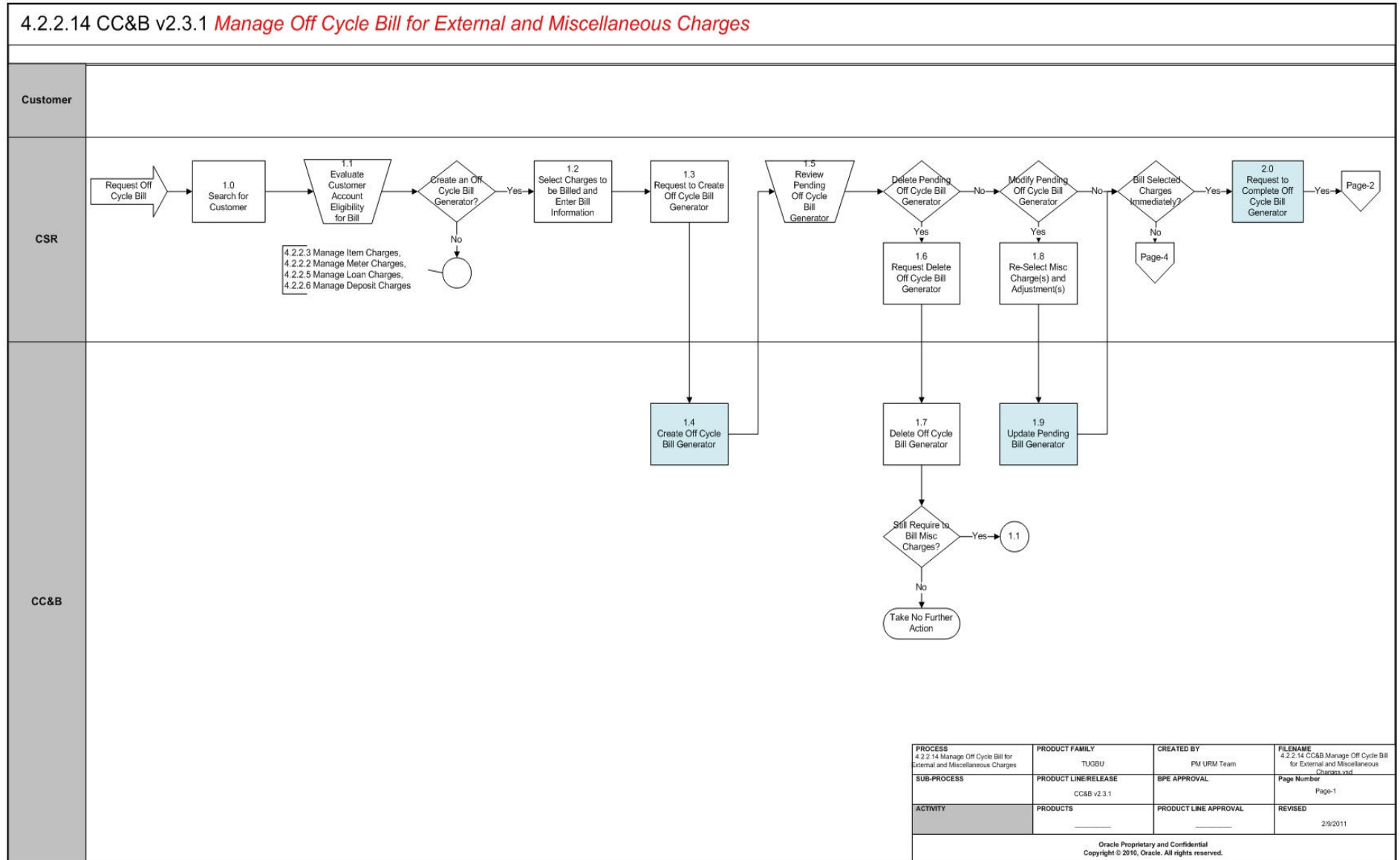
Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Off Cycle Bill for External And Miscellaneous business process. This includes:

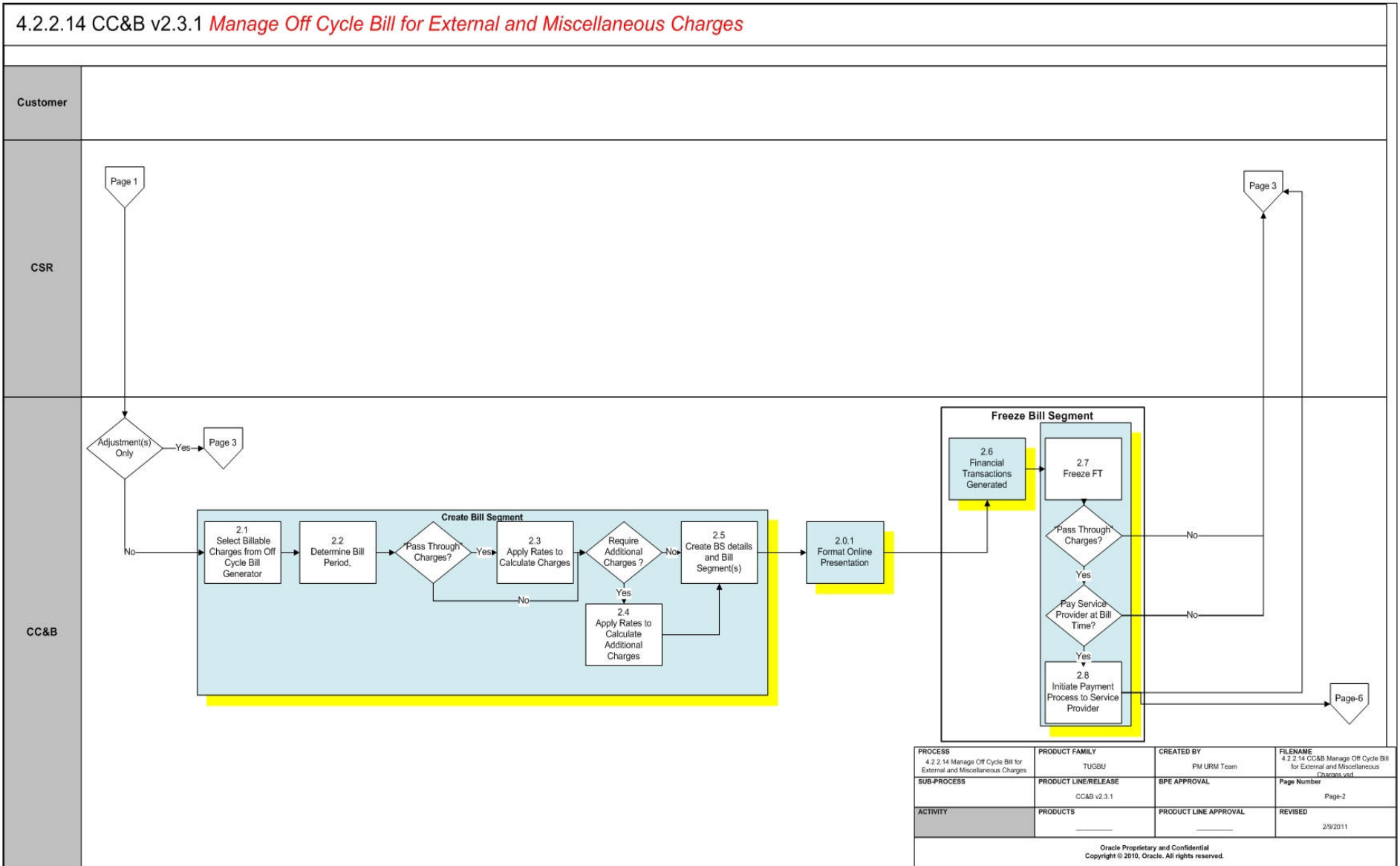
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- **Installation Options - Control Central Alert Algorithms**
- **Rates**
- **Related Training**

Business Process Diagrams

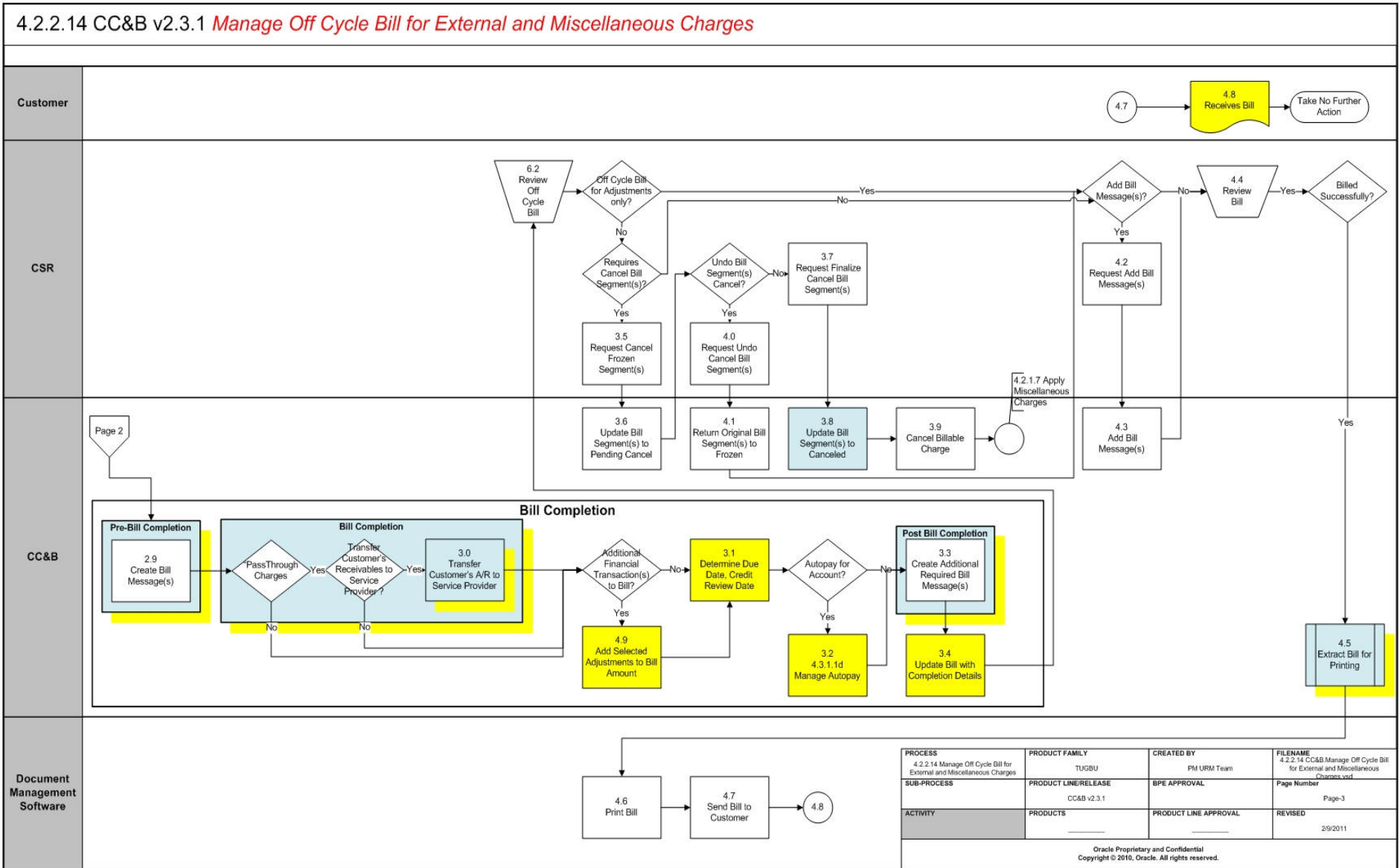
Manage Off Cycle Bill for External And Miscellaneous Page 1



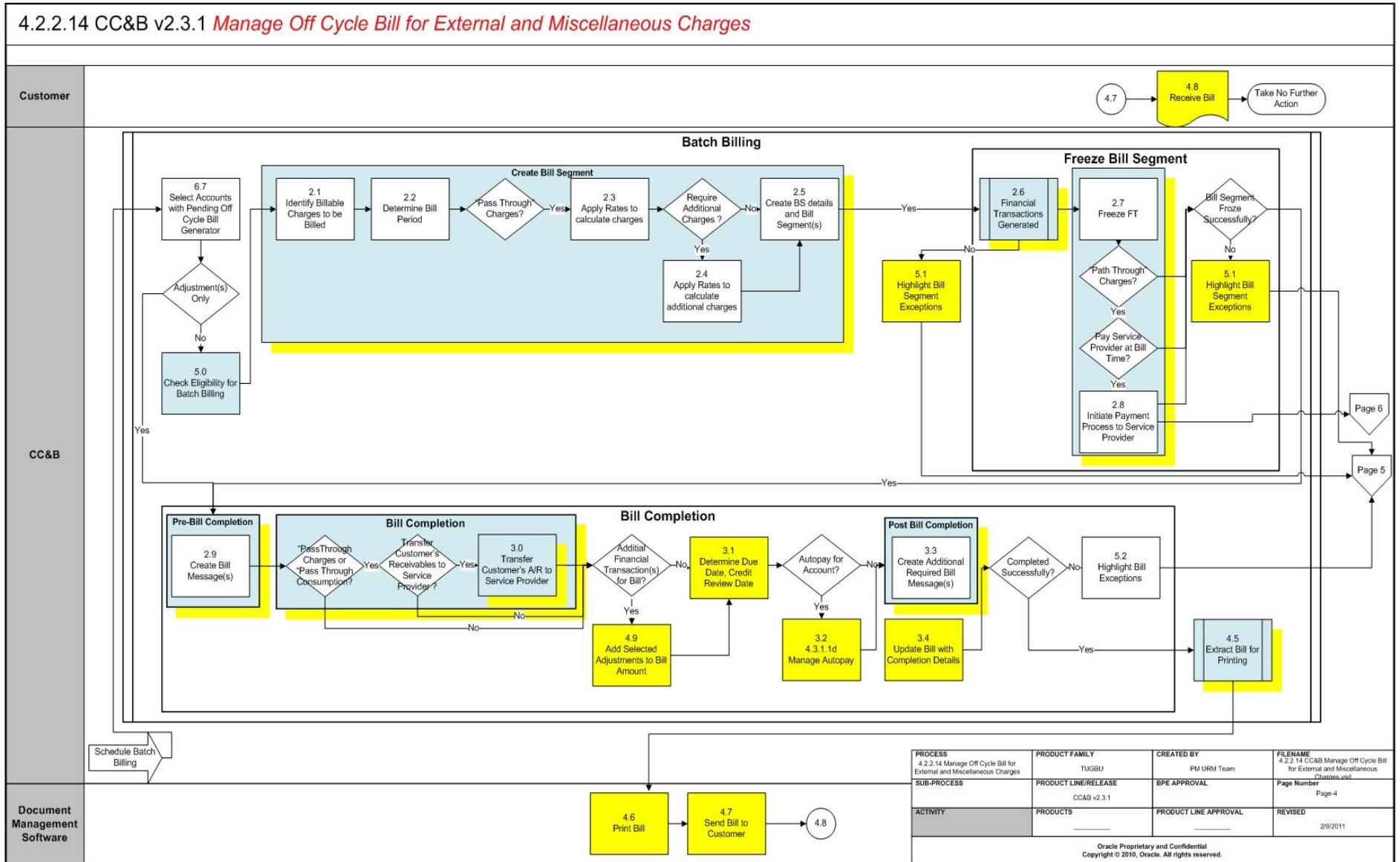
Manage Off Cycle Bill for External And Miscellaneous Page 2



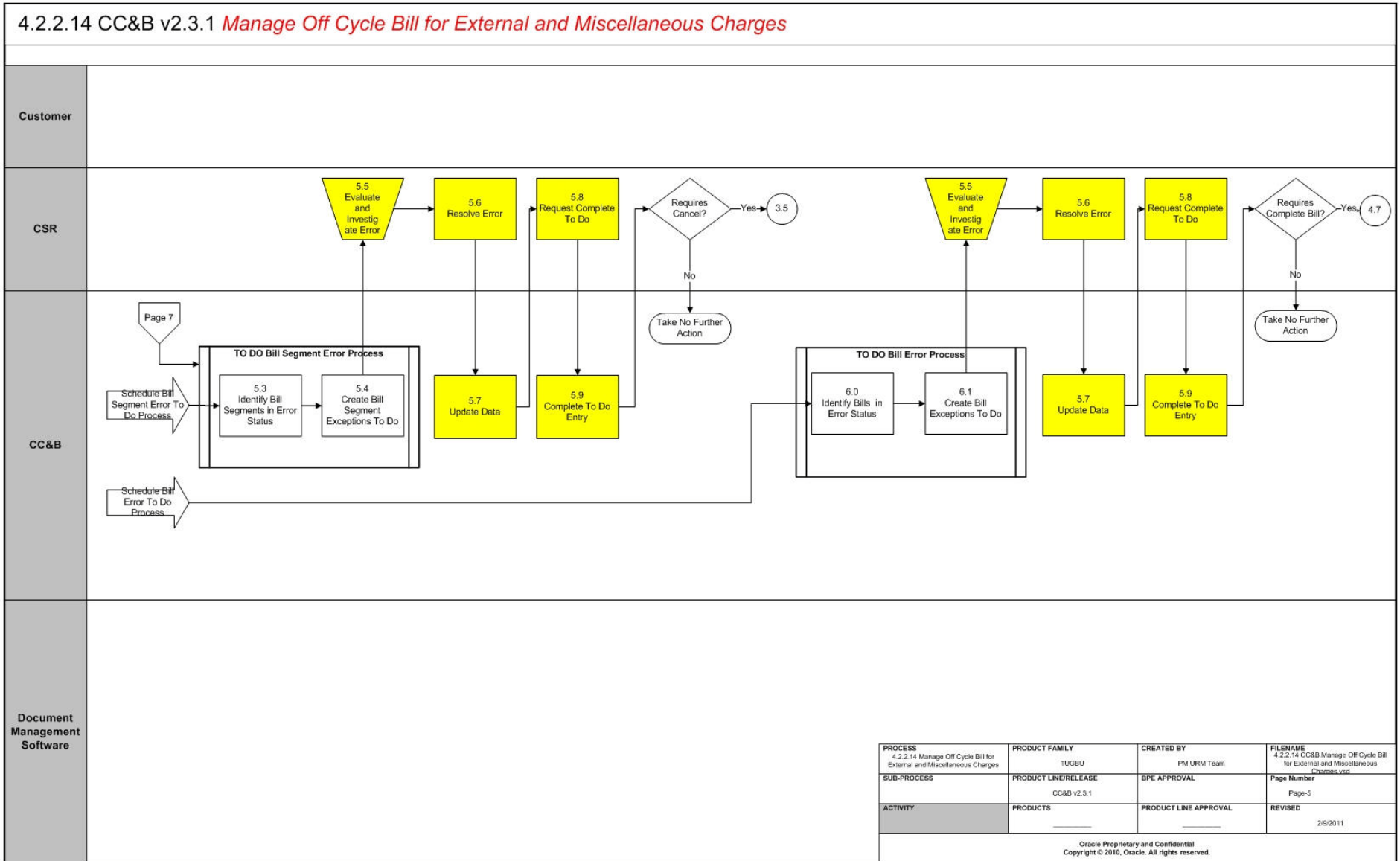
Manage Off Cycle Bill for External And Miscellaneous Page 3



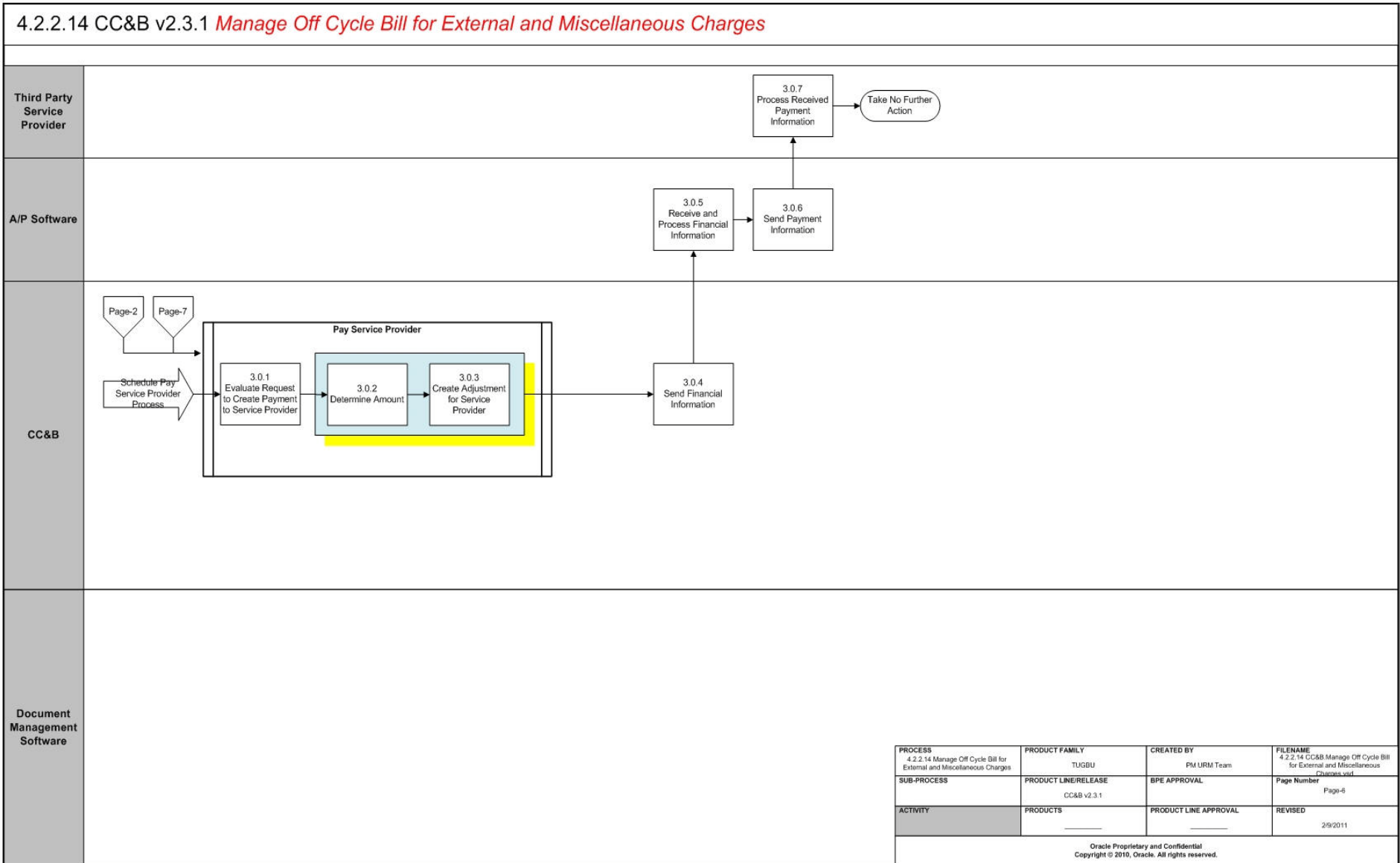
Manage Off Cycle Bill for External And Miscellaneous Page 4



Manage Off Cycle Bill for External And Miscellaneous Page 5



Manage Off Cycle Bill for External And Miscellaneous Page 6



Manage Off Cycle Bill for External And Miscellaneous Description

This section includes detailed descriptions of the steps involved in the Manage Off Cycle Bill for External And Miscellaneous business process, including:

- 1.0 Search for Customer
- 1.1 Evaluate Customer Account's Eligibility for Bill
- 1.2 Select Charges to be Billed and Enter Bill Information
- 1.3 Request to Create Off Cycle Bill Generator
- 1.4 Create Off Cycle Bill Generator in Pending State
- 1.5 Review Pending Off Cycle Bill Generator
- 1.6 Request to Delete Bill Generator
- 1.7 Delete Off Cycle Bill Generator
- 1.8 Re-Select Misc Charge(s) and Adjustment(s)
- 1.9 Update Pending Bill Generator
- 2.0 Request to Complete Off Cycle Bill Generator
- 2.1 Select Billable Charges from Off Cycle Bill Generator
- 2.2 Determine Bill Period
- 2.3 Apply Rates to Calculate Charges
- 2.4 Apply Rates to Calculate Additional Charges
- 2.5 Create BS details and Bill Segment(s)
- 2.0.1 Format Online Presentation
- 2.6 Financial Transactions Generated
- 2.7 Freeze FT
- 2.8 Initiate Payment Process to Service Provider
- 2.9 Create Bill Message(s)
- 3.0 Transfer Customer's A/R to Service Provider
- 3.1 Determine Due Date, Credit Review Date
- 4.9 Add Adjustments and Bill Corrections to Affect Bill Amount
- 3.2 Manage Autopay
- 3.3 Create Additional Required Bill Message(s)
- 3.4 Update Bill with Completion Details
- 6.2 Review Off Cycle Bill
- 3.5 Request Cancel Frozen Bill Segment(s)
- 3.6 Update Bill Segment(s) to Pending Cancel
- 3.7 Request Finalize Cancel Bill Segment(s)
- 3.8 Update Bill Segment(s) to Canceled
- 3.9 Cancel Billable charge
- 4.0 Request Undo Cancel Bill Segment(s)
- 4.1 Return Original Bill Segment(s) to Frozen

- 4.2 Request Add Bill Message(s)
- 4.3 Add Bill Message(s)
- 4.4 Review Bill
- 4.5 Extract Bill for Printing
- 4.6 Print Bill
- 4.7 Send Bill to Customer
- 4.8 Receives Bill
- 6.7 Select Accounts with Pending Off Cycle Bill Generator
- 5.0 Check Eligibility for Batch Billing
- 5.1 Highlight Bill Segment Exceptions
- 5.2 Highlight Bill Exceptions
- 5.3 Identify Bill Segments in Error Status
- 5.4 Create Bill Segment Exceptions To Do
- 5.5 Evaluate and Investigate Error
- 5.6 Resolve Error
- 5.7 Update Data
- 5.8 Request Complete To Do
- 5.9 Complete To Do Entry
- 6.0 Identify Bills in Error Status
- 6.1 Create Bill Exceptions To Do
- 3.0.1 Evaluate Request to Create Payment to Service Provider
- 3.0.2 Determine Amount
- 3.0.3 Create Adjustment for Service Provider
- 3.0.4 Send Financial Information
- 3.0.5 Receive and Process Financial Information
- 3.0.6 Send Payment Information
- 3.0.7 Process Received Payment Financial Information

1.0 Search for Customer

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request or inquiry for Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

1.1 Evaluate Customer Account's Eligibility for Bill

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B provides the CSR or Authorized User with valuable insight and overall analysis of the Customer's financial situation. The CSR or Authorized User evaluates the Customer's Account, Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts and other Dashboard information assist the CSR or Authorized User in determining eligibility for adding new Bill or any rebilling based on established business rules.

Entities to Configure

Installation Options

Available Algorithms

Installation Options - Control Central Alert Algorithms

Installation Options - BIFN-BL-INFO This algorithm formats the Bill Information that appears throughout the system. Four different formats are used.

1.2 Select Charges to be Billed and Enter Bill Information

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If the CSR or Authorized User identifies a need to create a Bill for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill.

1.3 Request to Create Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests a new Off Cycle Bill is created. This off Cycle Bill contains at least one Adjustment, Bill Charge or SA.

1.4 Create Off Cycle Bill Generator in Pending State

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: System identifies the Billable Charges, Service Agreement and Adjustments that were selected by the CSR.

This step will be executed from online processing.

Entities to Configure

Maintenance Object - C1-OCBGEN - Off Cycle Bill Generator

Batch Control - C1-OCBG - Off Cycle Bill Generator Monitor

Business Object	Available Algorithms
C1-OffCycleBillGenerator - Off Cycle Bill Generator	F1-STD-DTMBO - Determine Standard Business Object
CI_CorrectedReadNotification - MDM Corrected Read Notification	C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log
	C1-OCBG-INFO - Off Cycle Bill Generator Information
	C1-OCBG-VAL - Offcycle Bill Generator Validation
	C1-TRN-DF-NS - Transition to Default Next Status
	CI_CORRRDTD - Corrected Read Notification To Do Entry

1.5 Review Pending Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the new Off Cycle Billable Charges, SA Charges and/or Adjustments.

1.6 Request to Delete Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User realizes that they have incorrectly added the Off Cycle Bill Generator, the CSR or Authorized User can Delete the pending Off Cycle Bill Generator.

Note: The "Delete" Function will be used when deleting a pending Off Cycle Bill Generator.

1.7 Delete Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B deletes the Off Cycle Bill Generator record.

1.8 Re-Select Misc Charge(s) and Adjustment(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If the CSR or Authorized User identifies a need to create a Bill for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill.

1.9 Update Pending Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B updates the Off Cycle Bill Generator record.

This step could be executed from online and batch processing.

2.0 Request to Complete Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests to complete the Off Cycle Bill Generator in order for the system to generate an Off Cycle Bill.

Note: The "Complete" function is used when creating a new Off Cycle Bill.

Entities to Configure

Maintenance Object - C1-OCBGEN - Off Cycle Bill Generator

Batch Control - C1-OCBG - Off Cycle Bill Generator Monitor

Business Object	Available Algorithms
C1-OffCycleBillGenerator - Off Cycle Bill Generator CI_CorrectedReadNotification - MDM Corrected Read Notification	C1-PROCBILL - This algorithm type creates a bill for the Off Cycle Bill Generator. The OCBG needs to have at least one non-cancelled billable charge, adjustment or SA linked to it. C1-OCBG-TODO - Complete Off Cycle Bill Generator To Do Entry CI_CHKFRZNBS - Check For Frozen Bill Segments CI_MDMTMOU - Check for External System Response Time Out C1-TRN-DF-NS - Transition to Default Next Status CI_REBILLBS - Rebill Bill Segment CI_FREEZEBS - Freeze Bill Segments CI_CORRRD - Corrected Read Notification Time Out To Do Entry CI_UNDOREBIL - Undo Rebill Bill Segment

2.1 Select Billable Charges from Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: System identifies Customer's Billable Charges that haven't been billed yet. If any of Pass Through Charges or Miscellaneous Charges are identified, process starts generate Bill Segment(s). This step could be executed from online and batch processing.

Entities to Configure
Bill Segment Type
SA Types
Customer Class

Available Algorithms
BSBS-BC - Create a bill segment for each new billable charge

Customizable Processes

BILLING

2.2 Determine Bill Period

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: System identifies Bill Period and Consumption period (consumption period is needed for "Pass Through" charges only).

Note: Important that Utility company provides just billing services and generates bills for the period identified Pass Through charges.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

SA Type

Customer Class

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processes

BILLING

2.3 Apply Rates to Calculate Charges

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Sometimes Third Party Service Provider passes consumption rather than the calculated bill lines. If this is the case, Third Party Service Provider provides Utility Company with rates.

If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type
 SA Type
 Customer Class

Rates

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processess

BILLING

2.4 Apply Rates to Calculate Additional Charges

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type
 SA Type
 Customer Class

Rates

Available Algorithms

BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processess

BILLING

2.5 Create BS details and Bill Segment(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: System creates a bill segment for each unbilled billable charge. This step could be executed from online and batch processing.

Entities to Configure
Bill Segment Type

Available Algorithms
BSBS-BC - Create a bill segment for each new billable charge.

Customizable Processes
BILLING

2.0.1 Format Online Presentation

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Formatting information to be presented Online.

Entities to Configure
Bill Segment Type
Installation Options - Framework- Bill Segment Information

Available Algorithms
<p>CI_BSI-STD - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.</p> <p>CI_BST-NSAID - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.</p>

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an "open" Bill cycle.

2.6 Financial Transactions Generated

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B creates the associated financial details related to the Bill Segment. The Financial Transaction contains the financial effects of the Bill Segment on the Service Agreement's current and payoff balances and on the General Ledger.

This step could be executed from online and batch processing.

Entities to Configure

Bill Segment Type

Available Algorithms

BSBF-BA Payoff Amt = Bill Amt / Current Amt = Amt Due

Customizable Processes

BILLING

2.7 Freeze FT

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B freezes Financial Transaction(s) associated with the Bill Segment(s). The Bill Freeze Option on the Installation Options controls when a Service Agreement's balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization's accounting practices.

This step could be executed from online and batch.

Entities to Configure

Installation Options - Bill Freeze Options

Customer Class

SA Type

Customizable Processes

BILLING

2.8 Initiate Payment Process to Service Provider

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If the Utility Company provides billing services for Third Party Service Provider, Utility Company owes Third Party Service Provider money if Utility Company receives payment from Customer. There are two options to pay required amounts to Party Service Provider:

-Pay at bill time

-Pay at pay time

If option "pay at bill time" is configured, CC&B creates FT process that will trigger Pay Service Provider process (see 3.0.1 step of the current process for details)

This step could be executed from online and batch.

Entities to Configure

Installation Options - Bill Freeze Options

SA Type

Service Provider

Available Algorithms

STG PAY SPR - Stage to Pay Service Provider)

Customizable Processes

BILLING

2.9 Create Bill Message(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Pre-Bill Completion

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: Bill Completion is the last and one of the most critical components of the Billing process. The system completes the Bill and it's ready for extract and print. This process could be

initiated manually and automatically. CC&B makes use of Pre-Bill Completion algorithms. Based on configuration, one such algorithm can delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

Manual Process: Based on configuration, additional Bill Messages can be added

Automated Process: (Batch billing) If required, such algorithms can:

-Delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

-Delete bill certain type of financial transactions linked to the bill, for example, if only payments exist for newly created bill.

Entities to Configure

To Do Type

To Do Role

Bill Message

SA Type

Customer Class

Available Algorithms

DEL-BSEG -This Bill pre-completion algorithm deletes Bill Segments that are in Error

CPBC-DB - pre bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types

Customizable Processess

BILLING

3.0 Transfer Customer's A/R to Service Provider

See **Manage Off Cycle Bill for External And Miscellaneous Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: If Utility Company that provides billing services for Third Party Service Provider and Creates Bills for the Customer doesn't pay Third Party Service Provider money received from Customer (See step 3.0 on of the current process), it may directly transfer Customer balance to the Service Provider's Account. CC&B creates an estimated read Bill message if an estimated read was used for Billing.

This step could be executed from online and batch processing.

Entities to Configure

Bill Messages

Customer Class

SA Type

Adjustment Type

Available Algorithms

BCMP-TR - Check for We Bill For Them Service Provider

XFER AR SPR - Transfer A/R to a Service Provider

C1-BLCMP -freezing and completing pending bills

C1-SUP-PR-BL - Suppress Printing Bills After Final Bill

Customizable Processes

BILLING

3.1 Determine Due Date, Credit Review Date

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: During Bill Completion the Due Date and next Credit Review Date are determined and made available as information for the Bill and Account. CC&B also accommodates calculation requirements for Late Payment Charges to be added to the Bill. Two algorithms are listed below for information only. This step could be executed from online and batch processing.

Entities to Configure

Rates

SA Type

Customer Class

Adjustment Types

Available Algorithms

BILLPC-Total -calculate the late payment charge amount for a specific service agreement linked to an account.
 BILPE-ALL -used during the late payment charge background process to determine if an account is eligible for late payment charges.

Customizable Processess

BILLING

4.9 Add Adjustments and Bill Corrections to Affect Bill Amount

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: During Bill Completion CC&B adds Adjustments or Bill corrections not included in the previous Bills to the newly created Bill.

Step could be initiated from online and batch.

Customizable Processess

BILLING

3.2 Manage Autopay

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: An Autopay payment may be created during Bill Completion. Refer to 4.3.1.1d Manage Autopay.

Customizable Processess

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

3.3 Create Additional Required Bill Message(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Post Bill Completion Activity

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: CC&B can perform various post Bill completion activities. Additional custom Bill Message(s) can be added to the specific bill.

Note: Post completion activity allows for adding various custom functionality based on business rules to impact/modify the bill overall.

Entities to Configure

SA Type
 Customer Class
 Adjustment Types
 Bill Message

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts

3.4 Update Bill with Completion Details

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Post Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: All Bill completion details are now updated in CC&B.

Entities to Configure

Installation Options - Bill Freeze Options
 Customer Class

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.2 Review Off Cycle Bill

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the bill.

3.5 Request Cancel Frozen Bill Segment(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: It's recommended to cancel Billable Charges associated with Cancelled Bill Segment. If the original billable charges (Pass Through Charges) were incorrect, the Third Party Service Provider would send both a reversal of the charges and a newly revised set of information. These could be passed as two separate billable charges or they could be combined on a single billable charge.

If Bill Segment is for one time charge has been canceled, it also recommended canceling Billable Charge and creating a new one instead.

3.6 Update Bill Segment(s) to Pending Cancel

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When the CSR or Authorized User requests Initiate Cancel, the system updates the Bill Segment(s) to Pending Cancel.

3.7 Request Finalize Cancel Bill Segment(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User confirms the cancellation of Bill Segment(s).

Entities to Configure

Cancel Reasons

3.8 Update Bill Segment(s) to Canceled

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The existing Bill Segment(s) is updated to Canceled status in CC&B. If a Bill Segment is cancelled, another Financial Transaction is created to reverse the original Financial Transaction. The cancellation Financial Transaction appears on the next Bill produced for the account as a Bill correction.

Available Algorithms

BSFZ-Empty - This is a Customer Class Bill Segment freeze/cancel algorithm

3.9 Cancel Billable charge

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User.

4.0 Request Undo Cancel Bill Segment(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User has the option to undo the pending Cancel Bill Segment(s). Prior to the cancellation the CSR or Authorized User determines the Bill Segment(s) should not be canceled, and uses the Undo function.

4.1 Return Original Bill Segment(s) to Frozen

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The original Bill Segment(s) is returned to Frozen in CC&B. There is no impact to financial transactions.

4.2 Request Add Bill Message(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User may add Service Agreement related Bill Messages for a given Bill Segment(s). The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Message(s) for an online Bill.

Entities to Configure

Bill Messages

4.3 Add Bill Message(s)

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Message(s) is added to the bill in CC&B.

4.4 Review Bill

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the Account and reviews the Bill for accuracy. The Bill may not be in a Complete status. Some data may be missing or has incomplete information. At times it may be necessary to reopen the most recent Bill. Possibly a payment or adjustment was not included in the original Bill. A Bill Segment may need canceling and changes reflected in a new Bill.

4.5 Extract Bill for Printing

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Typically CC&B prepares required billing data and makes data available for the Document Management application.

Note: An additional custom process may be created to interface with the Document Management Software as needed.

Available Algorithms

Bill Route Type - BLEX-EX - This algorithm constructs the records that contain the information that appears on a printed Bill (for Doc 1).

C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.

Customizable Processes

Custom Extract Process

POSTROUT - CIPBXBLB

4.6 Print Bill

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: Document Management Software reads and process bill information produced by CC&B. It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)).

4.7 Send Bill to Customer

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The printed Bill is sent or made available for the Customer.

4.8 Receives Bill

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The Customer receives the Bill.

Entities to Configure

Bill Route Type

6.7 Select Accounts with Pending Off Cycle Bill Generator

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Batch Billing

Actor/Role: CC&B

Description: This step is the first step of batch billing process. Using the established Bill Cycle Schedule, CC&B selects Accounts defined within a specific Open Bill Cycle. The Bill cycle's schedule controls when the system attempts to create Bills for the account. Every Bill cycle has a Bill cycle schedule that defines the dates when a cycle's accounts are to be billed. Rather than attempt to create Bills on one evening, most Bill Cycles use a concept of "Window Billing" where the system attempts to produce Bills for accounts over a few nights.

Entities to Configure

Bill Cycle

Bill Schedule

Account

Customizable Processess

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

5.0 Check Eligibility for Batch Billing

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Normally, most Bills are created and completed automatically. At Billing time, CC&B attempts to produce a Bill for an account and create one or more Bill Segments for every non-cancelled / non-closed service agreement linked to the account. CC&B evaluates Account, Service Agreement and Billable Charge eligibility. This step is executed form the batch process only.

Entities to Configure

SA Type

Customer Class

Available Algorithms

C1-SKIPINACC -stops processing an account if all the following conditions are true: - There are no Billable Service Agreements - There are no eligible Financial Transactions for the Bill - There are no temporary account messages to be swept onto the Bill

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

5.1 Highlight Bill Segment Exceptions

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: If a Bill Segment cannot be created, CC&B creates a Bill Segment in "error" status with a message can be analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data. The error may be reviewed at this time or not. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all "error" Bill Segment(s) and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segment(s) is in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segment(s) is still in error when the cycle's next window opens, a Billing error is generated. This step could be executed from batch only.

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

5.2 Highlight Bill Exceptions

See **Manage Off Cycle Bill for External And Miscellaneous Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Bill Completion

Group: Batch Billing

Actor/Role: CC&B

Description: If a Bill cannot be completed, CC&B creates a Bill in "error" status with a message that is analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data.

Customizable Processes

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

5.3 Identify Bill Segments in Error Status

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Group: TO DO Bill Segment Error Process

Actor/Role: CC&B

Description: CC&B identifies Bill Segments in error status. CC&B can create a To Do Entry for every Bill Segment in error status.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

5.4 Create Bill Segment Exceptions To Do

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B can create a To Do Entry for every Bill Segment in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Entities to Configure

To Do Role

To Do Type

Customizable Processes

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

5.5 Evaluate and Investigate Error

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User will review the Bill Segment error and supporting information in CC&B. Account, Service Agreement, and Billing History are some of the areas reviewed. Typically errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

5.6 Resolve Error

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error and enters information in CC&B.

5.7 Update Data

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Information required for resolution is updated in CC&B.

5.8 Request Complete To Do

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

5.9 Complete To Do Entry

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The To Do Entry is updated to Complete Status in CC&B.

6.0 Identify Bills in Error Status

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CC&B identifies Bills in error status. CC&B can create a To Do Entry for every Bill in error status.

Entities to Configure

To Do Role

To Do Type

Customizable Processess

TD-BIERR - This background process creates a To Do entry for every Bill that's in error.

6.1 Create Bill Exceptions To Do

See **Manage Off Cycle Bill for External And Miscellaneous Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B can create a To Do Entry for every Bill in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

Entities to Configure

To Do Role

To Do Type

Customizable Processess

TD-BIERR - This background process creates a To Do entry for every Bill that's in error.

3.0.1 Evaluate Request to Create Payment to Service Provider

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Pay Service Provider

Actor/Role: CC&B

Description: This is the first step of scheduled batch process. It evaluates Financial Transaction Process records created during online or batch Billing process for 'Pass Through' charges. See step 3.0 of the current process for details.

Customizable Processes

PAY-SPR Pay Service Provider

3.0.2 Determine Amount

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Pay Service Provider

Actor/Role: CC&B

Description: Process determines amount to be paid to the Third Party Service Provider.

Entities to Configure

Service Provider

Available Algorithms

PAY-SPR Pay Service Provider full amount

Customizable Processes

PAYSPR Pay Service Provider

3.0.3 Create Adjustment for Service Provider

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process creates Adjustment(s) with full amount that Utility Company owes Third Party Service Provider.

Entities to Configure

Service Provider

Available Algorithms

PAY-SPR Pay Service Provider full amount

Customizable Processes

PAYSPR Pay Service Provider

3.0.4 Send Financial Information

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process sends information about payment that needs to be made to Third Party Service Provider.

3.0.5 Receive and Process Financial Information

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Financial software receives and process information about payments for Third Party Service Provider.

3.0.6 Send Payment Information

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Financial software sends payments and required information about payment for Third Party Service Provider.

3.0.7 Process Received Payment Financial Information

See **Manage Off Cycle Bill for External And Miscellaneous Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: A/P A/R Software

Description: Third Party Service Provider receives and process Payment and required information.

Installation Options - Control Central Alert Algorithms

PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

Rates

Rate Schedule Algorithms and Major Configuration Information

Available Algorithms

Bill Factor Rate Selection Date

C1-BFRACCTG	Bill Factor Date based on Accounting Date
C1-BFREND	Bill Factor Date based on Bill Segment End Date
C1-BFRSTRT	Bill Factor Date based on Bill Segment Start Date

Various Rate Component Type Algorithms

Rate Component Calculation

C1-RC-CLAMT	Sum Calc Line Amounts
RCAM-CCL	Calculate CCL
DEEMEDPROF	Create Deemed Profile Data
RCAM-VAT	Standard Rate VAT
RCAM-VATR	Reduced Rate VAT
MAX3KW	Capture maximum three kW interval values

Rate Component Criteria Comparison

RECC>=2YEARS	Check if date is at least two years old
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Rate Component Criteria Field

RECF-AUTOPAY	Return True If On Autopay
RECF-HASELEC	Return TRUE if account has electric service
RECF-HASGAS	Return TRUE if account has gas service

Rate Component Interval Pricing

IPRC-CNALL	Continuous cons. curve * price curve (fast)
IPRC-NCNALL	Non continuous cons. curve * price curve (slower)
IPRC-NCNPOS	Non continuous OVERAGE curve * price curve
IPRC-NCNNEG	Non continuous UNDERAGE curve * price curve

Rate Component Interval Pricing Audit

IPRCA-ALL	Show all consumption and prices
IPRCA-EXCESS	Only show excess (positive) consumption and prices
IPRCA-UNDER	Only show underage (negative) consump. and pric

Rate Component Step Algorithm

MULT BY KW	Multiply step by KW
HIGHBP	Set step to high break point
LOW BP	Set step to low break point

Rate Component Time of Use (TOU) Pricing

M&P CONS	Map & Price Continuous, Consumptive Int Data
M&P PEAK	Map & Price Continuous, Peak Interval Data
TOUMAP1	Create SQ entries by applying TOU map to int. cons

Rate Component Time of Use (TOU) Pricing Audit

RCTPRSAU-CON	TOU Pricing Audit - Consumptive
RCTPRSAU-PK	TOU Pricing Audit - Peak

Rate Component Value Algorithm

PX PRICE	Extact avg price from weekly spot market prices
RCVALTHRSQS	Calc. price based on threshold 400 KWH OFF
CI_RNDXRF	Round Cross-Reference Amount

Other Algorithms related to Rates

BSBS-RT-DFT	Create bill segment using rate application
ADJG-RT	Adjustment generation - apply rate
CI_ADJ-RT-TX	Adjustment generation - apply rate
CALL RATEAPP	Apply the rate to each billing scenario

Entities to Configure

- Rate Schedule
- Rate Version
- Rate Components
- Service Quantity Rules
- Register Rules
- Service Quantity Identifiers
- Unit of Measure
- Frequency
- Bill Factors
- Characteristics
- Distribution Codes
- Various Algorithm Parameters
- Define Rates on Applicable SA Types
- Meter Configuration Type
- Bill Messages

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

Oracle Utilities UPK for Customer Care and Billing, User Tasks

Oracle Utilities UPK for Customer Care and Billing, Rating and Billing