Oracle Utilities Customer Care and Billing
Release 2.3.1
Utility Reference Model
4.2.2.6 Manage Deposit Charges

July 2012

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.6, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the Manage Deposit Charges business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.2.2.6 Manage Deposit Charges

Process Type: Sub Process

Parent Process: 4.2.2 Manage Bill

Sibling Processes: 3.3.3.1 Refund Deposits, 3.3.3.2 Determine Customer Deposits, 3.3.3.3 Deposits Review, 3.3.3.4 Monitor Deposit - Calculate Interest, 3.3.2.1 Start Premise Based Service, 3.3.2.3 Stop Premise Based Service, 4.3.1.1 Manage Payments

If Cash Deposit has been requested from the Customer, there is a need to create and send to the Customer a bill that includes Deposit amount. Current process shows business flow and sequence of events that take place when Deposit is billed manually online or automatically.

Actors/Roles

The Manage Deposit Charges 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 Deposit Charges business process. This includes:

- **Business Process Diagrams**

    - **Manage Deposit Charges Page 1**

    - **Manage Deposit Charges Page 2**

    - **Manage Deposit Charges Page 3**

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- **Manage Deposit Charges Description**

- **Installation Options - Control Central Alert Algorithms**

- **Rates**

- **Related Training**

Business Process Diagrams

Manage Deposit Charges Page 1

4.2.2.6 CC&B v2.3.1 *Manage Deposit Charges*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.6 Manage Deposit Charges	UGBU	PM URM Team	4.2.2.6 Manage Deposit Charges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

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Manage Deposit Charges Page 2

4.2.2.6 CC&B v2.3.1 *Manage Deposit Charges*

Customer

5.8 Receives Bill

Take No Further Action

CSR

Page 1

Requires Cancel Bill Segment(s)? — No

3.2 Request Cancel Frozen Segment(s) — Yes

Undo Bill Segment(s) Cancel? — No

3.6 Request Finalize Cancel Bill Segment(s)

Add Bill Message(s)? — No

4.0 Request Complete Bill

3.8 Request Add Bill Message(s) — Yes

3.4 Request Undo Cancel Bill Segment(s) — Yes

4.9 Review Bill — Yes

Completed Successfully? — Yes

Reopen Bill?

5.0 Make Necessary Changes for Bill — No

5.1 Request Reopen Bill — Yes

5.3 Request Changes to Impact Balance

3.3 Update Bill Segment to Pending Cancel(s)

3.5 Return Original Bill Segment(s) to Frozen

3.7 Update Bill Segment9s) to Canceled

3.9 Add Bill Message(s)

2.1 Update Information

5.2 Update Current Bill to Reopen

5.4 Update Balance — No

4.0

4.0 — No

CC&B

Bill Completion

Pre-Bill Completion

4.1 Create Bill Message

Requires Additional Messages? — No

Additional Financial Transactions for this Bill? — No

4.4 Determine Due Date, and Credit Review Date

Deposit SA Stopped and Final Bill? — No

Autopay for Account? — No

Post Bill Completion

4.7 Create Additional Required Bill Message(s)

4.2 Create Bill Messages Based on Configuration — Yes

4.3 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount — Yes

4.5 Apply Deposit Refund Method — Yes

4.6 4.3.1.1d Manage Autopay — Yes

4.8 Update Bill with Completion Details

5.5 Extract Bill for Printing

See 3.3.3.1 Refund Deposit Page 2 for details

Document Management Software

5.6 Print Bill

5.7 Send Bill to Customer

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.6 Manage Deposit Charges	UGBU	PM URM Team	4.2.2.6 CC&B.Manage Deposit Charges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Deposit Charges Page 3

4.2.2.6 CC&B v2.3.1 *Manage Deposit Charges*

Customer

5.7 → 5.8 Receive Bill → Take No Further Action

CC&B

Batch Billing

Generate Bill Segment

Create Bill Segment

5.9 Select Accounts for Open Bill Cycle

6.0 Check Eligibility for Batch Billing

1.4 Determine Bill Period

Deposit on Hand is less than Required Deposit Amount? — Yes →

No

Deposit SA Stopped? — Yes →

No → Take No Further Action

Require Proration? — No → 1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment

Yes → 1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment

1.7 Create Financial Transaction

Requires Marked as Final Bill? — No →

Yes → 1.8 Add Final Bill Switch for Bill Segment

Bill Segment Generated Successfully? — Yes → 2.7 Freeze Bill Segment(s)

No → 6.1 Highlight Bill Segment Exceptions

Freeze Bill Segment

Bill Segment Generated Successfully? — No → 6.1 Highlight Bill Segment Exceptions

Page 5

Yes

Bill Completion

Pre-Bill Completion

4.1 Create Bill Message

Requires Additional Bill Messages? — No →

Yes → 4.2 Create Bill Messages Based on Configuration

Additional Financial Transactions for this Bill? — No →

Yes → 4.3 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount

See 3.3.3.1 Refund Deposit Page 2 for details

4.4 Determine Due Date, and Credit Review Date

Deposit SA Stopped and Final Bill? — No →

Yes → 4.5 Apply Deposit Refund Method

Autopay for Account? — No →

Yes → 4.6 4.3.1.1d Manage Autopay

Post Bill Completion

4.7 Create Additional Required Bill Message(s)

Completed Successfully? — Yes →

No → 4.8 Update Bill with Completion Details

6.2 Highlight Bill Exceptions

5.5 Extract Bill for Printing

Schedule Batch Billing

Document Management Software

5.6 Print Bill → 5.7 Send Bill to Customer → 5.8

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.6 Manage Deposit Charges	UGBU	PM URM Team	4.2.2.6 CC&B.Manage Deposit Charges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
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Manage Deposit Charges Page 4

4.2.2.6 CC&B v2.3.1 *Manage Deposit Charges*

CSR

6.5 Evaluate and Investigate Error

6.6 Resolve Error

6.8 Request Complete To Do

Requires Rebill? — Yes → 2.8

No

6.5 Evaluate and Investigate Error

6.6 Resolve Error

6.8 Request Complete To Do

Requires Complete Bill? — Yes → 4.0

No

6.7 Update Data

6.9 Complete To Do Entry

Take No Further Action

6.7 Update Data

6.9 Complete To Do Entry

Take No Further Action

CC&B

Page 3

TO DO Bill Segment Error Process

Schedule Bill Segment To Do Process

6.3 Identify Bill Segments in Error Status

6.4 Create Bill Segment Exceptions To Do

TO DO Bill Error Process

7.0 Identify Bills in Error Status

7.1 Create Bill Exceptions To Do

Schedule Bill To Do Process

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.6 Manage Deposit Charges	UGBU	PM URM Team	4.2.2.6 Manage Deposit Charges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Deposit Charges Description

This section includes detailed descriptions of the steps involved in the Manage Deposit Charges business process, including:

- **1.0 Search for Customer**

- **1.1 Evaluate Customer Account Eligibility for Deposit Bill**

- **1.2 Enter Specific Data for Deposit Bill Segment**

- **1.3 Request Generate New Bill Segment(s)**

- **1.4 Determine Bill Period**

- **1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment**

- **1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment**

- **1.7 Create Financial Transaction**

- **1.8 Add Final Bill Switch for Bill Segment(s)**

- **1.8.1 Format Online Presentation**

- **1.9 Review Bill Segment(s)**

- **2.0 Request Changes for Recalculation of Deposit Bill**

- **2.1 Update Information**

- **2.2 Request Delete Bill**

- **2.3 Delete Bill**

- **2.4 Request Delete Specific Bill Segment(s)**

- **2.5 Delete Bill Segment(s)**

- **2.6 Request Freeze Bill Segment(s)**

- **2.7 Freeze Bill Segment(s)**

- **2.8 Request Rebill Bill Segment(s)**

- **2.9 Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)**

- **3.0 Request Undo Rebill Bill Segment(s)**

- **3.1 Delete New Segment(s) and Return Original Bill Segment to Frozen(s)**

- **3.2 Request Cancel Frozen Segment(s)**

- **3.3 Update Bill Segment(s) to Pending Cancel**

- **3.4 Request Undo Cancel Bill Segment(s)**

- **3.5 Return Original Bill Segment(s) to Frozen**

- **3.6 Request Finalize Cancel Bill Segment(s)**

- **3.7 Update Bill Segment(s) to Canceled**

- **3.8 Request Add Bill Message(s)**

- **3.9 Add Bill Message(s)**

- **4.0 Request Complete Bill**

- **4.1 Create Bill Message**

- **4.2 Create Bill Messages Based on Configuration**

- **4.3 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount**

- **4.4 Determine Due Date and Credit Review Date**

- **4.5 Apply Deposit Refund Method**

- **4.6 4.3.1.1d Manage Autopay**

- **4.7 Create Additional Required Bill Message(s)**

- **4.8 Update Bill with Completion Details**

- **4.9 Review Bill**

- **5.0 Make Necessary Changes for Bill**

- **5.1 Request Reopen Bill**

- **5.2 Update Current Bill to Reopen**

- **5.3 Request Changes to Impact Balance**

- **5.4 Update Balance**

- **5.5 Extract Bill for Printing**

- **5.6 Print Bill**

- **5.7 Send Bill to Customer**

- **5.8 Receives Bill**

- **5.9 Select Accounts for Open Bill Cycle**

- **6.0 Check Eligibility for Batch Billing**

- **6.1 Highlight Bill Segment Exceptions**

- **6.2 Highlight Bill Exceptions**

- **6.3 Identify Bill Segments in Error Status**

- **6.4 Create Bill Segment Exceptions To Do**

- **6.5 Evaluate and Investigate Error**

- **6.6 Resolve Error**

- **6.7 Update Data**

- **6.8 Request Complete To Do**

- **6.9 Complete To Do Entry**

- **7.0 Identify Bills in Error Status**

- **7.1 Create Bill Exceptions To Do**

1.0 Search for Customer

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request to Bill Account with Deposit the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

1.1 Evaluate Customer Account Eligibility for Deposit Bill

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User analyzes Customer's Account information and necessity to create bill for Account(s) with Cash Deposit. If there is an amount that needs to be billed to customer, the CSR or Authorized User initiates Billing process. CC&B provides the CSR or Authorized User with valuable insight and overall analysis of the Customer's financial situation. Account Financial History, 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 creating 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 Enter Specific Data for Deposit Bill Segment

See **Manage Deposit Charges 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 Deposit Bill for the customer, the CSR or Authorized User provides the system with information about the Billing period for the bill to be created. The CSR or Authorized User must specify Cutoff Date or Use Schedule to determine the end date of each Bill Segment Bill period. The Accounting Date defaults to current date however the CSR or Authorized User may change this date based on established business rules.

1.3 Request Generate New Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Manual billing process consists of several steps. The first step is to request system to calculate and create the Bill and Bill Segment for Deposit. The CSR or Authorized User requests to generate a new online Bill. This online Bill may contain one or more segments. If only one Deposit Service Agreement exists for the Account, then only one Deposit Bill Segment is created.

> **Note:** The "Generate" function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment.   A deleted Bill Segment may be generated again once information is changed.

1.4 Determine Bill Period

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Deposit Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: This step is initiated manually or automatically.

Manual Process: CSR or Authorized User provides the Bill period details if required. If not, the system defaults Bill period dates following the business rules:

Start date:

-If this is the first Deposit Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement

-If this is the regular Deposit Bill Segment the start date is the previous Bill Segment's end date.

End Date

-If this is the last Bill Segment for the Service Agreement, Deposit Bill Segment's the end date is the Service Agreement's end date

-If this is the regular Deposit Bill Segment end date is the end date of Bill Cycle schedule window.

Automated Process: System identifies start and end date for the billing period using the same business rules as described in manual process.

Entities to Configure
Frequency
Bill Cycles
Bill Segment Type
SA Type

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

1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Deposit Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: The System Calculates and Creates the Deposit Bill Segment.

Manual process. CSR or Authorized User initiates process when he/she requests to generate Bill Segment for Cash Deposit Service Agreement. The Bill Segment Amount is calculated.

Automated Process. This is a component of batch billing process and gets executed as a part of batch billing process that is scheduled and runs periodically. Functionality is the same as described in Manual process.

Entities to Configure

Deposit Class

SA Type

Bill Segment Type

Available Algorithms

BSBS-RB-DFT - Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)

BSBF-BO-DFT Bill Segment FT creation (NO PAYOFF - Payoff =0/Curr Amt = Bill Amt - No GL

Customizable Processess

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

1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Deposit Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: Sometimes the business is required to prorate the Deposit Bill Segment amount. Based on established configurable business rules, the system allows for proration of first or final Bill Segment as well as other Bill Periods outside the normal time period. After completing this step, the calculated Deposit Bill Segment is created.

Entities to Configure

Bill Segment Type

SA Types

Deposit Class

Available Algorithms

BSBS-RB-DFT - Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)

BSBF-BO-DFT Bill Segment FT creation (NO PAYOFF - Payoff =0/Curr Amt = Bill Amt - No GL

Customizable Processess

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

1.7 Create Financial Transaction

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: The System creates a Deposit Financial Transaction.

Entities to Configure

Deposit Class

SA Type

Bill Segment Type

Available Algorithms

BSBS-RB-DFT - Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)

BSBF-BO-DFT Bill Segment FT creation (NO PAYOFF - Payoff =0/Current Amt = Bill Amt - No GL

Customizable Processess

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

1.8 Add Final Bill Switch for Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: If this is the final Bill Segment for this Deposit Service Agreement it is marked as a closing Bill Segment.

> **Note:** The Service Agreement must be stopped for this switch to be turned on.

Customizable Processess

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

1.8.1 Format Online Presentation

See **Manage Deposit Charges Page 1** on page 2-2 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 - Bill Segment Information

Installation Options - Framework- Bill Segment Information

Available Algorithms

C1-BSI-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

C1-BST-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

Customizable Processess

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

1.9 Review Bill Segment(s)

See **Manage Deposit Charges 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 Bill Segment for accuracy and determines the next action. The CSR or Authorized User decides if the billing process could be continued. The Bill Segment may be incorrect, or created by mistake and needs to be deleted, rebilled or canceled.

Business Objects

Bill - Bill business object (simple bill elements only)

This business object is used for simple access to bill information

CI_BillSegmentStatus - Bill Segment Status

This business object is used to retrieve the status of a bill segment

---

2.0 Request Changes for Recalculation of Deposit Bill

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: After review CSR or Authorized User identifies a problem with the generated Deposit Bill segment. The CSR or Authorized User, based on established business rules, then adds or changes the data used for the Bill Segment calculation. Typical changes for a Deposit Service Agreement may include a change to dates or recurring charge information.

2.1 Update Information

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Changes requested by the CSR or Authorized User are applied in CC&B.

2.2 Request Delete Bill

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: During the review process it is determined the Bill Segment was created incorrectly or by mistake. The CSR or Authorized User requests to delete the Bill or Bill Segment. When a Bill has only one Bill segment (Deposit) the Bill and the corresponding segment are deleted at the Bill level.

Note: The Bill can be deleted prior to completion when Bill Segments are Freezable or in Error status.

2.3 Delete Bill

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill is deleted in CC&B and the financial record is removed from the database. There is no financial impact to the Customer's Account.

2.4 Request Delete Specific Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines specific Deposit Bill Segment(s) associated with a given Bill require deletion and requests to delete the Bill Segment(s).

2.5 Delete Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The specific Bill Segments are deleted in CC&B and the financial records are removed from the database. There is no financial impact to the Customer's Account.

2.6 Request Freeze Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User does not identify any problem and decides to continue the Billing process, he/she requests to Freeze Cash Deposit Bill Segment.

2.7 Freeze Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: CC&B

Description: When this step is initiated system freezes Cash Deposit Bill Segment and Associated Financial Transactions. If Deposit amount is paid in full, an appropriate message is created. This message is printed on the bill. This is standard feature available in the system. Typically Organizations use this feature to communicate to the Customer and inform about Changes in Deposit.

Manual Process- This is initiated by CSR or Authorized User when he/she requests to Freeze Bill Segments created for Cash Deposit Service Agreement.

Automated Process-This is a component of batch billing process and gets executed as a part of scheduled batch billing process that runs periodically. Functionality is the same as described in Manual process.

Entities to Configure

Deposit Class

SA Type

Available Algorithms

UNIV PIF MSG (Create 'Paid In Full' message when deposit paid)

Customizable Processess

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

2.8 Request Rebill Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Deposit Bill Segment.

> **Note.** When something has been wrong for an extended period of time with Billing Deposit Service Agreement, CSR or Authorized User may use Multi Cancel/Rebill page to request Cancel/Rebill.

Entities to Configure

Bill Cancel Reasons

2.9 Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The original Bill Segment(s) is updated to Pending Cancel, and new Bill Segment(s) created. A new Financial Transaction is associated with the new Bill Segment and the original Financial Transaction is pending Cancel.

Entities to Configure

Bill Cancel Reasons

3.0 Request Undo Rebill Bill Segment(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines not to freeze the new Bill Segment(s). If the undo function is used, the newly generated segment is deleted.

3.1 Delete New Segment(s) and Return Original Bill Segment to Frozen(s)

See **Manage Deposit Charges Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The CSR or Authorized User determines not to freeze the new Bill Segment(s). If the undo function is used, the newly generated segment is deleted.

3.2 Request Cancel Frozen Segment(s)

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Bill Segment(s) may need to be canceled and not created again. The customer's balance should not be impacted by the original transaction. The CSR or Authorized User initiates the Cancel function.

Entities to Configure
Cancel Reasons

3.3 Update Bill Segment(s) to Pending Cancel

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

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

3.4 Request Undo Cancel Bill Segment(s)

See **Manage Deposit Charges Page 2** on page 2-3 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 cancellation, the CSR or Authorized User determines the Bill Segment(s) should not be canceled, and uses the Undo function.

3.5 Return Original Bill Segment(s) to Frozen

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When CSR or Authorized User requests Undo Cancel system updates Bill Segment Status to Frozen and Billing process could be resumed.

3.6 Request Finalize Cancel Bill Segment(s)

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User confirms the cancellation of the Deposit Bill Segment.

3.7 Update Bill Segment(s) to Canceled

See **Manage Deposit Charges Page 2** on page 2-3 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.

Entities to Configure

Cancel Reasons

Available Algorithms

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

3.8 Request Add Bill Message(s)

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The CSR or Authorized User may add Service Agreement related Bill Messages for the Deposit Bill Segment. The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Messages for an online Bill.

Entities to Configure

Bill Messages

3.9 Add Bill Message(s)

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

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

4.0 Request Complete Bill

See **Manage Deposit Charges Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When CSR or Authorized User cannot find any problem with Frozen Deposit Bill Segment as well as with other Bill Segments (if any) that belong to the same bill, he/she initiates the Complete Bill function.

4.1 Create Bill Message

See **Manage Deposit Charges Page 3** on page 2-4 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 deleted Bill 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
Deposit Class

Business Objects	Available Algorithms
C1-AccountBillMessage - Account Bill Message	DEL-BSEG -This Bill pre-completion algorithm deletes Bill Segments that are in Error CPBC-DB - This customer class pre bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types C1-CPBC-TAXT - This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount. For v2.3.1, this algorithm was enhanced to accumulate not only bill segment calc amounts, but also the adjustment calc amounts prior to comparing the total to the threshold amount; and if required, both bill segments and adjustments are re-generated.

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

4.2 Create Bill Messages Based on Configuration

See **Manage Deposit Charges 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: CC&B can also automatically add - Bill Messages during Bill completion. This step could be executed from online and batch processing.

Bill Messages come from a variety of sources:

- Account Bill Messages

- Customer Class Bill Messages

- Service Agreement related Messages that are linked to Bill Segments

- Service Provider Bill Messages

- Ad hoc Messages by CSR or Authorized User

- Custom Background Processes and Algorithm Bill Messages

Entities to Configure

Customer Class Bill Messages

Account Bill Messages

Service Agreement Bill Messages

Business Objects

C1-AccountBillMessage - Account Bill Message

Customizable Processess

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

4.3 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount

See **Manage Deposit Charges 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 CC&B adds Adjustments, Payments or Bill corrections not included in the previous Bills to the newly created Bill. This step could be executed from online and batch processing.

4.4 Determine Due Date and Credit Review Date

See **Manage Deposit Charges 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.

Entities to Configure

Late Payment Profile

Customer Class

Adjustment Type

Available Algorithms

BILLPC-Total - This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account.

BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges.

Customizable Processess

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

4.5 Apply Deposit Refund Method

See **Manage Deposit Charges 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: When specifically defined, CC&B can apply existing credit on an Excess Credit SA to other SA's. If Bill being completed is Final Bill there is a need to refund Deposit on hand. In order to do so, billing attempts to distribute debit amount among existing outstanding debts. If this is not an option, or after setting off outstanding debts Deposit is still exists, then system initiates Check Refund process. This process and all the currently available options are described in details in 3.3.3.1 Refund Deposit process.

Manual process (see detailed diagram in 3.3.3.1 Refund Deposit process). CSR or Authorized User evaluates Customer's debts and manually

distributes Deposit amount to offset outstanding debts. If some Deposit amount still remains, a check is sent to the Customer, however, CSR or Authorized User can send whole Deposit amount to the Customer.

Automated process: System automatically attempts to set off outstanding debts with Deposit amount that needs to be refunded. However, after automated distribution takes place, system analyses amount left (if any) and can initiate refund Check process or write down small amount. This process also described in details in 3.3.3.1 Refund Deposit process.

Entities to Configure

SA Type

Deposit Class

Available Algorithms

CREDIT-XFER - This Bill Segment completion algorithm will transfer the balance of a credit SA to other SAs linked to the account.

Customizable Processess

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

4.6 4.3.1.1d Manage Autopay

See **Manage Deposit Charges 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.

4.7 Create Additional Required Bill Message(s)

See **Manage Deposit Charges 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 Messages

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

4.8 Update Bill with Completion Details

See **Manage Deposit Charges 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: All Bill completion details are now updated in CC&B.

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

4.9 Review Bill

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluate 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 rebilling and changes reflected in a new Bill.

Business Objects

Bill - Bill business object (simple bill elements only)

This business object is used for simple access to bill information

CI_BillSegmentStatus - Bill Segment Status

This business object is used to retrieve the status of a bill segment

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5.0 Make Necessary Changes for Bill

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: During Bill Completion information may be missing or incomplete. One example is the mailing address may be missing. The CSR or Authorized User reviews and resolves the error, enters correct data, and completes the Bill as needed.

5.1 Request Reopen Bill

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to reopen a Bill for the Customer's account.

5.2 Update Current Bill to Reopen

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The current Bill is reopened in CC&B and available for applicable changes.

5.3 Request Changes to Impact Balance

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on investigation and established business rules, the CSR or Authorized User requests various changes that impact the balance. Typically these changes can be: creation of a new Bill Segment, Rebill of a Bill Segment, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

5.4 Update Balance

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The financial balance is updated in CC&B.

5.5 Extract Bill for Printing

See **Manage Deposit Charges Page 3** on page 2-4 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.

Business Objects	Available Algorithms
BillRoutingR - Bill business object to read bill routing details. **Note:** This BO is currently used for reprint Bills.	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 Processess
Custom Extract Process
POSTROUT - CIPBXBLB

5.6 Print Bill

See **Manage Deposit Charges Page 3** on page 2-4 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)).

5.7 Send Bill to Customer

See **Manage Deposit Charges Page 3** on page 2-4 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.

5.8 Receives Bill

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The Customer receives the Bill.

5.9 Select Accounts for Open Bill Cycle

Group: Batch Billing

Actor/Role: CC&B

Description: 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

Account

Customizable Processess

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

6.0 Check Eligibility for Batch Billing

Group: Batch Billing

Actor/Role: CC&B

Description: Normally, most Bills are created and completed automatically. When the Billing process takes place 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. Deposits are not an exception.

Entities to Configure

SA Type

Available Algorithms
C1-SKIPINACC -This Customer Class Bill eligibility algorithm 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 Processess
BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.1 Highlight Bill Segment Exceptions

See **Manage Deposit Charges Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Create Bill Segment

Group: Freeze 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.

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

6.2 Highlight Bill Exceptions

See **Manage Deposit Charges 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: 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 Processess
BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

6.3 Identify Bill Segments in Error Status

See **Manage Deposit Charges Page 4** on page 2-5 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 Processess
TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

6.4 Create Bill Segment Exceptions To Do

See **Manage Deposit Charges Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: TO DO Bill Segment Error Process

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 Processess

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

6.5 Evaluate and Investigate Error

See **Manage Deposit Charges Page 4** on page 2-5 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.

6.6 Resolve Error

See **Manage Deposit Charges Page 4** on page 2-5 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.

6.7 Update Data

See **Manage Deposit Charges Page 4** on page 2-5 for the business process
diagram associated with this activity.

Actor/Role: CC&B

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

6.8 Request Complete To Do

See **Manage Deposit Charges Page 4** on page 2-5 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.

6.9 Complete To Do Entry

See **Manage Deposit Charges Page 4** on page 2-5 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.

7.0 Identify Bills in Error Status

See **Manage Deposit Charges Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: TO DO Bill Error Process

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.

7.1 Create Bill Exceptions To Do

See **Manage Deposit Charges Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: TO DO Bill Error Process

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.

At times the organization is made aware of a possible anomaly with a particular Batch of Bills. There are two background processes for canceling or reopening an entire batch of Bills. Refer to 4.2.2.2 Manage Meter Charges.

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

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
RCVALTHRSHSQ	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