**Oracle Utilities Customer Care and Billing
Release 2.3.1**
Utility Reference Model
4.2.2.8 Manage Billing Disputes

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.8, Release 2.3.1

Contents

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.2.2.8 Manage Billing Disputes

Process Type: Sub Process

Parent Process: 4.2.2 Manage Bill

Sibling Processes: 4.2.2.1 Update Billing Information , 4.2.2.2 Manage Meter Charges, 4.2.2.3 Manage Item Charges, 4.2.2.4 Manage External and Miscellaneous Charges, 4.2.2.5 Manage Loan Charges, 4.2.2.6 Manage Deposit Charges, 4.2.2.9 Manage Billing Inquires, 4.2.2.10a Manage Budget Billing, 4.2.2.10b Manage Monitored and Unmonitored Non-Billed Budget Billing, 4.2.2.12 Manage Payment Arrangement Charges, 4.2.2.14 Manage Off Cycle Bill for External and Miscellaneous Charges

This process describes Cancel and Re-Billing for Metered services. A Bill is used to communicate financial obligations to the customer. The customer may have many services with an organization. The customer receives a Bill at regularly scheduled intervals for each established Account. The total amount owed, as well as financial and consumption details for each service, is placed on a Bill for payment within a set time period.

Sometimes the Bill sent to the Customer was valid, however with additional information now requires revisions. The meter may be over or under read, fieldwork for a meter exchange needs to be recorded, or a payment was posted to the wrong account. The CSR or Authorized User adds or makes changes in the records. The old Bill Segment(s) are canceled and replaced with corrected Bill Segment(s) containing the new information. The original Financial Transactions are canceled and new Financial Transactions are created. The changes typically appear on the next Bill for the Customer. The Customer may request and can receive a separate, updated Bill.

The customer is still responsible for payment by a given due date. Based on established business rules, the CSR or Authorized User may allow the Customer additional time to pay or override late payment charges due to Bill corrections. If the Customer does not pay, CC&B can detect the overdue amounts and provide notification.

Actors/Roles

The Manage Billing Disputes 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 Billing Disputes business process. This includes:

- **Business Process Diagrams**

    - **Manage Billing Disputes Page 1**

    - **Manage Billing Disputes Page 2**

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- **Manage Billing Disputes Description**

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

- **Rates**

- **Adjustment Algorithms/Entities to Configure**

- **Related Training**

Business Process Diagrams

Manage Billing Disputes Page 1

4.2.2.8 CC&B v2.3.1 *Manage Billing Disputes*

Customer
- Request to Investigate Bill

CSR
- Receive Information to Rebill Segment
- 1.0 Search for Customer
- 1.1 Evaluate Customer Account Eligibility for Rebill
- Rebill? — Yes
- 1.4 Enter Specific Requirements for Bill Segment(s) Calculation
- 2.4 Review Bill Segment(s)
- Generated Successfully? — Yes
- Undo Bill Segment Rebill?
- Requires Cancel Bill Segment(s)?
- 2.4 Review Bill Segment(s)
- Undo Bill Segment(s) Cancel? — No
- 3.3 Request Finalize Cancel Bill Segment
- Override? — Yes → Page 2
- Page 3 — No
- Cancel Segment? — Yes → 2.9
- Requires Credit Note? — Yes
- No
- No
- No
- 1.5 Request Rebill Segment(s)
- 2.5 Request Modify Information
- 2.7 Request Undo Rebill
- 2.9 Request Cancel Frozen Segment(s)
- 3.1 Request Undo Cancel
- 3.5 Request Freeze Segment(s)
- 1.2 Request Credit Note
- No
- No

CC&B
- Take No Further Action
- 1.3 Create Credit Note
- 1.5
- 2.6 Update Information
- 2.8 Delete New Bill Segment and Return Original Bill Segment to Frozen
- 3.0 Update Bill Segment(s) to Pending Cancel
- 3.2 Return Original Bill Segment(s) to Frozen
- 3.4 Update Bill Segment(s) to Canceled
- 3.6 Freeze Bill Segment(s)
- Page 3

Get Consumption
- Allow Proration? — No → 1.6 Determine Bill Period, Consumption Period, Service Point, Meter and Meter Read
- Meter Read Available? — Yes → Read eligible to replace Previous Estimation? — Yes → 2.0 Determine and Cancel Applicable Estimated Segments — No
- 2.1 Calculate and Create Bill Segment(s)using Rates
- 2.2 Create Financial Transaction
- Is Final Bill Segment? — Yes
- 2.3 Add Final Bill Switch for Bill Segment(s)
- No → 2.4
- Yes — 1.7 Determine Prorated Bill Period, Consumption Period, Service Point, Meter, and Meter Read
- No — 1.8 Verify Eligibility for Estimation
- 1.9 Estimate Meter Read

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.8 Manage Billing Disputes	UGBU	PM URM Team	4.2.2.8 Manage Billing Disputes.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

Document Management Software

Manage Billing Disputes Page 2

4.2.2.8 CC&B v2.3.1 *Manage Billing Disputes*

Customer

CSR

| Page 1 | —Yes→ | 2.5 Request Modify Information | 3.7 Request Generate Bill Segment(s) |

2.4 Review Bill Segment(s)

Generated Successfully? —Yes→ 3.5 Request Freeze Segments

No → 3.7

CC&B

2.6 Update Information

3.6 Freeze Bill Segment(s)

Page 3

Get Consumption

Allow Proration? —No→ 1.6 Determine Bill Period, Consumption Period, Service Point, Meter and Meter Read → Meter Read Available? —Yes→ Read eligible to replace Previous Estimation? —Yes→ 2.0 Determine and Cancel Applicable Estimated Segments

No (top path) → 2.1 Calculate and Create Bill Segment(s) using Rates

Allow Proration? → Yes → 1.7 Determine Prorated Bill Period, Consumption Period, Service Point, Meter, and Meter Read

Meter Read Available? → No → 1.8 Verify Eligibility for Estimation → 1.9 Estimate Meter Read

2.2 Create Financial Transaction → Is Final Bill Segment? —Yes→ 2.3 Add Final Bill Switch for Bill Segment(s)

Is Final Bill Segment? → No → 2.4 Review Bill Segment(s)

Document Management Software

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.8 Manage Billing Disputes	UGBU	PM URM Team	4.2.2.8 Manage Billing Disputes.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 Billing Disputes Page 3

4.2.2.8 CC&B v2.3.1 *Manage Billing Disputes*

Customer

6.3 Receive Bill — 6.2

Take No Further Action

CSR

Page 1 - 2 → 3.8 Evaluate Customer's Current Bill for Reopen Eligibility → Reopen Bill? —Yes→ 3.9 Request Reopen Bill

Reopen Bill? —No→ Take No Further Action

Add Adjustment? —No→ Cancel Existing Adjustment? —No→ Add Payment? —No→ Cancel Existing Payment? —No→ Add Bill Messages? —No→ Cancel/Rebill Other Bill Segment(s) —No→ 1.5

Add Adjustment? —Yes→ 4.1 Request Add Adjustment
Cancel Existing Adjustment? —Yes→ 4.3 Request Cancel Adjustment
Add Payment? —Yes→ 4.5 Request Add Payment
Cancel Existing Payment? —Yes→ 4.7 Request Cancel Payment
Add Bill Messages? —Yes→ 4.9 Request Add Bill Messages

Cancel/Rebill Other Bill Segment(s) —No→ 5.9 Make Necessary Changes for Bill

CC&B

4.0 Update Current Bill to Reopen

4.2 Create Adjustment
4.4 Cancel Existing Adjustment
4.6 Create Payment
4.8 Cancel Existing Payment
5.0 Create Bill Messages

2.6 Update Information → 5.1

Bill Completion

Pre Bill Completion
5.1 Create Bill Message

→ Require Custom Message? —Yes→ 5.2 Create Estimated Meter Read Message → 5.3 Create Bill Messages based on Configuration → Does Excess Credit SA Exist? —Yes→ Apply Credit? —Yes→ 5.5 Apply Credit to SA's According to Specific SA Type Rules → Other Financial Activity required to add to Bill? —Yes→ 5.6 Add Required Financial Transactions to Bill (Adjustments, Payments, Bill Corrections) → 5.7 Determine Due Date, Late Payment Charge Date, and Credit Review Date → 5.8 Post Bill Completion Activity → Completed Successfully?

Require Custom Message? —No→
Does Excess Credit SA Exist? —No→ (to 5.6)
Apply Credit? —No→ 5.4 Keep Credit on Excess Credit SA
Other Financial Activity required to add to Bill? —No→ (to 5.7)

Completed Successfully? —Yes→ 6.0 Extract Bill for Printing

Document Management Software

6.1 Print Bill → 6.2 Send Bill to Customer → 6.3

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.8 Manage Billing Disputes	UGBU	PM URM Team	4.2.2.8 Manage Billing Disputes.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Billing Disputes Description

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

- **1.0 Search for Customer**

- **1.1 Evaluate Customer Account Eligibility for Rebill**

- **1.2 Request Credit Note**

- **1.3 Create Credit Note**

- **1.4 Enter Specific Requirements for Bill (Segment)(s) Calculation**

- **1.5 Request ReBill Bill Segment(s)**

- **1.6 Determine Bill Period, Consumption Period, Service Point, Meter, and Meter Read**

- **1.7 Determine Prorated Bill Period, Consumption Period, Service Point, Meter, and Meter Read**

- **1.8 Verify Eligibility for Estimation**

- **1.9 Estimate Meter Read**

- **2.0 Determine and Cancel Applicable Estimated Segments**

- **2.1 Calculate and Create Bill Segment(s) Using Rates**

- **2.2 Create Financial Transaction(s)**

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

- **2.4 Review Generated Bill Segment(s)**

- **2.5 Request Modify Information**

- **2.6 Update Information**

- **2.7 Request Undo ReBill Bill Segment(s)**

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

- **2.9 Request Cancel Frozen Segments**

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

- **3.1 Request Undo Cancel**

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

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

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

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

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

- **3.7 Request Generate Bill (Segment)(s)**

- **3.8 Evaluate Customer's Current Bill for Reopen Eligibility**

- **3.9 Request Reopen Bill**

- **4.0 Update Current Bill to Reopen**

- **4.1 Request Add Adjustment**

- **4.2 Create Adjustment**

- **4.3 Request Cancel Adjustment**

- **4.4 Cancel Existing Adjustment**
- **4.5 Request Add Payment**
- **4.5 Request Add Payment**
- **4.6 Create Payment**
- **4.7 Request Cancel Payment**
- **4.8 Cancel Existing Payment**
- **4.9 Request Add Bill Messages**
- **5.0 Create Bill Messages**
- **5.1 Create Bill Message**
- **5.2 Create Estimated Meter Read Message**
- **5.3 Create Bill Messages Based on Configuration**
- **5.4 Keep Credit on Excess Credit SA**
- **5.5 Apply Credit to SA's According to Specific SA Type Rules**
- **5.6 Add Required Financial Transactions to Bill (Adjustments, Payments, Bill Corrections)**
- **5.7 Determine Due Date, Late Payment Charge Date, and Credit Review Date**
- **5.8 Add Post Bill Completion Activity**
- **5.9 Make Necessary Changes for Bill**
- **6.0 Extract Bill for Printing**
- **6.1 Print Bill**
- **6.2 Send Bill to Customer**
- **6.3 Receives Bill**

1.0 Search for Customer

See **Manage Billing Disputes 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 Rebilling the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

Entities to Configure
Installation Options

1.1 Evaluate Customer Account Eligibility for Rebill

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

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the 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 in

determining eligibility for any Rebilling based on established business rules.   Some organizations may consider the use of a Credit Note. The Credit Note allows for cancellation details to be sent to the Customer separately from any other Bill. Alternatively, a Correction Note option may be used. The Correction Note allows for cancellation and rebilling details to be sent to the customer separately from any bill. CC&B has functionality to choose either option.

Based on established business rules the CSR or Authorized User may add or change existing information in order to Rebill the customer. Typical changes can include the addition of a new read, removing the use on Bill switch from an existing read, allow for estimation, or changes to dates. There are no specific restrictions on changes that need to be done across the application to calculate the correct Bill Segment(s).

Entities to Configure

Installation Options-Framework

Customer Class

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 Request Credit Note

See **Manage Billing Disputes 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 all or specific Bill Segment(s) need canceling and the cancellation details be sent to the customer separately from any Bill. This separate Credit Note contains only the cancellation information.

1.3 Create Credit Note

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

Actor/Role: CSR

Description: A Credit Note is created in CC&B.

Entities to Configure

Installation Options-Billing

Available Algorithms

CI-CN-ADNB - This customer class post bill completion algorithm recreates adjustments after a credit note is completed.

CI-CN-RADJ - Reverse Adjustments When Creating Credit Note

CI-CN-BRT - This customer class bill completion algorithm suppresses bill routings for credit notes.

1.4 Enter Specific Requirements for Bill (Segment)(s) Calculation

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

Actor/Role: CSR

Description: If the CSR or Authorized identifies a need to Rebill, information about the Billing period must be provided. The CSR or Authorized User specifies Cutoff Date or Use Schedule to determine the end date for 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. The CSR or Authorized User may choose to allow for system estimation and will mark accordingly. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Accounting Calendar

1.5 Request ReBill Bill Segment(s)

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

Actor/Role: CSR

Description: Based on evaluation, available new information, or further investigation, the CSR or Authorized User now determines to Rebill the Bill Segment(s).

Entities to Configure

Bill Cancel Reasons

1.6 Determine Bill Period, Consumption Period, Service Point, Meter, and Meter Read

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

Group: Get Consumption

Actor/Role: CC&B

Description: As a first step of Metered Service Bill Segment calculation, CC&B determines consumption to be billed. The system first determines the Bill Period boundary. The end date is either the end date of Bill cycle schedule window, the Service Agreement's end date, or, determined by the CSR or Authorized User for online Billing. If this is the first Bill Segment for the Service Agreement, the Bill Segment start date is set to the start date of the Service Agreement, otherwise the start date is the previous Bill Segment's end date. The system next determines the Consumption Period boundary, and retrieves appropriate Service Point, Meter, and associated Meter Reads. Meter Reads determine the start and end date for the Bill Segment Consumption Period.

The consumption period is the inclusive period passed to the Rates. It is used for calculating the charges for the Bill Segment(s). The system looks at every service point linked to the Service Agreement. The system retrieves each meter linked to each Service Point during the Bill period (a service point has multiple meters when a meter exchange has occurred during the Bill period). Refer to 4.2.2.2 Manage Meter Charges.

> **Note:** The system ignores Service Points that are not billable, disconnected before the Bill period started, or are yet to be connected as of the Bill end date.

Entities to Configure
Frequency
Bill Cycles
Bill Segment Type
Rates
SA Types

Business Objects	Available Algorithms
Bill - Bill business object (simple bill elements only)	BSGC-SP - Get Consumption From SP's Linked To SA .
	BSGC-MS - Get consumption from Master Bill Segment
CI_BillSegmentStatus - Bill Segment Status	OVPF-NOPROR - No Proration based on RC characteristic.

1.7 Determine Prorated Bill Period, Consumption Period, Service Point, Meter, and Meter Read

Group: Get Consumption

Actor/Role: CC&B

Description: As a first step of Metered Service Bill Segment calculation, CC&B determines consumption to be billed. The system first determines the prorated Bill Period boundary. The end date is either the end date of Bill cycle schedule window, the Service Agreement's end date, or, determined by the CSR or Authorized User for manual Billing. If this is the first Bill Segment for the Service Agreement, the Bill Segment start date is set to the start date of the Service Agreement; otherwise the start date is the previous Bill Segment's end date. The system next

determines the Consumption Period boundary, and retrieves appropriate Service Point, Meter, and associated Meter Reads. Meter Reads determine the start and end date for the Bill Segment Consumption Period.

The consumption period is the inclusive period passed to the Rates. It is used for calculating the charges for the Bill Segment. The system looks at every service point linked to the Service Agreement. The system retrieves each meter linked to each Service Point during the Bill period (a service point has multiple meters when a meter exchange has occurred during the Bill period).

> **Note:** The system ignores Service Points that are not billable, disconnected before the Bill period started, or are yet to be connected as of the Bill end date.

If this is the first or final Bill Segment for the customer, the number of days may be more or less than the normal Bill period. Based on established business rules, the system allows for proration of first or final Bill Segment as well as other Bill Periods outside the normal time period. Refer to 4.2.2.2 Manage Meter Charges.

> **Note:** Every SA type defines the minimum number of days on a Bill Segment. Whenever the system attempts to create a Bill Segment other than the final Bill Segment, it checks if the number of days is at least as great as the minimum defined on the SA type. If the minimum number of days is not met, the Bill Segment will not be created at this time. The system waits until the number of days in the Bill Segment is at least as large as the minimum and the account's Bill cycle must be open.

Entities to Configure

Frequency

Bill Cycles

Bill Segment Type and associated algorithms

Rates

SA Types

Available Algorithms

BSGC-SP - Get Consumption From SP's Linked To SA .
BSGC-MS - Get consumption from Master Bill Segment

1.8 Verify Eligibility for Estimation

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

Group: Get Consumption

Actor/Role: CC&B

Description: If no reads can be found, CC&B verifies the Customer's Service Agreement is eligible to estimate a read.

Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
SA Types

1.9 Estimate Meter Read

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

Group: Get Consumption

Actor/Role: CC&B

Description: If eligibility requirements are met, the system estimates consumption and generates a corresponding system estimated read.

Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Frequency
Bill Cycles
Bill Segment Type
Rates
SA Types
Trends

Available Algorithms
MR EST TREND - This algorithm uses trends for estimating meter reads.
TSMRE-LA - This algorithm uses a combination of methods: it looks historically one year ago, the immediate preceding Bill period, or uses Trend if no historical reads can be found.

2.0 Determine and Cancel Applicable Estimated Segments

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

Group: Get Consumption

Actor/Role: CC&B

Description: CC&B can cancel previously estimated Bill Segment(s) and Bill over an extended period of time from one non-estimated read to another. If the system creates a Bill Segment with a read with a defined Good Read Type, CC&B will cancel previous Bill Segments that contain system-estimated meter reads until it detects a Bill Segment with a reading that is less than the

reading on the current Bill Segment. The maximum number of Bills that are automatically canceled is configurable. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Frequency
Bill Cycles
Bill Segment Type and associated algorithms
Various Components of Rates
SA Types
Trends
Meter Read Estimation Algorithms

Available Algorithms
BSAXERLIM - This algorithm cancels historical, estimated Bill Segments when a defined "real" read is used on the current Bill.

2.1 Calculate and Create Bill Segment(s) Using Rates

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

Actor/Role: CC&B

Description: CC&B passes the consumption information to rates to calculate the new Bill Segment. The rate components are used to build the Bill Segment calculation lines and referenced on these calculation lines. In addition the original Bill Segment is placed in pending Cancel status. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Bill Segment Type
Rates
Billing Process Sequence

Available Algorithms
BSBS-RT - This Bill Segment creation algorithm creates a Bill Segment using the service agreement's rate This option would typically be used for metered services and ratable non-metered services. BSBS-RR - Create bill segment using the service agreement's recurring charge amt BSBS-RB - Bill recur charge 'til amt to bill has been billed BSBS-RA - Bill recurring charge amount until payoff bal = 0 BSBS-BC - Create bill seg(s) using billable charges BSBS-LO - Create a bill segment for a loan SA

2.2 Create Financial Transaction(s)

See **Manage Billing Disputes Page 1** on page 2-2 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. If a Bill Segment is cancelled, another Financial Transaction is created to reverse the original financial transaction. The financial details appear on the next Bill produced for the account as a Bill correction. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Rates

Customer Class

Bill Segment Type

Available Algorithms

BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due
BSBF-B0 - NO PAYOFF! Payoff = 0 / Curr Amt = Bill Amt -no GL
BSBF-CU - COMPANY USAGE! Payoff = Curr = 0 (GL affected)
BSBF-LO - Payoff Amt = Interest / Current Amt = Principal

2.3 Add Final Bill Switch for Bill Segment(s)

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

Actor/Role: CC&B

Description: If this is the final Bill Segment for this Service Agreement it will be marked as closing. The Service Agreement must be stopped for this switch to be turned on. Refer to 4.2.2.2 Manage Meter Charges.

2.4 Review Generated Bill Segment(s)

See **Manage Billing Disputes 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 rebilled Bill Segment for accuracy and determines the next action. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Installation Options

Business Objects	Available Algorithms
CI_BillSegmentStatus - Bill Segment Status	**Installation Options - Control Central Alert 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 - Basic Bill Segment Information (No SA Id).

2.5 Request Modify Information

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

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User may add or change the existing information used for the Bill Segment calculation. Typical changes can include the addition of a new read, removing the use on Bill switch from an existing read, allow for estimation, changes to dates, recording of a meter exchange or other changes in the data. There are no specific restrictions on changes that need to be done across the application to calculate the correct Bill Segment. While infrequent, there may be times when actual meter reads do no reflect consumption accurately. Based on established business rules the CSR or Authorized User may determine to override consumption. These changes are also reflected on the Bill Segment.

2.6 Update Information

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

Actor/Role: CC&B

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

2.7 Request Undo ReBill Bill Segment(s)

See **Manage Billing Disputes 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.

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

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

Actor/Role: CC&B

Description: CC&B deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions. Refer to 4.2.2.2 Manage Meter Charges.

2.9 Request Cancel Frozen Segments

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

Actor/Role: CSR

Description: The Bill Segment(s) may just be canceled and not created again. The CSR or Authorized User initiates the cancel function. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Bill Cancel Reason

3.0 Update Bill Segment(s) to Pending Cancel

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

Actor/Role: CC&B

Description: The existing Bill Segment(s) is updated to Pending Cancel in CC&B. Refer to 4.2.2.2 Manage Meter Charges.

3.1 Request Undo Cancel

See **Manage Billing Disputes Page 1** on page 2-2 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. Refer to 4.2.2.2 Manage Meter Charges.

3.2 Return Original Bill Segment(s) to Frozen

See **Manage Billing Disputes 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 returned to Frozen in CC&B. There is no impact to Financial Transactions. Refer to 4.2.2.2 Manage Meter Charges.

3.3 Request Finalize Cancel Bill Segment(s)

See **Manage Billing Disputes Page 1** on page 2-2 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). The Financial Transaction is also canceled. Refer to 4.2.2.2 Manage Meter Charges.

3.4 Update Bill Segment(s) to Canceled

See **Manage Billing Disputes 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. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

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

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3.5 Request Freeze Bill Segment(s)

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

Actor/Role: CSR

Description: The CSR or Authorized User determines all information is in place and the freezable Bill Segment(s) is accurate. The CSR or Authorized User freezes the Bill Segment(s). Refer to 4.2.2.2 Manage Meter Charges.

3.6 Freeze Bill Segment(s)

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

Actor/Role: CC&B

Description: The Bill Segment(s) and associated Financial Transaction are frozen in CC&B. 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. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Installation Options - Billing

Customer Class

Available Algorithms

BSBF-BA - This Bill Segment financial transaction algorithm creates a financial transaction for a Bill Segment where: - Payoff amount = Bill amount - Current amount = Bill amount / zero / recurring charge amount
BSFZ-EMPTY - This is a Customer Class Bill Segment freeze/cancel algorithm

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3.7 Request Generate Bill (Segment)(s)

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

Actor/Role: CSR

Description: The CSR or Authorized User determines to (re) generate the Bill Segment. A new segment is created reflecting the changes and the original segment is in pending cancel status. The

generate function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment.

3.8 Evaluate Customer's Current Bill for Reopen Eligibility

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

Actor/Role: CSR

Description: 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 the changes reflected in a new Bill. The CSR or Authorized User evaluates the account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts, other Dashboard information and established business rules assist the CSR or Authorized User in determining eligibility for reopening the current Bill.

Entities to Configure

Installation Options

Customer Class

Available Algorithms

Installation Options - Control Central Alert Algorithms

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

3.9 Request Reopen Bill

See **Manage Billing Disputes 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.

4.0 Update Current Bill to Reopen

See **Manage Billing Disputes 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.

4.1 Request Add Adjustment

See **Manage Billing Disputes 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 determines to add an Adjustment for one or more Service Agreements.

Available Algorithms

C1-ADI-STD - Common Adjustment Information

4.2 Create Adjustment

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

Actor/Role: CC&B

Description: An Adjustment and associated Financial Transaction is created in CC&B.

Entities to Configure

Adjustment Algorithms/Entities to Configure

4.3 Request Cancel Adjustment

See **Manage Billing Disputes 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 determines to cancel an existing adjustment for one or more Service Agreements.

4.4 Cancel Existing Adjustment

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

Actor/Role: CC&B

Description: An existing Adjustment is canceled in CC&B. If Adjustment is canceled, another Financial Transaction is created to reverse the original Financial Transaction.

Entities to Configure

Adjustment Algorithms/Entities to Configure

4.5 Request Add Payment

See **Manage Billing Disputes 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 determines to add a Payment for one or more Service Agreements.

Entities to Configure
Adjustment Algorithms/Entities to Configure

4.6 Create Payment

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

Actor/Role: CC&B

Description: A Payment and associated Financial Transaction is created in CC&B. Refer to 4.3.1.1. Manage Payments.

Entities to Configure
Payment Segment Type
Pay Method
Payment Template

Business Objects	Available Algorithms
C1-CISPaymentEvent - Payment Event - CIS Payment C1-NonCISPayTemplate - Payment Template - Non CIS Payments C1-NonCISPaymentEvent - Payment Event - Non CIS Payment	C1-NCPAY-FT - Create FT for Non CIS Payments C1-CR-PAY-DF - Pay an SA via SA Characteristic OVRPY-CREDSA - Keep overpayment on a "credit SA" OVPY-LO-CSA - Keep overpayment on a loan SA OVRPY-PPRTY - Keep overpayment on highest priority SA C1-BOV-TPDTL - Non CIS Payment Template Validation PYDIST-DELPY - Pay delinquent high priority debt first - PRORATED PYDIST-PPRTY - Distribute Based On SA Type Priority/Debt Age

4.7 Request Cancel Payment

See **Manage Billing Disputes 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 determines to cancel an existing Payment for one or more Service Agreements.

4.8 Cancel Existing Payment

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

Actor/Role: CC&B

Description: An existing payment is canceled in CC&B. If a payment is canceled, another Financial Transaction is created to reverse the original Financial Transaction.

Entities to Configure
Pay Cancel Reason

4.9 Request Add Bill Messages

See **Manage Billing Disputes Page 3** on page 2-4 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 may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Messages for an online Bill. Other Bill Messages are added during Bill Completion. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Bill Messages

5.0 Create Bill Messages

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

Actor/Role: CSR

Description: Bill Messages are added in CC&B. Refer to 4.2.2.2 Manage Meter Charges.

5.1 Create Bill Message

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

Group: Pre-Bill Completion

Actor/Role: CC&B

Description: 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. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
To Do Type
To Do Role
Bill Message
SA Type
Customer 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 - Apply Taxation Threshold CPBC-DMCH - Apply De Minimize Rule

5.2 Create Estimated Meter Read Message

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

Group: Bill Completion

Actor/Role: CC&B

Description: CC&B creates an estimated read Bill message if an estimated read was used for Billing. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Bill Messages

Available Algorithms
BCMP-ESTBSM This Bill Segment completion algorithm attaches a Bill Message Code to a Bill Segment that used an estimated read.

5.3 Create Bill Messages Based on Configuration

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

Group: Bill Completion

Actor/Role: CC&B

Description: CC&B creates other Bill Messages during Bill completion. 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

- Rate Schedule Bill Messages

- Service Provider Bill Messages

- Meter Reader Remark Bill Messages

- Ad hoc Messages by CSR or Authorized User

- Custom Background Processes and Algorithm Bill Messages

Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Customer Class Bill Messages
Rates
Meter Reader Remark Bill Messages
Account and Service Agreement Bill Messages

5.4 Keep Credit on Excess Credit SA

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

Group: Bill Completion

Actor/Role: CC&B

Description: When specifically defined, CC&B can keep any excess credit on an Excess Credit SA. Refer to 4.2.2.2 Manage Meter Charges.

Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
SA Type

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

5.5 Apply Credit to SA's According to Specific SA Type Rules

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

Group: Bill Completion

Actor/Role: CC&B

Description: When specifically defined, CC&B can apply any excess credit on an Excess Credit SA. Refer to 4.2.2.2 Manage Meter Charges..

Entities to Configure

SA Type

Available Algorithms

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

5.6 Add Required Financial Transactions to Bill (Adjustments, Payments, Bill Corrections)

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

Group: Bill Completion

Actor/Role: CSR

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

Refer to 4.2.2.2 Manage Meter Charges.

5.7 Determine Due Date, Late Payment Charge Date, and Credit Review Date

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

Actor/Role: CSR

Description: During Bill Completion the Due Date, Late Payment Charge Date, and next Credit Review Date are determined and made available as information for the Bill and Account. More late payment charge information will be available in future processes. Two algorithms are listed below for information only. Refer to 4.2.2.2 Manage Meter Charges.

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Entities to Configure

Late Payment Profile on SA Type

Customer Class - Due Date, LPC eligibility, Late Payment Charge Grace Days

Adjustment Types

Rates

Available Algorithms

BILPC-TOTAL - This algorithm type is used to calculate the
late payment charge amount for a specific service agreement
linked to an account.
BILPC-SPRC - LPC method for service provider

5.8 Add Post Bill Completion Activity

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

Actor/Role: CC&B

Description: CC&B can perform various post Bill completion activities. One example is to
recreate Adjustments after a Credit Note is completed.

Available Algorithms

C1-CN-ADNB - This customer class post Bill completion
algorithm recreates adjustments after a credit note is
completed.
C1-CR-BLRVWS - Create Bill Review Schedule
C1-MULT-DUDT - Additional Bill Due Dates

5.9 Make Necessary Changes for Bill

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

Actor/Role: CSR

Description: During Bill Completion there may be information missing or incomplete. One
example is that 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.

6.0 Extract Bill for Printing

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

Actor/Role: CC&B

Description: The Bill is extracted and made available for printing. The Bill print process creates
the flat file interfaced to Bill print software. This process uses all Bill routing extract records
associated with its batch control that are marked with a supplied run number. The information
extracted and placed on the flat file for each Bill is controlled by each Bill route type's extract
algorithm. An additional custom process may be created to interface with the Bill Print software as
needed. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure

Bill Route Type

Business Objects	Available Algorithms
BillRoutingR - Bill business object to read bill routing details	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. C1-SUP-PR-BL - Suppress Printing Bills After Final Bill

Customizable Processess
POSTROUT - CIPBXBLB, or other Custom Process

6.1 Print Bill

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

Actor/Role: Document Management Software

Description: The Bill is printed onsite or remotely using Bill print software outside of CC&B. Refer to 4.2.2.2 Manage Meter Charges.

6.2 Send Bill to Customer

See **Manage Billing Disputes 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 to the Customer. Refer to 4.2.2.2 Manage Meter Charges.

6.3 Receives Bill

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

Actor/Role: Customer

Description: The Customer receives the Bill as defined for the Account or specific Bill. Refer to 4.2.2.2 Manage Meter Charges.

Entities to Configure
Bill Route Type

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

Adjustment Algorithms/Entities to Configure

Available Algorithms

Adjustment type - Adjustment Cancellation

Adjustment type	Adjustment Cancellation
CI_ADCA-CRTD	Adjustment Cancellation - Create To Do Entry

Adjustment type	Adjustment FT Creation
ADJT-CA	Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
ADJT-GL	FIX GL ONLY! Payoff = Current = 0 (GL only)
ADJT-NM	Payoff Amt = Adj / Current Amt = Adj]
ADJT-TA	Payoff Amt = Adj / Current Amt = 0
CI_ADJT-ST - FT	GL Creation for Settlement Adjustments

Adjustment type	Adjustment Freeze
CI_ADFR-CRTD	Adjustment Freeze - Create To Do Entry

Adjustment type	Adjustment Information
CI_ADT-WO	Write Off Adjustment Description

No algorithms exist, but a sample algorithm type exists:

Adjustment type	Determine SA
C1-SABYBADGE	Get Prepaid SA Using Badge Number

No algorithms exist, but a sample algorithm type exists:

Adjustment type	Adjustment Cancellation
CI_ADCA-CRTD	Adjustment Cancellation - Create To Do Entry

Adjustment type	Generate
ADJG-RT	Adjustment generation - apply rate
CI_ADJ-RT-TX	Adjustment generation - apply rate
CI_ADJG-WO	Generate Adjustment - Write Off Bills

No algorithms exist, but a sample algorithm type exists:

Adjustment type	Resolve Suspense
C1-CANSUSADJ	Cancel Suspense Adjustment

Adjustment type	Validate Adjustment
CI_VALXFRADJ	Validate Transfer Adjustment

Approval Profile (BO)	Determine Approval Requirements
C1-ADJREQTDF	Determine Adjustment Approval Requirements Default

Business Object	Information
C1-ADJARI-DF	Adjustment Approval Request Information

Business Object	Validation
C1-ADJAP-DF	Adjustment Approval Profile Validation - Default

Business Object Status	Monitor
CI_ADTIMEOUT	Check for Adjustment Approval Request Timeout

SA Type	Payment Freeze
STPZ-RMVCR	Create adjustment to remove SA's credit

Service Credit Event Type	Event Cancellation
SCEN-CNCLADJ	Cancel related adjustments

To Do Type	External Routing
CI_ADJAPPEML	Create Email For Adjustment Approval

Write Off Control	WO Large Credit A/P
WO A/P ADJ	Create A/P adjustments for large amts

Available Algorithms

- Adjustment Type
- Adjustment Type Profile
- Adjustment Cancel Reason
- SA Type
- Service Credit Event Type
- To Do Role
- To Do Type
- Write Off Control

Business Objects

C1-Adjustment	Adjustment - Read Main Details
C1-AdjustmentApprovalProfile	Adjustment Approval Profile
C1-AdjustmentApprovalRequest	Adjustment Approval Request
C1-AdjustmentType	Adjustment Type - Main Details

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