Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

4.2.2.9 Manage Billing Inquires

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.9 Release 2.3.1

Contents

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.2.2.9 Manage Billing Inquires

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, 4.2.2.8 Manage Billing Disputes, 4.2.2.10a Manage Budget Billing, 4.2.2.10b Manage Monitored and Un-Monitored 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

It's a part of Customer service and typical business practice when Customer requests a copy of the Bill. Current document describes the business process and procedure that takes place when Customer or any other person request re-print existing bill or provide additional copy of it. There are different options for Customers and CSR or Authorized Users to view the Customer bills and receive a copy of it.

Actors/Roles

The Manage Billing Inquires 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

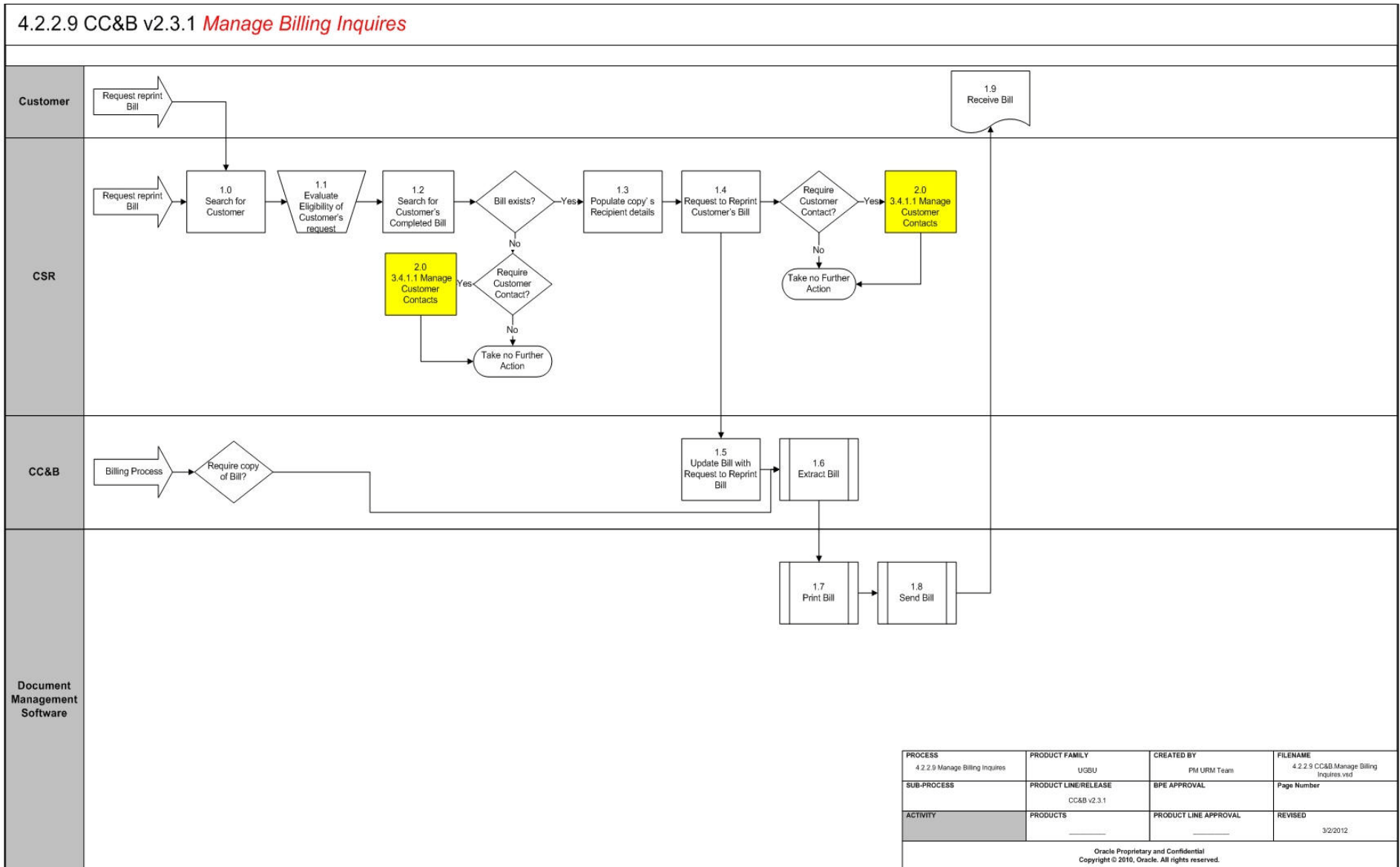## Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Billing Inquires business process. This includes:

- **Business Process Diagrams**

  - **Manage Billing Inquires**

- **Manage Billing Inquires Description**

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

- **Related Training**

Business Process Diagrams

Manage Billing Inquires

Manage Billing Inquires Description

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

- **1.0 Search for Customer**
- **1.1 Evaluate Eligibility of Customer's Request**
- **1.2 Search for Customer's Completed Bill(s)**
- **1.3 Populate Copy's Recipient Details**
- **1.4 Request to Reprint Customer's Bill**
- **1.5 Update Bill with Request to Reprint Bill**
- **1.6 Extract Bill for Printing**
- **1.7 Print Bill**
- **1.8 Send Bill to Customer**
- **1.9 Receives Bill**
- **2.0 3.4.1.1 Manage Customer Contacts**

1.0 Search for Customer

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

Actor/Role: CSR

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

Entities to Configure
Installation Options

1.1 Evaluate Eligibility of Customer's Request

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

Actor/Role: CSR

Description: CSR or Authorized User decides if request to obtain a copy of existing Bill is valid based on specific Business rules and instructions.

1.2 Search for Customer's Completed Bill(s)

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

Actor/Role: CSR

Description: If CSR or Authorized User decides to proceed with request, CSR or Authorized User reviews Customer's Bills and identifies the one that require copy.

Account Financial History, Account's Bills are used to identify the Bill.

Entities to Configure
Installation Options
Customer Class

Business Objects	Available Algorithms
Bill - Bill business object (simple bill elements only)	**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. C1-SKIPINACC - Skip Inactive Accounts C1-OI-BI-AMT - Determine Open-Item Bill Amounts C1-TL-BL-EVT - Balance Forward Bill Timeline

1.3 Populate Copy's Recipient Details

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

Actor/Role: CSR

Description: CSR or Authorized User needs to reprint a bill or to send a bill to someone other than the original recipient of the bill the CSR or Authorized User populates Bill Routing details and provides the name and address to which the bill should be sent using screen Bill /Bill Routing.

Entities to Configure
Account
Person
Account/Person
Bill Route Type

Business Objects
BillRoutingR - Bill business object to read bill routing details

1.4 Request to Reprint Customer's Bill

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

Actor/Role: CSR

Description: CSR or Authorized User requests to re-print the bill.

1.5 Update Bill with Request to Reprint Bill

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

Actor/Role: CC&B

Description: CSR or Authorized User saves bill with the recently entered data.

1.6 Extract Bill for Printing

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

Actor/Role: CC&B

Description: The requested 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 is 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.

Available Algorithms

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

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

CI_POSTROUT / C1-WFAC-CRBJ - Create Postal Bill Routing Job

Customizable Processes

POSTROUT - CIPBXBLB, or other Custom Process

1.7 Print Bill

See **Manage Billing Inquires** on page 2-2 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. It also could be e-mailed to the Customer if e-mail is a bill routing type.

Available Algorithms
ONLN-BL-DSP - Create PDF of bill image by calling Doc 1
OBLD-CRYS / C1-ONLN-CR - Create bill image using Crystal / Create bill image using a reporting engine.

1.8 Send Bill to Customer

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

Actor/Role: Document Management Software

Description: The printed Bill is sent to the Customer.

1.9 Receives Bill

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

Actor/Role: Customer

Description: The Customer receives the copy of the requested Bill as defined on the Bill.

2.0 3.4.1.1 Manage Customer Contacts

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

Actor/Role: CSR

Description: If Business rules require, CSR or Authorized User creates Customer Contact. Refer to process 3.4.1.1 Manage Customer Contacts.

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

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