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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.
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
  - Manage Deposit Charges Page 4
- Manage Deposit Charges Description
- Installation Options - Control Central Alert Algorithms
- Rates
- Related Training
4.2.2.6 CC&B v2.3.1 Manage Deposit Charges

Detailed Business Process Model Description 2-5
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

<table>
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<th>Installation Options</th>
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### 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 Processes

- **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 Processes**

- 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 Processes

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/Curr Amt = Bill Amt - No GL

Customizable Processes

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 Processes

**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 Processes

**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 Processes

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.

<table>
<thead>
<tr>
<th>Entities to Configure</th>
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</thead>
<tbody>
<tr>
<td>Cancel Reasons</td>
</tr>
</tbody>
</table>

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.
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.

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<th>Entities to Configure</th>
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<tbody>
<tr>
<td>To Do Type</td>
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<tr>
<td>To Do Role</td>
</tr>
<tr>
<td>Bill Message</td>
</tr>
<tr>
<td>SA Type</td>
</tr>
<tr>
<td>Customer Class</td>
</tr>
<tr>
<td>Deposit Class</td>
</tr>
<tr>
<td>Business Objects</td>
</tr>
<tr>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>C1-AccountBillMessage - Account Bill Message</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Customizable Processes**

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

<table>
<thead>
<tr>
<th>Entities to Configure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Class Bill Messages</td>
</tr>
<tr>
<td>Account Bill Messages</td>
</tr>
<tr>
<td>Service Agreement Bill Messages</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Objects</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-AccountBillMessage - Account Bill Message</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customizable Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>BILLING - The Bill cycle Batch processing creates Bills for accounts with an &quot;open&quot; Bill cycle.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Entities to Configure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late Payment Profile</td>
</tr>
<tr>
<td>Customer Class</td>
</tr>
<tr>
<td>Adjustment Type</td>
</tr>
</tbody>
</table>
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 Processes

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 Processes**

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 Processes**

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.
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.

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.
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

<table>
<thead>
<tr>
<th>Business Object</th>
<th>Available Algorithms</th>
</tr>
</thead>
<tbody>
<tr>
<td>BillRoutingR - Bill business object to read bill routing details.</td>
<td>Bill Route Type - BLEX-EX - This algorithm constructs the records that contain the information that appears on a printed Bill (for Doc 1).</td>
</tr>
<tr>
<td><strong>Note:</strong> This BO is currently used for reprint Bills.</td>
<td>C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.</td>
</tr>
</tbody>
</table>

### Customizable Processes

- 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

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

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 Processes

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

6.0 Check Eligibility for Batch Billing

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

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 Processes

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 Processes

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 Processes

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 Processes

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
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 Processes**

- 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 Processes**

- 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

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PP-Active</td>
<td>Show Count of Active Pay Plans</td>
</tr>
<tr>
<td>PP-Broken</td>
<td>Show Count of Broken Pay Plans</td>
</tr>
<tr>
<td>PP-Kept</td>
<td>Show Count of Kept Pay Plans</td>
</tr>
<tr>
<td>CC-PPDENIAL</td>
<td>Count Pay Plan Denial Customer Contacts</td>
</tr>
<tr>
<td>CCAL WFACCTR</td>
<td>Display Active WF for Account Based on Context</td>
</tr>
<tr>
<td>CCAL WFPREM</td>
<td>Display Active WF for Premise Based on Context</td>
</tr>
<tr>
<td>CCAL WFACCTR</td>
<td>Display active WF for account based on char</td>
</tr>
<tr>
<td>CCAL WFPREM</td>
<td>Display active WF for premise based on char</td>
</tr>
<tr>
<td>CCAL-TD</td>
<td>Highlight Outstanding To Do Entries</td>
</tr>
<tr>
<td>CCAL-DECL</td>
<td>Highlight Effective Declarations for Account and Premise</td>
</tr>
<tr>
<td>CCAL-CASE</td>
<td>Highlight Open Cases</td>
</tr>
<tr>
<td>CI_WO_BILL</td>
<td>Highlight Written off Bills</td>
</tr>
<tr>
<td>CI_OD-PROC</td>
<td>Highlight Active Overdue Processes</td>
</tr>
<tr>
<td>CI_OMF_DF</td>
<td>Highlight Open and Disputed Match Even</td>
</tr>
<tr>
<td>CI_STOPSA-DF</td>
<td>Highlight Stopped SA's</td>
</tr>
<tr>
<td>C1-CCAL_CLM</td>
<td>Highlight Open Rebate Claims</td>
</tr>
<tr>
<td>C1-COLL_DF</td>
<td>Highlight Active Collection Processes</td>
</tr>
<tr>
<td>C1_COLLRF_DF</td>
<td>Highlight Active Collection Agency Referral</td>
</tr>
<tr>
<td>C1_PENDST_DF</td>
<td>Highlight Pending Start Service Agreements</td>
</tr>
<tr>
<td>C1_CASH_DF</td>
<td>Cash Only Account</td>
</tr>
<tr>
<td>C1_CRRT_DF</td>
<td>Credit Rating Alert</td>
</tr>
<tr>
<td>C1_LSSL_DF</td>
<td>Highlight Life Support/Sensitive Load on Person</td>
</tr>
<tr>
<td>C1_LSSLPR_DF</td>
<td>Highlight Life Support/Sensitive Load on Premise</td>
</tr>
<tr>
<td>C1_SEVPR_DF</td>
<td>Highlight Active Severance Processes</td>
</tr>
<tr>
<td>C1_CCAL_OCBG</td>
<td>Highlight Open Off Cycle Bill Generators</td>
</tr>
<tr>
<td>F1-SYNRQALRT</td>
<td>Retrieve Outstanding Sync Request</td>
</tr>
</tbody>
</table>
Rates

Rate Schedule Algorithms and Major Configuration Information

Available Algorithms

### Bill Factor Rate Selection Date

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-BFRACCTG</td>
<td>Bill Factor Date based on Accounting Date</td>
</tr>
<tr>
<td>C1-BFREND</td>
<td>Bill Factor Date based on Bill Segment End Date</td>
</tr>
<tr>
<td>C1-BFRSTRT</td>
<td>Bill Factor Date based on Bill Segment Start Date</td>
</tr>
</tbody>
</table>

### Various Rate Component Type Algorithms

#### Rate Component Calculation

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-RC-CLAMT</td>
<td>Sum Calc Line Amounts</td>
</tr>
<tr>
<td>RCAM-CCL</td>
<td>Calculate CCL</td>
</tr>
<tr>
<td>DEEMEDPROF</td>
<td>Create Deemed Profile Data</td>
</tr>
<tr>
<td>RCAM-VAT</td>
<td>Standard Rate VAT</td>
</tr>
<tr>
<td>RCAM-VATR</td>
<td>Reduced Rate VAT</td>
</tr>
<tr>
<td>MAX3KW</td>
<td>Capture maximum three kW interval values</td>
</tr>
</tbody>
</table>

#### Rate Component Criteria Comparison

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECC&gt;=2YEARS</td>
<td>Check if date is at least two years old</td>
</tr>
</tbody>
</table>

#### Rate Component Criteria Field

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECF-AUTOPAY</td>
<td>Return True If On Autopay</td>
</tr>
<tr>
<td>RECF-HASELEC</td>
<td>Return TRUE if account has electric service</td>
</tr>
<tr>
<td>RECF-HASGAS</td>
<td>Return TRUE if account has gas service</td>
</tr>
</tbody>
</table>

#### Rate Component Interval Pricing

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPRC-CNALL</td>
<td>Continuous cons. curve * price curve (fast)</td>
</tr>
<tr>
<td>IPRC-NCNALL</td>
<td>Non continuous cons. curve * price curve (slower)</td>
</tr>
<tr>
<td>IPRC-NCNPOS</td>
<td>Non continuous OVERAGE curve * price curve</td>
</tr>
<tr>
<td>IPRC-NCNNNEG</td>
<td>Non continuous UNDERAGE curve * price curve</td>
</tr>
</tbody>
</table>
## Rate Component Interval Pricing Audit

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPRCA-ALL</td>
<td>Show all consumption and prices</td>
</tr>
<tr>
<td>IPRCA-EXCESS</td>
<td>Only show excess (positive) consumption and prices</td>
</tr>
<tr>
<td>IPRCA-UNDER</td>
<td>Only show underage (negative) consumption and prices</td>
</tr>
</tbody>
</table>

## Rate Component Step Algorithm

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MULT BY KW</td>
<td>Multiply step by KW</td>
</tr>
<tr>
<td>HIGHPBP</td>
<td>Set step to high break point</td>
</tr>
<tr>
<td>LOW BP</td>
<td>Set step to low break point</td>
</tr>
</tbody>
</table>

## Rate Component Time of Use (TOU) Pricing

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>M&amp;P CONS</td>
<td>Map &amp; Price Continuous, Consumptive Interval Data</td>
</tr>
<tr>
<td>M&amp;P PEAK</td>
<td>Map &amp; Price Continuous, Peak Interval Data</td>
</tr>
<tr>
<td>TOUMAP1</td>
<td>Create SQ entries by applying TOU map to interval records</td>
</tr>
</tbody>
</table>

## Rate Component Time of Use (TOU) Pricing Audit

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCTPRSAU-CON</td>
<td>TOU Pricing Audit - Consumptive</td>
</tr>
<tr>
<td>RCTPRSAU-PK</td>
<td>TOU Pricing Audit - Peak</td>
</tr>
</tbody>
</table>

## Rate Component Value Algorithm

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PX PRICE</td>
<td>Extract avg price from weekly spot market prices</td>
</tr>
<tr>
<td>RCVALTHRSHSQ</td>
<td>Calc. price based on threshold 400 KWH OFF</td>
</tr>
<tr>
<td>CI_RNDXRF</td>
<td>Round Cross-Reference Amount</td>
</tr>
</tbody>
</table>

## Other Algorithms related to Rates

<table>
<thead>
<tr>
<th>Rate Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBS-RT-DFT</td>
<td>Create bill segment using rate application</td>
</tr>
<tr>
<td>ADJG-RT</td>
<td>Adjustment generation - apply rate</td>
</tr>
<tr>
<td>CI_ADJ-RT-TX</td>
<td>Adjustment generation - apply rate</td>
</tr>
<tr>
<td>CALL RATEAPP</td>
<td>Apply the rate to each billing scenario</td>
</tr>
</tbody>
</table>
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