

C2M.v2.7.CCB

4.2.1.7 Apply Miscellaneous Charges

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Contents

BRIEF DESCRIPTION	4
BUSINESS PROCESS MODEL	5
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	6
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	9
DOCUMENT CONTROL	10
ATTACHMENTS:.....	11
<i>Billable Charge Page</i>	11

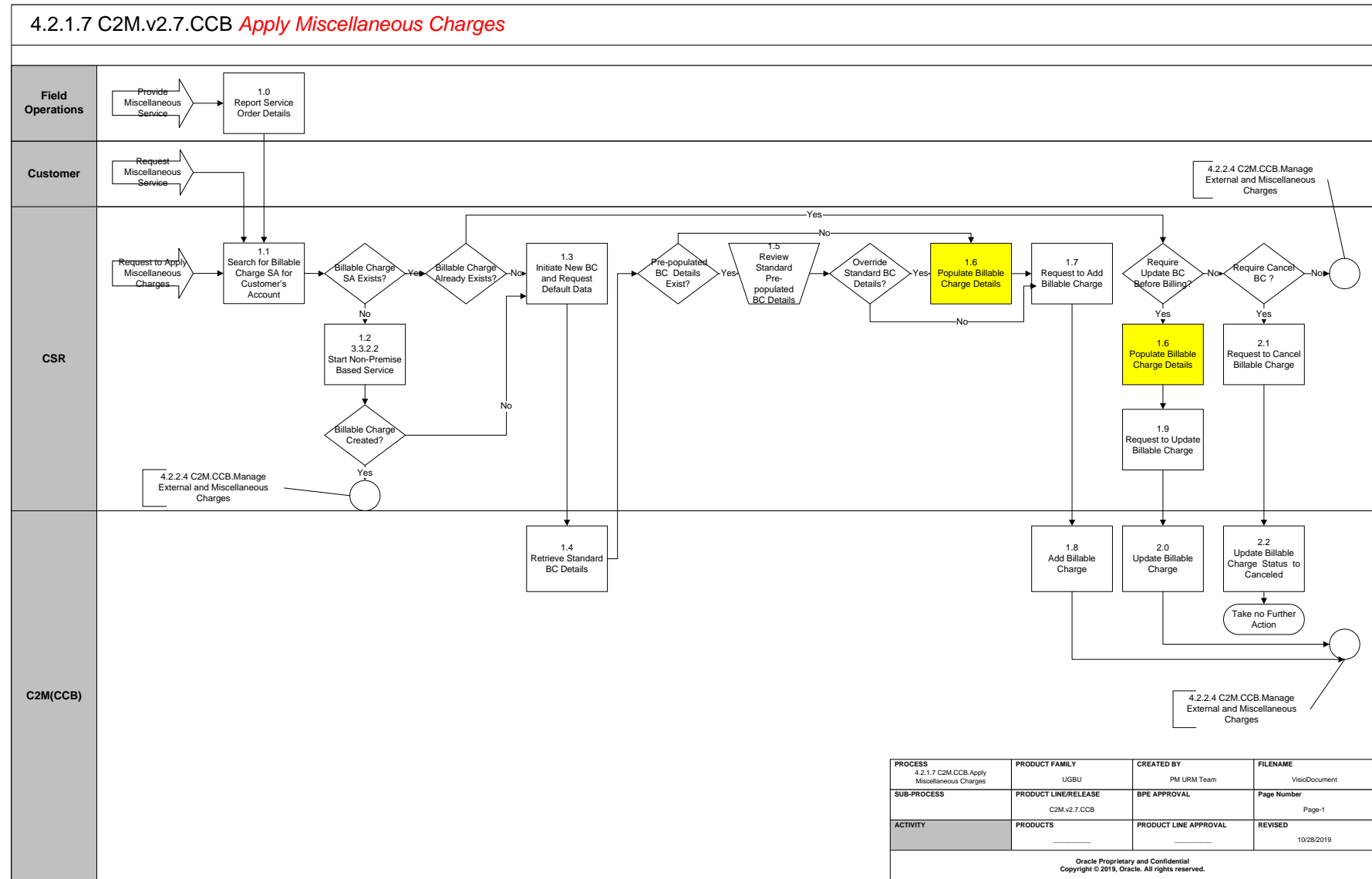
Brief Description

Business Process: 4.2.1.7 C2M.CCB.Apply Miscellaneous Charges
Process Type: Sub-process
Parent Process: 4.2.1 C2M.CCB.Collect and Process Measurements
Sibling Processes: 4.2.1.6 C2M.CCB.Receive External Charges, 4.2.2.4. C2M.CCB.Manage External Charges and Miscellaneous Charges, 3.3.2.2 C2M.CCB.Start Non-Premise Based Service

The Apply Miscellaneous Charges process takes place whenever a Utility Company provides the service that occurs outside of the main course of business.

The process starts when a customer requests additional miscellaneous service or the miscellaneous service is provided by the Company based on current needs (e.g. tree trimming). An Authorized User creates a billable charge whenever a customer should be levied an ad hoc charge. This charge will be included into the next (one or more) Customer's bill(s) (see sibling process 4.2.2.4 C2M.CCB.Manage External Charges and Miscellaneous Charges for details).

Business Process Model



Detail Business Process Model Description

1.0 Report Service Order Details

Actor/Role: Field Operations

Description:

After providing additional service to the Customer Field Operations report details of provided Service to CSR in order to charge customer for the service.

1.1 Search for Billable Charge Service Agreement for Customer's Account

Actor/Role: CSR

Description:

. There are a few business events that can cause this task to be performed. One of them is described in [1.0 Report Service Order Details](#)

The most typical reasons are:

- Customer contacts Utility Company and requests additional miscellaneous services
- Company identifies the need to provide additional services and, as a result, to apply billable charges

When the CSR or Authorized User decides to apply Billable Charges to Customer's Service Agreement after analyzing nature of services, CSR or Authorized User attempts to find available Customer's Billable Charge SA

1.2 Refer to 3.3.2.2 C2M.CCB Start Non-Premise Based Service

Actor/Role: CSR

Description:

If the Customer doesn't have a Billable Charge Service Agreement, the CSR or Authorized User creates it. Refer to 3.3.2.2 Start Non-Premise Based Service

Note: Some Companies prefer to create Billable Charge automatically when Billable Charge Service Agreement is activated (e.g. One off charges) it could be done by configuring the appropriate SA Type Start Option and providing Billable Charge Template

Configuration required Y

Entities to Configure:

SA Type
SA Type Start Option
Billable Charge Template

1.3 Initiate new Billable Charge and Request Default Data

Actor/Role: CSR

Description:

If the Customer has a Billable Charge Service Agreement and the Billable Charge for the service hasn't been applied yet, CSR or Authorized User initiates Billable charge creation process.

1.4 Retrieve Standard BC Details

Actor/Role: C2M(CCB)

Description:

C2M(CCB) retrieves and populates default Billable Charge details if available.

Configuration required Y **Entities to Configure:**

SA Type
Billable Charge Template

1.5 Review Standard Pre-populated BC Details

Actor/Role: CSR

Description:

CSR or Authorized User reviews and evaluates pre-populated default Billable Charge details using [Billable Charge page](#)

1.6 Populate Billable Charge Details

Actor/Role: CSR

Description:

If default data is not available or pre-populated/existing data doesn't satisfy current requirements for Billable Charge, CSR or Authorized User populates correct Billable Charge details using [Billable Charge page](#)

1.7 Request to Add Billable Charge

Actor/Role: CSR

Description:

CSR or Authorized User requests to add a new Billable Charge

1.8 Add Billable Charge

Actor/Role: C2M(CCB)

Description

C2M(CCB) adds a new Billable Charge and link it to Customer's Billable Charge Service Agreement

Configuration required N **Entities to Configure:**

Characteristic Type
Unit of Measure
Time of Use
Service Quantity Identifier
Distribution Code

1.9 Request to Update Billable Charge

Actor/Role: CSR

Description:

If the CSR or Authorized User identifies the need to update existing Billable Charge, CSR or Authorized User populates the changes (see step [1.6](#)

Populate Billable Charge Details for details) and requests update the data

2.0 Update Billable Charge

Actor/Role: C2M(CCB)

Description:

C2M(CCB) updates Billable charge data

2.1 Request to Cancel Billable Charge

Actor/Role: CSR

Description:

If the CSR or Authorized User decides to cancel existing Billable Charge, CSR or Authorized User changes specific Billable Charge status to Canceled.

Note: Cancelled Billable charges will not be used in billing

2.2 Update Billable Charge Status to Canceled

Actor/Role: C2M(CCB)

Description:

C2M(CCB) updates Billable Charge status to Canceled

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
		Draft 1a	No Previous Document
10/21/10	Geir Hedman		Updated Title and Content page
11/11/10	Yoko Iwahiro		Update algorithm and configuration
12/27/10	Ayelet Lavee		Release review, changed Visio version added siblings and some minor editing
2/9/11	Geir Hedman		Updated Document and Visio
8/16/13	Mel Bachmeier	V2.4	Updated Document and Visio
09/13/13	Galina Polonsky		Reviewed
08/28/15	Don Lee		Update to v2.5
09/10/15	Galina Polonsky		Reviewed, Approved
08/17/17	Ekta Dua		Updated Document and Visio to v2.6
10/23/17	Jerry Chick		Minor updates for C2M
10/30/2017	Galina Polonsky		Reviewed, Approved
8/9/2018	Jerry Chick		Minor grammatical changes/fixes
09/29/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for 2.7

Attachments:

Billable Charge Page



Billable Charge.doc