# **C2M.**V2.7.CCB

# **4.2.2.1** Update Billing Information

Creation Date: May 27, 2009

Last Updated: February 11, 2020



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# **Brief Description**

**Business Process:** 4.2.2.1 C2M.CCB.Update Billing Information

Process Type: Sub Process
Parent Process: 4.2.2 Manage Bill

Sibling Processes: 4.2.2.2 C2M.CCB.Manage Meter Charges, 4.2.2.3 C2M.CCB.Manage Item Charges, 4.2.2.4 C2M.CCB.Manage External and

Miscellaneous Charges, 4.2.2.5 C2M.CCB.Manage Loan Charges, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 4.2.2.8 C2M.CCB.Manage Billing Disputes, 4.2.2.9 C2M.CCB.Manage Billing Inquires, 4.2.2.10a C2M.CCB.Manage Budget Billing, 4.2.2.10b C2M.CCB.Manage Monitored and Unmonitored Non-Billed Budget Billing, 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges, 4.2.2.14 C2M.CCB.Manage Off Cycle Bill for External and Miscellaneous Charges, 4.2.1.5 C2M.CCB.Maintain Measurements Schedule, 3.3.2.1 C2M.CCB.Start Premise Based Service, 3.3.2.3 C2M.CCB.Stop Premise Based Service, 3.3.2.2 C2M.CCB.Start Non-Premise Based Service, 3.3.2.4 C2M.CCB.Stop Non-Premise Based

Service,

This process describes adding or updating various required schedules for billing customers.

Scheduled <u>Bill Cycles</u> allow for billing of customers over a given time period. Each customer must have a <u>Bill Cycle</u>. For example, some customers may be billed quarterly, some monthly, or some a specific date each month. Typically, customers with metered service have are billed shortly after the meter is read. The Bill Cycle corresponds to the Measurement Cycle. Changes to measurement cycles or measurement cycle schedules may impact associated Bill Cycles. The number of <u>Bill Cycles</u> is dependent on the frequency the organization bills customers. More than one Bill Cycle or group of customers can be billed at the same time using the C2M(CCB) Batch Billing background processes. The Authorized User responsible for input of this bill schedule information must be aware of other related business requirements, rules and considerations prior to entry of new schedule information or updates to existing schedules

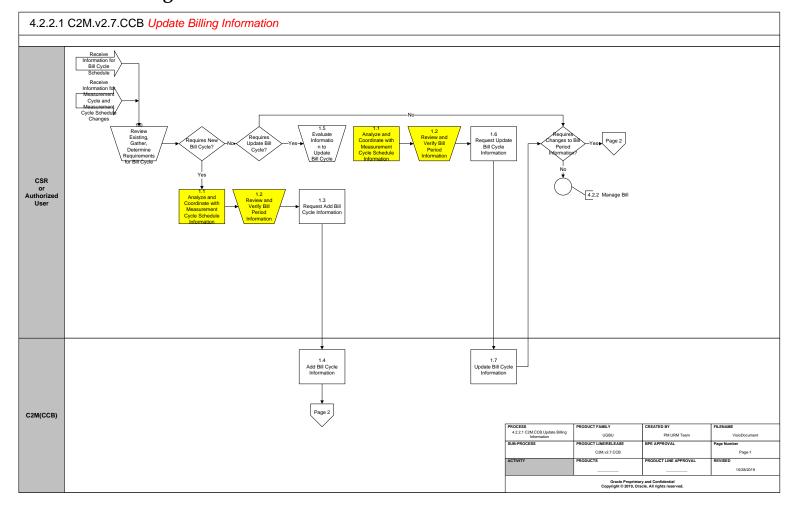
<u>Bill Period</u> Schedules are used by non-metered Service Agreements when bill end dates need to fall on strict dates. If the organization has these Service Agreement types, coordination with Bill Cycle Schedules is also important.

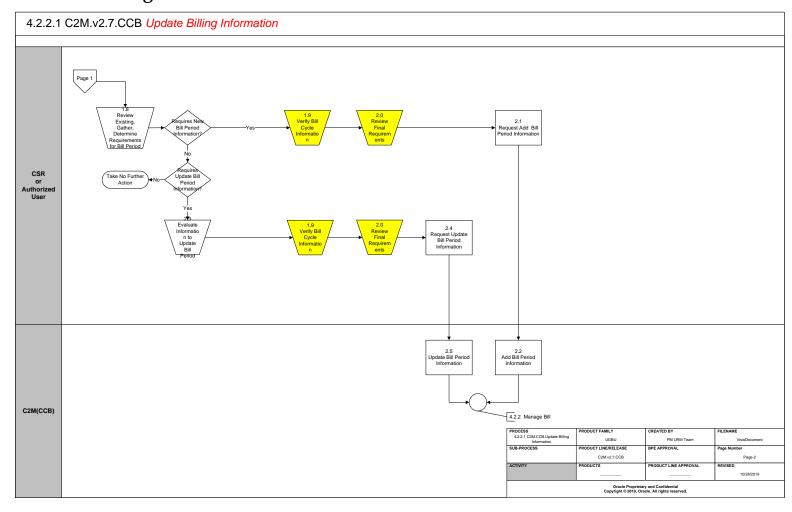
A Statement is a summary of Service Agreement billing information from one or multiple accounts. Some customers have individual offices that pay the regular bill, however a central office may require a consolidated report of the financial activity for one or more Accounts and/or Service Agreements. A <u>Statement Cycle</u> is needed to accommodate sending this consolidated report. The Statement Cycle has a similar purpose to that of a Bill Cycle. It controls when Statements will be produced. Separate, unique Statement Cycles can accommodate monthly, quarterly or other time periods.

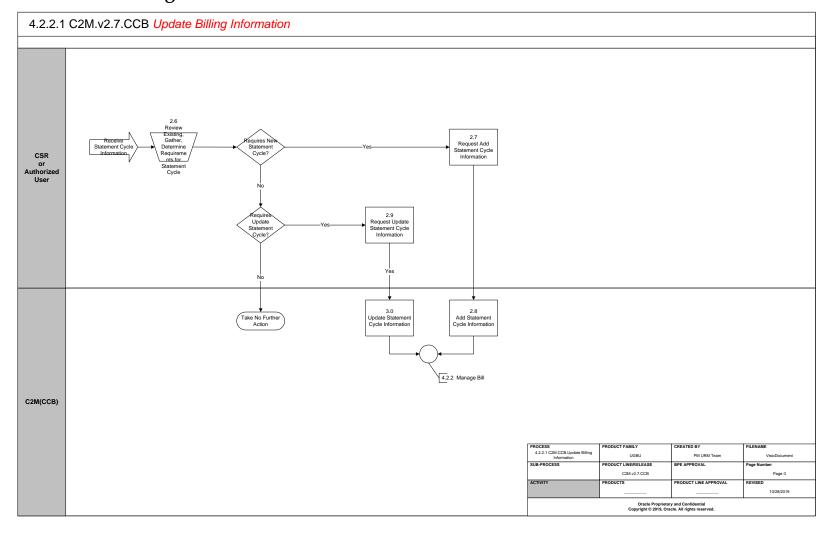
Rate Schedules are also needed for billing the customer for various Service Agreement types. When a Rate is required, it controls:

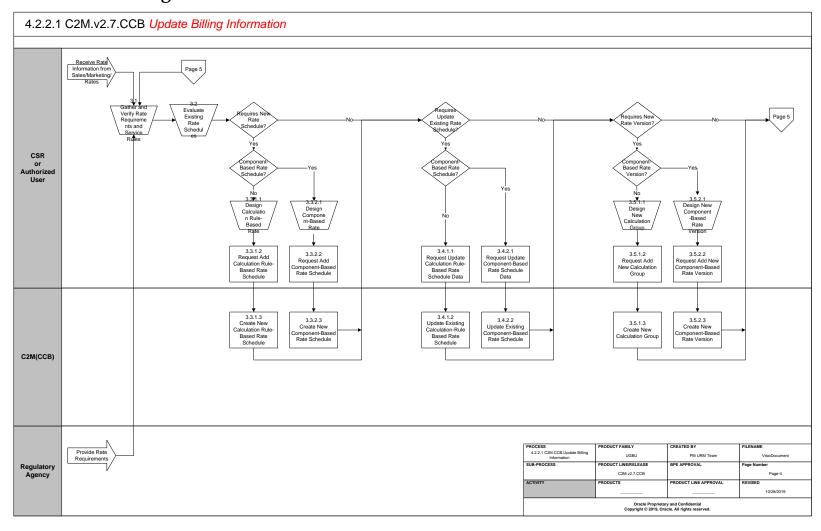
- How the service's charges are calculated.
- How the charges appear on the customer's bills.
- How the general ledger is impacted by the charges.

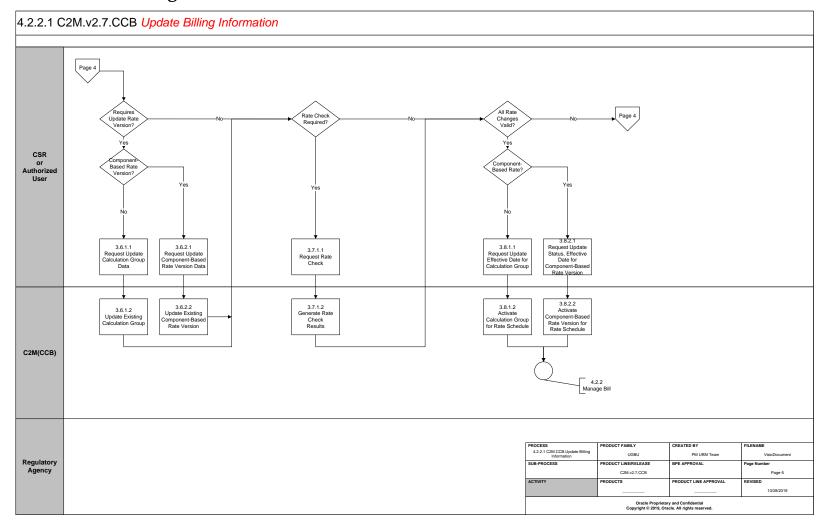
The process described here is a high level overview only as Rate Design is impacted by business rules and policies, service rules, and regulatory agencies.











# **Detail Business Process Model Description**

#### 1.0 Review Existing, Gather, Determine Requirements for Bill Cycle

Actor/Role: CSR or Authorized User

**Description:** 

The CSR or Authorized User is provided with <u>Bill Cycle</u> information. The CSR or Authorized User researches and collects necessary information for the new or updated Bill Cycle schedule. The following information is required.

- Window Start Date Date C2M(CCB) begins to create bills for accounts in the Bill Cycle.
- Window End Date Date C2M(CCB) finishes creating bills for accounts in the Bill Cycle. This is the last possible date an available meter read is loaded in C2M(CCB) for the account.
- Accounting Date Financial date associated with the bills' financial transaction. The accounting date defines the financial period(s) the bills are booked in the general ledger.
- Estimate Date Date C2M(CCB) is allowed to start estimating consumption if a real read cannot be found. This date is blank if estimation is not allowed for the Bill Cycle date. When specified, this date is typically on or shortly before the window end date
- Freeze and Complete Is enabled if the system should freeze and complete any Bills created without errors, otherwise all Bills created by the billing process will be left in the unfinished state.

Customizable process N	BILLING:	BILLING - creates bills for open Bill Cycles
Configuration required Y	<b>Entities to Configure:</b>	Bill Cycle - Schedule

### 1.1 Analyze and Coordinate with Measurement Cycle Schedule Information.

Actor/Role: CSR Description:

There is analysis and coordination with the Service Schedule (Meter Read Schedule) Information. The CSR or Authorized User reviews and determines the optimum new Bill Cycle Schedule. The Bill Cycle's first and last days for Billing must coordinate with Service Schedule's Meter Read dates.

Configuration required Y	<b>Entities to Configure:</b>	Bill Cycle - Schedule

### 1.2 Review and Verify Bill Period Information

Actor/Role: CSR Description:

There is coordination with the Bill Period Schedule to ensure all accounts are billed in a timely fashion.

Configuration required Y	<b>Entities to Configure:</b>	Bill Cycle - Schedule
		Bill Period Schedule

### 1.3 Request Add Bill Cycle Information

Actor/Role: CSR or Authorized User

**Description:** 

The Authorized User enters the Bill Cycle Schedule information in C2M(CCB).

#### **1.4** Add Bill Cycle Information

Actor/Role: C2M(CCB)

**Description:** 

The Bill Cycle Schedule information is added in C2M(CCB).

Configuration required Y

**Entities to Configure:** 

Bill Cycle - Schedule

#### 1.5 Evaluate Information to Update Bill Cycle

Actor/Role: : CSR or Authorized User

Description:

The Authorized User evaluates and reviews current Bill Cycle Schedule information.

#### **1.6** Request Update Bill Cycle Information

Actor/Role: CSR or Authorized User

**Description:** 

The Authorized user makes changes and updates Bill Cycle Schedule information in C2M(CCB).

## 1.7 Update Bill Cycle Information

Actor/Role: C2M(CCB)

Description:

The Bill Cycle Schedule information is updated in C2M(CCB).

### 1.8 Review Existing, Gather, Determine Requirements for Bill Period

Actor/Role: CSR or Authorized User

Description:

The Authorized User is provided with <u>Bill Period</u> information. The Authorized User researches and collects necessary information for the new or updated Bill Period schedule. For each Bill Period a Bill Date and Bill Segment End Date must be defined.

**Configuration required Y Entities to Configure:** 

Bill Period - Schedule

SA Type definition for Calendar Billing and Bill

Period

## 1.9 Verify Bill Cycle Information

Actor/Role: Authorized User

**Description:** 

The Authorized User verifies Bill Cycle Schedule information to ensure coordination with the Bill Cycle Schedule Window Dates.

## **2.0** Review Final Requirements

Actor/Role: CSR or Authorized User

Description:

All requirements are reviewed and confirmed.

#### **2.1** Request Add Bill Period Information

Actor/Role: CSR or Authorized User

**Description:** 

The Authorized User enters **Bill Period** Schedule information in C2M(CCB).

Configuration required Y Entities to Configure: Bill Period - Schedule

#### 2.2 Add Bill Period Information

Actor/Role: C2M(CCB)

**Description:** 

The Bill Period Schedule information is added in C2M(CCB).

Configuration required Y Entities to Configure: Bill Period - Schedule

### **2.3** Evaluate Information to Update Bill Period

Actor/Role: CSR or Authorized User

Description:

The Authorized User evaluates and reviews current Bill Period Schedule information.

Configuration required Y Entities to Configure: Bill Period - Schedule

### 2.4 Request Update Bill Period Information

Actor/Role: : CSR or Authorized User

**Description:** 

The Authorized User enters information to update the Bill Period Schedule information.

Configuration required Y Entities to Configure: Bill Period - Schedule

#### **2.5** Update Bill Period Information

Actor/Role: C2M(CCB)

Description:

The Bill Period Schedule information is updated in C2M(CCB).

Configuration required Y Entities to Configure: Bill Period - Schedule

#### 2.6 Review Existing, Gather and Determine Requirements for Statement Cycle

Actor/Role: : CSR or Authorized User Description:

The Authorized User is provided with Statement Cycle schedule information. The Authorized User reviews existing Statement Cycle schedule information. The Authorized User researches and collects necessary information to determine if a new or updated <a href="Statement Cycle">Statement Cycle</a> schedule is needed. The number of Statement Cycles is determined by a combination of the frequency requirements and how many Statement Cycles with the same frequency.

Process Plug-in enabled Y Available Algorithm(s): STEX-TX – This algorithm is used to create extract

records for Statements

Customizable process N Create Statements: STMPRD – This background process creates

Statements according to a predefined schedule

Configuration required Y Entities to Configure: Statement Cycle - Schedule

Statement Construct

Statement Construct

Actor/Role: : CSR or Authorized User

**Description:** 

The Authorized User enters the new Statement Cycle information in C2M(CCB).

#### 2.8 Add Statement Cycle Information

Actor/Role: C2M(CCB)

Description:

The new Statement Cycle information is added in C2M(CCB).

#### 2.9 Request Update Statement Cycle Information

Actor/Role:: CSR or Authorized User

**Description:** 

The Authorized User enters any changes in C2M(CCB) for the given Statement Cycle.

#### 3.0 Update Statement Cycle Information

Actor/Role: C2M(CCB)

**Description:** 

The Statement Cycle is updated in C2M(CCB).

### 3.1 Gather and Verify Rate Requirements and Service Rules

Actor/Role:: CSR or Authorized User

Description:

The Authorized User collects various Rate requirements provided and reviews the existing Service Rules for the organization.

<u>Note:</u> In C2M(CCB) v2.6, a new rate engine is available. The existing rate engine remains available, and either or both rate engines may be used. Setup of the rate engines is done through Master Configuration – Rate Engine Configuration. Rates can be designed to produce the same results using either rate engine. Rates based on the existing rate engine are referred to as Component-Based rates, while rates based on the new rate engine are referred to as Calculation Rule-Based rates.

The Authorized User plans and prepares all the Rate Schedule requirements prior to entry in C2M(CCB). Market requirements, seasonal rate fluctuations, rate increases due to changes in the service rules are considered. Rates are structured as follows in C2M(CCB):

For the Calculation Rule-Based rates, the equivalent components are <u>Rate Schedule</u>, <u>Calculation Group</u> and <u>Calculation Rules</u>; for Component-Based rates, the components are <u>Rate Schedule</u>, <u>Rate Version</u> and <u>Rate Components</u>.

<u>Bill Factors</u> are used to specify the amount to charge when the amount is the same for many Rates. This allows for greater flexibility and fewer changes when updates are required. The price may increase across many Rates however, it is only necessary to change the price on the Bill Factor. The change is then effective across applicable Rates. Applicable SA Types for the Rate must be defined.

Configuration required Y Entities to Configure:

Master Configuration - Rate Engine Configuration

#### 3.2 Evaluate Existing Rate Schedules

Actor/Role: : CSR or Authorized User

**Description:** 

The Authorized User reviews various Rate Schedules to determine if an existing Rate Schedule meets needed requirements.

#### 3.3.1.1 Design Calculation Rule-Based Rate Schedule

Actor/Role: : CSR or Authorized User

**Description:** 

The Rate Schedule contains information about the Rate that doesn't change over time. This includes the Rate's regulatory name and description. A Rate's effective dated calculations are organized into Calculation Groups. Every Rate schedule has at least one Calculation Group. Multiple Calculation Groups exist when the effective dated calculations change, and it's important to keep the prior Calculation Group in order to recalculate historical bills.

A Calculation Group's calculations and charges are stored in <u>Calculation Rules</u>. Every Calculation Group will have at least one Calculation Rule. The number of Calculation Rules linked to a Calculation Group is dependent on the complexity of the calculation rules.

Process Plug-in enabled Y Available Algorithm(s): <u>Calculation Rule-Based Rates - Algorithms to</u>

**Configure** 

Configuration required Y Entities to Configure: Calculation Rule-Based Rates - Entities to Configure

### 3.3.1.2 Request Add Calculation Rule-Based Rate Schedule

Actor/Role: : CSR or Authorized User

**Description:** 

Once designed, the Authorized User enters the new Rate Schedule information in C2M(CCB).

Process Plug-in enabled Y Available Algorithm(s): <u>Calculation Rule-Based Rates - Algorithms to</u>

**Configure** 

Configuration required Y Entities to Configure: Calculation Rule-Based Rates - Entities to Configure

#### 3.3.1.3 Create New Calculation Rule-Based Rate Schedule

Actor/Role: C2M(CCB)

**Description:** 

The new Rate Schedule information is added in C2M(CCB).

#### 3.3.2.1 Design Component-Based Rate Schedule

Actor/Role: : CSR or Authorized User

**Description:** 

The Rate Schedule contains information about the Rate that doesn't change over time. This includes the Rate's regulatory name and description. A Component-Based Rate's effective dated calculations are organized into a Rate Version. Every Rate schedule has at least one Rate Version. Multiple Rate Versions exist when the effective dated calculations change, and it's important to keep the prior Rate Version in order to recalculate historical bills.

A Component-Based Rate Version's calculations and charges are stored in <u>Rate Components</u> Every Rate Version will have at least one Rate Component. The number of Rate Components linked to a Rate Version, is dependent on the complexity of the calculation rules.

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y Entities to Configure: Component-Based Rates - Entities to Configure

## 3.3.2.2 Request Add New Component-Based Rate Schedule

Actor/Role: : CSR or Authorized User

Description:

Once designed, the Authorized User enters the new Rate Schedule information in C2M(CCB).

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y

**Entities to Configure:** 

Component-Based Rates - Entities to Configure

#### 3.3.2.3Create New Component-Based Rate Schedule

Actor/Role: C2M(CCB)

**Description:** 

The new Rate Schedule information is added in C2M(CCB).

#### 3.4.1.1 Request Update Calculation Rule-Based Rate Schedule Data

Actor/Role: Authorized User

Description:

At times it may be necessary to update information in an existing Rate Schedule. It is important to consider how changes impact any historical rebilling. According to established business rules, the Authorized User enters updated Rate Schedule information as required.

Process Plug-in enabled Y Available Algorithm(s):

Calculation Rule-Based Rates - Algorithms to

Configure

**Configuration required Y Entities to Configure:** 

Calculation Rule-Based Rates - Entities to Configure

### 3.4.1.2 Update Existing Calculation Rule-Based Rate Schedule

Actor/Role: C2M(CCB)

Description:

The existing Rate Schedule is updated in C2M(CCB).

## 3.4.2.1Request Update Component-Based Rate Schedule Data

Actor/Role:: CSR or Authorized User

Description:

At times it may be necessary to update information in an existing Rate Schedule. It is important to consider how changes impact any historical rebilling. According to established business rules, the Authorized User enters updated Rate Schedule information as required.

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y Entities to Configure: Component-Based Rates - Entities to Configure

#### 3.4.2.2Update Existing Component-Based Rate Schedule

Actor/Role: C2M(CCB)

Description:

The existing Rate Schedule is updated in C2M(CCB).

#### 3.5.1.1 Design New Calculation Group

Actor/Role: Authorized User

**Description:** 

A Calculation Group's calculations and charges are stored in <u>Calculation Rules</u>. Every Calculation Group will have at least one Calculation Rule. The number of Calculation Rules linked to a Calculation Group is dependent on the complexity of the calculation rules.

Process Plug-in enabled Y Available Algorithm(s): Calculation Rule-Based Rates - Algorithms to

Configure

Configuration required Y Entities to Configure: Calculation Rule-Based Rates - Entities to Configure

### 3.5.1.2 Request Add New Calculation Group

Actor/Role: : CSR or Authorized User

**Description:** 

Once designed, the Authorized User enters new <u>Calculation Group</u> information in C2M(CCB).

Process Plug-in enabled Y Available Algorithm(s): Calculation Rule-Based Rates - Algorithms to

Configure

Configuration required Y Entities to Configure: Calculation Rule-Based Rates - Entities to Configure

#### 3.5.1.3 Create New Calculation Group

Actor/Role: C2M(CCB)

**Description:** 

The new Calculation Group information is added in C2M(CCB).

#### 3.5.2.1 Design New Component-Based Rate Version

Actor/Role: : CSR or Authorized User

**Description:** 

The new Classic <u>Rate Version</u> information is added in C2M(CCB).

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y Entities to Configure: Component-Based Rates - Entities to Configure

### 3.5.2.2 Request Add New Component-Based Rate Version

Actor/Role: Authorized User

**Description:** 

Once designed, the Authorized User enters new Classic Rate Version information in C2M(CCB).

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y Entities to Configure: Component-Based Rates - Entities to Configure

### 3.5.2.3 Create New Component-Based Rate Version

Actor/Role: C2M(CCB)

**Description:** 

The new Component-Based Rate Version information is added in C2M(CCB).

## 3.6.1.1 Request Update Calculation Group Data

Actor/Role: : CSR or Authorized User

Description:

At times it may be necessary to update information for an existing <u>Calculation Group</u>. It is important to consider how changes impact any historical rebilling. According to established business rules, the Authorized User enters updated Calculation Group information as required.

Process Plug-in enabled Y Available Algorithm(s): Calculation Rule-Based Rates - Algorithms to

Configure

Configuration required Y Entities to Configure: <u>Calculation Rule-Based Rates - Entities to Configure</u>

#### 3.6.1.2 Update Existing Calculation Group

Actor/Role: C2M(CCB)

Description:

The Calculation Group is updated in C2M(CCB).

#### 3.6.2.1 Request Update Component-Based Rate Version Data

Actor/Role: : CSR or Authorized User

**Description:** 

At times it may be necessary to update information for an existing Component-Based <u>Rate Version</u>. It is important to consider how changes impact any historical rebilling. According to established business rules, the Authorized User enters updated Rate Version information as required.

Process Plug-in enabled Y Available Algorithm(s): Component-Based Rates - Algorithms to Configure

Configuration required Y Entities to Configure: Component-Based Rates - Entities to Configure

### 3.6.2.2 Update Existing Component-Based Rate Version Data

Actor/Role: C2M(CCB)

Description:

The Rate Version is updated in C2M(CCB).

### 3.7.1.1 Request Check Rate

Actor/Role: CSR or Authorized User

Description:

The Authorized User makes use of <u>Rate Check</u> functionality to verify the new or updated Rate Schedule for accuracy. Rate Check functionality can handle both Component-Based rates and Calculation Rule-Based rates. The Rate can be tested using existing customer information for comparison.

#### 3.7.1.2 Generate Rate Check Results

Actor/Role: CSR or Authorized User

**Description:** 

The Authorized User makes use of <u>Rate Check</u> functionality to verify the new or updated Rate Schedule for accuracy. Rate Check functionality exists can handle both Component-Based rates and Calculation Rule-Based rates. The Rate can be tested using existing customer information for comparison.

#### 3.8.1.1 Request Update Effective Date for Calculation Group

Actor/Role: CSR or Authorized User

**Description:** 

The Authorized User activates the updated <u>Calculation Group</u> by adding the Rate Version Calculation Group with its effective date to the Rate Schedule. The Calculation Group is now available for use in C2M(CCB).

#### 3.8.1.2 Activate Calculation Group for Rate Schedule

Actor/Role: C2M(CCB)

Description:

The updated Calculation Group is present on the Rate Schedule in C2M(CCB).

## 3.8.2.1 Request Update Status, Effective Date for Component-Based Rate Version

Actor/Role: CSR or Authorized User

Description:

The Authorized User activates the updated <u>Rate Version</u> to a by setting the Rate Version status to finished with the requested effective date. The Rate Version is now available for use in C2M(CCB).

### 3.8.2.2 Activate Component-Based Rate Version for Rate Schedule

Actor/Role: C2M(CCB)

Description:

The updated Rate Version is updated to a finished status with an effective date in C2M(CCB).

# **Test Documentation related to the Current Process**

ID	Document Name	Test Type

# **Document Control**

## **Change Record**

Date	Author	Version	Change Reference
5/27/09	Colleen King		Created
6/10/09	Colleen King		Updates from Review
6/12/09	Colleen King		Updates from Review
6/15/09	Colleen King		Updates from Review
6/17/09	Colleen King		Updates form Review
10/21/10	Geir Hedman		Updated Title and Content page
10/22/10	Yoko Iwahiro		Update algorithms
12/27/10	Ayelet Lavee		Release review. changed Visio version and some editing, Minor editing on document ( siblings, hyperlinks)
2/9/11	Geir Hedman		Updated Document and Visio
8/19/13	Mel Bachmeier	V2.4	Updated Document and Visio
09/12/13	Galina Polonsky		Reviewed, Approved
08/25/15	Jane Cuenco Tan		Updated Document and Visio
09/10/15	Galina Polonsky		Reviewed, Approved
08/17/17	Ekta Dua		Updated Document and Visio to v2.6
10/04/17	Jerry Chick		Updated service cycle to measurement cycle and service cycle schedule to measurement cycle schedule in document and Visio diagram
10/20/2017	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

## **Attachments:**

## Bill Cycle Notebook



Bill Cycle Main.doc

### **Bill Period Notebook**



Bill Period Main.doc

## **Statement Cycle Notebook**



Statement Cycle Main.doc

## Component-Based Rates - Various Rate Algorithms - Related Entities to Configure



Component-Based Rate Algorithm-Confiç

## Component-Based Rates - Rate Schedule Notebook



Component-Based Rate Schedule.doc

# Component-Based Rates - Rate Version Notebook



Component-Based Rate - Rate Version.d

## Component-Based Rates - Rate Component Notebook



Component-Based Rate - Rate Compone

#### **Bill Factor Notebook**



Bill Factor - Value Notebooks.doc

### Rates - Rate Check Notebook



Rate Check.doc

# Calculation Rule-Based Rates - Various Rate Algorithms - Related Entities to Configure



Calculation Rule-Based Rate Algo

### Calculation Rule-Based Rates - Rate Schedule Notebook



Calculation Rule-Based Rate Sche

## Calculation Rule-Based Rates - Calculation Group Notebook



Calculation Rule-Based Rate - Ca

## Calculation Rule-Based Rates - Calculation Rules Notebook



Calculation Rule-Based Rate - Ca