C2M.v2.7.CCB

4.2.2.10a Manage Budget Billing

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ORACLE

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Brief Description

Business Process: **4.2.2.10a C2M.CCB.Manage Budget Billing**
Process Type: **Sub Process**
Parent Process: **3.4.2. C2M.CCB.Develop Insight and Understanding**
Sibling Processes: **4.3.1.1. C2M.CCB.Processing Payments, 4.1.1.4 C2M.CCB.Develop Arrears Procedures, 4.2.2 C2M.CCB.Batch Billing, 3.4.1 C2M.CCB.Manage Contacts, 3.3.2.2 C2M.CCB. Start Non Premise Based Service, 3.3.2.4 C2M.CCB.Stop Non Premise Based Service**

This process specifically describes how Billing impacts the customer on Budget Billing. If the customer has metered or item based service, the actual billing processes are otherwise similar to the respective business process flows. Refer to 4.2.2.2 Manage Meter Charges or 4.2.2.3 Manage Item Charges The customer's current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account's Service Agreements.

The True Up and Budget Monitor processes may change the Budget amounts. Credit and Collection processes may cancel the budget. The customer may call and make changes to the Budget that will be reflected the next time the Account bills.

This process depicts specifics for Billing a Customer with Budget Billing. Other Billing Business Process continue to apply. Refer to other Billing Processes for additional details including 4.2.2.2 Manage Meter Charges, 4.2.2.3 Item Charges.

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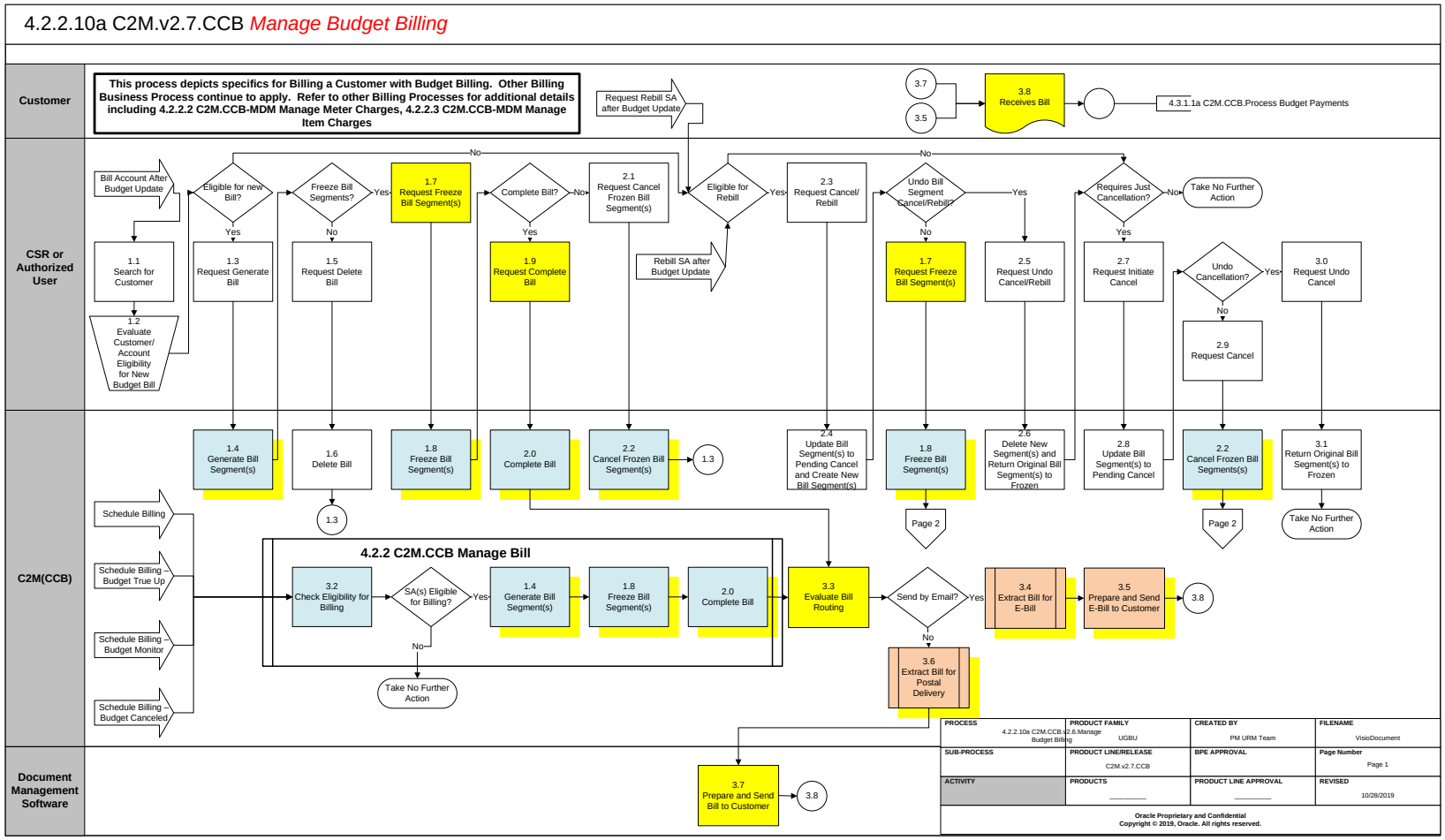
Business Process Model Page 1



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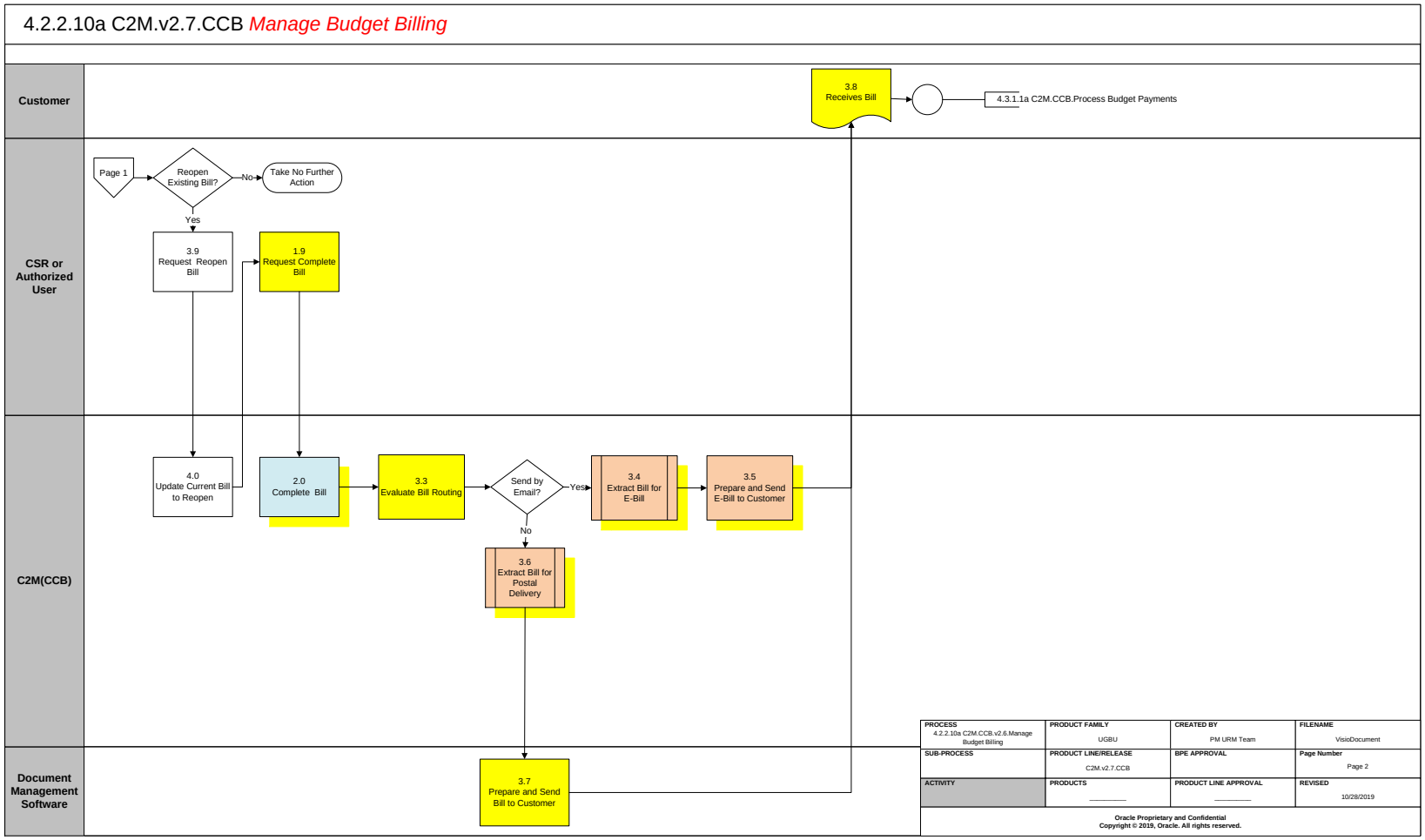
Business Process Model Page 2



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Detail Business Process Model Description

1.1 Search for Customer

Actor/Role: CCB

Description:

Upon receipt of request or inquiry for Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in C2M(CCB). There are algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the CSR with valuable insight for overall analysis of the customer.

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

Installation Options – Control Central Alerts
Installation Options – C1-BILL-INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used.
Installation Options - C2M-BILLINFO - This algorithm formats the "Bill that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

1.2 Evaluate Customer/Account Eligibility for New Budget

Actor/Role: CSR

Description:

There is dialogue with Customer. 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 assist the CSR in determining eligibility for adding new bill or any rebilling based on established business rules.

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

Installation Options – Control Central Alerts
Installation Options – C1-BILL-INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used.
Installation Options - C2M-BILLINFO - This algorithm formats the "Bill that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

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1.3 Request Generate Bill
Actor/Role: CSR
Description:
The CSR or Authorized User requests a new online bill created.

1.4 Generate Bill Segment(s)
Actor/Role: C2M(CCB)
Description:
Billing process adds a pending bill, calculates, creates bill segment, and creates financial transaction. The Current Amount = Budget amount and Payoff Amount = Actual Billed Amount. The Bill Segment Type Financial Transaction Creation Algorithm looks to see the Account is flagged for Budget Billing to determine current amount and payoff amount. With Budget, True Up or changes from the Budget Monitor Review the Current Amount = New Updated Budget and Payoff Amount = Actual Billed Amount. If the Budget is canceled the New Current Amount = Payoff Amount (Actual Billed Amount). The Budget Plan configuration defines the calculation, monitor and true up algorithms for a given Budget Plan.

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

C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. 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

Configuration required Y **Entities to Configure:**

Bill Segment Type
SA Types
Customer Class
Rates
Budget Plan

Business Object Y **Business Object:**

WX-Bill - Bill business object (simple bill elements only) This business object is used for simple access to bill information
C1-BillLite - This business object can be used to read the fields (except CLOB) of the MO's primary table - Bill.
C1-BillSegmentStatus - Bill Segment Status This business object is used to retrieve the status of a bill segment
C1-BillSegmentCalcHeaders - Bill Segment Calc Headers
C1-BillSegmentRead - Bill Segment Read

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WX-BillSegment - Bill Segment
C1-BillSegmentLite - This business object can be used to read the fields (except CLOB) of the MO's primary table - Bill Segment.

1.5 Request Delete Bill
Actor/Role: CSR
Description:
The CSR or Authorized User determines the bill needs to be deleted. Business rules may need to be reviewed or further investigation is required.

1.6 Delete Bill
Actor/Role: C2M(CCB)
Description:
The bill is deleted in C2M(CCB). No record is kept.

1.7 Request Freeze Bill Segment(s)
Actor/Role: CSR
Description:
The CSR or Authorized User freezes the bill segment(s).

1.8 Freeze Bill Segment(s)
Actor/Role: C2M(CCB)
Description:
The Bill Segment(s) and associated Financial Transaction are frozen in C2M(CCB).

Process Plug-in enabled Y	**Available Algorithm(s):**	BSFZ-EMPTY– An empty sample algorithm for BS Freeze/Cancel

Configuration required Y	**Entities to Configure:**	Installation Options – Bill Freeze Options

1.9 Request Complete Bill
Actor/Role: CSR
Description:
The CSR or Authorized User completes the Bill.

2.0 Complete Bill
Actor/Role: C2M(CCB)
Description:

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When a bill is completed in C2M(CCB) all financial transactions are swept on to the bill. Any previous balances are added to the total amount due. The Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if any. With Budget True Up or changes from the Budget Monitor Review the Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if any. If the Budget is canceled the New Current Balance = Payoff Balance (Actual Billed + Previous Balance if any).

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

C1-SUP-PR-BL – Suppress Printing Bills After Final Bill . This Customer Class bill completion algorithm suppresses printing bills after final bill
C1_CN-BRT - Suppress Bill Routings for credit notes. This Customer Class bill completion algorithm suppresses bill routings for credit notes
C1_CN_RADJ - Reverse Adjustments When Creating Credit Note. This Customer Class bill completion algorithm reverses adjustments when creating credit notes
DEL-BSEG –This Bill pre-completion algorithm deletes Bill Segments that are in Error.
C1-DELBILPY - C2M-DELBILPS - This customer class pre-bill completion algorithm type determines to delete a bill if it only contains frozen financial transactions of given types
C1-CPBC-TAXT – This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.
C1-CPBC-TAXT – This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.
C1-CSB-EBC - This customer class pre bill completion algorithm This algorithm skips completion of a bill until the bill cycle schedule end date. The algorithm is normally used with summary billing.
C1-CSB-EBC - This customer class pre bill completion algorithm This algorithm skips completion of a bill until the bill cycle schedule end date. The algorithm is normally used with summary billing.

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C1-CHKBLELIG – This algorithm checks if all Bill Segments on the Bill are Freezable, Frozen or Cancelled. If not, return Skip Bill Completion Action.
CPBC-DMCH - Apply De Minimis Rule (UK VAT Only)
C1-BCMP-SKSA - Attempt bill completion on skipped SA
C1-HIGHBILL - This algorithm type checks for high bill amounts during batch billing.

Business Object Y **Business Object:**

C1-AccountBillMessage - Account Bill Message
C1-BillMessagePhysicalBO - Physical BO for Bill Message

2.1 Request Cancel Frozen Segment(s)
Actor/Role: CSR
Description:
The CSR or Authorized User determines a need to cancel the newly frozen segments.

Configuration required Y **Entities to Configure:**

Bill Cancel Reasons

Business Object Y **Business Object:**

C1-BillCancelReasonPhysicalBO

2.2 Cancel Frozen Segment(s)
Actor/Role: C2M(CCB)
Description:
The bill segment(s) are canceled in C2M(CCB). A new cancellation financial transaction(s) is created to reverse the original financial transaction associated with the bill segment(s).

Business Object Y **Business Object:**

C1-BillCancelReasonPhysicalBO

2.3 Request Cancel/Rebill
Actor/Role: CSR
Description:
The CSR or Authorized User uses the rebill function to request Cancel and Rebill of the Bill Segment(s).

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Configuration required Y **Entities to Configure:** Bill Cancel Reasons

2.3.1 Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)
Actor/Role: C2M(CCB)
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.

2.4 Request Undo Cancel/Rebill
Actor/Role: CSR
Description
The CSR or Authorized User determines not to freeze the bill segment. If the undo function is used the pending cancel segment is deleted.

2.5 Delete New Segment(s) and Return Original Bill Segment(s) to Frozen
Actor/Role: C2M(CCB)
Description:
C2M(CCB) deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions

2.6 Request Initiate Cancel
Actor/Role: CSR
Description:
The bill segment may just be canceled and will not be created again. The CSR or Authorized User initiates the cancel function.

Configuration required Y **Entities to Configure:** Bill Cancel Reasons

Business Object Y **Business Object:** C1-BillCancelReasonPhysicalBO

2.6.1 Update Bill Segment(s) to Pending Cancel
Actor/Role: C2M(CCB)
Description:
The system updates the Bill Segment to Pending Cancel.

2.7 Request Undo Cancel
Actor/Role: CSR
Description:
Prior to the cancellation, the CSR or Authorized User determines the Bill Segment should not be canceled and uses the Undo function.

2.7.1 Return Original Bill Segment(s) to Frozen
Actor/Role: C2M(CCB)

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Description:
C2M(CCB) returns the original Bill Segment to frozen. There is no impact to Financial Transactions

2.8 Request Cancel
Actor/Role: CSR
Description:
The CSR or Authorized User confirms canceling of the bill segment.

2.9 Cancel Bill Segment
Actor/Role: C2M(CCB)
Description:
The Bill Segment is canceled in C2M(CCB). A separate financial transaction is created to reverse the effect of the original financial transaction.

Business Object Y	**Business Object:**	C1-BillCancelReasonPhysicalBO

3.0 Request Reopen Bill
Actor/Role: CSR
Description:
Based on established Business Rules the CSR or Authorized User may, upon request, reopen a bill for the Customer.

3.0.1 Update Current Bill to Reopen
Actor/Role: C2M(CCB)
Description:
The current Bill is reopened in C2M(CCB) and available for applicable changes.

3.1 Extract Bill for Production
Actor/Role: C2M(CCB)
Description:
The bill is extracted. The bill print process creates the flat file interfaced to document management 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. Refer to 4.2.2 Batch Billing for more information.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-BLEX-EX – Create bill extract records for Documaker .This Bill Route Type extract algorithm constructs the records that contain the information that appears on a printed bill (for Doc 1).
		C1-BL-DISP - This algorithm is used to generate a bill image using the Documaker software product. The algorithm works as follows:

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- It calls the bill print extract algorithm (see BLEX-EX for an example) associated with the bill route type. That algorithm returns the various records that contain the information that appear on the customer's printed bill. - It passes these records to the Documaker software. This software reconstructs the bill's image (in a PDF). - This PDF is returned to the calling program. This program then displays it in a separate page on the user's browser.
C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.
C1-BLEX-BIP - This Bill Route Type extract algorithm schedules report job in BI Publisher to generate Bill Reports in range.
C1-BLEX-XML C2M-BLEX-XML – The Bill Route Type extract algorithm creates billing information in an XML format as an alternative to a fixed flat file format.

Customizable process N

POSTROUT – This bill print process creates the flat file that is interfaced to document management software.

Customizable process Y **Process Name:**

Custom Extract Process

Configuration required Y **Entities to Configure**

Bill Route Types – Used for extract using above algorithm

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Business Object Y	**Business Object**	C2M-BillRoutingR- This business object is used on the billing history zone displayed on control central - account information. Note: This BO is currently used for reprint Bills
		WX-BillRouteType - Bill business object to read bill routing details. Note: This BO is currently used for reprint Bills

3.2 Produce Bill
Actor/Role: Document Management Software
Description:
Document Management Software reads and process bill information produced by C2M(CCB). It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)).

3.3 Send Bill to Customer
Actor/Role: Document Management Software
Description:
The printed bill is sent or made available to the Customer.

3.4 Receive Bill
Actor/Role: Customer
Description:
The Customer receives the Bill.

3.5 Check Eligibility for Billing
Actor/Role: C2M(CCB)
Description:
Normally, most bills are created and completed automatically. There is a scheduled batch process that evaluates Accounts and Service Agreements and identifies Accounts ready for Billing. Budget Enrollment, a change to the budget or Budget cancellation has an impact on the customer's next bill.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-SKIPINACC – Skip Inactive Accounts. 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

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	C1-SKIPACCCB - This Customer Class Bill eligibility algorithm stops processing an account if completed bill exists.

Customizable process N	**Process Name:**	BILLING - The bill cycle batch processing creates Bills for accounts with an "open" Bill cycle.

Configuration required Y	**Entities to Configure:**	SA Type
		Customer Class

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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
4/29/09	Colleen King	Draft 1a	No Previous Document
			Multiple Changes in April
5/18/09	Colleen King		Additional changes based on new guidelines
10/21/10	Geir Hedman		Updated Title and Content page
9/6/2013	Don Lee		Update Document and Visio
11/5/2013	Sacha Dela Cruz		Updated for CCB 2.4
03/30/2016	Chris Brewster		Updated for CCB 2.5
04/03/2016	Galina Polonsky		Reviewed
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
9/26/17	Colleen King		Update Document and Visio for C2M
6/3/2019	Satya Kalavala		Updated format for v2.7

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Attachments:

Account on Budget Plan

Account on Budget Plan.doc

Admin Menu > Budget Plan

Budget Plan.doc

Control Central Search

Control Central Search.doc

Service Agreement>Chars, Qty & Rec Charges

Service Agreement - Recurring Charge.doc

Budget Review

Budget Review.doc

Bill - Account on Budget

Bill- Account on Budget.doc

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Bill Segment – Account on Budget

Bill Segment - Account on Budget.do

Admin Menu/Installation Options

Installation Options Framework Control C

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