



C2M.v2.7.CCB

4.2.2.10b Manage Monitored – Unmonitored Non-Billed Budget Billing

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Brief Description

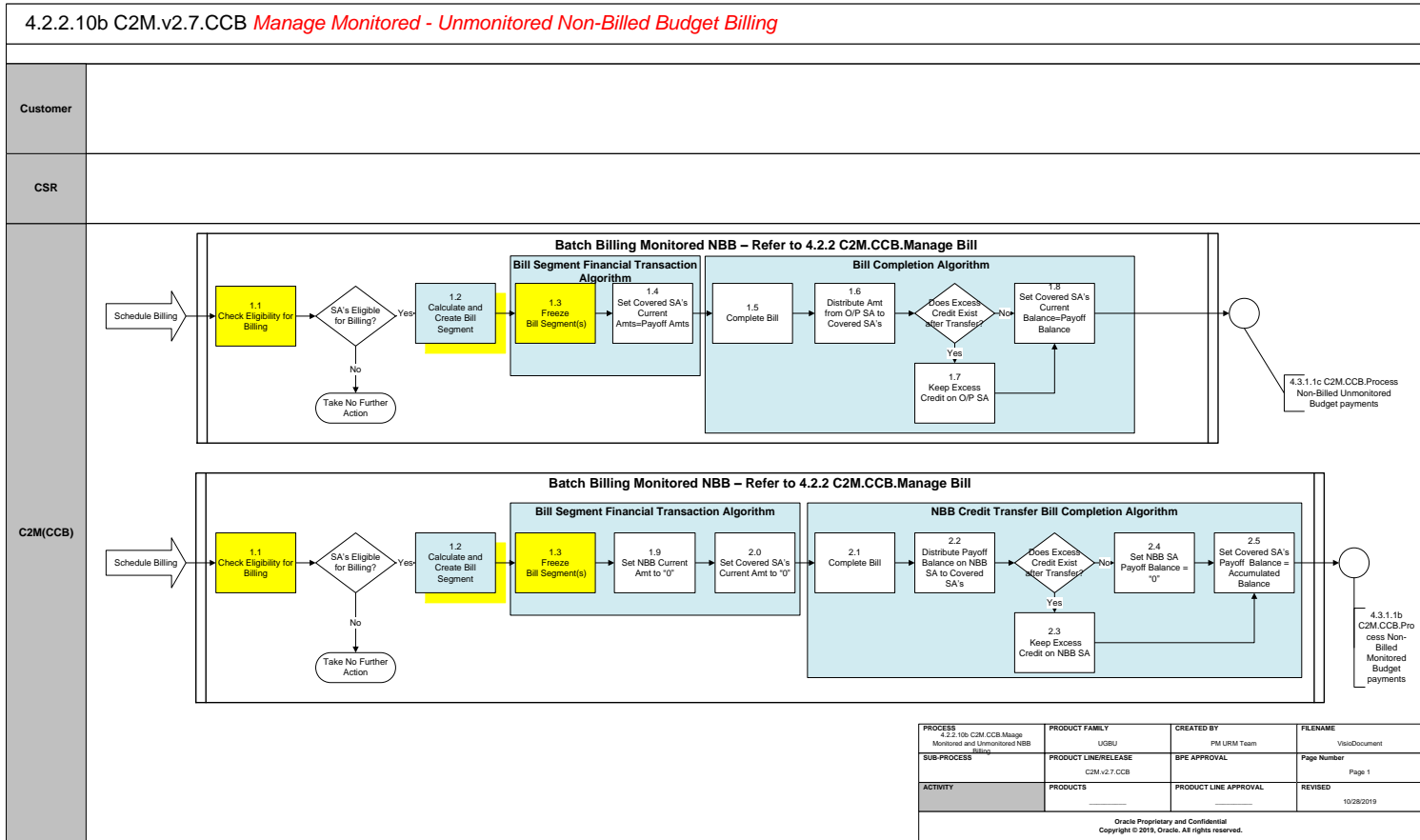
Business Process: 4.2.2.10b C2M.CCB.Manage Monitored - Unmonitored Non-Billed Budget Billing
Process Type: Sub Process
Parent Process: 3.4.2 C2M.CCB.Develop Insight and Understanding
Sibling Processes: 4.3.1.1 C2M.CCB.Manage Payments, 4.1.1.4 C2M.CCB.Develop Arrears Procedures, 4.2.2 C2M.CCB.Manage Bill, 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, 4.3.1.1b C2M.CCB.Process Monitored Non-Billed Budget Payments, 4.3.1.1.c C2M.CCB.Process Unmonitored Non-Billed Budget Payments, and 3.4.4.1b C2M.CCB.Enroll in Non-Billed Budget, 3.4.4.2b C2M.CCB.Renew Non-Billed Budget, and 3.4.4.3b C2M.CCB.Expire Non-Billed Budget

This process describes how Billing impacts the customer on Monitored and Unmonitored Non-Billed Budget plans.

At billing, balances are transferred from the [Monitored Non-Billed Budget SA](#) to the Covered SA's for [Monitored Non-Billed Budgets](#). The Current Balance for the Covered SA's remains at "0".

At billing, balances are transferred typically from the Overpayment SA to the Covered SA's for [Unmonitored Non-Billed Budgets](#). The Current Balance for the [Unmonitored Non-Billed Budget SA](#) is always "0".

Business Process Model



Detail Business Process Model Description

1.1 Check Eligibility for Billing

Actor/Role: C2M(CCB)

Description:

Batch Billing analyzes accounts with a defined bill cycle each time the bill cycle window opens. Refer to 4.2.2 C2M(CCB) Manage Bill Process for more information.

Customizable process N

Process Name:

Billing - C1-BLEIL (Batch Control) - Billing Data Initial Load for DataConnect. (Eligible for Billing_ - Refer to 4.2.2 C2M(CCB) Manage Bill

1.2 Calculate and Create Bill Segment

Actor/Role: C2M(CCB)

Description:

Billing process calculates, creates bill segment, and creates financial transaction. (Actual Billed Amount).

Process Plug-in enabled Y

Available Algorithm(s):

C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - BSBF-BA) - 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 (see below for which value is used)
- The general ledger is affected. Distribution codes are taken from the bill lines (typically these GL accounts are credited) and the SA type (typically this GL account is debited).

Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service

agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount.

Configuration required Y Entities to Configure:

Bill Segment Type SA Type (defined as eligible for Non Billed Budget – recurring charge)
SA Type configuration for NBB Budget Recommendation Rule and associated algorithms

1.3 Freeze Bill Segment

Actor/Role: C2M(CCB)

Description:

The Bill Segment is frozen with a financial transaction.

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

C1-FREEZEBS - Freeze Bill Segments - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.

Corrected read notifications are received from MDM when reads that were used in bill determinant calculation requests (usage requests) are replaced. This notification results in the creation of a corrected read off cycle bill generator. Within the OCBG's lifecycle the system attempts to find frozen bill segments that might be affected by the corrected read. These bill segments are then rebilled.

1.4 Set Covered SA's Current Amt = Payoff Amt

Actor/Role: C2M(CCB)

Description:

The Service Agreements covered by the [Unmonitored Non-Billed Budget](#) current amounts = the payoff amounts. The Current Balance is always “0” for the [Unmonitored Non Billed Budget SA](#).

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

C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - BSBF-BA) - 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 (see below for which value is used)
- The general ledger is affected. Distribution codes are taken from the bill lines (typically these GL accounts are credited) and the SA type (typically this GL account is debited).

Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount.

1.5 Complete Bill**Actor/Role:** C2M(CCB)**Description:**

The bill is completed in C2M(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any.

1.6 Distribute Amt from O/P SA to Covered SA's**Actor/Role:** C2M(CCB)**Description:**

Payments for an [Unmonitored Non-Billed Budget](#) are typically applied to an Overpayment SA. At Bill Completion C2M(CCB) transfers the credit to the Covered SA's using standard payment distribution priority.

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

C1-PYDST-PPR (PYDIST-PPRTY) - Distribute Based On SA Type Priority/Debt Age . Payment Distribution Algorithm
CREDIT-XFER (CREDIT-XFER) - this SA Type - Bill completion algorithm will transfer the balance of a credit SA to other SAs linked to the account.

Configuration required Y Entities to Configure:

Customer Class Controls
Sync Up Adjustment Type
Transfer Adjustment Type
Excess Credit SA Type

1.7 Keep Excess Credit on O/P SA

Actor/Role: C2M(CCB)

Description:

The excess credit remains on the Overpayment SA until the next time the Account bills.

1.8 Set Covered SA's Current Balance = Payoff Balance

Actor/Role: C2M(CCB)

Description:

The Current Balance and Payoff Balance for the covered Service Agreements now reflect the [Unmonitored Non-Billed Budget](#) payment scheduled payments transferred from the Overpayment SA.

1.9 Set NBB SA Current Amt to "0"

Actor/Role: C2M(CCB)

Description:

As the bill segment is frozen the [Monitored Non-Billed Budget SA](#) Current Amount is set to "0".

2.0 Set Covered SA's Current Amt to "0"

Actor/Role: C2M(CCB)

Description:

When a bill segment is created for a [Monitored Non-Billed Budget](#) the current amount is set to "0" for Service Agreements covered by the Monitored Non-Billed Budget.

2.1 Complete Bill

Actor/Role: C2M(CCB)

Description:

The bill is completed in C2M(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any. If the NBB Credit Transfer bill completion algorithm is plugged in on the Monitored Non-Billed Budget SA type, the monies from the [Monitored Non-Billed Budget SA](#) are transferred to Covered Service Agreements.

Process Plug-in enabled Y

Available Algorithm(s):

<p>C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.</p> <p>Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.</p>

Configuration required Y

Entities to Configure:

Monitored NBB SA Type

2.2 Distribute Payoff Balance on NBB SA to Covered SA's

Actor/Role: C2M(CCB)

Description:

The payoff balance on the [Monitored Non-Billed Budget SA](#) is transferred to Covered Service Agreements. Covered SA's with credit balances are excluded from distribution. Distribution to each Covered SA does not exceed the total payoff balance. The credit is prorated over the Covered SA's according to payoff balances on each SA. Ad-hoc debt, such as an adjustment is excluded.

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

<p>C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.</p> <p>Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.</p>

Configuration required Y **Entities to Configure:**

Transfer Adjustment Type
Monitored NBB SA Type

2.3 Keep Excess Credit on NBB SA

Actor/Role: C2M(CCB)

Description:

Any credit remains on the [Monitored Non-Billed Budget SA](#) until the next bill or the monitored Non-Billed Budget SA is stopped.

2.4 Set NBB SA Payoff Balance = "0"

Actor/Role: C2M(CCB)

Description:

The payoff balance for the monitored Non-Billed Budget SA now ="0".

2.5 Set Covered SA's Payoff Balance = Accumulated Balance

Actor/Role: C2M(CCB)

Description:

The Service Agreements covered by the [Monitored Non-Billed Budget](#) reflect the transfer and are an accumulated balance.

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
5/6/09	Colleen King		Multiple Changes in April-May
5/19/09	Colleen King		Updates from changes to guidelines
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
11/18/13	Dean Davis		Updated Document and Visio
11/24/2013	Galina Polonsky		Reviewed, Approved
03/31/2016	Chris Brewster		Updated to V2.5.
04/03/2016	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
9/27/2017	Colleen King		Updated Document and Visio for C2M
10/03/2017	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

Attachments: Some are not updated for C2M

Account/Monitored Non -Billed Budget



Non Billed Budget

Account/Unmonitored Non Billed Budget



Unmonitored
Non-Bill Budget

Account/Monitored Non Billed Budget SA



Non-Billed Budget
SA

Account/Unmonitored Non Billed Budget SA



Unmonitored
Non-Bill Budget SA

Control Central Search



Control Central
Search.doc

Admin Menu/Installation Options - Control Central Alerts



Installation Options
Framework Control C