C2M.v2.7.CCB

4.2.2.12 Manage Payment Arrangement Charges

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Contents

Brief Description

Business Process: **4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges**
Process Type: **Sub Process**
Parent Process: **4.2.2 C2M.CCB.Manage Bill**
Sibling Processes: **4.2.2.2 C2M.CCB-MDM.Manage Meter Charges, 4.2.2.3 C2M.CCB-MDM.Manage Item Charges, 4.2.2.4 C2M.CCB.Manage External and Miscellaneous Charges, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 4.2.2.5 C2M.CCB.Manage Loan Charges, 4.3.1.1 C2M.CCB.Manage Payments**

This process describes Billing for Payment Arrangements. This process takes place if the Customer has entered into a Payment Arrangement agreement with the organization. The Payment Arrangement Service Agreement typically contains overdue debt that the customer has agreed to pay in installments over time.

Payment Arrangements are billed on a regular basis similar to other services provided by the utility.

Most bills are produced in a Batch Billing process. However, the CSR or Authorized User can create Bills for Payment Arrangements manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

When a bill is successfully completed it is made available to the Customer.

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4.2.2.12 C2M.v2.7.CCB *Manage Payment Arrangement Charges*

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	C2M.v2.7.CCB		Page 1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/28/2019

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4.2.2.12 C2M.v2.7.CCB *Manage Payment Arrangement Charges*

Customer

5.7 5.9 → 6.0 Receives Bill → Take No Further Action

CSR or Authorized User

Page 1 → Requires Cancel Bill Segment(s)? — No → Add Bill Message(s)? — No → 4.1 Request Complete Bill

4.9 Review Bill → Completed Successfully? — Yes → Reopen Bill?

Requires Cancel Bill Segment(s)? — Yes ↓
3.3 Request Cancel Frozen Bill Segment(s) → Undo Bill Segment(s) Cancel? — No → 3.7 Request Finalize Cancel Bill Segment(s)

Add Bill Message(s)? — Yes ↓ 3.9 Request Add Bill Message(s)

Completed Successfully? — No ↓ 5.0 Make Necessary Changes for Bill

Reopen Bill? — Yes ↓ 5.1 Request Reopen Bill

5.3 Request Changes to Impact Balance

Undo Bill Segment(s) Cancel? — Yes ↓ 3.5 Request Undo Cancel Bill Segment(s)

C2M(CCB)

3.4 Update Bill Segment(s) to Pending Cancel

3.6 Return Original Bill Segment(s) to Frozen

3.8 Update Bill Segment(s) to Canceled

4.0 Add Bill Message(s)

2.3 Update Information → 4.1

5.2 Update Current Bill to Reopen

5.4 Update Balance → 4.1 ... No

Pre-Bill Completion
4.2 Create Bill Message → Require Additional Bill Message? — No →

Bill Completion
Additional Financial Transactions for this Bill? — No → 4.5 Determine Due Date, Late Payment Charge Date, and Credit Review Date → Autopay for Account? — No →

Post Bill Completion
4.7 Create Additional Required Bill Message(s)

Require Additional Bill Message? — Yes ↓ 4.3 Create Bill Messages Based on Configuration

Additional Financial Transactions for this Bill? — Yes ↓ 4.4 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount

Autopay for Account? — Yes ↓ 4.6 C2M.CCB 4.3.1.1d Manage Autopay

4.8 Update Bill with Completion Details

5.5 Evaluate Bill Routing → Send by Email? — Yes → 5.6 Extract Bill for E-Bill → 5.7 Prepare and Send E-Bill to Customer → 6.0

Send by Email? — No ↓ 5.8 Extract Bill for Postal Delivery

Document Management Software

5.9 Prepare and Send Bill to Customer → 6.0

PROCESS 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE C2M.v2.7.CCB	BPE APPROVAL	Page Number Page 2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 10/28/2019

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4.2.2.12 C2M.v2.7.CCB *Manage Payment Arrangement Charges*

Customer

5.7 / 5.9 → 6.0 Receive Bill → Take No Further Action

C2M(CCB)

Schedule Batch Billing →

Batch Billing

6.1 Select Accounts for Open Bill Cycle

6.2 Check Eligibility for Batch Billing

Generate Bill Segment

Create Bill Segment

1.4 Determine Bill Period

Last Bill for Payment Arrangement — No →

Yes ↓

1.5 Stop Payment Arrangement SA

1.6 Mark Bill Segment as Closing

Requires Proration? — No →

Yes ↓

Calculate Prorated Bill Segment Amount and Create Bill Segment

1.8 Calculate Bill Segment Amount and Create Bill Segment

1.9 Create Financial Transaction(s)

Bill Segment Generated Successfully? — Yes →

No ↓

6.3 Create Bill Segment Exception(s)

Freeze Bill Segment

2.8 Freeze Bill Segment(s)

Bill Segment Frozen Successfully? — No →

6.3 Create Bill Segment Exception(s)

→ Page 4

Bill Completion

Pre-Bill Completion

4.2 Create Bill Message

Require Additional Bill Message? — No →

Yes ↓

4.3 Create Bill Messages Based on Configuration

Additional Financial Transactions for this Bill? — No →

Yes ↓

4.4 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount

4.5 Determine Due Date, Late Payment Charge Date, and Credit Review Date

Autopay for Account? — No →

Yes ↓

4.6 C2M.CCB 4.3.1.1d Manage Autopay

Post Bill Completion

4.7 Create Additional Required Bill Message(s)

4.8 Update Bill with Completion Details

Completed Successfully? — No →

6.4 Create Bill Exception(s)

5.5 Evaluate Bill Routing

Send by Email? — Yes →

No ↓

5.6 Extract Bill for E-Bill

5.7 Prepare and Send E-Bill to Customer

→ 6.0

5.8 Extract Bill for Postal Delivery

Document Management Software

5.9 Prepare and Send Bill to Customer → 6.0

PROCESS 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE C2M.v2.7.CCB	BPE APPROVAL	Page Number Page 3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 10/28/2019

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4.2.2.12 C2M.v2.7.CCB *Manage Payment Arrangement Charges*

Customer

CSR or Authorized User

- 6.7 Evaluate and Perform Analysis
- 6.8 Resolve Issue
- Requires Rebill? — No → 7.0 Request Complete To Do
  - Yes → P1 2.9
- 6.7 Evaluate and Perform Analysis
- 6.8 Resolve Issue
- Requires Complete Bill? — No → 7.0 Request Complete To Do
  - Yes → P2 4.2

- 6.9 Update Data
- 7.1 Complete To Do Entry → Take No Further Action
- 6.9 Update Data
- 7.1 Complete To Do Entry → Take No Further Action

C2M(CCB)

- Page 3
- Schedule To Do Bill Segment Error Process

TO DO Bill Segment Error Process
- 6.5 Identify Bill Segments in Error Status
- Create To Do?
  - 6.6 Create Bill Segment Error To Do
- Take No Further Action

If a To Do is not created error is placed on an exception table. A To Do may be suppressed based on To Do Configuration

- Page 3
- Schedule To Do Bill Error Process

TO DO Bill Error Process
- 7.2 Identify Bills in Error Status
- Create To Do?
  - 7.3 Create Bill Error To Do
- Take No Further Action

If a To Do is not created error is placed on an exception table. A To Do may be suppressed based on To Do Configuration

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
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ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/28/2019

Detail Business Process Model Description

1.0 Search for Customer
Actor/Role: CSR or Authorized User
Description:
Upon receipt of request to bill a Payment Arrangement, the CSR or Authorized User accesses Control Central Search to locate the customer in C2M(CCB).

Configuration required Y   **Entities to Configure:**

Installation Options

1.1 Evaluate Eligibility for Payment Arrangement Bill
Actor/Role: CSR or Authorized User
Description:
C2M(CCB) provides the CSR or Authorized User with valuable insight and overall analysis of the Customer's financial situation. Account Financial History, Premise and Service Agreement 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 a new Bill or any rebilling based on established business rules. If there is an amount that needs to be billed to the customer, the CSR or Authorized User initiates the billing process.

Configuration required Y   **Entities to Configure:**

Installation Options

1.2 Enter Specific Data for Payment Arrangement Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User needs to create a Payment Arrangement Bill for the customer, the CSR or Authorized User provides the system with information 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 Payment Arrangement Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The Manual Billing process consists of several steps. The first step is to request the system to calculate and create the Bill and Bill Segment for the Payment Arrangement. The CSR or Authorized User requests to generate a new online Bill. This online Bill may contain one or more segments. If only one Payment Arrangement Service Agreement exists for the Account, then only one Payment Arrangement 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.

Customizable Process N	**Process Name**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	**Entities to Configure:**	Bill Cycle

1.4 Determine Bill Period   **Group: Create Bill Segment**
                                                                 Group: Generate Bill Segment
                                                                 Group: Batch Billing

Actor/Role: C2M(CCB)
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:
Bill Segment Start date:
-   If this is the initial Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement
-   If this is not the initial Deposit Bill Segment, the start date is the previous Bill Segment's end date.
Bill Segment End Date
-   If this is the last (final) Bill Segment for the Service Agreement, the end date is the Service Agreement's end date
-   If this is not the last (final) Bill Segment, the Billing Option selected by the Authorized User determines how the end date is set. When Billing Option of Use Cutoff Date is selected, the end date is the specified Cutoff Date. When Billing Option of Use Schedule is selected, the end date is based on Bill Cycle schedule information.

Automated Process: System identifies start and end date for the billing period using the same business rules as described in manual process.

Customizable Process N	**Process Name**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	**Entities to Configure:**	Bill Cycle

1.5 **Stop Payment Arrangement SA(s)**　　　　　　　**Group: Create Payment Arrangement Bill Segment**
　　　　　　　　　　　　　　　　　　　　　　　　　　Group: Generate Bill Segment
　　　　　　　　　　　　　　　　　　　　　　　　　　Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If the Payment Arrangement is billing for the last time, the system initiates the stop process for the Payment Arrangement Service Agreement. The installment billing obligations are met and the Payoff Balance is 0.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - This bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops the service agreement

Customizable process N	**Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	**Entities to Configure:**	Bill Segment Type
		SA Type

1.6 **Mark Bill Segment(s) as Closing**　　　　　　　**Group: Create Payment Arrangement Bill Segment**
　　　　　　　　　　　　　　　　　　　　　　　　　　Group: Generate Bill Segment
　　　　　　　　　　　　　　　　　　　　　　　　　　Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If the generated Bill Segment is the last Payment Arrangement Bill Segment, C2M(CCB) marks the Bill Segment as the 'closing' Bill Segment.

Process Plug-in enabled Y	**Available Algorithm(s):**	
		C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - This

bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops the service agreement

Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Type

1.7 Calculate Prorated Payment Arrangement Bill Segment Amount and Create Bill Segment(s)

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates and calculates the Payment Arrangement Bill Segment based on the supplied prorated Bill Period.

Process Plug-in enabled Y	Available Algorithm(s):	C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - This bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops the service agreement

Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Type

1.8 **Calculate Bill Segment Amount and Create Bill Segment(s)**   **Group: Create Bill Segment**
                                                       Group: Generate Bill Segment
                                                       Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates and calculates the Payment Arrangement Bill Segment based on the supplied normal Bill Period.

Process Plug-in enabled Y	Available Algorithm(s):	C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - This bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops the service agreement

Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Type

1.9 **Create Financial Transaction(s)**   **Group: Generate Bill Segment**
                                                       Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates the associated financial details related to the Bill Segment. The Financial Transaction contains the financial effects of the Bill Segment on the Service Agreement's current and payoff balances and on the General Ledger.

Process Plug-in enabled Y	Available Algorithm(s):	C1-BSBF-B0 - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where: - Payoff amount = 0 - Current amount = bill amount - The general ledger is not affected. This algorithm should be plugged-in on all bill segment types that only affect a service agreement's current balance
Customizable process N	Process Name	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.
Configuration required Y	Entities to Configure:	SA Type
		Bill Segment Type

2.0 Review Bill Segment(s)
Actor/Role: CSR or Authorized User
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.

2.1 Request Freeze Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User does not identify any problem and decides to continue the Billing process, he/she requests to Freeze the Bill Segment.

2.2 Request Changes for Recalculation of Payment Arrangement Bill
Actor/Role: CSR or Authorized User
Description:
After review, the CSR or Authorized User identifies a problem with the generated Payment Arrangement 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 may include a change to dates, or recurring charge information.

2.3 Update Information
Actor/Role: C2M(CCB)
Description:
Changes requested by the CSR or Authorized User are updated in C2M(CCB).

2.4 Request Delete Bill
Actor/Role: CSR or Authorized User
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 segment 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.

2.5 Delete Bill
Actor/Role: C2M(CCB)
Description:
The Bill is deleted in C2M(CCB) and the financial record is removed from the database. There is no financial impact to the Customer's Account related to the deleted Bill and Bill Segments.

2.6 Request Delete Specific Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines specific Bill Segment(s) associated with a given Bill require deletion and requests to delete the Bill Segment(s).

2.7 Delete Bill Segment(s)
Actor/Role: C2M(CCB)
Description:
The specific Bill Segment(s) is deleted in C2M(CCB) and the financial records are removed from the database. There is no financial impact to the Customer's Account related to the deleted Bill Segments.

2.8 **Freeze Bill Segment(s)**   **Group: Freeze Bill Segment**
                                                                                Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
When this step is initiated, C2M(CCB) freezes the Payment Arrangement Bill Segment and associated Financial Transactions. The Bill Freeze Option on the Installation Options controls when a Service Agreement's balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization's accounting practices.

Manual Process- This is initiated by CSR or Authorized User when he/she requests to Freeze Bill Segments created for the 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.

Process Plug-in enabled Y	**Available Algorithm(s):**	BSFZ-EMPTY – This is a Customer Class Bill Segment freeze / cancel algorithm.
Customizable process N	**Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.
Configuration required Y	**Entities to Configure:**	Installation Options – Bill Freeze Options
		Customer Class

2.9 Request Rebill Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Bill Segment.

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

3.0 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. New unfrozen Financial Transactions are associated with the new freezable Bill Segment.

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

3.1 Request Undo Rebill Bill Segment(s)
Actor/Role: CSR or Authorized User
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 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.

3.3 Request Cancel Frozen Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The Bill Segment(s) may need to be canceled and not created again. The CSR or Authorized User initiates the Cancel function

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

3.4 Update Bill Segment(s) to Pending Cancel
Actor/Role: C2M(CCB)
Description:
C2M(CCB) updates the Bill Segment(s) to Pending Cancel. The CSR or Authorized User then reviews the Bill Segment.

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

3.5 Request Undo Cancel Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User has the option to undo the pending Cancel Bill Segment(s). Prior to the cancellation the CSR or Authorized User determines the Bill Segment(s) should not be canceled, and uses the Undo function.

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

Description:
When the CSR or Authorized User requests Undo Cancel C2M(CCB) updates Bill Segment Status to Frozen and Billing process can be resumed.

3.7 Request Finalize Cancel Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User confirms the cancellation of Bill Segment(s).

3.8 Update Bill Segment(s) to Canceled
Actor/Role: C2M(CCB)
Description:
The existing Bill Segment(s) is updated to Canceled status in C2M(CCB). 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.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-PR-FT-CAN – This Customer Class FT Freeze algorithm is used to prevent cancellation of an FT where Freeze Date/Time is on or before the Conversion Date/Time

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

3.9 Request Add Bill Message(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User may add Payment Arrangement Service Agreement related Bill Messages for a given frozen Bill Segment(s). 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.

Configuration required Y	**Entities to Configure:**	Bill Messages

4.0 Add Bill Message(s)
Actor/Role: C2M(CCB)
Description:
The Bill Message is added to the bill in C2M(CCB).

4.1 Request Complete Bill
Actor/Role: CSR or Authorized User
Description:
When CSR or Authorized User cannot find any problem with Frozen Bill Segment(s), they initiate the Complete Bill function.

4.2 Create Bill Message	**Group: Pre-Bill Completion**
	Group: Bill Completion
	Group: Batch Billing

Actor/Role: C2M(CCB)
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. C2M(CCB) 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

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

DEL BSEG –This SA Type pre-bill completion algorithm deletes bill segments that are in Error if: 1) the bill is not in Error, 2) the bill is being completed in batch, and 3) the process date matches the bill cycle window end date 4) at least one other frozen bill segment exists that is not in Error. When a bill segment is deleted, this algorithm also creates a To Do entry (using the To Do Type and To Do Role (if specified) and adds a Bill Message to the bill.
CPBC-DB - This Customer Class pre-bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types
C1-CHKBLELIG - This Customer Class pre-bill completion algorithm checks if all Bill Segments on the Bill are Freezable, Frozen or Cancelled. If not, return Skip Bill Completion Action.

	C1-CPBC-TAXT – This Customer Class pre-bill completion algorithm accumulates and compares a bill's tax amount to the threshold amount and regenerates bill segments as necessary to take the threshold into consideration. If a bill's accumulated tax amount is less than the tax threshold amount, then taxes should not be charged.
	C1-CSB-EBC - This algorithm skips completion of a bill until the bill cycle schedule end date. This is only done if the account linked to the bill has a characteristic that matches the Summary Billing Characteristic Type and Characteristic Value parameters defined.

Customizable process N   Process Name:

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.   Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y   Entities to Configure:

SA Type
Customer Class

4.3 Create Bill Messages Based on Configuration   Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) can also automatically add Bill Messages during Bill completion. 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
- Rate Schedule Bill Messages
- Service Provider Bill Messages
- Meter Reader Remark Bill Messages
- Ad hoc Messages by CSR or Authorized User
- Custom Background Processes and Algorithm Bill Messages

Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	Entities to Configure:	Customer Class Bill Messages
		Account and Service Agreement Bill Messages

4.4 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
During Bill Completion C2M(CCB) 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.

Customizable process N	Process Name:	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

4.5 Determine Due Date, Late Payment Charge Date, and Credit Review Date Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
During Bill Completion, the Due Date, and next Credit Review Date are determined and made available as information for the Bill and Account.

Process Plug-in enabled Y	Available Algorithm(s):	DUE DT OVRD – This Customer Class override bill due date algorithm may override a bill's due date.

Customizable process N	Process Name	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y	Entities to Configure:	Customer Class

4.6 4.3.1.1d C2M.CCB.Manage Autopay   **Group: Bill Completion**
                                                 Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
An Autopay payment may be created during Bill Completion. Refer to 4.3.1.1d C2M.CCB.Manage Autopay.

Customizable process N **Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

4.7 Create Additional Required Bill Message(s)   **Group: Post Bill Completion**
                                                            Group: Bill Completion
                                                            Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) 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.

Process Plug-in enabled Y **Available Algorithm(s):**	
	C1-CN-ADNB – This Customer Class post bill completion algorithm recreates adjustments after a credit note is completed. This algorithm is only applicable to credit notes.
	C1-CR-BLRVWS - This Customer Class post bill completion algorithm creates a bill review record if a bill has financial transactions with FT GL lines that reference a distribution code with an accounting method of either 'Bill Due Date' or 'Earlier of Bill Due Date and Payment Date'. The Bill Review Batch Job is C1-BLRVW.

Customizable process N **Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

Configuration required Y   **Entities to Configure:**

Customer Class
Bill Messages

4.8 Update Bill with Completion Details   Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
All Bill completion details are now updated in C2M(CCB)

Customizable process N   **Process Name:**

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.   Online Billing process creates a Bill for account when requested by an Authorized User.

4.9 Review Bill
Actor/Role: CSR or Authorized User
Description:
If the bill was created by a CSR or Authorized User rather than the batch process, 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
Actor/Role: CSR or Authorized User
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
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines to reopen a Bill for the Customer's account.

5.2 Update Current Bill to Reopen
Actor/Role: C2M(CCB)
Description:

The current Bill is reopened in C2M(CCB) and available for applicable changes.

5.3 Request Changes to Impact Balance
Actor/Role: CSR or Authorized User
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
Actor/Role: C2M(CCB)
Description:
The financial balance is updated in C2M(CCB).

5.5 Evaluate Bill Routing
Actor/Role: C2M(CCB)
Description:
As C2M(CCB) prepares the bill for the customer, the Bill Routing for the customer is checked to determine the routing method used to deliver the bill to the customer. The Bill Routing Type is defined on the customer's Account record.

Customizable process N	**Process Name**	Bill Print Extract

Configuration required Y	**Entities to Configure:**	Bill Route Type
		Lookup - Bill Routing Method

5.6 Extract Bill for E-Bill
Actor/Role: C2M(CCB)
Description:
C2M(CCB) prepares required information for alternate delivery of the bill for the customer.   This could be through text messaging, web presentation, email, or other communicated presentation.   This is custom processing based on individual client needs.

Process Plug-in enabled Y	**Available Algorithm(s):**	BLEX-EX - This Bill Route Type Bill extract algorithm constructs the records that contain the information that appears on a printed Bill for Documaker.

C1-BLEX-XML- This Bill Route Type extract algorithm create XML bill extract records for Documaker.
C1-BLEX-BIP - This Bill Route Type extract algorithm schedules report job in BI Publisher to generate Bill Reports in range.
C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine

Configuration required Y   **Entities to Configure:**

Bill Route Type
Lookup - Bill Routing Method

5.7 Prepare and Send E-Bill to Customer
Actor/Role: C2M(CCB)
Description:
C2M(CCB) prepares required information for alternate delivery through some custom processing.   This is a placeholder for any alternate method of bill delivery. This is custom processing based on individual client needs.

Customizable process Y   **Process Name**

Custom Extract for Bill Delivery

5.8 Extract Bill for Postal Delivery
Actor/Role: C2M(CCB)
Description:
C2M(CCB) prepares required billing data and makes the data available for Document Management applications (Documaker and BI Publisher). Note: An additional custom process may be created to interface with any other Document Management Software as needed.

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

BLEX-EX - This Bill Route Type Bill extract algorithm constructs the records that contain the information that appears on a printed Bill for Documaker.
C1-BLEX-XML- This Bill Route Type extract algorithm create XML bill extract records for Documaker.
C1-BLEX-BIP - This Bill Route Type extract algorithm schedules report job in BI Publisher to generate Bill Reports in range.

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		C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine
Customizable process N	**Process Name**	POSTROUT – CIPBXBLB
Customizable process Y	**Process Name**	Custom Extract Process
Configuration required Y	**Entities to Configure:**	Bill Route Type
		Lookup - Bill Routing Method

5.9 Prepare and Send Bill to Customer
Actor/Role: Document Management Software
Description:
Document Management Software reads and processes bill information produced by C2M(CCB. The bill is made available to the Customer.

6.0 Receives Bill
Actor/Role: Customer
Description:
The Customer receives the Bill.

Configuration required Y	**Entities to Configure:**	Bill Route Type

6.1 Select Accounts for Open Bill Cycle   Group: Batch Billing
Actor/Role: C2M(CCB)
Description:
For the open bill cycle(s), C2M(CCB) selects all Accounts to be billed by looking at the Account's bill cycle.

Customizable process N	**Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.
Configuration required Y	**Entities to Configure:**	Bill Cycle

6.2 **Check Eligibility for Batch Billing**   **Group: Batch Billing**

Actor/Role: C2M(CCB)
Description:
C2M(CCB) verifies that the account is eligible to be billed.

Process Plug-in enabled Y	**Available Algorithm(s):**	
		C1-SKIPACCCB – This Customer Class bill eligibility algorithm stops processing an account during batch billing if a completed bill exists for the current bill cycle schedule.
		C1-SKIPINACC - This Customer Class bill eligibility algorithm stops processing an "inactive" account if all the following conditions are true: - There are no billable service agreements - There are no FTs eligible for sweeping onto the bill - There are no temporary account messages to be swept onto the bill

Customizable process N	**Process Name:**	
		BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

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

6.3 **Create Bill Segment Exception(s)**   **Group: Generate Bill Segment**
                                                          Group: Freeze Bill Segment
                                                          Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If a freezable or frozen Bill Segment cannot be created, C2M(CCB) 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. This step could be executed from batch only.

Customizable process N	**Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

6.4 Create Bill Exception(s)   Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) identifies Bills in an error status.   They are placed in an exception table and can be made available as To Do entries.   If C2M(CCB) determines the bill cannot be completed, a bill exception is created for review by a CSR or Authorized User.   For example, if the customer's mailing address is not defined, the corresponding bill cannot be completed.

Customizable process N	**Process Name:**	BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing process creates a Bill for account when requested by an Authorized User.

6.5 Identify Bill Segments in Error Status   Group: TO DO Bill Segment Error Process
Actor/Role: C2M(CCB)
Description:
C2M(CCB) identifies Bill Segments in error status. C2M(CCB) can create a To Do Entry for every Bill Segment in error status.

Customizable process N	**Process Name:**	TD-BSERR - To Do for Bill Segment in Error. This background process creates a To Do entry for every Bill Segment that's in error.

Configuration required Y	**Entities to Configure:**	To Do Role(s) for base TD-BSERR To Do Type

6.6 Create Bill Segment Error To Do   Group: TO DO Bill Segment Error Process
Actor/Role: C2M(CCB)
Description:
C2M(CCB) 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.

Customizable process N	Process Name:	TD-BSERR - To Do for Bill Segment in Error. This background process creates a To Do entry for every Bill Segment that's in error.

Configuration required Y	Entities to Configure:	To Do Role(s) for base TD-BSERR To Do Type
		To Do Type

6.7 Evaluate and Perform Analysis
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User will review the Bill Segment or Bill error and supporting information in C2M(CCB). 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.

6.8 Resolve Issue
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User resolves the error and enters information in C2M(CCB).

6.9 Update Data
Actor/Role: C2M(CCB)
Description:
Information required for resolution is updated in C2M(CCB).

7.0 Request Complete To Do
Actor/Role: CSR or Authorized User
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.

7.1 Complete To Do Entry
Actor/Role: C2M(CCB)
Description:
The To Do Entry is updated to Complete Status in C2M(CCB).

7.2 **Identify Bills in Error Status**   **Group: TO DO Bill Error Process**

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies Bills in error status. C2M(CCB) can create a To Do Entry for every Bill in error status.

Customizable process N	**Process Name:**	TD-BIERR - To Do for Bills in Error. This background process creates a To Do entry for every Bill that's in error.
Configuration required Y	**Entities to Configure:**	To Do Role(s) for base TD-BIERR To Do Type

7.3 **Create Bill Error To Do**   **Group: TO DO Bill Error Process**

Actor/Role: C2M(CCB)

Description:

C2M(CCB) 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.

Customizable process N	**Process Name:**	TD-BIERR – To Do for Bills in Error. This background process creates a To Do entry for every Bill that's in error.
Configuration required Y	**Entities to Configure:**	To Do Role(s) for base TD-BIERR To Do Type

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/21/09	Colleen King	Draft	No Previous Document
10/23/09	Colleen King		Changes after Review
10/21/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
9/27/13	Ahad G Abbasi		Updated for CCB v2.4
10/21/2013	Galina Polonsky		Reviewed, Approved
04/01/2016	Chris Brewster		Updated for CCB v2.5
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
10/3/2017	Colleen King		Updated for C2M Document and Visio
10/24/2017	Galina Polonsky		Reviewed, Approved
09/28/2018	Debby Phelps		Updated Document and Visio
10/05/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Bill

Bill-Payment
Arrangement.doc

Bill Segment

Bill
Segment-Payment Ar

Admin Menu/Installation Options/Control Central Alerts

Installation Options
Framework Control C

Control Central Search

Control Central
Search.doc

Dashboard

Dashboard-Payment
Arrangement Alert.do

Payment Arrangement Service Agreement

Service Agreement -
Payment Arrangemen