C2M.v2.7.CCB

4.2.2.14 Manage Off Cycle Billing Charges

Creation Date: October 18, 2010

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Contents

Brief Description

Business Process: **4.2.2.14 C2M.CCB.Manage Off Cycle Billing 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, 4.2.2.5 C2M.CCB.Manage Loan Charges, C2M.CCB.4.2.2.6 Manage Deposit Charges, C2M.CCB.4.2.1.6 Receive External Charges, C2M.CCB.4.2.1.7 Apply Miscellaneous Charges**

This process describes Off Cycle Billing. This process takes place in following situations:

- Utility Company provides the service that occurs outside the normal bill cycle process, and needs to generate a bill "Off" cycle for a customer.
- A corrected read notification for an Off Cycle Bill Generator record is received.

Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills 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.

At times a corrected read notification may be received from MDM. This process includes acceptance or rejection of the new read, rebilling processing, and To Do completion. This (corrected read notification) Off Cycle Bill Generator option is not available to the CSR or Authorized User to initiate. The system receives information from MDM and creates a notification for the Off Cycle Bill Generator.

The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer through the use of Bill messages.

When the bill is successfully completed the company makes it available for the Customer.

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4.2.2.14 C2M.v2.7.CCB *Manage Off Cycle Billing Charges*

Customer

CSR or Authorized User

Request Process Unbilled Charges

1.0 Search for Customer

1.1 Evaluate Customer Account Eligibility for Bill

Create Bill Segment for Meter/Item Charges? — No / Yes

Yes →
4.2.2.2 C2M.CCB-MDM.Manage Meter Charges
4.2.2.3 C2M.CCB-MDM.Manage Item Charges

Create Off Cycle Bill? — Yes / No

No →
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
4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges

1.2 Select Charges to be Billed and Enter Bill Information

1.3 Request to Create Off Cycle Bill Generator

1.5 Review Pending Off Cycle Bill Generator

Delete Pending Off Cycle Bill Generator? — Yes / No

1.6 Request Delete Off Cycle Bill Generator

Still Require to Bill Misc Charges? — Yes → 1.1 / No

1.8 Determine Required Billable Charge Functions

Modify Pending Off Cycle Bill Generator? — No / Yes

1.9 Re-Select Miscellaneous Charge(s) and Adjustment(s)

Bill Selected Charges Immediately? — Yes / No

2.1 Request to Complete Off Cycle Bill Generator → Page-2

4.2.1.6 Receive External Charges
4.2.1.7 Apply Miscellaneous Charges

C2M(CCB)

1.4 Create Off Cycle Bill Generator In Pending State

1.7 Delete Off Cycle Bill Generator

2.0 Update Pending Off Cycle Bill Generator

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PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	UGBU	PM URM Team	4.2.2.14 C2M.CCB.v2.7.Manage Off Cycle BillingCharges.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
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ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
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4.2.2.14 C2M.v2.7.CCB *Manage Off Cycle Billing Charges*

Customer

CSR or Authorized User

Page 1

P1
1.5

C2M(CCB)

Adjustment(s) Only — No

Yes

Page 3

Generate Bill Segment

Create Bill Segment

2.2 Select Billable Charges from Off Cycle Bill Generator

2.3 Determine Bill Period, Consumption Period

Pass Through Charges? — No

Pass Through Consumption? — No

Yes

2.4 Apply Rates to Calculate Charges

Yes

Require Additional Charges ? — No

Yes

2.5 Apply Rates to Calculate Additional Charges

2.6 Create Bill Segment Details and Bill Segment(s)

Bill Segment Generated Successfully? — No

Yes

2.7 Create Financial Transaction(s)

2.8 Generate Off Cycle Bill Generator Error Message

Freeze Bill Segment

2.9 Freeze Financial Transaction(s)

Pass Through Charges? — No

Yes

Pay Service Provider at Bill Time? — No

Yes
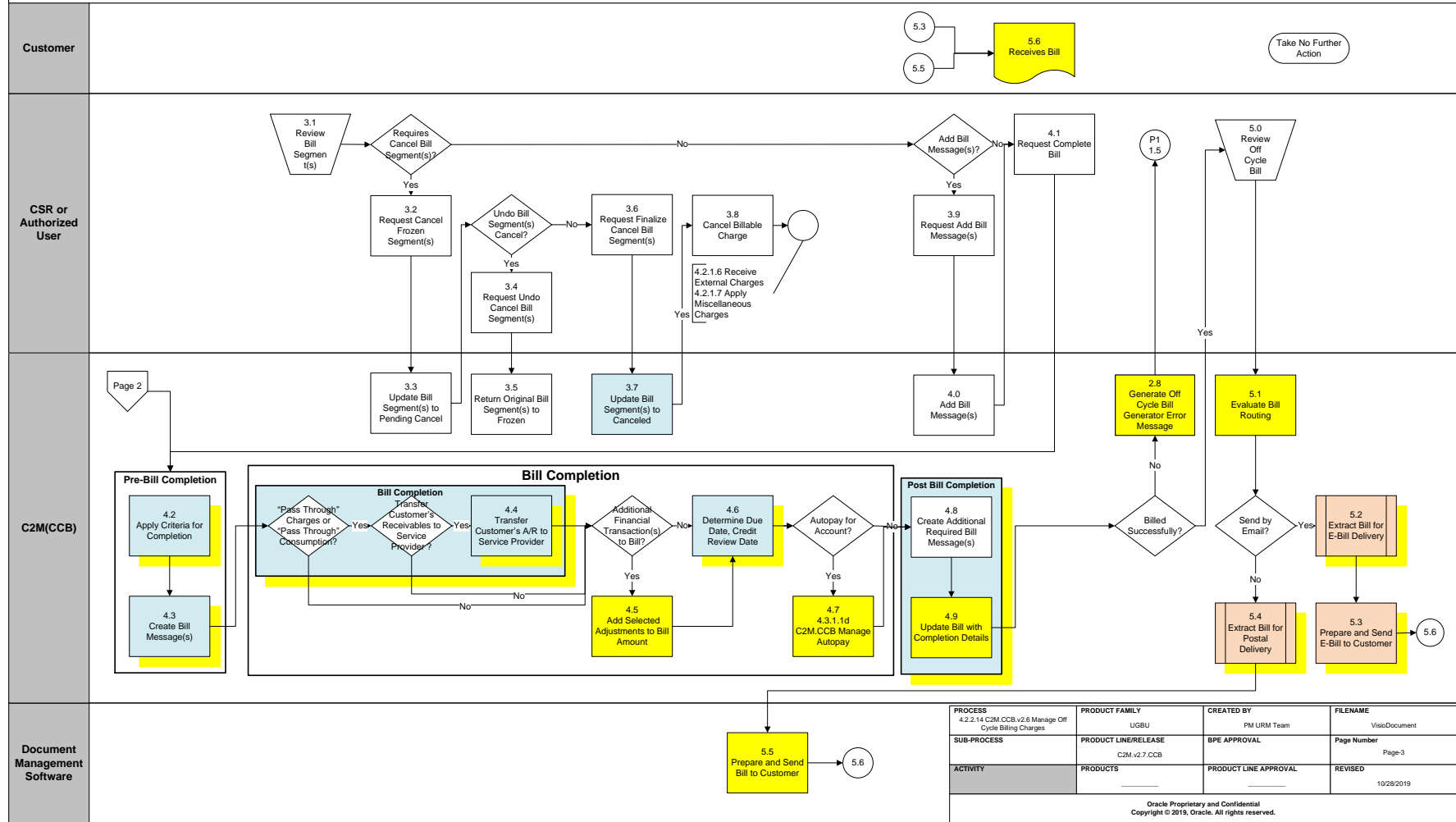
3.0 Initiate Payment Process to Service Provider

Page 3

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PROCESS 4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME VisioDocument
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4.2.2.14 C2M.v2.7.CCB *Manage Off Cycle Billing Charges*

Customer

5.3
5.5
5.6 Receives Bill
Take No Further Action

CSR or Authorized User

3.1 Review Bill Segment(s)
Requires Cancel Bill Segment(s)? — No
Add Bill Message(s)? — No
4.1 Request Complete Bill
P1 1.5
5.0 Review Off Cycle Bill

Yes
3.2 Request Cancel Frozen Segment(s)
Undo Bill Segment(s) Cancel? — No
3.6 Request Finalize Cancel Bill Segment(s)
3.8 Cancel Billable Charge
Add Bill Message(s)? Yes
3.9 Request Add Bill Message(s)

Yes
3.4 Request Undo Cancel Bill Segment(s)

4.2.1.6 Receive External Charges
4.2.1.7 Apply Miscellaneous Charges
Yes

C2M(CCB)

Page 2

3.3 Update Bill Segment(s) to Pending Cancel
3.5 Return Original Bill Segment(s) to Frozen
3.7 Update Bill Segment(s) to Canceled
4.0 Add Bill Message(s)
2.8 Generate Off Cycle Bill Generator Error Message
5.1 Evaluate Bill Routing

Pre-Bill Completion

4.2 Apply Criteria for Completion
4.3 Create Bill Message(s)

Bill Completion

"Pass Through" Charges or "Pass Through" Consumption? — Yes
Bill Completion Transfer Customer's Receivables to Service Provider? — Yes
4.4 Transfer Customer's A/R to Service Provider
Additional Financial Transaction(s) to Bill? — No
4.6 Determine Due Date, Credit Review Date
Autopay for Account? — No

No
No
Yes
4.5 Add Selected Adjustments to Bill Amount
Yes
4.7 4.3.1.1d C2M.CCB Manage Autopay

Post Bill Completion

4.8 Create Additional Required Bill Message(s)
4.9 Update Bill with Completion Details

Billed Successfully? — No
Send by Email? — Yes
5.2 Extract Bill for E-Bill Delivery

No
5.4 Extract Bill for Postal Delivery
5.3 Prepare and Send E-Bill to Customer
5.6

Document Management Software

5.5 Prepare and Send Bill to Customer
5.6

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	UGBU	PM URM Team	VisioDocument
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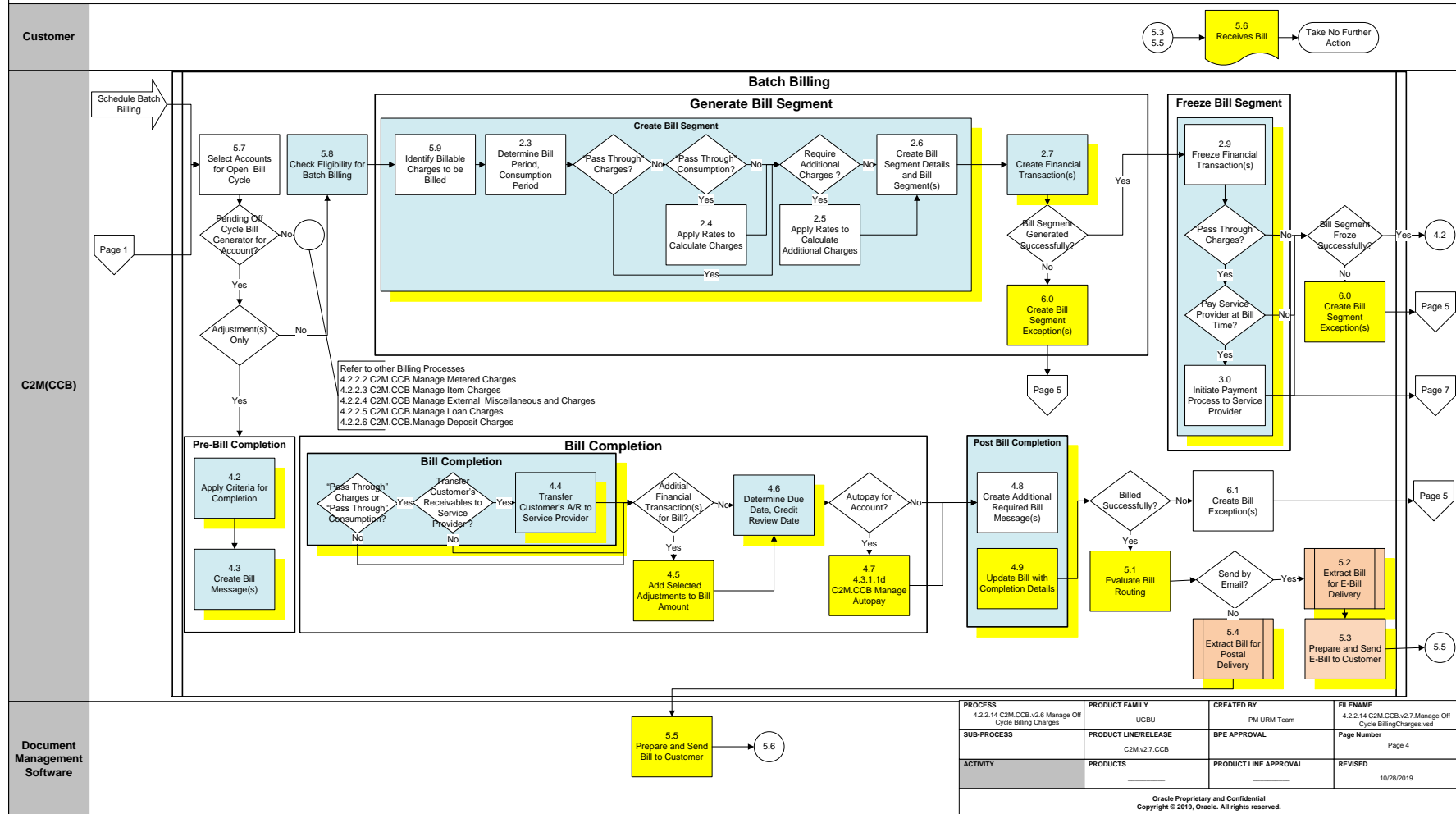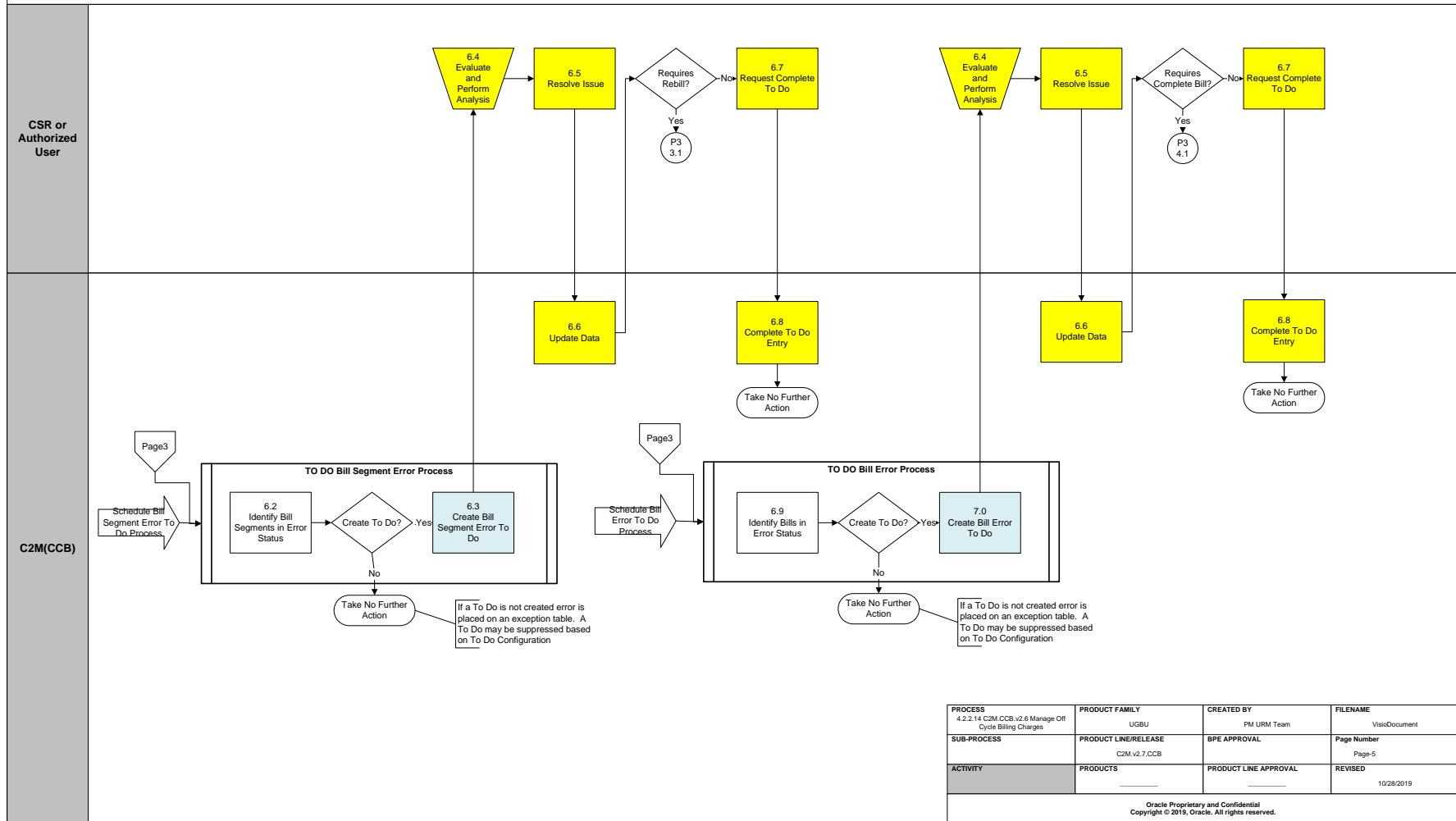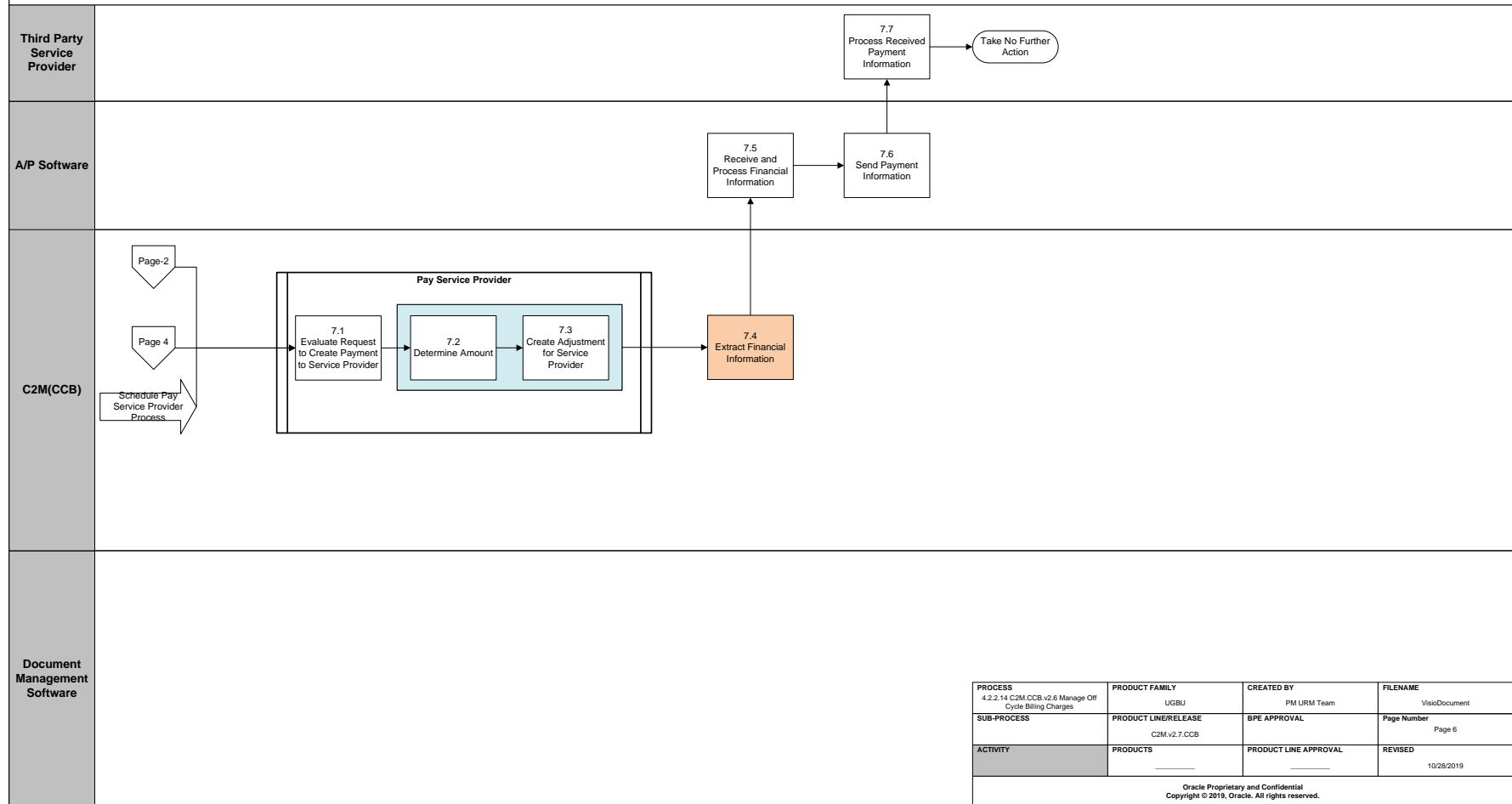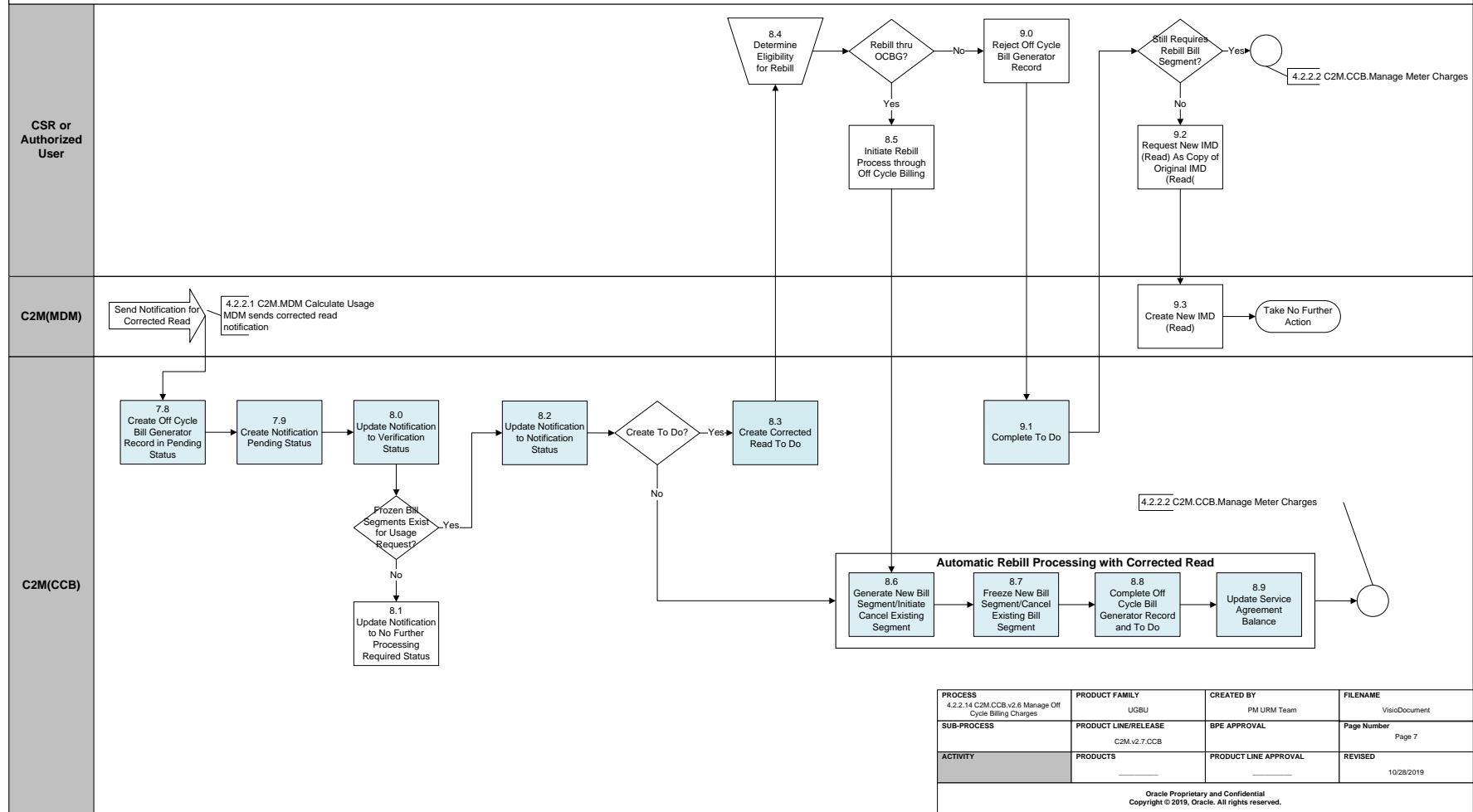**4.2.2.14 C2M.v2.7.CCB** *Manage Off Cycle Billing Charges*

Customer

- 5.3 / 5.5
- 5.6 Receives Bill
- Take No Further Action

C2M(CCB)

Schedule Batch Billing

Page 1

Batch Billing

Generate Bill Segment

Create Bill Segment

- 5.7 Select Accounts for Open Bill Cycle
- 5.8 Check Eligibility for Batch Billing
- Pending Off Cycle Bill Generator for Account? — No
- Adjustment(s) Only — No
- Yes

- 5.9 Identify Billable Charges to be Billed
- 2.3 Determine Bill Period, Consumption Period
- Pass Through Charges? — No / Yes
- 2.4 Apply Rates to Calculate Charges
- Pass Through Consumption? — No / Yes
- Require Additional Charges ? — No / Yes
- 2.5 Apply Rates to Calculate Additional Charges
- 2.6 Create Bill Segment Details and Bill Segment(s)

- 2.7 Create Financial Transaction(s)
- Bill Segment Generated Successfully? — Yes / No
- 6.0 Create Bill Segment Exception(s)
- Page 5

Freeze Bill Segment

- 2.9 Freeze Financial Transaction(s)
- Pass Through Charges? — No / Yes
- Pay Service Provider at Bill Time? — No / Yes
- 3.0 Initiate Payment Process to Service Provider
- Bill Segment Froze Successfully? — Yes → 4.2 / No
- 6.0 Create Bill Segment Exception(s)
- Page 5
- Page 7

Refer to other Billing Processes
4.2.2.2 C2M.CCB Manage Metered Charges
4.2.2.3 C2M.CCB Manage Item Charges
4.2.2.4 C2M.CCB Manage External Miscellaneous and Charges
4.2.2.5 C2M.CCB Manage Loan Charges
4.2.2.6 C2M.CCB.Manage Deposit Charges

Pre-Bill Completion

- 4.2 Apply Criteria for Completion
- 4.3 Create Bill Message(s)

Bill Completion

Bill Completion

- "Pass Through" Charges or "Pass Through" Consumption? — Yes / No
- Transfer Customer's Receivables to Service Provider ? — Yes / No
- 4.4 Transfer Customer's A/R to Service Provider

- Additial Financial Transaction(s) for Bill? — No / Yes
- 4.5 Add Selected Adjustments to Bill Amount
- 4.6 Determine Due Date, Credit Review Date
- Autopay for Account? — No / Yes
- 4.7 4.3.1.1d C2M.CCB Manage Autopay

Post Bill Completion

- 4.8 Create Additional Required Bill Message(s)
- 4.9 Update Bill with Completion Details
- Billed Successfully? — No / Yes
- 6.1 Create Bill Exception(s)
- Page 5
- 5.1 Evaluate Bill Routing
- Send by Email? — Yes / No
- 5.2 Extract Bill for E-Bill Delivery
- 5.4 Extract Bill for Postal Delivery
- 5.3 Prepare and Send E-Bill to Customer — 5.5

Document Management Software

- 5.5 Prepare and Send Bill to Customer — 5.6

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	UGBU	PM URM Team	4.2.2.14 C2M.CCB.v2.7.Manage Off Cycle BillingCharges.vsd
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4.2.2.14 C2M.v2.7.CCB *Manage Off-Cycle Billing Charges*

CSR or Authorized User

- 6.4 Evaluate and Perform Analysis
- 6.5 Resolve Issue
- Requires Rebill?
  - No → 6.7 Request Complete To Do
  - Yes → P3 3.1
- 6.4 Evaluate and Perform Analysis
- 6.5 Resolve Issue
- Requires Complete Bill?
  - No → 6.7 Request Complete To Do
  - Yes → P3 4.1

- 6.6 Update Data
- 6.8 Complete To Do Entry → Take No Further Action
- 6.6 Update Data
- 6.8 Complete To Do Entry → Take No Further Action

C2M(CCB)

Page3 → Schedule Bill Segment Error To Do Process

TO DO Bill Segment Error Process
- 6.2 Identify Bill Segments in Error Status
- Create To Do?
  - Yes → 6.3 Create Bill Segment Error To Do
  - No → 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

Page3 → Schedule Bill Error To Do Process

TO DO Bill Error Process
- 6.9 Identify Bills in Error Status
- Create To Do?
  - Yes → 7.0 Create Bill Error To Do
  - No → 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
4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	UGBU	PM URM Team	VisioDocument
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4.2.2.14 C2M.v2.7.CCB *Manage Off Cycle Billing Charges*

Third Party Service Provider

7.7
Process Received Payment Information

Take No Further Action

A/P Software

7.5
Receive and Process Financial Information

7.6
Send Payment Information

C2M(CCB)

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Page 4

Schedule Pay Service Provider Process

Pay Service Provider

7.1
Evaluate Request to Create Payment to Service Provider

7.2
Determine Amount

7.3
Create Adjustment for Service Provider

7.4
Extract Financial Information

Document Management Software

PROCESS 4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing 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 6
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4.2.2.14 C2M.v2.7.CCB *Manage Off Cycle Billing Charges*

CSR or Authorized User

- 8.4 Determine Eligibility for Rebill
- Rebill thru OCBG? — No / Yes
- 8.5 Initiate Rebill Process through Off Cycle Billing
- 9.0 Reject Off Cycle Bill Generator Record
- Still Requires Rebill Bill Segment? — Yes → 4.2.2.2 C2M.CCB.Manage Meter Charges / No
- 9.2 Request New IMD (Read) As Copy of Original IMD (Read(

C2M(MDM)

- Send Notification for Corrected Read
- 4.2.2.1 C2M.MDM Calculate Usage MDM sends corrected read notification
- 9.3 Create New IMD (Read)
- Take No Further Action

C2M(CCB)

- 7.8 Create Off Cycle Bill Generator Record in Pending Status
- 7.9 Create Notification Pending Status
- 8.0 Update Notification to Verification Status
- Frozen Bill Segments Exist for Usage Request? — Yes / No
- 8.1 Update Notification to No Further Processing Required Status
- 8.2 Update Notification to Notification Status
- Create To Do? — Yes / No
- 8.3 Create Corrected Read To Do
- 9.1 Complete To Do

4.2.2.2 C2M.CCB.Manage Meter Charges

Automatic Rebill Processing with Corrected Read

- 8.6 Generate New Bill Segment/Initiate Cancel Existing Segment
- 8.7 Freeze New Bill Segment/Cancel Existing Bill Segment
- 8.8 Complete Off Cycle Bill Generator Record and To Do
- 8.9 Update Service Agreement Balance

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.14 C2M.CCB.v2.6 Manage Off Cycle Billing Charges	UGBU	PM URM Team	VisioDocument
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Detail Business Process Model Description

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

1.1 Evaluate Customer Account Eligibility for 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 adding new Bill or any rebilling based on established business rules.

Configuration required Y   **Entities to Configure:** | Installation Options |

1.2 Select Charges to be Billed and Enter Bill Information
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User identifies a need to create a separate Bill outside the regular billing cycle for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill. When creating the Off Cycle Bill Generator, the CSR or Authorized User also enters the required bill information to be used when creating the bill: the Cutoff Date, Accounting Date, Allow Estimates switch, Billing Option and Bill Date.

1.3 Request to Create Off Cycle Bill Generator
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User requests a new Off Cycle Bill Generator is created. This Off Cycle Bill contains at least one Adjustment, Billable Charge or Service Agreement as selected by the CSR or Authorized User.

1.4 Create Off Cycle Bill Generator in Pending State
Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates the Off Cycle Bill Generator in Pending State with the selected Billable Charges, Service Agreement and /or Adjustments. This step is executed from online processing by the CSR or Authorized User.

Process Plug-in enabled Y	**Available Algorithm(s):**	F1-STD-DTMBO - Determine Standard Business Object
		C1-OCBG-MINF - Off Cycle Bill Generator Information
		C1-OCBG-INFO - Off Cycle Bill Generator Information
		C1-OCBG-VAL - Off Cycle Bill Generator Validation
		F1-GEN-BOMON - Generic Business Object Status Monitor
		C2M(CCB)-C2M(MDM) Integration C1-CORRRDTD - Create Corrected Read Notification To Do

Configuration required Y	**Entities to Configure:**	C1-OCBG - Off Cycle Bill Generator Monitor

Business Objects Y	**Business Object:**	C1-OffCycleBillGenerator - Off Cycle Bill Generator
		CC&B-MDM Integration C1-CorrectedReadNotification - MDM Corrected Read

1.5 Review Pending Off Cycle Bill Generator
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews the new Off Cycle Billable Charges, Service Agreement Charges and/or Adjustments.

1.6 Request Delete Off Cycle Bill Generator
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User determines they have incorrectly added the Off Cycle Bill Generator, the CSR or Authorized User can delete the pending Off Cycle Bill Generator.   Note: The "Delete" Function is used when deleting a pending Off Cycle Bill Generator.

1.7 Delete Off Cycle Bill Generator
Actor/Role: C2M(CCB)
Description:
C2M(CCB) deletes the Off Cycle Bill Generator record.

1.8 Determine Required Billable Charge Functions
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User determines to delete the Off Cycle Bill Generator, other Billable Charge functions may be required. If so, refer to 4.2.1.6 C2M.CCB Receive External Charges or 4.2.1.7 C2M.CCB.Apply Miscellaneous Charges.

1.9 Re-Select Miscellaneous Charge(s) and Adjustment(s)
Actor/Role: CSR or Authorized User
Description:
If the CSR or Authorized User identifies a need to update the Off Cycle Bill Generator record, they edit the Off Cycle Bill Generator to remove or add specific charges to be placed on the Off Cycle Bill. After they have completed with their changes, they Save the Off Cycle Bill Generator.

2.0 Update Pending Off Cycle Bill Generator
C2M(CCB) updates the Off Cycle Bill Generator with the information selected.

Process Plug-in enabled Y	**Available Algorithm(s):**	
		C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
		C1-OCBG-TODO - Off Cycle Bill Generator - Complete To Do Entry
		C1-CHKFRZNBS - Check For Frozen Bill Segments
		CC&B-MDM Integration C1-MDM-TMOT - Check for Response Time Out
		F1-GEN-BOMON - Generic Business Object Status Monitor
		C1-REBILLBS - Rebill Bill Segment
		C1-FREEZEBS - Freeze Bill Segments
		C1-UNDOREBIL - Undo Rebill Bill Segment

Configuration required Y	**Entities to Configure:**	C1-OCBG - Off Cycle Bill Generator Monitor

Business Objects Y	**Business Object:**	C1-OffCycleBillGenerator - Off Cycle Bill Generator
		CC&B-MDM Integration C1-CorrectedReadNotification - MDM Corrected Read Notification

<u>2.1</u> **Request to Complete Off Cycle Bill Generator**
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User requests to complete the Off Cycle Bill Generator in order for the system to generate an Off Cycle Bill.
Note: The "Complete" function is used when creating a new Off Cycle Bill.

<u>2.2</u> **Select Billable Charges from Off Cycle Bill Generator**   **Group: Create Bill Segment**
                                                                                Group: Generate Bill Segment
                                                                                Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
Upon Completion of the Off Cycle Bill Generator, C2M(CCB) identifies Billable Charges included in the Off Cycle Bill Generator and generates Bill Segment(s).

Process Plug-in enabled Y	**Available Algorithm(s):**	BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).
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 Types

2.3 Determine Bill Period, Consumption Period   **Group: Create Bill Segment**
                                                            Group: Generate Bill Segment
                                                            Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) identifies the Bill Period and Consumption period (consumption period is needed for "Pass Through" charges only).

Process Plug-in enabled Y	**Available Algorithm(s):**	BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

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 Types

2.4 Apply Rates to Calculate Charges   **Group: Create Bill Segment**
                                                  Group: Generate Bill Segment
                                                  Group: Batch Billing

Actor/Role: C2M(CCB)
Description:

Sometimes a Third Party Service Provider passes consumption rather than the calculated bill lines. If this is the case, the Third Party Service Provider provides the Utility Company with rates to configure and C2M(CCB) applies the rate calculations.

Process Plug-in enabled Y	**Available Algorithm(s):**	BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

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 Types
		Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

2.5 **Apply Rates to Calculate Additional Charges**	**Group: Create Bill Segment**
	Group: Generate Bill Segment
	Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If there is a need to add flat charges to the charges sent by Third Party Service Provider or to calculate taxes, C2M(CCB) applies additional rates calculations.

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed

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Process Plug-in enabled Y	Available Algorithm(s):	billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

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 Types
		Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

2.6 Create Bill Segment Details and Bill Segment(s)   **Group: Create Bill Segment**
                                                             Group: Generate Bill Segment
                                                             Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates a bill segment for each unbilled billable charge set. If multiple billable charge lines associated with the billable charge set (either because they were entered or calculated by rates), C2M(CCB) creates individual bill segment calculation lines.

Process Plug-in enabled Y	Available Algorithm(s):	
		BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in

	one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

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 Types
		Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

2.7 **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):**	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
		BSBF-CU - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where: - Payoff amount = 0 - Current amount = 0 - 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).

<table>
<tr><td>C1-C0-GL - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:- Payoff amount = bill amount - Current amount = 0- The general ledger is affected
C1-C0-NOGL - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:- Payoff amount = bill amount - Current amount = 0- The general ledger is not affected.
CI_BSGFTDIST - Payoff Amt = Bill Amt / Current Amt = Amt Due (Checks bill segment CLOB for GL details)</td></tr>
</table>

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

2.8 Generate Off Cycle Bill Generator Error Message   **Group: Generate Bill Segment**
Actor/Role: C2M(CCB)
Description:
If an error is detected during the generation of the Bill Segment or creation of the Off Cycle Bill, the system displays a message on the Off Cycle Bill Generator portal. The Off Cycle Bill Generator remains in pending status for review by the CSR or Authorized User.

2.9 Freeze Financial Transaction(s)   **Group: Freeze Bill Segment**
      Group: Batch Billing
Actor/Role: C2M(CCB)
Description:
C2M(CCB) freezes Financial Transaction(s) associated with the Bill Segment(s). 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. This step could be executed from online and batch.

Process Plug-in enabled Y	**Available Algorithm(s):**	STG PAY SPR - Stage to Pay Service Provider (SA Type – FT Freeze Method - When a FT is frozen that is linked to a sub SA with a We Bill For Them service provider, the FT must be analyzed to determine if it should trigger a payment of a service provider. This algorithm performs this analysis and sets up the trigger to execute the Pay Service Provider Batch 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:**	Installation Options – Bill Freeze Options
		SA Type
		Service Provider

3.0 **Initiate Payment Process to Service Provider**   **Group: Freeze Bill Segment**
                                                                   Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If the Utility Company provides billing services for Third Party Service Provider, Utility Company owes Third Party Service Provider money if Utility Company receives payment from Customer. There are two options to pay required amounts to Party Service Provider:

- Pay at bill time
- Pay at pay time

If option "pay at bill time" is configured, C2M(CCB) creates FT process that will trigger Pay Service Provider process. This step could be executed from online and batch.

C2M(CCB) freezes Financial Transaction(s) associated with the Bill Segment(s). 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.

Process Plug-in enabled Y	**Available Algorithm(s):**	STG PAY SPR - Stage to Pay Service Provider (SA Type – FT Freeze Method - When a FT is frozen that is linked to a sub SA with a We Bill For Them service provider, the FT must be analyzed to determine if it should trigger a payment of a service provider. This algorithm performs this analysis and sets up the trigger to execute the Pay Service Provider Batch 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:**	Installation Options – Bill Freeze Options
		SA Type
		Service Provider

3.1 Review Bill Segment(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews the bill segment and determines next steps.

3.2 Request Cancel Frozen 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

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

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

3.4 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.

3.5 Return Original Bill Segment(s) to Frozen
Actor/Role: C2M(CCB)
Description:
The original Bill Segment(s) is returned to Frozen in C2M(CCB). There is no impact to financial transactions

3.6 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).

3.7 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): | BSFZ-EMPTY - An empty sample algorithm for BS Freeze/Cancel |

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

3.8 Cancel Billable Charge
Actor/Role: CSR or Authorized User

Description:
The CSR or Authorized User.
It's recommended to cancel Billable Charges associated with Cancelled Bill Segment. If the original billable charges (Pass Through Charges) were incorrect, the Third Party Service Provider would send both a reversal of the charges and a newly revised set of information. These could be passed as two separate billable charges or they could be combined on a single billable charge.   Refer to C2M.CCB.4.2.1.6 Receive External Charges.

If the Bill Segment is for one time charge has been canceled, typically the associated Billable Charge is also canceled.   The CSR or Authorized User creates new as applicable. Refer to C2M.CCB.4.2.1.7 Apply Miscellaneous Charges.

3.9 Request Add Bill Message(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User may add Service Agreement related Bill Messages for 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 Message(s) 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(s) is added to the bill in C2M(CCB).

4.1 Request Complete Bill
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User requests the system to complete the bill.

4.2 Apply Criteria for Completion   Group: Pre-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. C2M(CCB) makes use of Pre-Bill Completion algorithms. Based on the requirements, the configured algorithms 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.
Skip Bill Completion Action dependent on bill segment status. Additional available pre-bill completion algorithms are listed here.

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.

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.   Online

Customizable process N   **Process Name:**

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 Message(s)   Group: Pre-Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) creates a bill message for the given bill when a bill segment is deleted.   The Bill Message code is a parameter for the following algorithm.

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

DEL-BSEG –This Bill pre-completion algorithm deletes Bill Segments that are in Error

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.

4.4 Transfer Customer's A/R to Service Provider   Group: Bill Completion
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If the Utility Company provides billing services for a Third Party Service Provider, it may directly transfer Customer balance to the Service Provider's Account.

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

TBFU XFER - Check for They Bill For Us Service Providers - This SA Type Bill Completion algorithm checks if there are They Bill For Us service providers linked to the master SA's on a completed bill. If it finds them: - It transfers the receivable from the customer to the TBFU service provider by calling the Transfer A/R algorithm defined on the TBFU service provider.

	- It marks the financial transactions for routing to the TBFU service provider. It does this by marking the FT with the billable charge download process defined on the TBFU service provider.
	BCMP-TR - Check for We Bill For Them Service Provider - This SA Type Bill Completion algorithm is used to transfer receivables from a customer's sub SA to a WBFT service provider, e.g., for umbrella agreements. It should be used on SA types defined for sub SAs 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.

Configuration required Y	Entities to Configure:	SA Type
		Adjustment Type
		Service Providers

4.5 Add Selected Adjustments to Bill Amount   Group: Bill Completion
                                                       Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
During Bill Completion C2M(CCB) adds Adjustments or Bill corrections not included in the previous Bills to the newly created Bill. A Bill created from an Off Cycle Bill Generator would have specific adjustments defined in the Off Cycle Bill Generator record.   Step could be initiated from online and batch.

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.

4.6 Determine Due Date, 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

4.7 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.

4.8 Create Additional Required Bill Message(s)   **Group: Post 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.

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	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

4.9 **Update Bill with Completion Details**   **Group: Post 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.

5.0 **Review Off Cycle Bill**
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews the Off Cycle Bill and the information presented on it.

5.1 **Evaluate Bill Routing**   **Group: Batch Billing**

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

5.2 Extract Bill for E-Bill Delivery   **Group: Batch Billing**

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

5.3 Prepare and Send E-Bill to Customer   **Group: Batch Billing**

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

5.4 Extract Bill for Postal Delivery   Group: Batch Billing

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.
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

5.5 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.

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

5.7 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

5.8 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

5.9 Identify Billable Charges to be Billed   **Group: Create Bill Segment**
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
C2M(CCB) identifies the Customer's Billable Charges that haven't been billed yet. If any of Pass Through Charges or Miscellaneous Charges are identified, the process generates Bill Segment(s).

Process Plug-in enabled Y	**Available Algorithm(s):**	BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

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 Types

6.0 Create Bill Segment Exception(s)   **Group: Create Bill Segment**

Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)
Description:
If a freezable or frozen Bill Segment cannot be created, C2M(CCB) creates a <u>Bill Segment</u> 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 is reviewed at this time for online billing to remedy the issue. For Batch Billing data may change 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.

<u>6.1</u> **Create Bill Exception(s)**   **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.

<u>6.2</u> **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 <u>Bill Segment</u> 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

6.3 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

6.4 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.

6.5 Resolve Issue

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

6.6 Update Data

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

6.7 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.

6.8 Complete To Do Entry

Actor/Role: C2M(CCB)

Description:

The To Do Entry is updated to Complete Status in C2M(CCB)

6.9 Identify Bills in Error Status   Group: To Do B

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

7.0 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

7.1 Evaluate Request to Create Payment to Service Provider   Group: Pay Service Provider

Actor/Role: C2M(CCB)

Description:

This is the first step of scheduled batch process. It evaluates Financial Transaction Process records created during online or batch Billing process for 'Pass Through' charges.

Customizable process N	**Process Name:**	PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not supplied, the process uses all FT / Process records marked with the current run number.

Configuration required Y	**Entities to Configure:**	Service Provider

 7.2 Determine Amount   Group: Pay Service Provider

Actor/Role: C2M(CCB)

Description:

Process determines amount to be paid to the Third Party Service Provider.

Process Plug-in enabled Y	**Available Algorithm(s):**	PAY SPR - Pay Service Provider full amount – This Service Provider algorithm is used to increase how much is owed to a service provider as a result of a payment / bill. This results in an adjustment (the adjustment type is defined using Adjustment Type).
		PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not

Customizable process N	Process Name:	supplied, the process uses all FT / Process records marked with the current run number.

Configuration required Y	Entities to Configure:	Service Provider
		Adjustment Type

7.3 Create Adjustment for Service Provider   Group: Pay Service Provider

Actor/Role: C2M(CCB)

Description:

Process creates Adjustment(s) with full amount that Utility Company owes Third Party Service Provider.

Process Plug-in enabled Y	Available Algorithm(s):	PAY SPR - Pay Service Provider full amount – This Service Provider algorithm is used to increase how much is owed to a service provider as a result of a payment / bill. This results in an adjustment (the adjustment type is defined using Adjustment Type).

Customizable process N	Process Name:	PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not supplied, the process uses all FT / Process records marked with the current run number.

Configuration required Y	Entities to Configure:	Service Provider
		Adjustment Type

7.4 Extract Financial Information

Actor/Role: C2M(CCB)

Description:

If payment information is to be sent electronically to a Third Party Service Provider, a custom extract process is required.

Customizable process Y	Process Name:	Custom Extract Process

7.5 Receive and Process Financial Information
Actor/Role: A/P Software
Description:
Financial software receives and process information about payments for Third Party Service Provider.

7.6 Send Payment Information
Actor/Role: A/P Software
Description:
Financial software sends payments and required information about payment for Third Party Service Provider.

7.7 Process Received Payment Financial Information
Actor/Role: Third Party Service Provider
Description:
Third Party Service Provider receives and process Payment and required information.

7.8 Create Off Cycle Bill Generator Record in Pending Status
Actor/Role: C2M(CCB)
Description:
Based on C2M(MDM) configuration and processing, C2M(MDM) may identify that a corrected read is received for a Usage Transaction that was previously sent to C2M(CCB) for billing. When this occurs, a corrected read notification Off Cycle Bill Generator record is created in CCB.   The system can be configured to continue automatically with the rebilling process or a To Do entry is created for manual review and further analysis. Organizations need to determine if it is a good fit for their business to automate this rebilling process or if they prefer for a CSR to review and analyze next steps.   Any thresholds, or filtering by defined criteria would be custom processing.

Business Object exist   **Business Object(s)**

C1-CorrectedReadNotification - This business object is used to process a corrected read notification received from MDM.

To configure your system for corrected read processing using this business object:
- Ensure that it's specified as the OCBG Corrected Read BO maintenance object option on the Off Cycle Bill Generator MO (C1-OCBG)
- A cancellation reason is required when a corrected read notification is cancelled. Your implementation must define valid cancel reasons. Navigate to the

> lookup page and define valid values for the lookup field C1_CORRD_CAN_RSN_FLG
> - Create a 'Check for Response Timeout' algorithm and specify your timeout criteria. Update the Processing Required state on the corrected read BO to reference the timeout algorithm
>
> In addition to the standard BO options, the following BO option is relevant to off cycle bill generator business objects:
> - System Creation Only: Use this option to identify OCBG BO's that may not be instantiated by a user, e.g. corrected reads are only created by the system when notification is received from MDM. This option is used to exclude a BO from the dropdown list of valid BO's on add. It also prevents the SA linked to the corrected read OCBG from being skipped by normal billing.

7.9 Create Notification Pending Status
Actor/Role: C2M(CCB)
Description:
When the corrected read notification Off Cycle Bill Generator is created, the status is pending.

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

> F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition.

Business Object exist   Business Object(s)

> C1-CorrectedReadNotification – Status: Pending

8.0 Update Notification to Verification Status
Actor/Role: C2M(CCB)
Description:
The corrected read notification Off Cycle Bill Generator is updated to Verification status.   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. If frozen bill segments are found linked to the usage request, cancel/rebill may be needed and a user typically should be notified.   Otherwise no processing is necessary.

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Process Plug-in enabled Y	**Available Algorithm(s):**	C1-CHKFRZNBS – Check for Frozen Bill Segments - This algorithm checks for frozen bill segments that span a corrected read notification period.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: Verification

8.1 Update Notification to No Further Processing Required Status
Actor/Role: C2M(CCB)
Description:
The system did not detect any frozen bill segments for the usage request associated with the corrected read notification Off Cycle Bill Generator. No further processing is required and this is considered a final status for the notification.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: No Further Processing Required

8.2 Update Notification to Notification Status
Actor/Role: C2M(CCB)
Description:
If the organization wants a user to manually review the corrected read notification and determine if a cancel / rebill should be performed, the algorithms noted below create and complete Correction Read Notification To Dos. If the organization wants to automate cancel / rebill without user intervention, the Generic Business Object Status Monitor algorithm (F1-TRN-DF-NS) can be plugged in to transition the corrected read to the default next state.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required.
		F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state.
		The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: Notification

8.3 Create Corrected Read To Do
Actor/Role: C2M(CCB)
Description:
If configured, a corrected read notification To Do entry is created and available for further analysis.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: Notification

Configuration required Y	**Entities to Configure:**	To Do Role(s) for base C1-CORRD To Do Type

8.4 Determine Eligibility for Rebill
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User receives the Corrected Read To Do through the normal channels.   The To Do may be self-assigned or a specifically assigned user may assign and distribute the To Dos to the individual user. Based on the organizations business polies, the CSR or Authorized User determines whether or not to initiate the rebill process.

Configuration required Y	**Entities to Configure:**	To Do Role(s) for base C1-CORRD To Do Type

8.5 Initiate Rebill Process through Off Cycle Billing
Actor/Role: CSR or Authorized User
Description:
From the To Do Entry, the user navigates to the Off Cycle Bill Generator record. The user has now determined to use the rebill action.   This will initiate the rebilling process to continue automatically for the given bill segment.   For details of rebilling and related information for usage requests, refer to 4.2.2.2 C2M.CCB.Manage Meter Charges.

8.6 Generate New Bill Segment/Initiate Cancel Existing Bill Segment   Group: Automatic Rebill Processing with Corrected Read
Actor/Role: C2M(CCB)
Description:
If the corrected read notification business object is configured to automate the cancel / rebill process without user intervention, or if the CSR or Authorized User requested the rebill while working a Correction Read Notification To Do, CCB initiates the rebill function by generating a new Bill Segment in Freezable status.   The existing Bill Segment is now Pending Cancel status.   The new Bill Segment reflects the corrected read from MDM.

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

F1-TRN-DF-NS – Generic Business Object Monitor
C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.

Business Object exist   Business Object(s)

C1-CorrectedReadNotification – Status: Processing Required

Configuration required Y   Entities to Configure:

Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason.

8.7 Freeze New Bill Segment/Cancel Existing Bill Segment   Group: Automatic Rebill Processing with Corrected Read
Actor/Role: C2M(CCB)
Description:
CCB continues with confirmation of the correction by freezing the new Bill Segment and canceling the existing Bill Segment.

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

F1-TRN-DF-NS – Generic Business Object Monitor
C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.
C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: Processing Required, Complete

Configuration required Y	**Entities to Configure:**	Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason.

8.8 Complete Off Cycle Bill Generator Record and To Do   Group: Automatic Rebill Processing with Corrected Read
Actor/Role: C2M(CCB)
Description:
The OCBG record is now considered complete and the To Do entry is also automatically completed.

Process Plug-in enabled Y	**Available Algorithm(s):**	F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state. The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Business Object exist	**Business Object(s)**	C1-CorrectedReadNotification – Status: Complete

8.9 Update Service Agreement Balance   Group: Automatic Rebill Processing with Corrected Read
Actor/Role: C2M(CCB)
Description:
The Service Agreement balance now reflects the financial impact of the rebilling between the original bill segment and the rebilled bill segment.

Process Plug-in enabled Y	**Available Algorithm(s):**	C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.

Business Object exist   **Business Object(s)** | C1-CorrectedReadNotification – Status: Complete |

9.0 Reject Off Cycle Bill Generator Record
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User may determine to discontinue processing for the rebill. They will reject the Off Cycle Bill Generator record.

9.1 Complete To Do
Actor/Role: C2M(CCB)
Description:
The associated To Do Entry is completed in C2M(CCB).

9.2 Request New IMD (Read) As Copy of Original IMD (Read)
Description:
The CSR or Authorized User saves a new IMD as a copy of the original IMD (read) used on the original Usage Transaction/Bill. This step is required so that the next bill segment created is based on the original IMD (read), not the corrected IMD (read).

9.3 Create New IMD (Read)
Actor/Role: C2M(MDM)
Description:
A new IMD is created in C2M(MDM).

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
10/18/10	Tony Verano	1	Initial Version
10/22	Yoko Iwahiro	2	Add Business Objects and Algorithms.
10/25/10	Geir Hedman		Updated Title and Content page
11/16/10	Galina Polnsky		Review
12/9/2010	Sarit Cohen		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
10/23/13	James Foreman		Updated Document and Visio
10/30/2013	Galina Polonsky		Reviewed, Approved
01/12/2016	Line Prado		Updated from 2.4 to 2.5
01/23/2016	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
11/21/2017	Colleen King		Updated with Corrected Read Notification and other C2M information
12/19/2017	Galina Polonsky		Reviewed, Approved
09/28/2018	Debby Phelps		Updated Document and Visio
10/09/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Bill

Bill .doc

Bill Segment

Bill Segment.doc

Admin Menu/Installation Options/Control Central Alerts

Installation Options
Framework Control C

Control Central Search

Control Central
Search.doc

Dashboard

Dashboard.doc

Rate Algorithms - Entities to Configure

Rate
Configuration.doc

Account - Auto Pay

Auto Pay.doc

Off Cycle Bill Generator

Off Cycle Bill
Generator.doc