



C2M.v2.7.CCB

4.2.2.4 Manage External and Miscellaneous Charges

Creation Date: June 15, 2009

Last Updated: February 11, 2020

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Brief Description

Business Process:	4.2.2.4 C2M.CCB.Manage External and Miscellaneous Charges
Process Type:	Sub Process
Parent Process:	4.2.2 C2M.CCB.Manage Bill
Sibling Processes:	4.2.2.2 C2M.CCB.Manage Meter Charges, 4.2.2.3 C2M.CCB.Manage Item Charges, 4.2.2.5 C2M.CCB.Manage Loan Charges, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 4.2.1.6 C2M.CCB.Receive External Charges, 4.2.1.7 C2M.CCB.Apply External Charges, 4.3.1.1 C2M.CCB.Manage Payments

This process describes Billing for External and Miscellaneous services. This process takes place in following situations:

- Some Utility Companies practice receiving charges or consumption calculated by Third Party Service Provider and presenting them on the customer's bill along with own charges. These charges called "pass through" charges and Utility Company creates bills for these charges as soon as Third Party Service Provider provides External Charges ("Pass Through" charges) details (See 4.2.1.6 C2M.CCB.Receive External Charges and 4.2.1.7 C2M.CCB.Apply External Charges for details)
- Utility Company provides the service that occurs outside of main course of business and needs to include charges for the provided service into the one or more Customer's bill(s)

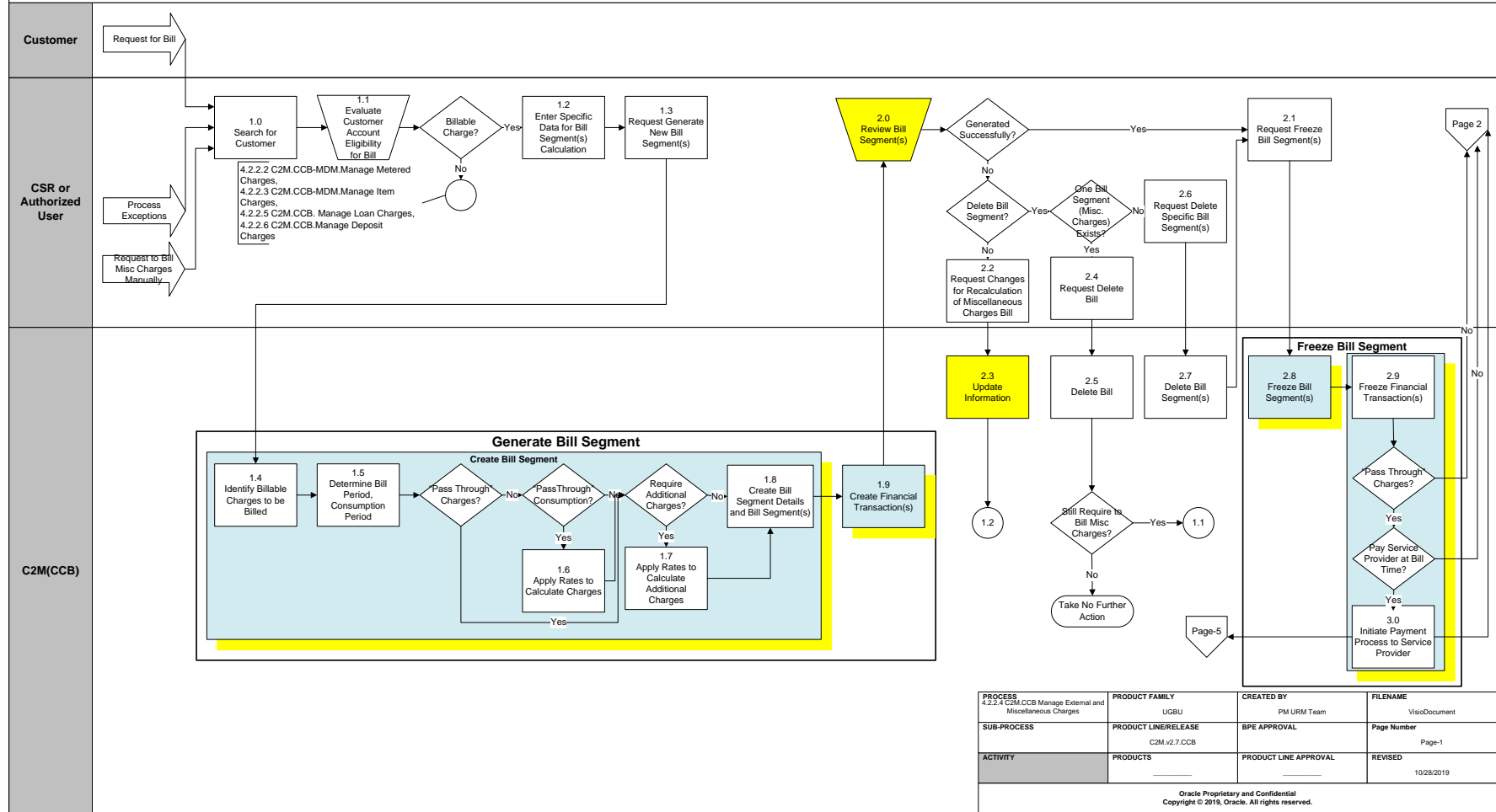
Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User can modify the bill.

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 using Bill messages.

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

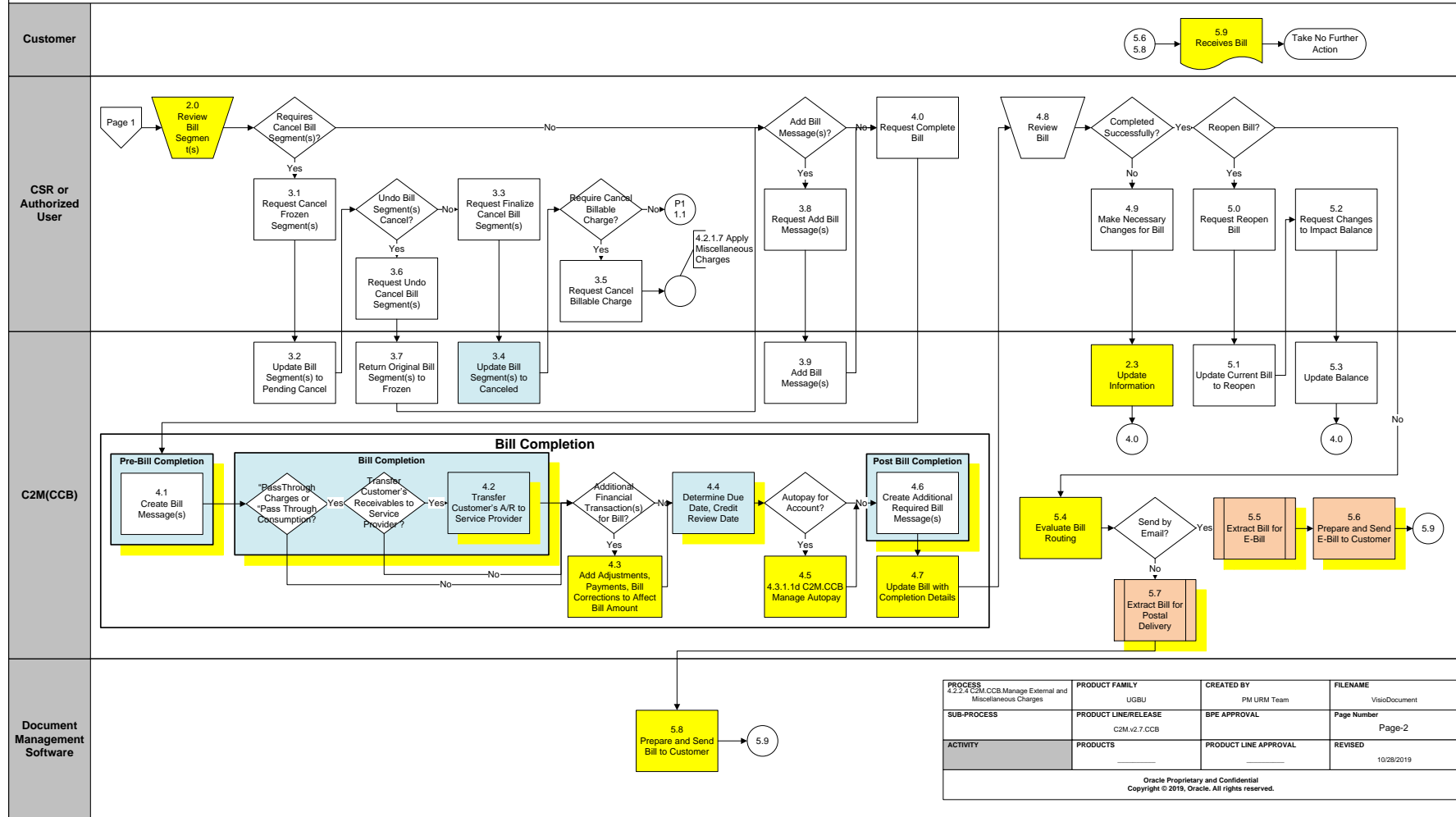
Business Process Model Page 1

4.2.2.4 C2M.v2.7.CCB *Manage External and Miscellaneous Charges*



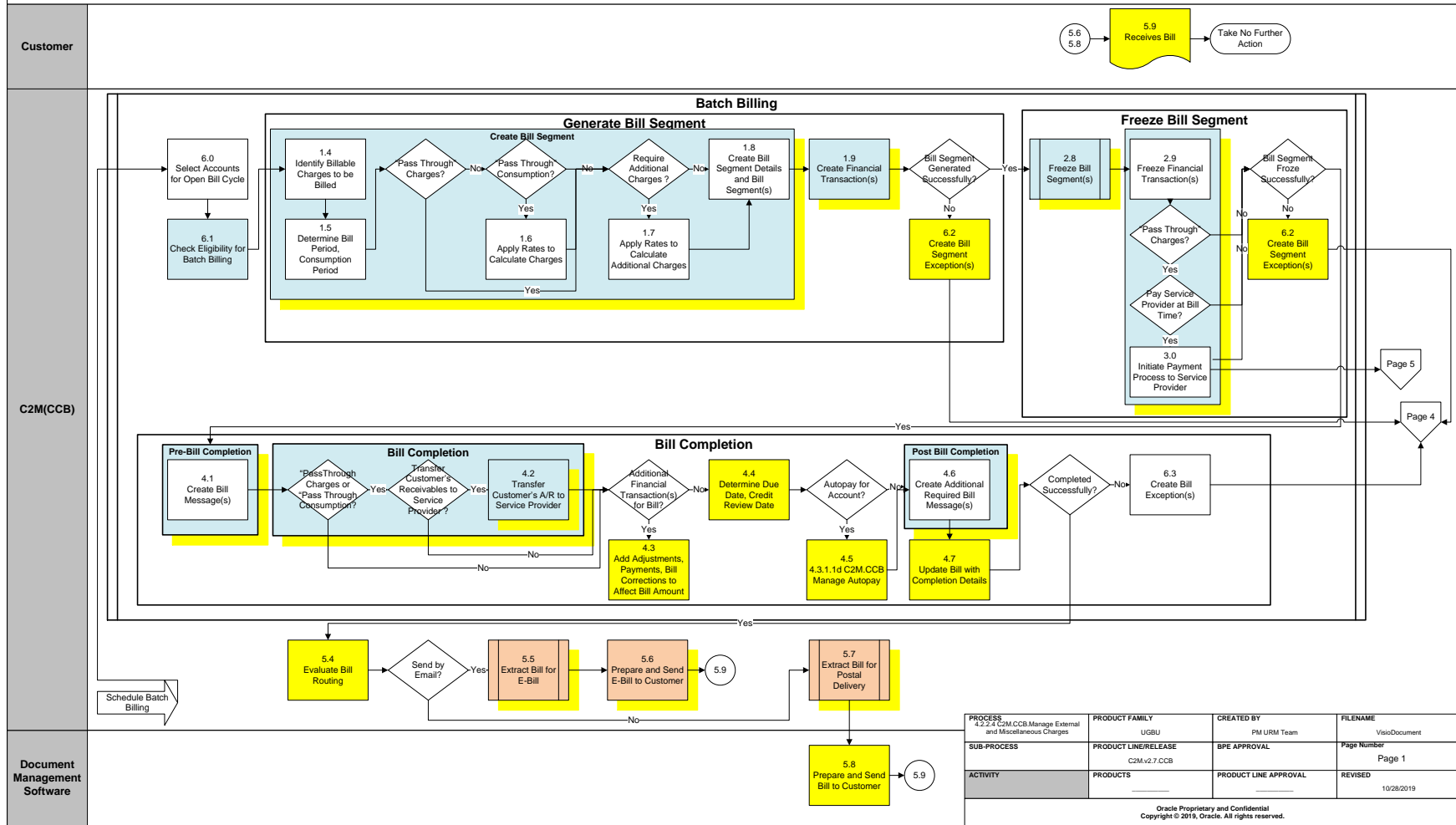
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4.2.2.4 C2M.v2.7.CCB *Manage External and Miscellaneous Charges*



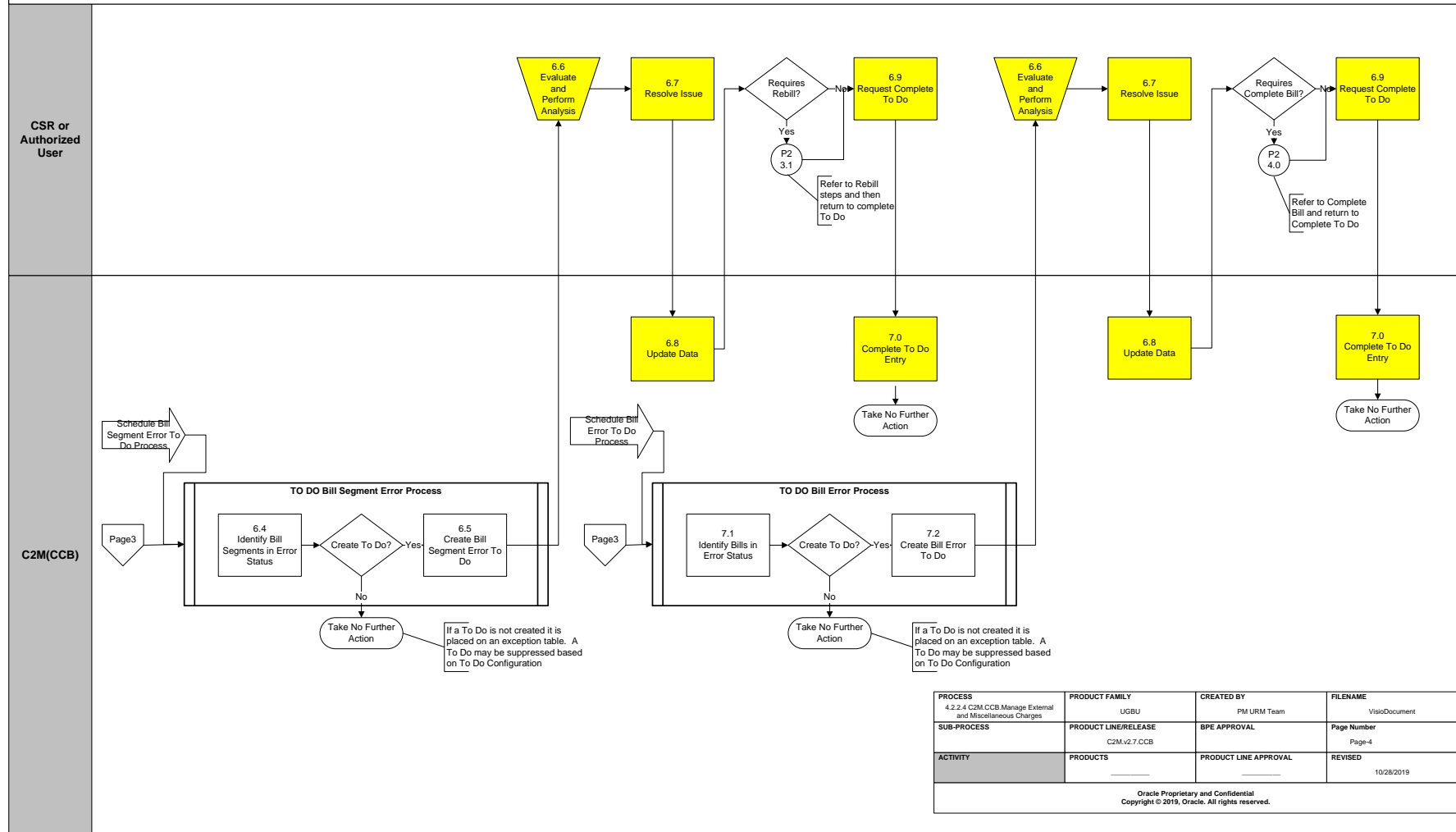
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4.2.2.4 C2M.v2.7.CCB *Manage External and Miscellaneous Charges*



Business Process Model Page 4

4.2.2.4 C2M.v2.7.CCB *Manage External and Miscellaneous Charges*

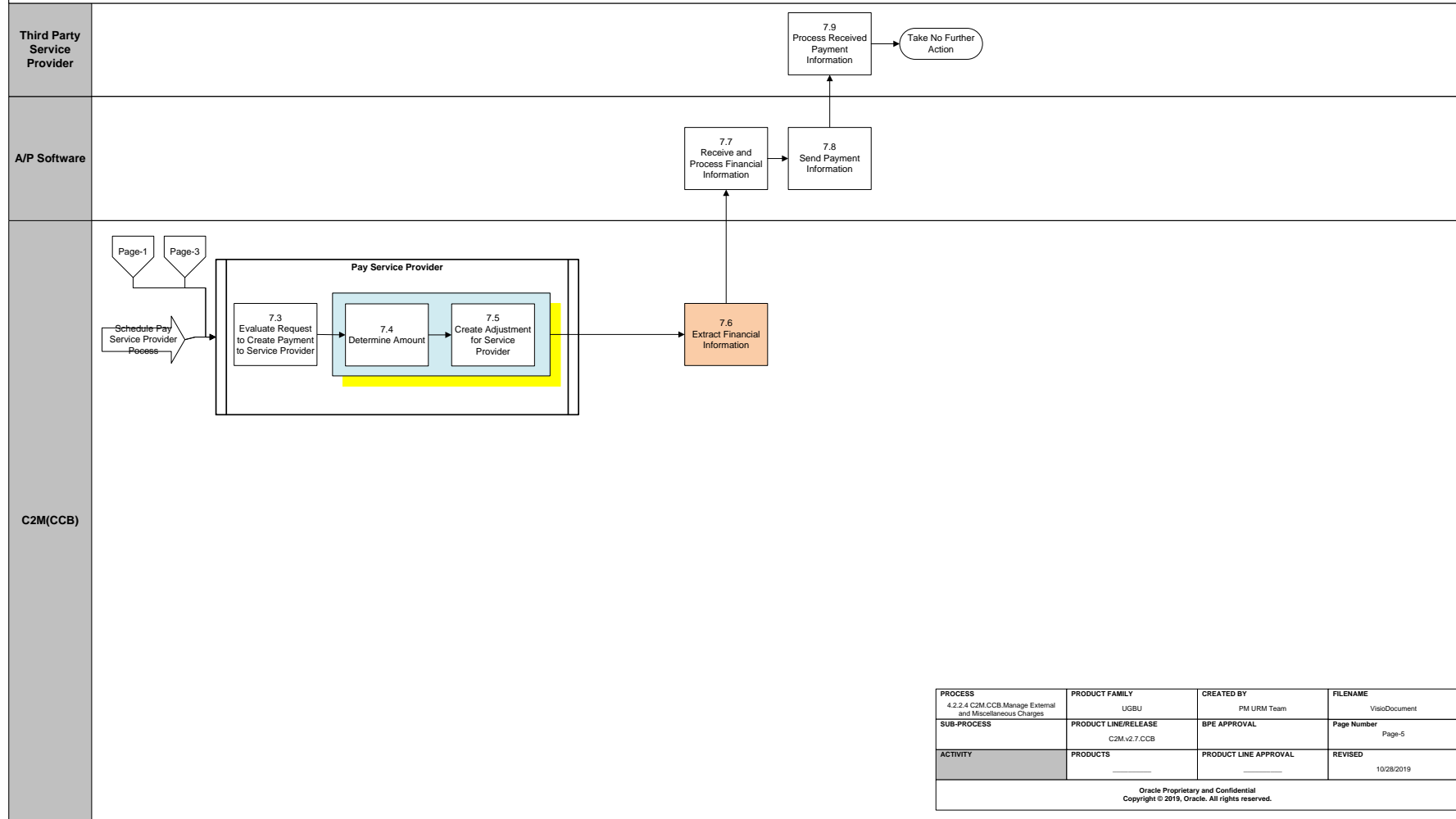


PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.2.2.4 C2M.CCB Manage External and Miscellaneous Charges	UGBU	PM URM Team	VisioDocument
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	C2M.v2.7.CCB		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			10/28/2019

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4.2.2.4 C2M.v2.7.CCB *Manage External and Miscellaneous Charges*



PROCESS	4.2.2.4 C2M.CCB.Manage External and Miscellaneous 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-5
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	10/28/2019
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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).

Configuration required Y **Entities to Configure:**

Installation Options

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. The CSR or Authorized User evaluates the Customer's Account. 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 Enter Specific Data for Bill Segment(s) Calculation

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User identifies a need to create a [Bill](#) for the Customer, the CSR or Authorized User provides information about the Billing period for the bill to be created.

Note: 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 New Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

The Manual billing process consists of several steps. The first step is to request system to calculate and create the Bill and Bill Segment. The CSR or Authorized User requests to generate a new online [Bill](#). This online Bill may contain one or more segments. If only one Service Agreement exists for the Account, then only one 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.

Note: 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.
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Configuration required Y	Entities to Configure:	Bill Cycle
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1.4 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).
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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.
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Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Types

1.5 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):	<p>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).</p>		
Customizable Process N	Process Name	<p>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.</p>		
Configuration required Y	Entities to Configure:	<table border="1"> <tr> <td data-bbox="892 982 1543 1015">Bill Segment Type</td> </tr> <tr> <td data-bbox="892 1015 1543 1055">SA Types</td> </tr> </table>	Bill Segment Type	SA Types
Bill Segment Type				
SA Types				

1.6 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).
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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.
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Configuration required Y	Entities to Configure:	<table border="1"> <tr> <td>Bill Segment Type</td> </tr> <tr> <td>SA Types</td> </tr> <tr> <td>Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.</td> </tr> </table>	Bill Segment Type	SA Types	Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.
Bill Segment Type					
SA Types					
Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.					

1.7 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.

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).
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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.
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Configuration required Y	Entities to Configure:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Bill Segment Type</td> </tr> <tr> <td style="padding: 2px;">SA Types</td> </tr> <tr> <td style="padding: 2px;">Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.</td> </tr> </table>	Bill Segment Type	SA Types	Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.
Bill Segment Type					
SA Types					
Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.					

1.8 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.

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):

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).
 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.
 CL_BSGFTDIST - Payoff Amt = Bill Amt / Current Amt = Amt Due (Checks bill segment CLOB for GL details)

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

2.0 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 or canceled.

2.1 Request Freeze Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User determines all information is in place and the freezable [Bill Segment\(s\)](#) is accurate. The CSR or Authorized User requests to freeze the Bill Segment(s).

2.2 Request Changes for Recalculation of Miscellaneous Charges Bill

Actor/Role: CSR or Authorized User

Description:

After review, the CSR or Authorized User identifies a problem with the generated Bill Segment. The CSR or Authorized User, based on established business rules then adds or changes the data used for the Bill Segment calculation. There are no specific restrictions on changes that could be done across the application to fix the problem and create the correct Bill Segment.

2.3 Update Information

Actor/Role: C2M(CCB)

Description:

Changes by the CSR or Authorized User are applied 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 Bill 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(s) are 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 Billable Charge Bill Segment(s) associated with a given Bill need to be deleted 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:**

The [Bill Segment\(s\)](#) and associated Financial Transaction are frozen in C2M(CCB). 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 - CSR or Authorized User initiates process when he/she requests to Freeze Bill Segments created for 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 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.

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.
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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.
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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 a Third Party Service Provider, the Utility Company owes the Third Party Service Provider money. There are two options for when the Utility Company pays the required amounts to the Third Party Service Provider:

- Pay at bill time
- Pay at pay time

If option "pay at bill time" is configured, C2M(CCB) creates a Financial Transaction process to trigger the Pay Service Provider process when the bill segment is frozen.

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.
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3.1 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

3.2 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 input.

Configuration required Y

Entities to Configure:

Bill Cancel Reasons

3.3 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).

Configuration required Y

Entities to Configure:

Bill Cancel Reasons

3.4 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-BSFZ-BCH - Cancel Bill Segment Billable Charges - This Customer Class - Bill Segment Freeze/Cancel algorithm type is used when canceling a bill segment for a bill linked to an off cycle bill generator. If the bill segment being canceled is linked to billable charges, then the billable charges linked to the off cycle bill generator are cancelled too

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

3.5 Request Cancel Billable Charge

Actor/Role: CSR or Authorized User

Description:

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. If the Bill Segment for a onetime charge has been canceled, it is also recommended to cancel the Billable Charge and create a new one instead. Refer to 4.2.1.7 C2M.CCB.Apply Miscellaneous Charges.

3.6 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 cancellation the CSR or Authorized User determines the [Bill Segment\(s\)](#) should not be canceled, and uses the Undo function.

3.7 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

3.8 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 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 Message(s) for an online Bill.

Configuration required Y

Entities to Configure:

Bill Messages

3.9 Add Bill Message(s)

Actor/Role: C2M(CCB)

Description:

The Bill Message(s) is added in C2M(CCB).

4.0 Request Complete Bill

Actor/Role: CSR or Authorized User

Description:

When the CSR or Authorized User are satisfied with the Frozen Miscellaneous Charge Bill Segments they initiate the Complete Bill function.

4.1 Create Bill Message(s)

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. 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.

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

4.2 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):

<p>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:</p> <ul style="list-style-type: none"> - 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.
<p>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.</p>

Customizable process N Process Name:

<p>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.</p>
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Configuration required Y Entities to Configure:

SA Type
Adjustment Type
Service Providers

4.3 Add Adjustments, Payments, 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

Customizable process N Process Name:

<p>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.</p>
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4.4 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.
C2M(CCB)

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.
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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

4.5 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.

4.6 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 Bill Messages 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. A sample of base post completion algorithms are listed here.

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.
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Configuration required Y	Entities to Configure:	Customer Class Bill Messages
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4.7 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.
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4.8 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 evaluates 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.

4.9 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.

5.0 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.

5.1 Update Current Bill to Reopen

Actor/Role: C2M(CCB)

Description:

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

5.2 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, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

5.3 Update Balance

Actor/Role: C2M(CCB)

Description:

The financial balance is updated in C2M(CCB).

5.4 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

5.5 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
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Configuration required Y	Entities to Configure:	Bill Route Type Lookup - Bill Routing Method
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5.6 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
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5.7 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.
		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 - CIPXBLLB
Customizable process Y	Process Name	Custom Extract Process
Configuration required Y	Entities to Configure:	Bill Route Type
		Lookup - Bill Routing Method

5.8 Prepare and Send Bill to Customer**Actor/Role:** Document Management Software**Description:**

Document Management Software reads and process bill information produced by C2M(CCB). It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)). The bill is made available for the Customer. This is custom processing based on individual client needs.

5.9 Receives Bill**Actor/Role:** Customer**Description:**

The Customer receives the Bill.

6.0 Select Accounts for Open Bill Cycle **Group: Batch Billing**

Actor/Role: C2M(CCB)

Description:

For the open bill period, 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.
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Configuration required Y	Entities to Configure:	Bill Cycle
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6.1 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):	<p>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.</p> <p>C1-SKIPINACC - This Customer Class bill eligibility algorithm stops processing an “inactive” account if all the following conditions are true:</p> <ul style="list-style-type: none"> - 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
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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.
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Configuration required Y

Entities to Configure:

Customer Class

6.2 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 that can be analyzed by a CSR or Authorized User. Typically, errors are caused by missing or incomplete data. The error may be reviewed when first created or left when Batch Billing and the bill window is open and the system looks for the missing data. 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 still 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 Bill error is generated by batch Billing.

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.

6.3 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.

6.4 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- 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

6.5 Create Bill Segment Error To Do

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- 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 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, Billable Charge information, 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.

6.7 Resolve Issue

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User resolves the error and enters information in C2M(CCB).

6.8 Update Data

Actor/Role: C2M(CCB)

Description:

Information required for resolution is updated in C2M(CCB).

6.9 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.

7.0 Complete To Do Entry

Actor/Role: C2M(CCB)

Description:

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

7.1 Identify Bills in Error Status

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 - 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

7.2 Create Bill Error To Do

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 - 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 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

7.4 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).

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.

Service Provider

Configuration required Y **Entities to Configure:**

Adjustment Type

7.5 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).
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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.
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Configuration required Y **Entities to Configure:**

Service Provider
Adjustment Type

7.6 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

7.7 Receive and Process Financial Information

Actor/Role: A/P Software

Description:

Financial software receives and process information about payments for Third Party Service Provider.

7.8 Send Payment Information

Actor/Role: A/P Software

Description:

Financial software sends payments and required information about payment for Third Party Service Provider.

7.9 Process Received Payment Information

Actor/Role: Third Party Service Provider

Description:

Third Party Service Provider receives and process Payment and required information.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
6/15/09	Galina Polonsky	Draft	No Previous Document
8/31/09	Colleen King		After review
9/1/09	Colleen King		After review
9/2/09	Colleen King		After review
9/3/09	Colleen King		After review
10/21/10	Geir Hedman		Updated Title and Content page
12/15/10	Sarit Cohen		Update display bill information , tech , update
2/9/11	Geir Hedman		Updated Document and Visio
3/25/2011	Conrad Pinili		Updated Document - Process Plug-Ins
10/03/2012	Emma Lee Tiamzon		Updated Document
10/21/2013	Galina Polonsky		Reviewed, Approved
08/30/2015	Jane Cuenco Tan		Updated Document and Visio
09/10/2015	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
9/21/2017	Colleen King		Updated Document and Visio for C2M
9/26/2017	Colleen King		Updated Document and Visio for C2M
10/10/2017	Galina Polonsky		Reviewed, Approved
09/18/2018	Debby Phelps		Updated Document and Visio
10/01/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

Attachments:

Bill



Bill-Billable
Charge.doc

Bill Segment



Bill Segment-Billable
Charge.doc

Admin Menu/Installation Options – Framework/Control Central Alerts



Installation Options
Framework Control C

Control Central Search



Control Central
Search.doc

Dashboard



Dashboard.doc

Rate Algorithms / Entities to Configure



Rate
Algorithm-Configurati

Account/Auto Pay



Auto Pay.doc