



## C2M.v2.7.CCB

### 4.2.2.6 C2M.CCB Manage Deposit Charges

Creation Date: June 17, 2009

Last Updated: February 11, 2020

**ORACLE®**

**Copyright © 2019, Oracle. All rights reserved.**

**This document is provided for information purposes only and the contents hereof are subject to change without notice.**

**This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.**

# Contents

BRIEF DESCRIPTION .....	4
BUSINESS PROCESS MODEL PAGE 1 .....	5
BUSINESS PROCESS MODEL PAGE 2 .....	6
BUSINESS PROCESS MODEL PAGE 3 .....	7
BUSINESS PROCESS MODEL PAGE 4 .....	8
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	9
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS .....	31
DOCUMENT CONTROL .....	32
ATTACHMENT .....	34
<i>Bill Segment</i> .....	34
<i>Bill Main</i> .....	34
<i>Admin Menu/Installation Options/Control Central Alerts</i> .....	34
<i>Admin Menu/Installation Options/Billing</i> .....	34
<i>Control Central Search</i> .....	34
<i>Dashboard</i> .....	34
<i>Account Financial History</i> .....	35
<i>SA Billing History</i> .....	35
<i>Account Credit Rating</i> .....	35
<i>Account/Autopay</i> .....	35

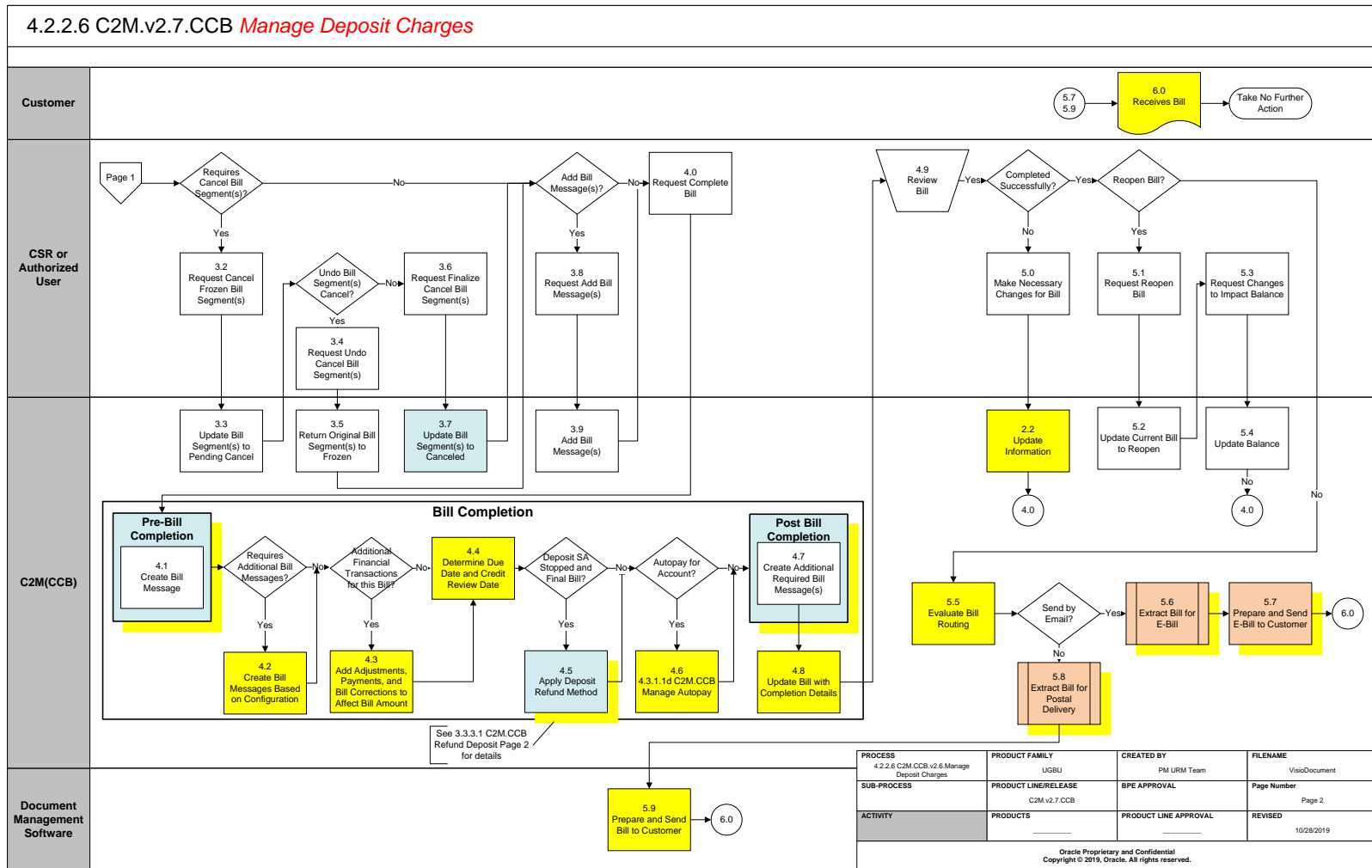
## Brief Description

**Business Process:** 4.2.2.6 C2M.CCB.Manage Deposit Charges  
**Process Type:** Sub Process  
**Parent Process:** 4.2.2 C2M.CCB.Manage Bill  
**Sibling Processes:** 3.3.3.1 C2M.CCB.Refund Deposits, 3.3.3.2 C2M.CCB.Determine Customer Deposits, 3.3.3.3 C2M.CCB.Review Deposit, 3.3.3.4 C2M.CCB.Monitor Deposit – Calculate Interest, 3.3.2.1 C2M.CCB.Start Premise Based Service, 3.3.2.3 C2M.CCB.Stop Premise Based Service, C2M.CCB.4.3.1.1 Manage Payments

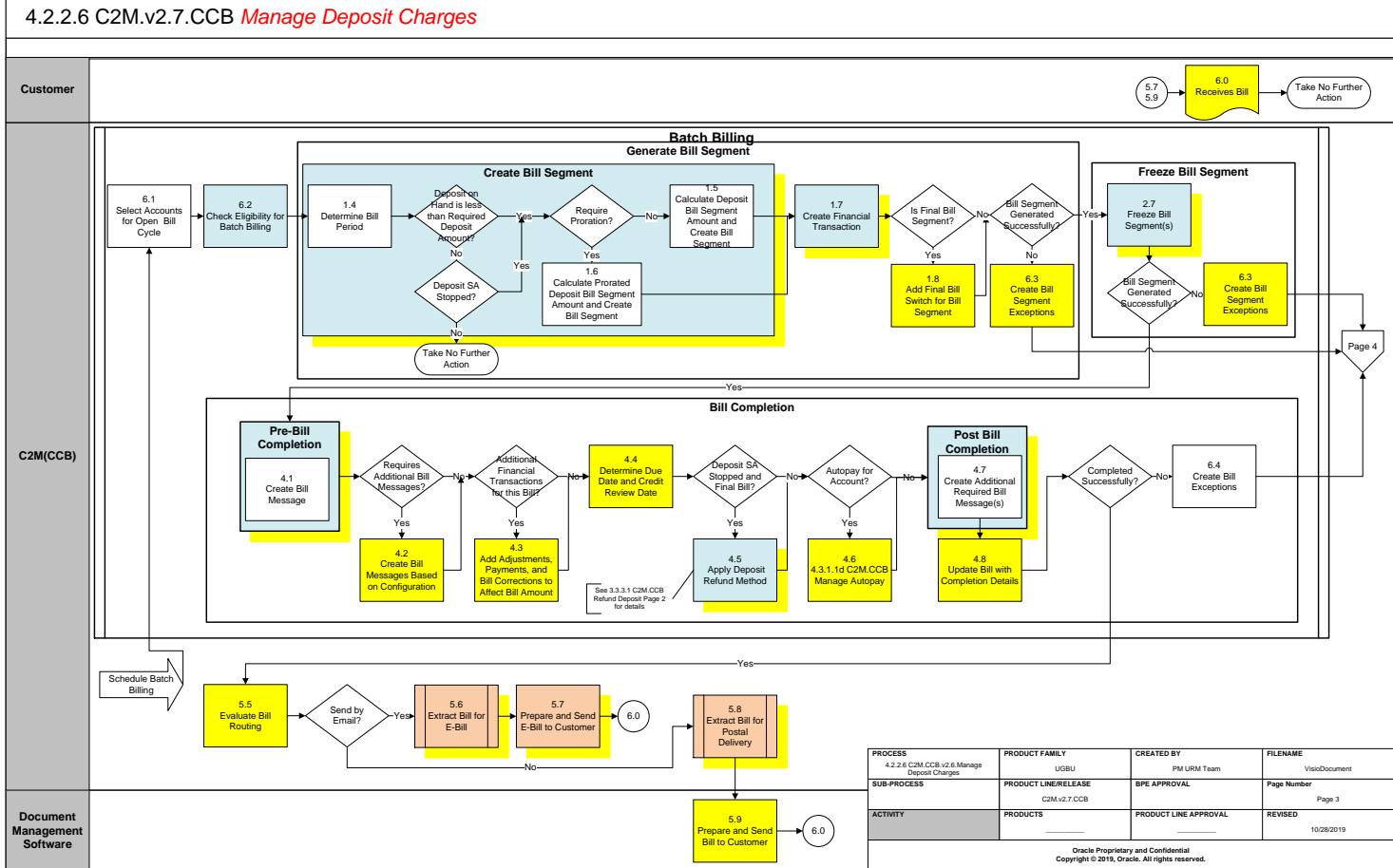
If a Cash Deposit has been requested from the Customer, there is a need to create and send to the Customer a bill that includes the Deposit amount. The current process shows the business flow and sequence of events that take place when a Deposit is billed manually online or automatically during batch Billing.



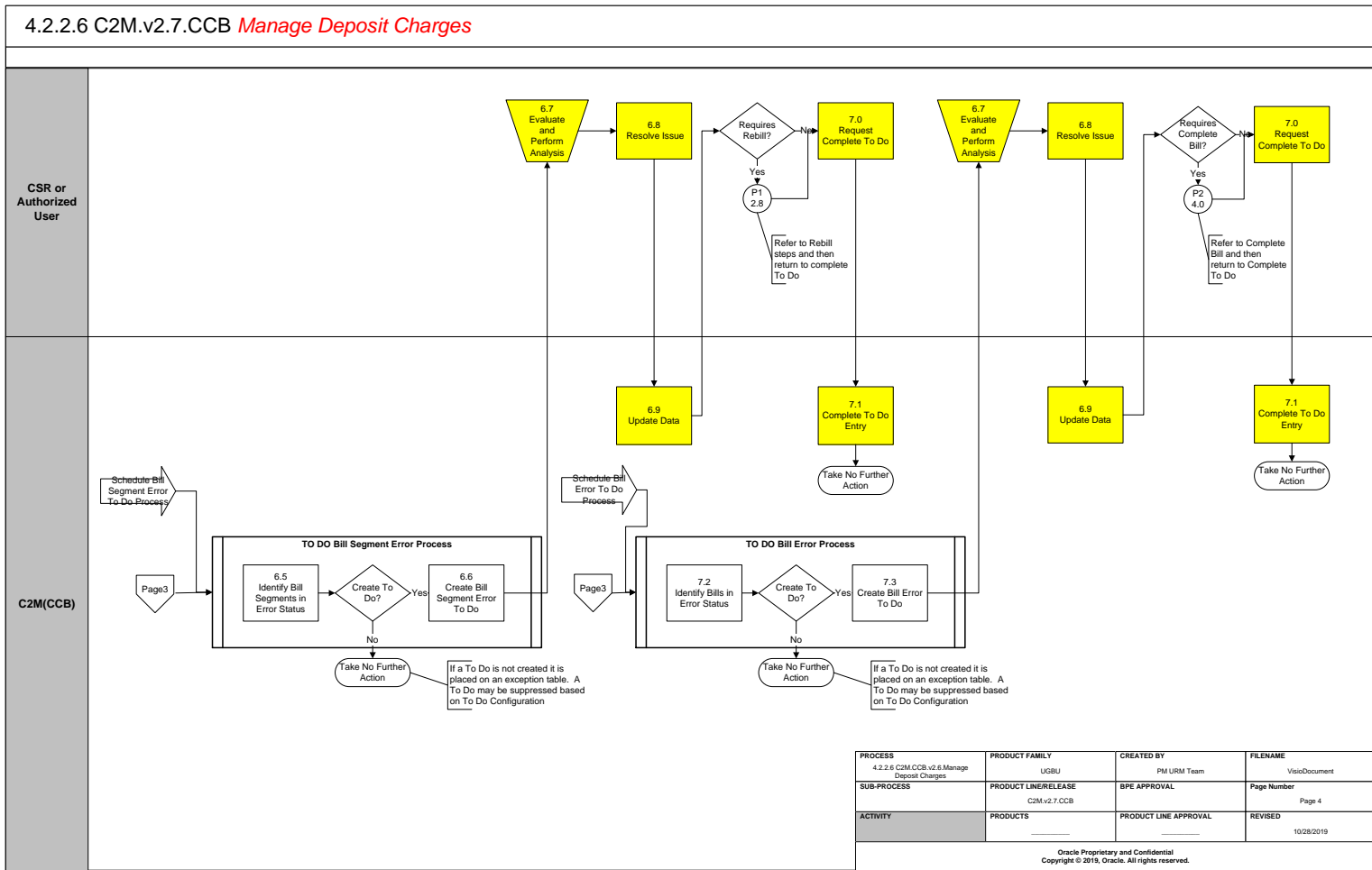
# Business Process Model Page 2



# Business Process Model Page 3



# Business Process Model Page 4





## Detail Business Process Model Description

### 1.0 Search for Customer

**Actor/Role:** CSR or Authorized User

**Description:**

Upon receipt of request to Bill Account with Deposit 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 Deposit 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](#), [Billing History](#), [Credit Rating](#), and Credit and Collection History may be reviewed. [Control Central Alerts](#) and other [Dashboard](#) information assist the CSR or Authorized User in determining eligibility for creating new Bill or any rebilling based on established business rules. If there is an amount that needs to be billed to customer, the CSR or Authorized User initiates the billing process.

**Configuration required** Y

**Entities to Configure:**

Installation Options

### 1.2 Enter Specific Data for Deposit Bill Segment

**Actor/Role:** CSR or Authorized User

**Description:**

If the CSR or Authorized User needs to create a Deposit [Bill](#) for the customer, the CSR or Authorized User provides the system with information about the Billing period for the bill to be created. The CSR or Authorized User must specify Cutoff Date or Use Schedule to determine the end date of each Bill Segment Bill period. The Accounting Date defaults to current date however the CSR or Authorized User may change this date based on established business rules.

### 1.3 Request Generate Deposit Bill Segment

**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 for Deposit. The CSR or Authorized User requests to generate a new online [Bill](#). This online Bill may contain one or more segments. If only one Deposit Service Agreement exists for the Account, then only one Deposit Bill Segment is created.

Note: The "Generate" function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment. A deleted [Bill Segment](#) may be generated again once information is changed.

<b>Customizable Process N</b>	<b>Process Name</b>	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.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Bill Cycle

**1.4 Determine Bill Period**

- Group: Create Bill Segment**
- Group: Generate Bill Segment**
- Group: Batch Billing**

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

**Description:**

This step is initiated manually or automatically.

Manual Process: CSR or Authorized User provides the Bill period details if required. If not, the system defaults Bill period dates following the business rules:

Bill Segment Start date:

- If this is the initial Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement
- If this is not the initial Deposit Bill Segment, the start date is the previous Bill Segment's end date.

Bill Segment End Date

- If this is the last (final) Bill Segment for the Service Agreement, the end date is the Service Agreement's end date
- If this is not the last (final) Bill Segment, the Billing Option selected by the Authorized User determines how the end date is set. When Billing Option of Use Cutoff Date is selected, the end date is the specified Cutoff Date. When Billing Option of Use Schedule is selected, the end date is based on Bill Cycle schedule information.

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

<b>Customizable process N</b>	<b>Process Name:</b>	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.
<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Bill Cycles

**1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment** **Group: Create Bill Segment**  
**Group: Generate Bill Segment**  
**Group: Batch Billing**

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

**Description:**

The System Calculates and Creates the Deposit Bill Segment.

Manual process. CSR or Authorized User initiates process when he/she requests to generate Bill Segment for a Cash Deposit Service Agreement. The Bill Segment Amount is calculated.

Automated Process. This is a component of batch billing process and gets executed as a part of batch billing process that is scheduled and runs periodically. Functionality is the same as described in Manual process.

<b>Process Plug-in enabled Y</b>	<b>Available Algorithm(s):</b>	C1-BSBS-RB – This bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops billing when the system has billed the Total Amount To Bill.
----------------------------------	--------------------------------	--

<b>Customizable process N</b>	<b>Process Name</b>	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.
-------------------------------	---------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Deposit Class
		SA Type
		Bill Segment Type

**1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment**    **Group: Create Bill Segment**  
**Group: Generate Bill Segment**  
**Group: Batch Billing**

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

**Description:**

Sometimes the business is required to prorate the Deposit Bill Segment amount. Based on established configurable business rules, the system allows for proration of first or final [Bill Segment](#) as well as other Bill Periods outside the normal time period. After completing this step, the calculated Deposit Bill Segment is created.

<b>Process Plug-in enabled Y</b>	<b>Available Algorithm(s):</b>	C1-BSBS-RB – This bill segment creation algorithm creates a bill segment using the service agreement's Recurring Charge Amount (or the remaining amount) and the Description On Bill from the service agreement's SA Type. The system automatically stops billing when the system has billed the Total Amount To Bill.
----------------------------------	--------------------------------	--

<b>Customizable process</b> N	<b>Process Name</b>	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.
-------------------------------	---------------------	---

<b>Configuration required</b> Y	<b>Entities to Configure:</b>	<table border="1"> <tr><td>Deposit Class</td></tr> <tr><td>SA Type</td></tr> <tr><td>Bill Segment Type</td></tr> </table>	Deposit Class	SA Type	Bill Segment Type
Deposit Class					
SA Type					
Bill Segment Type					

**1.7 Create Financial Transaction**

**Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

C2M(CCB) creates a Financial Transaction for the deposit bill segment.

<b>Process Plug-in enabled</b> Y	<b>Available Algorithm(s):</b>	<p>BSBF-B0 - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:</p> <ul style="list-style-type: none"> <li>- Payoff amount = 0</li> <li>- Current amount = bill amount</li> <li>- The general ledger is not affected</li> </ul> <p>This algorithm should be plugged-in on all bill segment types that only affect a service agreement's current balance (e.g., charitable contributions, deposits).</p>
----------------------------------	--------------------------------	--

<b>Customizable process</b> N	<b>Process Name</b>	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.
-------------------------------	---------------------	---

<b>Configuration required</b> Y	<b>Entities to Configure:</b>	<table border="1"> <tr><td>Deposit Class</td></tr> <tr><td>SA Type</td></tr> <tr><td>Bill Segment Type</td></tr> </table>	Deposit Class	SA Type	Bill Segment Type
Deposit Class					
SA Type					
Bill Segment Type					

**1.8 Add Final Bill Switch for Bill Segment****Group: Generate Bill Segment****Group: Batch Billing****Actor/Role: C2M(CCB)****Description:**

If this is the final Bill Segment for this Deposit Service Agreement, it is marked as a closing Bill Segment.

Note: The Service Agreement must be stopped for this switch to be turned on.

**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 - Final Bill Threshold
---

**1.9 Review Bill Segment(s)****Actor/Role: CSR or Authorized User****Description:**

If the bill was created online (rather than by the batch process), the CSR or Authorized User reviews the [Bill Segment](#) for accuracy and determines the next action. The CSR or Authorized User decides if the billing process could be continued. The Bill Segment may be incorrect, or created by mistake and needs to be deleted, rebilled or canceled.

**2.0 Request Freeze Bill Segment(s)****Actor/Role: CSR or Authorized User****Description:**

If CSR or Authorized User does not identify any problem and decides to continue the Billing process, he/she requests to Freeze the Deposit Bill Segment.

**2.1 Request Changes for Recalculation of Deposit Bill Segment(s)****Actor/Role: CSR or Authorized User****Description:**

After review, the CSR or Authorized User identifies a problem with the generated Deposit Bill segment. The CSR or Authorized User, based on established business rules, then adds or changes the data used for the Bill Segment calculation. Typical changes for a Deposit Service Agreement may include a change to dates or recurring charge information.

## **2.2 Update Information**

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

**Description:**

Changes requested by the CSR or Authorized User are applied in C2M(CCB).

## **2.3 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 (Deposit) 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.

## **2.4 Delete Bill**

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

**Description:**

The Bill is deleted in C2M(CCB) and the financial record is removed from the database. There is no financial impact to the Customer's Account related to the deleted Bill and Bill Segments.

## **2.5 Request Delete Specific Bill Segment(s)**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines specific Deposit Bill Segment(s) associated with a given Bill require deletion and requests to delete the Bill Segment(s).

## **2.6 Delete Bill Segment(s)**

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

**Description:**

The specific Bill Segments are 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.

## **2.7 Freeze Bill Segment(s)**

**Group:** Freeze Bill Segment

**Group:** Batch Billing

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

**Description:**

When this step is initiated C2M(CCB) freezes the Deposit Bill Segment and Associated Financial Transactions. If the Deposit amount is paid in full, an appropriate message is created. This message is printed on the bill. This is a base feature available in the system. Typically Organizations use this feature to communicate to the Customer.

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

<b>Process Plug-in enabled Y</b>	<b>Available Algorithm(s):</b>	C2M-DEP-PAID - This SA Type FT Freeze algorithm adds a Bill Message code to the Bill Segment when the deposit is paid in full.
		C1-DEP-ARSDT - This SA Type FT Freeze algorithm sets the FT arrears date for deposit adjustments.

<b>Customizable process N</b>	<b>Process Name:</b>	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.
-------------------------------	----------------------	---

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Deposit Class
		SA Type
		Bill Message

**2.8 Request Rebill Bill Segment(s)**

**Actor/Role:** CSR or Authorized User

**Description:**

If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Deposit Bill Segment.

**Note.** When something has been wrong for an extended period with Billing Deposit Service Agreement, CSR or Authorized User may use Multi Cancel/Rebill page to request Cancel/Rebill.

<b>Configuration required Y</b>	<b>Entities to Configure:</b>	Bill Cancel Reasons
---------------------------------	-------------------------------	---------------------

**2.9 Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)**

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

**Description:**

The original Bill Segment(s) is updated to Pending Cancel, and new Bill Segment(s) created. New unfrozen Financial Transactions are associated with the new freezable Bill Segment.

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

**3.0 Request Undo Rebill Bill Segment(s)**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User determines not to freeze the new Bill Segment(s). If the undo function is used, the newly generated segment is deleted.

**3.1 Delete New Bill Segment(s) and Return Original Bill Segment(s) to Frozen**

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

**Description:**

C2M(CCB) deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions.

**3.2 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:**

**3.3 Update Bill Segment(s) to Pending Cancel**

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

**Description:**

C2M(CCB) updates the Bill Segment to Pending Cancel. The CSR or Authorized User then reviews the Bill Segment.

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

**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 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:**

When CSR or Authorized User requests Undo Cancel system updates Bill Segment Status to Frozen and Billing process could be resumed.

### **3.6 Request Finalize Cancel Bill Segment(s)**

**Actor/Role:** CSR or Authorized User

**Description:**

The CSR or Authorized User confirms the cancellation of the [Bill Segment](#).

### **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):**

C1-PR-FT-CAN – This Customer Class FT Freeze algorithm is used to prevent cancellation of an FT where Freeze Date/Time is on or before the Conversion Date/Time

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

Bill Cancel Reasons

### **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 frozen Deposit Bill Segment. The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Messages for an online Bill.

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

Bill Messages

### **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 is satisfied with the Frozen Bill Segment(s), they initiate the Complete Bill function.

### **4.1 Create Bill Message**

**Group: Pre-Bill Completion**

**Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

Bill Completion is the last and one of the most critical components of the Billing process. The system completes the Bill and it's ready for extract and print. C2M(CCB) makes use of Pre-Bill Completion algorithms. Based on configuration, one such algorithm can delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

Manual Process: Based on configuration, additional Bill Messages can be added

Automated Process: (Batch billing) if required, such algorithms can:

Delete Bill Segments in error, create Bill Messages for deleted Bill Segments, and create a To Do entry

Delete bill certain type of Financial Transactions linked to the bill, for example, if only payments exist for newly created bill

**Process Plug-in enabled Y**

**Available Algorithm(s):**

DEL BSEG -This SA Type pre-bill completion algorithm deletes bill segments that are in Error if:  
1) the bill is not in Error, 2) the bill is being completed in batch, and 3) the process date matches the bill cycle window end date 4) at least one other frozen bill segment exists that is not in Error.  
When a bill segment is deleted, this algorithm also creates a To Do entry (using the To Do Type and To Do Role (if specified) and adds a Bill Message to the bill.

CPBC-DB - This Customer Class pre-bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types
C1-CHKBLELIG - This Customer Class pre-bill completion algorithm checks if all Bill Segments on the Bill are Freezable, Frozen or Cancelled. If not, return Skip Bill Completion Action.
C1-CPBC-TAXT - This Customer Class pre-bill completion algorithm accumulates and compares a bill's tax amount to the threshold amount and regenerates bill segments as necessary to take the threshold into consideration. If a bill's accumulated tax amount is less than the tax threshold amount, then taxes should not be charged.
C1-CSB-EBC - This algorithm skips completion of a bill until the bill cycle schedule end date. This is only done if the account linked to the bill has a characteristic that matches the Summary Billing Characteristic Type and Characteristic Value parameters defined.

Customizable process N      **Process Name:**

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

Configuration required Y      **Entities to Configure:**

SA Type
Customer Class

**4.2 Create Bill Messages Based on Configuration**

**Group: Bill Completion**  
**Group: Batch Billing**

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

**Description:**

C2M(CCB) can also automatically add – Bill Messages during Bill completion. This step could be executed from online and batch processing.

Bill Messages come from a variety of sources:

- Account Bill Messages
- Customer Class Bill Messages
- Service Agreement related Messages that are linked to Bill Segments

- Service Provider Bill Messages
- Ad hoc Messages by CSR or Authorized User
- Custom Background Processes and Algorithm Bill Messages

**Customizable process N**      **Process Name:**

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

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

Customer Class Bill Messages
Account and Service Agreement Bill Messages

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

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

**Description:**

During Bill Completion C2M(CCB) adds Adjustments, Payments or Bill corrections not included in the previous Bills to the newly created Bill.

**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 Determine Due Date and Credit Review Date**      **Group: Bill Completion**  
**Group Batch Billing**

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

**Description:**

During Bill Completion, the Due Date, and next Credit Review Date are determined and made available as information for the Bill and Account.

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

DUE DT OVRD - This Customer Class override bill due date algorithm may override a bill's due date.
--

**Customizable process N**      **Process Name**

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

Configuration required **Y**      Entities to Configure:

Customer Class
----------------

#### 4.5 Apply Deposit Refund Method

**Group: Bill Completion**

**Group: Batch Billing**

Actor/Role: C2M(CCB)

**Description:**

When a Bill being completed includes a final Bill Segment for a stopped Deposit Service Agreement, C2M(CCB) initiates the deposit refund process as defined on the Deposit Service Agreement's Deposit Class. See 3.3.3.1 Refund Deposit for additional details.

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

<p>C2M-APPLYDP - This Deposit Class Refund Method algorithm applies the deposit to other SAs in the deposit class as noted below:  First, the deposit SA's current balance will be set equal to its payoff balance (the adjustment type is defined using Sync Adjustment Type).  - Next, the system distributes the deposit amongst the outstanding debt associated with service agreements in this deposit class. Debt is distributed amongst these service agreements in accordance with the standard payment distribution algorithm. The adjustment type of the adjustment used to transfer the deposit is defined using Transfer Adjustment Type.  - If any money remains and Apply Excess Credits is set to Y, the remaining funds will be handled by the Overpayment Distribution logic.  - If any money remains and Apply Excess Credits is not set to Y, the remaining funds will to be refunded to the customer via a check. The creation of the A/P adjustment takes place as part of the write-off process; it does NOT take place at the time the outstanding debt is relieved.</p>
---

<p>C1-DEPRFTODO - This Deposit Refund Method algorithm creates a To Do entry to notify a user that the deposit should be refunded.</p>
--

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

**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
Deposit Class

**4.6 4.3.1.1d 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 Manage [Autopay](#).

**Customizable process N**      **Process Name:**

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

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

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

**Description:**

C2M(CCB) can perform various post Bill completion activities. Additional custom Bill Message(s) can be added to the specific bill.

Note: Post completion activity allows for adding various custom functionality based on business rules to impact/modify the bill overall. 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.

<b>Customizable process</b> N	<b>Process Name:</b>	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.
<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Customer Class Bill Messages

**4.8 Update Bill with Completion Details****Group: Bill Completion****Group: Batch Billing****Actor/Role:** C2M(CCB)**Description:**

All Bill completion details are now updated in C2M(CCB).

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

**4.9 Review Bill****Actor/Role:** CSR or Authorized User**Description:**

If the bill was created by a CSR or Authorized User rather than the batch process, the CSR or Authorized User evaluate the Account and reviews the Bill for accuracy. The Bill may not be in a Complete status. Some data may be missing or has incomplete information. At times it may be necessary to reopen the most recent Bill. Possibly a payment or adjustment was not included in the original Bill. A Bill Segment may need rebilling and changes reflected in a new Bill.

**5.0 Make Necessary Changes for Bill****Actor/Role:** CSR or Authorized User**Description:**

During Bill Completion information may be missing or incomplete. One example is the mailing address may be missing. The CSR or Authorized User reviews and resolves the error, enters correct data, and completes the Bill as needed.

**5.1 Request Reopen Bill****Actor/Role:** CSR or Authorized User**Description:**

After review the CSR or Authorized User determines to reopen a Bill for the Customer's account.

**5.2 Update Current Bill to Reopen**

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

**Description:**

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

**5.3 Request Changes to Impact Balance**

**Actor/Role:** CSR or Authorized User

**Description:**

Based on investigation and established business rules, the CSR or Authorized User requests various changes that impact the balance. Typically, these changes can be: creation of a new Bill Segment, Rebill of a Bill Segment, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

**5.4 Update Balance**

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

**Description:**

The financial balance is updated in C2M(CCB).

**5.5 Evaluate Bill Routing**

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

**Description:**

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

<b>Customizable process</b> N	<b>Process Name</b>	Bill Print Extract
<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Bill Route Type Lookup - Bill Routing Method

**5.6 Extract Bill for E-Bill**

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

**Description:**

C2M(CCB) prepares required information for alternate delivery of the bill for the customer. This could be through text messaging, web presentation, email, or other communicated presentation. This is custom processing based on individual client needs.

BLEX-EX - This Bill Route Type Bill extract algorithm constructs the records that contain the
---



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

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

**Configuration required Y Entities to Configure:**

Bill Route Type
Lookup - Bill Routing Method

**5.7 Prepare and Send E-Bill to Customer**

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

**Description:**

C2M(CCB) prepares required information for alternate delivery through some custom processing. This is a placeholder for any alternate method of bill delivery. This is custom processing based on individual client needs.

**Customizable process Y Process Name**

Custom Extract for Bill Delivery
----------------------------------

**5.8 Extract Bill for Postal Delivery**

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

**Description:**

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

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.

<b>Process Plug-in enabled</b> Y	<b>Available Algorithm(s):</b>	C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine
<b>Customizable process</b> N	<b>Process Name</b>	POSTROUT - CIPBXBLB
<b>Customizable process</b> Y	<b>Process Name</b>	Custom Extract Process
<b>Configuration required</b> Y	<b>Entities to Configure:</b>	Bill Route Type Lookup - Bill Routing Method

### **5.9 Prepare and Send Bill to Customer**

**Actor/Role:** Document Management Software

**Description:**

Document Management Software reads and 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.

### **6.0 Receives Bill**

**Actor/Role:** Customer

**Description:**

The customer receives the Bill.

### **6.1 Select Accounts for Open Bill Cycle**

**Group:** Batch Billing

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

**Description:**

For the open bill cycle(s), C2M(CCB) selects all Accounts to be billed by looking at the Account's bill cycle.

**Customizable process** N      **Process Name:**

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

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

### **6.2 Check Eligibility for Batch Billing**

**Group:** Batch Billing

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

C2M(CCB) verifies that the account is eligible to be billed.

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

C1-SKIPACCCB – This Customer Class bill eligibility algorithm stops processing an account during batch billing if a completed bill exists for the current bill cycle schedule.

C1-SKIPINACC - This Customer Class bill eligibility algorithm stops processing an “inactive” account if all the following conditions are true:

- There are no billable service agreements
- There are no FTs eligible for sweeping onto the bill
- There are no temporary account messages to be swept onto the bill

**Customizable process N****Process Name:**

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

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

Customer Class

**6.3 Create Bill Segment Exception(s)****Group: Generate Bill Segment****Group: Freeze Bill Segment****Group: Batch Billing****Actor/Role: C2M(CCB)****Description:**

If a freezable or frozen Bill Segment cannot be created, C2M(CCB) creates a [Bill Segment](#) in “error” status with a message can be analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data. The error may be reviewed at this time or not. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all “error” Bill Segment(s) and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segment(s) is in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segment(s) is still in error when the cycle’s next window opens, a Billing error is generated.

**Customizable process N****Process Name:**

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

**6.4 Create Bill Exception(s)****Group: Bill Completion****Group: Batch Billing****Actor/Role: C2M(CCB)****Description:**

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

**Customizable process N****Process Name:**

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

**6.5 Identify Bill Segments in Error Status****Group: TO DO Bill Segment Error Process****Actor/Role: C2M(CCB)****Description:**

C2M(CCB) identifies Bill Segments in error status. C2M(CCB) can create a To Do Entry for every [Bill Segment](#) in error status.

**Customizable process N****Process Name:**

TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.
---

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

To Do Role(s) for base TD-BSERR To Do Type
--

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

C2M(CCB) can create a To Do Entry for every Bill Segment in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

**Customizable process N****Process Name:**

TD-BSERR- 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
--

**6.7 Evaluate and Perform Analysis**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User will review the [Bill Segment](#) error and supporting information in C2M(CCB). Account, Service Agreement, and Billing History are some of the areas reviewed. Typically, errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

**6.8 Resolve Issue**

**Actor/Role: CSR or Authorized User**

**Description:**

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

**6.9 Update Data**

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

**Description:**

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

**7.0 Request Complete To Do**

**Actor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

**7.1 Complete To Do Entry**

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

**Description:**

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

**7.2 Identify Bills in Error Status**

**Group: To Do Bill Error Process**

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

**Description:**

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

Customizable process N

Process Name:

TD-BIERR - This background process creates a To Do entry for every Bill that's in error.
--

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

To Do Role(s) for base TD-BIERR To Do Type
--

**7.3 Create Bill Error To Do**

**Group: To Do Bill Error Process**

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

**Description:**

C2M(CCB) can create a To Do Entry for every [Bill](#) in error status. The To Do functionality allows for online review by a user or group of users. To Do Lists summarize and total entries for different To Do Types. Status of To Do Entries is available for evaluation.

**Customizable process N**      **Process Name:**

TD-BIERR – This background process creates a To Do entry for every Bill that’s in error.
--

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

To Do Role(s) for base TD-BIERR To Do Type
--

---

## Test Documentation related to the Current Process

ID	Document Name	Test Type

## Document Control

### Change Record

Date	Author	Version	Change Reference
07/15/09	Galina Polonsky	Draft 1a	No Previous Document
8/25/09	Colleen King		After Review
8/26/09	Colleen King		After Review
8/27/09	Colleen King		After Review
8/28/09	Colleen King		After Review
8/30/09	Colleen King		After Review
9/2/09	Colleen King		After Review
9/3/09	Colleen King		After Review
10/21/10	Geir Hedman		Update Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
3/28/2011	Conrad Pinili		Updated Document - Process Plug-Ins
8/30/2013	Mel Bachmeier	V2.4	Updated Document and Visio
09/23/2013	Galina Polonsky		Reviewed, Approved
08/29/2017	Joshua Piccott		Updated document for v2.6
9/21/2017	Colleen King		Updated Visio and Word Doc for C2M
9/26/2017	Colleen King		Updated Visio and Word Doc for C2M
10/6/2017	Colleen King		Updated Visio and Word Doc for C2M
10/25/2017	Galina Polonsky		Reviewed, Approved
09/18/2018	Debby Phelps		Updated Visio and Word Doc
10/01/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7





## Attachment

### Bill Segment



Bill Segment  
Deposit.doc

### Bill Main



Bill-Deposit.doc

### Admin Menu/Installation Options/Control Central Alerts



Installation Options  
Framework Control C

### Admin Menu/Installation Options/Billing



Installation Options -  
Billing.doc

### Control Central Search



Control Central  
Search.doc

### Dashboard



Dashboard.doc

## Account Financial History



Account Financial  
History.doc

## SA Billing History



SA Billing History.doc

## Account Credit Rating



Account Credit  
Rating.doc

## Account/Autopay



Auto Pay.doc