



## C2M.v2.7.CCB

### 4.2.2.9 Manage Billing Inquires

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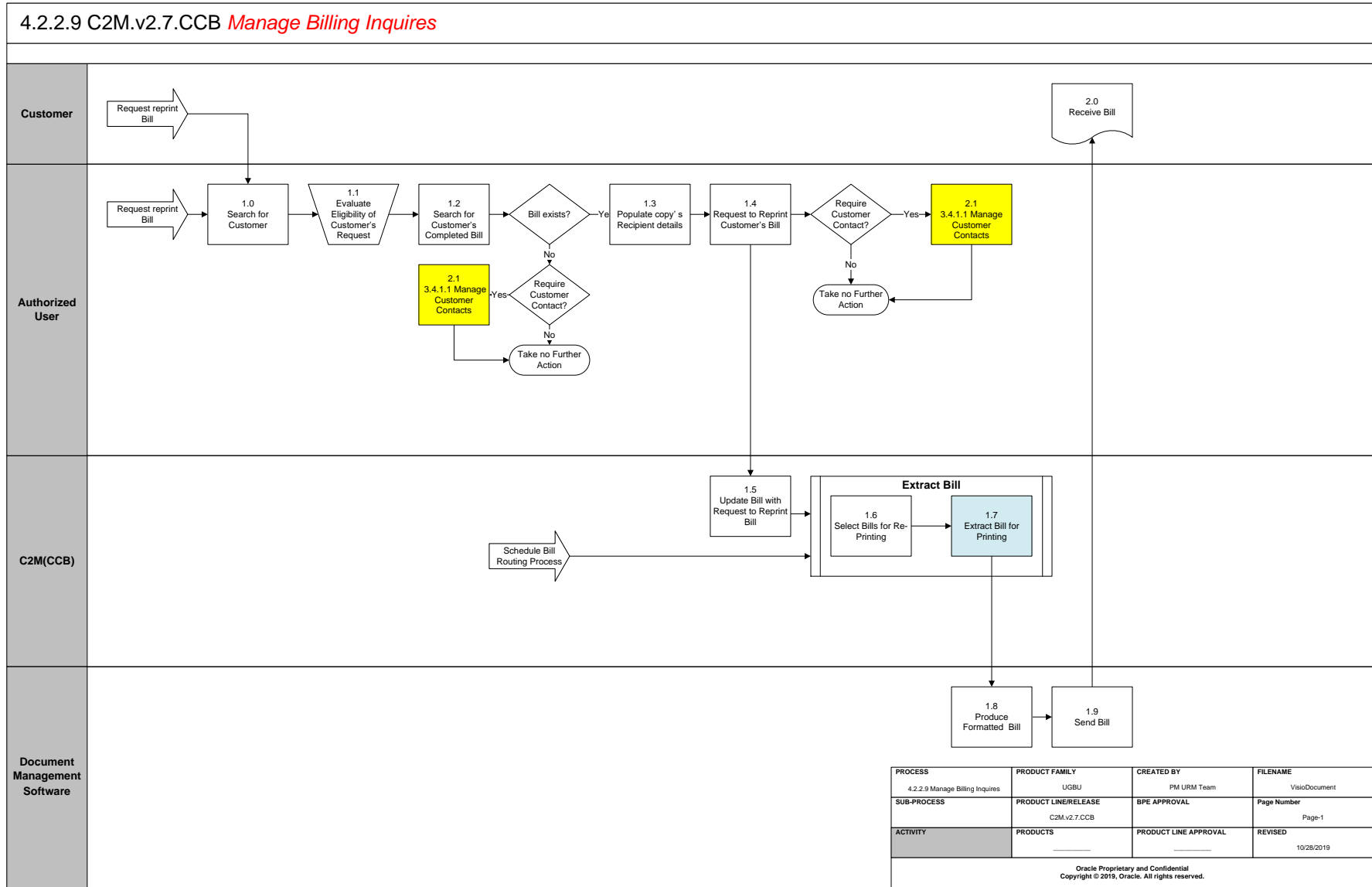
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## Brief Description

**Business Process:** 4.2.2.9 C2M.CCB.Manage Billing Inquires  
**Process Type:** Sub Process  
**Parent Process:** 4.2.2 C2M.CCB.Manage Bill  
**Sibling Processes:** 4.2.2.1 C2M.CCB.Update Billing Information , 4.2.2.2 C2M.CCB.Manage Meter Charges, 4.2.2.3 C2M.CCB.Manage Item Charges, 4.2.2.4 C2M.CCB.Manage External and Miscellaneous Charges, 4.2.2.5 C2M.CCB.Manage Loan Charges, 4.2.2.6 C2M.CCB.Manage Deposit Charges, 4.2.2.8 C2M.CCB.Manage Billing Disputes, 4.2.2.10a C2M.CCB.Manage Budget Billing, 4.2.2.10b C2M.CCB.Manage Monitored and Un-Monitored Non-Billed Budget Billing, 4.2.2.12 C2M.CCB.Manage Payment Arrangement Charges, 4.2.2.14 C2M.CCB.Manage Off Cycle Bill for External and Miscellaneous Charges

It's a part of Customer service and typical business practice when Customer requests a copy of the Bill. Current document describes the business process and procedure that takes place when Customer or any other person request re-print existing bill or provide additional copy of it. There are different options for Customers and Authorized Users to view the Customer bills and receive a copy of it.

# Business Process Model



## Detail Business Process Model Description

### 1.0 Search for Customer

**Actor/Role:** Authorized User

**Description:**

Upon receipt of inquiry for Billing the Authorized User accesses [Control Central Search](#) to locate the customer in C2M(CCB).

**Configuration required** Y

**Entities to Configure:**

Installation Options
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### 1.1 Evaluate Eligibility of Customer's Request

**Actor/Role:** Authorized User

**Description:**

Authorized User decides if the request to obtain a copy of existing Bill is valid based on specific Business rules and instructions.

### 1.2 Search for Customer's Completed Bill(s)

**Actor/Role:** Authorized User

**Description:**

If Authorized User decides to proceed with request, Authorized User reviews Customer's Bills and identifies the one that require copy. Account Financial History, Account's Bills are used to identify the Bill.

**Process Plug-in enabled** Y

**Available Algorithm(s):**

<a href="#">Installation Options - Control Central Alerts</a>
Algorithm Type - BIFN-BL INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used.
C2M-BILLINFO - Bill Information
C1-SKIPINACC - Skip Inactive Accounts
C1-OI-BILAMT - Determine Open-Item Bill Amounts
Algorithm Type - C1-TL-BL-EVT - Build Bill Events (Balance Forward Bill Timeline)

**Configuration required** Y

**Entities to Configure:**

Installation Options
Customer Class

**Business Object Y**                      **Business Object:**

Bill - Bill business object (simple bill elements only)
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### 1.3 Populate Copy's Recipient Details

**Actor/Role:** Authorized User

**Description:**

Authorized User needs to reprint a bill or to send a bill to someone other than the original recipient of the bill the Authorized User populates Bill Routing details and provides the name and address to which the bill should be sent using screen Bill / Bill Routing.

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

Account
Person
Account/Person
Bill Route Type

**Business Object Y**                      **Business Object:**

WX-BillRouteType - This business object is used to read an instance of a bill route type.
---

### 1.4 Request to Reprint Customer's Bill

**Actor/Role:** Authorized User

**Description:**

Authorized User requests to re-print the bill by saving the newly created bill routing record.

### 1.5 Update Bill with Request to Reprint Bill

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

**Description:**

C2M(CCB) saves the new bill routing record with the recently entered data.

### 1.6 Select Bills for Re-Printing; Group: Extract Bill

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

**Description:**

C2M(CCB) selects the bills that are marked for re-printing.

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

POSTROUT - Post bill routing
C2M-EBIL - Email Bill Routing Job

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

Bill Route Type
-----------------

### **1.7 Extract Bill for Printing; Group: Extract Bill**

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

**Description:**

The requested [Bill](#) is extracted and made available for printing. The Bill print process creates the flat file interfaced to Bill print software. This process uses all Bill routing extract records associated with its batch control that are marked with a supplied run number. The information is extracted and placed on the flat file for each [Bill](#) is controlled by each Bill route type's extract algorithm. An additional custom process may be created to interface with the Bill Print software as needed.

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

Algorithm Type - BLEX-EX- This algorithm type constructs the records that contain the information that appears on a printed Bill.
Algorithm Type - C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.
Algorithm Type - C1-WFAC-CRBJ - Create Pending Batch Job
C1-ONLN-CR - Create bill image using a reporting engine
C2M-BLEX-XML - Create XML bill print extract records
Algorithm Type - C1-BLEX-BIP - BI Publisher bill extract algorithm.

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

POSTROUT - Post bill routing
C2M-EBIL - Email Bill Routing Job

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

Bill Route Type
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**Business Object Y**      **Business Object:**

WX-BillRouteType - This business object is used to read an instance of a bill route type.
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### **1.8 Produce Formatted Bill**

**Actor/Role:** Document Management Software

**Description:**

The [Bill](#) is printed onsite or remotely using Document Management software outside of C2M(CCB). It also could be e-mailed to the Customer if e-mail is a bill routing type.

**Process Plug-in enabled Y**

**Available Algorithm(s):**

C1-ONLN-CR - Create bill image using a reporting engine
---

### **1.9 Send Bill to Customer**

**Actor/Role:** Document Management Software

**Description:**

The printed copy of the Bill is sent to the Customer. It could also be e-mailed to the Customer if e-mail is a bill routing type.

### **2.0 Receives Bill**

**Actor/Role:** Customer

**Description:**

The Customer receives the copy of the requested Bill.

**Configuration required Y**

**Entities to Configure:**

Bill Route Type
-----------------

### **2.1 3.4.1.1 Manage Customer Contacts**

**Actor/Role:** Authorized User

**Description:**

If Business rules require, Authorized User creates Customer Contact. Refer to process 3.4.1.1 Manage Customer Contacts.

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## Test Documentation related to the Current Process

ID	Document Name	Test Type

## Document Control

### Change Record

Date	Author	Version	Change Reference
		Draft	No Previous Document
10/21/10	Geir Hedman		Updated Title and Content page
11/15/10	Yoko Iwahiro		Update Business Object, Algorithms, Configurable processes.
12/27/10	Ayelet Lavee		Release review changed siblings, Hyperlinks, Minor edits.
2/9/11	Geir Hedman		Updated Document and Visio
3/28/2011	Conrad Pinili		Updated Document - Process Plug-Ins
9/25/2013	Ahad G Abbasi		Updated for CCB v2.4
09/25/2013	Galina Polonsky		Reviewed, Approved
08/30/17	Joshua Piccott		Updated Document and Visio to C2Mv2.6
12/04/2017	Chetan Raut		Updated Document and Visio
12/20/2017	Galina Polonsky		Reviewed, Approved
09/18/2018	Debby Phelps		Updated Document and Visio
10/21/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7

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## Attachments:

### Bill Notebook



Bill Routing.doc

### Control Central Search



"Control Central  
Search.doc"

### Dashboard



Dashboard.doc

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



"Installation Options  
Control Central Alert /