



## C2M v2.9

### 4.2.1.6 Receive External Charges

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# Contents

BRIEF DESCRIPTION .....	4
BUSINESS PROCESS MODEL PAGE 1 .....	5
BUSINESS PROCESS MODEL PAGE 2 .....	6
DETAIL BUSINESS PROCESS MODEL DESCRIPTION.....	7
TEST ASSETS RELATED TO THE CURRENT PROCESS.....	12
DOCUMENT CONTROL .....	13
ATTACHMENTS:.....	14
<i>Billable Charge Upload Staging Page</i> .....	14
<i>Billable Charge Page</i> .....	15

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## Brief Description

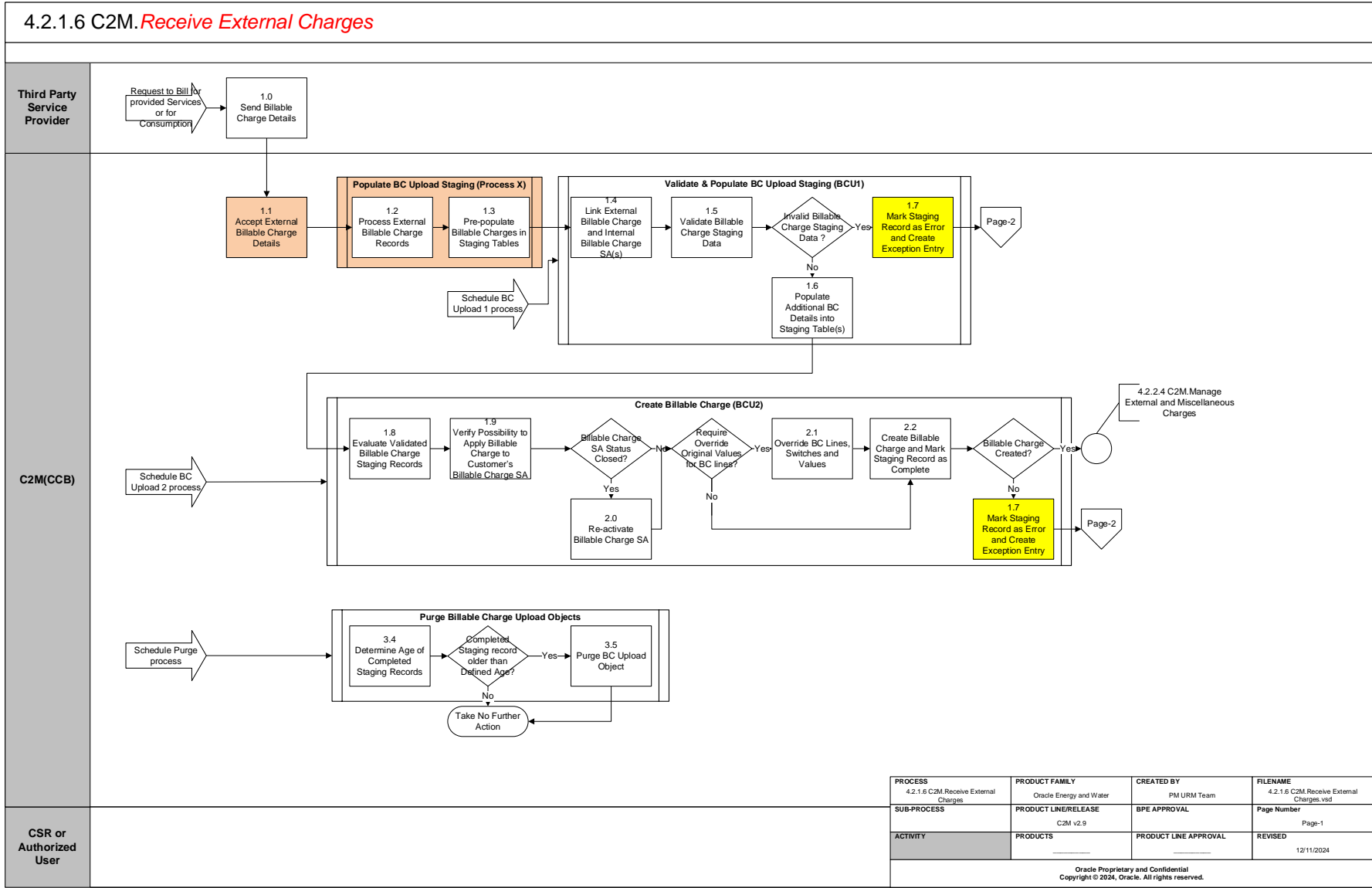
**Business Process:** 4.2.1.6 C2M.Receive External Charges  
**Process Type:** Sub-process  
**Parent Process:** 4.2.1 C2M.Collect and Process Measurements  
**Sibling Processes:** 4.2.1.7 C2M.Apply Miscellaneous Charges, 4.2.2.4 C2M.Manage External and Miscellaneous Charges

The Receive External Charges process takes place if the Utility Company practices receiving charges calculated by third parties and presents them on the customer's bill along with the utilities own charges. The process is initiated by a Third Party Service Provider by calculating and sending charges to the Utility Company that bills the customer. These charges are called "pass through" and typically include charges for:

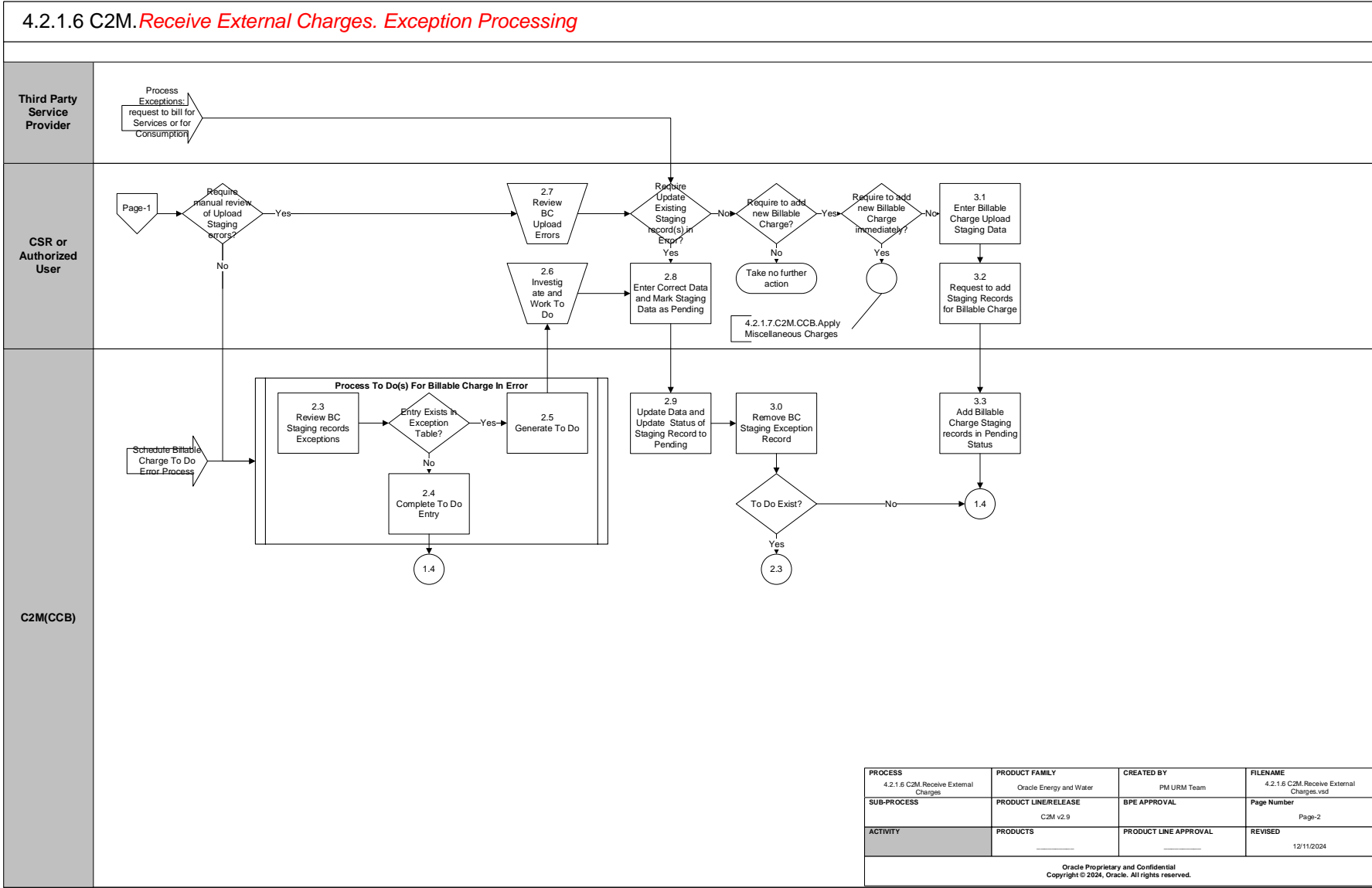
- consumption
- miscellaneous service provided to the Customer

The Utility Company receives, uploads, validates received information, creates Billable Charges and stores all the related details. These charges will be included into the Customer's next bill (see sibling process 4.2.2.4 C2M.Manage External and Miscellaneous Charges for details) and all the details associated with the Billable Charge received from the Third Party Service Provider (meter reads, consumption, etc.) will be printed on the bill.

Business Process Model Page 1



Business Process Model Page 2



## Detail Business Process Model Description

### 1.0 Send Billable Charge Details

**Actor/Role:** Third Party Service Provider

**Description:**

This task is initiated when Third Party Service Provider wants to bill a Customer for a service being provided. The Third Party Service Provider calculates charges for consumption and /or any other type of service provided to the Customer and sends this information to the billing provider.

Typically, Billable Charges information may include:

- Pre-calculated bill lines that will be presented “as is” to the customer
- Service quantities that will be used by the billing system to calculate the charges
- Meter read details required to be printed on the bill
- Periodic or one time charges etc.

### 1.1 Accept External Billable Charge Details

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

**Description:**

The Utility Company who is responsible for billing accepts External Billable Charges sent by Third Party Service Provider. This task is the receipt of the billable charges, from the 3<sup>rd</sup> party provider, in electronic form.

### 1.2 Process External Billable Charge records. Group: Populate BC Upload Staging

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

**Description:**

System reads and initially processes External Charges received from a Third Party Service Provider. This task is a part of Populate BC Upload Staging background batch process. Populate BC Upload Staging process is a custom process and it is different for each company.

Customizable process Y

**Process Name:**

Populate BC Upload Staging

### 1.3 Pre-populate Billable Charge in Staging Tables. Group: Populate BC Upload Staging

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

**Description:**

When initial processing is successful, the External Billable Charges and relevant details associated with the Billable Charges are loaded into Billable Charge Upload Staging tables. This task is also part of Populate BC Upload Staging batch process. See [1.2 Process External Billable Charge records](#) for details.

### 1.4 Link External Billable Charge and Internal Billable Charge SA(s). Group: Validate and Populate BC Upload Staging

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

**Description:**

Customers with “pass through” charges have a separate Service Agreement to hold Billable Charges in C2M(CCB). In this step C2M(CCB) identifies those Billable Charge Service Agreements for each External Billable Charge. This is a first step of Billable Charge Upload 1 – Validate and Populate BC Upload Staging background process.

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

BCU1 Billable Charge Upload 1 - Validate and Populate BC Upload Staging
---

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

SA Type
SA Type SA Relationship Type (Optional)
SA Relationship Type (Optional)

### **1.5 Validate Billable Charge Staging Data Group: Validate and Populate BC Upload Staging**

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

**Description:**

C2M(CCB) validates Billable Charge data stored in Staging tables.

### **1.6 Populate Additional BC details into Staging Table(s). Group: Validate and Populate BC Upload Staging**

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

**Description:**

C2M(CCB) populates default information stored in C2M(CCB) if not provided by Third Party Service provider.

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

SA Type
Bill Charge Line External Type (Optional)

### **1.7 Mark Staging Record as Error and Provide Error Information Group: Validate and Populate BC Upload Staging** **Group: Create Billable Charge**

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

**Description:**

If any of the Billable Charge Staging Records didn't pass the validations or cannot be processed C2M(CCB) marks those records as error records (changes the status of the record to "Error") and stores error details.

### **1.8 Evaluate Billable Charge Staging Records. Group: Create Billable Charge**

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

**Description:**

C2M(CCB) reviews and evaluates all the newly uploaded and validated Billable Charge records. This is a first step of Billable Charge Upload 2 – Create Billable Charge background process.

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

BCU2 Billable Charge Upload 2 – Create Billable Charge
--

### **1.9 Verify Possibility to Apply Billable Charge to Customer's Billable Charge SA. Group: Create Billable Charge**

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



**Description:**

C2M(CCB) verifies status of Customer's Billable Charge Service Agreement to determine if External Billable Charge can be applied

**2.0 Re-activate Billable Charge SA. Group: Create Billable Charge**

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

**Description:**

If Customer's Billable Charge Service Agreement is closed (charges cannot be applied) C2M(CCB) re-activates it to allow system to apply External Billable Charges.

**2.1 Override Billable Charge Lines, Switches and Values. Group: Create Billable Charge**

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

**Description:**

C2M(CCB) overrides the values of the various switches referenced on a Billable Charge Upload Staging lines if the Customer's Service Agreement Type has an override value

**Configuration required** Y

**Entities to Configure:**

SA Type
Bill Charge Line External Type (Optional)
Billable Charge Template

**2.2 Create Billable Charge and Mark Staging Record as Complete. Group: Create Billable Charge**

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

**Description:**

System creates External Billable Charge received from Third Party Service Provider and applies it to Customer's Service Agreement.

**2.3 Review BC Staging Records exceptions. Group: To Do for Billable Charge in Error**

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

**Description:**

C2M(CCB) reviews all the exception records that were created during Billable Charge Upload (all the Billable Charge Upload Staging records marked as error)

**Customizable process** N

**Process Name:**

TD-BCUPL To-Do for Billable Charge in Error
---

**2.4 Complete To Do Entry Group: To Do for Billable Charge in Error**

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

**Description:**

C2M(CCB) identifies and completes To Do Entries that are "Open" or "Assigned" that were previously created for billable charge staging exception records, but currently have no entries in the exception table.

**Customizable process** N

**Process Name:**

**2.5 Generate To Do. Group: To Do for Billable Charge in Error****Actor/Role:** C2M(CCB)**Description:**

System creates a To-Do List Entry for each Billable Charge Upload Staging record in error to view and analyze error messages

**2.6 Investigate and Work To-Do****Actor/Role:** CSR**Description:**

CSR or Authorized User views and investigates Billable Charge upload errors.

**2.7 Review Billable Charge Upload Errors****Actor/Role:** CSR**Description:**

CSR or Authorized User can also review specific errors using [Billable Charge Upload Staging page](#)

**2.8 Enter Correct Data and Mark Staging Data as Pending****Actor/Role:** CSR**Description:**

CSR or Authorized User fixes the problem identified during investigation and enters correct data. CSR or Authorized User also changes status of Billable Charge Upload Staging record to Pending using [Billable Charge Upload Staging page](#). It allows to re-process External Billable Charge Staging data again and attempts to create Billable Charge within C2M(CCB)

**2.9 Update Data and Update Status of Staging Records to Pending****Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) updates the corrected data and updates Billable charge upload staging record to 'Pending' status.

**3.0 Remove BC Staging Exception Record****Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) removed billable charge staging exception when BC staging record is transitioned from 'Error' to 'Pending' status.

**3.1 Enter Billable Charge Upload Staging Data****Actor/Role:** CSR**Description:**

Sometimes a CSR or Authorized User identifies a need to create a new Billable Charge. In this case CSR or Authorized User also selects the way to create Billable charge. If Billable Charge has to be created and applied to Customer's Service Agreement immediately, a CSR or Authorized User uses the [Billable Charge page](#) (see 4.2.1.7 C2M.Apply Miscellaneous Charges for details). Alternatively, a CSR or Authorized User enters Billable Charge Upload Staging Data using [Billable Charge Upload Staging page](#), that data will then be processed by C2M(CCB) background processes and Billable Charges will be created and applied automatically.

### **3.2 Request to Add Staging Records for Billable Charges**

**Actor/Role:** CSR

**Description:**

CSR or Authorized User requests to add a Staging Records for Billable Charge

### **3.3 Add Billable Charge Staging Records in Pending Status**

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

**Description:**

System adds new Staging Records in pending status

### **3.4 Determine Age of Completed BC Staging Records Group: Purge Billable Charge Upload Objects**

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

**Description:**

The first step of C2M(CCB) background process Purge Billable Charge Upload Objects determines age of completed BC staging records.

Customizable process N

**Process Name:**

BCUP-PRG Purge Billable Charge Upload objects
---

### **3.5 Purge Billable Charge Upload Objects. Group: Purge Billable Charge Upload Objects**

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

**Description:**

System purges competed Staging records that are older than number of days determined by Company's business practice and then specified in the batch control parameter "NO-OF-DAYS".

Customizable process N

**Process Name:**

BCUP-PRG Purge Billable Charge Upload objects
---

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4216-001-Initiate-Billable-Charge-Upload-Staging-Process	1
2	URM-C2M-4216-002-Purge-Billable-Charge-Upload-Staging	1

## Document Control

### Change Record

Date	Author	Version	Change Reference
		Draft 1a	No Previous Document
10/21/10	Geir Hedman		Updated Title and Content page
11/10/10	Yoko Iwahiro		Update business objects and algorithms
12/27/10	Ayelet Lavee		Minor editing.
2/9/11	Geir Hedman		Updated Document and Visio
8/16/13	Mel Bachmeier	V2.4	Updated Document and Visio
09/11/13	Galina Polonsky		Reviewed
08/28/15	Don Lee		Updated to V2.5
09/08/15	Galina Polonsky		Reviewed, Approved
08/17/17	Ekta Dua		Updated Document and Visio to v2.6
10/23/17	Jerry Chick		Reviewed document and made minor changes for C2M
10/20/2017	Galina Polonsky		Reviewed, Approved
8/8/2018	Jerry Chick		Minor grammatical updates
09/20/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for 2.7
05/10/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
06/25/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

# Attachments:

## Billable Charge Upload Staging Page

Billable Charge Upload Staging

BookmarkClearSaveRefresh

MainLineSQ DetailsRead Details

Billable Charge Up ID

Billable Charge Up Status

Pending

Start Date

End Date

Account Number in Provider's CIS

External System

Billable Charge External ID

Description on Bill

Create Date/Time

Service Agreement☒

Billable Charge ID

Billable Charge Page

Billable Charge

Bookmark

Clear

Save

Refresh

Main

Line Characteristics

SQ Details

Read Details

Billable Charge ID

Account ID

Service Agreement

Start Date

04-01-2020

End Date

Total Bill Amount

0.00

Billable Charge Template

Total Line Amount

0.00

Description on Bill

Billable Charge Status

Billable

Cancel

			Line Sequence	Description on Bill	Charge Amount	Show on Bill	Appears in Summary	Memo Only, No
+			10			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>