



C2M v2.9

4.2.2.10b Manage Monitored – Unmonitored Non-Billed Budget Billing

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Brief Description

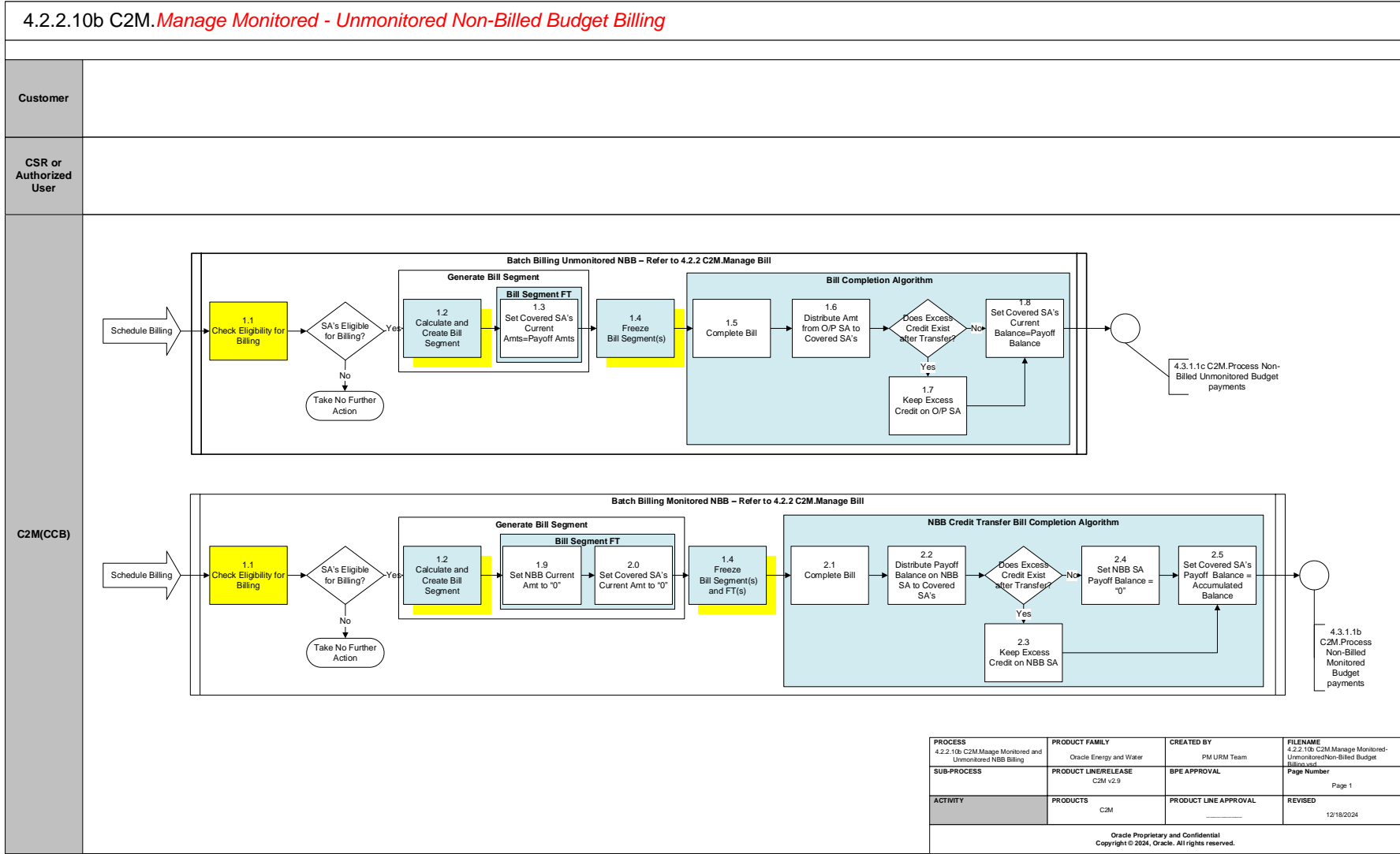
Business Process: 4.2.2.10b C2M.Manage Monitored - Unmonitored Non-Billed Budget Billing
Process Type: Sub Process
Parent Process: 3.4.2 C2M.Develop Insight and Understanding
Sibling Processes: 4.3.1.1 C2M.Manage Payments, 4.1.1.4 C2M.Develop Arrears Procedures, 4.2.2 C2M.Manage Bill, 3.4.1 C2M.Manage Contacts, 3.3.2.2. C2M.Start Non-Premise Based Service, 3.3.2.4 C2M.Stop Non-Premise Based Service, 4.3.1.1b C2M.Process Monitored Non-Billed Budget Payments, 4.3.1.1.c C2M.Process Unmonitored Non-Billed Budget Payments, and 3.4.4.1b C2M.Enroll in Non-Billed Budget, 3.4.4.2b C2M.Renew Non-Billed Budget, and 3.4.4.3b C2M.Expire Non-Billed Budget

This process describes how Billing impacts the customer on Monitored and Unmonitored Non-Billed Budget plans.

At billing, balances are transferred from the [Monitored Non-Billed Budget SA](#) to the Covered SA's for [Monitored Non-Billed Budgets](#). The Current Balance for the Covered SA's remains at "0".

At billing, balances are transferred typically from the Overpayment SA to the Covered SA's for [Unmonitored Non-Billed Budgets](#). The Current Balance for the [Unmonitored Non-Billed Budget SA](#) is always "0".

Business Process Model



Detail Business Process Model Description

1.1 Check Eligibility for Billing

Actor/Role: C2M(CCB)

Description:

Batch Billing analyzes accounts with a defined bill cycle each time the bill cycle window opens. Refer to 4.2.2 C2M(CCB) Manage Bill Process for more information.

Customizable process N

Process Name:

Billing - C1-BLEIL (Batch Control) - Billing Data Initial Load for DataConnect. (Eligible for Billing_ - Refer to 4.2.2 C2M(CCB) Manage Bill

1.2 Calculate and Create Bill Segment Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description:

Billing process calculates, creates bill segment, and creates financial transaction. (Actual Billed Amount).

Process Plug-in enabled Y

Available Algorithm(s):

C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - 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 (see below for which value is used)
- 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).

Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service agreements, the payoff amount is the actual bill amount, and the

Configuration required Y Entities to Configure:

current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount.

Bill Segment Type
SA Type (defined as eligible for Non Billed Budget - recurring charge)

SA Type configuration for NBB Budget
Recommendation Rule and associated algorithms

1.3 Set Covered SA's Current Amt = Payoff Amt Group: Generate Bill Segment

Group: Bill Segment FT

Actor/Role: C2M(CCB)

Description:

The Service Agreements covered by the [Unmonitored Non-Billed Budget](#) current amounts = the payoff amounts. The Current Balance is always "0" for the [Unmonitored Non Billed Budget SA](#).

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

C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - 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 (see below for which value is used)
- 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).

Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount

is zero, the current amount will be the bill amount.
--

1.4 Freeze Bill Segment**Actor/Role:** C2M(CCB)**Description:**

The [Bill Segment\(s\)](#) and associated Financial Transaction are frozen in C2M(CCB). Bill segments are frozen and Bill completion is initiated if the 'Freeze and Complete' switch at the Bill Cycle Schedule is switched '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 - Bill Freeze Options
--

Bill Cycle- Freeze and Complete Switch
--

1.5 Complete Bill**Actor/Role:** C2M(CCB)**Description:**

The bill is completed in C2M(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any.

1.6 Distribute Amt from O/P SA to Covered SA's**Actor/Role:** C2M(CCB)**Description:**

Payments for an [Unmonitored Non-Billed Budget](#) are typically applied to an Overpayment SA. At Bill Completion C2M(CCB) transfers the credit to the Covered SA's using standard payment distribution priority.

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

C1-PYDST-PPR (PYDIST-PPRTY) - Distribute Based On SA Type Priority/Debt Age . Payment Distribution Algorithm
--

CREDIT-XFER (CREDIT-XFER) - this SA Type - Bill completion algorithm will transfer the balance of a credit SA to other SAs linked to the account.

Configuration required Y**Entities to Configure:**

Customer Class Controls

Sync Up Adjustment Type

Transfer Adjustment Type

Excess Credit SA Type

1.7 Keep Excess Credit on O/P SA

Actor/Role: C2M(CCB)

Description:

The excess credit remains on the Overpayment SA until the next time the Account bills.

1.8 Set Covered SA's Current Balance = Payoff Balance

Actor/Role: C2M(CCB)

Description:

The Current Balance and Payoff Balance for the covered Service Agreements now reflect the [Unmonitored Non-Billed Budget](#) payment scheduled payments transferred from the Overpayment SA.

1.9 Set NBB SA Current Amt to "0" Group: Generate Bill Segment

Group: Bill Segment FT

Actor/Role: C2M(CCB)

Description:

As the bill segment is frozen the [Monitored Non-Billed Budget SA](#) Current Amount is set to "0".

2.0 Set Covered SA's Current Amt to "0" Group: Generate Bill Segment

Group: Bill Segment FT

Actor/Role: C2M(CCB)

Description:

When a bill segment is created for a [Monitored Non-Billed Budget](#) the current amount is set to "0" for Service Agreements covered by the Monitored Non-Billed Budget.

2.1 Complete Bill

Actor/Role: C2M(CCB)

Description:

The bill is completed in C2M(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any. If the NBB Credit Transfer bill completion algorithm is plugged in on the Monitored Non-Billed Budget SA type, the monies from the [Monitored Non-Billed Budget SA](#) are transferred to Covered Service Agreements.

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

C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.

Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.

Configuration required Y Entities to Configure:

Monitored NBB SA Type

2.2 Distribute Payoff Balance on NBB SA to Covered SA's

Actor/Role: C2M(CCB)

Description:

The payoff balance on the [Monitored Non-Billed Budget SA](#) is transferred to Covered Service Agreements. Covered SA's with credit balances are excluded from distribution. Distribution to each Covered SA does not exceed the total payoff balance. The credit is prorated over the Covered SA's according to payoff balances on each SA. Ad-hoc debt, such as an adjustment is excluded.

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

C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits. Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed.

Configuration required Y Entities to Configure:

Monitored NBB SA Type
Transfer Adjustment Type

2.3 Keep Excess Credit on NBB SA

Actor/Role: C2M(CCB)

Description:

Any credit remains on the [Monitored Non-Billed Budget SA](#) until the next bill or the monitored Non-Billed Budget SA is stopped.

2.4 Set NBB SA Payoff Balance = "0"

Actor/Role: C2M(CCB)

Description:

The payoff balance for the monitored Non-Billed Budget SA now = "0".

2.5 Set Covered SA's Payoff Balance = Accumulated Balance

Actor/Role: C2M(CCB)

Description:

The Service Agreements covered by the [Monitored Non-Billed Budget](#) reflect the transfer and are an accumulated balance.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-42210b-001-Batch-Billing-Unmonitored-NBB-WO-Excess-Credit	1
2	URM-C2M-42210b-002-Batch-Billing-Unmonitored-NBB-W-Excess-Credit	1
3	URM-C2M-42210b-003-Batch-Billing-Monitored-NBB-WO-Excess-Credit	1
4	URM-C2M-42210b-004-Batch-Billing-Monitored-NBB-W-Excess-Credit	1

Document Control

Change Record

Date	Author	Version	Change Reference
		Draft 1a	No Previous Document
5/6/09	Colleen King		Multiple Changes in April-May
5/19/09	Colleen King		Updates from changes to guidelines
10/22/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
11/18/13	Dean Davis		Updated Document and Visio
11/24/2013	Galina Polonsky		Reviewed, Approved
03/31/2016	Chris Brewster		Updated to V2.5.
04/03/2016	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
9/27/2017	Colleen King		Updated Document and Visio for C2M
10/03/2017	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
04/16/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
04/23/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Account/Monitored Non -Billed Budget

Account

Bookmark

Delete

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

URM-UTA-SD,Person_80248, Residential, \$-10.00

Account ID 1080293216 9

Set Up Date01-01-2020

Currency CodeUnited States Dollars

Customer ClassResidential

Access Group***

CIS DivisionCalifornia

Protect CIS Division

Management Group

Comment

Bill CycleMonthly bill cycle - day 1

Bill After

Protect Bill Cycle

Bill Print Intercept

Mailing Premise ID1784778454

755214_URM-UTA-SD Smart Street, San Francisco, CA, 94105

Protect Mailing Premise

	Debt Class	Current Balance	Payoff Balance
	No collection/severance	\$-10.00	\$-10.00
	Non-billed Budget	\$0.00	\$-55.00
	Standard utility debt	\$0.00	\$121.20

Account/Unmonitored Non Billed Budget

Non-billed Budget

Bookmark

Clear

Save

Refresh

MainHistory

Non-billed Budget SA

California / Non-Billed Budget- Unmonitored, Active, 04-15-2020, 0361939598

SA ID0361939598

Account ID0367364872

URM-UTA-SD,Person_67239, Residential, \$0.00

CIS DivisionCalifornia

Sched Payment Auto PayExcluded from Auto Pay

SA TypeNBB-UNMO

Non-Billed Budget- Unmonitored

Recommendation RuleMON-10A

Monthly Schedule - 12 Months - 10% Adj

Current Balance\$0.00

Start Date04-15-2020

End Date

Expiration Date06-14-2020

Renewal Date06-04-2020

Recommendation Rule Parameter Values

Parameter	Value
Rounding Rule (D - round down, U - round up)	U
Rounding Unit (nearest integer to round to)	1
Day of Month	15
Number of Payments in Schedule	2

Scheduled Payments

		Date	Amount
+	🗑		
Total of Scheduled Payments \$0.00			

Covered Service Agreements

		Covered SA	SA Information	Current Balance	Payoff Balance
+	🗑	🔗 0368902029	California / Electric Residential, ERES1, Active, 01-01-2020, Single family - no seasonal factors, 0368902029	\$0.00	\$0.00

Account/Monitored Non Billed Budget SA

Service Agreement

Bookmark

Clear

Save

Refresh

Main

Rate Info

SA/SP

Chars, Qty & Rec. Charges

Misc

Contract Options

Billing Scenario

SA Portal

SA Info

California / NBB-MRR, Active, 05-15-2020, 1084077884

SA ID 1084077884

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

1080293216

URM-UTA-SD,Person_80248, Residential, \$-10.00

CIS Division

California

SA Type

NBB-MRR

California / NBB-MRR

Start Date

05-15-2020

End Date

Maximum Bill Threshold

\$0.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

10-14-2020

Renewal Date

10-04-2020

NBB Auto Pay

Excluded from Auto Pay

Recommendation Rule

Monthly Schedule - 12 Months - 10% Adj

Debt Class

Non-billed Budget

Days Old

Arrears Amount

Current Balance

\$0.00

Payoff Balance

\$-55.00

Account/Unmonitored Non Billed Budget SA

Service Agreement

Bookmark

Clear

Save

Refresh

Main

Rate Info

SA/SP

Chars, Qty & Rec. Charges

Misc

Contract Options

Billing Scenario

SA Portal

SA Info

California / Non-Billed Budget- Unmonitored, Active, 04-15-2020, 0361939598

SA ID 0361939598

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

0367364872

URM-UTA-SD,Person_67239, Residential, \$-85.78

CIS Division

California

SA Type

NBB-UNMO

California / Non-Billed Budget- Unmonitored

Start Date

04-15-2020

End Date

Maximum Bill Threshold

\$0.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

06-14-2020

Renewal Date

06-04-2020

NBB Auto Pay

Excluded from Auto Pay

Recommendation Rule

Monthly Schedule - 12 Months - 10% Adj

Debt Class

No collection/severance

Days Old

Arrears Amount

Current Balance

\$0.00

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

🔍

📄

⬆

Search By

Name and Address ▾

Name

👤

+

📄

Address

City

Postal

CIS Division

▾

Show All Premises

☒

Search

Admin Menu/Installation Options – Control Central Alerts

Installation Options - Framework

Main

Messages

Algorithms

Accessible Modules

Installed Products

		System Event	Sequence Number	Algorithm
+	🗑	* <div>Control Central Alert ▾</div>	* <div>80</div>	<div><div>🔗</div><div>C1HNBBSA</div><div>🔍 Highlight Non-Billed Budget SA</div></div>