



C2M v2.9

4.2.2.12 Manage Payment Arrangement Charges

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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 ASSETS RELATED TO THE CURRENT PROCESS..... 30

DOCUMENT CONTROL 31

ATTACHMENTS:..... 32

Bill 32

Bill Segment 33

Admin Menu/Installation Options/Control Central Alerts 34

Control Central Search 35

Dashboard..... 36

Payment Arrangement Service Agreement..... 37

Brief Description

Business Process:	4.2.2.12 C2M.Manage Payment Arrangement Charges
Process Type:	Sub Process
Parent Process:	4.2.2 C2M.Manage Bill
Sibling Processes:	4.2.2.2 C2M.Manage Meter Charges, 4.2.2.3 C2M.Manage Item Charges, 4.2.2.4 C2M.Manage External and Miscellaneous Charges, 4.2.2.6 C2M.Manage Deposit Charges, 4.2.2.5 C2M.Manage Loan Charges, 4.3.1.1 C2M.Manage Payments

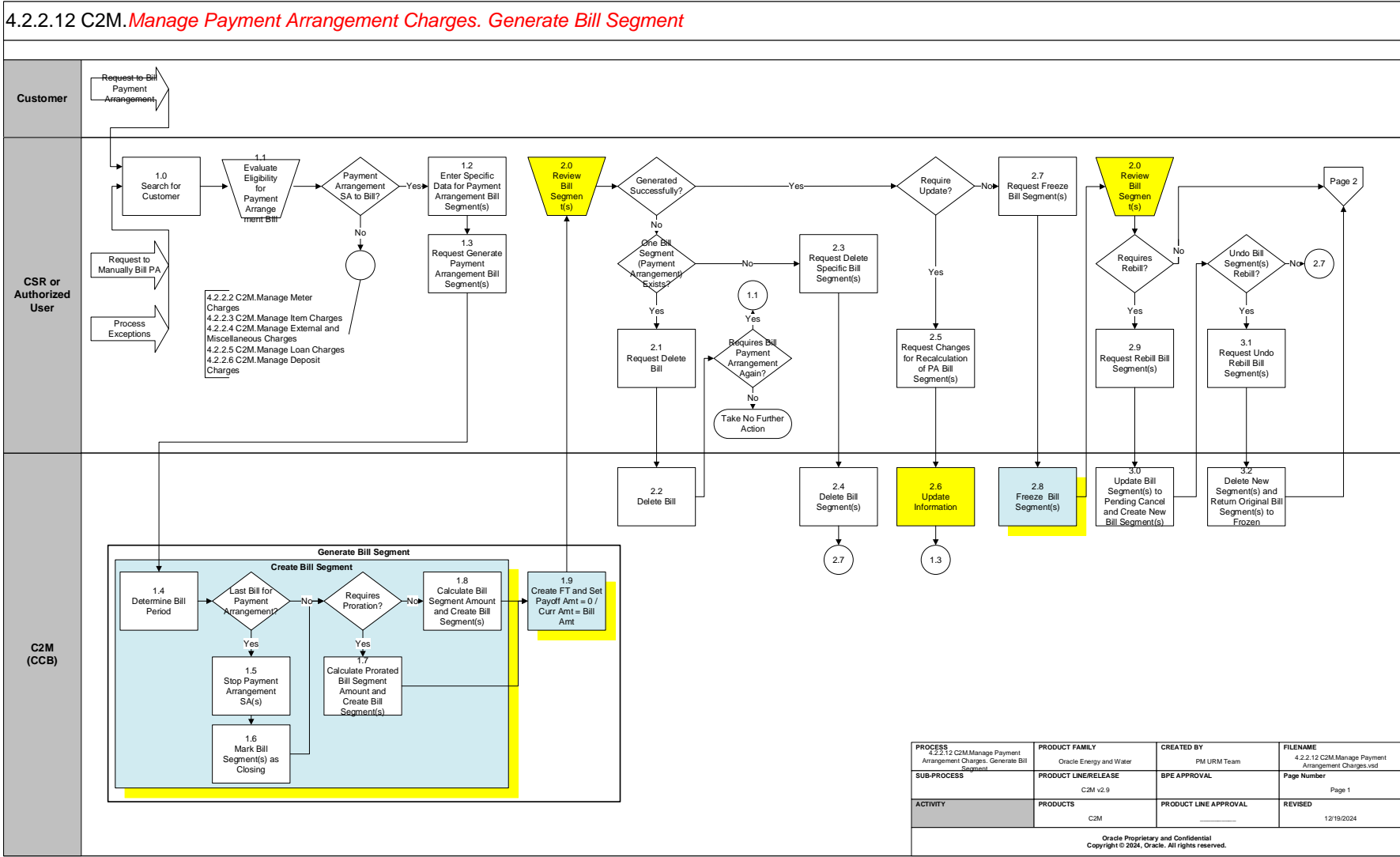
This process describes Billing for Payment Arrangements. This process takes place if the Customer has entered into a Payment Arrangement agreement with the organization. The [Payment Arrangement Service Agreement](#) typically contains overdue debt that the customer has agreed to pay in installments over time.

Payment Arrangements are billed on a regular basis similar to other services provided by the utility.

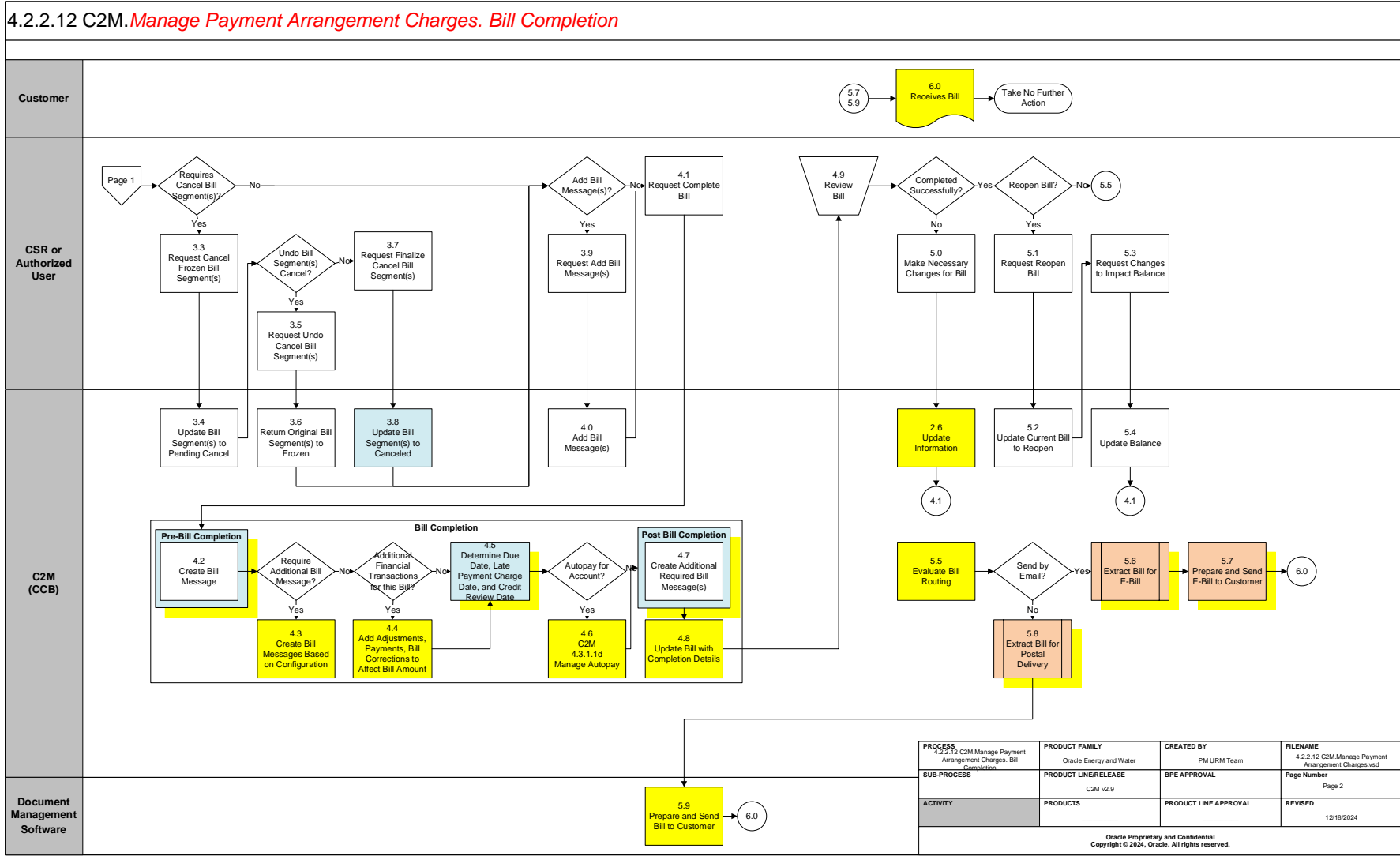
Most bills are produced in a Batch Billing process. However, the CSR or Authorized User can create Bills for Payment Arrangements manually if required. If a [Bill](#) is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

When a bill is successfully completed it is made available to the Customer.

Business Process Model Page 1

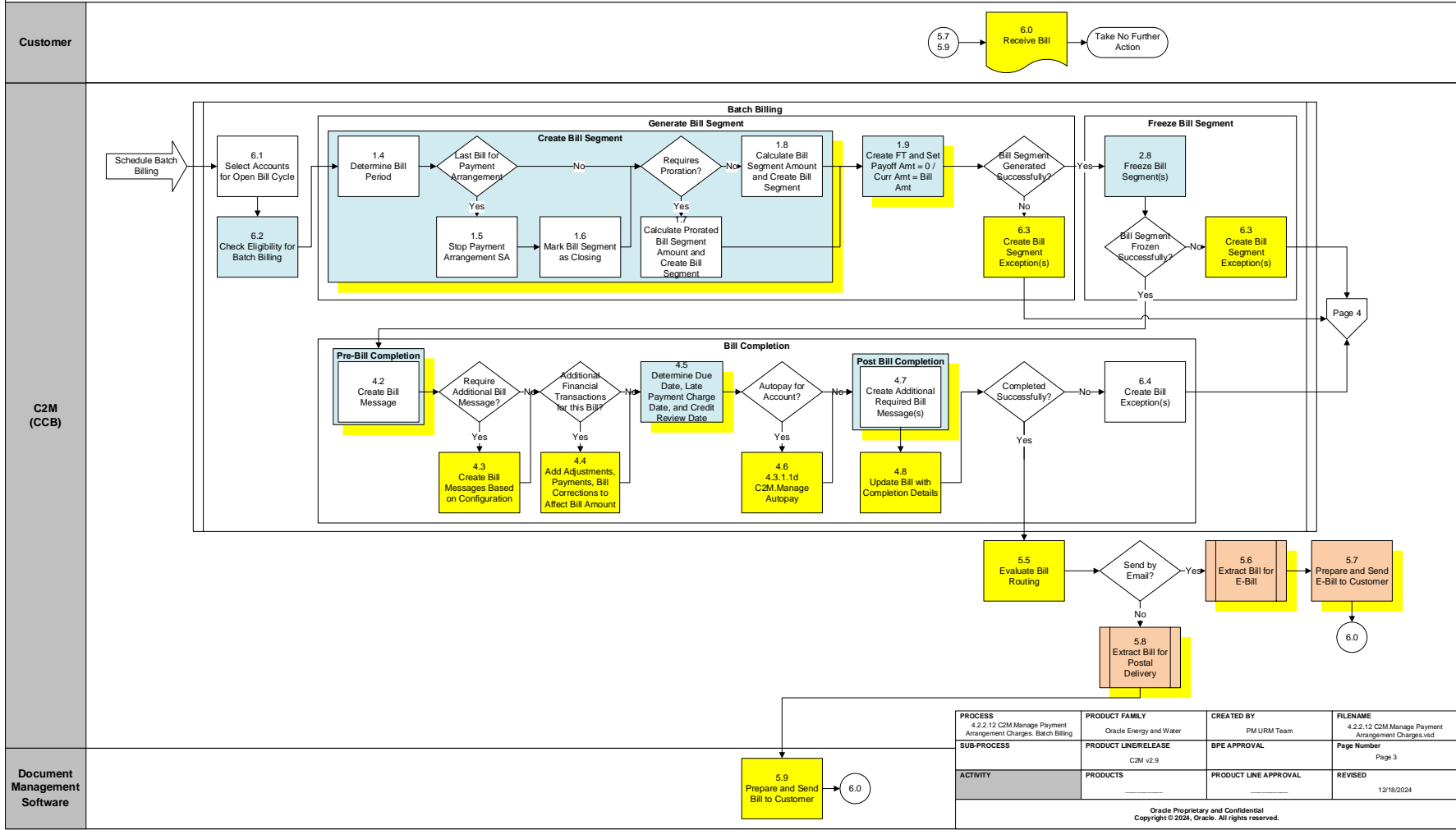


Business Process Model Page 2



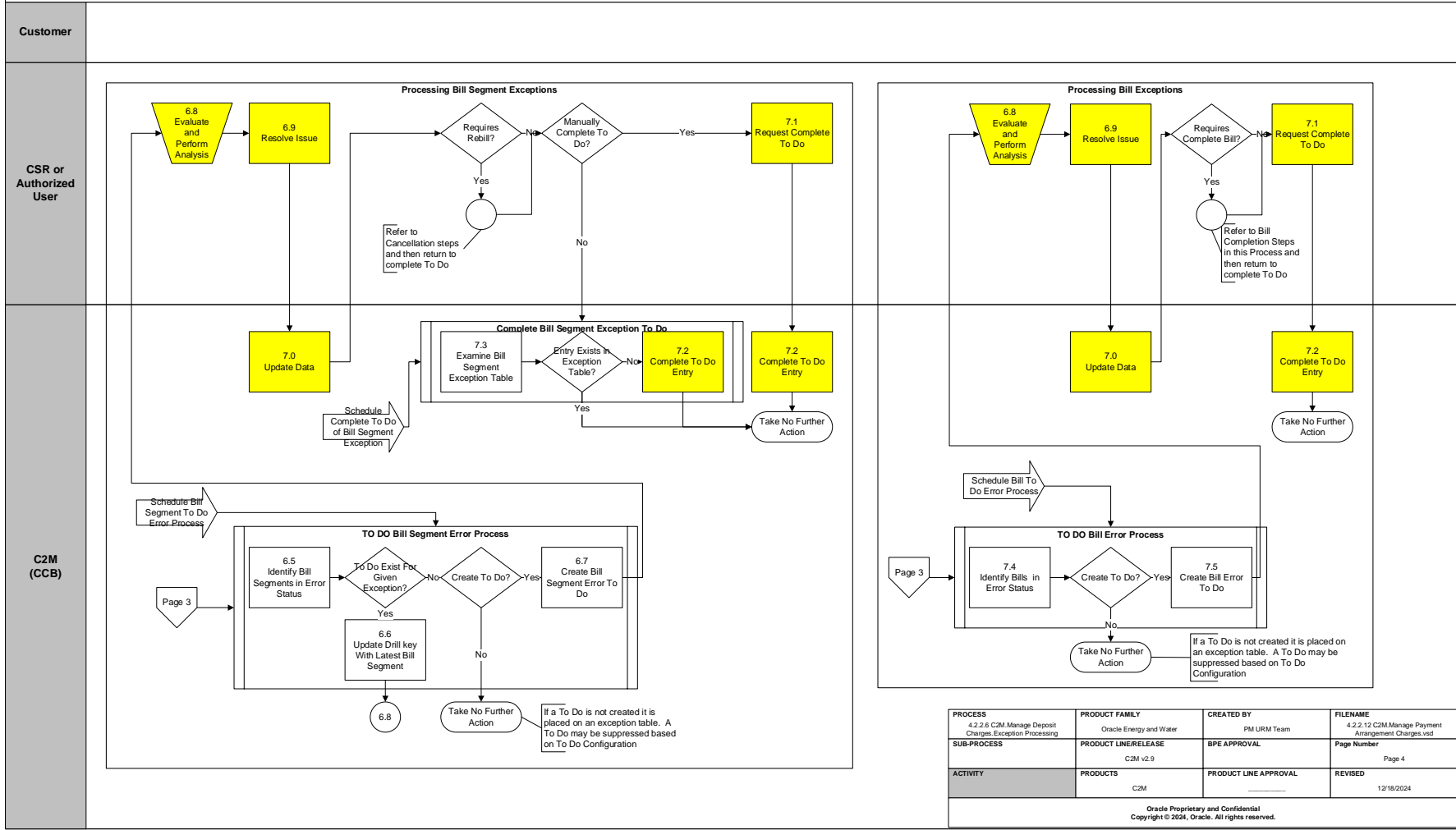
Business Process Model Page 3

4.2.2.12 C2M.Manage Payment Arrangement Charges. Batch Billing



Business Process Model Page 4

4.2.2.12 C2M.Manage Payment Arrangement Charges. Exception Processing



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR or Authorized User

Description:

Upon receipt of request to bill [a Payment Arrangement](#), 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 Eligibility for Payment Arrangement 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, 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 creating a new Bill or any rebilling based on established business rules. If there is an amount that needs to be billed to the customer, the CSR or Authorized User initiates the billing process.

Configuration required Y

Entities to Configure:

Installation Options

1.2 Enter Specific Data for Payment Arrangement Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User needs to create a Payment Arrangement [Bill](#) for the customer, the CSR or Authorized User provides the system with information 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 Payment Arrangement Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

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

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

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.

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

1.5 Stop Payment Arrangement SA(s) Group: Create Payment Arrangement Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If the [Payment Arrangement](#) is billing for the last time, the system initiates the stop process for the Payment Arrangement Service Agreement. The installment billing obligations are met and the Payoff Balance is 0.

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

C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - 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 the service agreement

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 Type

1.6 Mark Bill Segment(s) as Closing Group: Create Payment Arrangement Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If the generated Bill Segment is the last Payment Arrangement Bill Segment, C2M(CCB) marks the Bill Segment as the 'closing' Bill Segment.

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

C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - 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 the service agreement

Customizable Process N Process Name

BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle. Online Billing

Configuration required Y Entities to Configure:

process creates a Bill for account when requested by an Authorized User.

Bill Segment Type

SA Type

1.7 Calculate Prorated Payment Arrangement Bill Segment Amount and Create Bill Segment(s)

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates and calculates the Payment Arrangement Bill Segment based on the supplied prorated Bill Period.

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

C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - 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 the service agreement

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 Type

1.8 Calculate Bill Segment Amount and Create Bill Segment(s)

Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates and calculates the Payment Arrangement Bill Segment based on the supplied normal Bill Period.

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

Customizable Process N	Process Name	C1-BSBS-RA - Bill recurring charge amount until payoff bal = 0. (Algorithm Type - BSBS-RA) - 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 the service agreement
Configuration required Y	Entities to Configure:	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.
		Bill Segment Type
		SA Type

1.9 Create FT and Set Payoff Amt = 0 / Curr Amt = Bill Amt) 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):	C1-BSBF-B0 - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where: - Payoff amount = 0 - Current amount = bill amount - The general ledger is not affected. This algorithm should be plugged-in on all bill segment types that only affect a service agreement's current balance
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 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, rebilled or canceled.

2.1 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 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.

2.2 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.

2.3 Request Delete Specific Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

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

2.4 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.

2.5 Request Changes for Recalculation of Payment Arrangement Bill

Actor/Role: CSR or Authorized User

Description:

After review, the CSR or Authorized User identifies a problem with the generated Payment Arrangement 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 may include a change to dates, or recurring charge information.

2.6 Update Information

Actor/Role: C2M(CCB)

Description:

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

2.7 Request Freeze Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

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

2.8 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 Payment Arrangement Bill Segment and associated Financial Transactions. 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- This is initiated by CSR or Authorized User when he/she requests to Freeze Bill Segments created for the 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 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 Bill Segment.

Configuration required Y	Entities to Configure:	Bill Cancel Reasons
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3.0 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:

Bill Cancel Reasons

3.1 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.

3.2 Delete New 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.

3.3 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

3.4 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.

Configuration required Y Entities to Configure:

Bill Cancel Reasons

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

3.6 Return Original Bill Segment(s) to Frozen

Actor/Role: C2M(CCB)

Description:

When the CSR or Authorized User requests Undo Cancel C2M(CCB) updates Bill Segment Status to Frozen and Billing process can be resumed.

3.7 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).

3.8 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

3.9 Request Add Bill Message(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User may add Payment Arrangement 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 Messages for an online Bill.

Configuration required Y

Entities to Configure:

Bill Message

4.0 Add Bill Message(s)

Actor/Role: C2M(CCB)

Description:

The Bill Message is added to the bill in C2M(CCB).

4.1 Request Complete Bill

Actor/Role: CSR or Authorized User

Description:

When CSR or Authorized User cannot find any problem with Frozen Bill Segment(s), they initiate the Complete Bill function.

4.2 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. This process could be initiated manually and automatically. 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.

Customizable Process N	Process Name	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.
Configuration required Y	Entities to Configure:	<div data-bbox="882 324 1551 470">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.</div> <div data-bbox="882 503 1551 583"> <div>Customer Class</div> <div>SA Type</div> </div>

4.3 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. 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
- Rate Schedule Bill Messages
- Service Provider Bill Messages
- Meter Reader Remark 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:	<div data-bbox="882 1234 1551 1315">Customer Class Bill Messages</div> <div data-bbox="882 1315 1551 1362">Account and Service Agreement Bill Messages</div>

4.4 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. This step could be executed from online and batch processing.

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.

4.5 Determine Due Date, Late Payment Charge 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

4.6 4.3.1.1d C2M.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.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.

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.

Configuration required Y **Entities to Configure:**

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)

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.

4.9 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:

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.

Customizable Process N **Process Name**

Bill Print Extract

Configuration required Y **Entities to Configure:**

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.

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
--

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.

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 - CIPBXBLB

Customizable process Y Process Name

Custom Extract Process

Configuration required Y Entities to Configure:

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 processes bill information produced by C2M(CCB). The bill is made available to the Customer.

6.0 Receives Bill

Actor/Role: Customer

Description:

The Customer receives the Bill.

Configuration required Y Entities to Configure:

Bill Route Type

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. This step could be executed from batch only.

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: Processing Bill Segment Exceptions
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 Update Drill key With Latest Bill Segment Group: Processing Bill Segment Exceptions
Group: TO DO Bill Segment Error Process

Actor/Role: C2M(CCB)

Description:

C2M(CCB) helps to eliminate duplication of to do entries for same bill segment in error by validating if there is an existing to do entry for given exception. The TD-BSERR (To Do for Bill Segments in Error) batch control eliminates To Do Entry duplication by updating the drill value to reflect the regenerated Bill Segment ID when an existing To Do Entry is found for the original bill segment.

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

C1-TDCR-DFRL - Default To Do Role via Account/Premise
C1-TDCR-CHAR - Link Account/Premise/Person/SA/SP to To Do
D1-TDPRCRE - To Do Pre-Creation
X1-TDPRCRE - Customer to Meter To Do Pre-Creation

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
Installation Option Framework- To Do Pre-Creation Algorithms

6.7 Create Bill Segment Error To Do Group: Processing Bill Segment Exceptions

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
--

6.8 Evaluate and Perform Analysis Group: Processing Bill Segment Exceptions

Group: Processing Bill Exceptions

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. Service Point, Device (Meter) and Read historical information, Device (Meter) Configuration, Activity History, 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 viable solutions or workarounds for the missing or incomplete information.

6.9 Resolve Issue Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User resolves the error and enters information into C2M.

7.0 Update Data Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

Actor/Role: C2M(CCB)

Description:

Information required for resolution is updated in C2M

7.1 Request Complete To Do Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions

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.

Note: Completed To Do entries are typically purged after a defined period of time.

7.2 Complete To Do Entry Group: Processing Bill Segment Exceptions
Group: Processing Bill Exceptions
Group: Complete Bill Segment Exception To Do

Actor/Role: C2M(CCB)

Description:

The To Do Entry is updated to Complete Status in C2M

7.3 Examine Bill Segment Exception Table Group: Complete Bill Segment Exception To Do
Actor/Role: C2M(CCB)

Description:

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

Customizable process N Process Name

C1-CTBSE- Complete To Do of Bill Segment Exception

7.4 Identify Bills in Error Status Group: Processing Bill Exceptions
Group: TO DO Bill Error Process

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies Bills in an error status. If C2M(CCB) determines the bill cannot be completed, a bill exception is created for review by a CSR or Authorized User. An associated To Do can be created. For example, if the customer’s mailing address is not defined, the corresponding bill cannot be completed.

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

7.5 Create Bill Error To Do Group: Processing Bill Exceptions
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 Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-42212-001-Manually-Gen-and-Complete-Bill-With-Pay-Arrangement	8
2	C2M 4.2.2.12-005	2
3	URM-C2M-42212-002-Manually-Gen-Complete-Bill-For-Acct-With-Pay-Arrangement-Cancel-BillSeg	2
4	URM-C2M-42212-003-Manually-Gen-Complete-Bill-For-Acct-With-PayArrangement-Reopen-Bill	2
5	URM-C2M-42212-004-Batch-Billing-Generates-Complete-Bill-For-Acct-With-Pay-Arrange	2
6	URM-C2M-42212-005-Manually-Gen-and-Complete-Bill-With-Pay-Arrangement-LastBill	2

Document Control

Change Record

Date	Author	Version	Change Reference
10/21/09	Colleen King	Draft	No Previous Document
10/23/09	Colleen King		Changes after Review
10/21/10	Geir Hedman		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
9/27/13	Ahad G Abbasi		Updated for CCB v2.4
10/21/2013	Galina Polonsky		Reviewed, Approved
04/01/2016	Chris Brewster		Updated for CCB v2.5
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
10/3/2017	Colleen King		Updated for C2M Document and Visio
10/24/2017	Galina Polonsky		Reviewed, Approved
09/28/2018	Debby Phelps		Updated Document and Visio
10/05/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
05/22/2024	Kunal Nerkar		Updated Document and Visio for C2M v2.9
06/25/2024	Line Prado		Reviewed
12/18/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Bill

Bill

Bookmark

Previous Item

Next Item

Clear

Save

Refresh

Main

Bill Segments

Bill Routings

Bill Messages

Characteristics

Bill Info

Date: 05-15-2017, Complete, Due: 05-30-2017, \$192.07

Bill ID 075618201160

Account ID 0756782155

Walter,Rick, Residential, \$192.07

Bill Status Complete

Display Bill

Due Date 05-30-2017

Create Date/Time 05-15-2017 15:09:33

Bill Date 05-15-2017

Completion Date/Time 05-15-2017 15:09:51

Late Payment Charge Details

Eligible for Late Payment Charge ☒

Late Payment Charge Date 06-05-2017

Previous Period's Balance \$191.88

Total Payments \$-191.88

Total Adjustments \$0.00

Total Bill Corrections \$0.00

Total Current Billing Charges \$192.07

Ending Balance This Period \$192.07

Bill Segment	Current Amount	Status	Remarks
California / Payment arrangement, Frozen, Period: 04-15-2017 - 05-15-2017, \$56.02, 0756668891	\$56.02	Frozen	
California / Electric Residential, Frozen, Period: 04-15-2017 - 05-15-2017, \$136.05, 0754351120	\$136.05	Frozen	

Total Generated Charge \$192.07

Bill Segment Action

Generate

Freeze

Cancel Frozen

Bill Segment

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Payment arrangement, Frozen, Period: 04-15-2017 - 05-15-2017, \$56.02, 0756668891

Bill Segment ID075485479651

Account ID

0756782155

Walter,Rick, Residential, \$192.07

Current Amount

\$56.02

Bill ID

075618201160

Date: 05-15-2017, Complete, Due: 05-30-2017, \$192.07

Payoff Amount

\$0.00

SA ID

0756668891

California / Payment arrangement, Active, 04-08-2017, 0756668891

Period

04-15-201705-15-2017

Bill Cycle

Status

Frozen

Closing

Estimated

SQ Override

Item Override

Premise

Create Date/Time

05-15-2017 15:09:36

Bill Segment Actions

Generate

Delete

Freeze

Rebill

Init Cancel

Undo

Cancel

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Payment arrangement, Frozen, Period: 04-15-2017 - 05-15-2017, \$56.02, 0756668891

Bill Segment ID075485479651

Bill Seg Hdr

←

"1" of "1"

→

Sequence

1

Start Date

04-16-2017

End Date

05-15-2017

Amount

\$56.02

Desc on Bill

Payment arrangement

Sequence	Description on Bill	Calculated Amount	Print	Appears in Summary	Unit of Measure	Time of Use
1	Payment arrangement	\$56.02	<input type="checkbox"/>	<input type="checkbox"/>		

Bill Segment

Bookmark

Clear

Save

Refresh

Main

Items

SQ Details

Calc Lines

Financial Details

Bill Segment Messages

Sub Bill Segment

Bill Segment Portal

Bill Seg Info

California / Payment arrangement, Frozen, Period: 04-15-2017 - 05-15-2017, \$56.02, 0756668891

Bill Segment ID

075485479651

Bill Segment FT

↶

"1" of "1"

↷

FT Type

Bill Segment

Current Amount

\$56.02

Show on Bill

☒

Payoff Amount

\$0.00

FT ID

075580760078

Posted by LMURRAY on 05-15-2017

Accounting Date

05-15-2017

Linked to Bill on 05-15-2017

Arrears Date

05-15-2017

Sequence	Distribution Code	Amount	Statistics	Statistics Amount	Description
----------	-------------------	--------	------------	-------------------	-------------

Admin Menu/Installation Options/Control Central Alerts

Algorithm Type

Bookmark

Duplicate

Delete

Clear

Save

Refresh

Main

Algorithm Type

C1-HONFPAPF

Owner

Customer Care and Billing

Description

Highlight In Progress PA Requests

Detailed Description

This alert algorithm highlights an account's PA Request process flows that are in a non-final state. It looks for incomplete process flows that are linked to payment arrangement requests.

Algorithm Entity

Installation - Control Central Alert

Program Type

Plug-In Script

Plug-In Script

C1HONFPAPF

Highlight In Progress PA Requests

	Sequence	Parameter	Required	Owner
<div><div>+</div><div>✖</div></div>	<div>*</div> <div></div>	<div>*</div> <div></div>	<div><input type="checkbox"/></div>	

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

Dashboard

Alerts ⓘ

⌵

⌶

Last Contact: Today - Nerkar,Kunal

Payment Arrangement

Deposit SA Exists

Landlord Exists

Premise is linked to a Parent Premise

Credit Rating: 900

Stopped SAs Exist

18 day(s) until next bill

Full Context

⌵

⌶

👤

Walter,Rick

⌵

💰

Walter,Rick, Residential, \$192.07

⌵

🏠

101 Spruce Court, San Francisco, CA, 94114

⌵

💻

101 Spruce Court, San Francisco, CA, 94114 / Electric Residential / Electric / ER-1000028 / Read Cycle 01, Route 100 / Active

⌵

📄

ER-1000028 / Electric Manual Read Meter - Digital / Install Date/Time: 01-15-2017 0:00:00 PST / On / Active

⌵

🕒

ER-1000028 / Electric Scalar kWh - Manual Read

⌵

Payment Arrangement Service Agreement

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 / Payment arrangement, Active, 04-08-2017, 0756668891

SA ID 0756668891

SA Status

Active

Activate SA

Cancel SA

Initiate Stop

Stop SA

Close SA

Reinstate SA

Account ID

0756782155

Walter,Rick, Residential, \$192.07

CIS Division

California

SA Type

PA

California / Payment arrangement

Start Date

04-08-2017

End Date

Maximum Bill Threshold

\$1,000.00

Cutoff Time

Start Day Option

Customer Read

No

Allow Estimates

Arrangement Amount

\$56.02

Start Option

Char Premise ID

Old Account ID

Total Amount to Bill

\$0.00

Expiration Date

Renewal Date

Debt Class

Payment arrangement

Days Old

Arrears Amount

31

\$56.02

Current Balance

\$56.02

Payoff Balance

\$224.08

SA - California / Payment arrangement, Active, 04-08-2017, 0756668891

Service Agreement

Bookmark

Clear

Save

Refresh

Main

Rate Info

SA/SP

ChargQty & Rec. Charges

Misc

Contract Options

Billing Scenario

SA Portal

SA Info

California / Payment arrangement, Active, 04-08-2017, 0756668891

SA ID

0756668891

Characteristics

		Effective Date	Characteristic Type	Characteristic Value
+		04-08-2017		

Contract Quantity

		Effective Date	Contract Quantity Type	Contract Quantity
+		04-08-2017		

Arrangement Amount

		Effective Date	Recurring Charge Amount
+		04-08-2017	\$56.02