



C2M v2.9

4.2.2.14 Manage Off Cycle Billing Charges

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Brief Description

Business Process:	4.2.2.14 C2M.Manage Off Cycle Billing 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, 4.2.2.5 C2M.Manage Loan Charges, C2M.4.2.2.6 Manage Deposit Charges, C2M.4.2.1.6 Receive External Charges, C2M.4.2.1.7 Apply Miscellaneous Charges

This process describes Off Cycle Billing. This process takes place in following situations:

- Utility Company provides the service that occurs outside the normal bill cycle process, and needs to generate a bill “Off” cycle for a customer.
- A corrected read notification for an Off Cycle Bill Generator record is received.

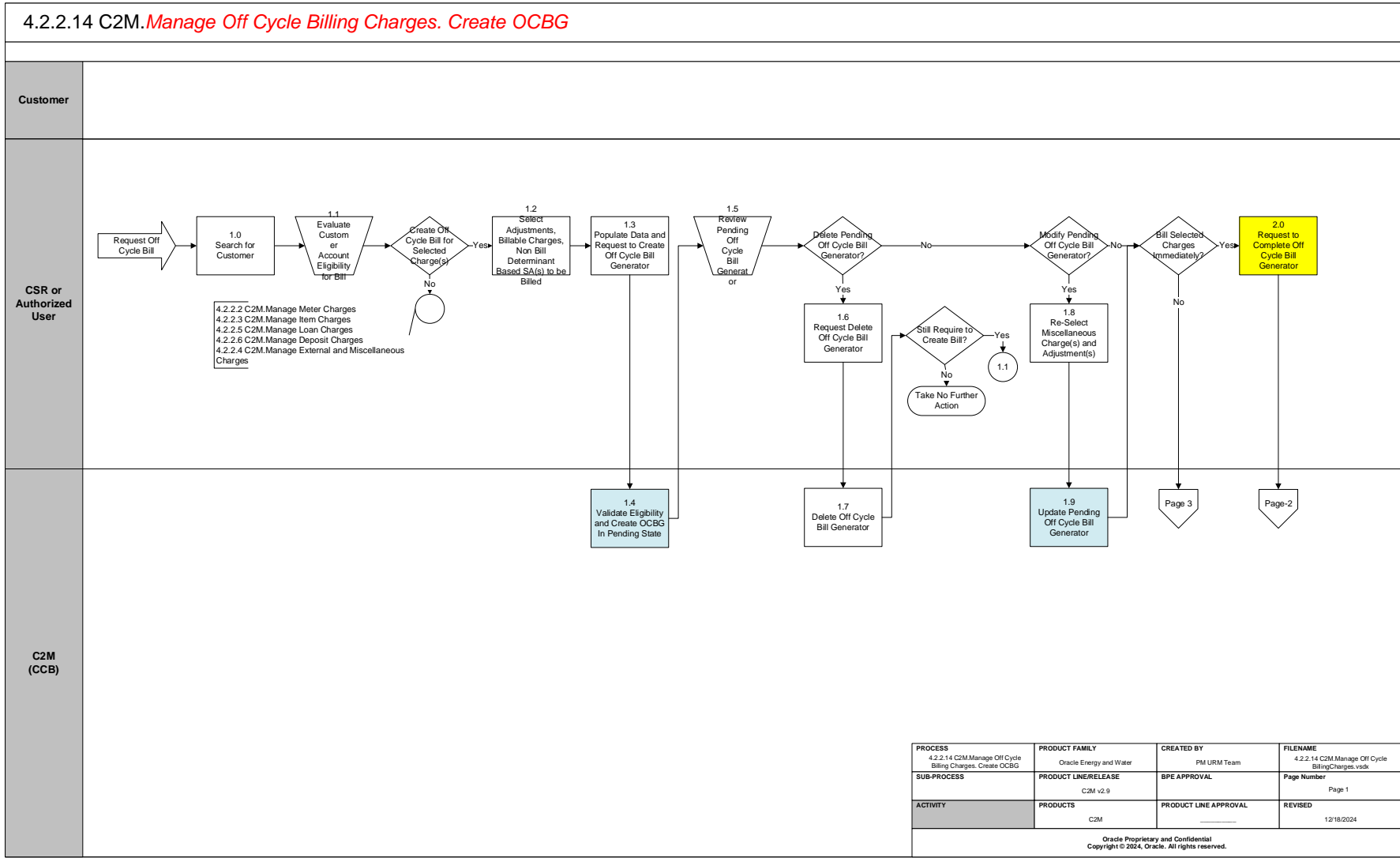
Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.

At times a corrected read notification may be received from MDM. This process includes acceptance or rejection of the new read, rebilling processing, and To Do completion. This (corrected read notification) Off Cycle Bill Generator option is not available to the CSR or Authorized User to initiate. The system receives information from MDM and creates a notification for the Off Cycle Bill Generator.

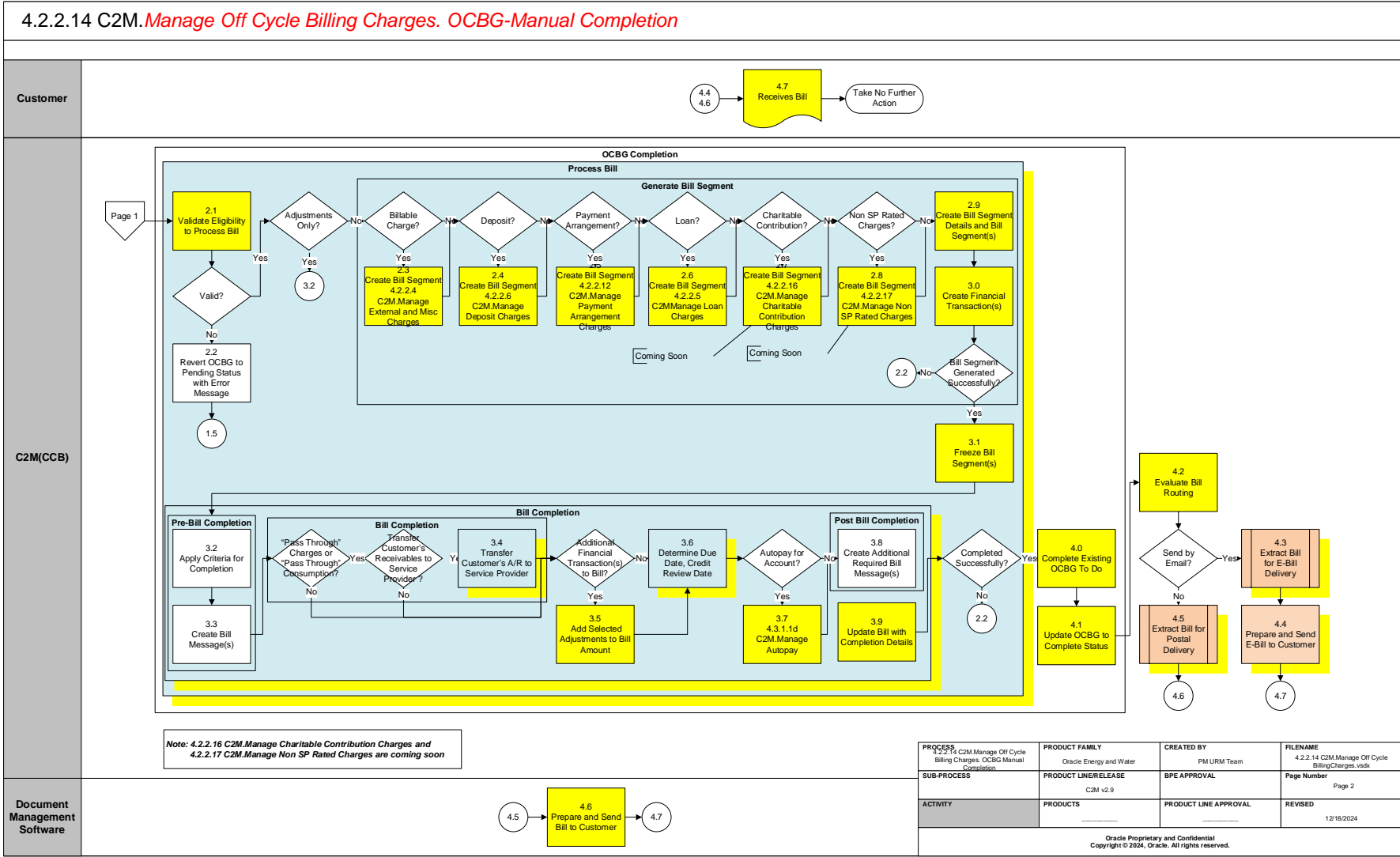
The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer through the use of Bill messages.

When the bill is successfully completed the company makes it available for the Customer.

Business Process Model Page 1



Business Process Model Page 2

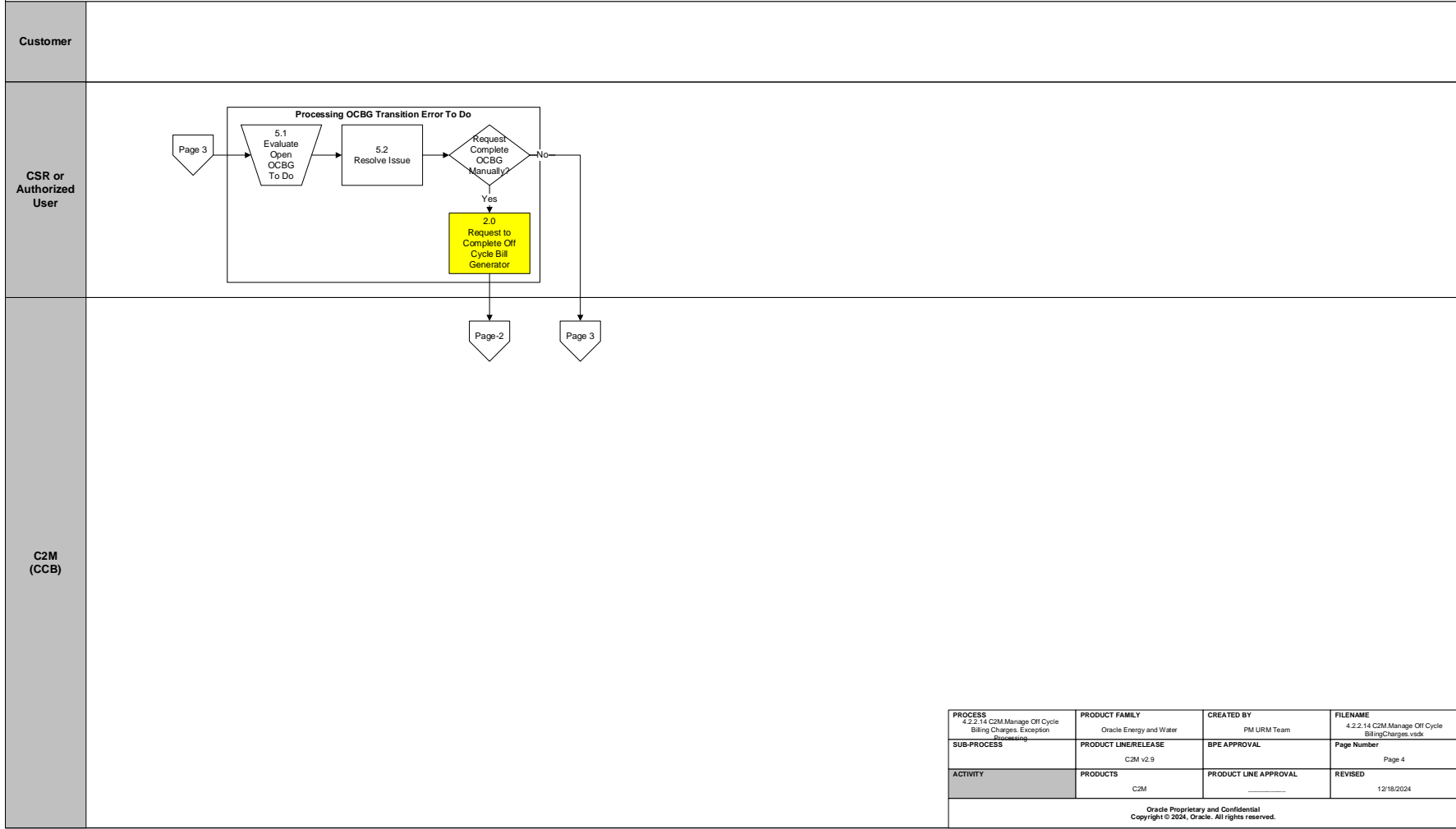


4.2.2.14 C2M. *Manage Off Cycle Billing Charges. Schedule OCBG*

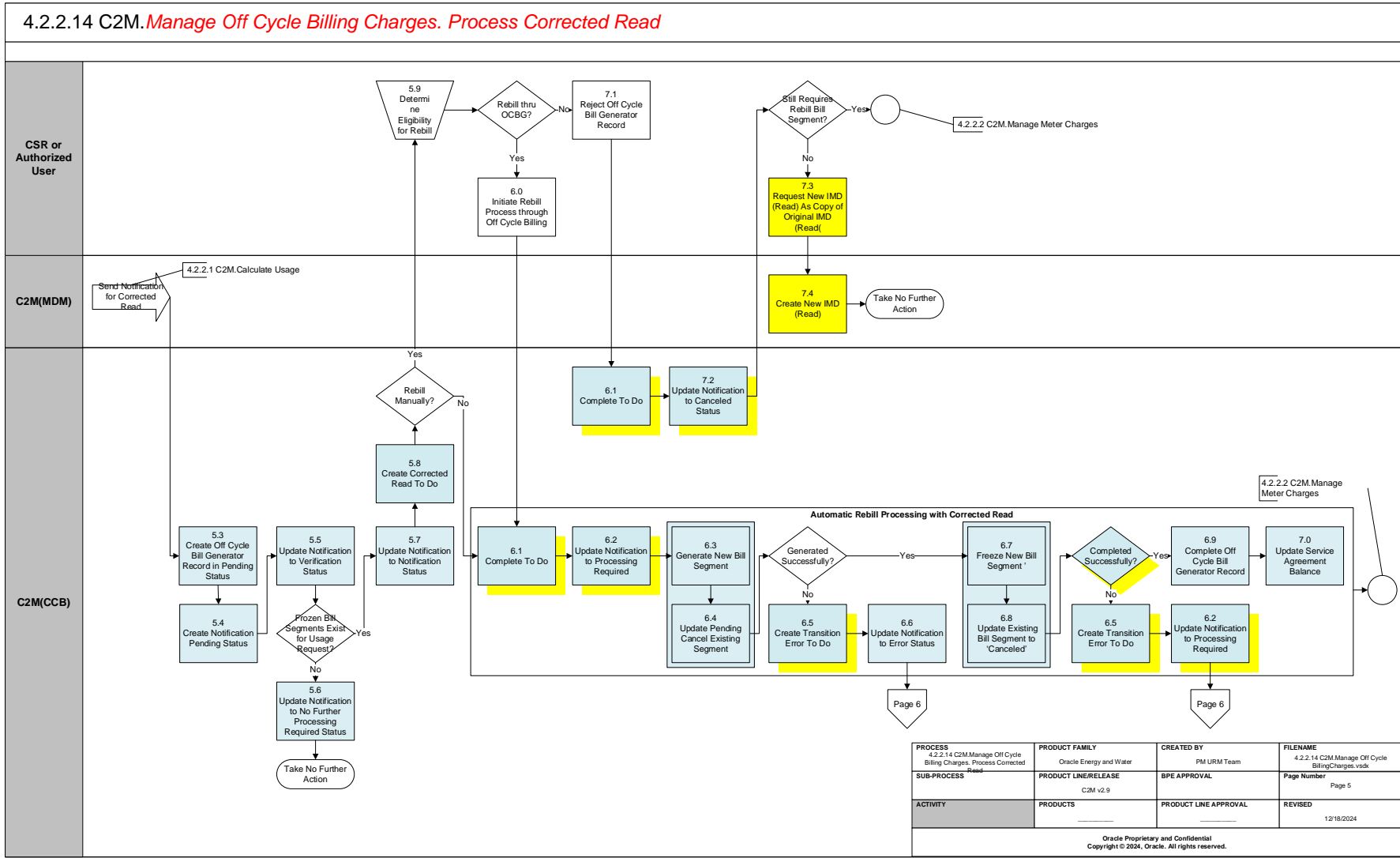


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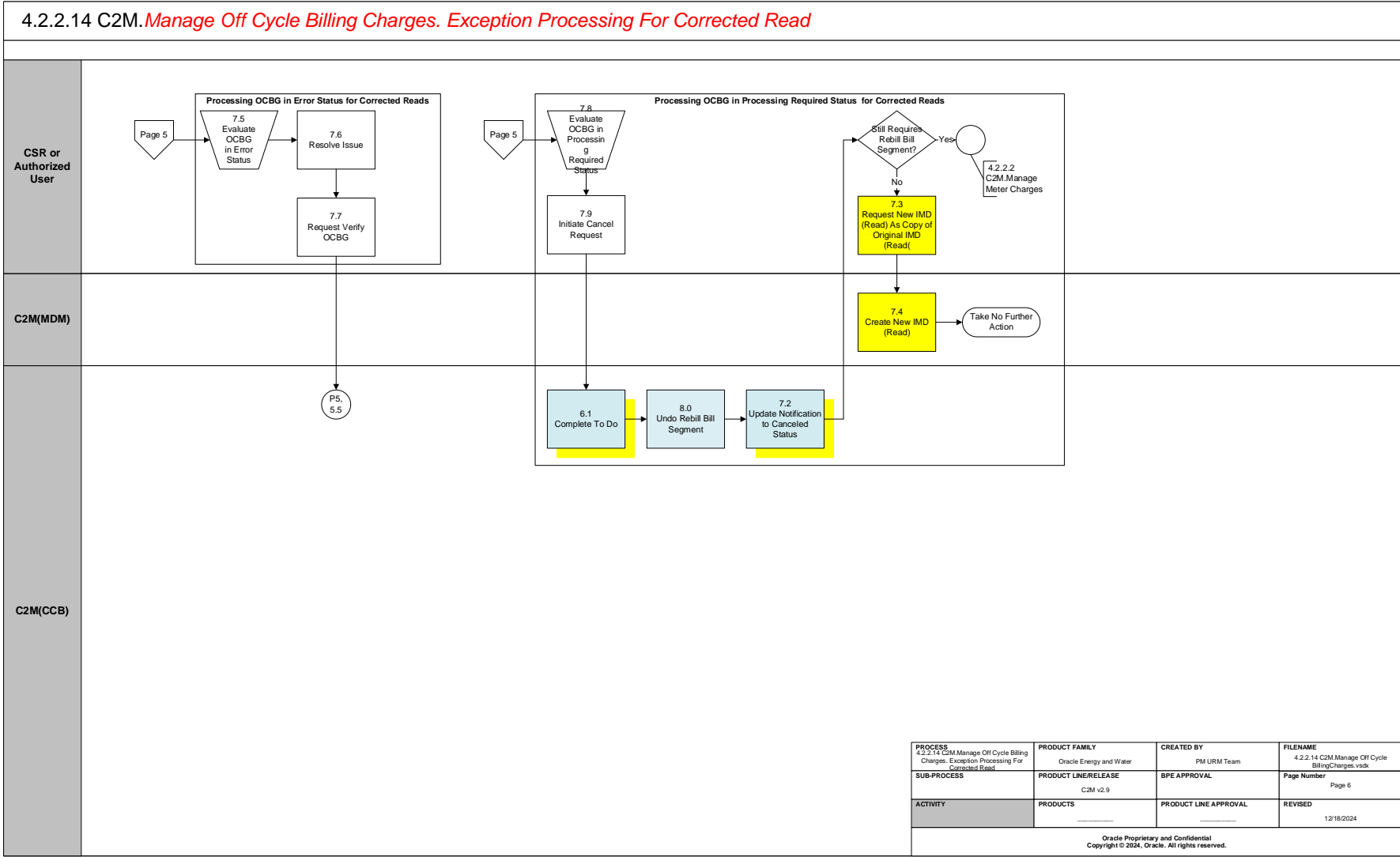
4.2.2.14 C2M.Manage Off Cycle Billing Charges. Exception Processing



Business Process Model Page 5



Business Process Model Page 6



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: CSR or Authorized User

Description:

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

1.1 Evaluate Customer Account Eligibility for 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 adding new Bill or any rebilling based on established business rules.

Configuration required Y

Entities to Configure:

Installation Options

1.2 Select Adjustments, Billable Charges, Non Bill Determinant Based SA(s) to be Billed

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User identifies a need to create a separate [Bill](#) outside the regular billing cycle for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill. When creating the Off Cycle Bill Generator, the CSR or Authorized User also enters the required bill information to be used when creating the bill: the Cutoff Date, Accounting Date, Allow Estimates switch, Billing Option and Bill Date.

1.3 Populate Data and Request to Create Off Cycle Bill Generator

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User requests a new Off Cycle Bill Generator is created. This Off Cycle Bill contains at least one Adjustment, Billable Charge or Service Agreement as selected by the CSR or Authorized User.

1.4 Validate Eligibility and Create Off Cycle Bill Generator in Pending State

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates the Off Cycle Bill Generator in Pending State with the selected Billable Charges, Service Agreement and /or Adjustments. This step is executed from online processing by the CSR or Authorized User.

Process Plug-in enabled Y

Available Algorithm(s):

F1-STD-DTMBO - Determine Standard Business Object

Configuration required Y Entities to Configure:

Business Objects Y Business Object:

C1-OCBG-MINF - Off Cycle Bill Generator Information
C1-OCBG-INFO - Off Cycle Bill Generator Information
C1-OCBG-VAL - Off Cycle Bill Generator Validation
F1-GEN-BOMON - Generic Business Object Status Monitor
C2M(CCB)-C2M(MDM) Integration
C1-CORRRDTD - Create Corrected Read Notification To Do

C1-OCBG - Off Cycle Bill Generator Monitor
--

C1-OffCycleBillGenerator - Off Cycle Bill Generator
CC&B-MDM Integration
C1-CorrectedReadNotification - MDM Corrected Read

1.5 Review Pending Off Cycle Bill Generator

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User reviews the new Off Cycle Billable Charges, Service Agreement Charges and/or Adjustments.

1.6 Request Delete Off Cycle Bill Generator

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User determines they have incorrectly added the Off Cycle Bill Generator, the CSR or Authorized User can delete the pending Off Cycle Bill Generator. Note: The “Delete” Function is used when deleting a pending Off Cycle Bill Generator.

1.7 Delete Off Cycle Bill Generator

Actor/Role: C2M(CCB)

Description:

C2M(CCB) deletes the Off Cycle Bill Generator record.

1.8 Re-Select Miscellaneous Charge(s) and Adjustment(s)

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User identifies a need to update the Off Cycle Bill Generator record, they edit the Off Cycle Bill Generator to remove or add specific charges to be placed on the Off Cycle Bill. After they have completed with their changes, they Save the Off Cycle Bill Generator.

1.9 Update Pending Off Cycle Bill Generator

C2M(CCB) updates the Off Cycle Bill Generator with the information selected.

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
C1-OCBG-TODO - Off Cycle Bill Generator - Complete To Do Entry
C1-CHKFRZNBS - Check For Frozen Bill Segments
CC&B-MDM Integration
C1-MDM-TMOT - Check for Response Time Out
F1-GEN-BOMON - Generic Business Object Status Monitor
C1-REBILLBS - Rebill Bill Segment
C1-FREEZEBS - Freeze Bill Segments
C1-UNDOREBIL - Undo Rebill Bill Segment

Configuration required Y Entities to Configure:

C1-OCBG - Off Cycle Bill Generator Monitor
--

Business Objects Y Business Object:

C1-OffCycleBillGenerator - Off Cycle Bill Generator
CC&B-MDM Integration
C1-CorrectedReadNotification - MDM Corrected Read

2.0 Request to Complete Off Cycle Bill Generator Group: Processing OCBG Transition Error To Do**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User requests to complete the Off Cycle Bill Generator and triggers OCBG completion process to generate an Off Cycle Bill.

Note: The “Complete” function is used when creating a new Off Cycle Bill.

2.1 Validate Eligibility to Process Bill Group: Process Bill
Group: OCBG Completion**Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) performs various validations. Key Validations are:

- Validate that there is at least one non-Canceled adjustment/ billable charge/ SA linked to the Off Cycle Bill Generator.
- Validate that if there are any 'Freezable' Adjustments linked to the Off Cycle Bill Generator, then
 1. Freeze option of Adjustment type should be 'Freeze At Bill Completion'
 2. If approval is needed, Adjustment should be approved
- Validate that the Off cycle bill generator is not linked to a bill determinant required SA
- Check if a pending bill cycle exists. If so,
 1. Validate that the Off Cycle Bill Generator only contains adjustments and billable charges (no Service Agreements)
 2. Validate that, if the Off Cycle Bill has Billable Charges, the Billable Charge Service Agreement is not linked to the pending cycle bill.

- Validate that there is only existing off cycle bill in pending status.

Process Plug-in enabled Y	Available Algorithm(s):	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Business Object exist	Business Object(s)	C1-OffCycleBillGenerator - Off Cycle Bill Generator
Customizable Process N	Process Name	C1-OCBG - Off Cycle Bill Generator Monitor
Configuration required Y	Entities to Configure:	Bill Segment Type
		SA Types
		Adjustment Types

2.2 Revert OCBG to Pending Status with Error Message Group: Process Bill Group: OCBG Completion

Actor/Role: C2M(CCB)

Description:

If Off cycle bill generator encounters any exception during manual completion of off cycle bill generator, C2M(CCB) will revert OCBG to 'Pending' status with a pop-out error message.

Process Plug-in enabled Y	Available Algorithm(s):	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
		C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log
Business Object exist	Business Object(s)	C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.3 Create Bill Segment 4.2.2.4 C2M.Manage External and Misc. Charges Group: Process Bill Group: OCBG Completion Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for each unbilled billable charge set linked to Off Cycle Bill Generator. **Refer to generate bill segment group for billable charge from 4.2.2.4 C2M.Manage External and Miscellaneous Charges.**

Process Plug-in enabled Y	Available Algorithm(s):	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Business Object exist	Business Object(s)	

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.4 Create Bill Segment 4.2.2.6 C2M.Manage Deposit Charges **Group: Process Bill**

Group: OCBG Completion

Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for the deposit SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for deposit SA from 4.2.2.6 C2M.Manage Deposit Charges.**

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.5 Create Bill Segment 4.2.2.12 C2M.Manage Payment Arrangement Charges **Group: Process Bill**

Group: OCBG Completion

Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for the Payment Arrangement SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Payment Arrangement SA from 4.2.2.12 C2M.Manage Payment Arrangement Charges .**

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.6 Create Bill Segment 4.2.2.5 CCB.Manage Loan Charges **Group: Process Bill**

Group: OCBG Completion

Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for the Loan SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Loan SA from 4.2.2.5 CCB.Manage Loan Charges .**

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.7 Create Bill Segment 4.2.2.16 C2M.Manage Charitable Contribution Charges **Group: Process Bill**
Group: OCBG Completion
Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for the Charity SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Charity SA from 4.2.2.16 C2M.Manage Charitable Contribution Charges.**

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.8 Create Bill Segment 4.2.2.17 C2M.Manage Non SP Rated Charges **Group: Process Bill**
Group: OCBG Completion
Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for the Non SP Rated SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Non SP Rated SA from 4.2.2.17 C2M.Manage Non SP Rated Charges.**

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

2.9 Create Bill Segment Details and Bill Segment(s) **Group: Process Bill**
Group: OCBG Completion
Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates bill segment for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator.

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

3.0 Create Financial Transaction(s) **Group: Process Bill**
Group: OCBG Completion
Group: Generate Bill Segment

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates financial transactions for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator. Refer to below URM(s) for FT creation details of respective non-determinant based SA(s) and/or billable charge(s).

- 4.2.2.4 C2M.Manage External and Miscellaneous Charges
- 4.2.2.6 C2M.Manage Deposit Charges
- 4.2.2.12 C2M.Manage Payment Arrangement Charges
- 4.2.2.5 C2M.Manage Loan Charges
- 4.2.2.17 C2M.Manage Charitable Contribution Charges
- 4.2.2.16 C2M.Manage Non SP Rated Charges

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due
C1-BSBF-LO - Payoff Amt = Interest / Current Amt = Principal
C1-BSBF-B0 - No Payoff! Payoff = 0 / Curr Amt = Bill Amt - no GL

Business Object exist Business Object(s)

C1-OffCycleBillGenerator - Off Cycle Bill Generator

3.1 Freeze Bill Segment(s) Group: Process Bill Group: OCBG Completion

Actor/Role: C2M(CCB)

Description: C2M(CCB) creates financial transactions for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator. Refer to below URM(s) for FT Freeze details of respective non-determinant based SA(s) and/or billable charge(s).

- 4.2.2.4 C2M.Manage External and Miscellaneous Charges
- 4.2.2.6 C2M.Manage Deposit Charges
- 4.2.2.12 C2M.Manage Payment Arrangement Charges
- 4.2.2.5 C2M.Manage Loan Charges
- 4.2.2.17 C2M.Manage Charitable Contribution Charges
- 4.2.2.16 C2M.Manage Non SP Rated Charges

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
--

Business Object exist Business Object(s)

C1-OffCycleBillGenerator - Off Cycle Bill Generator

3.2 Apply Criteria for Completion Group: Process Bill Group: OCBG Completion

Group: Pre-Bill Completion
Group: Bill Completion

Actor/Role: C2M(CCB)

Description: C2M(CCB) makes use of Pre-Bill Completion algorithms. Based on the requirements, the configured algorithms can delete Bill Segments in error, create Bill messages for the deleted segments, create a To Do entry, delete bill if certain type of Financial Transactions is linked to the bill and so on.

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 Canceled. 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.
C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

Customizable Process N	Process Name	C1-OffCycleBillGenerator - Off Cycle Bill Generator
		C1-OCBG - Off Cycle Bill Generator Monitor
Configuration required Y	Entities to Configure:	SA Type
		Customer Class

3.3 Create Bill Message(s) Group: Process BillGroup: OCBG CompletionGroup: Pre-Bill CompletionGroup: Bill Completion**Actor/Role: C2M(CCB)****Description:**

C2M(CCB) creates a bill message for the given bill when a bill segment is deleted. The Bill Message code is a parameter for the following algorithm.

Process Plug-in enabled Y	Available Algorithm(s):	DEL-BSEG -This Bill pre-completion algorithm deletes Bill Segments that are in Error
		C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Business Object exist	Business Object(s)	C1-OffCycleBillGenerator - Off Cycle Bill Generator
Customizable Process N	Process Name	C1-OCBG - Off Cycle Bill Generator Monitor

3.4 Transfer Customer's A/R to Service Provider Group: Process BillGroup: OCBG CompletionGroup: Bill Completion**Actor/Role: C2M(CCB)****Description:**

If the Utility Company provides billing services for a Third Party Service Provider, it may directly transfer Customer balance to the Service Provider's Account.

Process Plug-in enabled Y	Available Algorithm(s):	TBFU XFER - Check for They Bill For Us Service Providers - This SA Type Bill Completion algorithm checks if there are They Bill For Us service providers linked to the master SA's on a completed bill. If it finds them:
----------------------------------	--------------------------------	---

Business Object exist	Business Object(s)	- It transfers the receivable from the customer to the TBFU service provider by calling the Transfer A/R algorithm defined on the TBFU service provider. - It marks the financial transactions for routing to the TBFU service provider. It does this by marking the FT with the billable charge download process defined on the TBFU service provider.
		BCMP-TR - Check for We Bill For Them Service Provider - This SA Type Bill Completion algorithm is used to transfer receivables from a customer's sub SA to a WBFT service provider, e.g., for umbrella agreements. It should be used on SA types defined for sub SAs only.
		C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Configuration required Y	Entities to Configure:	C1-OffCycleBillGenerator - Off Cycle Bill Generator
		SA Type
		Adjustment Type
		Service Providers

3.5 Add Selected Adjustments to Bill Amount **Group: Process Bill**
Group: OCBG Completion
Group: Bill Completion

Actor/Role: C2M(CCB)

Description:

During Bill Completion C2M(CCB) adds Adjustments, not included in the previous Bills and linked to OCBG, to the newly created Bill.

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

Business Object exist	Business Object(s)	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
		C1-OffCycleBillGenerator - Off Cycle Bill Generator

3.6 Determine Due Date, Credit Review Date **Group: Process Bill**
Group: OCBG Completion
Group: Bill Completion

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.
C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

Configuration required Y **Entities to Configure:**

Customer Class

3.7 4.3.1.1d C2M.Manage Autopay Group: Process Bill

Group: OCBG Completion

Group: Bill Completion

Actor/Role: C2M(CCB)

Description:

An [Autopay](#) payment may be created during Bill Completion. Refer to 4.3.1.1d C2M.Manage Autopay

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

C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
--

Business Object exist **Business Object(s)**

C1-OffCycleBillGenerator - Off Cycle Bill Generator

3.8 Create Additional Required Bill Message(s) Group: Process Bill

Group: OCBG Completion

Group: Post Bill Completion

Group: Bill Completion

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

Business Object exist	Business Object(s)	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.
		C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Configuration required Y	Entities to Configure:	C1-OffCycleBillGenerator - Off Cycle Bill Generator
		Customer Class
		Bill Messages

3.9 Update Bill with Completion Details Group: Process Bill
Group: OCBG Completion
Group: Bill Completion

Actor/Role: C2M(CCB)
Description:
All Bill completion details are now updated in C2M(CCB).

Process Plug-in enabled Y	Available Algorithm(s):	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
Business Object exist	Business Object(s)	C1-OffCycleBillGenerator - Off Cycle Bill Generator

4.0 Complete Existing OCBG To Do Group: OCBG Completion

Actor/Role: C2M(CCB)
Description:
If Bill is completed successfully, C2M(CCB) will complete all non-completed to do entries, that matches the current off cycle bill generators ID.

Process Plug-in enabled Y	Available Algorithm(s):	C1-OCBG-TODO - Complete Off Cycle Bill Generator To Do Entry
Business Object exist	Business Object(s)	C1-OffCycleBillGenerator - Off Cycle Bill Generator

4.1 Update OCBG to Complete Status Group: OCBG Completion

Actor/Role: C2M(CCB)
Description:
C2M(CCB) updates OCBG to Complete Status

Business Object exist

Business Object(s)

C1-OffCycleBillGenerator - Off Cycle Bill Generator

4.2 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

4.3 Extract Bill for E-Bill Delivery

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

4.4 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

4.5 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

4.6 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.

4.7 Receives Bill

Actor/Role: Customer

Description:

The Customer receives the Bill.

4.8 Select Accounts With Pending Off Cycle Bill Generator Group: Off Cycle Bill Generator Monitor

Actor/Role: C2M(CCB)

Description:

Off cycle Bill Generator Monitor process selects all accounts with OCBG in pending status and transitions to the next default status.

Customizable process N	Process Name
	C1-OCBG – Off Cycle Bill Generator Monitor

4.9 Log an Error and Create Transition Error To Do Group: Process Bill
Group: OCBG Completion

Actor/Role: C2M(CCB)

Description:

If Off cycle bill generator encounters any exception during the OCBG completion process, C2M(CCB) will Log an error and create transition error to do. 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.

Process Plug-in enabled Y	Available Algorithm(s):
	C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill
	C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log
Business Object exist	Business Object(s)
	C1-OffCycleBillGenerator - Off Cycle Bill Generator
Configuration required Y	Entities to Configure:
	To Do Type
	To Do Role

5.0 Revert OCBG to Pending Status Group: Process Bill
Group: OCBG Completion

Actor/Role: C2M(CCB)

Description:

If Off cycle bill generator encounters any exception during the OCBG completion process, C2M(CCB) will revert OCBG to ‘Pending’ status.

5.1 Evaluate Open OCBG To Do Group: Processing OCBG Transition Error To Do

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User will review the error logged by OCBG and supporting information in C2M(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

5.2 Resolve Issue Group: Processing OCBG Transition Error To Do

Actor/Role: CSR or Authorized User

Description:

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

5.3 Create Off Cycle Bill Generator Record in Pending Status

Actor/Role: C2M(CCB)

Description:

Based on C2M(MDM) configuration and processing, C2M(MDM) may identify that a corrected read is received for a Usage Transaction that was previously sent to C2M(CCB) for billing. When this occurs, a corrected read notification Off Cycle Bill Generator record is created in CCB. The system can be configured to continue automatically with the rebilling process or a To Do entry is created for manual review and further analysis. Organizations need to determine if it is a good fit for their business to automate this rebilling process or if they prefer for a CSR to review and analyze next steps. Any thresholds or filtering by defined criteria would be custom processing.

Business Object exist

Business Object(s)

C1-CorrectedReadNotification - This business object is used to process a corrected read notification received from MDM.

To configure your system for corrected read processing using this business object:

- Ensure that it's specified as the OCBG Corrected Read BO maintenance object option on the Off Cycle Bill Generator MO (C1-OCBG)
- A cancellation reason is required when a corrected read notification is Canceled. Your implementation must define valid cancel reasons. Navigate to the lookup page and define valid values for the lookup field C1_CORRD_CAN_RSN_FLG
- Create a 'Check for Response Timeout' algorithm and specify your timeout criteria. Update the Processing Required state on the corrected read BO to reference the timeout algorithm

In addition to the standard BO options, the following BO option is relevant to off cycle bill generator business objects:

- System Creation Only: Use this option to identify OCBG BO's that may not be instantiated by a user, e.g. corrected reads are only created by the system when notification is received from MDM. This option is used to exclude a BO from the dropdown list of valid BO's on add. It also prevents the SA linked to the

corrected read OCBG from being skipped by normal billing.

5.4 Create Notification Pending Status

Actor/Role: C2M(CCB)

Description:

When the corrected read notification Off Cycle Bill Generator is created, the status is pending.

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

F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition.

Business Object exist **Business Object(s)**

C1-CorrectedReadNotification - Status: Pending

5.5 Update Notification to Verification Status

Actor/Role: C2M(CCB)

Description:

The corrected read notification Off Cycle Bill Generator is updated to Verification status. Within the OCBG's lifecycle the system attempts to find frozen bill segments that might be affected by the corrected read. These bill segments are then rebilled. If frozen bill segments are found linked to the usage request, cancel/rebill may be needed and a user typically should be notified. Otherwise no processing is necessary.

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

C1-CHKFRZNBS - Check for Frozen Bill Segments - This algorithm checks for frozen bill segments that span a corrected read notification period.

Business Object exist **Business Object(s)**

C1-CorrectedReadNotification - Status: Verification

5.6 Update Notification to No Further Processing Required Status

Actor/Role: C2M(CCB)

Description:

The system did not detect any frozen bill segments for the usage request associated with the corrected read notification Off Cycle Bill Generator. No further processing is required and this is considered a final status for the notification.

Business Object exist **Business Object(s)**

C1-CorrectedReadNotification - Status: No Further Processing Required

5.7 Update Notification to Notification Status

Actor/Role: C2M(CCB)

Description:

If the organization wants a user to manually review the corrected read notification and determine if a cancel / rebill should be performed, the algorithms noted below create and complete Correction Read Notification To Dos. If the organization wants to automate cancel / rebill without user intervention, the Generic Business Object Status Monitor algorithm (F1-TRN-DF-NS) can be plugged in to transition the corrected read to the default next state.

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

C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required.

F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state.

The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed.

Business Object exist Business Object(s)

C1-CorrectedReadNotification - Status: Notification

5.8 Create Corrected Read To Do

Actor/Role: C2M(CCB)

Description:

If configured, a corrected read notification To Do entry is created and available for further analysis.

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

C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required.

Business Object exist Business Object(s)

C1-CorrectedReadNotification - Status: Notification

Configuration required Y Entities to Configure:

To Do Role(s) for base C1-CORRD To Do Type

5.9 Determine Eligibility for Rebill

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User receives the Corrected Read To Do through the normal channels. The To Do may be self-assigned or a specifically assigned user may assign and distribute the To Dos to the individual user. Based on the organizations business polies, the CSR or Authorized User determines whether or not to initiate the rebill process.

Configuration required Y Entities to Configure:

To Do Role(s) for base C1-CORRD To Do Type

6.0 Initiate Rebill Process through Off Cycle Billing

Actor/Role: CSR or Authorized User

Description:

From the To Do Entry, the user navigates to the Off Cycle Bill Generator record. The user has now determined to use the rebill action. This will initiate the rebilling process to continue automatically for the given bill segment. For details of rebilling and related information for usage requests, refer to 4.2.2.2 C2M.Manage Meter Charges.

6.1 Complete To Do Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

The To Do Entry is updated to Complete Status in C2M(CCB) when the OCBG record is transitioned from 'Notification' status.

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

F1-TODOCOMPL – Generic To Do Completion

Business Object exist Business Object(s)

C1-CorrectedReadNotification – Status: Processing Required

6.2 Update Notification to Processing Required Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

C2M(CCB) updates Notification to Processing Required and initiates rebill for impacted bill segment. The Notification is reverted back to this status if the corrected bill segment is created in error and/or the system encounters exception while freezing newly created bill segment

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

C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.

Business Object exist Business Object(s)

C1-CorrectedReadNotification – Status: Processing Required
--

6.3 Generate New Bill Segment Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

If the corrected read notification business object is configured to automate the cancel / rebill process without user intervention, or if the CSR or Authorized User requested the rebill while working a Correction Read Notification To Do, CCB initiates the rebill function by generating a new Bill Segment in Freezable status. The new Bill Segment reflects the corrected read from MDM.

Process Plug-in enabled Y

Available Algorithm(s):

F1-TRN-DF-NS – Generic Business Object Monitor
--

C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.
--

Business Object exist

Business Object(s)

C1-CorrectedReadNotification – Status: Processing Required
--

6.4 Update Pending Cancel Existing Bill Segment Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

If the corrected read notification business object is configured to automate the cancel / rebill process without user intervention, or if the CSR or Authorized User requested the rebill while working a Correction Read Notification To Do, CCB initiates the rebill function by generating a new Bill Segment in Freezable status. The existing Bill Segment is now Pending Cancel status.

Process Plug-in enabled Y

Available Algorithm(s):

F1-TRN-DF-NS – Generic Business Object Monitor
--

C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.
--

Business Object exist

Business Object(s)

C1-CorrectedReadNotification – Status: Processing Required
--

Configuration required Y

Entities to Configure:

Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason.

6.5 Create Transition Error To Do Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

C2M (CCB) creates transition error To Do, if it encounters any exception in bill segment generation. 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.

Process Plug-in enabled Y	Available Algorithm(s):	C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log
Business Object exist	Business Object(s)	C1-CorrectedReadNotification
Configuration required Y	Entities to Configure:	To Do Type To Do Role

6.6 Update Notification to Error Status Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

If C2M(CCB) detects any error in bill segment generation, OCBG will be updated to 'Error' status.

Process Plug-in enabled Y	Available Algorithm(s):	C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log
Business Object exist	Business Object(s)	C1-CorrectedReadNotification – Status: Error

6.7 Freeze New Bill Segment Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

CCB continues with confirmation of the correction by freezing the new Bill Segment

Process Plug-in enabled Y	Available Algorithm(s):	F1-TRN-DF-NS – Generic Business Object Monitor C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.
Business Object exist	Business Object(s)	

Configuration required Y**Entities to Configure:**

C1-CorrectedReadNotification – Status: Processing Required
--

Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason.

6.8 Update Existing Bill Segment to ‘Canceled’ Group: Automatic Rebill Processing with Corrected Read**Actor/Role:** C2M(CCB)**Description:**

C2M(CCB) Update Existing Bill Segment to ‘Canceled’.

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

F1-TRN-DF-NS – Generic Business Object Monitor
--

C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period.
--

C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.
--

Business Object exist**Business Object(s)**

C1-CorrectedReadNotification – Status: Processing Required
--

Configuration required Y**Entities to Configure:**

Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason.

6.9 Complete Off Cycle Bill Generator Record Group: Automatic Rebill Processing with Corrected Read**Actor/Role:** C2M(CCB)**Description:**

The OCBG record is considered complete if it can successfully freeze the corrected bill segments.

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

C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable.
--

Business Object exist**Business Object(s)**

C1-CorrectedReadNotification – Status: Complete

7.0 Update Service Agreement Balance Group: Automatic Rebill Processing with Corrected Read

Actor/Role: C2M(CCB)

Description:

The Service Agreement balance now reflects the financial impact of the rebilling between the original bill segment and the rebilled bill segment.

Business Object exist

Business Object(s)

C1-CorrectedReadNotification – Status: Complete

7.1 Reject Off Cycle Bill Generator Record

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User may determine to discontinue processing for the rebill. They will reject the Off Cycle Bill Generator record.

7.2 Update Notification to Canceled Status Group: Processing OCBG in Processing Required Status

Actor/Role: C2M(CCB)

Description:

If user cancels or reject the Off Cycle Bill Generator record, OCBG will be updated to ‘Canceled’ status.

Business Object exist

Business Object(s)

C1-CorrectedReadNotification – Status: Canceled

7.3 Request New IMD (Read) As Copy of Original IMD (Read)

Description:

The CSR or Authorized User saves a new IMD as a copy of the original IMD (read) used on the original Usage Transaction/Bill. This step is required so that the next bill segment created is based on the original IMD (read), not the corrected IMD (read).

7.4 Create New IMD (Read)

Actor/Role: C2M(MDM)

Description:

A new IMD is created in C2M(MDM).

7.5 Evaluate OCBG in Error Status Group: Processing OCBG in Error Status for Corrected Reads

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User will review the error logged by OCBG and supporting information in C2M(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

7.6 Resolve Issue Group: Processing OCBG in Error Status for Corrected Reads

Actor/Role: CSR or Authorized User

Description:

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

7.7 Request Verify OCBG Group: Processing OCBG in Error Status for Corrected Reads

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User requests to verify the changes made to resolve issue and updates OCBG to ‘Verification’ Status.

7.8 Evaluate OCBG in Processing Required Status Group: Processing OCBG in Processing Required Status for Corrected Reads

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User will review OCBG in ‘Processing Required’ status and supporting information in C2M(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

7.9 Initiate Cancel Request Group: Processing OCBG in Processing Required Status for Corrected Reads

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User initiates request to cancel OCBG for corrected read.

8.0 Undo Rebill Bill Segment Group: Processing OCBG in Processing Required Status for Corrected Reads

Actor/Role: C2M(CCB)

Description:

The C2M(CCB) undo the rebill bill segment and initiates cancellation.

Process Plug-in enabled Y	Available Algorithm(s):	C1-UNDOREBIL - Undo Rebill Bill Segment
Business Object exist	Business Object(s)	C1-CorrectedReadNotification – Status: Canceled

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-42214-001-Off-Cycle-Billing-Misc-Charges	2
2	URM-C2M-42214-002-Off-Cycle-Billing-Adjustment	2
3	URM-C2M-42214-003-Off-Cycle-Billing-ServiceAgreement	2
4	URM-C2M-42214-004-Off-Cycle-Billing-Misc-Charges-And-Adj	2
5	URM-C2M-42214-005-Off-Cycle-Billing-Misc-Charges-And-SA	2
6	URM-C2M-42214-006-Off-Cycle-Billing-ServiceAgreement-And-Adj	2
7	URM-C2M-42214-007-Off-Cycle-Billing-Misc-Charges-And-Adj-And-SA	2
8	URM-C2M-42214-008-Off-Cycle-Billing-Misc-Charges-AutoPay	1
9	URM-C2M-42214-009-Off-Cycle-Billing-Adjustment-AutoPay	1
10	URM-C2M-42214-010-Off-Cycle-Billing-ServiceAgreement-AutoPay	1
11	URM-C2M-42214-011-Off-Cycle-Billing-Misc-Charges-And-Adj-AutoPay	1
12	URM-C2M-42214-012-Off-Cycle-Billing-Misc-Charges-And-SA-AutoPay	1
13	URM-C2M-42214-013-Off-Cycle-Billing-Service-Agreement-And-Adj-AutoPay	1
14	URM-C2M-42214-014-Off-Cycle-Billing-Misc-Charges-And-Adj-And-SA-AutoPay	1

Document Control

Change Record

Date	Author	Version	Change Reference
10/18/10	Tony Verano	1	Initial Version
10/22	Yoko Iwahiro	2	Add Business Objects and Algorithms.
10/25/10	Geir Hedman		Updated Title and Content page
11/16/10	Galina Polonsky		Review
12/9/2010	Sarit Cohen		Updated Title and Content page
2/9/11	Geir Hedman		Updated Document and Visio
10/23/13	James Foreman		Updated Document and Visio
10/30/2013	Galina Polonsky		Reviewed, Approved
01/12/2016	Line Prado		Updated from 2.4 to 2.5
01/23/2016	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
11/21/2017	Colleen King		Updated with Corrected Read Notification and other C2M information
12/19/2017	Galina Polonsky		Reviewed, Approved
09/28/2018	Debby Phelps		Updated Document and Visio
10/09/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
05/08/2024	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

BookmarkClearSaveRefresh

MainBill SegmentsBill RoutingsBill MessagesCharacteristics

Bill Info

Date: 02-02-2017, Complete, Due: 02-13-2017, \$243.72, Off Cycle Bill

Bill ID413789528968

Account ID

4138912307Brazil, Mark, Commercial, \$190.30

Bill Status

CompleteDisplay BillOff Cycle Bill

Due Date

02-13-2017

Create Date/Time

02-01-2017 7:37:28

Bill Date

02-02-2017

Completion Date/Time

02-01-2017 7:37:28

Late Payment Charge Details

Eligible for Late Payment Charge

Late Payment Charge Date

Previous Period's Balance

\$70.72

Total Payments

\$0.00

Total Adjustments

\$23.00

Total Bill Corrections

\$0.00

Total Current Billing Charges

\$150.00

Ending Balance This Period

\$243.72

Bill Segment	Current Amount	Status	Remarks
California / One time charge, Frozen, Period: 01-01-2017 - 01-01-2017, \$150.00, 4132559605	\$150.00	Frozen	

Total Generated Charge

\$150.00

Bill Segment Action

GenerateFreezeCancel Frozen

Bill Action

CompleteDeleteReopenCorrection NoteUndo Correction Note

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 / One time charge, Frozen, Period: 01-01-2017 - 01-01-2017, \$150.00, 4132559605

Bill Segment ID413815103005

Account ID

4138912307

Brazil, Mark, Commercial, \$190.30

Current Amount

\$150.00

Bill ID

413789528968

Date: 02-02-2017, Complete, Due: 02-13-2017, \$243.72, Off Cycle Bill

SA ID

4132559605

California / One time charge, Stopped, 01-01-2017 - 01-01-2017, 4132559605

Period

01-01-201701-01-2017

Bill Cycle

Status

Frozen

Closing

Estimated

SQ Override

Item Override

Premise

Create Date/Time

02-01-2017 7:37:28

Bill Segment Actions

Generate

Delete

Freeze

Rebill

Init Cancel

Undo

Cancel

Billable Charge

Bookmark

Clear

Save

Refresh

Main

Line Characteristics

SQ Details

Read Details

Billable Charge ID

413848637903

Account ID

4138912307

Brazil, Mark, Commercial, \$190.30

Service Agreement

4132559605

California / One time charge, Stopped, 01-01-2017 - 01-01-2017, 4132559605

Start Date

01-01-2017

End Date

01-01-2017

Total Bill Amount

\$150.00

Billable Charge Template

TREETRIM

Tree trimming charge

Total Line Amount

\$150.00

Description on Bill

Tree trimming

Billable Charge Status

Billable

Cancel

Bill Segment ID

413815103005

California / One time charge, Frozen, Period: 01-01-2017 - 01-01-2017, \$150.00, 4132559605

			Line Sequence	Description on Bill	Charge Amount
+			10	Truck charge - \$50 per hour	\$50.00
+			20	Hauling charge - \$100 per trip	\$100.00

Admin Menu/Installation Options/Control Central Alerts

Algorithm: Highlight Open Off Cycle Bill Generators

SearchAddBookmarkRefresh

MainReferences

Algorithm

Main

Algorithm

CI-CCAL-OCBG

Algorithm Type

Highlight Open Off Cycle Bill Generators

Algorithm Entity

Installation - Control Central Alert

Script

Off Cycle Bill Generator - Highlight Open Off Cycle Bill Generators

Description

Highlight Open Off Cycle Bill Generators

Detailed Description

This algorithm type highlights open off cycle bill generators associated with the account in context.

Record Actions ⓘ

EditDeleteDuplicate

Record Information

Installation Options

MainPersonAccountBillingC&CFinancial Transaction

Bill Segment Freeze Option

Freeze At Will

Accounting Date Freeze Option

Change If Period Is Closed

Rollover Threshold Factor

0.700

Minimum Amount for Final Bill

\$0.45

User Can Override Bill Date

☒

Use High/Low Failures on Bill

☒

Base Time

2:00:00

Start Day Option

Current Day

Use Alternative Bill ID

☐

Alternative Bill ID Option

Bill Correction Option

Auto Pay Creation Option

Create At Bill Completion

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search

Search By

Name and Address

Name

Address

CIS Division

Show All Premises

Search

City

Postal

4.2.2.14 C2M.Manage Off Cycle Bill Charges

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Dashboard

Alerts ⓘ

⊟

^

Last Contact: 1,278 days ago - Gulpeo,Rissa

Deposit SA Exists

Field Activity Pending

Multiple Financially Responsible

Seasonal Address Exists

Severance Process Active

2 Open Off Cycle Bill Generator(s) exist

2 Outstanding To Do Entries For Account

Stopped SAs Exist

Active Lead: Heat Pump Rental - Alliance Air Systems

7 sync request(s) outstanding

Scheduled to bill today

Full Context ⓘ

⊟

^

⊟

Villa,Maria

⊟

⊟

Villa,Maria, Residential, \$341.22

⊟

⊟

800 Clement St, San Francisco, CA, 94103

⊟

⊟

800 Clement St, San Francisco, CA, 94103 / Electric Residential / Electric / ER-SM-010 / Read Cycle 01, Route 100 / Active

⊟

⊟

ER-SM-010 / Electric Smart Meter / Install Date/Time: 10-01-2016 1:00:00 PDT / Connected / Commissioned / Sensus / Active

⊟

⊟

ER-SM-010 / Electric Interval kWh - 60 min



⊟

Rate Algorithms - Entities to Configure

Entities to Configure

Rate Schedule	Bill Factors
Unit of Measure	Bill Factor Values
Calculation Groups	Characteristics
Calculation Rules	Distribution Codes
Calculation Line Category	Various Algorithm Parameters
Measuring Components	Define Rates on Applicable SA Types
Device Types	Bill Messages
Service Quantity Identifiers	Frequency

Bill Factor Rate Selection Date

<div>Expand Filters</div> <div>Filters: Algorithm Entity Bill Factor - Rate Selection Date</div>					
	Algorithm Type	Description 	Algorithm Entity	Script	Detailed Description
1	C1-BFRDATE	Bill Factor Rate Selection Date	Bill Factor - Rate Selection Date		This bill factor rate selection date algorithm defines how the system retrieves bill factor values o ...
2	C1-MONTHPROC	Month Based Processing	Bill Factor - Rate Selection Date	Month Based Processing 	This algorithm returns the bill segment consumption end date as the reference date used to retrieve ...
3	C1-RETBACCDT	Retrieve Bill Accounting Date	Bill Factor - Rate Selection Date		This bill factor rate selection date algorithm obtains the accounting date stored as bill characteri ...

Various Calculation Rule Algorithms (Using Java Rate Engine)

4.2.2.14 C2M.Manage Off Cycle Bill Charges

	Algorithm Type	Description 	Algorithm Entity	
1	C1-ACALR-RFG	Execute Calculation Group	Calc Rule (BO) - Apply Calc Rule	
2	C1-ACRSUBUSG	Get Sub-Usage Request SQ	Calc Rule (BO) - Apply Calc Rule	G
3	C1-APPLYTO	Apply To	Calc Rule (BO) - Apply Calc Rule	
4	C1-CALCCCL	Calculate Climate Change Levy and Relief Charges	Calc Rule (BO) - Apply Calc Rule	
5	C1-CALCFNVL	Calculate Final Reading Value	Calc Rule (BO) - Apply Calc Rule	
6	C1-CALC-SQ	Calculate Service Quantity	Calc Rule (BO) - Apply Calc Rule	
7	C1-CALCVAT	Apply VAT to Cross Referenced Charges	Calc Rule (BO) - Apply Calc Rule	
8	C1-CALMSCCHG	Calculate Miscellaneous Charges	Calc Rule (BO) - Apply Calc Rule	
9	C1-CPY-MB-SQ	Copy Master Bill Segment Service Quantity	Calc Rule (BO) - Apply Calc Rule	C
10	C1-DET-DVTP	Determine Demand Value to Price	Calc Rule (BO) - Apply Calc Rule	
11	C1-FLAT-CHRG	Flat Charge	Calc Rule (BO) - Apply Calc Rule	
12	C1-ITEMTYPE	Item Type	Calc Rule (BO) - Apply Calc Rule	
13	C1-MATH	Math Rule	Calc Rule (BO) - Apply Calc Rule	
14	C1-MAXIMUM	Maximum Charge	Calc Rule (BO) - Apply Calc Rule	
15	C1-MINIMUM	Minimum Charge	Calc Rule (BO) - Apply Calc Rule	
16	C1-SIMP-SUMM	Simple Summary	Calc Rule (BO) - Apply Calc Rule	
17	C1-SQ	Service Quantity	Calc Rule (BO) - Apply Calc Rule	
18	C1-STPD-SQ	Stepped Service Quantity	Calc Rule (BO) - Apply Calc Rule	
19	C1-SUMMARY	Summary	Calc Rule (BO) - Apply Calc Rule	
20	C2M-CALDSTPC	Calculate GL Details Given Percentage Distribution	Calc Rule (BO) - Apply Calc Rule	C

4.2.2.14 C2M.Manage Off Cycle Bill Charges

Algorithm Type

BookmarkDuplicateDelete

Main

Algorithm Type

⊙

*CI-NOPROR

Q

Description

*No Proration

This override proration factors algorithm prevents a calculation rule from being prorated.

If the standard proration logic does not satisfy your implementations requirements, an override proration algorithm may be specified to calculate the proration factors required. This algorithm can be referenced on either the calc rule BO, or on the parent calc rule BO if the override proration applies to all rates. In addition, ensure that override proration is set to true on the calculation rule(s).

Detailed Description

Algorithm Entity

*Calc Rule (BO) - Override Proration Factors

Program Type

*Plug-In Script

Plug-In Script

CI-NoPror

QNo Proration

	Sequence	Parameter	Required	Owner
+ <div>🗑</div>	* <div></div>	* <div></div>	<div></div>	

Algorithm Type

BookmarkDuplicateDeleteClear

Main

Algorithm Type

⊙

*CI-MS-SQ

Q

Description

*Multiply Step by SQ

This calc rule algorithm is used to change a "stepped" SQ high and/or low boundaries by multiplying each by the value of a UOM/TOU/SQI.

Whether the multiplication is performed against the Low, High, or Both boundaries is controlled by the value of parameter 4.

Detailed Description

Algorithm Entity

*Calc Rule - Step Multiplier

Program Type


*Plug-In Script

Plug-In Script

CI-MultStpSQ

QMultiply Step by SQ

	Sequence	Parameter	Required	Owner
+ <div>🗑</div>	* <div>1</div>	*Unit of Measure	<div></div>	Customer Care and Billing
+ <div>🗑</div>	* <div>2</div>	*Time of Use	<div></div>	Customer Care and Billing
+ <div>🗑</div>	* <div>3</div>	*Service Quantity Identifier	<div></div>	Customer Care and Billing
+ <div>🗑</div>	* <div>4</div>	*Manipulate Low, High, Both	<div>☑</div>	Customer Care and Billing
+ <div>🗑</div>	* <div>5</div>	*Prorate - Y or N	<div>☑</div>	Customer Care and Billing

Algorithm Type Search		
Search By <div>Algorithm Type Information</div>		
<div>Expand Filters</div> Filters: Algorithm Entity Calculation Rule - Derive Value		
	Algorithm Type	Description 
1	C1BILLCRED	Bill Credits For Electric Consolidated Billing
2	C1-CALCBLDYS	Calculate usage days
3	C1CALCDA	Calculate Characteristic Type/ Value if Service Agreement Relationship Types Exist
4	C1-GETNBRMTR	Return Number of Meters
5	C1MDMACRED	MDMA Credits
6	C1MOMSCRED	Meter Ownership and MSP Credits
7	C1SEASDAY	Seasonal Days in a Billing Period
8	C2M-ACCQTY	Accumulate Billable Quantities
9	C2M-CALOTHBS	Calculate Other Bill Segment
10	C2MGETCATAMT	Derive value given target category type/value

Bill Segment – Create Algorithms

Algorithm: Create a bill segment for each new billable charge (Must Find = N)

Search

MainReferences

Algorithm

Main

Algorithm

Algorithm Type

Algorithm Entity

Description

CI_BSBC-DFT

Create a bill segment for each new billable charge

Bill Segment Type - Bill Segment Create

Create a bill segment for each new billable charge (Must Find = N)

Record Actions

EditDeleteDuplicate

Record Information

Detailed Description

This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. This option would typically be used for one-time invoice service agreements or pass-through charges from a 3rd party.

If the service agreement has a rate, this algorithm will call rate application after it has loaded the billable charge lines and their service quantities onto the bill segment. This will result in one or more additional bill calculation headers added to the bill segment (multiple could be added if the rate changed during the billable charge's bill period).

This algorithm provides two options:

- Must Find Billable Charge. If set to Y, a bill segment error will be created if no billable charges are linked to the SA being billed. If this is set to N, the SA will be skipped if there are not billable charges.
- Wait For The Last Day Of The Bill Cycle controls if batch billing should not attempt to create a bill segment until the last day of the batch billing window. This option is useful for billable charges that have been uploaded from third parties (i.e., pass through billing) and you want to give the 3rd party until the last night of the bill cycle to interface their pass through charges to you. If set to Y, a bill segment exception is created if it is not the last day of the bill cycle window (meaning that the bill segment will only produced on the last night of the bill window). Only on the last day does the system look for billable charges on the service agreement. Otherwise, this algorithm tries to create a bill segment regardless of the day in the bill cycle window.

This option would typically be used for:

- One time charges (you should create a billable charge when a one-time charge occurs and then create a bill for the related service agreement's account).
- Sub service agreement used to bill pass through charges calculated by the service provider.

Algorithm Versions

Effective Date	Parameters			Owner
	Sequence	Parameter	Value	
01-01-1950	10	Must Find Billable Charge to Bill (Y/N)	N	Customer Modification
	20	Wait for the Last Day of the Bill Cycle Window (Y/N)	N	

Other Algorithms

	Algorithm	Algorithm
1	Create a bill segment for each new billable charge	CI-BS-BC-DFT

Account - Auto Pay

Account

Bookmark

Delete

Clear

Save

Refresh

Main

Auto Pay

Persons

Financial Balances

Bill Messages

C & C

Budget

Deposits

Characteristics

Alerts

Account Portal

Account

Brazil, Mark, Commercial, \$190.30

Account ID 4138912307 0

Account Auto Pay

←

"I" of "I"

→

+

🗑

Start Date

01-01-2017

📅

End Date

📅

Auto Pay ID

4137391345

Auto Pay Source

789456124-C

🔍 Bank of America - Checking 789456124

External Account ID

*****3432

Expires On

/

Name

Brazil, Mark

Maximum Withdrawal Amount

\$5,000.00

Comments

✎

Off Cycle Bill Generator

Off Cycle Bill Generator – to Bill Billable charge and Adjustment

Off Cycle Bill Generator: Brazil, Mark / Off Cycle Bill Generator / Complete / 02-01-2017 7:37:28

AddSearchBookmarkRefresh

MainLog

Off Cycle Bill Generator

Main ⓘ

InformationBrazil, Mark / Off Cycle Bill Generator / Complete / 02-01-2017 7:37:28

AccountBrazil, Mark, Commercial, \$190.30 ⓘ

StatusComplete

Bill Information ⓘ

Cutoff Date02-02-2017

Accounting Date02-01-2017

Allow EstimatesNo

Billing OptionUse Cut off Date

Bill Date02-02-2017

BillDate: 02-02-2017, Complete, Due: 02-13-2017, \$150.00 ⓘ

Adjustments ⓘ

Adjustments

\$23.00, ADDCHARG - Additional charge, Frozen

Billable Charges ⓘ

Billable Charges

Period: 01-01-2017 - 01-01-2017, Billable, \$150.00, Tree trimming, Linked to Frozen Bill Segment

Financial Transactions on Bill

Filters: Off Cycle Bill Generator ID 413301933180

	FT Type	Accounting Date	Current Amount	Payoff Amount	Show on bill	SA Information	Financial Transaction ID
1	Adjustment	01-01-2017	\$23.00	\$23.00	Yes	California / Electric Commercial, ECOM1, Active, 01-01-2017, Standard commercial service, 4137550349 ⓘ	413545761935
2	Bill Segment	02-01-2017	\$150.00	\$150.00	Yes	California / One time charge, Stopped, 01-01-2017 - 01-01-2017, 4132559605 ⓘ	413719257820

4.2.2.14 C2M.Manage Off Cycle Bill Charges

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Off Cycle Bill Generator

Main

Log

Bookmark

Refresh

Off Cycle Bill Generator Log

Add Log Entry

Filters: Off Cycle Bill Generator ID 413301933180

	Date/Time	Details	User	Log Type	Related Object
1	02-01-2017 7:37:28	Bill created	Nerkar , Kunal (KNERKAR)	System	Date: 02-02-2017, Complete, Due: 02-13-2017, \$150.00
2	02-01-2017 7:37:28	Transitioned to Complete.	Nerkar , Kunal (KNERKAR)	Status Transition	
3	01-01-2017 7:34:52	Created in status Pending.	Nerkar , Kunal (KNERKAR)	Created	

Off Cycle Bill Generator – for Corrected Read Notification

Off Cycle Bill Generator: Villa,Maria / Corrected Read / Processing Required / 04-01-2020 7:46:54

Add

Search

Bookmark

Refresh

MainLog

Off Cycle Bill Generator

Main ⓘ

InformationVilla,Maria / Corrected Read / Processing Required / 04-01-2020 7:46:54

AccountVilla,Maria, Residential, \$341.22 ✓

StatusProcessing Required

External Reference ID68520059833845

Record Actions ⓘ

Cancel

Record Information

Off Cycle Bill Generator ID949769629126

Business ObjectCorrected Read ✓

Status Date/Time04-01-2020 7:46:54

Corrected Read Details

UsageCalifornia / Gas Residential, Bill Determinants Processed, 09-01-2018 - 10-01-2018

Service AgreementCalifornia / Gas Residential, GASDFLT, Active, 10-01-2016, 9496627244 ✓

Custom Elements

Original Bill Segments

Bill Segment

California / Gas Residential, Pending Cancel, Period: 09-01-2018 - 10-01-2018, \$92.02, 9496627244, Net Difference: \$-62.26

Rebilled Bill Segments

Bill Segment

California / Gas Residential, Freezable, Period: 09-01-2018 - 10-01-2018, \$29.76, 9496627244, Net Difference: \$-62.26

Off Cycle Bill Generator

Bookmark

Refresh

Main

Log

Off Cycle Bill Generator Log

Add Log Entry

Filters: Off Cycle Bill Generator ID 949769629126

	Date/Time	Details	User	Log Type	Related Object
1	04-01-2020 7:46:59	Unable to Receive Interim Status	Nerkar , Kunal (KNERKAR)	Exception	
2	04-01-2020 7:46:59	Transition from status Processing Required to status Completed failed by Enter plug-in (C1-FREEZEBS) - 10.	Nerkar , Kunal (KNERKAR)	Status Transition Error	
3	04-01-2020 7:46:54	Transitioned to Processing Required.	Nerkar , Kunal (KNERKAR)	Status Transition	
4	04-01-2020 7:46:54	To Do Entry created.	Nerkar , Kunal (KNERKAR)	System	Corrected Read Notification - Completed, 04-01-2020 7:46:54
5	04-01-2020 7:46:54	Transitioned to Notification.	Nerkar , Kunal (KNERKAR)	Status Transition	
6	04-01-2020 7:46:54	Transitioned to Verification.	Nerkar , Kunal (KNERKAR)	Status Transition	
7	04-01-2020 7:46:54	Created in status Pending.	Nerkar , Kunal (KNERKAR)	Created	