



C2M v2.9

4.2.2.4 Manage External and Miscellaneous 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

BUSINESS PROCESS MODEL PAGE 5..... 9

DETAIL BUSINESS PROCESS MODEL DESCRIPTION..... 10

TEST ASSETS RELATED TO THE CURRENT PROCESS..... 36

DOCUMENT CONTROL 37

ATTACHMENTS:..... 38

Bill 38

Bill Segment 39

Admin Menu/Installation Options – Framework /Control Central Alerts 40

Control Central Search 41

Dashboard..... 41

Rate Algorithms / Entities to Configure 42

Account/Auto Pay..... 47

Brief Description

Business Process:	4.2.2.4 C2M.Manage External and Miscellaneous 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, 4.2.2.5 C2M.Manage Loan Charges, 4.2.2.6 C2M.Manage Deposit Charges, 4.2.1.6 C2M.Receive External Charges, 4.2.1.7 C2M.Apply External Charges, 4.3.1.1 C2M.Manage Payments

This process describes Billing for External and Miscellaneous services. This process takes place in following situations:

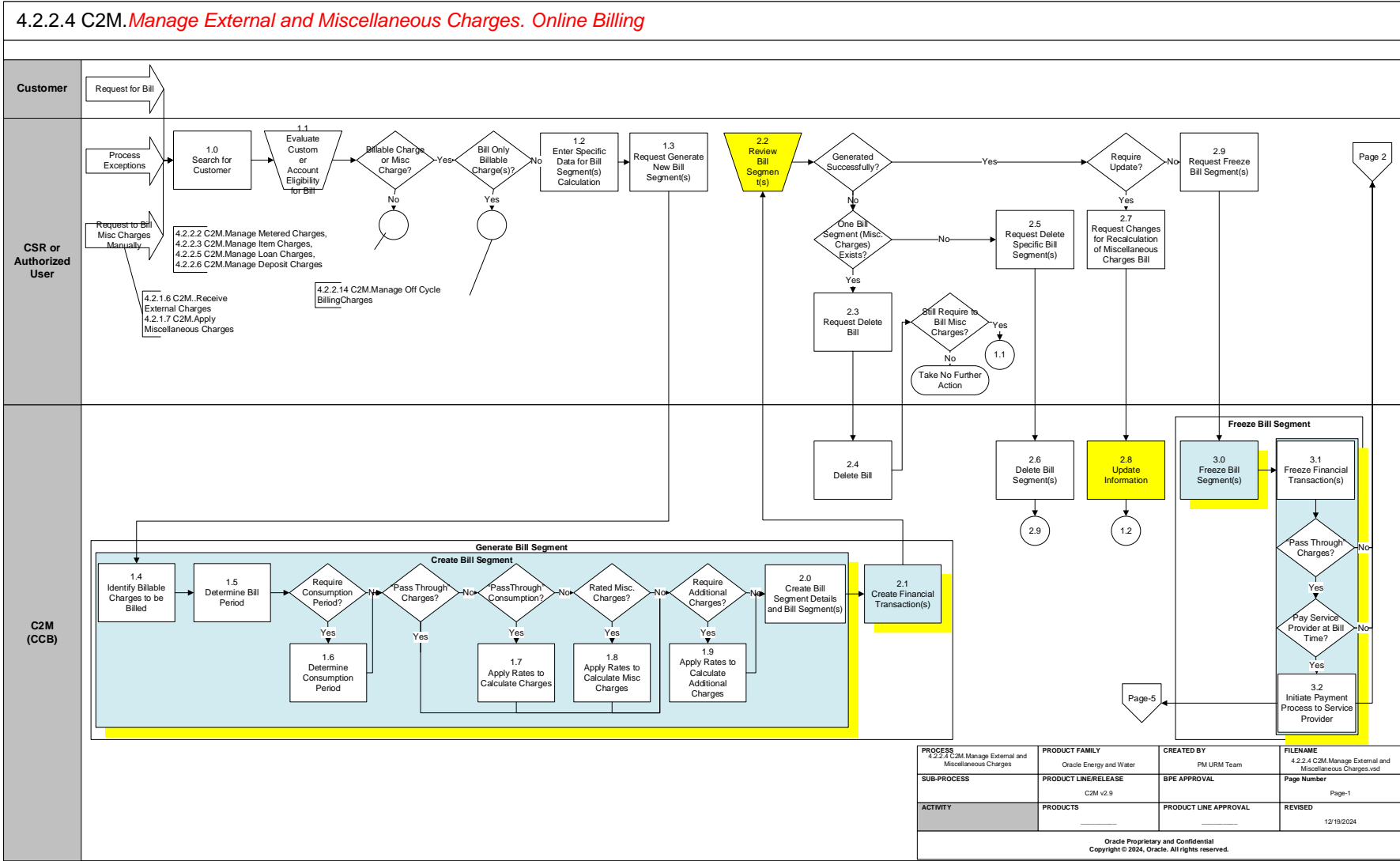
- Some Utility Companies practice receiving charges or consumption calculated by Third Party Service Provider and presenting them on the customer's bill along with own charges. These charges called "pass through" charges and Utility Company creates bills for these charges as soon as Third Party Service Provider provides External Charges ("Pass Through" charges) details (See 4.2.1.6 C2M.Receive External Charges and 4.2.1.7 C2M.Apply External Charges for details)
- Utility Company provides the service that occurs outside of main course of business and needs to include charges for the provided service into the one or more Customer's bill(s)

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 can modify the bill.

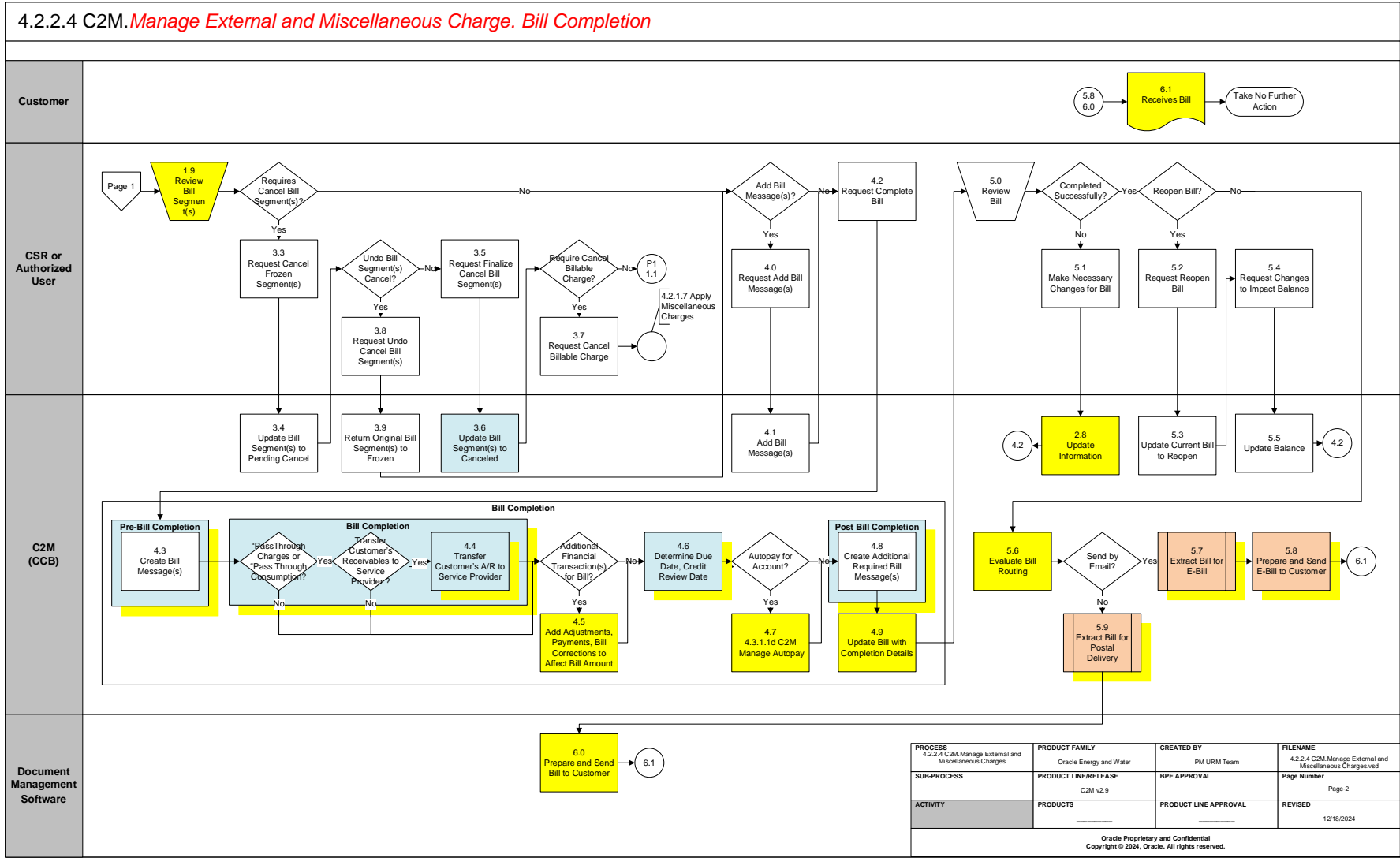
The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer using Bill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

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

Business Process Model Page 1

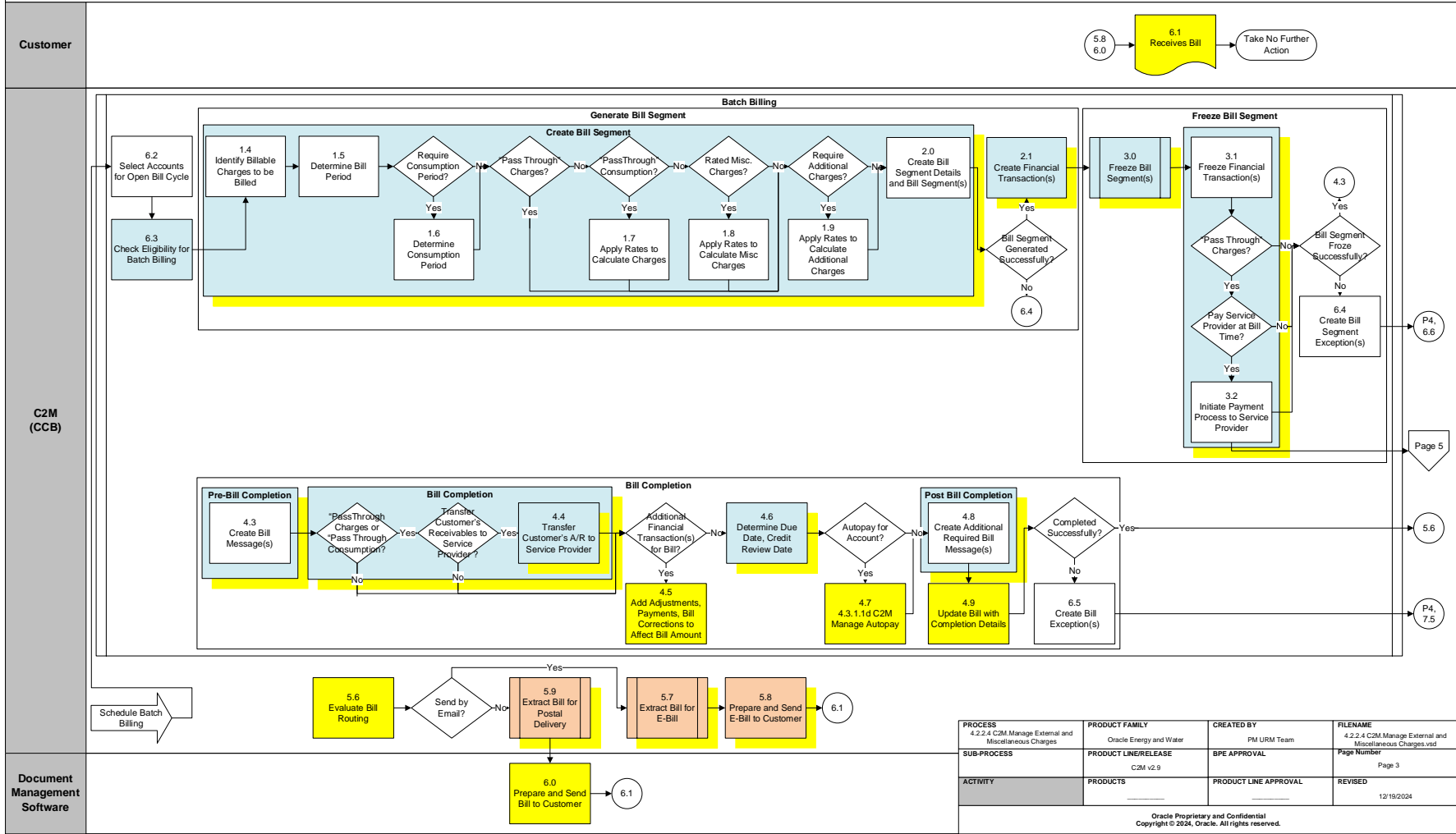


Business Process Model Page 2

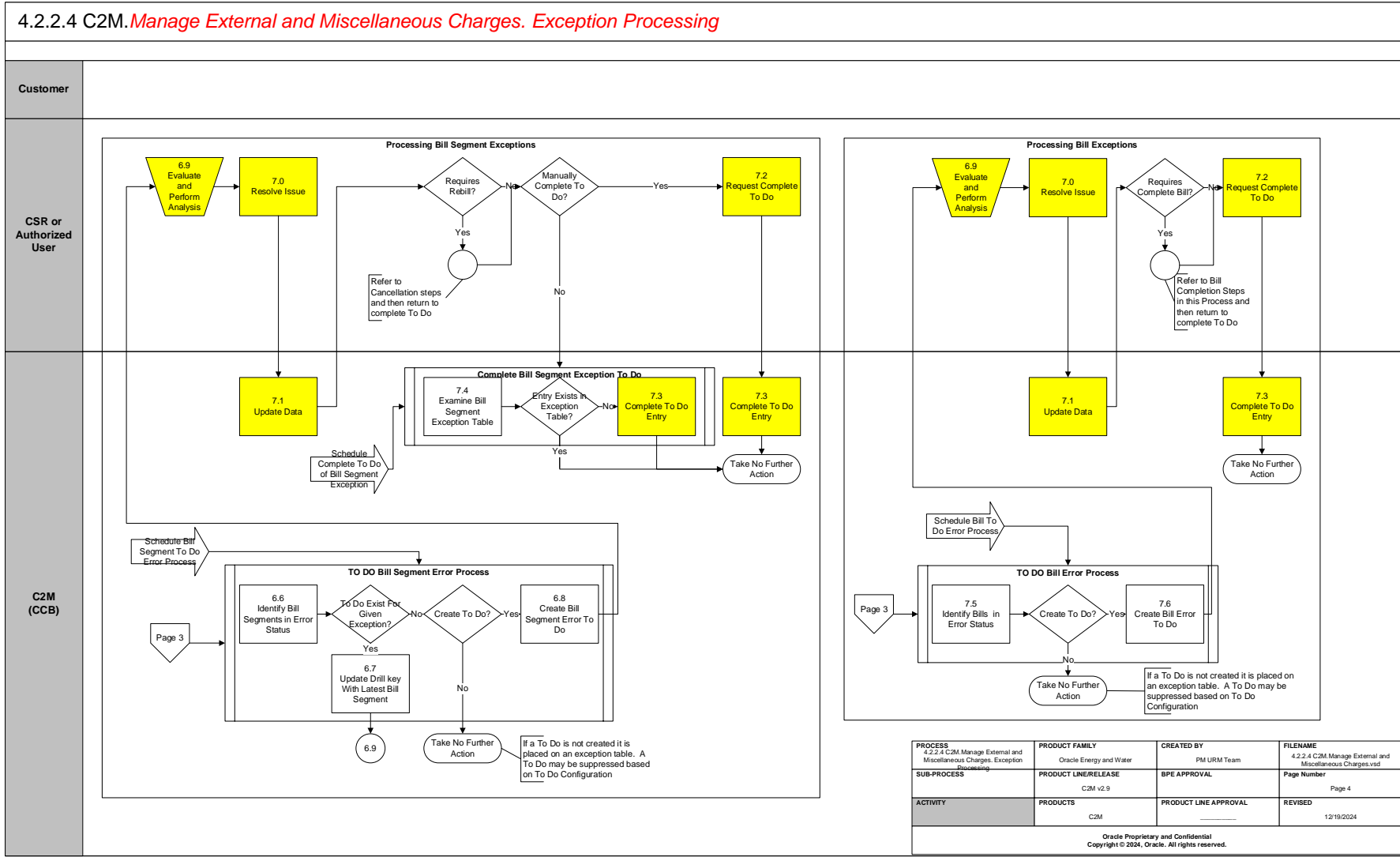


Business Process Model Page 3

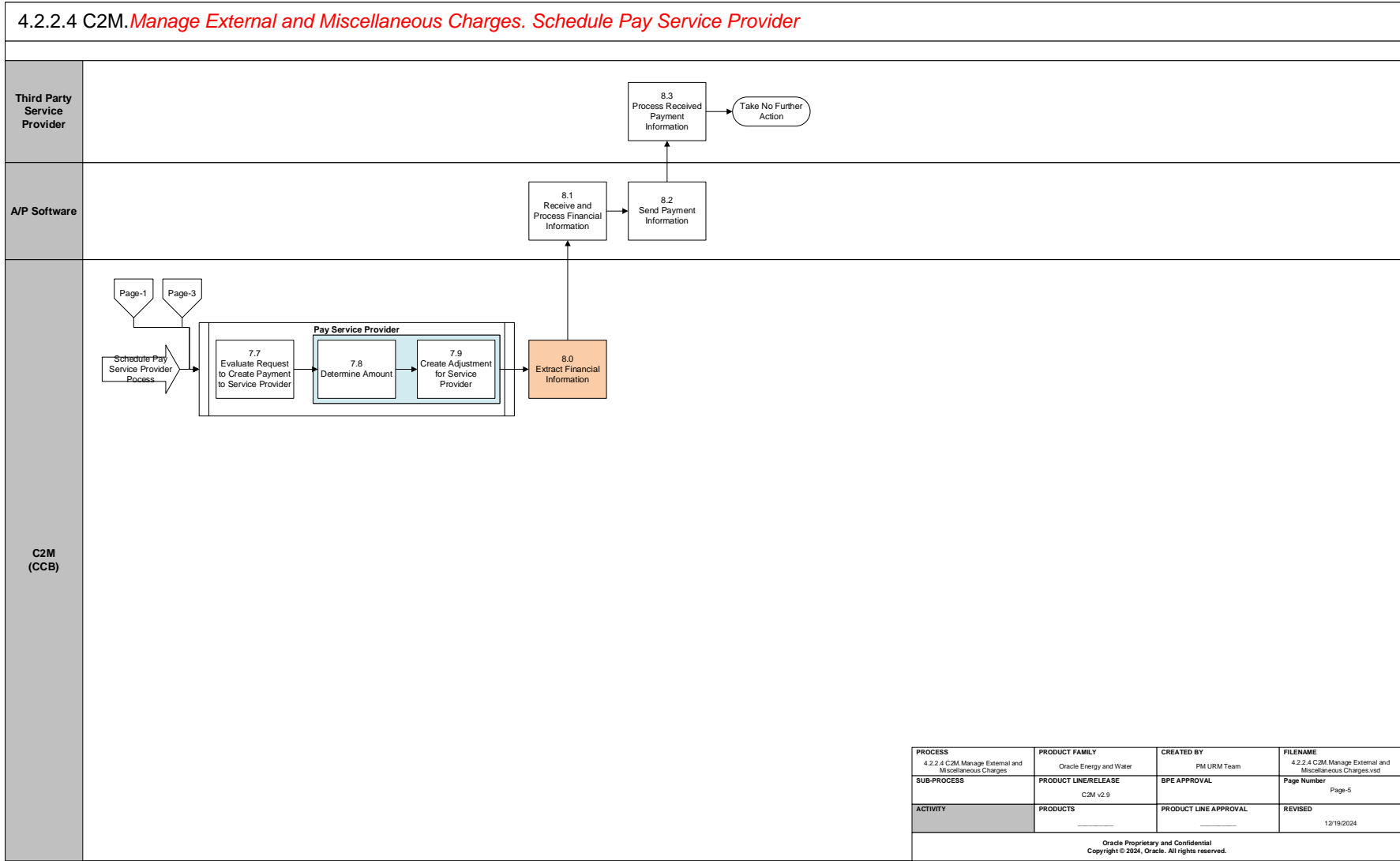
4.2.2.4 C2M.Manage External and Miscellaneous Charges. Batch Billing



Business Process Model Page 4



Business Process Model Page 5



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).

Configuration required Y **Entities to Configure:**

Installation Options

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. The CSR or Authorized User evaluates the Customer’s Account. 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 Enter Specific Data for Bill Segment(s) Calculation

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User identifies a need to create a [Bill](#) for the Customer, the CSR or Authorized User provides information about the Billing period for the bill to be created.

Note: 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 New Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

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

Note: 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 Identify Billable Charges to be Billed **Group: Create Bill Segment**
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies the Customer’s Billable Charges that haven’t been billed yet. If any of Pass Through Charges or Miscellaneous Charges are identified, the process generates Bill Segment(s).

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. 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).

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 Types

1.5 Determine Bill Period **Group: Create Bill Segment**
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies the Bill Period.

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. 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).

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 Types
Billable Charge Template
Rate schedule

1.6 Determine Consumption Period **Group: Create Bill Segment**

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) identifies the Consumption period (consumption period is needed for "Pass Through" charges or may be needed for rated miscellaneous charge calculation).

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service

Customizable Process N	Process Name	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).
	Configuration required Y	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.
Entities to Configure:		
		Bill Segment Type
		SA Types
		Billable Charge Template
		Rate schedule

1.7 Apply Rates to Calculate Charges **Group: Create Bill Segment**
Group: Generate Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

Sometimes a Third Party Service Provider passes consumption rather than the calculated bill lines. If this is the case, the Third Party Service Provider provides the Utility Company with rates to configure and C2M(CCB) applies the rate calculations.

Customizable Process N	Available Algorithm(s):	BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. 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).
	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 Types

Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

1.8 Apply Rates to Calculate Misc. Charges Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) calculates additional charges based on the service quantities defined on Billable Charge-SQ details by passing it to the rate defined on the billable charge service agreement. The rate will calculate the additional charges and these will be appended to the bill segment..

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. 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).

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 Types

Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

1.9 Apply Rates to Calculate Additional Charges Group: Create Bill Segment

Group: Generate Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If there is a need to add flat charges to the charges sent by Third Party Service Provider or to calculate taxes, C2M(CCB) applies additional rates calculations.

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. 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).

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 Types
Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.

**2.0 Create Bill Segment Details and Bill Segment(s) Group: Create Bill Segment
Group: Generate Bill Segment
Group: Batch Billing**

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates a bill segment for each unbilled billable charge set. If multiple billable charge lines associated with the billable charge set (either because they were entered or calculated by rates), C2M(CCB) creates individual bill segment calculation lines.

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

BSBS-BC - Create a bill segment for each new billable charge - This bill segment creation algorithm creates a bill segment for each non-billed billable charge linked to the service agreement being billed. If the service

Customizable Process N	Process Name	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).			
	Configuration required Y	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.			
Entities to Configure:		<table><tr><td>Bill Segment Type</td></tr><tr><td>SA Types</td></tr><tr><td>Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.</td></tr></table>	Bill Segment Type	SA Types	Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.
Bill Segment Type					
SA Types					
Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms.					

2.1 Create Financial Transaction(s) 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):	BSBF-BA - This Bill Segment financial transaction algorithm creates a financial transaction for a Bill Segment where: - Payoff amount = Bill amount - Current amount = Bill amount / zero / recurring charge amount
		BSBF-CU - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where: - Payoff amount = 0 - Current amount = 0 - The general ledger is affected. Distribution codes are taken from the bill lines (typically these GL accounts are credited) and the SA type (typically this GL account is debited).
		C1-C0-GL - This bill segment financial transaction algorithm creates a financial transaction for a bill

		<div>segment where:- Payoff amount = bill amount - Current amount = 0- The general ledger is affected</div> <div>C1-C0-NOGL - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:- Payoff amount = bill amount - Current amount = 0- The general ledger is not affected.</div>
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

2.2 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 or canceled.

2.3 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 Bill 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

2.4 Delete Bill**Actor/Role:** C2M(CCB)**Description:**

The Bill is deleted in C2M(CCB) and the financial record(s) are removed from the database. There is no financial impact to the Customer's Account related to the deleted Bill and Bill Segments.

2.5 Request Delete Specific Bill Segment(s)**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User determines specific Billable Charge Bill Segment(s) associated with a given Bill need to be deleted and requests to delete the Bill Segment(s).

2.6 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.

2.7 Request Changes for Recalculation of Miscellaneous Charges Bill

Actor/Role: CSR or Authorized User

Description:

After review, the CSR or Authorized User identifies a problem with the generated Bill Segment. The CSR or Authorized User, based on established business rules then adds or changes the data used for the Bill Segment calculation. There are no specific restrictions on changes that could be done across the application to fix the problem and create the correct Bill Segment.

2.8 Update Information

Actor/Role: C2M(CCB)

Description:

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

2.9 Request Freeze Bill Segment(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User determines all information is in place and the freezable [Bill Segment\(s\)](#) is accurate. The CSR or Authorized User requests to freeze the Bill Segment(s).

3.0 Freeze Bill Segment(s) Group: Freeze Bill Segment

Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

The [Bill Segment\(s\)](#) and associated Financial Transaction are frozen in C2M(CCB). 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 - CSR or Authorized User initiates process when he/she requests to Freeze Bill Segments created for 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 - An empty sample algorithm for BS Freeze/Cancel

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

3.1 Freeze Financial Transaction(s) Group: Freeze Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

C2M(CCB) freezes Financial Transaction(s) associated with the [Bill Segment\(s\)](#). 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.

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

STG PAY SPR - Stage to Pay Service Provider (SA Type – FT Freeze Method - When a FT is frozen that is linked to a sub SA with a We Bill For Them service provider, the FT must be analyzed to determine if it should trigger a payment of a service provider. This algorithm performs this analysis and sets up the trigger to execute the Pay Service Provider Batch 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:

Installation Options – Bill Freeze Options
SA Type
Service Provider

3.2 Initiate Payment Process to Service Provider Group: Freeze Bill Segment
Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

If the Utility Company provides billing services for a Third Party Service Provider, the Utility Company owes the Third Party Service Provider money. There are two options for when the Utility Company pays the required amounts to the Third Party Service Provider:

- Pay at bill time
- Pay at pay time

If option “pay at bill time” is configured, C2M(CCB) creates a Financial Transaction process to trigger the Pay Service Provider process when the bill segment is frozen.

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.

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 input.

Configuration required Y Entities to Configure:

Bill Cancel Reasons

3.5 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).

Configuration required Y Entities to Configure:

Bill Cancel Reasons

3.6 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-BSFZ-BCH - Cancel Bill Segment Billable Charges - This Customer Class – Bill Segment Freeze/Cancel algorithm type is used when canceling a bill segment for a bill linked to an off cycle bill generator. If the bill

segment being canceled is linked to billable charges, then the billable charges linked to the off cycle bill generator are cancelled too
--

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

3.7 Request Cancel Billable Charge

Actor/Role: CSR or Authorized User

Description:

It's recommended to cancel Billable Charges associated with Cancelled Bill Segment. If the original billable charges (Pass Through Charges) were incorrect, the Third Party Service Provider would send both a reversal of the charges and a newly revised set of information. These could be passed as two separate billable charges or they could be combined on a single billable charge. If the Bill Segment for a onetime charge has been canceled, it is also recommended to cancel the Billable Charge and create a new one instead. Refer to 4.2.1.7 C2M.Apply Miscellaneous Charges.

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

3.9 Return Original Bill Segment(s) to Frozen

Actor/Role: C2M(CCB)

Description:

The original [Bill Segment\(s\)](#) is returned to Frozen in C2M(CCB). There is no impact to financial transactions

4.0 Request Add Bill Message(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User may add 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 Message(s) for an online Bill.

Configuration required Y Entities to Configure:

Bill Messages

4.1 Add Bill Message(s)

Actor/Role: C2M(CCB)

Description:

The Bill Message(s) is added in C2M(CCB).

4.2 Request Complete Bill

Actor/Role: CSR or Authorized User

Description:

When the CSR or Authorized User are satisfied with the Frozen Miscellaneous Charge Bill Segments they initiate the Complete Bill function.

4.3 Create Bill Message(s) 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. 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, 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.

Skip Bill Completion Action dependent on bill segment status. Additional available pre-bill completion algorithms are listed here.

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

Customizable Process	N	Process Name	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.
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.
			SA Type
			Customer Class

4.4 Transfer Customer's A/R to Service Provider **Group: Bill Completion**
Group: Batch Billing

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):**

<p>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:</p> <ul style="list-style-type: none"> - 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.

Customizable Process N	Process Name	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.
	Configuration required Y	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.
Entities to Configure:		
		SA Type
		Adjustment Type
		Service Providers

4.5 Add Adjustments, Payments, 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

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.

4.6 Determine Due Date, 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.
C2M(CCB)

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

Configuration required Y Entities to Configure:

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

4.7 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.

4.8 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 Bill Messages 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. A sample of base post completion algorithms are listed here.

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
--

Configuration required Y Entities to Configure:

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

4.9 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.

5.0 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 evaluates 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.

5.1 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.

5.2 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.

5.3 Update Current Bill to Reopen
Actor/Role: C2M(CCB)

Description:
The current Bill is reopened in C2M(CCB) and available for applicable changes.

5.4 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, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

5.5 Update Balance

Actor/Role: C2M(CCB)

Description:

The financial balance is updated in C2M(CCB).

5.6 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

5.7 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.

Configuration required Y Entities to Configure:

C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine

Bill Route Type
Lookup - Bill Routing Method

5.8 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

5.9 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

6.0 Prepare and Send Bill to Customer

Actor/Role: Document Management Software

Description:

Document Management Software reads and process bill information produced by C2M(CCB). It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)). The bill is made available for the Customer. This is custom processing based on individual client needs.

6.1 Receives Bill

Actor/Role: Customer

Description:

The Customer receives the Bill.

6.2 Select Accounts for Open Bill Cycle Group: Batch Billing

Actor/Role: C2M(CCB)

Description:

For the open bill period, C2M(CCB)_selects all accounts to be billed by looking at the account’s bill cycle.

Customizable process Y 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

6.3 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

Customizable process Y Process Name

- There are no temporary account messages to be swept onto the bill

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.

Customer Class

6.4 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 that can be analyzed by a CSR or Authorized User. Typically, errors are caused by missing or incomplete data. The error may be reviewed when first created or left when Batch Billing and the bill window is open and the system looks for the missing data. 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 still 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 Bill error is generated by batch Billing.

Customizable process Y 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 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 Y 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.

6.6 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

6.7 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.

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

6.8 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

6.9 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.

7.0 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.

7.1 Update Data Group: Processing Bill Segment Exceptions**Group: Processing Bill Exceptions****Actor/Role:** C2M(CCB)**Description:**

Information required for resolution is updated in C2M

7.2 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.

7.3 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

7.4 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

7.5 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

7.6 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

At times the organization is made aware of a possible anomaly with a particular Batch of Bills. There are two background processes for canceling or reopening an entire batch of Bills. Refer to 4.2.2.2 Manage Metered Charges.

7.7 Evaluate Request to Create Payment to Service Provider Group: Pay Service Provider

Actor/Role: C2M(CCB)
Description:
This is the first step of scheduled batch process. It evaluates Financial Transaction Process records created during online or batch Billing process for ‘Pass Through’ charges..

Customizable process N	Process Name:	PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to
------------------------	---------------	--

		increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not supplied, the process uses all FT / Process records marked with the current run number.
Configuration required Y	Entities to Configure:	
		Service Provider

7.8 Determine Amount Group: Pay Service Provider

Actor/Role: C2M(CCB)

Description:

Process determines amount to be paid to the Third Party Service Provider.

Process Plug-in enabled Y	Available Algorithm(s):	PAY SPR - Pay Service Provider full amount - This Service Provider algorithm is used to increase how much is owed to a service provider as a result of a payment / bill. This results in an adjustment (the adjustment type is defined using Adjustment Type).
Customizable process N	Process Name:	

		PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not supplied, the process uses all FT / Process records marked with the current run number.
Configuration required Y	Entities to Configure:	
		Service Provider
		Adjustment Type

7.9 Create Adjustment for Service Provider Group: Pay Service Provider

Actor/Role: C2M(CCB)

Description:

Process creates Adjustment(s) with full amount that Utility Company owes Third Party Service Provider.

Process Plug-in enabled Y	Available Algorithm(s):
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Customizable process N Process Name:

PAY SPR - Pay Service Provider full amount - This Service Provider algorithm is used to increase how much is owed to a service provider as a result of a payment / bill. This results in an adjustment (the adjustment type is defined using Adjustment Type).

Configuration required Y Entities to Configure:

PAYSPR - Pay Service Provider -The pay service provider process creates the adjustment used to increase the amount owed to service providers (when you provide billing services for the service provider). This process uses all FT / Process associated with its batch control that are marked with a supplied run number. If a run number is not supplied, the process uses all FT / Process records marked with the current run number.

Service Provider

Adjustment Type

8.0 Extract Financial Information

Actor/Role: C2M(CCB)

Description:

If payment information is to be sent electronically to a Third Party Service Provider, a custom extract process is required.

Customizable process N Process Name:

Custom Extract Process

8.1 Receive and Process Financial Information

Actor/Role: A/P Software

Description:

Financial software receives and process information about payments for Third Party Service Provider.

8.2 Send Payment Information

Actor/Role: A/P Software

Description:

Financial software sends payments and required information about payment for Third Party Service Provider.

8.3 Process Received Payment Information

Actor/Role: Third Party Service Provider

Description:

Third Party Service Provider receives and process Payment and required information.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4224-001-Manually-Generate-Freeze-Complete-Bill-With-External-Miscellaneous-Charges	4
2	URM-C2M-4224-002-Manually-Generate-Freeze-Complete-Bill-Ext-Misc-Charges-And-Bill-Additional-FT	2
3	URM-C2M-4224-003-Manually-Gen-Freeze-Complete-Bill-Ext-Misc-Charges-AR-Transferred-To-SProvider	2
4	URM-C2M-4224-004-Manually-Gen-Comp-Bill-Ext-Misc-Charges-And-AR-Trnsfr-To-SProvider-Bill-Addtl-FT	2
5	URM-C2M-4224-005-Manually-Generate-Freeze-Complete-Bill-Ext-Misc-Charges-And-Acct-AutoPay	2
6	URM-C2M-4224-006-Manually-Gen-Freeze-Comp-Bill-Ext-Misc-Charges-And-BSeg-Cancel	2
7	URM-C2M-4224-007-Manually-Gen-Freeze-Com-Bill-Ext-Misc-Charges-And-BSeg-Rebill	2
8	URM-C2M-4224-008-Batch-Bill-Gen-Freeze-Comp-Bill-External-And-Misc-Charges	1

Document Control

Change Record

Date	Author	Version	Change Reference
6/15/09	Galina Polonsky	Draft	No Previous Document
8/31/09	Colleen King		After review
9/1/09	Colleen King		After review
9/2/09	Colleen King		After review
9/3/09	Colleen King		After review
10/21/10	Geir Hedman		Updated Title and Content page
12/15/10	Sarit Cohen		Update display bill information , tech , update
2/9/11	Geir Hedman		Updated Document and Visio
3/25/2011	Conrad Pinili		Updated Document – Process Plug-Ins
10/03/2012	Emma Lee Tiamzon		Updated Document
10/21/2013	Galina Polonsky		Reviewed, Approved
08/30/2015	Jane Cuenco Tan		Updated Document and Visio
09/10/2015	Galina Polonsky		Reviewed, Approved
08/18/2017	Isuru Ranasinghe		Updated formatting for v2.6
9/21/2017	Colleen King		Updated Document and Visio for C2M
9/26/2017	Colleen King		Updated Document and Visio for C2M
10/10/2017	Galina Polonsky		Reviewed, Approved
09/18/2018	Debby Phelps		Updated Document and Visio
10/01/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
05/13/2024	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

||

Bookmark

Clear

Save

Refresh

Main

Bill Segments

Bill Routings

Bill Messages

Characteristics

Bill Info

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

Bill ID 413789528968

Account ID

4138912307 Brazil, Mark, Commercial, \$190.30

Bill Status

Complete

Display Bill

 Off 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

Generate

Freeze

Cancel Frozen

Bill Action

Complete

Delete

Reopen

Correction Note

Undo 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

01-01-2017

01-01-2017

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 – Framework/Control Central Alerts

Algorithm: Highlight Open Off Cycle Bill Generators

SearchAddBookmarkRefresh

MainReferences

Algorithm

^

Main

AlgorithmCTI-CCAL-OCBGAlgorithm TypeHighlight Open Off Cycle Bill GeneratorsAlgorithm EntityInstallation - Control Central AlertScriptOff Cycle Bill Generator - Highlight Open Off Cycle Bill GeneratorsDescriptionHighlight Open Off Cycle Bill Generators

Record Actions ⓘ

EditDeleteDuplicate

Record Information

^

Detailed Description

^

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

Installation Options

MainPersonAccountBillingC&CFinancial Transaction

Bill Segment Freeze Option*Freeze At WillAccounting Date Freeze Option*Change If Period Is ClosedRollover Threshold Factor*0.700Minimum Amount for Final Bill\$0.45User Can Override Bill Date☑Use High/Low Failures on Bill☑Base Time2:00:00⌚Start Day OptionCurrent Day▼Use Alternative Bill ID☐Alternative Bill ID Option▼Bill Correction Option▼Auto Pay Creation Option*Create At Bill Completion▼

4.2.2.4 C2M.Manage External and Miscellaneous Charges

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40

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search

Search By

Name and Address

Name

Address

CIS Division

City

Postal

Show All Premises

☒

Search

Dashboard

Alerts

Auto-Pay Active

1 Outstanding To Do Entries For Account

Stopped SAs Exist

2 sync request(s) outstanding

Scheduled to bill today

Full Context

Brazil, Mark

Brazil, Mark, Commercial, \$190.30

2850_URM-UTA-SD Street, San Francisco, CA, 94105

2850_URM-UTA-SD Street, San Francisco, CA, 94105 / Electric Commercial / Electric / SD-DVC-E-SMART-COM-3741 / Read Cycle 01, Route 100 / Active

SD-DVC-E-SMART-COM-3741 / Electric Smart Meter / Install Date/Time: 01-01-2017 0:00:10 PST / Connected / Commissioned / Sensus / Active



SD-DVC-E-SMART-COM-3741 / 1 / 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)

4.2.2.4 C2M.Manage External and Miscellaneous 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

4.2.2.4 C2M.Manage External and Miscellaneous Charges

Algorithm Type

BookmarkDuplicateDelete

Main

Algorithm Type

🕒

CI-NOPROR

🔍

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

🔍No Proration

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

Algorithm Type

BookmarkDuplicateDeleteClear

Main

Algorithm Type

🕒

CI-MS-SQ

🔍

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

🔍Multiply Step by SQ

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

CI_BSBC-DFT

Algorithm Type

Create a bill segment for each new billable charge

Algorithm Entity

Bill Segment Type - Bill Segment Create

Description

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