



C2M v2.9

4.2.2.9 Manage Billing Inquires

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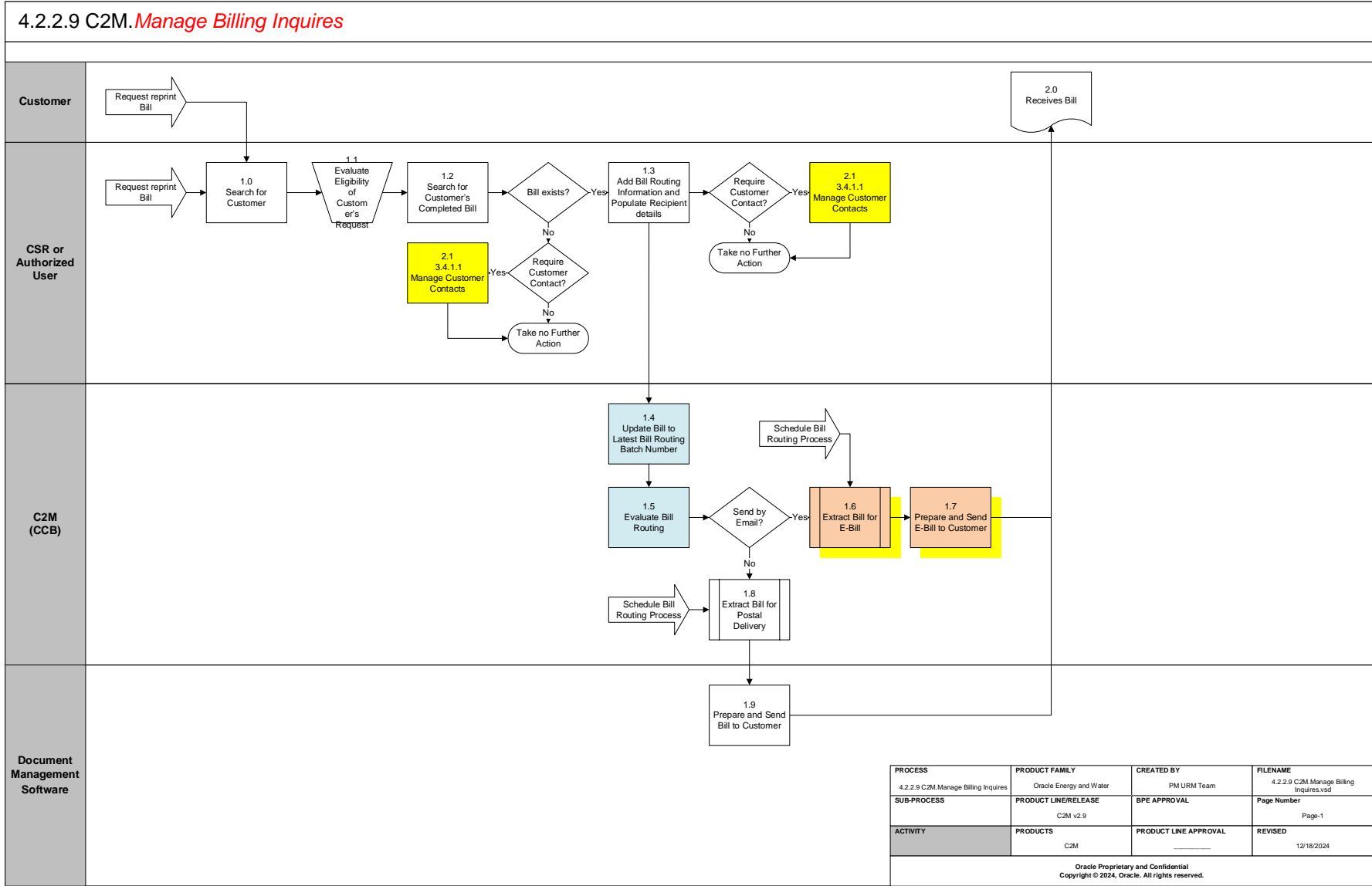
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Brief Description

Business Process:	4.2.2.9 C2M.Manage Billing Inquires
Process Type:	Sub Process
Parent Process:	4.2.2 C2M.Manage Bill
Sibling Processes:	4.2.2.1 C2M.Update Billing Information , 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, 4.2.2.6 C2M.Manage Deposit Charges, 4.2.2.8 C2M.Manage Billing Disputes, 4.2.2.10a C2M.Manage Budget Billing, 4.2.2.10b C2M.Manage Monitored and Un-Monitored Non-Billed Budget Billing, 4.2.2.12 C2M.Manage Payment Arrangement Charges, 4.2.2.14 C2M.Manage Off Cycle Bill for External and Miscellaneous Charges

It's a part of Customer service and typical business practice when Customer requests a copy of the Bill. Current document describes the business process and procedure that takes place when Customer or any other person request re-print existing bill or provide additional copy of it. There are different options for Customers and Authorized Users to view the Customer bills and receive a copy of it.

Business Process Model



Detail Business Process Model Description

1.0 Search for Customer

Actor/Role: Authorized User

Description:

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

Configuration required Y

Entities to Configure:

Installation Options

1.1 Evaluate Eligibility of Customer's Request

Actor/Role: Authorized User

Description:

Authorized User decides if the request to obtain a copy of existing Bill is valid based on specific Business rules and instructions.

1.2 Search for Customer's Completed Bill(s)

Actor/Role: Authorized User

Description:

If Authorized User decides to proceed with request, Authorized User reviews Customer's Bills and identifies the one that require copy. Account Financial History, Account's Bills are used to identify the Bill.

Process Plug-in enabled Y

Available Algorithm(s):

Installation Options - Control Central Alerts
Algorithm Type - BIFN-BL INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used.
C2M-BILLINFO - Bill Information
C1-SKIPINACC - Skip Inactive Accounts
C1-OI-BILAMT - Determine Open-Item Bill Amounts
Algorithm Type - C1-TL-BL-EVT - Build Bill Events (Balance Forward Bill Timeline)

Configuration required Y

Entities to Configure:

Installation Options

Customer Class

Business Object Y

Business Object:

Bill - Bill business object (simple bill elements only)

1.3 Add Bill Routing Information and Populate Recipient details.

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized adds bill routing information to the bill to include it in the latest bill extract. The Authorized User populates Bill Routing details and provides the name and address to which the bill should be sent using screen Bill /Bill Routing.

Configuration required Y Entities to Configure:

Account
Person
Account/Person
Bill Route Type

Business Object Y Business Object:

WX-BillRouteType - This business object is used to read an instance of a bill route type.

1.4 Update Bill to Latest Bill Routing Batch Number

Actor/Role: C2M(CCB)

Description:

C2M(CCB) saves the new bill routing record with the recently entered data and includes it in the latest bill routing process.

Customizable process N Process Name:

POSTROUT - Post bill routing
C2M-EBIL - Email Bill Routing Job

Configuration required Y Entities to Configure:

Bill Route Type

1.5 Evaluate Bill Routing

Actor/Role: C2M(CCB)

Description:

As C2M(CCB) prepares the bill for the customer, the Bill Routing for the customer is checked to determine the routing method used to deliver the bill to the customer. The Bill Routing Type is defined on the customer’s Account record.

Customizable process N Process Name

Bill Print Extract

Configuration required Y Entities to Configure:

Bill Route Type
Lookup - Bill Routing Method

1.6 Extract Bill for E-Bill

Actor/Role: C2M(CCB)

Description:

C2M(CCB) prepares required information for alternate delivery of the bill for the customer. This could be through text messaging, web presentation, email, or other communicated presentation. This is custom processing based on individual client needs.

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

BLEX-EX - This Bill Route Type Bill extract algorithm constructs the records that contain the information that appears on a printed Bill for Documaker.
C1-BLEX-XML- This Bill Route Type extract algorithm create XML bill extract records for Documaker.
C1-BLEX-BIP - This Bill Route Type extract algorithm schedules report job in BI Publisher to generate Bill Reports in range.
C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine

Customizable process N Process Name:

POSTROUT - Post bill routing
C2M-EBIL - Email Bill Routing Job

Configuration required Y Entities to Configure:

Bill Route Type
Lookup - Bill Routing Method

Business Object Y Business Object:

WX-BillRouteType - This business object is used to read an instance of a bill route type.

1.7 Prepare and Send E-Bill to Customer

Actor/Role: C2M(CCB)

Description:

C2M(CCB) prepares required information for alternate delivery through some custom processing. This is a placeholder for any alternate method of bill delivery. This is custom processing based on individual client needs.

Customizable process Y Process Name

Custom Extract for Bill Delivery

1.8 Extract Bill for Postal Delivery

Actor/Role: C2M(CCB)

Description:

The bill is extracted. The bill print process creates the flat file interfaced to document management software. This process uses all bill routing extract records associated with its batch control that are marked with a supplied run number. The information extracted and placed on the flat file for each bill is controlled by each bill route type's extract algorithm. Refer to 4.2.2 Batch Billing for more information.

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

C1-BLEX-EX – Create bill extract records for Documaker .This Bill Route Type extract algorithm constructs the records that contain the information that appears on a printed bill (for Doc 1).
C1-BL-DISP - This algorithm is used to generate a bill image using the Documaker software product. The algorithm works as follows: - It calls the bill print extract algorithm (see BLEX-EX for an example) associated with the bill route type. That algorithm returns the various records that contain the information that appear on the customer's printed bill. - It passes these records to the Documaker software. This software reconstructs the bill's image (in a PDF). - This PDF is returned to the calling program. This program then displays it in a separate page on the user's browser.
C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a Bill using a Reporting Engine.
C1-BLEX-BIP - This Bill Route Type extract algorithm schedules report job in BI Publisher to generate Bill Reports in range.
C1-BLEX-XML C2M-BLEX-XML – The Bill Route Type extract algorithm creates billing information in an XML format as an alternative to a fixed flat file format.

Customizable process N

POSTROUT – This bill print process creates the flat file that is interfaced to document management software.
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Customizable process Y Process Name:

Custom Extract Process

Configuration required Y Entities to Configure

Bill Route Types – Used for extract using above algorithm

Business Object Y Business Object

C2M-BillRoutingR- This business object is used on the

billing history zone displayed on control central - account information. Note: This BO is currently used for reprint Bills
--

WX-BillRouteType - Bill business object to read bill routing details. Note: This BO is currently used for reprint Bills
--

1.9 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 printed bill is sent or made available to the Customer.

2.0 Receives Bill**Actor/Role:** Customer**Description:**

The Customer receives the copy of the requested Bill.

Configuration required Y Entities to Configure:

Bill Route Type

2.1 3.4.1.1 Manage Customer Contacts**Actor/Role:** Authorized User**Description:**

If Business rules require, Authorized User creates Customer Contact. Refer to process 3.4.1.1 Manage Customer Contacts.

Test Assets related to the Current Process

Testing Asset Sr.No	Use Case	No Of Data sets
1	URM-C2M-4229-001-Create-CC-If-Acct-Requesting-For-Bill-Print-Has-No-Comp-Bill	2
2	URM-C2M-4229-002-Print-Customers-Bill-Via-POSTROUT-Batch	2
3	URM-C2M-4229-003-Print-Customers-Bill-Via-C2MEBIL-Batch	2

Document Control

Change Record

Date	Author	Version	Change Reference
		Draft	No Previous Document
10/21/10	Geir Hedman		Updated Title and Content page
11/15/10	Yoko Iwahiro		Update Business Object, Algorithms, Configurable processes.
12/27/10	Ayelet Lavee		Release review changed siblings, Hyperlinks, Minor edits.
2/9/11	Geir Hedman		Updated Document and Visio
3/28/2011	Conrad Pinili		Updated Document - Process Plug-Ins
9/25/2013	Ahad G Abbasi		Updated for CCB v2.4
09/25/2013	Galina Polonsky		Reviewed, Approved
08/30/17	Joshua Piccott		Updated Document and Visio to C2Mv2.6
12/04/2017	Chetan Raut		Updated Document and Visio
12/20/2017	Galina Polonsky		Reviewed, Approved
09/18/2018	Debby Phelps		Updated Document and Visio
10/21/2018	Galina Polonsky		Reviewed, Approved
6/3/2019	Satya Kalavala		Updated format for v2.7
05/27/2024	Kunal Nerkar		Updated Document and Visio to C2M v2.9
05/28/2024	Line Prado		Reviewed
12/17/2024	Galina Polonsky		Reviewed, Approved

Attachments:

Bill Routing

Bill

Bookmark

Previous Item

Next Item

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

Bill Routing Information

←

"2" of "2"

→ +

Person ID

0487451318

Brazil, Mark

Bill Routing Parameters

Bill Route Type

Route via postal service

Format

Detailed

Copies

1

Sequence

Reprint

☒

PO ID

Batch Control

POSTROUT

#

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Do Not Extract

☐

Intercept

Address Information

Name 1

Brazil, Mark

Name 2

Name 3

Country

United States of America

Zipcode

94105

Address 1

2850_URM-UTA-SD Street

Address 2

Address 3

City

San Francisco

County

State

CA

California 94105

Validate

Control Central Search

Control Central Search

Bookmark

Refresh

Main

Control Central Search ⓘ

🔍

📄

^

Search By

Name and Address ▾

Name

Brazil, Mark

👤+

📄

Address

City

Postal

CIS Division


▾

Show All Premises

☒

Search

Hide Filters

Person/Account 	Premise	ID Type	ID Nbr
Brazil, Mark (Main customer - Acct. 4138912307)	2850_URM-UTA-SD Street, San Francisco, CA, 94105	Employer identification number	74-6825603

Dashboard

Alerts ⓘ

Auto-Pay Active

2 Outstanding To Do Entries For Account

1 Outstanding To Do Entries For Person

1 Outstanding To Do Entries For Premise

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

4.2.2.9 C2M.Manage Billing Inquires

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Admin Menu/Installation Options/Control Central Alerts

	Algorithm Type	Description 	Algorithm Entity	Script
1	C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators	Installation - Control Central Alert	Off Cycle Bill Generator - Highlight Open Off Cycle Bill Generators 
2	C1-DDACCTNB	Highlight Number of Days Until Next Bill	Installation - Control Central Alert	Highlight Number of Days Until Next Bill 
3	C1HNBBSA	Highlight Non-Billed Budget SA	Installation - Control Central Alert	Highlight Non-Billed Budget SA 
4	C1-WO-BILL	Highlight Written Off Bills	Installation - Control Central Alert	