**CCS**

**24B**

**4.2.1.7** **Apply Miscellaneous Charges**

Creation Date: October 6, 2009

Last Updated: January 21, 2025

1. **Title, Subject, Last Updated Date, Reference Number**, **and** **Version** are marked by a Word Bookmark so that they can be easily reproduced in the header and footer of documents. When you change any of these values, be careful not to accidentally delete the bookmark. **You can make bookmarks visible by selecting Tools->Options…View and checking the Bookmarks option in the Show region.**
2. To add additional approval lines, press [Tab] from the last cell in the table above.

**Copyright © 2024, Oracle. All rights reserved.**

**This document is provided for information purposes only and the contents hereof are subject to change without notice.**

**This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied**

**in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any**

**liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document**

**may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.**

Contents

Brief Description 4

Business Process Model 5

Detail Business Process Model Description 6

Test Assets related to the Current Process 9

Document Control 10

Attachments: 11

Billable Charge 11

## Brief Description

**Business Process: 4.2.1.7 CCS.Apply Miscellaneous Charges**

**Process Type: Sub-process**

**Parent Process: 4.2.1 CCS.Collect and Process Measurements**

**Sibling Processes: 4.2.1.6 CCS.Receive External Charges, 4.2.2.4. CCS.Manage External Charges and Miscellaneous Charges, 3.3.2.2 CCS.Start Non-Premise Based Service**

The Apply Miscellaneous Charges process takes place whenever a Utility Company provides the service that occurs outside of the main course of business.

The process starts when a customer requests additional miscellaneous service or the miscellaneous service is provided by the Company based on current needs (e.g. tree trimming). An Authorized User creates a billable charge whenever a customer should be levied an ad hoc charge. This charge will be included into the next (one or more) Customer’s bill(s) (see sibling process 4.2.2.4 CCS.Manage External Charges and Miscellaneous Charges for details).

## Business Process Model



## Detail Business Process Model Description

[**1.0**](#_Business_Process_Model) **Report Service Order Details**

A**ctor/Role: Field Operations**

**Description:**

After providing additional service to the Customer Field Operations report details of provided Service to CSR in order to charge customer for the service.

[**1.1**](#_Business_Process_Model) **Search for Billable Charge Service Agreement for Customer’s Account**

**Actor/Role: CSR or Authorized User**

**Description:**

. There are a few business events that can cause this task to be performed. One of them is described in **1.0 Report Service Order Details**

The most typical reasons are:

* Customer contacts Utility Company and requests additional miscellaneous services
* Company identifies the need to provide additional services and, as a result, to apply billable charges

When the CSR or Authorized User decides to apply Billable Charges to Customer’s Service Agreement after analyzing nature of services, CSR or Authorized User attempts to find available Customer’s Billable Charge SA

[**1.2**](#_Business_Process_Model) **Refer to 3.3.2.2 CCS Start Non-Premise Based Service**

**Actor/Role: CSR or Authorized User**

**Description:**

If the Customer doesn’t have a Billable Charge Service Agreement, the CSR or Authorized User creates it. Refer to 3.3.2.2 Start Non-Premise Based Service

Note: Some Companies prefer to create Billable Charge automatically when Billable Charge Service Agreement is activated (e.g. One off charges) it could be done by configuring the appropriate SA Type Start Option and providing Billable Charge Template

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Billable Charge Template |
| SA Type Start Option |

[**1.3**](#_Business_Process_Model) **Initiate new Billable Charge and Request Default Data**

**Actor/Role: CSR or Authorized User**

**Description:**

If the Customer has a Billable Charge Service Agreement and the Billable Charge for the service hasn’t been applied yet, CSR or Authorized User initiates Billable charge creation process.

[**1.4**](#_Business_Process_Model) **Retrieve Standard BC Details**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) retrieves and populates default Billable Charge details if available.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Billable Charge Template |

[**1.5**](#_Business_Process_Model) **Review Standard Pre-populated BC Details**

**Actor/Role: CSR or Authorized User**

**Description:**

CSR or Authorized User reviews and evaluates pre-populated default Billable Charge details using [Billable Charge page](#_Billable_Charge_Page)

[**1.6**](#_Business_Process_Model) **Populate Billable Charge Details**

**Actor/Role: CSR or Authorized User**

**Description:**

If default data is not available or pre-populated/existing data doesn’t satisfy current requirements for Billable Charge, CSR or Authorized User populates correct Billable Charge details using [Billable Charge page](#_Billable_Charge_Page)

[**1.7**](#_Business_Process_Model) **Request to Add Billable Charge**

**Actor/Role: CSR or Authorized User**

**Description:**

CSR or Authorized User requests to add a new Billable Charge

[**1.8**](#_Business_Process_Model) **Add Billable Charge**

A**ctor/Role: CCS(CCB)**

**Description**

CCS(CCB) adds a new Billable Charge and link it to Customer’s Billable Charge Service Agreement

**Configuration required N Entities to Configure:**

|  |
| --- |
| Characteristic Type |
| Unit of Measure |
| Time of Use |
| Service Quantity Identifier |
| Distribution Code |

[**1.9**](#_Business_Process_Model) **Request to Update Billable Charge**

**Actor/Role: CSR or Authorized User**

**Description:**

If the CSR or Authorized User identifies the need to update existing Billable Charge, CSR or Authorized User populates the changes (see step [**1.6**](#_Business_Process_Model) **Populate Billable Charge Details** for details) and requests update the data

[**2.0**](#_Business_Process_Model) **Update Billable Charge**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) updates Billable charge data

[**2.1**](#_Business_Process_Model) **Request to Cancel Billable Charge**

**Actor/Role: CSR or Authorized User**

**Description:**

If the CSR or Authorized User decides to cancel existing Billable Charge, CSR or Authorized User changes specific Billable Charge status to Canceled. Note: Cancelled Billable charges will not be used in billing

[**2.2**](#_Business_Process_Model) **Update Billable Charge Status to Canceled**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS(CCB) updates Billable Charge status to Canceled.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4217-001-Manually-Add-Billable-Charge-On-Customers-Billable-Charge-SA | 2 |
| 2 | URM-CCS-4217-002-Manually-Update-Billable-Charge-On-Customers-Billable-Charge-SA | 2 |
| 3 | URM-CCS-4217-003-Manually-Cancel-Billable-Charge-On-Customers-Billable-Charge-SA | 2 |
| 4 | URM-CCS-4217-004-Create-Billable-Charge-SA-For-The-Account-Then-Add-Billable-Charge | 2 |

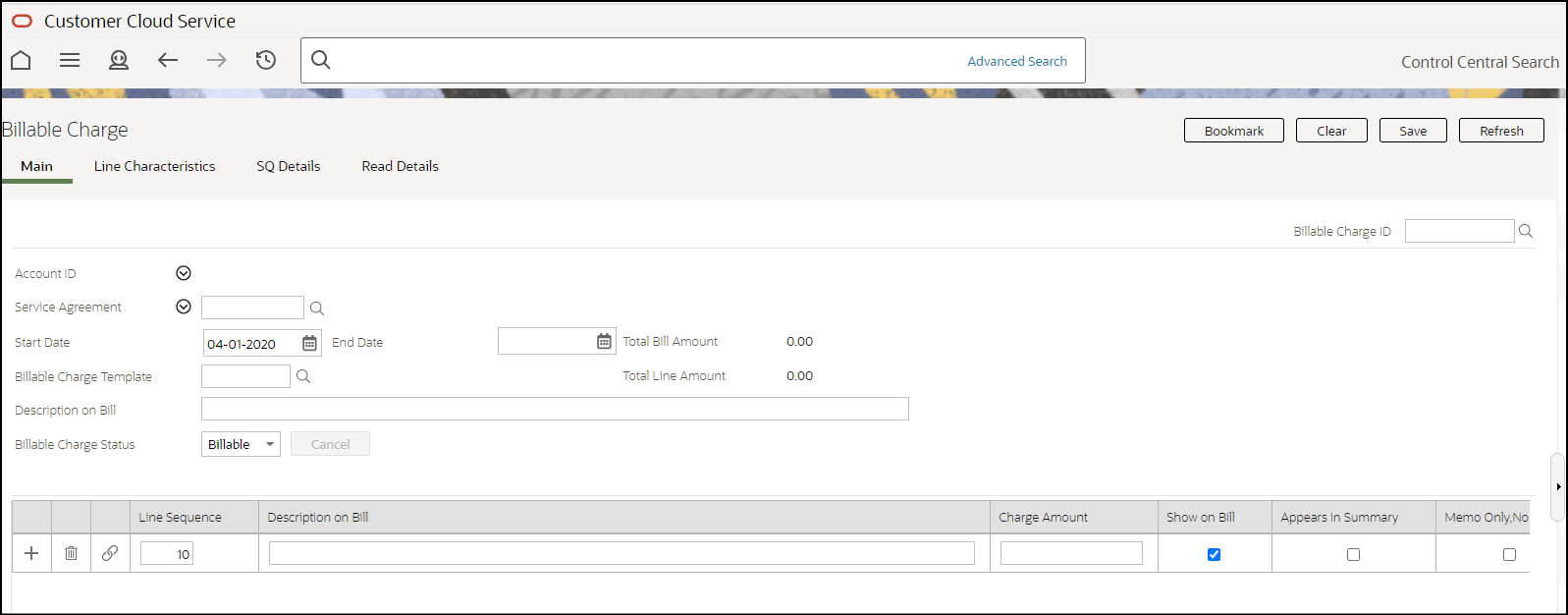
## Document Control

**Change Record**

| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  | Draft 1a | No Previous Document |
| 10/21/10 | Geir Hedman |  | Updated Title and Content page |
| 11/11/10 | Yoko Iwahiro |  | Update algorithm and configuration |
| 12/27/10 | Ayelet Lavee |  | Release review, changed Visio version added siblings and some minor editing |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 8/16/13 | Mel Bachmeier | V2.4 | Updated Document and Visio |
| 09/13/13 | Galina Polonsky |  | Reviewed |
| 08/28/15 | Don Lee |  | Update to v2.5 |
| 09/10/15 | Galina Polonsky |  | Reviewed, Approved |
| 08/17/17 | Ekta Dua |  | Updated Document and Visio to v2.6 |
| 10/23/17 | Jerry Chick |  | Minor updates for C2M |
| 10/30/2017 | Galina Polonsky |  | Reviewed, Approved |
| 8/9/2018 | Jerry Chick |  | Minor grammatical changes/fixes |
| 09/29/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/3/2019 | Satya Kalavala |  | Updated format for 2.7 |
| 05/11/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 05/28/2024 | Line Prado |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Billable Charge

****