**CCS**

**24B**

**4.2.2.10a** **Manage Budget Billing**

Creation Date: October 6, 2010

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## Brief Description

**Business Process: 4.2.2.10a CCS.Manage Budget Billing**

**Process Type: Sub Process**

**Parent Process: 3.4.2. CCS.Develop Insight and Understanding**

**Sibling Processes: 4.3.1.1. CCS.Processing Payments, 4.1.1.4 CCS.Develop Arrears Procedures, 4.2.2 CCS.Batch Billing, 3.4.1 CCS.Manage Contacts, 3.3.2.2 CCS. Start Non Premise Based Service, 3.3.2.4 CCS.Stop Non Premise Based Service**

This process specifically describes how Billing impacts the customer on [Budget Billing](#AccountBudget). If the customer has metered or item based service, the actual billing processes are otherwise similar to the respective business process flows. Refer to 4.2.2.2 Manage Meter Charges or 4.2.2.3 Manage Item Charges The customer’s current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account’s Service Agreements.

The True Up and Budget Monitor processes may change the Budget amounts. Credit and Collection processes may cancel the budget. The customer may call and make changes to the [Budget](#AccountBudget) that will be reflected the next time the Account bills.

This process depicts specifics for Billing a Customer with Budget Billing. Other Billing Business Process continue to apply. Refer to other Billing Processes for additional details including 4.2.2.2 Manage Meter Charges, 4.2.2.3 Item Charges.

## Business Process Model Page 1



## Business Process Model Page 2



## Detail Business Process Model Description

[**1.1**](#BusinessProcessModel) **Search for Customer**

**Actor/Role: CCB**

**Description:**

Upon receipt of request or inquiry for Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CCS(CCB). There are algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the CSR with valuable insight for overall analysis of the customer.

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

|  |
| --- |
| Installation Options – C1-BILL-INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used. |

[**1.2**](#BusinessProcessModel) **Evaluate Customer/Account Eligibility for New Budget**

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

**Description:**

There is dialogue with Customer. The CSR or Authorized User evaluates the account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts assist the CSR in determining eligibility for adding new bill or any rebilling based on established business rules.

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

|  |
| --- |
| Installation Options – C1-BILL-INFO This algorithm type formats the Bill Information that appears throughout the system. Four different formats are used. |

[**1.3**](#BusinessProcessModel) **Request Generate Bill**

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

**Description:**

The CSR or Authorized User requests a new online [bill](#_Bill_-_Account) created.

[**1.4**](#BusinessProcessModel) **Calculate and Create Bill Segment(s) Group: Generate Bill Segment**

**Actor/Role: CCS(CCB)**

**Description:**

Billing process calculates, creates bill segment, and creates financial transaction. (Actual Billed Amount). Refer to

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

|  |
| --- |
| C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Segment Type |
| SA Type |
| Customer Class |
| Rates |
| [Budget Plan](#_Admin_Menu_>) |

[**1.5**](#BusinessProcessModel) **Create FT(s) and Update Current Amt = Budget Amt and Payoff Amt = Actual Bill Amt Group: Generate Bill Segment**

**Actor/Role: CCS(CCB)**

**Description:**

Billing process adds a pending bill, calculates, creates [bill segment](#_Bill_Segment_–), and creates financial transaction. The Current Amount = Budget amount and Payoff Amount = Actual Billed Amount. The Bill Segment Type Financial Transaction Creation Algorithm looks to see the Account is flagged for Budget Billing to determine current amount and payoff amount. With Budget, True Up or changes from the Budget Monitor Review the Current Amount = New Updated Budget and Payoff Amount = Actual Billed Amount. If the Budget is canceled the New Current Amount = Payoff Amount (Actual Billed Amount). The Budget Plan configuration defines the calculation, monitor and true up algorithms for a given Budget Plan.

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

|  |
| --- |
| C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. 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 |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Segment Type |
| SA Types |
| Customer Class |
| Rates |
| [Budget Plan](#_Admin_Menu_>) |

**Business Object Y Business Object:**

|  |
| --- |
| WX-Bill - Bill business object (simple bill elements only)  This business object is used for simple access to bill information |
| C1-BillLite - This business object can be used to read the fields (except CLOB) of the MO's primary table - Bill. |
| C1-BillSegmentStatus - Bill Segment Status  This business object is used to retrieve the status of a bill segment |
| C1-BillSegmentCalcHeaders - Bill Segment Calc Headers |
| C1-BillSegmentRead - Bill Segment Read |
| WX-BillSegment - Bill Segment |
| C1-BillSegmentLite - This business object can be used to read the fields (except CLOB) of the MO's primary table - Bill Segment. |

[**1.6**](#BusinessProcessModel) **Request Delete Bill**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User determines the bill needs to be deleted. Business rules may need to be reviewed or further investigation is required.

[**1.7**](#BusinessProcessModel) **Delete Bill**

**Actor/Role: CCS(CCB)**

**Description:**

The bill is deleted in CCS(CCB). No record is kept.

[**1.8**](#BusinessProcessModel) **Request Freeze Bill Segment(s)**

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

**Description:**

The CSR or Authorized User freezes the bill segment(s).

[**1.9**](#BusinessProcessModel) **Freeze Bill Segment(s)**

**Actor/Role: CCS(CCB)**

**Description:**

The Bill Segment(s) and associated Financial Transaction are frozen in CCS(CCB).

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

|  |
| --- |
| BSFZ-EMPTY– An empty sample algorithm for BS Freeze/Cancel |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options – Bill Freeze Options |

[**2.0**](#BusinessProcessModel) **Request Complete Bill**

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

**Description:**

The CSR or Authorized User completes the Bill.

[**2.1**](#BusinessProcessModel) **Complete Bill**

**Actor/Role: CCS(CCB)**

**Description:**

When a bill is completed in CCS(CCB) all financial transactions are swept on to the bill. Any previous balances are added to the total amount due. The Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if any. With Budget True Up or changes from the Budget Monitor Review the Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if any. If the Budget is canceled the New Current Balance = Payoff Balance (Actual Billed + Previous Balance if any).

**Business Object Y Business Object:**

|  |
| --- |
| C1-AccountBillMessage - Account Bill Message |
| C1-BillMessagePhysicalBO - Physical BO for Bill Message |

[**2.2**](#BusinessProcessModel) **Request Cancel Frozen Segment(s)**

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

**Description:**

The CSR or Authorized User determines a need to cancel the newly frozen segments.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Cancel Reasons |

**Business Object Y Business Object:**

|  |
| --- |
| C1-BillCancelReasonPhysicalBO |

[**2.3**](#BusinessProcessModel) **Cancel Frozen Bill Segment(s)**

**Actor/Role: CCS(CCB)**

**Description:**

The bill segment(s) are canceled in CCS(CCB). A new cancellation financial transaction(s) is created to reverse the original financial transaction associated with the bill segment(s).

**Business Object Y Business Object:**

|  |
| --- |
| C1-BillCancelReasonPhysicalBO |

[**2.4**](#BusinessProcessModel) **Request Cancel/Rebill**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User uses the rebill function to request Cancel and Rebill of the Bill Segment(s).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Cancel Reasons |

[**2.5**](#BusinessProcessModel) **Update Bill Segment(s) to Pending Cancel and Create New Bill Segment(s)**

**Actor/Role: CCS(CCB)**

Description:

The original Bill Segment(s) is updated to Pending Cancel, and new Bill Segment(s) created. A new Financial Transaction is associated with the new Bill Segment and the original Financial Transaction is pending Cancel.

[**2.6**](#BusinessProcessModel) **Request Undo Cancel/Rebill**

**Actor/Role: CSR**

**Description**

The CSR or Authorized User determines not to freeze the bill segment. If the undo function is used the pending cancel segment is deleted.

[**2.7**](#BusinessProcessModel) **Delete New Segment(s) and Return Original Bill Segment(s) to Frozen**

**Actor/Role: CCS(CCB)**

**Description:**

CCS(CCB) deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions

[**2.8**](#BusinessProcessModel) **Request Initiate Cancel**

**Actor/Role: CSR**

**Description:**

The bill segment may just be canceled and will not be created again. The CSR or Authorized User initiates the cancel function.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Cancel Reasons |

**Business Object Y Business Object:**

|  |
| --- |
| C1-BillCancelReasonPhysicalBO |

[**2.9**](#BusinessProcessModel) **Update Bill Segment(s) to Pending Cancel**

**Actor/Role: CCS(CCB)**

**Description:**

The system updates the Bill Segment to Pending Cancel.

[**3.0**](#BusinessProcessModel) **Request Cancel**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User confirms canceling of the bill segment

[**3.1**](#BusinessProcessModel) **Request Undo Cancel**

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

**Description:**

Prior to the cancellation, the CSR or Authorized User determines the Bill Segment should not be canceled and uses the Undo function.

[**3.2**](#BusinessProcessModel) **Return Original Bill Segment(s) to Frozen**

**Actor/Role: CCS(CCB)**

**Description:**

CCS(CCB) returns the original Bill Segment to frozen. There is no impact to Financial Transactions

[**3.3**](#BusinessProcessModel) **Check Eligibility for Billing**

**Actor/Role: CCS(CCB)**

**Description:**

Normally, most bills are created and completed automatically. There is a scheduled batch process that evaluates Accounts and Service Agreements and identifies Accounts ready for Billing. Budget Enrollment, a change to the budget or Budget cancellation has an impact on the customer’s next bill.

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

|  |
| --- |
| C1-SKIPINACC – Skip Inactive Accounts. This Customer Class Bill eligibility algorithm stops processing an account if all the following conditions are true: - There are no Billable service agreements - There are no eligible Financial Transactions for the Bill - There are no temporary account messages to be swept onto the Bill |
| C1-SKIPACCCB - This Customer Class Bill eligibility algorithm stops processing an account if completed bill exists. |

**Customizable process N Process Name:**

|  |
| --- |
| BILLING - The bill cycle batch processing creates Bills for accounts with an "open" Bill cycle. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Customer Class |

[**3.4**](#BusinessProcessModel) **Evaluate Bill Routing**

**Actor/Role: CCS(CCB)**

**Description:**

As CCS(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 |

[**3.5**](#BusinessProcessModel) **Extract Bill for E-Bill**

**Actor/Role: CCS(CCB)**

**Description:**

CCS(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 |

[**3.6**](#BusinessProcessModel) **Prepare and Send E-Bill to Customer**

**Actor/Role: CCS(CCB)**

**Description:**

CCS(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 |

[**3.7**](#BusinessProcessModel) **Extract Bill for Postal Delivery**

**Actor/Role: CCS(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. |
| 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 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 |

[**3.8**](#BusinessProcessModel) **Prepare and Send Bill to Customer**

**Actor/Role: Document Management Software**

**Description:**

Document Management Software reads and process bill information produced by CCS(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.

[**3.9**](#BusinessProcessModel) **Receive Bill**

**Actor/Role: Customer**

**Description:**

The Customer receives the Bill.

[**4.0**](#BusinessProcessModel) **Evaluate Completed Bill**

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

**Description:**

The CSR or Authorized User evaluates the Account and reviews the Bill for accuracy. At times, it may be necessary to reopen the Bill and complete again. To resend bill to customer with latest updates, CSR can add bill routing information to the updated bill.

[**4.1**](#BusinessProcessModel) **Request Reopen Bill**

**Actor/Role: CSR**

**Description:**

Based on established Business Rules the CSR or Authorized User may, upon request, reopen a bill for the Customer.

[**4.2**](#_Business_Process_Model_1) **Update Current Bill to Reopen**

**Actor/Role: CCS(CCB)**

**Description:**

The current Bill is reopened in CCS(CCB) and available for applicable changes.

[**4.3**](#BusinessProcessModel) **Add Bill Routing Information**

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

**Description:**

The CSR or Authorized adds bill routing information to the updated bill so as to include it in the latest bill extract.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Testing Asset-Flows | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-42210a-001-Manual-Gen-Freeze-Comp-Bill-For-Customer-With-Budget-Billing | 2 |
| 2 | URM-CCS-42210a-002-Manual-Rebill-Frozen-BSeg-After-Budget-Amount-Is-Updated | 2 |
| 3 | URM-CCS-42210a-003-Cancel-Frozen-BillSeg-After-Budget-Amount-Is-Updated | 2 |
| 4 | URM-CCS-42210a-004-Automatically-Create-Bill-For-Customer-With-Budget-Billing | 2 |

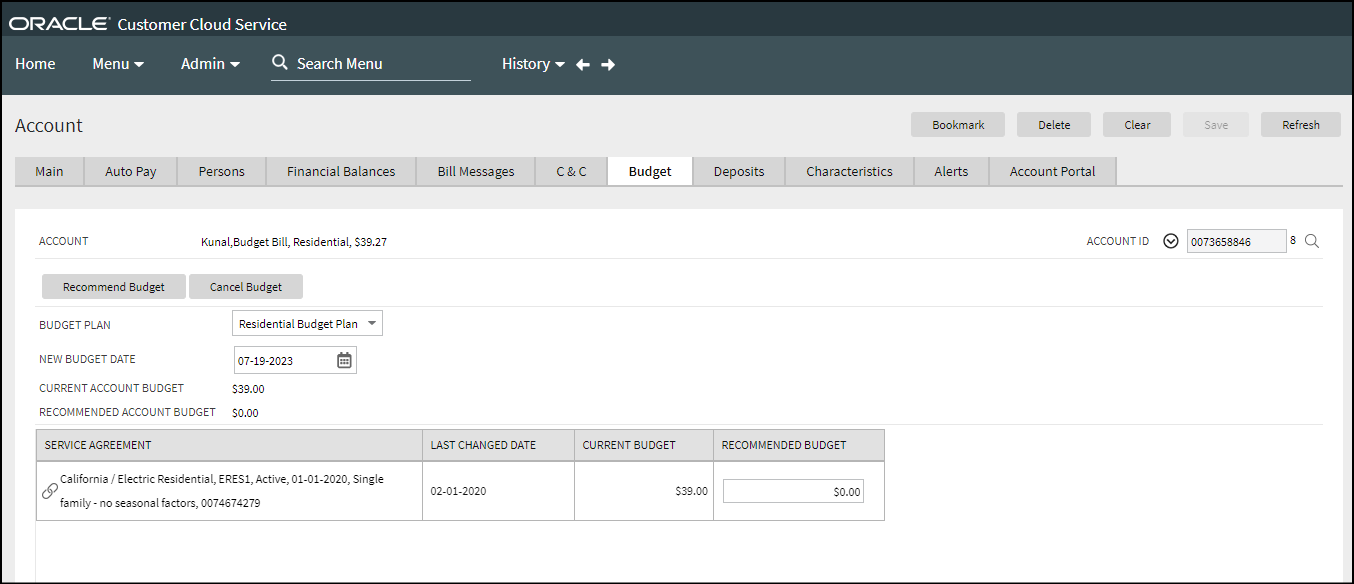
## Document Control

**Change Record**

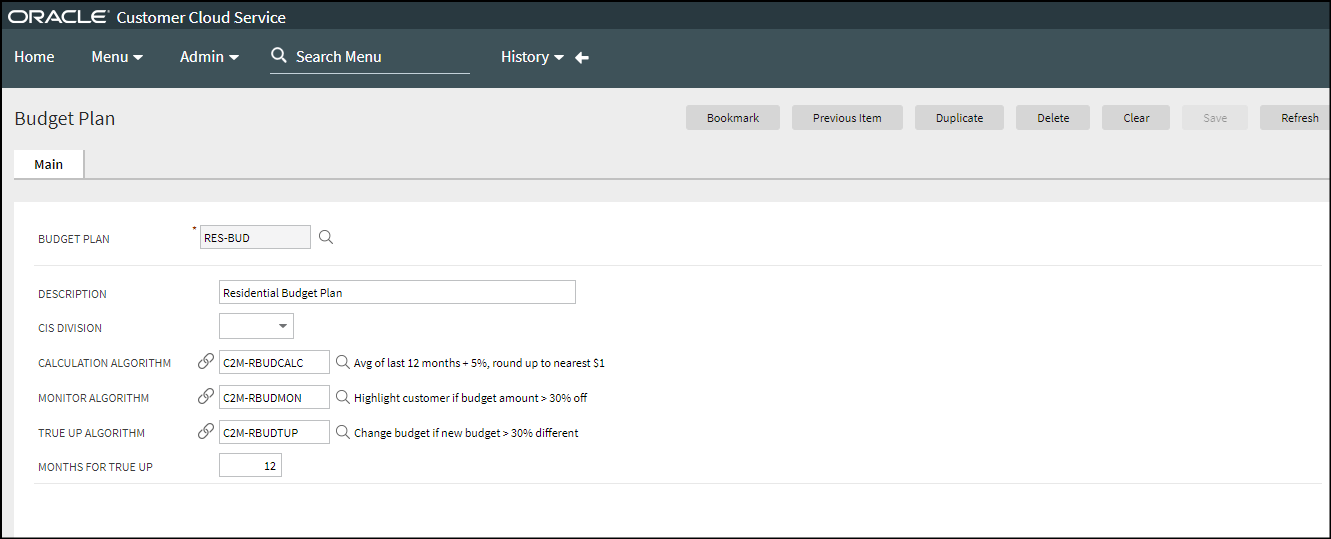
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
| 4/29/09 | Colleen King | Draft 1a | No Previous Document |
|  |  |  | Multiple Changes in April |
| 5/18/09 | Colleen King |  | Additional changes based on new guidelines |
| 10/21/10 | Geir Hedman |  | Updated Title and Content page |
| 9/6/2013 | Don Lee |  | Update Document and Visio |
| 11/5/2013 | Sacha Dela Cruz |  | Updated for CCB 2.4 |
| 03/30/2016 | Chris Brewster |  | Updated for CCB 2.5 |
| 04/03/2016 | Galina Polonsky |  | Reviewed |
| 08/18/2017 | Isuru Ranasinghe |  | Updated formatting for v2.6 |
| 9/26/17 | Colleen King |  | Update Document and Visio for C2M |
| 6/3/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 10/03/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 10/23/2024 | Line Prado |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

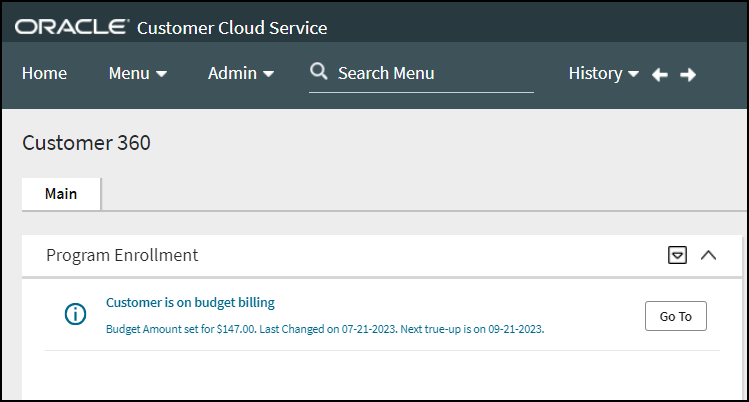
### Account on Budget Plan



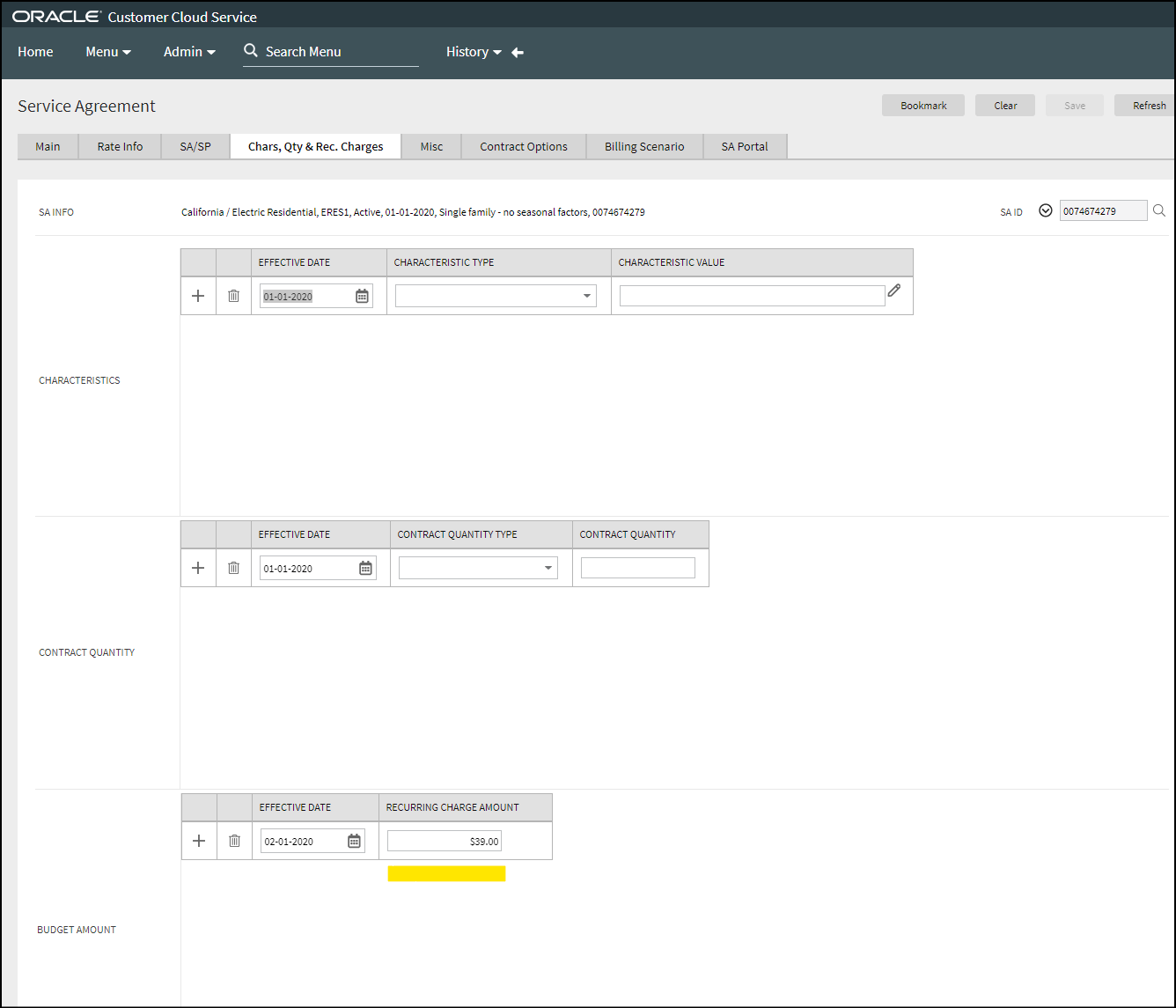
### Admin Menu > Budget Plan



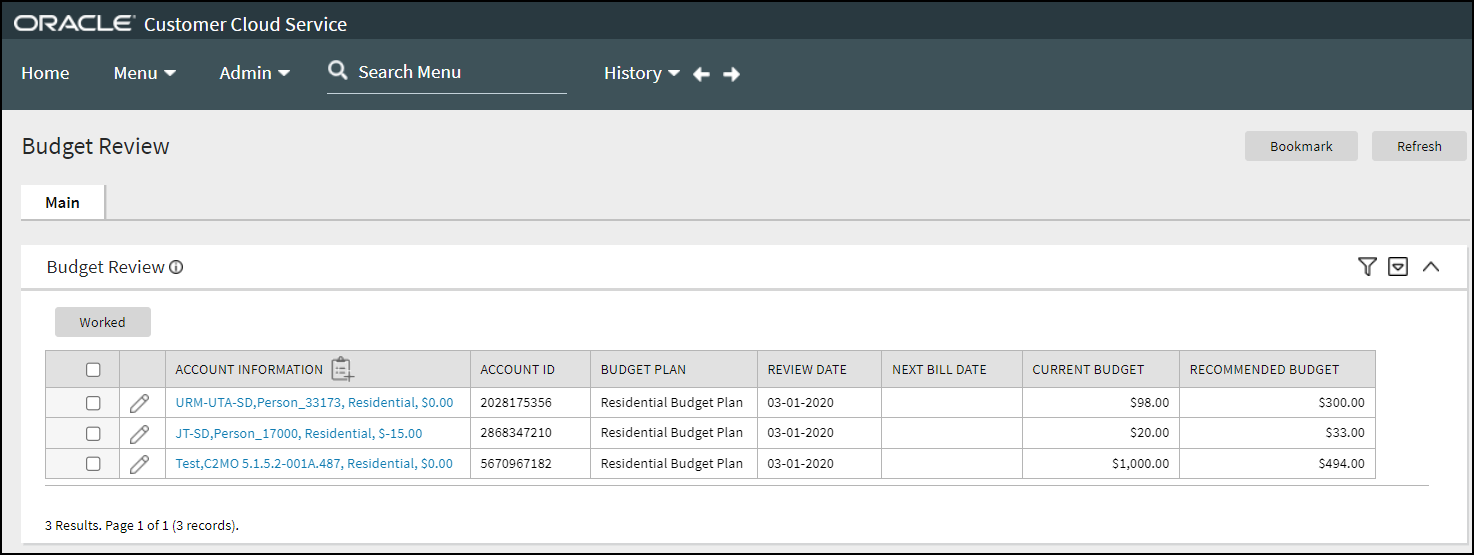
### Customer 360

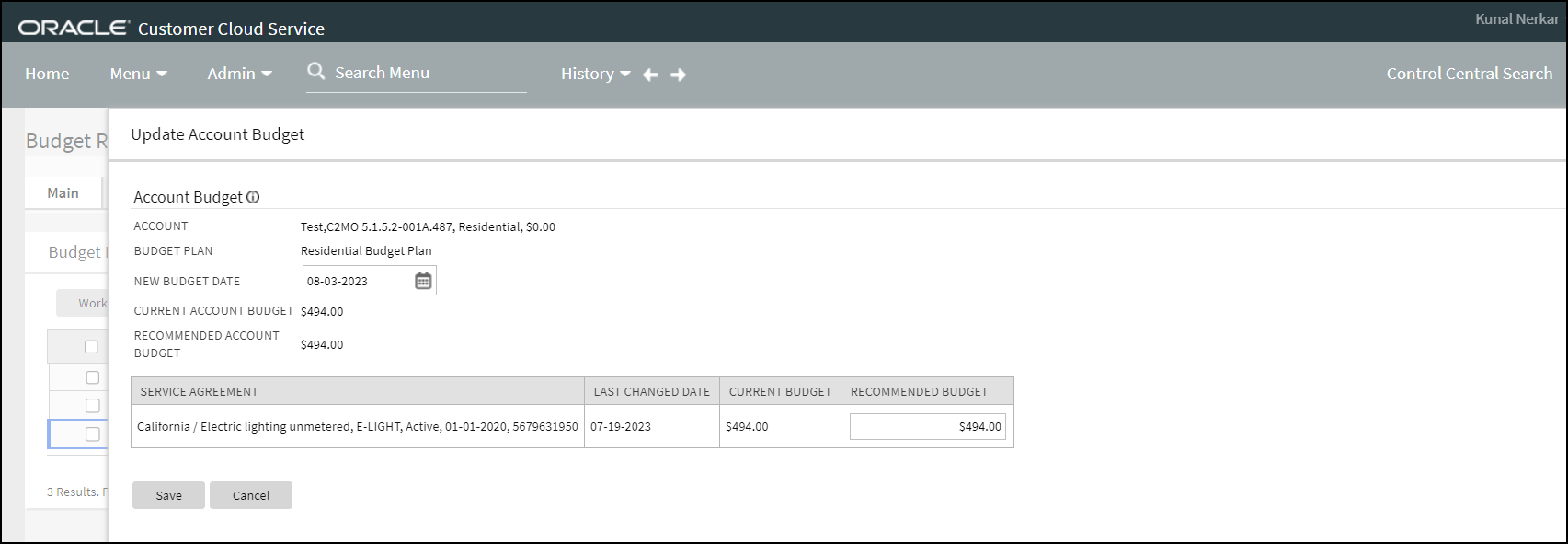


### Service Agreement>Chars, Qty & Rec Charges

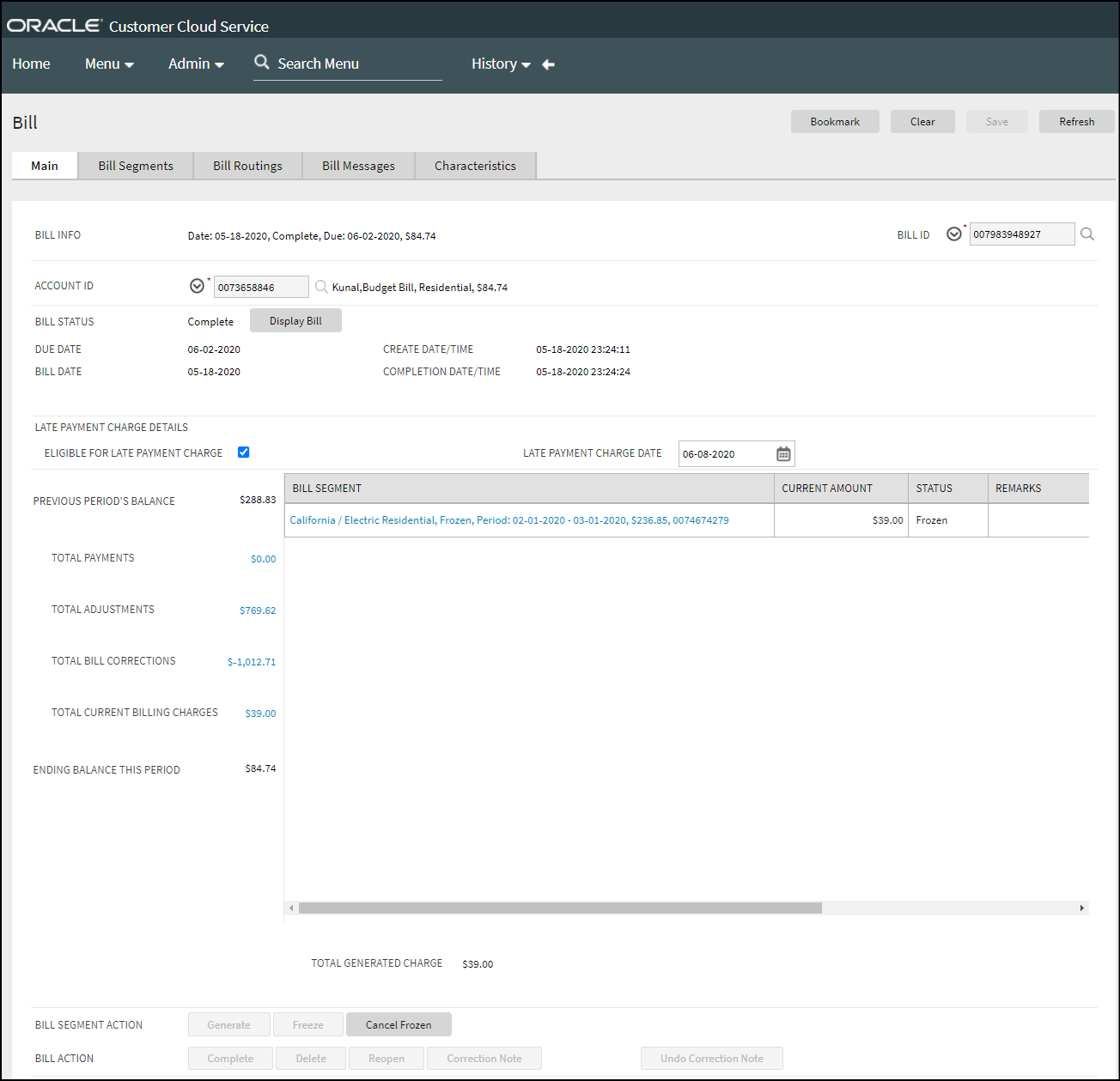


### Budget Review





### Bill - Account on Budget



### Bill Segment – Account on Budget

