**CCS**

**24B**

**4.2.2.10b** **Manage Monitored – Unmonitored**

**Non-Billed Budget Billing**

Creation Date: May 6, 2009

Last Updated: January 21, 2025

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## Brief Description

**Business Process: 4.2.2.10b CCS.Manage Monitored - Unmonitored Non-Billed Budget Billing**

**Process Type: Sub Process**

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

**Sibling Processes: 4.3.1.1 CCS.Manage Payments, 4.1.1.4 CCS.Develop Arrears Procedures, 4.2.2 CCS.Manage Bill, 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, 4.3.1.1b CCS.Process Monitored Non-Billed Budget Payments, 4.3.1.1.c CCS.Process Unmonitored Non-Billed Budget Payments, and 3.4.4.1b CCS.Enroll in Non-Billed Budget, 3.4.4.2b CCS.Renew Non-Billed Budget, and 3.4.4.3b CCS.Expire Non-Billed Budget**

This process describes how Billing impacts the customer on Monitored and Unmonitored Non-Billed Budget plans.

At billing, balances are transferred from the [Monitored Non-Billed Budget SA](#AccountMonitoredNBBSA) to the Covered SA’s for [Monitored Non-Billed Budgets](#AccountMonitoredNBB). The Current Balance for the Covered SA’s remains at “0”.

At billing, balances are transferred typically from the Overpayment SA to the Covered SA’s for [Unmonitored Non-Billed Budgets](#AccountUnmonitoredNBB). The Current Balance for the [Unmonitored Non-Billed Budget SA](#AccountUnMonitoredNBBSA) is always “0”.

## Business Process Model



## Detail Business Process Model Description

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

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

**Description:**

Batch Billing analyzes accounts with a defined bill cycle each time the bill cycle window opens. Refer to 4.2.2 **CCS(CCB)** Manage Bill Process for more information.

**Customizable process N Process Name:**

|  |
| --- |
| Billing - C1-BLEIL (Batch Control) - Billing Data Initial Load for DataConnect. (Eligible for Billing\_ – Refer to 4.2.2 CCS(CCB)Manage Bill |

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

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

**Description:**

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

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

|  |
| --- |
| C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - 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 (see below for which value is used)  - 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).  Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Segment Type  SA Type (defined as eligible for Non Billed Budget – recurring charge) |
| SA Type configuration for NBB Budget Recommendation Rule and associated algorithms |

[**1.3**](#BusinessProcessModel) **Set Covered SA’s Current Amts = Payoff Amts Group: Generate Bill Segment**

**Group: Bill Segment FT**

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

**Description:**

The Service Agreements covered by the [Unmonitored Non-Billed Budget](#AccountUnmonitoredNBB) current amounts = the payoff amounts. The Current Balance is always “0” for the [Unmonitored Non Billed Budget SA](#AccountUnMonitoredNBBSA).

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

|  |
| --- |
| C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due. (Algorithm Type - 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 (see below for which value is used)  - 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).  Note - current amount equals the bill amount unless the service agreement is linked to a monitored non-billed budget or its recurring charge amount is populated. If the SA is linked to a monitored non-billed budget, the current amount is set to zero. If the SA has a recurring charge, the current amount equals the recurring charge amount (e.g., the SA is part of a budget plan). For these types of service agreements, the payoff amount is the actual bill amount, and the current amount is the budget amount (specified in the SA's recurring charge). If the recurring charge amount is zero, the current amount will be the bill amount. |

[**1.4**](#BusinessProcessModel) **Freeze Bill Segment**

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

**Description:**

The [Bill Segment(s)](#BillSegmentNotebook) and associated Financial Transaction are frozen in CCS(CCB). Bill segments are frozen and Bill completion is initiated if the ‘Freeze and Complete’ switch at the Bill Cycle Schedule is switched ‘ON’.

**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 |
| Bill Cycle- Freeze and Complete Switch |

**1.5 Complete Bill**

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

**Description:**

The bill is completed in CCS(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any.

[**1.6**](#BusinessProcessModel) **Distribute Amt from O/P SA to Covered SA’s**

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

**Description:**

Payments for an [Unmonitored Non-Billed Budget](#AccountUnmonitoredNBB) are typically applied to an Overpayment SA. At Bill Completion CCS(CCB) transfers the credit to the Covered SA’s using standard payment distribution priority.

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

|  |
| --- |
| C1-PYDST-PPR (PYDIST-PPRTY) – Distribute Based On SA Type Priority/Debt Age . Payment Distribution Algorithm |
| CREDIT-XFER (CREDIT-XFER) – this SA Type - Bill completion algorithm will transfer the balance of a credit SA to other SAs linked to the account. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class Controls |
| Sync Up Adjustment Type |
| Transfer Adjustment Type |
| Excess Credit SA Type |

[**1.7**](#BusinessProcessModel) **Keep Excess Credit on O/P SA**

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

**Description:**

The excess credit remains on the Overpayment SA until the next time the Account bills.

[**1.8**](#BusinessProcessModel) **Set Covered SA’s Current Balance = Payoff Balance**

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

**Description:**

The Current Balance and Payoff Balance for the covered Service Agreements now reflect the [Unmonitored Non-Billed Budget](#AccountUnmonitoredNBB) payment scheduled payments transferred from the Overpayment SA.

[**1.9**](#BusinessProcessModel) **Set NBB SA Current Amt to “0” Group: Generate Bill Segment**

**Group: Bill Segment FT**

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

**Description:**

As the bill segment is frozen the [Monitored Non-Billed Budget SA](#AccountMonitoredNBBSA) Current Amount is set to “0”.

[**2.0**](#BusinessProcessModel) **Set Covered SA’s Current Amt to “0” Group: Generate Bill Segment**

**Group: Bill Segment FT**

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

**Description:**

When a bill segment is created for a [Monitored Non-Billed Budget](#AccountMonitoredNBB) the current amount is set to “0” for Service Agreements covered by the Monitored Non-Billed Budget.

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

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

**Description:**

The bill is completed in CCS(CCB). Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any. If the NBB Credit Transfer bill completion algorithm is plugged in on the Monitored Non-Billed Budget SA type, the monies from the [Monitored Non-Billed Budget SA](#AccountMonitoredNBBSA) are transferred to Covered Service Agreements.

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

|  |
| --- |
| C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.  Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Monitored NBB SA Type |

[**2.2**](#BusinessProcessModel) **Distribute Payoff Balance on NBB SA to Covered SA’s**

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

**Description:**

The payoff balance on the [Monitored Non-Billed Budget SA](#AccountMonitoredNBBSA) is transferred to Covered Service Agreements. Covered SA’s with credit balances are excluded from distribution. Distribution to each Covered SA does not exceed the total payoff balance. The credit is prorated over the Covered SA’s according to payoff balances on each SA. Ad-hoc debt, such as an adjustment is excluded.

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

|  |
| --- |
| C1-BCMP-NBB (BCMP-NB) Algorithms of this type distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.  Moneys may be distributed to any SA covered by the non-billed budget, even if it was not billed. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Monitored NBB SA Type |
| Transfer Adjustment Type |

[**2.3**](#BusinessProcessModel) **Keep Excess Credit on NBB SA**

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

**Description:**

Any credit remains on the [Monitored Non-Billed Budget SA](#AccountMonitoredNBBSA) until the next bill or the monitored Non-Billed Budget SA is stopped.

[**2.4**](#BusinessProcessModel) **Set NBB SA Payoff Balance = “0”**

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

**Description:**

The payoff balance for the monitored Non-Billed Budget SA now =”0”.

[**2.5**](#BusinessProcessModel) **Set Covered SA’s Payoff Balance = Accumulated Balance**

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

**Description:**

The Service Agreements covered by the [Monitored Non-Billed Budget](#AccountMonitoredNBB) reflect the transfer and are an accumulated balance.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-42210b-001-Batch-Billing-Unmonitored-NBB-WO-Excess-Credit | 1 |
| 2 | URM-CCS-42210b-002-Batch-Billing-Unmonitored-NBB-W-Excess-Credit | 1 |
| 3 | URM-CCS-42210b-003-Batch-Billing-Monitored-NBB-WO-Excess-Credit | 1 |
| 4 | URM-CCS-42210b-004-Batch-Billing-Monitored-NBB-W-Excess-Credit | 1 |

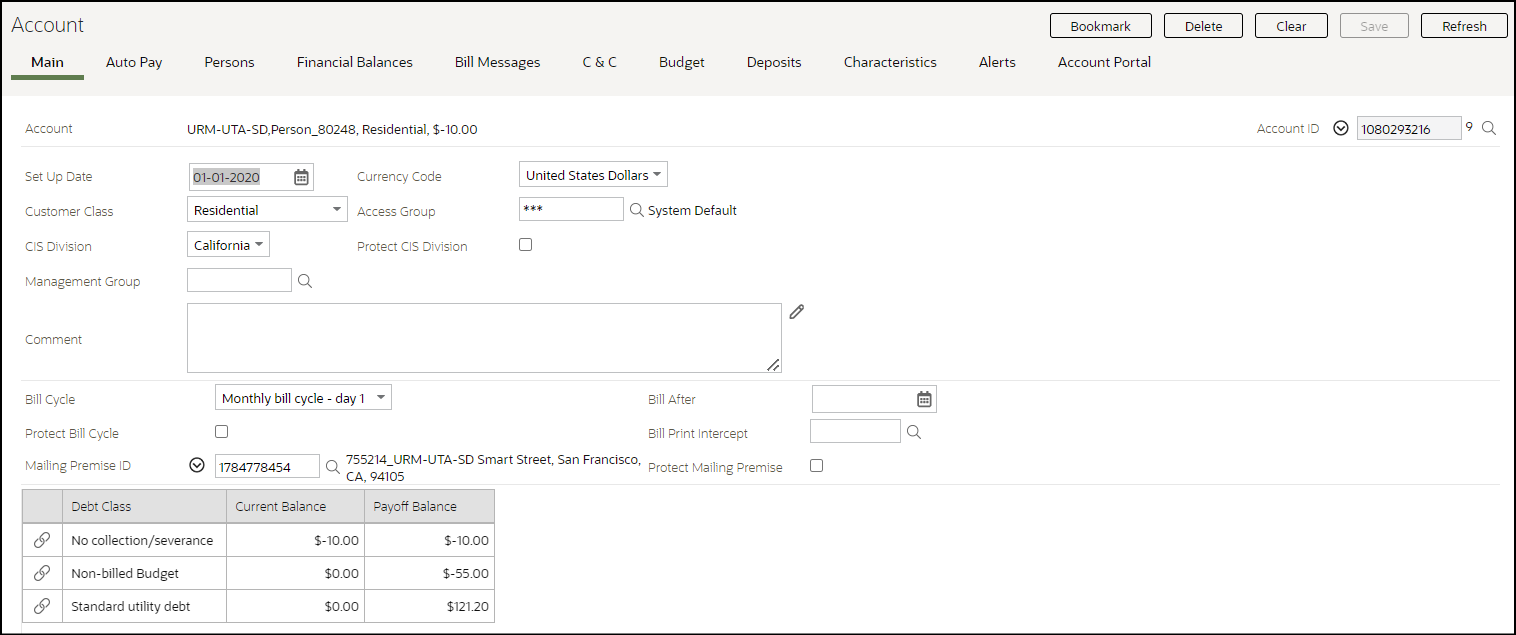
## Document Control

**Change Record**

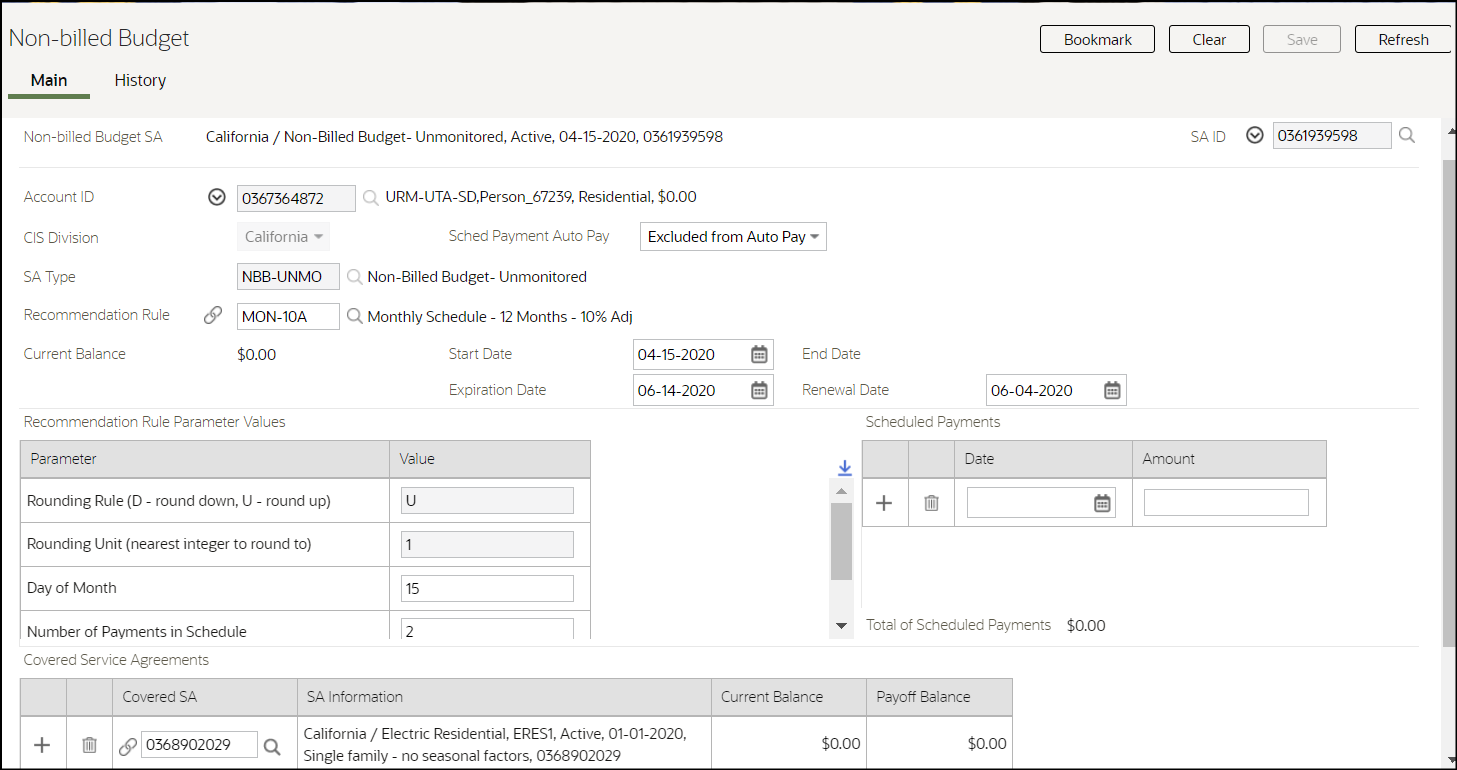
| Date | Author | Version | Change Reference |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  | Draft 1a | No Previous Document |
| 5/6/09 | Colleen King |  | Multiple Changes in April-May |
| 5/19/09 | Colleen King |  | Updates from changes to guidelines |
| 10/22/10 | Geir Hedman |  | Updated Title and Content page |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
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| 08/18/2017 | Isuru Ranasinghe |  | Updated formatting for v2.6 |
| 9/27/2017 | Colleen King |  | Updated Document and Visio for C2M |
| 10/03/2017 | Galina Polonsky |  | Reviewed, Approved |
| 6/3/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 06/16/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 06/23/2024 | Line Prado |  | Reviewed |
| 12/17/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

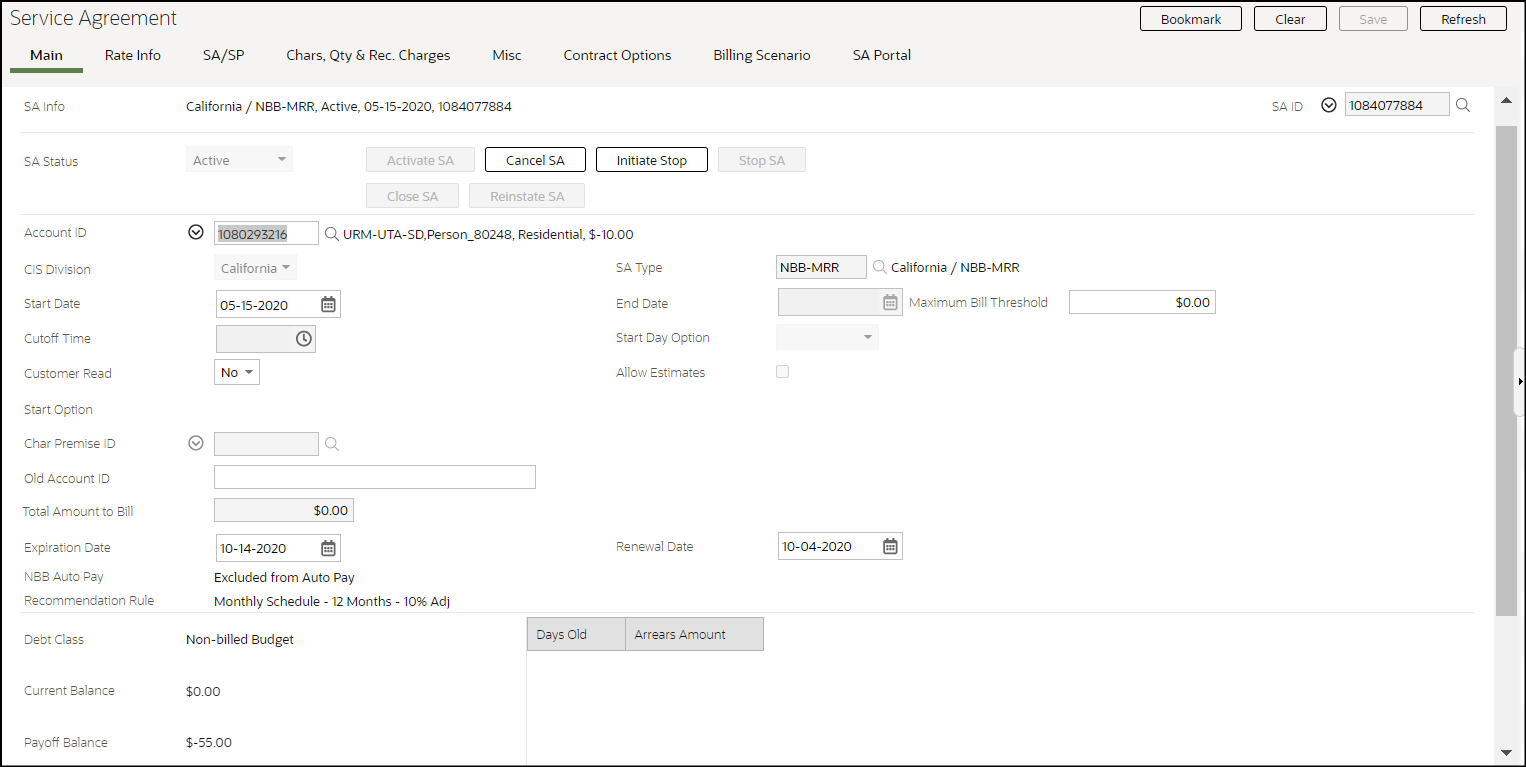
### Account/Monitored Non –Billed Budget



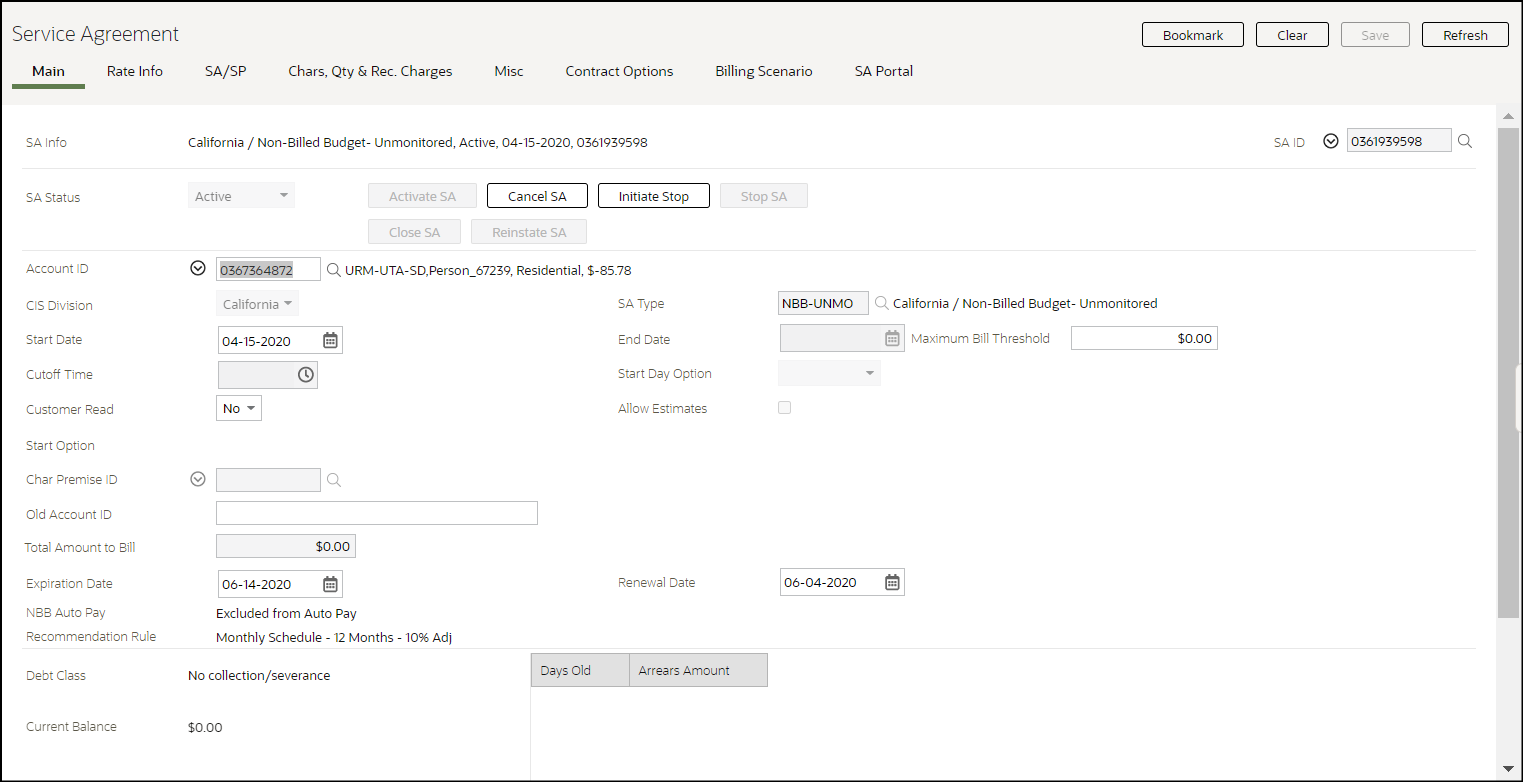
### Account/Unmonitored Non Billed Budget



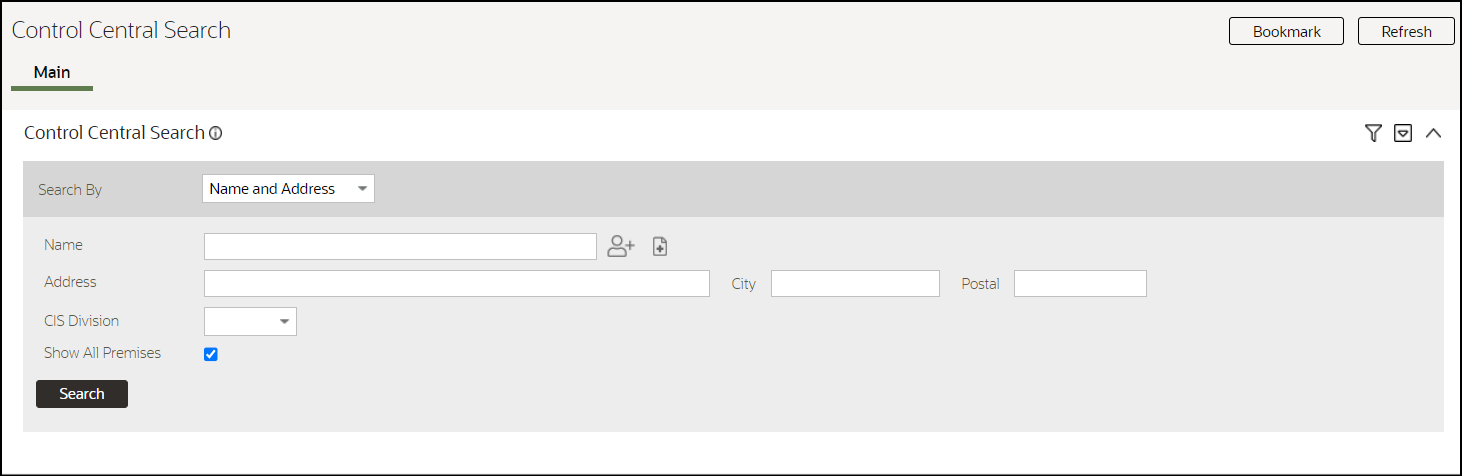
### Account/Monitored Non Billed Budget SA



### Account/Unmonitored Non Billed Budget SA



### Control Central Search



### Admin Menu/Installation Options – Control Central Alerts

