**CCS**

**24B**

**4.2.2.14** **Manage Off Cycle Billing 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

Business Process Model Page 6 10

Detail Business Process Model Description 11

Test Assets related to the Current Process 35

Document Control 36

Attachments: 37

Bill 37

Bill Segment 38

Admin Menu/Installation Options/Control Central Alerts 39

Control Central Search 41

Dashboard 42

Rate Algorithms - Entities to Configure 43

Account - Auto Pay 48

Off Cycle Bill Generator 49

## Brief Description

**Business Process: 4.2.2.14 CCS.Manage Off Cycle Billing Charges**

**Process Type: Sub Process**

**Parent Process: 4.2.2 CCS.Manage Bill**

**Sibling Processes: 4.2.2.2 CCS-MDM.Manage Meter Charges, 4.2.2.3 CCS-MDM.Manage Item Charges, 4.2.2.4 CCS.Manage External and Miscellaneous Charges, 4.2.2.5 CCS.Manage Loan Charges,** **CCS.4.2.2.6 Manage Deposit Charges, CCS.4.2.1.6 Receive External Charges, CCS.4.2.1.7 Apply Miscellaneous Charges**

This process describes Off Cycle Billing. This process takes place in following situations:

* Utility Company provides the service that occurs outside the normal bill cycle process, and needs to generate a bill “Off” cycle for a customer.
* A corrected read notification for an Off Cycle Bill Generator record is received.

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 has the ability to modify the bill.

At times a corrected read notification may be received from MDM. This process includes acceptance or rejection of the new read, rebilling processing, and To Do completion. This (corrected read notification) Off Cycle Bill Generator option is not available to the CSR or Authorized User to initiate. The system receives information from MDM and creates a notification for the Off Cycle Bill Generator.

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 through the use of Bill messages.

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

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Business Process Model Page 4



## Business Process Model Page 5



## Business Process Model Page 6



## Detail Business Process Model Description

**[1.0](#BPM1) 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](#CCSearch) to locate the customer in CCS(CCB).

**[1.1](#BPM1) Evaluate Customer Account Eligibility for Bill**

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

**Description:**

CCS(CCB) provides the CSR or Authorized User with valuable insight and overall analysis of the Customer’s financial situation. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. [Control Central Alerts](#CCSearch) and other [Dashboard](#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**](#BPM1) **Select Adjustments, Billable Charges, Non Bill Determinant Based SA(s) to be Billed**

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

Description:

If the CSR or Authorized User identifies a need to create a separate [Bill](#BillNotebook) outside the regular billing cycle for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill. When creating the Off Cycle Bill Generator, the CSR or Authorized User also enters the required bill information to be used when creating the bill: the Cutoff Date, Accounting Date, Allow Estimates switch, Billing Option and Bill Date.

[**1.3**](#BPM1) **Populate Data and Request to Create Off Cycle Bill Generator**

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

**Description:**

The CSR or Authorized User requests a new Off Cycle Bill Generator is created. This Off Cycle Bill contains at least one Adjustment, Billable Charge or Service Agreement as selected by the CSR or Authorized User.

[**1.4**](#BPM1) **Validate Eligibility and Create Off Cycle Bill Generator in Pending State**

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

**Description:**

CCS(CCB) creates the Off Cycle Bill Generator in Pending State with the selected Billable Charges, Service Agreement and /or Adjustments. This step is executed from online processing by the CSR or Authorized User.

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

|  |
| --- |
| F1-STD-DTMBO - Determine Standard Business Object |
| C1-OCBG-MINF - Off Cycle Bill Generator Information |
| C1-OCBG-INFO - Off Cycle Bill Generator Information |
| C1-OCBG-VAL - Off Cycle Bill Generator Validation |
| F1-GEN-BOMON - Generic Business Object Status Monitor |
| **C2M(CCB)-C2M(MDM) Integration**  C1-CORRRDTD - Create Corrected Read Notification To Do |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| C1-OCBG - Off Cycle Bill Generator Monitor |

Business Objects Y Business Object:

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |
| **CC&B-MDM Integration**  C1-CorrectedReadNotification - MDM Corrected Read |

[**1.5**](#BPM1) **Review Pending Off Cycle Bill Generator**

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

**Description:**

The CSR or Authorized User reviews the new Off Cycle Billable Charges, Service Agreement Charges and/or Adjustments.

[**1.6**](#BPM1) **Request Delete Off Cycle Bill Generator**

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

**Description:**

If the CSR or Authorized User determines they have incorrectly added the Off Cycle Bill Generator, the CSR or Authorized User can delete the pending Off Cycle Bill Generator. Note: The “Delete” Function is used when deleting a pending Off Cycle Bill Generator.

[**1.7**](#BPM1) **Delete Off Cycle Bill Generator**

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

Description:

CCS(CCB) deletes the Off Cycle Bill Generator record.

[**1.8**](#BPM1) **Re-Select Miscellaneous Charge(s) and Adjustment(s)**

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

Description:

If the CSR or Authorized User identifies a need to update the Off Cycle Bill Generator record, they edit the Off Cycle Bill Generator to remove or add specific charges to be placed on the Off Cycle Bill. After they have completed with their changes, they Save the Off Cycle Bill Generator.

[**1.9**](#BPM1) **Update Pending Off Cycle Bill Generator**

CCS(CCB) updates the Off Cycle Bill Generator with the information selected.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |
| C1-OCBG-TODO - Off Cycle Bill Generator - Complete To Do Entry |
| C1-CHKFRZNBS - Check For Frozen Bill Segments |
| **CC&B-MDM Integration**  C1-MDM-TMOT - Check for Response Time Out |
| F1-GEN-BOMON - Generic Business Object Status Monitor |
| C1-REBILLBS - Rebill Bill Segment |
| C1-FREEZEBS - Freeze Bill Segments |
| C1-UNDOREBIL - Undo Rebill Bill Segment |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| C1-OCBG - Off Cycle Bill Generator Monitor |

Business Objects Y Business Object:

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |
| **CC&B-MDM Integration**  C1-CorrectedReadNotification - MDM Corrected Read |

[**2.0**](#BPM1) **Request to Complete Off Cycle Bill Generator Group: Processing OCBG Transition Error To Do**

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

**Description:**

The CSR or Authorized User requests to complete the Off Cycle Bill Generator and triggers OCBG completion process to generate an Off Cycle Bill.

Note: The “Complete” function is used when creating a new Off Cycle Bill.

[**2.1**](#_Business_Process_Model_6) **Validate Eligibility to Process Bill Group: Process Bill**

**Group: OCBG Completion**

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

**Description:**

CCS(CCB) performs various validations. Key Validations are:

* Validate that there is at least one non-Canceled adjustment/ billable charge/ SA linked to the Off Cycle Bill Generator.
* Validate that if there are any 'Freezable' Adjustments linked to the Off Cycle Bill Generator, then
  1. Freeze option of Adjustment type should be 'Freeze At Bill Completion'
  2. If approval is needed, Adjustment should be approved
* Validate that the Off cycle bill generator is not linked to a bill determinant required SA
* Check if a pending bill cycle exists. If so,
  1. Validate that the Off Cycle Bill Generator only contains adjustments and billable charges (no Service Agreements)
  2. Validate that, if the Off Cycle Bill has Billable Charges, the Billable Charge Service Agreement is not linked to the pending cycle bill.
* Validate that there is only existing off cycle bill in pending status.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Customizable Process N Process Name**

|  |
| --- |
| C1-OCBG - Off Cycle Bill Generator Monitor |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Segment Type |
| SA Types |
| Adjustment Types |

[**2.2**](#_Business_Process_Model_6) **Revert OCBG to Pending Status with Error Message Group: Process Bill**

**Group: OCBG Completion**

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

**Description:**

If Off cycle bill generator encounters any exception during manual completion of off cycle bill generator, CCS(CCB) will revert OCBG to ‘Pending’ status with a pop-out error message.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |
| C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.3**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.4 CCS.Manage External and Misc. Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for each unbilled billable charge set linked to Off Cycle Bill Generator. **Refer to generate bill segment group for billable charge from 4.2.2.4 CCS.Manage External and Miscellaneous Charges.**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.4**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.6 CCS.Manage Deposit Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for the deposit SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for deposit SA from 4.2.2.6 CCS.Manage Deposit Charges.**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.5**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.12 CCS.Manage Payment Arrangement Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for the Payment Arrangement SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Payment Arrangement SA from 4.2.2.12 CCS.Manage Payment Arrangement Charges .**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.6**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.5 CCB.Manage Loan Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for the Loan SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Loan SA from 4.2.2.5 CCB.Manage Loan Charges .**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.7**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.16 CCS.Manage Charitable Contribution Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for the Charity SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Charity SA from 4.2.2.16 CCS.Manage Charitable Contribution Charges.**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.8**](#_Business_Process_Model_6) **Create Bill Segment 4.2.2.17 CCS.Manage Non SP Rated Charges Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for the Non SP Rated SA linked to Off Cycle Bill Generator. **Refer to generate bill segment group for Non SP Rated SA from 4.2.2.17 CCS.Manage Non SP Rated Charges.**

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**2.9**](#_Business_Process_Model_6) **Create Bill Segment Details and Bill Segment(s) Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates bill segment for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**3.0**](#_Business_Process_Model_6) **Create Financial Transaction(s) Group: Process Bill**

**Group: OCBG Completion**

**Group: Generate Bill Segment**

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

**Description:** CCS(CCB) creates financial transactions for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator. Refer to below URM(s) for FT creation details of respective non-determinant based SA(s) and/or billable charge(s).

* 4.2.2.4 CCS.Manage External and Miscellaneous Charges
* 4.2.2.6 CCS.Manage Deposit Charges
* 4.2.2.12 CCS.Manage Payment Arrangement Charges
* 4.2.2.5 CCS.Manage Loan Charges
* 4.2.2.17 CCS.Manage Charitable Contribution Charges
* 4.2.2.16 CCS.Manage Non SP Rated Charges

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |
| C1-BSBF-BA - Payoff Amt = Bill Amt / Current Amt = Amt Due |
| C1-BSBF-LO - Payoff Amt = Interest / Current Amt = Principal |
| C1-BSBF-B0 - No Payoff! Payoff = 0 / Curr Amt = Bill Amt - no GL |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**3.1**](#_Business_Process_Model_6) **Freeze Bill Segment(s) Group: Process Bill**

**Group: OCBG Completion**

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

**Description:** CCS(CCB) creates financial transactions for all non-determinant based SA(s) and billable charge(s) linked to Off Cycle Bill Generator. Refer to below URM(s) for FT Freeze details of respective non-determinant based SA(s) and/or billable charge(s).

* 4.2.2.4 CCS.Manage External and Miscellaneous Charges
* 4.2.2.6 CCS.Manage Deposit Charges
* 4.2.2.12 CCS.Manage Payment Arrangement Charges
* 4.2.2.5 CCS.Manage Loan Charges
* 4.2.2.17 CCS.Manage Charitable Contribution Charges
* 4.2.2.16 CCS.Manage Non SP Rated Charges

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**3.2**](#_Business_Process_Model_6) **Apply Criteria for Completion Group: Process Bill**

**Group: OCBG Completion**

**Group: Pre-Bill Completion**

**Group: Bill Completion**

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

**Description:** CCS(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, create a To Do entry, delete bill if certain type of Financial Transactions is linked to the bill and so on.

**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 Canceled. If not, return Skip Bill Completion Action. |
| C1-CPBC-TAXT – This Customer Class pre-bill completion algorithm accumulates and compares a 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. |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Customizable Process N Process Name**

|  |
| --- |
| C1-OCBG - Off Cycle Bill Generator Monitor |

**Configuration required Y Entities to Configure:**

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

[**3.3**](#_Business_Process_Model_6) **Create Bill Message(s) Group: Process Bill**

**Group: OCBG Completion**

**Group: Pre-Bill Completion**

**Group: Bill Completion**

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

**Description:**

CCS(CCB) creates a bill message for the given bill when a bill segment is deleted. The Bill Message code is a parameter for the following algorithm.

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

|  |
| --- |
| DEL-BSEG –This Bill pre-completion algorithm deletes Bill Segments that are in Error |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Customizable Process N Process Name**

|  |
| --- |
| C1-OCBG - Off Cycle Bill Generator Monitor |

[**3.4**](#_Business_Process_Model_6) **Transfer Customer’s A/R to Service Provider Group: Process Bill**

**Group: OCBG Completion**

**Group: Bill Completion**

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

|  |
| --- |
| 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:  - 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. |
| 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. |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SA Type |
| Adjustment Type |
| Service Providers |

[**3.5**](#_Business_Process_Model_6) **Add Selected Adjustments to Bill Amount Group: Process Bill**

**Group: OCBG Completion**

**Group: Bill Completion**

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

**Description:**

During Bill Completion CCS(CCB) adds Adjustments, not included in the previous Bills and linked to OCBG, to the newly created Bill.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**3.6**](#_Business_Process_Model_6) **Determine Due Date, Credit Review Date Group: Process Bill**

**Group: OCBG Completion**

**Group: Bill Completion**

**Actor/Role: CCS(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.

**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. |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |

[**3.7**](#_Business_Process_Model_6) **4.3.1.1d CCS.Manage Autopay Group: Process Bill**

**Group: OCBG Completion**

**Group: Bill Completion**

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

**Description:**

An [Autopay](#AccountAutopay) payment may be created during Bill Completion. Refer to 4.3.1.1d CCS.Manage Autopay

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**3.8**](#_Business_Process_Model_6) **Create Additional Required Bill Message(s) Group: Process Bill**

**Group: OCBG Completion**

**Group: Post Bill Completion**

**Group: Bill Completion**

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

**Description:**

CCS(CCB) can perform various post Bill completion activities. Additional custom Bill Message(s) 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.

**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. |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Customer Class |
| Bill Messages |

[**3.9**](#_Business_Process_Model_6) **Update Bill with Completion Details Group: Process Bill**

**Group: OCBG Completion**

**Group: Bill Completion**

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

**Description:**

All Bill completion details are now updated in CCS(CCB).

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**4.0**](#_Business_Process_Model_6) **Complete Existing OCBG To Do Group: OCBG Completion**

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

**Description:**

If Bill is completed successfully, CCS(CCB) will complete all non-completed to do entries, that matches the current off cycle bill generators ID.

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

|  |
| --- |
| C1-OCBG-TODO – Complete Off Cycle Bill Generator To Do Entry |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**4.1**](#_Business_Process_Model_6) **Update OCBG to Complete Status Group: OCBG Completion**

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

**Description:**

CCS(CCB) updates OCBG to Complete Status

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

[**4.2**](#_Business_Process_Model_6) **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 |

[**4.3**](#_Business_Process_Model_6) **Extract Bill for E-Bill Delivery**

**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 |

[**4.4**](#_Business_Process_Model_6) **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 |

[**4.5**](#_Business_Process_Model_6) **Extract Bill for Postal Delivery**

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

**Description:**

CCS(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 |

[**4.6**](#_Business_Process_Model_6) **Prepare and Send Bill to Customer**

**Actor/Role: Document Management Software**

**Description:**

Document Management Software reads and processes bill information produced by CCS(CCB. The bill is made available to the Customer.

[**4.7**](#_Business_Process_Model_6) **Receives Bill**

**Actor/Role: Customer**

**Description:**

The Customer receives the Bill.

[**4.8**](#_Business_Process_Model_2) **Select Accounts With Pending Off Cycle Bill Generator Group: Off Cycle Bill Generator Monitor**

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

**Description:**

Off cycle Bill Generator Monitor process selects all accounts with OCBG in pending status and transitions to the next default status.

**Customizable process N Process Name**

|  |
| --- |
| C1-OCBG – Off Cycle Bill Generator Monitor |

[**4.9**](#_Business_Process_Model_2) **Log an Error and Create Transition Error To Do Group: Process Bill**

**Group: OCBG Completion**

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

**Description:**

If Off cycle bill generator encounters any exception during the OCBG completion process, CCS(CCB) will Log an error and create transition error to do. 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.

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

|  |
| --- |
| C1-PROCBILL - Off Cycle Bill Generator Completion - Process Bill |
| C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-OffCycleBillGenerator - Off Cycle Bill Generator |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**5.0**](#_Business_Process_Model_2) **Revert OCBG to Pending Status Group: Process Bill**

**Group: OCBG Completion**

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

**Description:**

If Off cycle bill generator encounters any exception during the OCBG completion process, CCS(CCB) will revert OCBG to ‘Pending’ status.

[**5.1**](#_Business_Process_Model_3) **Evaluate Open OCBG To Do Group: Processing OCBG Transition Error To Do**

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

**Description:**

The CSR or Authorized User will review the error logged by OCBG and supporting information in CCS(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**5.2**](#_Business_Process_Model_3) **Resolve Issue Group: Processing OCBG Transition Error To Do**

A**ctor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User resolves the error and enters information in CCS(CCB).

[**5.3**](#_Business_Process_Model_4) **Create Off Cycle Bill Generator Record in Pending Status**

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

**Description:**

Based on CCS(MDM) configuration and processing, CCS(MDM) may identify that a corrected read is received for a Usage Transaction that was previously sent to CCS(CCB) for billing. When this occurs, a corrected read notification Off Cycle Bill Generator record is created in CCB. The system can be configured to continue automatically with the rebilling process or a To Do entry is created for manual review and further analysis. Organizations need to determine if it is a good fit for their business to automate this rebilling process or if they prefer for a CSR to review and analyze next steps. Any thresholds or filtering by defined criteria would be custom processing.

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification - This business object is used to process a corrected read notification received from MDM.  To configure your system for corrected read processing using this business object:  - Ensure that it's specified as the OCBG Corrected Read BO maintenance object option on the Off Cycle Bill Generator MO (C1-OCBG)  - A cancellation reason is required when a corrected read notification is Canceled. Your implementation must define valid cancel reasons. Navigate to the lookup page and define valid values for the lookup field C1\_CORRD\_CAN\_RSN\_FLG  - Create a 'Check for Response Timeout' algorithm and specify your timeout criteria. Update the Processing Required state on the corrected read BO to reference the timeout algorithm  In addition to the standard BO options, the following BO option is relevant to off cycle bill generator business objects:  - System Creation Only: Use this option to identify OCBG BO's that may not be instantiated by a user, e.g. corrected reads are only created by the system when notification is received from MDM. This option is used to exclude a BO from the dropdown list of valid BO's on add. It also prevents the SA linked to the corrected read OCBG from being skipped by normal billing. |

[**5.4**](#_Business_Process_Model_4) **Create Notification Pending Status**

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

**Description:**

When the corrected read notification Off Cycle Bill Generator is created, the status is pending.

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

|  |
| --- |
| F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm type transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification - Status: Pending |

[**5.5**](#_Business_Process_Model_4) **Update Notification to Verification Status**

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

**Description:**

The corrected read notification Off Cycle Bill Generator is updated to Verification status. Within the OCBG's lifecycle the system attempts to find frozen bill segments that might be affected by the corrected read. These bill segments are then rebilled. If frozen bill segments are found linked to the usage request, cancel/rebill may be needed and a user typically should be notified. Otherwise no processing is necessary.

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

|  |
| --- |
| C1-CHKFRZNBS – Check for Frozen Bill Segments - This algorithm checks for frozen bill segments that span a corrected read notification period. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification - Status: Verification |

[**5.6**](#_Business_Process_Model_4) **Update Notification to No Further Processing Required Status**

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

**Description:**

The system did not detect any frozen bill segments for the usage request associated with the corrected read notification Off Cycle Bill Generator. No further processing is required and this is considered a final status for the notification.

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: No Further Processing Required |

[**5.7**](#_Business_Process_Model_4) **Update Notification to Notification Status**

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

**Description:**

If the organization wants a user to manually review the corrected read notification and determine if a cancel / rebill should be performed, the algorithms noted below create and complete Correction Read Notification To Dos. If the organization wants to automate cancel / rebill without user intervention, the Generic Business Object Status Monitor algorithm (F1-TRN-DF-NS) can be plugged in to transition the corrected read to the default next state.

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

|  |
| --- |
| C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required.  F1-TODOCOMPL - This algorithm type completes To Do entries that are linked to an object when the object exits a given state.  The system finds all open To Do entries with drill keys for the current business object's primary key, and completes them, unless the To Do entry's type has been configured with an Exclude To Do Type Characteristic Type indicating that it should not be automatically completed. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Notification |

[**5.8**](#_Business_Process_Model_4) **Create Corrected Read To Do**

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

**Description:**

If configured, a corrected read notification To Do entry is created and available for further analysis.

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

|  |
| --- |
| C1-CORRRDTD - This algorithm type creates a To Do entry when a corrected read notification is received from MDM and a rebill is required. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Notification |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base C1-CORRD To Do Type |

[**5.9**](#_Business_Process_Model_4) **Determine Eligibility for Rebill**

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

**Description:**

The CSR or Authorized User receives the Corrected Read To Do through the normal channels. The To Do may be self-assigned or a specifically assigned user may assign and distribute the To Dos to the individual user. Based on the organizations business polies, the CSR or Authorized User determines whether or not to initiate the rebill process.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base C1-CORRD To Do Type |

[**6.0**](#_Business_Process_Model_4) **Initiate Rebill Process through Off Cycle Billing**

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

**Description:**

From the To Do Entry, the user navigates to the Off Cycle Bill Generator record. The user has now determined to use the rebill action. This will initiate the rebilling process to continue automatically for the given bill segment. For details of rebilling and related information for usage requests, refer to 4.2.2.2 CCS.Manage Meter Charges.

[**6.1**](#_Business_Process_Model_4) **Complete To Do Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

The To Do Entry is updated to Complete Status in CCS(CCB) when the OCBG record is transitioned from ‘Notification’ status.

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

|  |
| --- |
| F1-TODOCOMPL – Generic To Do Completion |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

[**6.2**](#_Business_Process_Model_4) **Update Notification to Processing Required Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

CCS(CCB) updates Notification to Processing Required and initiates rebill for impacted bill segment.

The Notification is reverted back to this status if the corrected bill segment is created in error and/or the system encounters exception while freezing newly created bill segment

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

|  |
| --- |
| C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

[**6.3**](#_Business_Process_Model_4) **Generate New Bill Segment Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

If the corrected read notification business object is configured to automate the cancel / rebill process without user intervention, or if the CSR or Authorized User requested the rebill while working a Correction Read Notification To Do, CCB initiates the rebill function by generating a new Bill Segment in Freezable status. The new Bill Segment reflects the corrected read from MDM.

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

|  |
| --- |
| F1-TRN-DF-NS – Generic Business Object Monitor |
| C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

[**6.4**](#_Business_Process_Model_4) **Update Pending Cancel Existing Bill Segment Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

If the corrected read notification business object is configured to automate the cancel / rebill process without user intervention, or if the CSR or Authorized User requested the rebill while working a Correction Read Notification To Do, CCB initiates the rebill function by generating a new Bill Segment in Freezable status. The existing Bill Segment is now Pending Cancel status.

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

|  |
| --- |
| F1-TRN-DF-NS – Generic Business Object Monitor |
| C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason. |

[**6.5**](#_Business_Process_Model_4) **Create Transition Error To Do Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

CCS (CCB) creates transition error To Do, if it encounters any exception in bill segment generation.

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.

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

|  |
| --- |
| C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Type |
| To Do Role |

[**6.6**](#_Business_Process_Model_4) **Update Notification to Error Status Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

If CCS(CCB) detects any error in bill segment generation, OCBG will be updated to ‘Error’ status.

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

|  |
| --- |
| C1-OCBGMOERR - OCBG Maintenance Object Transition Error Log |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Error |

[**6.7**](#_Business_Process_Model_4) **Freeze New Bill Segment Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

CCB continues with confirmation of the correction by freezing the new Bill Segment

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

|  |
| --- |
| F1-TRN-DF-NS – Generic Business Object Monitor |
| C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. |
| C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason. |

[**6.8**](#_Business_Process_Model_4) **Update Existing Bill Segment to ‘Canceled’ Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

CCS(CCB) Update Existing Bill Segment to ‘Canceled’.

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

|  |
| --- |
| F1-TRN-DF-NS – Generic Business Object Monitor |
| C1-REBILLBS - This algorithm type is used to rebill frozen bill segments that span a corrected read notification period. |
| C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Processing Required |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Cancel Reason – for Canceled Bill Segment - Uses the bill cancel reason code identified as the MDM Corrected Read reason. |

[**6.9**](#_Business_Process_Model_4) **Complete Off Cycle Bill Generator Record Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

The OCBG record is considered complete if it can successfully freeze the corrected bill segments.

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

|  |
| --- |
| C1-FREEZEBS - This algorithm type freezes the rebilled segments of a corrected read notification when all bill segments are freezable. |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Complete |

[**7.0**](#_Business_Process_Model_4) **Update Service Agreement Balance Group: Automatic Rebill Processing with Corrected Read**

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

**Description:**

The Service Agreement balance now reflects the financial impact of the rebilling between the original bill segment and the rebilled bill segment.

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Complete |

[**7.1**](#_Business_Process_Model_4) **Reject Off Cycle Bill Generator Record**

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

**Description:**

The CSR or Authorized User may determine to discontinue processing for the rebill. They will reject the Off Cycle Bill Generator record.

[**7.2**](#_Business_Process_Model_4) **Update Notification to Canceled Status Group: Processing OCBG in Processing Required Status**

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

**Description:**

If user cancels or reject the Off Cycle Bill Generator record, OCBG will be updated to ‘Canceled’ status.

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Canceled |

[**7.3**](#_Business_Process_Model_4) **Request New IMD (Read) As Copy of Original IMD (Read)**

**Description:**

The CSR or Authorized User saves a new IMD as a copy of the original IMD (read) used on the original Usage Transaction/Bill. This step is required so that the next bill segment created is based on the original IMD (read), not the corrected IMD (read).

[**7.4**](#_Business_Process_Model_4) **Create New IMD (Read)**

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

**Description:**

A new IMD is created in CCS(MDM).

[**7.5**](#_Business_Process_Model_1) **Evaluate OCBG in Error Status Group: Processing OCBG in Error Status for Corrected Reads**

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

**Description:**

The CSR or Authorized User will review the error logged by OCBG and supporting information in CCS(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**7.6**](#_Business_Process_Model_1) **Resolve Issue Group: Processing OCBG in Error Status for Corrected Reads**

A**ctor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User resolves the error and enters information in CCS(CCB).

[**7.7**](#_Business_Process_Model_1) **Request Verify OCBG Group: Processing OCBG in Error Status for Corrected Reads**

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

**Description:**

The CSR or Authorized User requests to verify the changes made to resolve issue and updates OCBG to ‘Verification’ Status.

[**7.8**](#_Business_Process_Model_1) **Evaluate OCBG in Processing Required Status Group: Processing OCBG in Processing Required Status for Corrected Reads**

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

**Description:**

The CSR or Authorized User will review OCBG in ‘Processing Required’ status and supporting information in CCS(CCB). Based on established business rules, the CSR or Authorized User investigates possible solutions or workarounds for the missing or incomplete information.

[**7.9**](#_Business_Process_Model_1) **Initiate Cancel Request Group: Processing OCBG in Processing Required Status for Corrected Reads**

A**ctor/Role: CSR or Authorized User**

**Description:**

The CSR or Authorized User initiates request to cancel OCBG for corrected read.

[**8.0**](#_Business_Process_Model_1) **Undo Rebill Bill Segment Group: Processing OCBG in Processing Required Status for Corrected Reads**

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

**Description:**

The CCS(CCB) undo the rebill bill segment and initiates cancellation.

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

|  |
| --- |
| C1-UNDOREBIL - Undo Rebill Bill Segment |

**Business Object exist Business Object(s)**

|  |
| --- |
| C1-CorrectedReadNotification – Status: Canceled |

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-42214-001-Off-Cycle-Billing-Misc-Charges | 2 |
| 2 | URM-CCS-42214-002-Off-Cycle-Billing-Adjustment | 2 |
| 3 | URM-CCS-42214-003-Off-Cycle-Billing-ServiceAgreement | 2 |
| 4 | URM-CCS-42214-004-Off-Cycle-Billing-Misc-Charges-And-Adj | 2 |
| 5 | URM-CCS-42214-005-Off-Cycle-Billing-Misc-Charges-And-SA | 2 |
| 6 | URM-CCS-42214-006-Off-Cycle-Billing-ServiceAgreement-And-Adj | 2 |
| 7 | URM-CCS-42214-007-Off-Cycle-Billing-Misc-Charges-And-Adj-And-SA | 2 |
| 8 | URM-CCS-42214-008-Off-Cycle-Billing-Misc-Charges-AutoPay | 1 |
| 9 | URM-CCS-42214-009-Off-Cycle-Billing-Adjustment-AutoPay | 1 |
| 10 | URM-CCS-42214-010-Off-Cycle-Billing-ServiceAgreement-AutoPay | 1 |
| 11 | URM-CCS-42214-011-Off-Cycle-Billing-Misc-Charges-And-Adj-AutoPay | 1 |
| 12 | URM-CCS-42214-012-Off-Cycle-Billing-Misc-Charges-And-SA-AutoPay | 1 |
| 13 | URM-CCS-42214-013-Off-Cycle-Billing-Service-Agreement-And-Adj-AutoPay | 1 |
| 14 | URM-CCS-42214-014-Off-Cycle-Billing-Misc-Charges-And-Adj-And-SA-AutoPay | 1 |

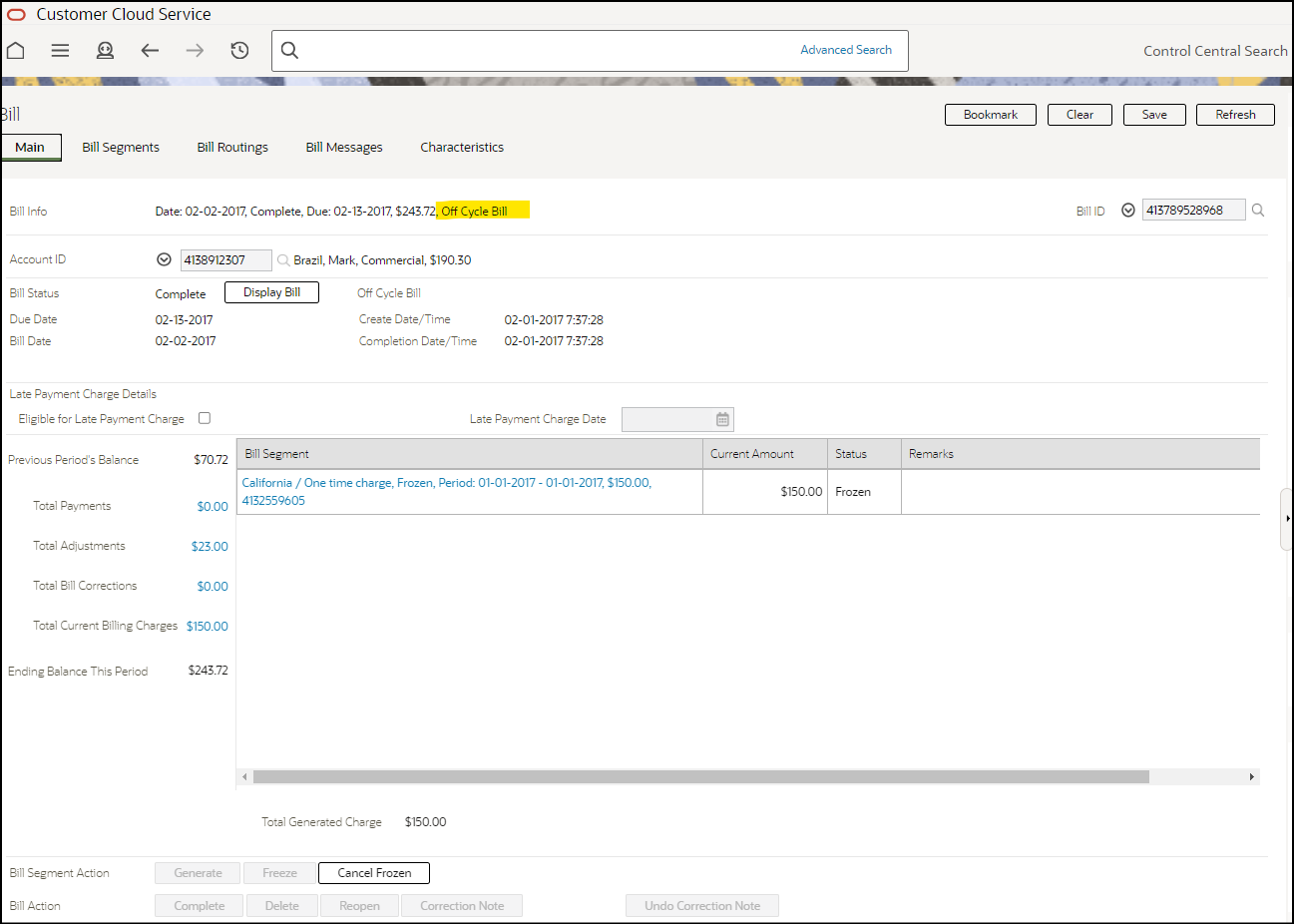
## Document Control

**Change Record**

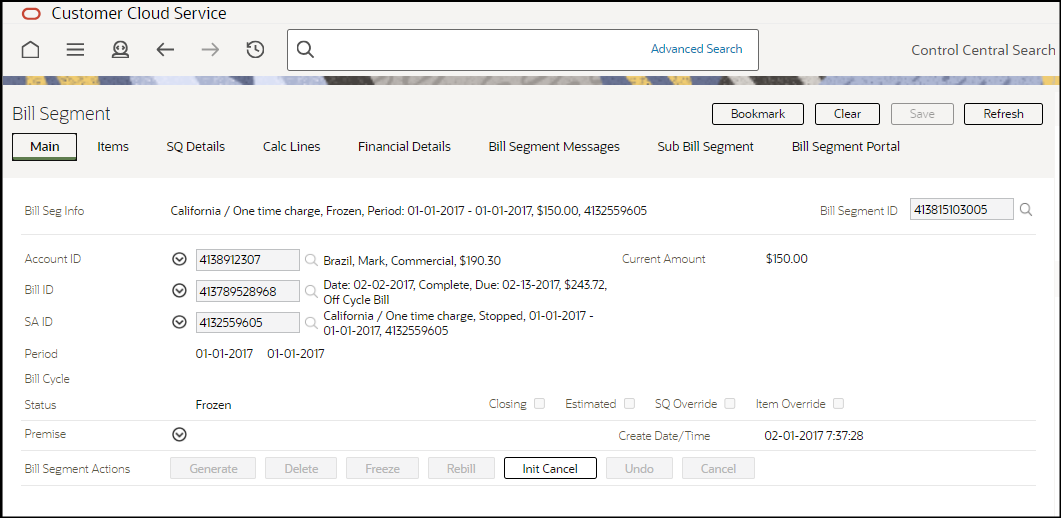
| 1Date | Author | Version | Change Reference | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 10/18/10 | Tony Verano | 1 | Initial Version | | | | |
| 10/22 | Yoko Iwahiro | 2 | Add Business Objects and Algorithms. | | | | |
| 10/25/10 | Geir Hedman |  | Updated Title and Content page | | | | |
| 11/16/10 | Galina Polnsky |  | Review | | | | |
| 12/9/2010 | Sarit Cohen |  | Updated Title and Content page | | | | |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio | | | | |
| 10/23/13 | James Foreman |  | Updated Document and Visio | | | | |
| 10/30/2013 | Galina Polonsky |  | Reviewed, Approved | | | | |
| 01/12/2016 | Line Prado |  | Updated from 2.4 to 2.5 | | | | |
| 01/23/2016 | Galina Polonsky |  | Reviewed, Approved | | | | |
| 08/18/2017 | Isuru Ranasinghe |  | Updated formatting for v2.6 | | | | |
| 11/21/2017 | Colleen King |  | Updated with Corrected Read Notification and other C2M information | | | | |
| 12/19/2017 | Galina Polonsky |  | Reviewed, Approved | | | | |
| 09/28/2018 | Debby Phelps |  | Updated Document and Visio | | | | |
| 10/09/2018 | Galina Polonsky |  | Reviewed, Approved | | | | |
| 6/3/2019 | Satya Kalavala |  | Updated format for v2.7 | | | | |
| 05/08/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B | | | | |
| 06/25/2024 | Line Prado |  | Reviewed | | | | |
| 12/17/2024 | Galina Polonsky |  | Reviewed, Approved | | | | |

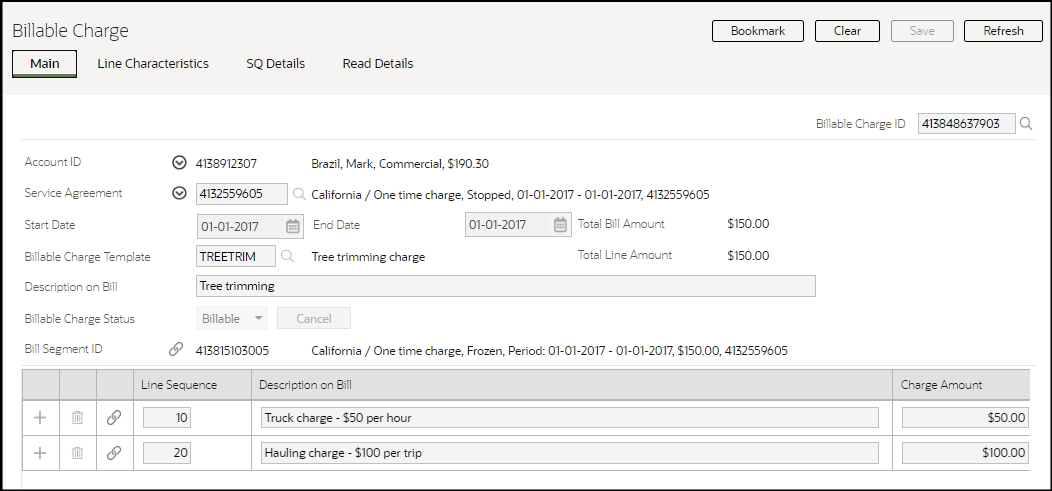
## Attachments:

### Bill

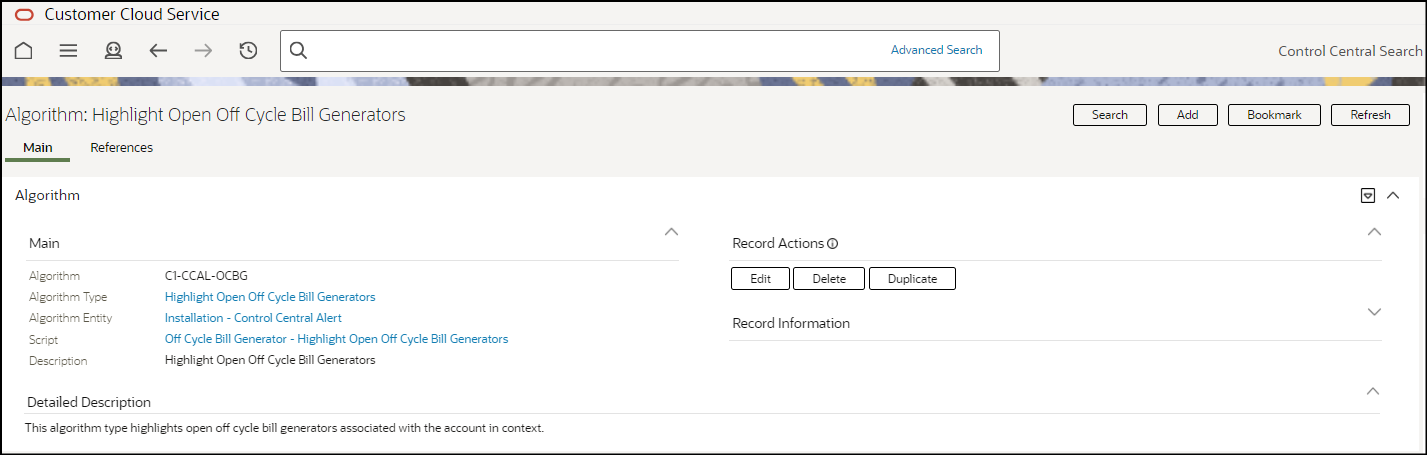


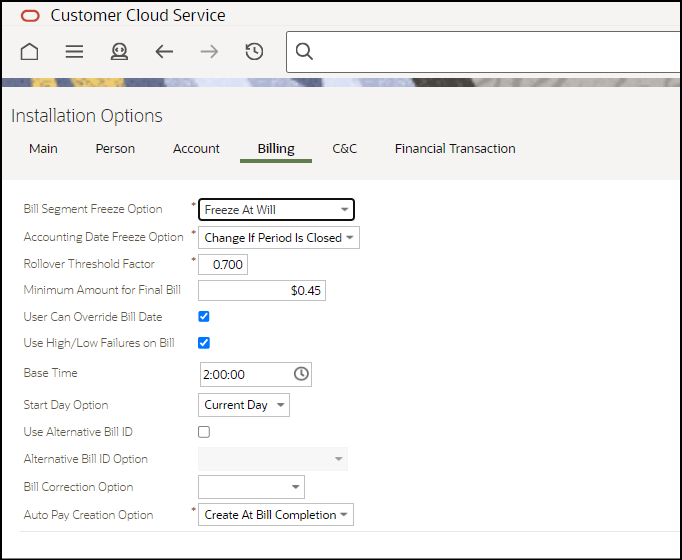
### Bill Segment

****

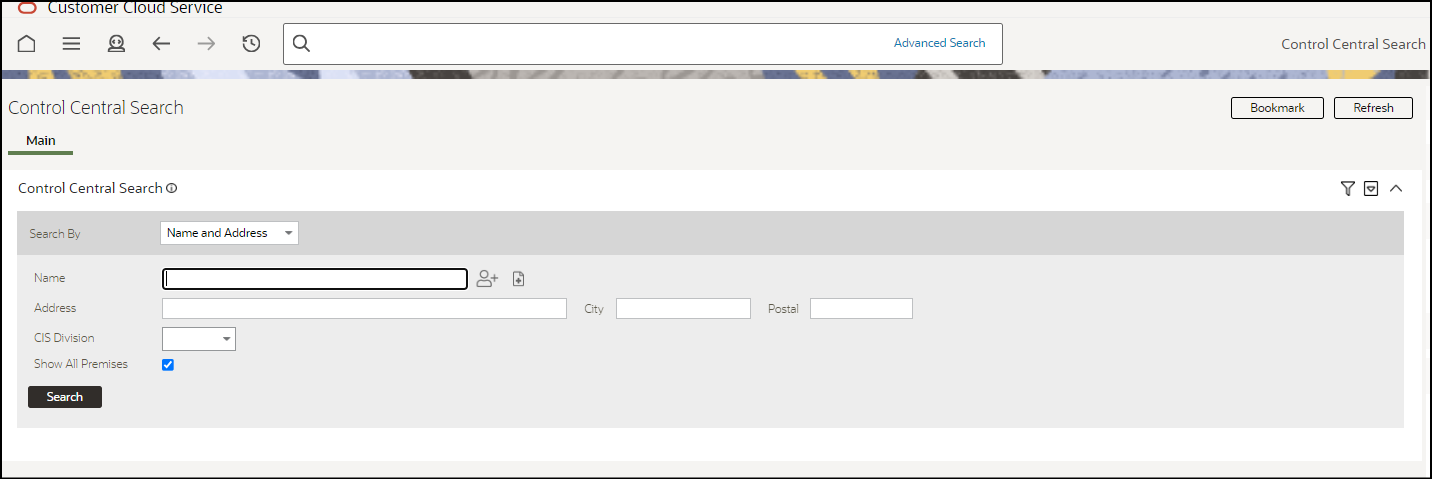
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### Admin Menu/Installation Options/Control Central Alerts

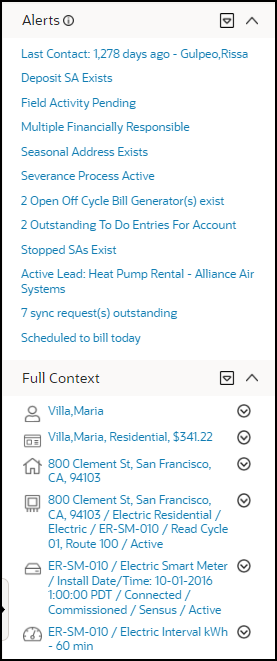




### Control Central Search



### Dashboard

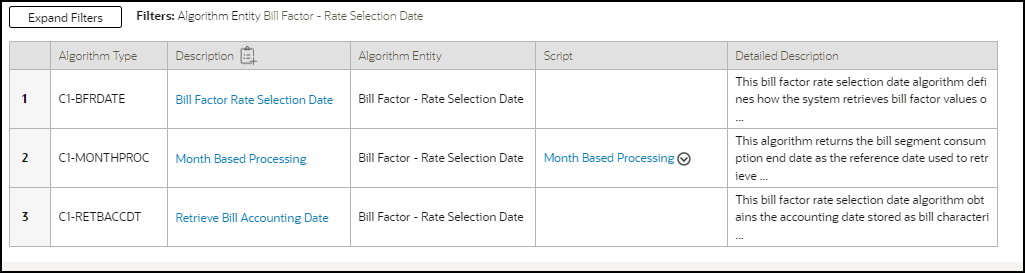


### Rate Algorithms - Entities to Configure

**Entities to Configure**

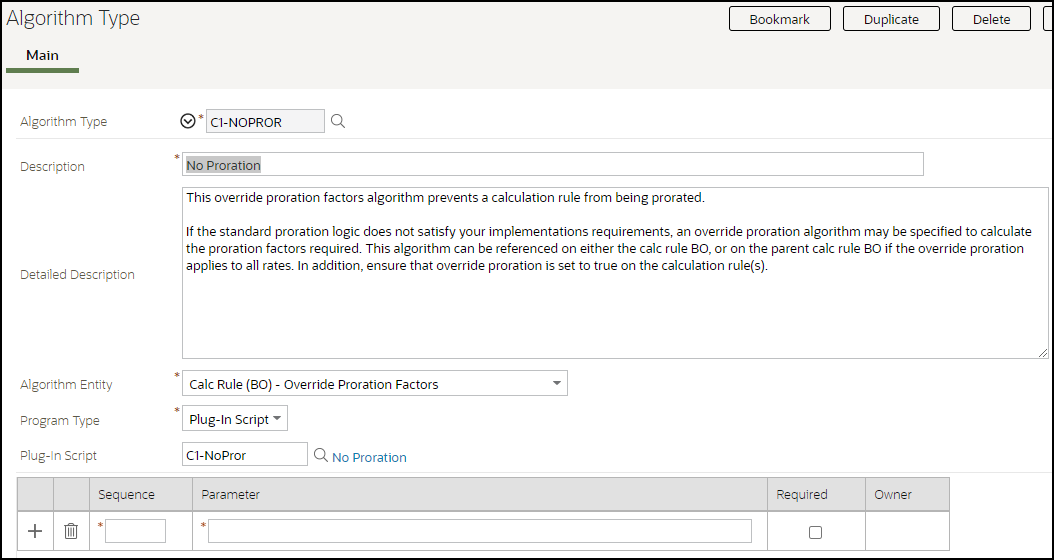
|  |  |
| --- | --- |
| Rate Schedule | Bill Factors |
| Unit of Measure | Bill Factor Values |
| Calculation Groups | Characteristics |
| Calculation Rules | Distribution Codes |
| Calculation Line Category | Various Algorithm Parameters |
| Measuring Components | Define Rates on Applicable SA Types |
| Device Types | Bill Messages |
| Service Quantity Identifiers | Frequency |

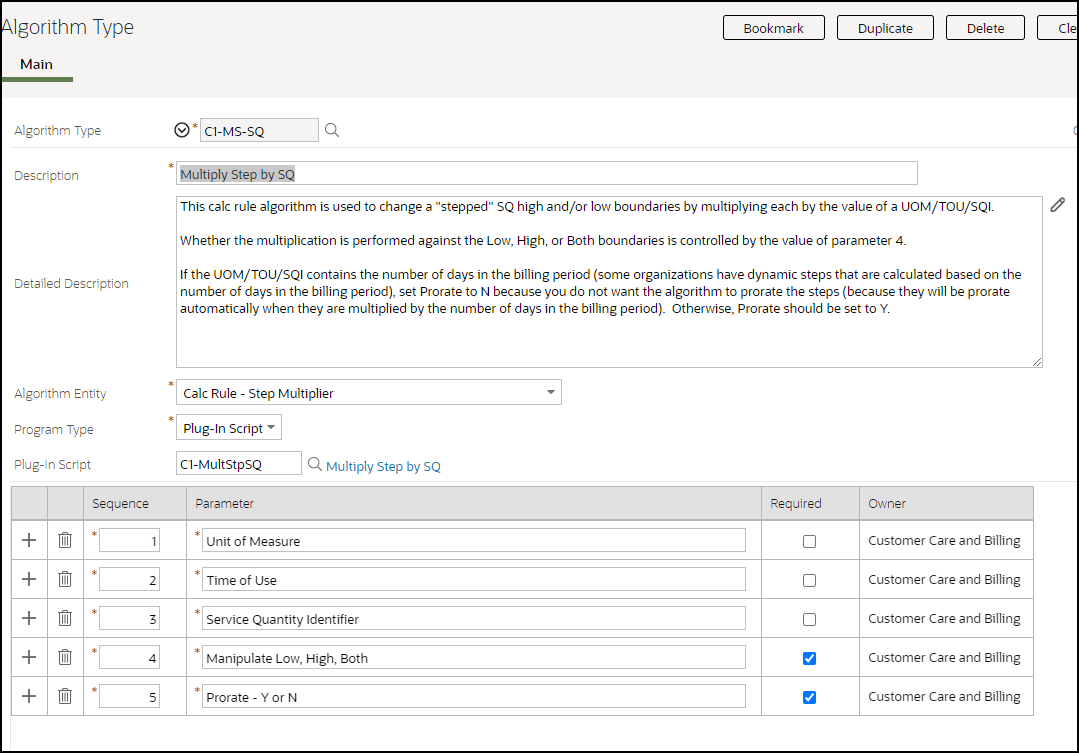
Bill Factor Rate Selection Date

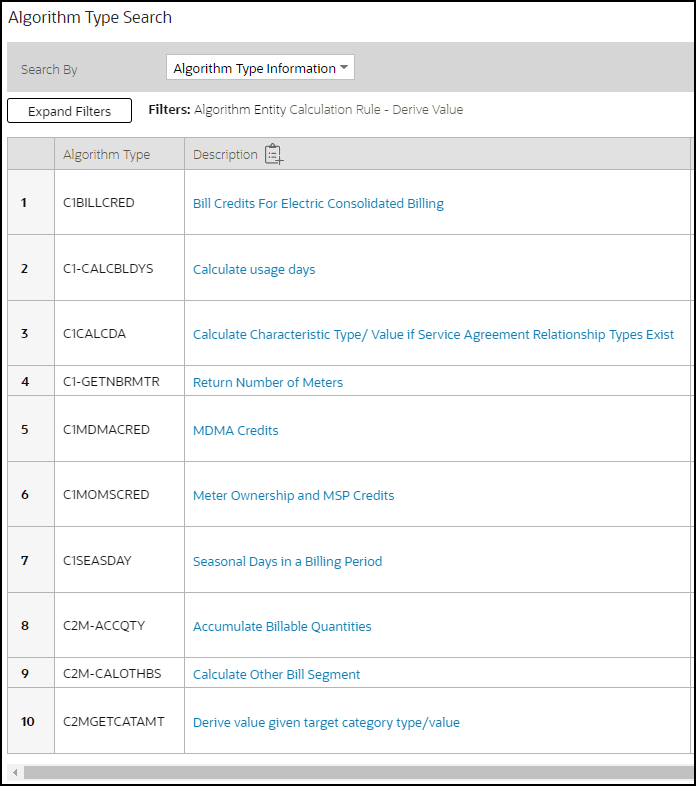


Various Calculation Rule Algorithms (Using Java Rate Engine)

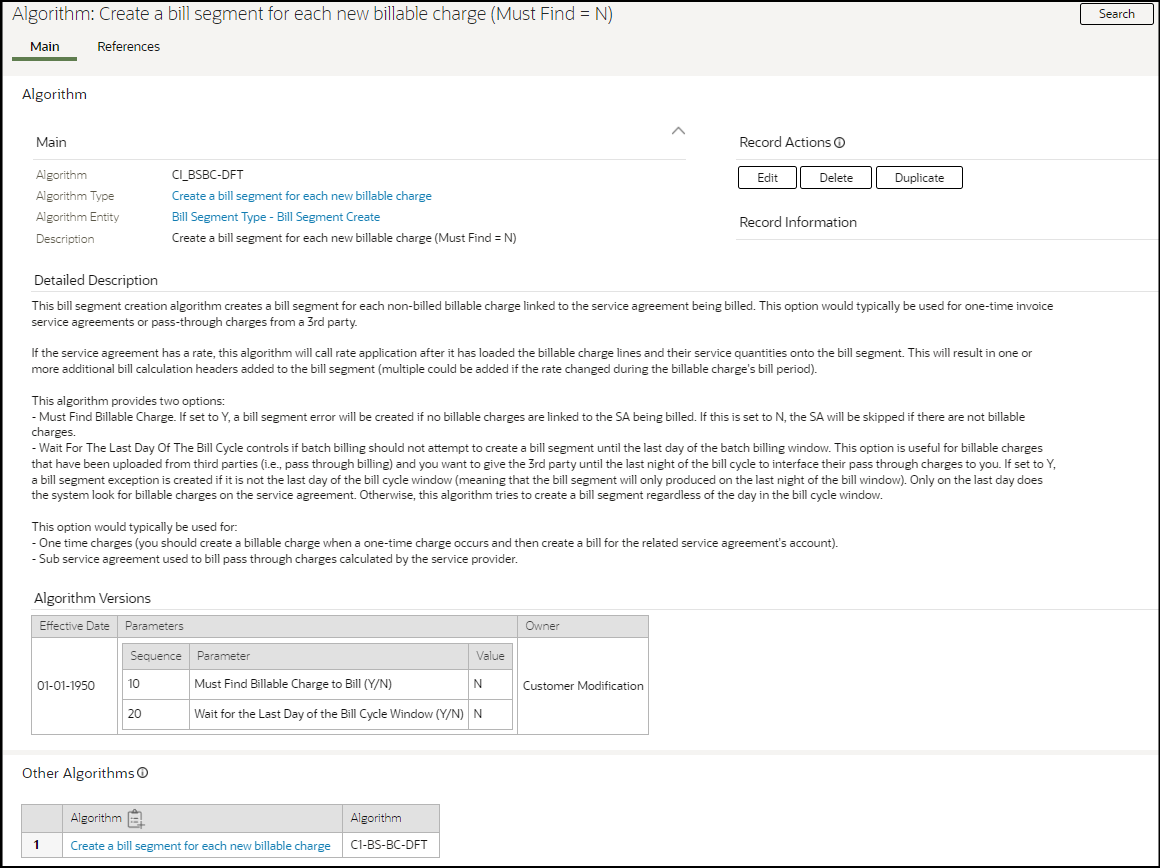




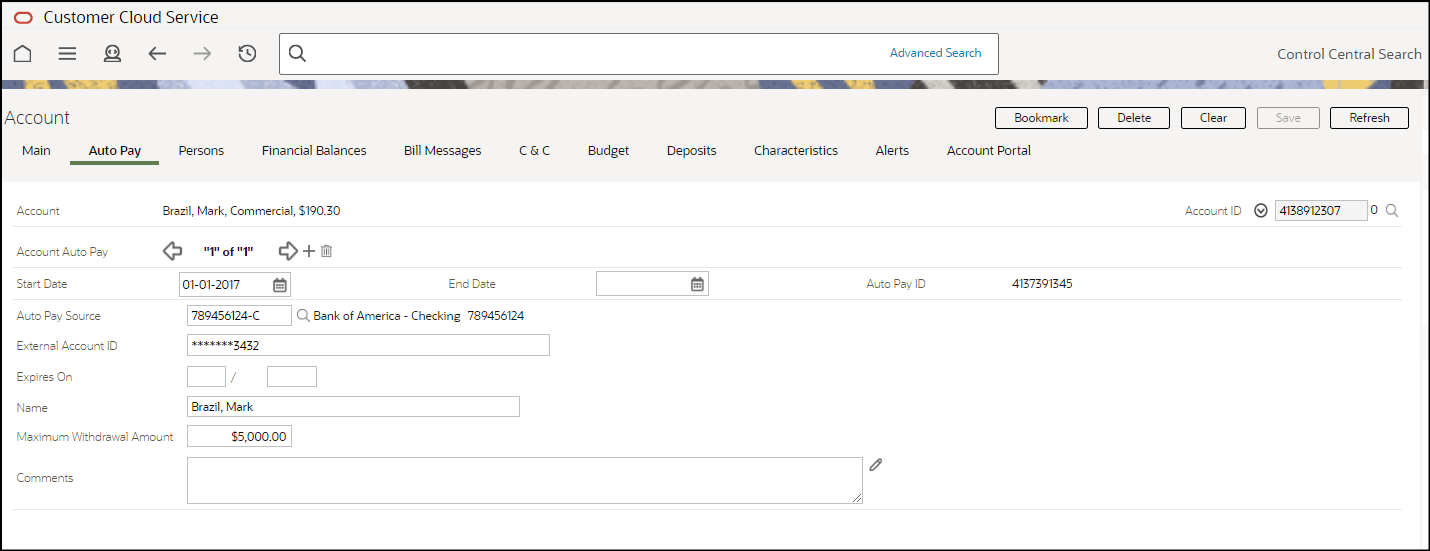




Bill Segment – Create Algorithms

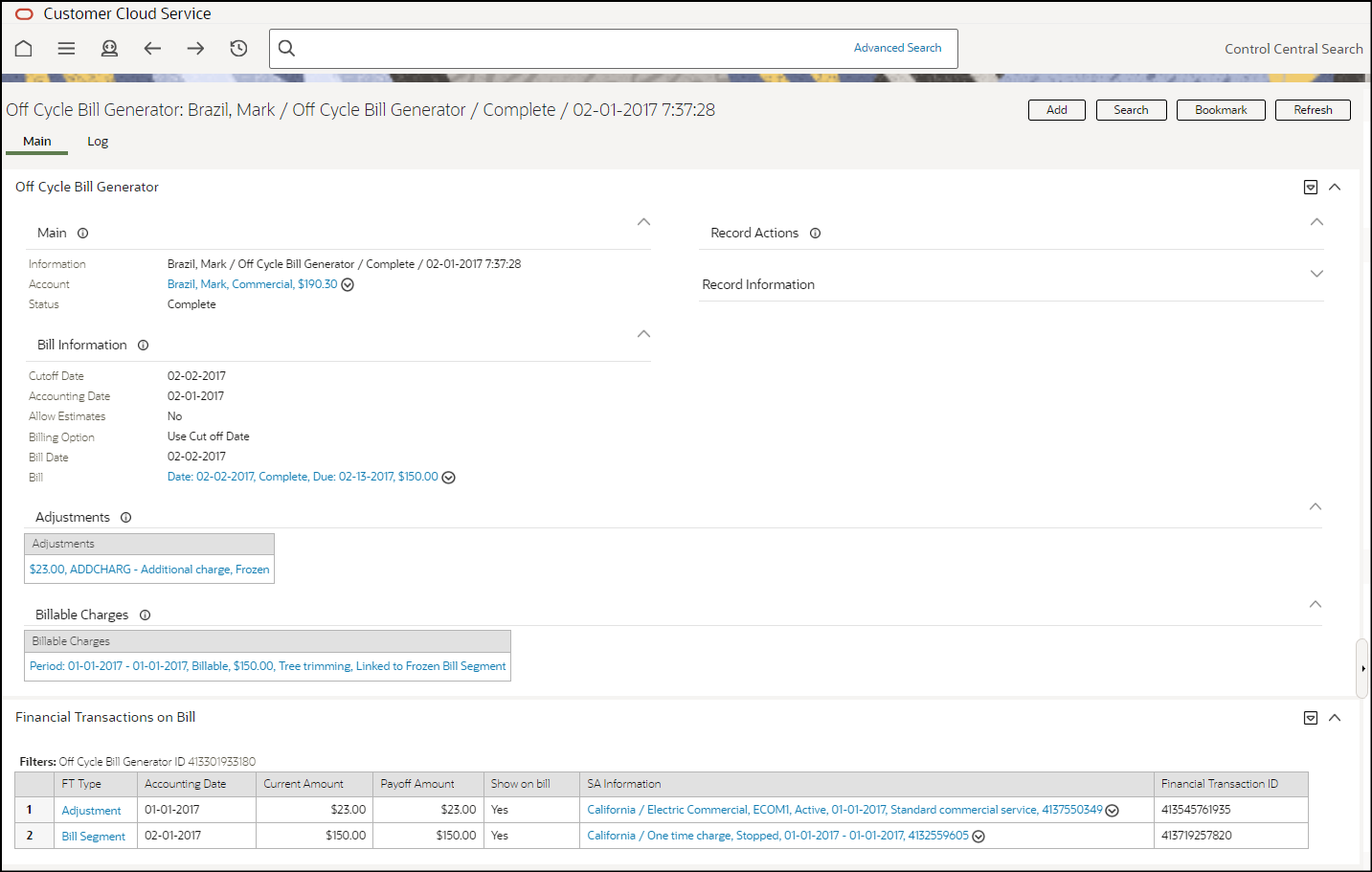


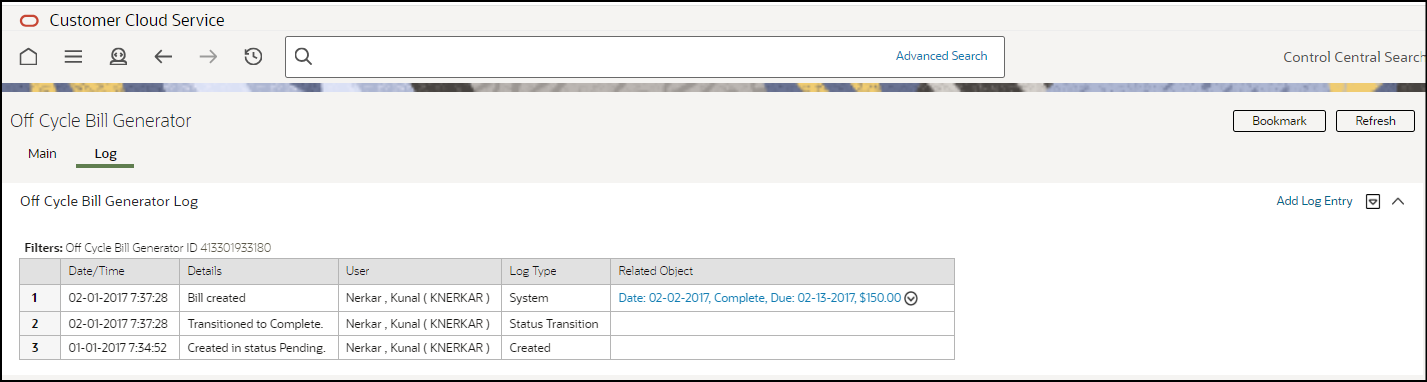
### Account - Auto Pay



### Off Cycle Bill Generator

Off Cycle Bill Generator – to Bill Billable charge and Adjustment





Off Cycle Bill Generator – for Corrected Read Notification

