**CCS**

**24B**

**4.2.2.3** **Manage Item Charges**

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## Brief Description

**Business Process: 4.2.2.3 CCS.Manage Item Charges Using Bill Determinants**

**Process Type: Sub Process**

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

**Sibling Processes: 4.2.2.2 CCS.Manage Meter Charges, 4.2.2.4 CCS.Manage External and Miscellaneous Charges, 4.2.2.5 CCS.Manage Loan Charges, 4.2.2.6CCS. Manage Deposit Charges, 4.2.2.8 CCS.Manage Billing Disputes, 4.2.2.9 CCS.Manage Billing Inquires, 4.2.2.10a CCS.Manage Budget Billing, 4.2.2.10b CCS.Manage Monitored and Unmonitored Non-Billed Budget Billing, 4.2.2.12 CCS.Manage Payment Arrangement Charges**

This process describes Billing for Item-based services. Utility Companies may charge for some equipment – badged and non-badged items installed on Service Points Premises due to various reasons. When such an item(s) is installed Utility Company expects to get paid for these items usage.

The Billing process evaluates the type and amount (if multiple items are installed), applies appropriate rates and generates Bill(s). Most bills are produced in a Batch Billing process. However, the CSR or Authorized User can create Bills manually if required. If a Bill is generated, but contains error(s) the CSR or Authorized User has the ability to modify the [Bill](#BillNotebook) or [Bill Segment](#BillSegmentNotebook).

As soon as a Bill is created, the Company makes it available for the Customer, and every person linked to the Customer’s Account who requires a copy of the Bill.

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## 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, or while processing billing exceptions, the CSR or Authorized User accesses [Control Central Search](#CCSearch) to locate the customer in CCS(CCB).

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Installation Options |

[**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. The CSR or Authorized User evaluates the Customer’s Account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. In addition, the 360 view provides Service Point and Usage Subscription details. [Control Central Alerts](#CCSearch) and other [Dashboard](#Dashboard) information assists 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) **Enter Specific Data for Bill Segment(s) Calculation**

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

**Description:**

If the CSR or Authorized User identifies a need to create a [Bill](#BillNotebook) for the customer, the CSR or Authorized User provides information about the Billing period for the bill to be created. The CSR or Authorized User must specify a Cutoff Date or Use Schedule to determine the end date of each Bill Segment Bill period. The Accounting Date defaults to current date however the CSR or Authorized User may change this date based on established business rules.

[**1.3**](#BPM1) **Request Generate New Bill Segment(s)**

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

**Description:**

The Manual billing process consists of several steps. The first step is to request system to calculate and create the Bill and Bill Segment. The CSR or Authorized User requests to generate a new online [Bill](#_Bill_Item). This online Bill may contain one or more segments. If only one Service Agreement exists for the Account, then only one Bill Segment is created.

**Note**: The “Generate” function is used when creating a new Bill, Bill Segment, or re-generating an existing freezable or error segment. A deleted [Bill Segment](#BillSegmentNotebook) may be generated again once information is changed.

**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:**

|  |
| --- |
| Bill Cycle |

[**1.4**](#_Business_Process_Model) **Determine Specific Bill Period and Bill Condition Group: Generate Bill Segment**

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

**Description:**

CCS(CCB) determines the Bill Period boundaries.

Bill segments produced for a service agreement have two time periods:

* The bill segment period. The bill segment period defines the entire period of time covered by a bill segment's charges.
* The consumption period. The consumption period defines the period of time used to calculate the number of days for daily charges.

Bill Segment Start date:

* If this is the initial Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement
* If this is not the initial Bill Segment for the Service Agreement, the start date is the previous Bill Segment’s end date.

Bill Segment End Date

* If this is the last (final) Bill Segment for the Service Agreement, the end date is the Service Agreement’s end date
* If this is not the last (final) Bill Segment for the Service Agreement, the Billing Option selected by the Authorized User determines how the end data is set. When Billing Option of Use Cutoff Date is selected, the end date is the specified Cutoff Date. When Billing Option of Use Schedule is selected, the end date is determined by available measurement data based on the Service Agreement’s Service Point’s measurement cycle.

The consumption period almost always starts one day after the bill segment period. The only time this true is the first bill segment that's produced for a new service agreement. This is because different utilities count the first day of a new service agreement differently than others. This is controlled by configuration of SA Type Initial Start Date Option.

The consumption period always ends on the bill segment's end date

The bill condition is noted on the Usage Request. Valid bill conditions are: initial, interim or final.

**Note**: The system ignores Service Points that are not billable, disconnected before the Bill period started, or are yet to be connected as of the Bill end date.

**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:**

|  |
| --- |
| Bill Cycle |
| Frequency |
| Bill Segment Type and associated algorithms |
| Rates |
| SA Types |

[**1.5**](#_Business_Process_Model) **Initiate Bill Segment in Incomplete Status Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

CCS(CCB) initiates the bill in an incomplete status. Typically, this status is not viewable to the authorized user in an online scenario. In a specific exception process, the user may create a Bill and make use of functionality to save a bill segment in incomplete status. In this exception process, the user will be able to view the bill segment.

**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. |

[**1.6**](#_Business_Process_Model) **Validate Eligibility for Billing Service Agreement Group: Get Consumption**

**Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

The CCS(CCB) Bill Segment Type Get Consumption algorithm has specific logic for service agreements that require bill determinants from MDM.

The system checks if the SA should be skipped from billing by checking the MDM Next Scheduled Read Date characteristic on the Service Agreement.

If this date is populated and is in the future, the SA will be skipped from billing.

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

|  |
| --- |
| C1-BSGC-USG - This Bill Segment Type Get Consumption algorithm should only be specified on bill segment types used for service agreements that require bill determinants from MDM. |

**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. |

[**1.7**](#_Business_Process_Model) **Initiate Usage Request Group: Get Consumption**

**Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

The CCS(CCB) Bill Segment Type Get Consumption algorithm’s logic is used for service agreements that require bill determinants from MDM. This logic initiates the Usage Request. If the Service Agreement is not skipped for billing, the usage request business object is initiated.

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

|  |
| --- |
| C1-BSGC-USG - This Bill Segment Type Get Consumption algorithm should only be specified on bill segment types used for service agreements that require bill determinants from MDM. |

**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. |

[**1.8**](#_Business_Process_Model) **Create Usage Request in ‘Pending’ Status Group: Usage Request**

**Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

CCS(CCB) creates a new [Usage Request](#AdminMenuControlCentralAlerts) to be linked to the current bill segment being created or reprocessed.

**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. |

**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. |

**Business Object Y Business Object**

|  |
| --- |
| The Parent Business Object as well as the two associated Child Business Objects are listed here for applicable Usage Request Statuses. Algorithms defined in the Business Object are shown at the applicable lifecycle status. Separate Business Objects are defined for Batch Billing (cyclical) and Online (non-cyclical). |
| X1-UsageRequest - Usage Request - This business object defines the behavior of a usage request. |
| X1-UsageRequestCyclical – Cyclical Billing Usage Request - This business object defines the behavior of a usage request created from the cyclical or batch billing process. |
| X1-UsageRequestNonCyclical – Non-Cyclical Billing Usage Request - This business object defines the behavior of a usage request created from non-cyclical or online bill generation. |

[**1.9**](#_Business_Process_Model) **Request Create Usage Transaction and Update Usage Request to Send Status Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

The Usage Request information is provided for MDM to create the Usage Transaction. The Usage Request is updated to a Send Status.

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

|  |
| --- |
| F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. |
| X1-SENDUSGR – This algorithm creates usage transaction. |

**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. |

[**2.0**](#_Business_Process_Model) **Update Usage Request to Awaiting Bill Determinants Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

CCS(CCB) waits for the usage to be processed by CCS(MDM) and transitions the Usage Request to ‘Awaiting Bill Determinants’ status and monitors for next status.

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

|  |
| --- |
| X1-UPDURFRUT - This algorithm updates the usage request based on the response of the MDM Usage Transaction. |
| F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. |

[**2.1**](#_Business_Process_Model)  **4.2.2.1 CCS.Calculate Usage Group: Batch Billing**

**Group: Generate Bill Segment**

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

**Description:**

CCS(MDM) processes the usage request from CCS(CCB) and calculates the usage for use in billing. If the Usage Transaction is in an ‘Issue Detected’ status, a To Do is created and action is taken to recalculate in MDM. **Refer to 4.2.2.1 CCS. Calculate Usage for calculation logic.**

[**2.2**](#_Business_Process_Model) **Evaluate Usage Transaction Status Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

CCS(CCB) evaluates the Usage Transaction from CCS(MDM and determines the next status to transition the Usage Request.

**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. |

[**2.3**](#_Business_Process_Model) **Update Usage Request to Bill Determinants Received Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

If no exceptions were encountered and CCS(MDM) has successfully returned a calculated usage, CCS(CCB) sets the status of the Usage Request to ‘Bill Determinants Received’.

**Note**: A “summary” account refers to an account with service agreements related to more than one premise. If these premises are linked to service points that span different measurement cycle routes scheduled for reading on different dates, there’s no guarantee that all the account’s SAs will be billed at the same time.

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

|  |
| --- |
| F1-TRN-DF-NS - Generic Business Object Status Monitor - This algorithm transitions business object current state to the input Next Status or to the status related to the input Next Transition Condition. |
| C1-CURUBSKSA This algorithm processes skip information from the usage response.  If the usage response indicates that a usage request's SA should be skipped, this algorithm performs the following:  - Update next read date schedule on SA characteristic.  - Update bill segment exception indicating that usage request was canceled because SA was skipped.  - Cancel the usage request.  An SA may be skipped from billing if it belongs to a summary billed account (i.e. an account with SAs that cover multiple premises). If the premises are linked to SPs that span different measurement cycle routes scheduled for reading on different dates, there is no guarantee that all the account's SAs will be billed at the same time. If MDM detects that one of the account's SAs should be skipped, it returns this information along with the next read date schedule as part of the usage response. |
| C1-CHK-MBDAY This algorithm checks if the minimum bill days of the SA Type of the SA related to the non-closing usage request is violated. If it is violated, the usage request will be canceled, the SA Skip flag of the usage request will be set to true, and the bill segment exception will be updated with an error message indicating the reason for skipping the SA. |

|  |
| --- |
| 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. |

**Customizable process N Process Name**

[**2.4**](#_Business_Process_Model) **Validate Eligibility for Billing Service Agreement Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

CCS(CCB) determines if the Usage Request is eligible to transition to the next status. The process also checks for sub usage requests. In this state, CCS(CCB) checks if the SA should be skipped for billing, due to Summary billing and if the minimum number of days have been reached for billing.

|  |
| --- |
| See algorithm descriptions from process Update Usage Request to Bill Determinants Received above If the usage response indicates that a usage request's SA should be skipped, this algorithm performs the following: |

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

**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. |

[**2.5**](#_Business_Process_Model) **Update Usage Request to Error Status Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

**Actor/Role: CCS**

**Description:**

CCS(CCB) updates the Usage Request to Error status if the Usage Transaction cannot be provided, is discarded and an exception list is populated.

If an error is encountered, this will trigger a creation of the bill segment exception.

[**2.6**](#_Business_Process_Model) **Update Usage Request to Canceled Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

CCS(CCB) checks if there is a pending Usage Request linked to the bill being processed (for online it implies that a user is regenerating the bill segment). If found, the existing usage request is canceled. If Update Usage Request to Canceled, from online billing, that usage request is in incomplete status and a new usage request needs to be initiated.

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

|  |
| --- |
| Note: There are currently no base algorithms available for this Business Object plug-in spot. |

**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. |

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

|  |
| --- |
| Note: There are currently no base algorithms available for this Business Object plug-in spot. |

**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. |

[**2.7**](#_Business_Process_Model) **Update Usage Request to Bill Determinants Processed Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

CCS(CCB) updates the usage request with status of ‘Bill Determinants Processed’ if the usage transaction was not skipped in CCS(MDM) and is not in error.

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

|  |
| --- |
| Note: There are currently no base algorithms available for this Business Object plug in spot. |

**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. |

[**2.8**](#_Business_Process_Model) **Build Collection(s) of Items and Store Item details for Bill Segment(s) Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Usage Request**

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

**Description:**

The Bill Determinant (item) information and service quantity(s) are copied from the usage request to the bill segment item.

**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. |

[**2.9**](#_Business_Process_Model) **Analyze and Process Bill Determinants Group: Generate Bill Segment**

**Group: Create Bill Segment Details**

**Group: Batch Billing**

**Group: Regenerate Bill Segment**

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

**Description:**

The Bill Determinant (item) information is passed along to analyze and process the bill determinant information and prepare for calculating the bill segment details.

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

|  |
| --- |
| C1-BSBS-UR - This bill segment creation algorithm creates a bill segment for a service agreement that requires bill determinants |

**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. |

[**3.0**](#_Business_Process_Model) **Access and Apply Rate Application for each Usage Period Group: Generate Bill Segment**

**Group: Create Bill Segment Details**

**Group: Batch Billing**

**Group: Regenerate Bill Segment**

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

**Description:**

This bill segment creation algorithm creates a bill segment for a service agreement that requires bill determinants from a meter data management system.

The algorithm finds the usage request linked to the bill segment in the bill determinants received state. It retrieves the usage period's list that contains an entry for each usage period that MDM calculated bill determinants for. Rate application is called for each entry in the usage period list; the usage period and bill determinants are passed to rate application.

Note the following about the resultant bill segment:

- A separate bill segment calculation header is created for each usage period in the list. Each calculation header reflects the consumption period used

- Both the usage period and the SP usage period list entries will be stored as 'Service Quantity' records in the bill segment Calculation/Audit Usage Details.

- The usage period returned by MDM is also captured on the bill segment.

- If any reads details are found on the usage request, these are stored as 'Calculation/Audit Read Details' records.

- After all usage period list entries have been processed; the system accumulates the bill determinants and stores these in the bill segment SQ collection for informational purposes.

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

|  |
| --- |
| C1-BSBS-UR - This bill segment creation algorithm creates a bill segment for a service agreement that requires bill determinants |

**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:**

|  |
| --- |
| Rates  Note:  - The following calculation rules have an indicator on whether to be executed only once for the entire usage period or for every usage period: Apply To, - Summary, Calculate Service Quantity.  - The Calculate Usage Days Derive Value algorithm has an option whether to return the number of days based on consumption/per usage period or the total usage consumption period. |
| SA Type |
| Bill Segment Type |

[**3.1**](#_Business_Process_Model) **Calculate Bill Segment Lines and Create Bill Segment(s) Using Rates Group: Generate Bill Segment**

**Group: Create Bill Segment Details**

**Group: Batch Billing**

**Group: Regenerate Bill Segment**

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

**Description:**

CCS(CCB) passes the consumption information to rates to calculate the Bill Segment. Depending on the rate engine used, either the Calculation Groups/Calculation rules or the Rate Components are used to build the Bill Segment calculation lines..

Note the following about the resultant bill segment:

- A separate bill segment calculation header is created for each usage period in the list. Each calculation header reflects the consumption period used

- Both the usage period and the SP usage period list entries will be stored as 'Service Quantity' records in the bill segment Calculation/Audit Usage Details.

- The usage period returned by MDM is also captured on the bill segment.

- If any reads details are found on the usage request, these are stored as 'Calculation/Audit Read Details' records.

- After all usage period list entries have been processed; the system accumulates the bill determinants and stores these in the bill segment SQ collection for informational purposes.

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

|  |
| --- |
| C1-BSBS-UR - This bill segment creation algorithm creates a bill segment for a service agreement that requires bill determinants |

**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:**

|  |
| --- |
| Rates, Calculation Groups/Calculation Rules or Rate Components with associated Rate Related Algorithms. |

[**3.2**](#BPM1) **Update Bill Segment to Freezable Status Group: Generate Bill Segment**

**Group: Batch Billing**

**Group: Usage Request**

**Group: Regenerate Bill Segment**

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

**Description:**

CCS(CCB) updates the bill segment to freezable status.

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

|  |
| --- |
| X1-USG-BTBS - Regenerate Batch Bill Segment |
| X1-USG-ONBS - Regenerate Online Bill Segment |

[**3.**](#_Business_Process_Model)**3 Create Financial Transaction(s) Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

CCS(CCB) creates the associated financial details related to the Bill Segment. The Financial Transaction contains the financial effects of the Bill Segment on the Service Agreement’s current and payoff balances and on the General Ledger.

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

|  |
| --- |
| 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  BSBF-CU - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where: - Payoff amount = 0 - Current amount = 0 - 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).  C1-C0-GL - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:- Payoff amount = bill amount  - Current amount = 0- The general ledger is affected  C1-C0-NOGL - This bill segment financial transaction algorithm creates a financial transaction for a bill segment where:- Payoff amount = bill amount - Current amount = 0- The general ledger is not affected.  CI\_BSGFTDIST - Payoff Amt = Bill Amt / Current Amt = Amt Due (Checks bill segment CLOB for GL details) |

**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 N Entities to Configure:**

|  |
| --- |
| Bill Segment Type |

[**3.**](#_Business_Process_Model)**4 Create Bill Segment Exception Group: Batch Billing**

**Group: Generate Bill Segment**

**Group: Freeze Bill Segment**

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

**Description:**

If a freezable or frozen Bill Segment cannot be created, CCS(CCB) creates a [Bill Segment](#_Bill_Segment) in “error” status with a message that can be analyzed by a CSR or Authorized User. Typically, errors are caused by missing or incomplete data. The error may be reviewed when first created or left when Batch Billing and the bill window is open and the system looks for the missing data. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all “error” Bill Segment(s) and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segment(s) is still in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segment(s) is still in error when the cycle’s next window opens, a Bill error is generated by batch Billing.

**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. |
| TD-BSERR – This process creates a To Do entry for every bill segment that's in error. |
| TD-BIERR – This process creates a To Do entry for every bill that’s in error. |

**Configuration required N Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base TD-BSERR and TD-BIERR To Do Types |

[**3.**](#_Business_Process_Model)**5 Add Final Bill Switch for Bill Segment(s) Group: Generate Bill Segment**

**Group: Batch Billing**

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

**Description:**

If this is the final Bill Segment for this Service Agreement, it is marked as a closing Bill Segment.

**Note**: The Service Agreement must be stopped for this switch to be turned 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 N Entities to Configure:**

|  |
| --- |
| Installation Options – Final Bill Threshold |

[**3.6**](#BPM2) **Review Bill Segment(s)**

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

**Description:**

If the bill was created online (rather than by the batch process), the CSR or Authorized User reviews the Bill Segment for accuracy and determines the next action. The CSR or Authorized User decides if billing process could be continued, Bill Segment is incorrect, or created by mistake and needs to be deleted, rebilled, or canceled

[**3.**](#BPM2)**7 Request Freeze Bill Segment(s)**

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

**Description:**

If the CSR or Authorized User does not identify a problem and decides to continue the Billing process, he/she requests to Freeze the [Bill Segment(s)](#BillSegmentNotebook).

**3**[**.8**](#BPM2) **Freeze Bill Segment(s) Group: Freeze Bill Segment**

**Group Batch Billing**

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

**Description:**

The [Bill Segment(s)](#BillSegmentNotebook) and associated Financial Transaction are frozen in CCS(CCB). The Bill Freeze Option on the Installation Options controls when a Service Agreement’s balance and General Ledger is affected by the Bill Segment and must be configured to meet the organization’s accounting practices.

Manual Process- Process is initiated by CSR or Authorized User when they request to Freeze Bill Segments created for Service Agreement.

Automated Process-This is a component of Batch Billing process and gets executed as a part of scheduled batch billing process that runs periodically. Functionality is the same as described in the Manual process.

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

|  |
| --- |
| BSFZ-EMPTY - This is a Customer Class Bill Segment freeze/cancel algorithm |

**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 |

[**3.9**](#BPM2) **Request Delete Bill Group: Delete Bill Segment**

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

**Description:**

During the review process, it is determined the Bill Segment was created incorrectly or by mistake. The CSR or Authorized User requests to delete the Bill or Bill Segment. When a Bill has only one Bill segment, the Bill and the corresponding segment are deleted at the Bill level.

**Note**: The Bill can be deleted prior to completion when Bill Segments are Freezable or in Error status.

[**4.0**](#BPM2) **Delete Bill Group: Delete Bill Segment**

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

**Description:**

The Bill is deleted in CCS(CCB) and the financial record is removed from the database. There is no financial impact to the Customer’s Account related to the deleted Bill and Bill Segments.

[**4.1**](#BPM2) **Request Delete Specific Bill Segment(s) Group: Delete Bill Segment**

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

**Description:**

The CSR or Authorized User determines specific Bill Segment(s) associated with a given Bill require deletion and requests to delete the Bill Segment(s).

[**4.2**](#BPM2) **Delete Bill Segment(s) Group: Delete Bill Segment**

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

**Description:**

The specific Bill Segments are deleted in CCS(CCB) and the financial records are removed from the database. There is no financial impact to the Customer’s Account related to the deleted Bill Segments.

[**4.3**](#BPM2) **Unlink Usage Request from Deleted Bill Segment**

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

**Description:**

CCS(CCB) unlinks the usage request linked to the bill segment that is being deleted.

[**4.4**](#BPM2) **Request Rebill Bill Segment(s) Group: Rebill Bill Segment**

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

**Description:**

If more information is available, or there is further review or investigation, the CSR or Authorized User now determines a need to Rebill the Bill Segment(s). If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Bill Segment(s).

**Configuration required Y Entities to Configure**

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

[**4.5**](#BPM2) **Update Bill Segment(s) to Pending Cancel, Generate New Bill Segment(s) Group: Rebill Bill Segment**

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

Description:

The original Bill Segment(s) are updated to Pending Cancel, and new Bill Segment(s) created. New unfrozen Financial Transactions are associated with the new freezable Bill Segment.

**Configuration required Y Entities to Configure:**

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

**[4.6](#BPM2) Request Undo Rebill Bill Segment(s) Group: Rebill Bill Segment**

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

**Description:**

The CSR or Authorized User determines not to freeze the new Bill Segment(s). If the undo function is used, the newly generated segment is deleted.

[**4.7**](#BPM2) **Delete New Segment(s) and Return Original Bill Segment(s) to Frozen Group: Rebill Bill Segment**

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

**Description:**

CCS(CCB) deletes the newly generated segment and returns the original bill segment to frozen. There are no impacts to Financial Transactions.

[**4.8**](#BPM2) **Request Cancel Frozen Segment(s) Group: Cancel Bill Segment**

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

**Description:**

The Bill Segment(s) may need to be canceled and not created again. The CSR or Authorized User initiates the Cancel function.

**Configuration required Y Entities to Configure:**

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

[**4.9**](#BPM2) **Update Bill Segment(s) to Pending Cancel Group: Cancel Bill Segment**

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

**Description:**

CCS(CCB) updates the bill segment to pending cancel. The CSR or Authorized User then reviews the bill segment input.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Cancel Reason |

[**5.0**](#BPM2) **Request Undo Cancel Bill Segment(s) Group: Cancel Bill Segment**

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

**Description:**

The CSR or Authorized User has the option to undo the pending Cancel Bill Segment(s). Prior to the cancellation the CSR or Authorized User determines the [Bill Segment(s)](#BillSegmentNotebook) should not be canceled, and uses the Undo function.

**Configuration required Y Entities to Configure:**

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

[**5.1**](#BPM2) **Return Original Bill Segment(s) to Frozen Group: Cancel Bill Segment**

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

**Description:**

The original [Bill Segment(s)](#BillSegmentNotebook) are returned to Frozen in CCS(CCB). There is no impact to financial transactions. The Billing process could be resumed.

[**5.2**](#BPM2) **Request Finalize Cancel Bill Segment(s) Group: Cancel Bill Segment**

**Actor/Role: CSR**

**Description:**

The CSR or Authorized User confirms the cancellation of Bill Segment(s).

**Configuration required Y Entities to Configure:**

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

[**5.3**](#BPM2) **Update Bill Segment(s) to Canceled Group: Cancel Bill Segment**

A**ctor/Role: CCS**

**Description:**

The existing Bill Segment(s) are updated to Canceled status in CCS(CCB). If a Bill Segment is cancelled, another Financial Transaction is created to reverse the original Financial Transaction. The cancellation Financial Transaction appears on the next Bill produced for the account as a Bill correction.

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

|  |
| --- |
| C1-PR-FT-CAN – This Customer Class FT Freeze algorithm is used to prevent cancellation of an FT where Freeze Date/Time is on or before the Conversion Date/Time. |

[**5.4**](#BPM2) **Request Add Bill Message(s)**

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

**Description:**

The CSR or Authorized User may add Service Agreement related Bill Messages for a given frozen [Bill Segment(s](#BillSegmentNotebook)). The CSR or Authorized User may also add Bill Messages at the Account Level. The CSR or Authorized User adds these Bill Messages for an online Bill.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Messages |

[**5.5**](#BPM2) **Add Bill Message(s)**

**Actor/Role: CCS**

**Description:**

The Bill Message is added in CCS(CCB).

[**5.6**](#BPM3) **Request Complete Bill**

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

**Description:**

When the CSR or Authorized User are satisfied with the Frozen Bill Segment(s) they initiate the Complete Bill function.

[**5.7**](#BPM3) **Apply Criteria for Completion Group: Pre-Bill Completion**

**Group: Batch Billing**

**Actor/Role: CCS**

**Description:**

Bill Completion is the last and one of the most critical components of the Billing process. The system completes the Bill and it’s ready for extract and print. CCS(CCB) uses Pre-Bill Completion algorithms. Based on the requirements, the configured algorithms can delete Bill Segments in error, create Bill messages for the deleted segments, and create a To Do entry.

Manual Process: Based on configuration, additional Bill Messages can be added

Automated Process: (Batch billing) if required, such algorithms can:

* Delete Bill Segments in error, create Bill Messages for deleted Bill Segments, and create a To Do entry
* Delete bill certain type of Financial Transactions linked to the bill, for example, if only payments exist for newly created bill.
* Skip Bill Completion Action dependent on bill segment status. Additional available pre-bill completion algorithms are listed here.

**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 Cancelled. 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. |

**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:**

|  |
| --- |
| To Do Type |
| To Do Role |
| Bill Message |
| SA Type |
| Customer Class |

[**5.8**](#BPM3) **Create Bill Message Group: Pre-Bill Completion**

**Group: Batch Billing**

**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 |

**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. |

[**5.9**](#BPM3) **Create Bill Messages Based on Configuration Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

CCS(CCB) can also automatically add - Bill Messages during Bill completion. Bill Messages come from a variety of sources:

* Account Bill Messages
* Customer Class Bill Messages
* Service Agreement related Messages that are linked to Bill Segments
* Rate Schedule Bill Messages
* Service Provider Bill Messages
* Meter Reader Remark Bill Messages
* Ad hoc Messages by CSR or Authorized User
* Custom Background Processes and Algorithm Bill Messages

**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:**

|  |
| --- |
| Customer Class Bill Messages |
| Rate Schedule Bill Messages |
| Account and Service Agreement Bill Messages |

[**6.0**](#BPM3) **Keep Credit on Excess Credit SA Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

Unless specifically configured as noted in process Apply Credit to SA(s), CCS(CCB) keeps any excess credit on an Excess Credit SA.

**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. |

[**6.1**](#BPM3) **Apply Credit to SA(s) Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

When specifically defined, CCS(CCB) can transfer an existing credit on an Excess Credit SA to other SA’s. Refer to 4.3.1.1 CCS.Manage Payments.

**Note**: An Excess Credit SA Type may be configured as a one-time charge SA Type, and automatically stopped, or may be allowed to stay in an Active Status for future transactions.

**Note**: Additional bill completion algorithms are also listed here.

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

|  |
| --- |
| C2M-CR-XFER - This SA Type bill completion algorithm will transfer the balance of a credit SA to other SAs linked to the account. |
| C1-SUP-PR-BL - This Customer Class bill completion algorithm checks if the current bill being completed is for an account that has already been final billed in a previous run. If the account has been final billed, and if the current bill is not the final bill, the bill routings of the current bill will be reset. |
| C1-CN-BRT – This Customer Class bill completion algorithm suppresses bill routings for credit notes. |
| C1-CN-RADJ – This customer class bill completion algorithm reverses adjustments for a bill when a credit note is being created and completed for that bill. |
| C1-CAPBILLMN – This SA Type Bill Completion algorithm creates an entry to bill characteristic to capture the bill month. |
| C1-CREPPBBM – This SA Type Bill Completion algorithm creates a bill message for prepaid service agreements. |
| C1-PYOF-DBT – This SA Type Bill Completion algorithm checks the input credit SA's balance. If the balance amount is a credit, it looks for all frozen payments linked to this SA. These frozen payments are used to pay-off the account's outstanding debt via payment transfer. |

**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:**

|  |
| --- |
| SA Type |
| Transfer Adjustment Type |

[**6.2**](#BPM3) **Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount**

**Group: Bill Completion**

**Group: Batch Billing**

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

Description:

During Bill Completion CCS(CCB) adds Adjustments, Payments or Bill corrections not included in the previous Bills to the newly created Bill.

**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. |

[**6.3**](#BPM3) **Determine Due Date, Late Payment Charge Date, and Credit Review Date Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

During Bill Completion, the Due Date, Late Payment Charge 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 override bill due date algorithm may override a bill's due date. |

**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:**

|  |
| --- |
| Customer Class - Due Date, LPC Eligibility, Late Payment Charge Grace Days |

[**6.4**](#BPM3) **4.3.2.5a CCS.Manage Late Payment Charge Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

Accounts that are eligible for Late Payment Charges have charges calculated after the LPC grace days. Refer to 4.3.2.5a CCS.Manage Late Payment Charge.

[**6.5**](#BPM3) **4.3.1.1d CCS.Manage Autopay Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

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

**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. |

**[6.6](#BPM3) 4.3.2.2 CCS.Manage Severance Process Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

The status of a Severance Process can change due to Bill Completion. For example, an excess credit may be transferred to a utility SA that is currently covered by a severance process. Refer to 4.3.2.2 CCS.Manage Severance Process.

**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. |

[**6.7**](#BPM3) **4.3.2.5 CCS CCB Manage Write Off Uncollectible Receivables Group: Bill Completion**

**Group: Batch Billing**

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

**Description:**

The status of a Write Off Process or Write Off SA can change due to Bill Completion. For example, an excess credit may be transferred to a utility SA that is currently covered by a Write Off Process. Refer to 4.3.2.5 CCS.Write Off Uncollectible Receivables.

**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. |

[**6.8**](#BPM3) **Create Additional Required Bill Message(s) Group: Post Bill Completion**

**Group: Batch Billing**

**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. Available post completion bill algorithms are shown here.

**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. |

**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:**

|  |
| --- |
| Customer Class |
| Bill Message |

[**6.**](#BPM3)**9 Update Bill with Completion Details Group: Post Bill Completion**

**Group: Batch Billing**

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

**Description:**

All Bill completion details are now updated in CCS(CCB) including any post bill completion messages.

**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. |

[**7.0**](#BPM3) **Review Bill**

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

**Description:**

If the bill was created by a CSR or Authorized User rather than the batch process, the CSR or Authorized User evaluates the Account and reviews the Bill for accuracy. The Bill may not be in a Complete status. Some data may be missing or has incomplete information. At times, it may be necessary to reopen the most recent Bill. Possibly a payment or adjustment was not included in the original Bill. A Bill Segment may need rebilling and changes reflected in a new Bill.

[**7.1**](#BPM3) **Make Necessary Changes for Bill**

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

**Description:**

During Bill Completion, information may be missing or incomplete. One example is the mailing address may be missing. The CSR or Authorized User reviews and resolves the error, enters correct data, and completes the Bill as needed.

[**7.2**](#BPM3) **Update Information**

**Actor/Role: CCS**

**Description:**

CCS(CCB) updates bill information as needed.

[**7.3**](#BPM3) **Request Reopen Bill**

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

**Description:**

After reviewing the CSR or Authorized User determines to reopen a Bill for the Customer’s account.

[**7.4**](#BPM3) **Update Current Bill to Reopen**

**Actor/Role: CCS**

**Description:**

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

[**7.5**](#BPM3) **Request Changes to Impact Balance**

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

**Description:**

Based on investigation and established business rules, the CSR or Authorized User requests various changes that impact the balance. Typically, these changes can be: creation of a new Bill Segment, Rebill of a Bill Segment, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

[**7.6**](#BPM3) **Update Balance**

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

**Description:**

The financial balance is updated in CCS(CCB).

[**7.7**](#BPM3) **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 Y Process Name**

|  |
| --- |
| Bill Print Extract |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Route Type |
| Lookup - Bill Routing Method |

[**7.8**](#BPM3) **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 |

[**7.9**](#BPM3) **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 |

[**8.0**](#BPM3) **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 |

[**8.1**](#BPM3) **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 bill is made available for the Customer. This is custom processing based on individual client needs.

[**8.2**](#BPM3) **Receives Bill**

**Actor/Role: Customer**

**Description:**

The Customer receives the Bill.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Bill Route Type |

[**8.3**](#BPM4) **Select Accounts for Open Bill Cycles Group: Batch Billing**

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

**Description:**

For the open bill period, CCS(CCB) selects all accounts to be billed by looking at the account’s bill cycle.

**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:**

|  |
| --- |
| Bill Cycle |

[**8.4**](#BPM4) **Check Eligibility for Batch Billing Group: Batch Billing**

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

**Description:**

CCS(CCB) verifies that the account is eligible to be billed.

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

|  |
| --- |
| C1-SKIPACCCB – This Customer Class bill eligibility algorithm stops processing an account during batch billing if a completed bill exists for the current bill cycle schedule. |
| C1-SKIPINACC - This Customer Class bill eligibility algorithm stops processing an “inactive” account if all the following conditions are true:  - There are no billable service agreements  - There are no FTs eligible for sweeping onto the bill  - There are no temporary account messages to be swept onto the bill |

**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:**

|  |
| --- |
| Customer Class |

[**8.5**](#BPM4) **Determine Bill Period, Consumption Period Group: Batch Billing**

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

**Description:**

CCS(CCB) determines the Bill Period boundary, and next determines the Consumption Period boundary.

Bill segments produced for a service agreement have two time periods:

* The bill segment period. The bill segment period defines the entire period of time covered by a bill segment's charges.
* The consumption period. The consumption period defines the period of time used to calculate the number of days for daily charges.

Bill Segment Start date:

* If this is the initial Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement
* If this is not the initial Bill Segment for the Service Agreement, the start date is the previous Bill Segment’s end date.

Bill Segment End Date

* If this is the last (final) Bill Segment for the Service Agreement, the end date is the Service Agreement’s end date
* If this is not the last (final) Bill Segment for the Service Agreement, the Billing Option selected by the Authorized User determines how the end data is set. When Billing Option of Use Cutoff Date is selected, the end date is the specified Cutoff Date. When Billing Option of Use Schedule is selected, the end date is determined by available measurement data based on the Service Agreement’s Service Point’s measurement cycle.

The consumption period almost always starts one day after the bill segment period. The only time this true is the first bill segment that's produced for a new service agreement. This is because different utilities count the first day of a new service agreement differently than others. This is controlled by configuration of SA Type Initial Start Date Option.

The consumption period always ends on the bill segment's end date

The bill condition is noted on the Usage Request. Valid bill conditions are: initial, interim or final.

**Note**: The system ignores Service Points that are not billable, disconnected before the Bill period started, or are yet to be connected as of the Bill end date.

**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:**

|  |
| --- |
| Bill Cycle |
| Frequency |
| Bill Segment Type and associated algorithms |
| Rates |
| SA Types |

[**8.6**](#BPM6) **Create Bill Exceptions Group: Batch Billing**

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

**Description:**

CCS(CCB) identifies Bills in an error status. They are placed in an exception table and can be made available as To Do entries. If CCS(CCB) determines the bill cannot be completed, a bill exception is created for review by a CSR or Authorized User. For example, if the customer’s mailing address is not defined, the corresponding bill cannot be completed.

**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. |

[**8.7**](#_Business_Process_Model_1) **Identify Bill Segments in Error Status Group: Processing Bill Segment Exceptions**

**Group: TO DO Bill Segment Error Process**

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

**Description:**

CCS(CCB) identifies Bill Segments in error status. CCS(CCB) can create a To Do Entry for every [Bill Segment](#BillSegmentNotebook) in error status.

**Customizable process N Process Name**

|  |
| --- |
| TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role (s) for base TD-BSERR To Do Type |

[**8.8**](#_Business_Process_Model_1) **Update Drill key With Latest Bill Segment Group: Processing Bill Segment Exceptions**

**Group: TO DO Bill Segment Error Process**

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

**Description:**

CCS(CCB) helps to eliminate duplication of to do entries for same bill segment in error by validating if there is an existing to do entry for given exception. The TD-BSERR (To Do for Bill Segments in Error) batch control eliminates To Do Entry duplication by updating the drill value to reflect the regenerated Bill Segment ID when an existing To Do Entry is found for the original bill segment.

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

|  |
| --- |
| C1-TDCR-DFRL - Default To Do Role via Account/Premise |
| C1-TDCR-CHAR - Link Account/Premise/Person/SA/SP to To Do |
| D1-TDPRCRE - To Do Pre-Creation |
| X1-TDPRCRE - Customer to Meter To Do Pre-Creation |

**Customizable process N Process Name**

|  |
| --- |
| TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base TD-BSERR To Do Type |
| Installation Option Framework- To Do Pre-Creation Algorithms |

[**8.9**](#_Business_Process_Model_1) **Create Bill Segment Error To Do Group: Processing Bill Segment Exceptions**

**Group: TO DO Bill Segment Error Process**

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

**Description:**

CCS(CCB) can create a To Do Entry for every Bill Segment in error status. 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.

**Customizable process N Process Name**

|  |
| --- |
| TD-BSERR- This background process creates a To Do entry for every Bill Segment that's in error. |

**Configuration required Y Entities to Configure:**

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

[**9.0**](#_Business_Process_Model_1) **Evaluate and Perform Analysis Group: Processing Bill Segment Exceptions**

**Group: Processing Bill Exceptions**

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

**Description:**

The CSR or Authorized User will review the [Bill Segment](#BillSegmentNotebook) error and supporting information in CCS. Service Point, Device (Meter) and Read historical information, Device (Meter) Configuration, Activity History, Account, Service Agreement, and Billing History are some of the areas reviewed.

Typically, errors are caused by missing or incomplete information. Based on established business rules, the CSR or Authorized User investigates viable solutions or workarounds for the missing or incomplete information.

[**9.1**](#_Business_Process_Model_1) **Resolve Issue Group: Processing Bill Segment Exceptions**

**Group: Processing Bill Exceptions**

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

**Description:**

The CSR or Authorized User resolves the error and enters information into CCS.

[**9.2**](#_Business_Process_Model_1) **Update Data Group: Processing Bill Segment Exceptions**

**Group: Processing Bill Exceptions**

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

**Description:**

Information required for resolution is updated in CCS

[**9.3**](#_Business_Process_Model_1) **Request Complete To Do Group: Processing Bill Segment Exceptions**

**Group: Processing Bill Exceptions**

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

**Description:**

The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

**Note**: Completed To Do entries are typically purged after a defined period of time.

[**9.4**](#_Business_Process_Model_1) **Complete To Do Entry Group: Processing Bill Segment Exceptions**

**Group: Processing Bill Exceptions**

**Group: Complete Bill Segment Exception To Do**

**Actor/Role: CCS**

**Description:**

The To Do Entry is updated to Complete Status in CCS

[**9.5**](#_Business_Process_Model_1) **Examine Bill Segment Exception Table Group: Complete Bill Segment Exception To Do**

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

**Description:**

CCS(CCB) identifies and completes To Do Entries that are "Open" or "Assigned" that were previously created for bill segment exception records, but currently have no entries in the exception table.

**Customizable process N Process Name**

|  |
| --- |
| C1-CTBSE- Complete To Do of Bill Segment Exception |

[**9.6**](#_Business_Process_Model_1) **Identify Bills in Error Status Group: Processing Bill Exceptions**

**Group: TO DO Bill Error Process**

**Actor/Role: CCS**

**Description:**

CCS(CCB) identifies Bills in an error status. If CCS(CCB) determines the bill cannot be completed, a bill exception is created for review by a CSR or Authorized User. An associated To Do can be created. For example, if the customer’s mailing address is not defined, the corresponding bill cannot be completed.

**Customizable process N Process Name**

|  |
| --- |
| TD-BIERR - This background process creates a To Do entry for every Bill that's in error. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base TD-BIERR To Do Type |

[**9.7**](#_Business_Process_Model_1) **Create Bill Error To Do Group: Processing Bill Exceptions**

**Group: TO DO Bill Error Process**

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

**Description:**

CCS(CCB) can create a To Do Entry for every [Bill](#_Start/Stop_Page) in error status. 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.

**Customizable process N Process Name**

|  |
| --- |
| TD-BIERR - This background process creates a To Do entry for every Bill that's in error. |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| To Do Role(s) for base TD-BIERR To Do Type |

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-4223-001-Manually-Gen-Complete-Bill-For-Accnt-With-Item-Charges | 2 |
| 2 | URM-CCS-4223-002-Manually-Gen-And-Complete-Final-Bill-For-Accnt-With-Item-Charges | 2 |
| 3 | URM-CCS-4223-003-Manually-Gen-Complete-Bill-With-Item-Charges-With-Adjustment | 2 |
| 4 | URM-CCS-4223-004-Manually-Gen-Complete-Bill-With-Item-Charges-Estimated-Read | 2 |
| 5 | URM-CCS-4223-005-Manually-Rebill-Frozen-Bill-Segment-Complete-Bill-With-Item-Charges | 2 |
| 6 | URM-CCS-4223-006-Manually-Gen-Complete-Then-Reopen-Bill-With-Item-Charges | 2 |
| 7 | URM-CCS-4223-007-Manually-Gen-Freeze-Est-Bill-Seg-With-Item-Charge-Rebill | 2 |
| 8 | URM-CCS-4223-008-Submit-Batch-Billing-With-Item-Charges | 1 |

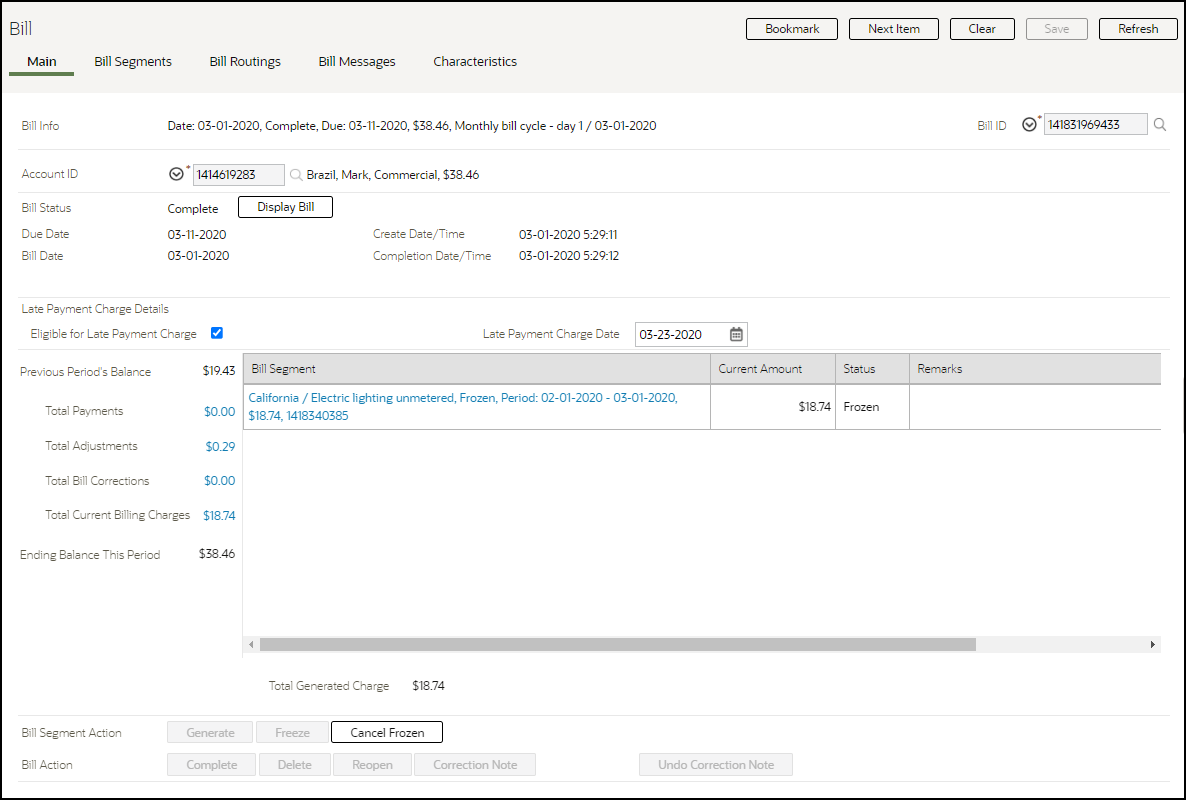
## Document Control

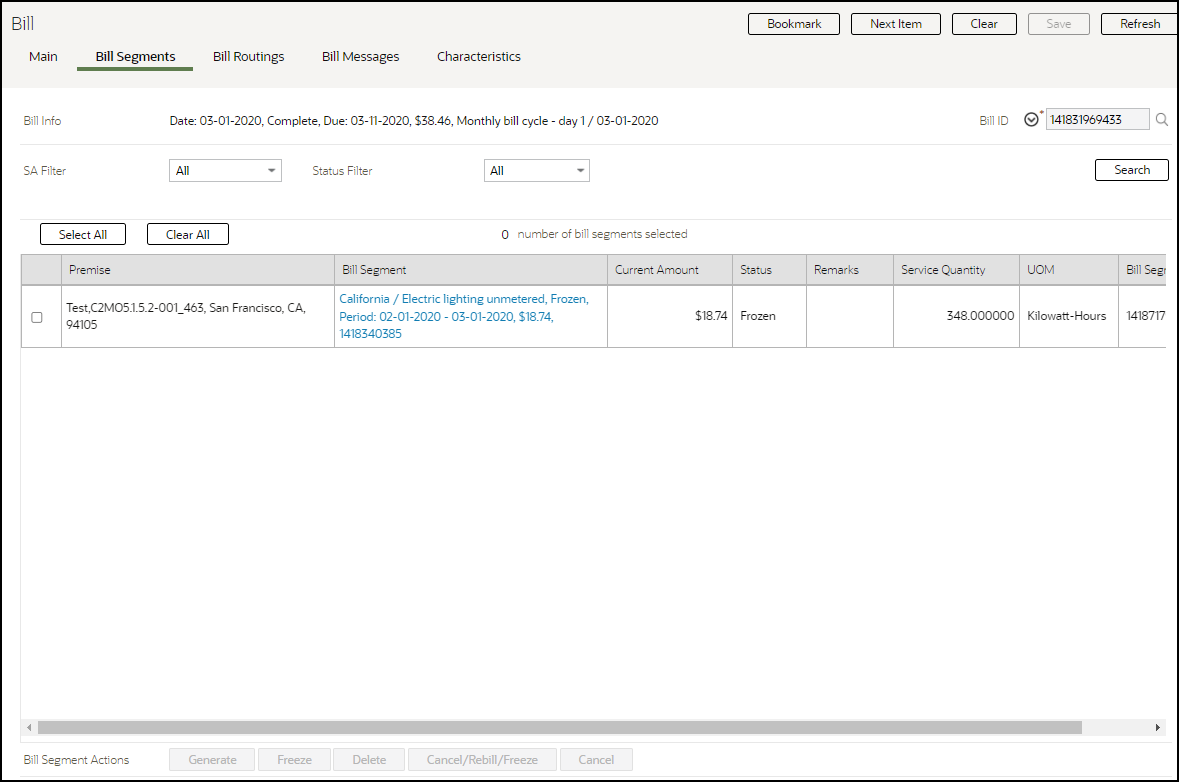
**Change Record**

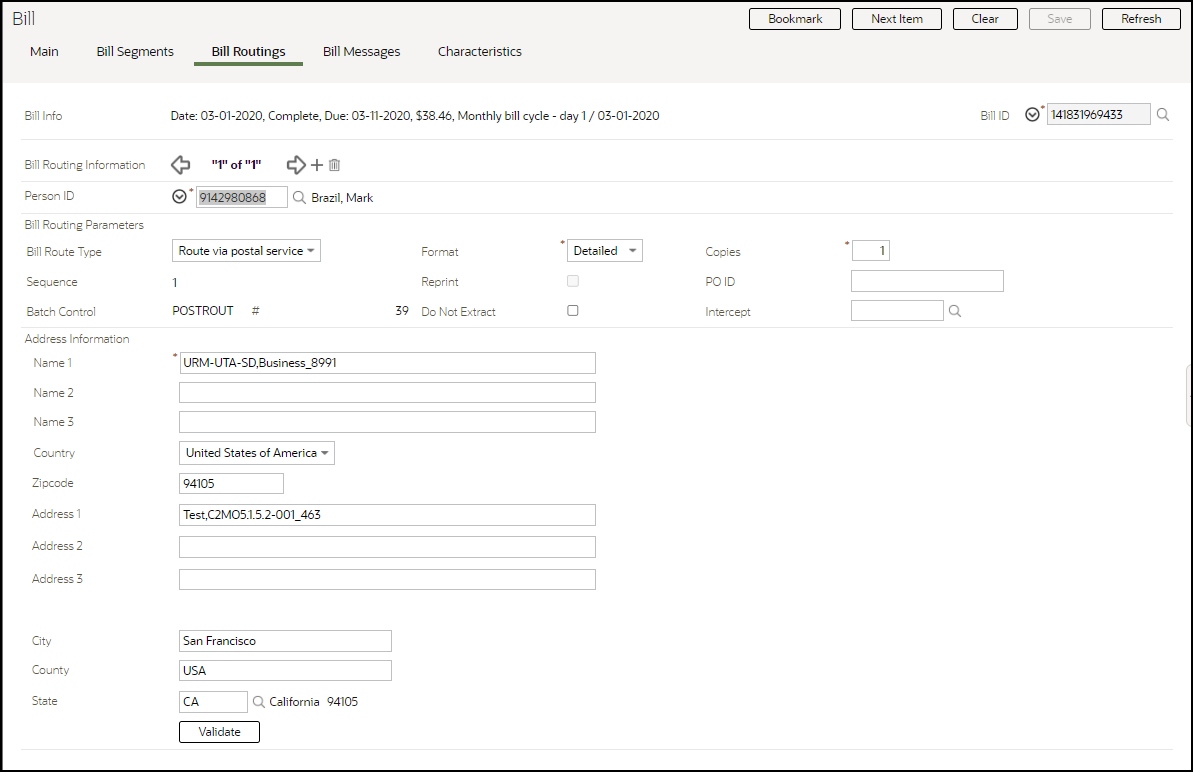
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|  |  |  |  |
| 6/8/09 | Colleen King | Draft | No Previous Document |
| 8/31/09 | Colleen King |  | After Review |
| 9/1/09 | Colleen King |  | After Review |
| 9/2/09 | Colleen King |  | After Review |
| 9/3/09 | Colleen King |  | After Review |
| 10/21/10 | Geir Hedman |  | Updated Title and Content page |
| 12/05/10 | Sarit Cohen |  | Display Bill Info update, Tech update |
| 2/9/11 | Geir Hedman |  | Updated Document and Visio |
| 3/25/2011 | Conrad Pinili |  | Updated Document – Process Plug-Ins |
| 10/3/2013 | Becky Ray |  | Updated for v2.4 |
| 10/5/2013 | Galina Polonsky |  | Reviewed, Approved |
| 08/28/15 | Jane Cuenco Tan |  | Updated Document and Visio |
| 09/09/2015 | Galina Polonsky |  | Reviewed, Approved |
| 11/20/2017 | Jeffrey Young |  | Updates for C2M item billing using usage request functionality |
| 12/18/2017 | Galina Polonsky |  | Reviewed, Approved |
| 1/3/2018 | Colleen King |  | Update Document and Visio |
| 08/15/2018 | Debby Phelps |  | Update Document and Visio for SP1 |
| 09/15/2018 | Galina Polonsky |  | Reviewed, Approved |
| 6/3/2019 | Satya Kalavala |  | Updated format for v2.7 |
| 1/21/2020 | Antonio Napoli |  | Changed Filename, Process name as per URM formatting in this document and Visio |
| 06/14/2024 | Kunal Nerkar |  | Updated Document and Visio CCS 24B |
| 06/18/2024 | Line Prado |  | Reviewed |
| 12/16/2024 | Galina Polonsky |  | Reviewed, Approved |

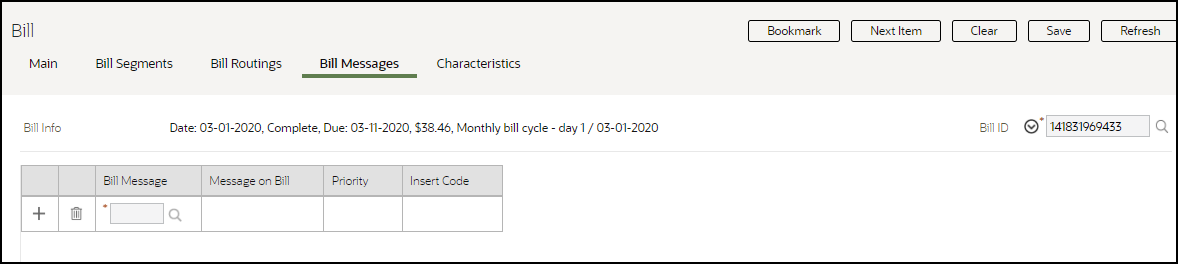
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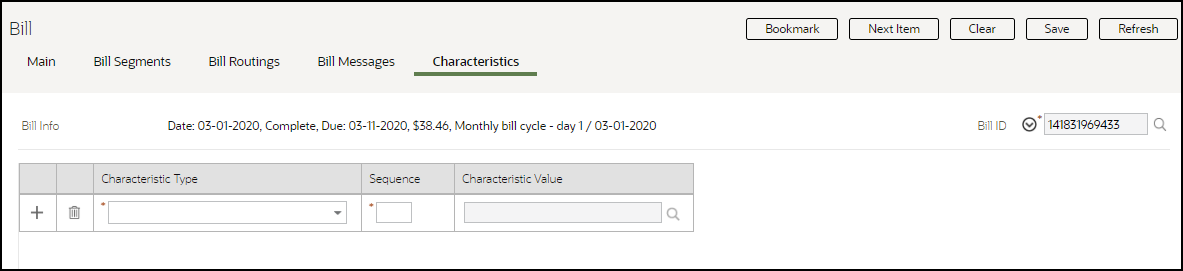
### Bill Item



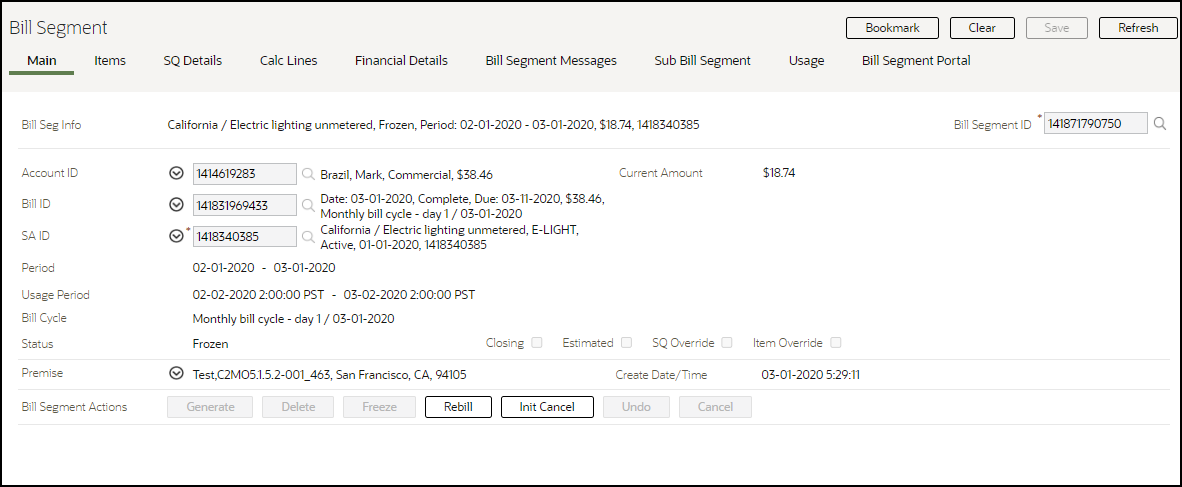


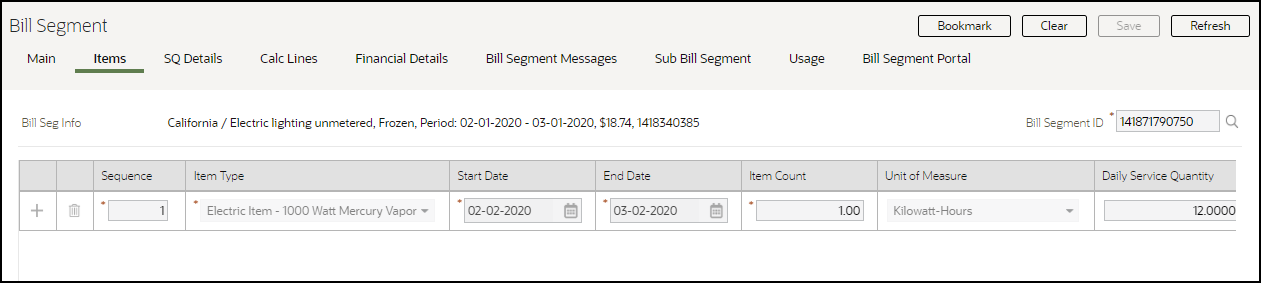


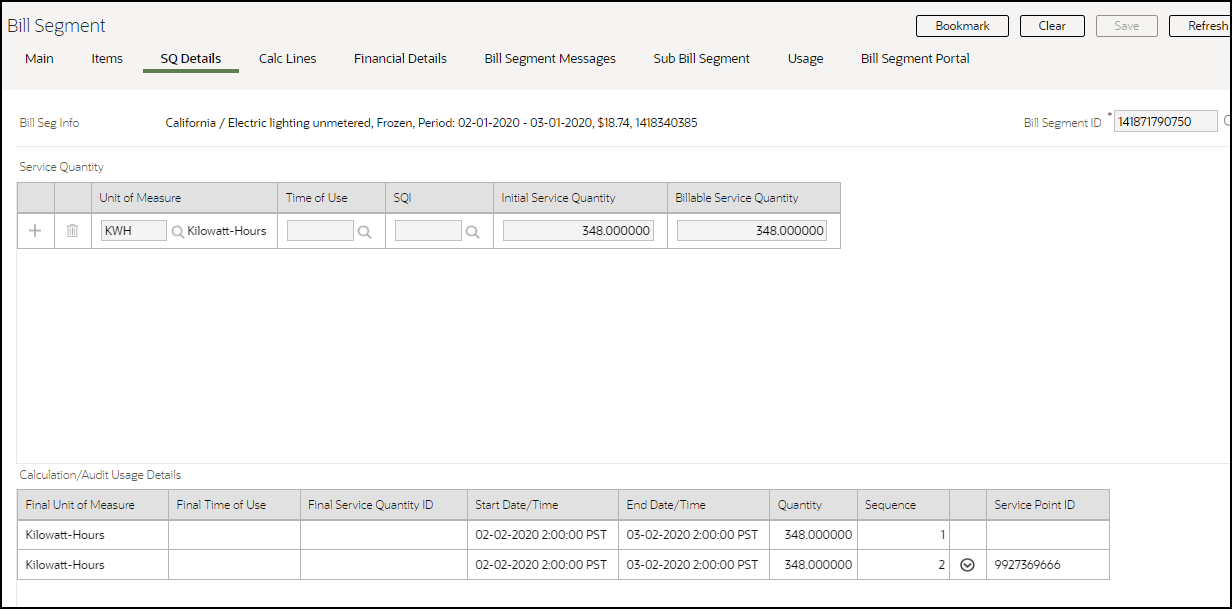


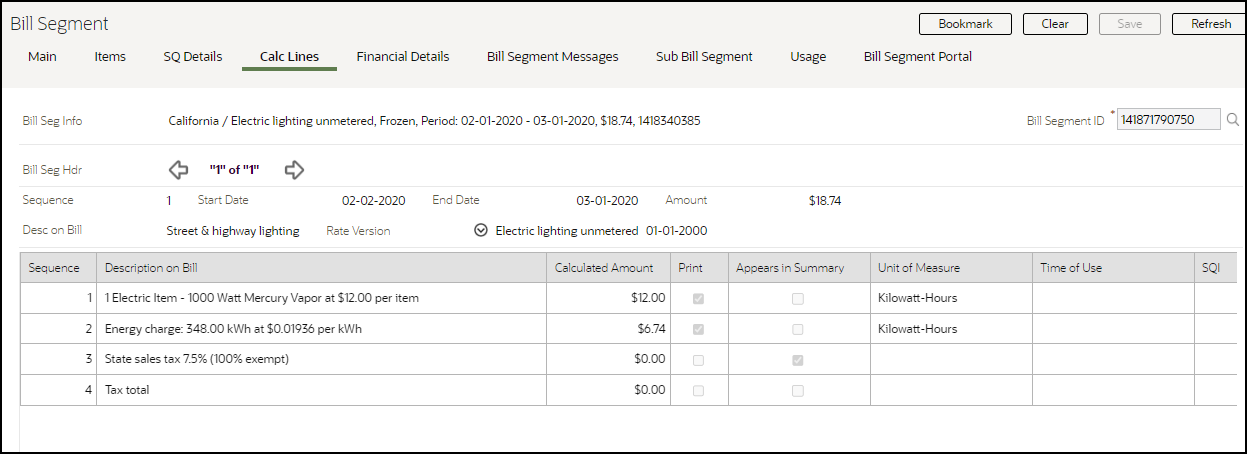


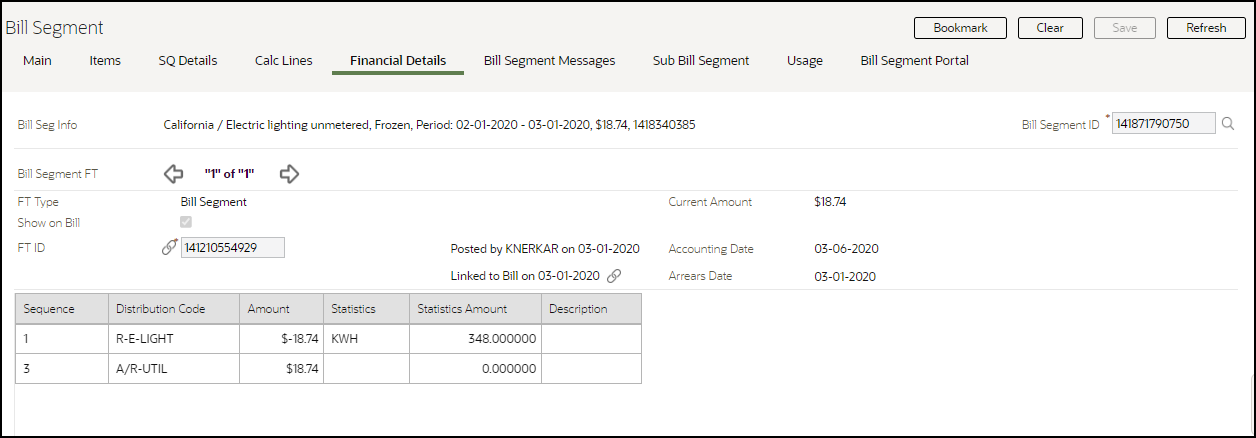
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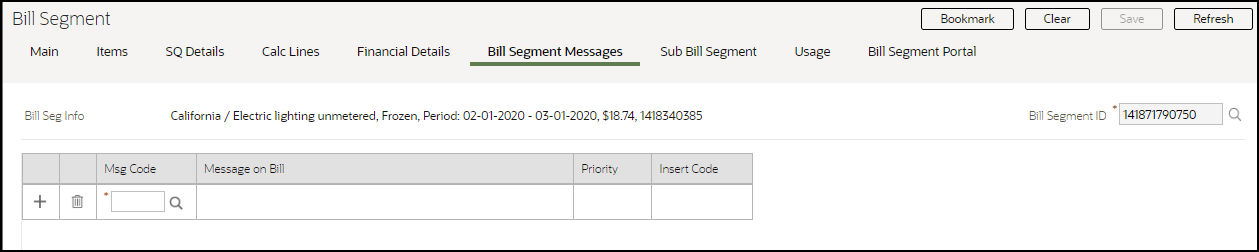


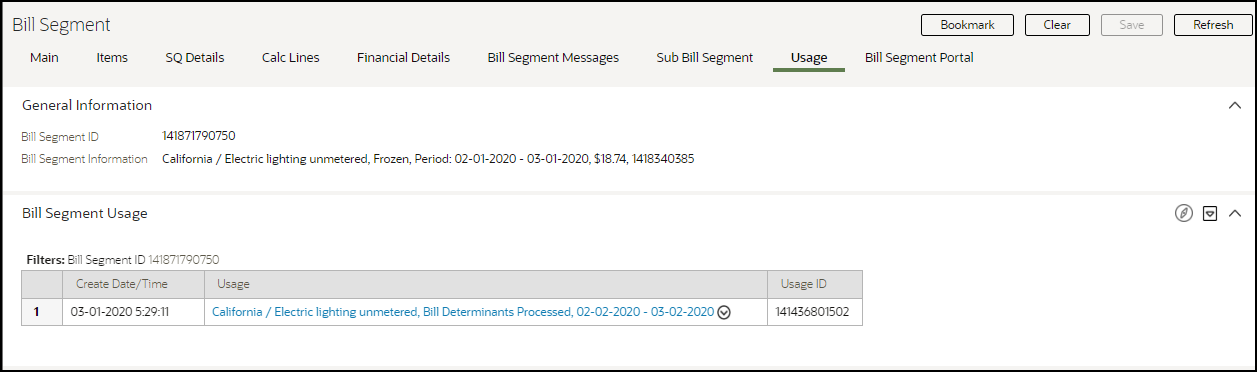


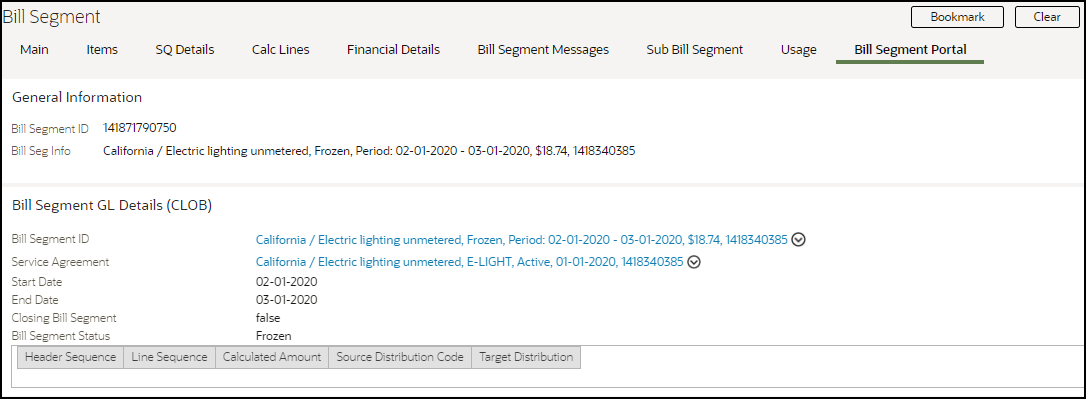




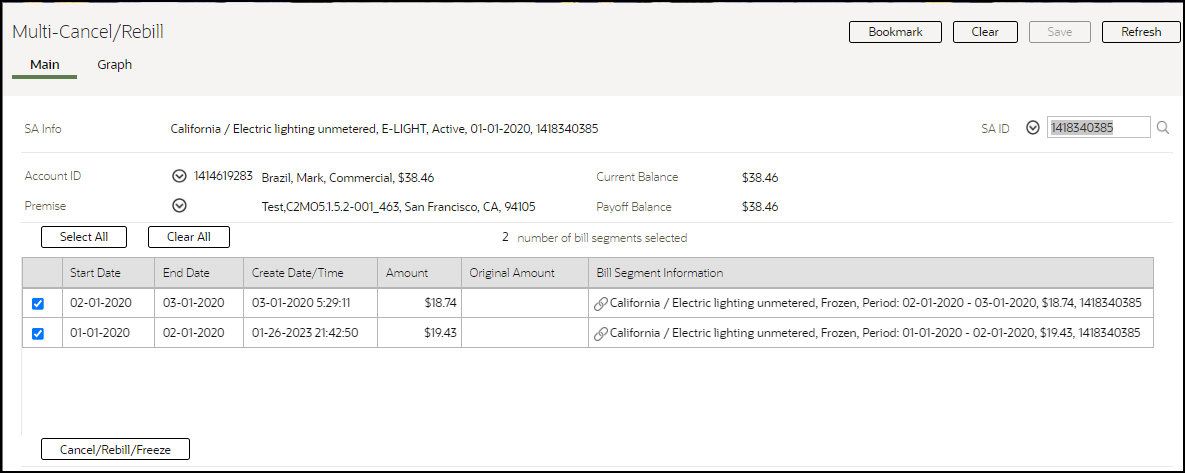




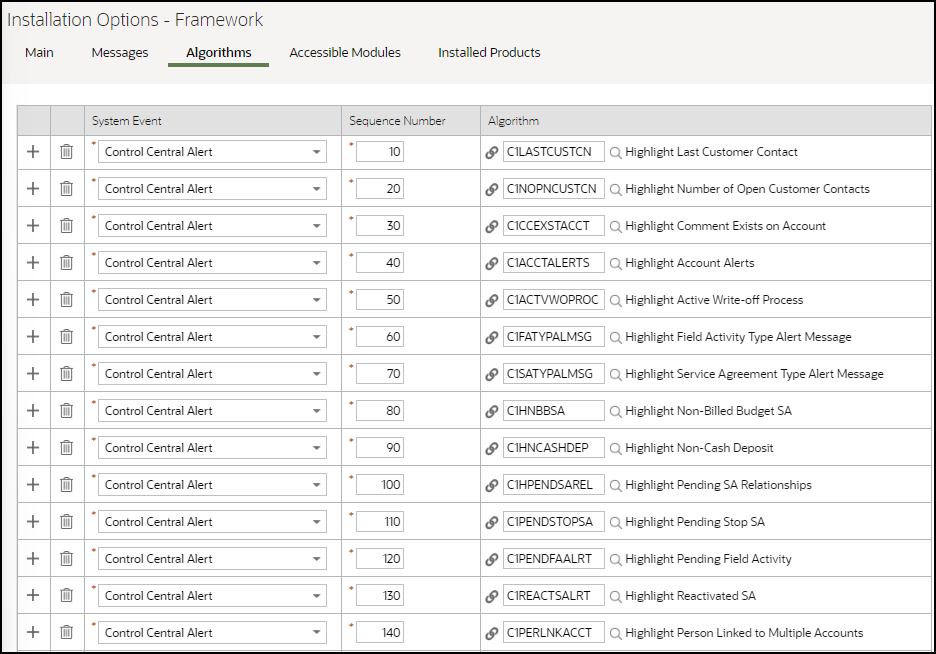


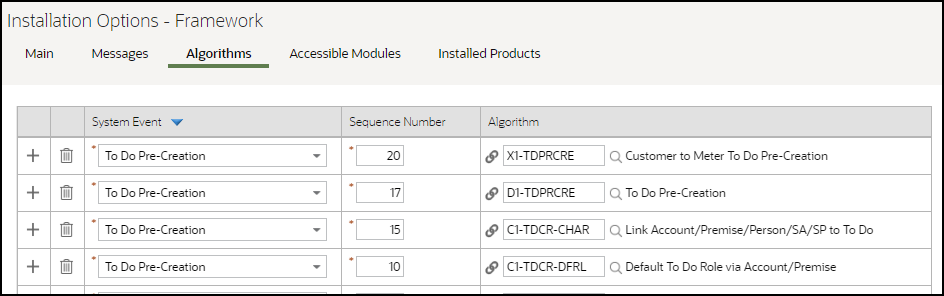


### Multi Cancel/Rebill

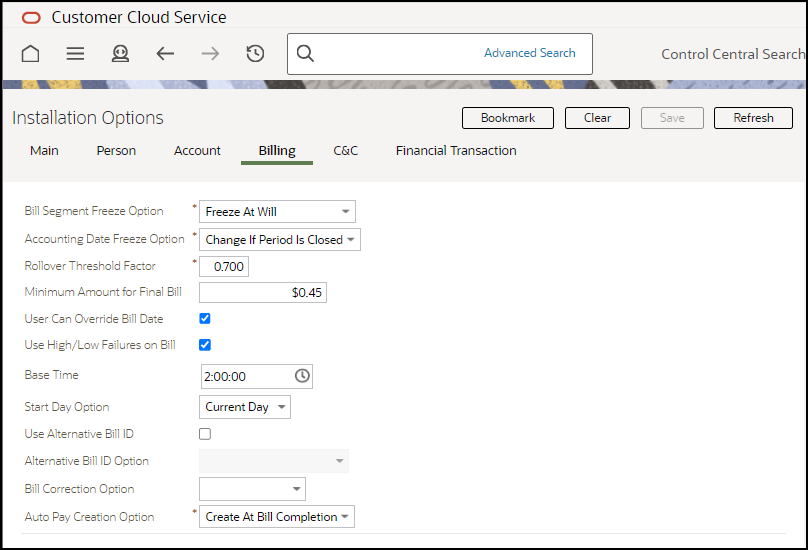


### Admin Menu/Installation Options/Control Central Alerts

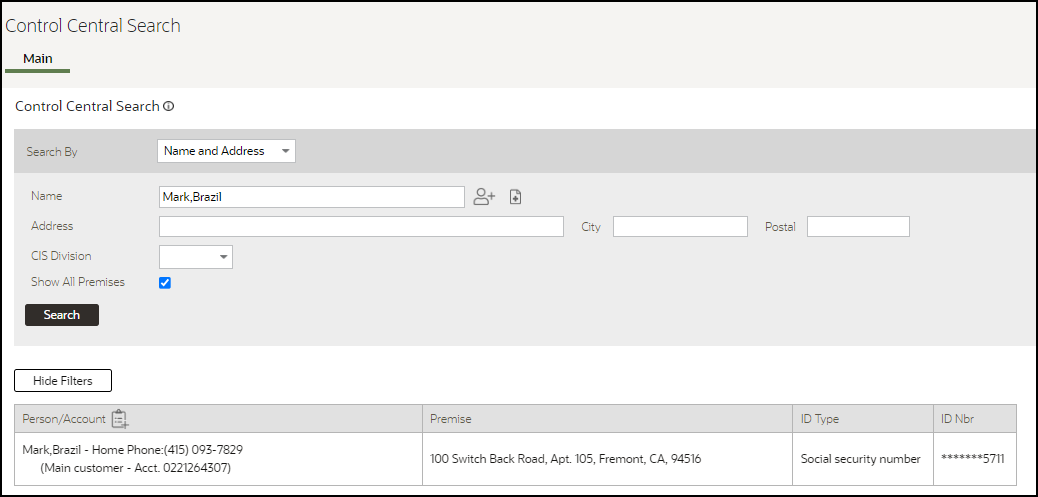




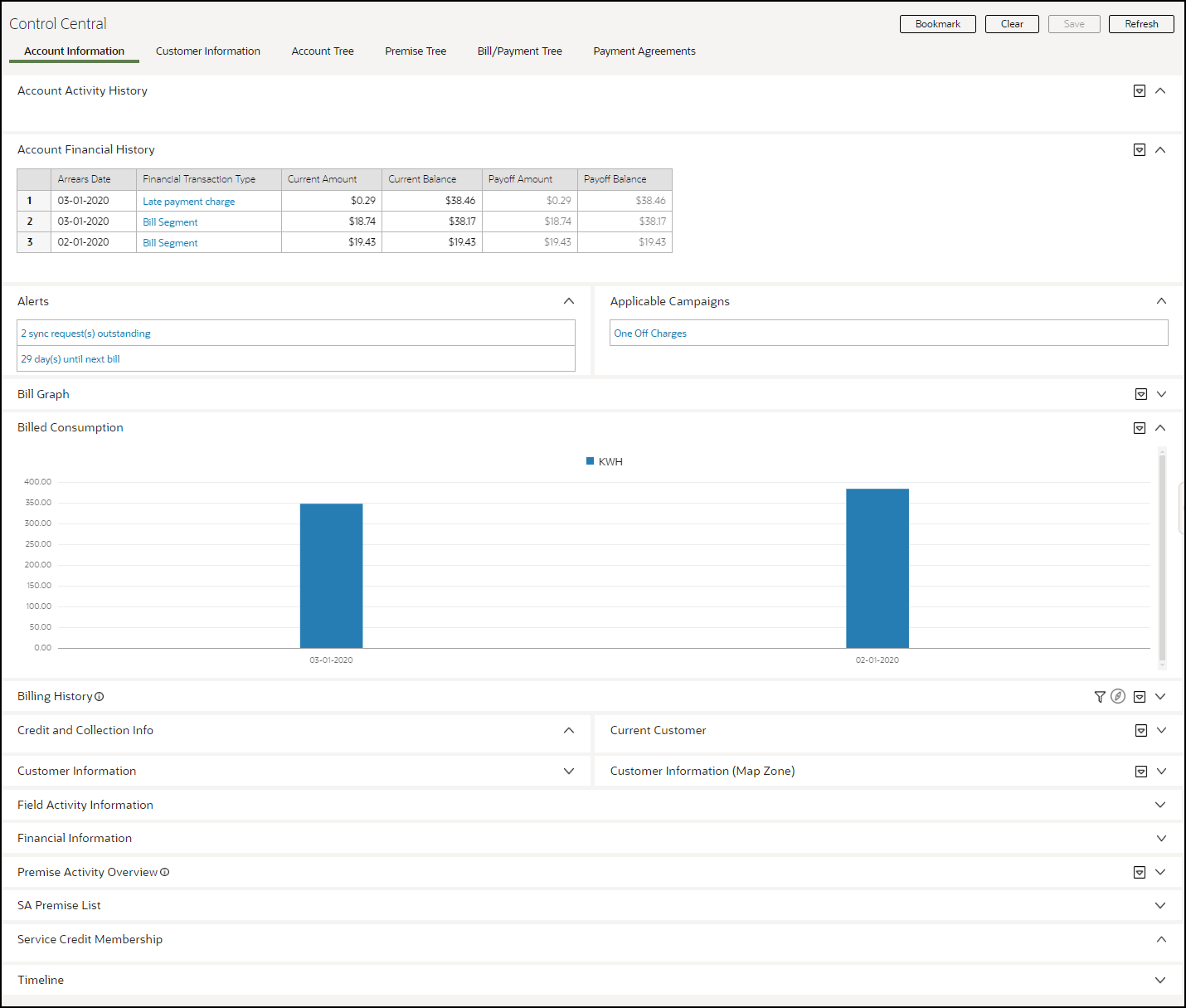
### Admin Menu/Installation Options/Billing



### Control Central Search



### Dashboard

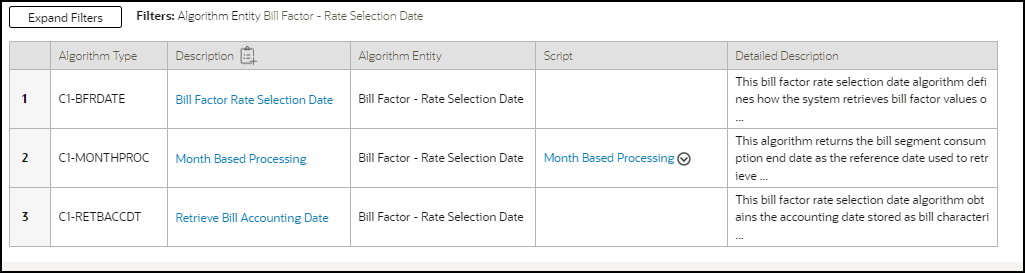


### Rate Algorithms / Entities to Configure

**Entities to Configure**

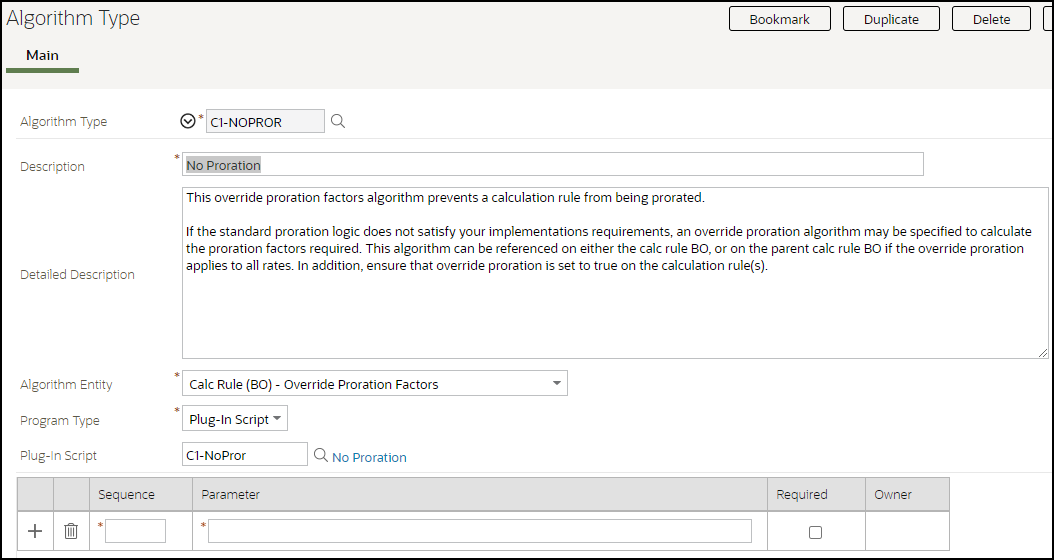
|  |  |
| --- | --- |
| Rate Schedule | Bill Factors |
| Unit of Measure | Bill Factor Values |
| Calculation Groups | Characteristics |
| Calculation Rules | Distribution Codes |
| Calculation Line Category | Various Algorithm Parameters |
| Measuring Components | Define Rates on Applicable SA Types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

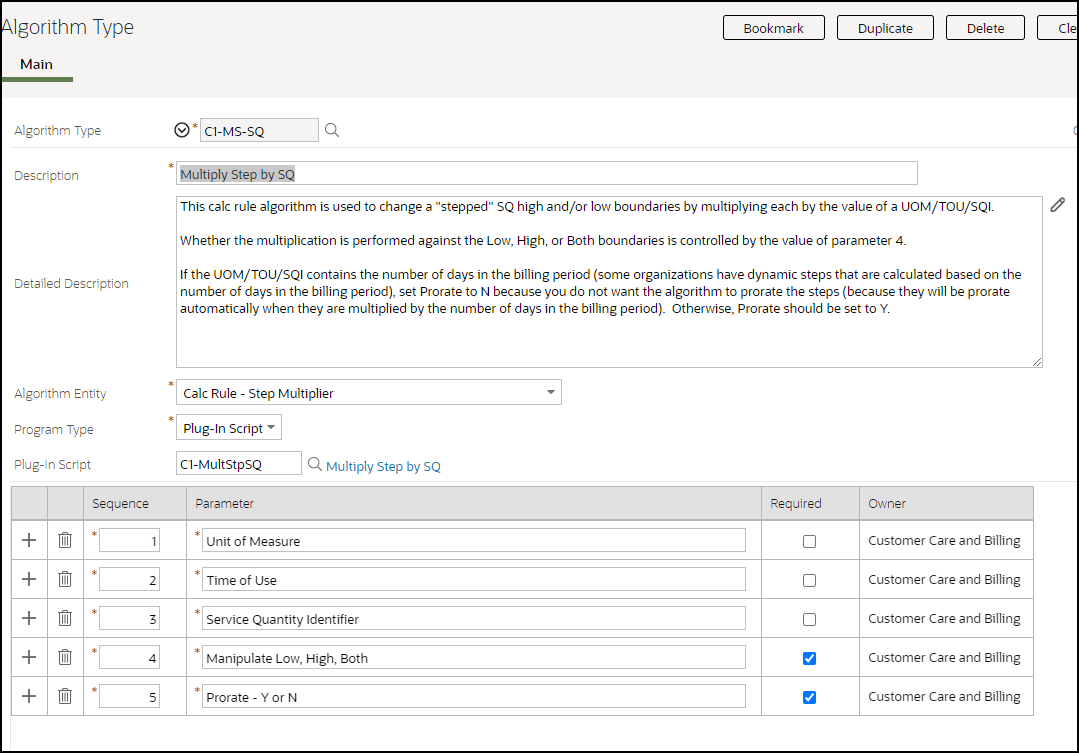
Bill Factor Rate Selection Date

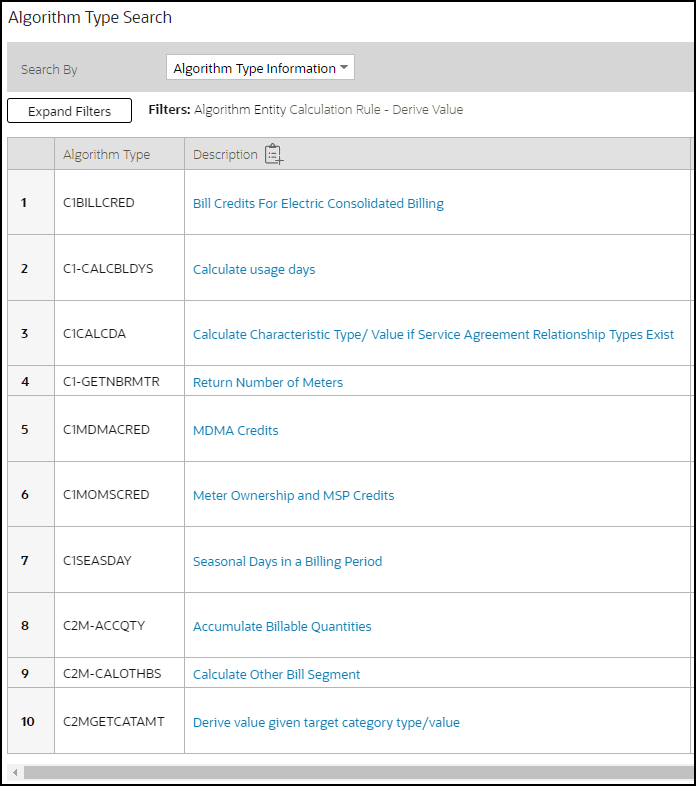


Various Calculation Rule Algorithms (Using Java Rate Engine)

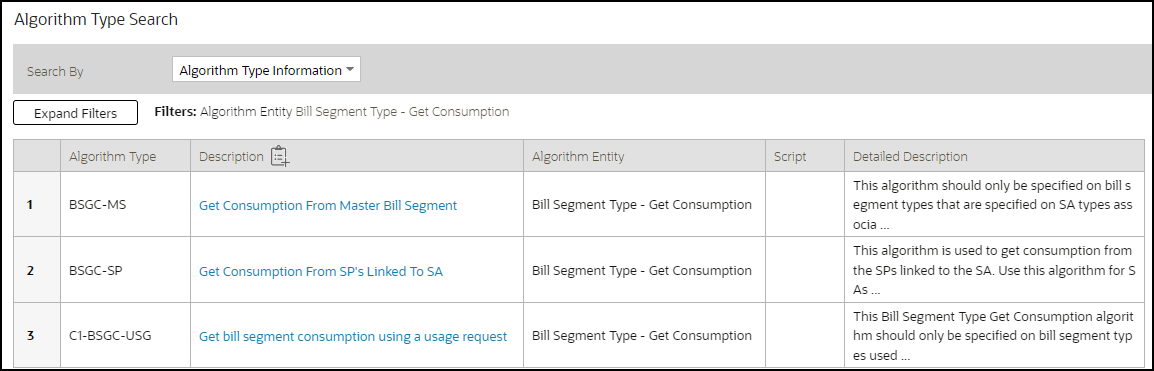




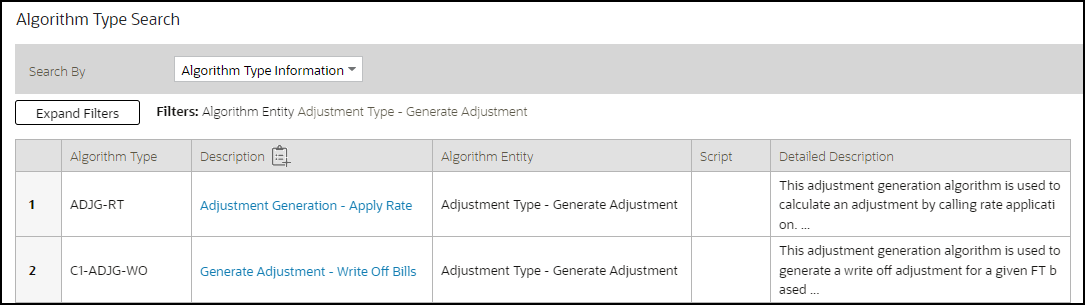




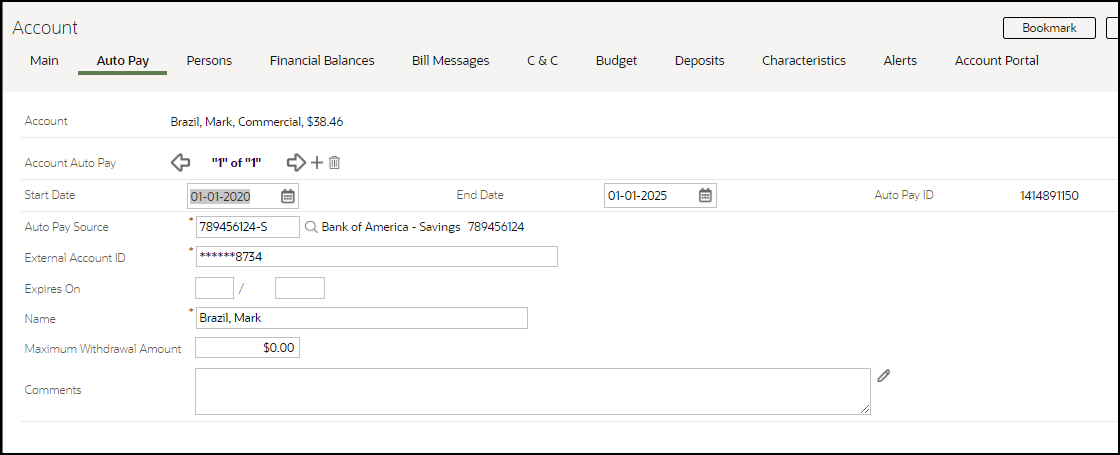
Bill Segment – Get Consumption Algorithms



Adjustment Generation Apply Rate Algorithm



### Account/AutoPay



### Usage Request

