

**Oracle Utilities Customer Care and Billing  
Release 2.4.0**

Utility Reference Model

4.2.2.10a Manage Budget Billing

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.10a, Release 2.4.0

Copyright © 2015, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

---

---

# Contents

## 4.2.2.10a Manage Budget Billing

4.2.2.10a Manage Budget Billing .....	1
Brief Description .....	2
Actors/Roles.....	2
Business Process Diagrams .....	3
Manage Budget Billing Process Model - Page 1 .....	3
Manage Budget Billing Process Model - Page 2 .....	4
Manage Budget Billing Detailed Process Model Description.....	5
1.1 Search for Customer.....	6
1.2 Evaluate Customer/Account Eligibility for New Budget .....	6
1.3 Request Generate Bill.....	6
1.4 Generate Bill Segments.....	6
1.5 Request Delete Bill .....	7
1.6 Delete Bill.....	7
1.7 Request Freeze Bill Segments .....	7
1.8 Freeze Bill Segments .....	7
1.9 Request Complete Bill.....	7
2.0 Complete Bill.....	7
2.1 Request Cancel Frozen Segments .....	8
2.2 Cancel Frozen Segments.....	8
2.3 Request Cancel/Rebill.....	8
2.3.1 Update Bill Segments to Pending Cancel and Create New Bill Segments.....	8
2.4 Request Undo Cancel/Rebill .....	9
2.5 Delete New Segments and Return Original Bill Segments to Frozen.....	9
2.6 Request Initiate Cancel .....	9
2.6.1 Update Bill Segments to Pending Cancel.....	9
2.7 Request Undo Cancel.....	9
2.7.1 Return Original Bill Segments to Frozen.....	9
2.8 Request Cancel .....	10
2.9 Cancel Bill Segment.....	10
3.0 Request Reopen Bill .....	10
3.0.1 Update Current Bill to Reopen.....	10
3.1 Extract Bill for Production.....	10
3.2 Produce Bill .....	11
3.3 Send Bill to Customer .....	11
3.4 Receive Bill.....	11
3.5 Check Eligibility for Billing .....	11
Installation Options - Control Central Alert Algorithms .....	12
Related Training.....	14



---

## 4.2.2.10a Manage Budget Billing

This section provides a description of the “Manage Budget Billing” business process. It includes:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Manage Budget Billing Process Model - Page 1](#)
  - ♦ [Manage Budget Billing Process Model - Page 2](#)
- ♦ [Manage Budget Billing Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Related Training](#)

## Brief Description

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

**Process Type:** Sub Process

**Parent Process:** 3.4.2. CC&B.Develop Insight and Understanding

**Sibling Processes:**

- 4.3.1.1 CC&B.Processing Payments
- 4.1.1.4 CC&B.Develop Arrears Procedures
- 4.2.2 CC&B.Batch Billing
- 3.4.1 CC&B.Manage Contacts
- 3.3.2.2 CC&B. Start Non Premise Based Service
- 3.3.2.4 CC&B.Stop Non Premise Based Service

This process describes how Billing impacts the customer on Budget Billing. The customer's current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account's Service Agreements.

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

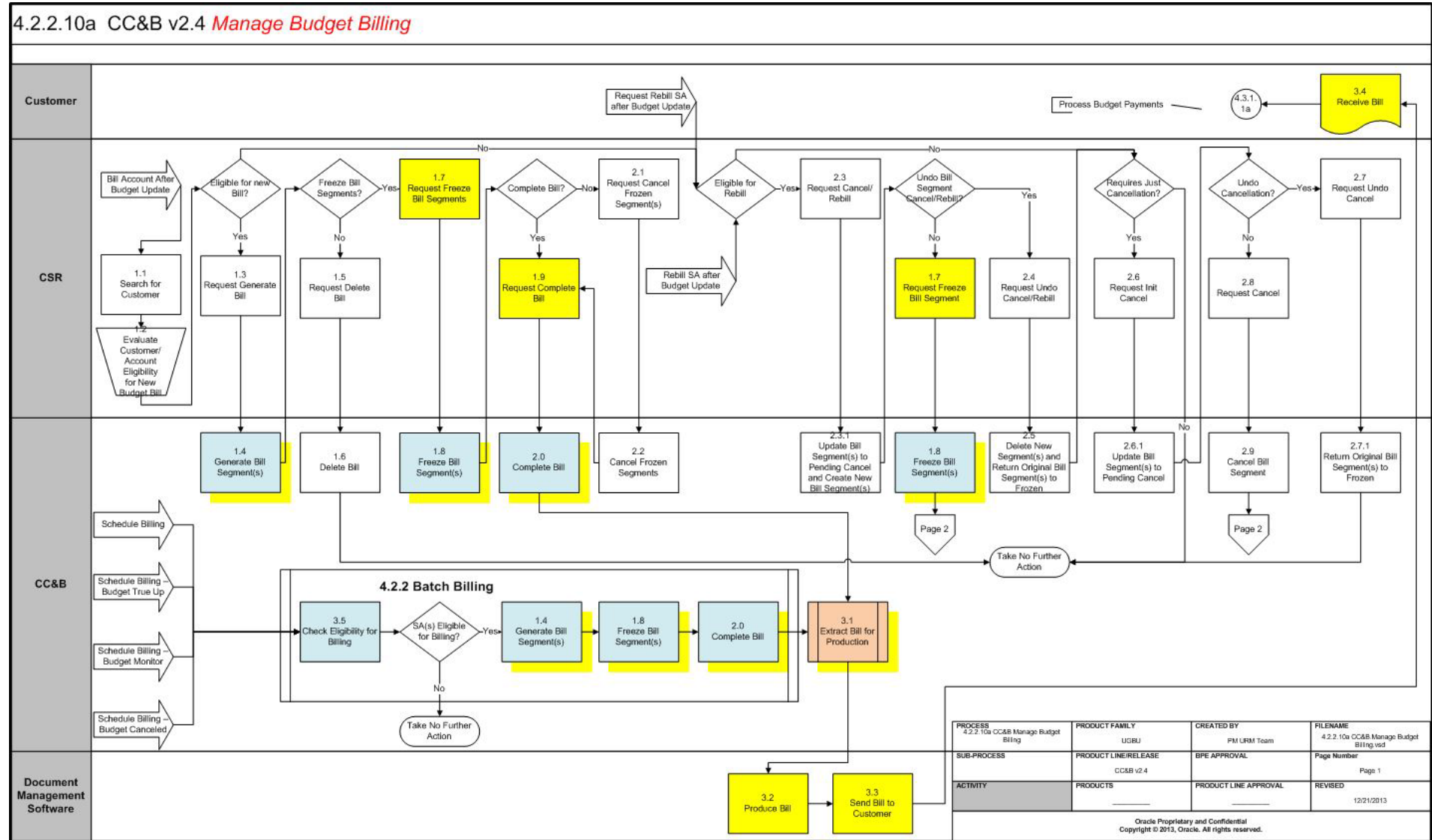
## Actors/Roles

The Manage Budget Billing business process involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Customer:** Authorized User of the Customer Care and Billing application.

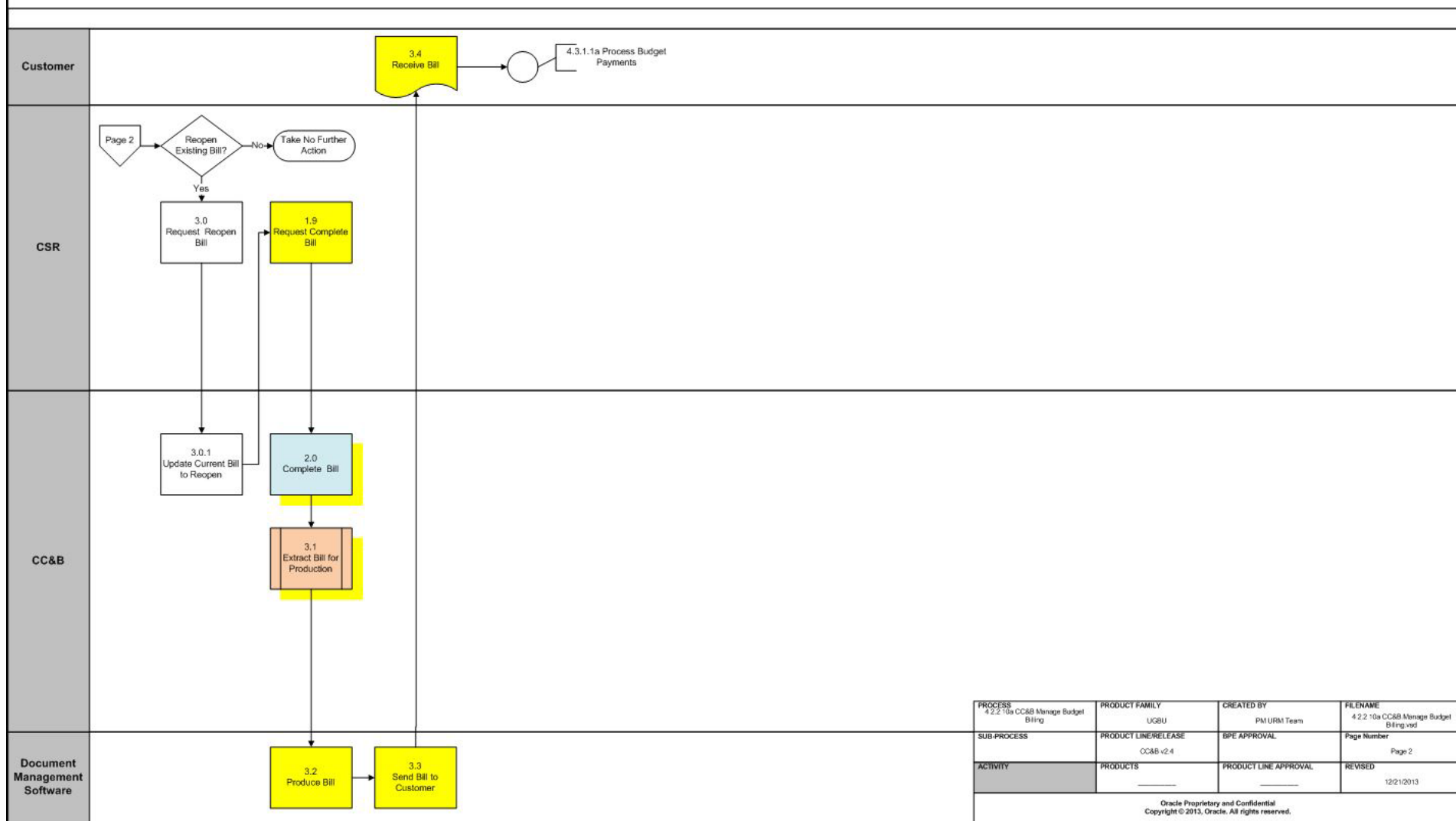
# Business Process Diagrams

## Manage Budget Billing Process Model - Page 1



## Manage Budget Billing Process Model - Page 2

4.2.2.10a CC&B v2.4 *Manage Budget Billing*





## Manage Budget Billing Detailed Process Model Description

This section provides a detailed description of the “Manage Budget Billing” business process, including:

- 1.1 Search for Customer
- 1.2 Evaluate Customer/Account Eligibility for New Budget
- 1.3 Request Generate Bill
- 1.4 Generate Bill Segments
- 1.5 Request Delete Bill
- 1.6 Delete Bill
- 1.7 Request Freeze Bill Segments
- 1.8 Freeze Bill Segments
- 1.9 Request Complete Bill
- 2.0 Complete Bill
- 2.1 Request Cancel Frozen Segments
- 2.2 Cancel Frozen Segments
- 2.3 Request Cancel/Rebill
- 2.3.1 Update Bill Segments to Pending Cancel and Create New Bill Segments
- 2.4 Request Undo Cancel/Rebill
- 2.5 Delete New Segments and Return Original Bill Segments to Frozen
- 2.6 Request Initiate Cancel
- 2.6.1 Update Bill Segments to Pending Cancel
- 2.7 Request Undo Cancel
- 2.7.1 Return Original Bill Segments to Frozen
- 2.8 Request Cancel
- 2.9 Cancel Bill Segment
- 3.0 Request Reopen Bill
- 3.0.1 Update Current Bill to Reopen
- 3.1 Extract Bill for Production
- 3.2 Produce Bill
- 3.3 Send Bill to Customer
- 3.4 Receive Bill
- 3.5 Check Eligibility for Billing

## 1.1 Search for Customer

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Upon receipt of request or inquiry for Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B. There are a number of algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the CSR with valuable insight for overall analysis of the customer.

**Available Algorithms**

- [Installation Options - Control Central Alert Algorithms](#)

## 1.2 Evaluate Customer/Account Eligibility for New Budget

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

**Available Algorithms**

- [Installation Options - Control Central Alert Algorithms](#)

## 1.3 Request Generate Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User requests a new online bill created.

## 1.4 Generate Bill Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Billing process adds a pending bill, calculates, creates bill segment, and creates financial transaction. The Current Amount = Budget amount and Payoff Amount = Actual Billed Amount. The Bill Segment Type Financial Transaction Creation Algorithm verifies whether or note the Account is flagged for Budget Billing to determine current amount and payoff amount. With Budget True Up or changes from the Budget Monitor Review the Current Amount = New Updated Budget and Payoff Amount = Actual Billed Amount. If the Budget is canceled the New Current Amount = Payoff Amount (Actual Billed Amount).

**Entities to Configure**

- Bill Segment Type configured with above Financial Transaction Creation Algorithm, SA Type defined as eligible for Budget - recurring charge.

**Available Algorithms**

- C1-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.

## 1.5 Request Delete Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

## 1.6 Delete Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The bill is deleted in CC&B. No record is kept.

## 1.7 Request Freeze Bill Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User freezes the bill segments.

## 1.8 Freeze Bill Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The Bill Segments and associated Financial Transaction are frozen in CC&B.

### Entities to Configure

- Installation Options - Bill Freeze Options

### Available Algorithms

- C1-BSFZ-BCH - This Customer Class bill segment freeze/cancel algorithm cancels a bill segment's billable charges.

## 1.9 Request Complete Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User completes the Bill.

## 2.0 Complete Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** When a bill is completed in CC&B all financial transactions are swept on to the bill. Any previous balances are added to the total amount due. The Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if any. With Budget True Up or changes from the Budget Monitor Review the Current Balance = Budget Amount + Previous Balance if any, and the Payoff Balance = Actual Billed + Previous Balance if

any. If the Budget is canceled the New Current Balance = Payoff Balance (Actual Billed + Previous Balance if any).

#### Available Algorithms

- C1-SUP-PR-BL - This Customer Class bill completion algorithm suppresses printing bills after final bill.
- CI\_CN-BRT - This Customer Class bill completion algorithm suppresses bill routings for credit notes.
- CI\_CN\_RADJ - This Customer Class bill completion algorithm reverses adjustments when creating credit notes.
- DELTAFFMILES - This Customer Class bill completion algorithm adds Delta frequent flier miles.
- UNITEDMILES - This Customer Class bill completion algorithm adds United frequent flier miles.

## 2.1 Request Cancel Frozen Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

#### Entities to Configure

- Bill Cancel Reasons

## 2.2 Cancel Frozen Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The bill segments are canceled in CC&B. A new cancellation financial transactions is created to reverse the original financial transaction associated with the bill segments.

## 2.3 Request Cancel/Rebill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User uses the rebill function to request Cancel and Rebill of the Bill Segments.

#### Entities to Configure

- Bill Cancel Reasons

### 2.3.1 Update Bill Segments to Pending Cancel and Create New Bill Segments

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The original Bill Segments is updated to Pending Cancel, and new Bill Segments created. A new Financial Transaction is associated with the new Bill Segment and the original Financial Transaction is pending Cancel.

## 2.4 Request Undo Cancel/Rebill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

## 2.5 Delete New Segments and Return Original Bill Segments to Frozen

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B deletes the newly generated segment and returns the original Bill Segment to frozen. There is no impact to Financial Transactions.

## 2.6 Request Initiate Cancel

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

**Entities to Configure**

- Bill Cancel Reasons

### 2.6.1 Update Bill Segments to Pending Cancel

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The system updates the Bill Segment to Pending Cancel.

## 2.7 Request Undo Cancel

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

### 2.7.1 Return Original Bill Segments to Frozen

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B returns the original Bill Segment to frozen. There is no impact to Financial Transactions.

## 2.8 Request Cancel

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User confirms canceling of the bill segment.

## 2.9 Cancel Bill Segment

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The Bill Segment is canceled in CC&B. A separate financial transaction is created to reverse the effect of the original financial transaction.

## 3.0 Request Reopen Bill

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

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

### 3.0.1 Update Current Bill to Reopen

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The current Bill is reopened in CC&B and available for applicable changes.

## 3.1 Extract Bill for Production

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The bill is extracted. The bill print process creates the flat file interfaced to document management software. This process uses all bill routing extract records associated with its batch control that are marked with a supplied run number. The information extracted and placed on the flat file for each bill is controlled by each bill route type's extract algorithm. Refer to 4.2.2 Batch Billing for more information.

### Available Algorithms

- C1-BLEX-EX - This Bill Route Type extract algorithm constructs the records that contain the information that appears on a printed bill (for Doc 1).
- C1-BLEX-CR - This Bill Route Type extract algorithm prepares the report information needed to create a bill using a Reporting Engine.
- CI\_BLEX-XML - This Bill Route Type extract algorithm create XML bill extract records for Documaker.

### Process Names

- POSTROUT - This bill print process creates the flat file that is interfaced to document management software.
- Custom Extract Process

**Entities to Configure**

- Bill Route Types - Used for extract using above algorithm.

**3.2 Produce Bill**

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Document Management Software

**Description:** Document Management Software reads and process bill information produced by CC&B. It prints actual bills or prepare bills in another format (e-mail, PDF online format, short message service (SMS)).

**3.3 Send Bill to Customer**

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Document Management Software

**Description:** The printed bill is sent or made available to the Customer.

**3.4 Receive Bill**

**Reference:** [Manage Budget Billing Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** Customer

**Description:** The Customer receives the Bill.

**3.5 Check Eligibility for Billing**

**Reference:** [Manage Budget Billing Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Actor/Role:** CC&B

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

**Available Algorithms**

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

**Process Names**

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

**Entities to Configure**

- SA Type
- Customer Class

# Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
C1-CCAL-CASE	Highlight open cases
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
C1-OD-PROC	Highlight Active Overdue Processes
C1-OPENLDALR	Retrieve Open Leads
C1-OPN-MEVT	Highlight Open and Disputed Match Events
C1-PPBALERT	Prepay Biller Task Alert
C1-STASKALRT	Retrieve Open Service Tasks
C1-STOP-SA	Highlight Stopped SAs
C1_CASH-DF	Cash Only Account
C1_COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_SEVPR-DF	Highlight Active Severance Processes
CI_CCAL-TD	Highlight Open To Do Entries
CI_CCAL_DECL	Highlight effective declarations for acct and prem
CI_PPDENIAL	Count pay plan denial customer contacts
CI_PP_ACTIVE	Show count of ACTIVE pay plans
CI_PP_BROKEN	Show count of BROKEN pay plans
CI_PP_KEPT	Show count of KEPT pay plans
CC-PPDENIAL	Count pay plan denial customer contacts
CCAL WFACCTR	Display active WF for account based on char
CCAL WFACCTX	Display active WF for account based on context
CCAL WFPREMR	Display active WF for premise based on char
CCAL WFPREMX	Display active WF for premise based on context
CCAL-CASE	Highlight open cases
CCAL-DECL	Highlight effective declarations for acct and prem
CCAL-FAERMSG	Highlight FAs with outstanding outgoing messages



Value	Description
CCAL-TD	Highlight outstanding To Do entries
CI_OMF-DF	Highlight Open and Disputed Match Events
CI_STOPSA-DF	Highlight Stopped SAs
CI_WO-BILL	Highlight Written Off Bills
F1-SYNRQALRT	Retrieve Outstanding Sync Request
PP-ACTIVE	Show count of ACTIVE pay plans
PP-BROKEN	Show count of BROKEN pay plans
PP-KEPT	Show count of KEPT pay plans

## Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data