

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

Utility Reference Model

4.2.2.14 Manage Off Cycle Bill for External and Misc  
Charges

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.14, 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

## 4.2.2.14 Manage Off Cycle Bill for External and Misc Charges

4.2.2.14 Manage Off Cycle Bill for External and Misc Charges .....	1
Brief Description .....	2
Actors/Roles.....	2
Business Process Diagrams .....	3
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1.....	3
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2.....	4
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3.....	5
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4.....	6
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5.....	7
Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6.....	8
Manage Off Cycle Bill for External and Misc Charges Detailed Process Model Description .....	9
1.0 Search for Customer.....	11
1.1 Evaluate Customer Account's Eligibility for Bill .....	11
1.2 Select Charges to Be Billed and Enter Bill Information.....	11
1.3 Request to Create Off Cycle Bill Generator.....	11
1.4 Create Off Cycle Bill Generator in Pending State .....	11
1.5 Review Pending Off Cycle Bill Generator.....	12
1.6 Request to Delete Bill Generator .....	12
1.7 Delete Off Cycle Bill Generator.....	12
1.8 Re-Select Misc Charges and Adjustments.....	12
1.9 Update Pending Bill Generator .....	13
2.0 Request to Complete Off Cycle Bill Generator.....	13
2.1 Select Billable Charges from Off Cycle Bill Generator.....	13
2.2 Determine Bill Period .....	14
2.3 Apply Rates to Calculate Charges .....	14
2.4 Apply Rates to Calculate Additional Charges.....	15
2.5 Create BS Details and Bill Segments .....	15
2.0.1 Format Online Presentation .....	15
2.6 Financial Transactions Generated.....	16
2.7 Freeze FT .....	16
2.8 Initiate Payment Process to Service Provider.....	17
2.9 Create Bill Messages .....	17
3.0 Transfer Customer's A/R to Service Provider.....	18
3.1 Determine Due Date, Credit Review Date.....	18
4.9 Add Adjustments and Bill Corrections to Affect Bill Amount .....	19
3.2 Manage Autopay .....	19
3.3 Create Additional Required Bill Messages .....	19
3.4 Update Bill with Completion Details.....	20
6.2 Review Off Cycle Bill.....	20
3.5 Request Cancel Frozen Segments .....	20
3.6 Update Bill Segments to Pending Cancel.....	21
3.7 Request Finalize Cancel Bill Segments .....	21
3.8 Update Bill Segments to Canceled .....	21

3.9 Cancel Billable Charge .....	21
4.0 Request Undo Cancel Bill Segments.....	21
4.1 Return Original Bill Segments to Frozen.....	22
4.2 Request Add Bill Messages.....	22
4.3 Add Bill Messages .....	22
4.4 Review Bill .....	22
4.5 Extract Bill for Production.....	22
4.6 Produce Bill .....	23
4.7 Send Bill to Customer .....	23
4.8 Receives Bill.....	23
6.7 Select Accounts with Pending Off Cycle Bill Generator.....	23
5.0 Check Eligibility for Batch Billing.....	24
5.1 Highlight Bill Segment Exceptions .....	24
5.2 Highlight Bill Exceptions .....	25
5.3 Identify Bill Segments in Error Status.....	25
5.4 Create Bill Segment Exceptions To Do .....	25
5.5 Evaluate and Investigate Error.....	26
5.6 Resolve Error .....	26
5.7 Update Data.....	26
5.8 Request Complete To Do .....	26
5.9 Complete To Do Entry.....	26
6.0 Identify Bills in Error Status .....	26
6.1 Create Bill Exceptions To Do .....	27
3.0.1 Evaluate Request to Create Payment to Service Provider.....	27
3.0.2 Determine Amount .....	27
3.0.3 Create Adjustment for Service Provider .....	28
3.0.4 Send Financial Information.....	28
3.0.5 Receive and Process Financial Information .....	28
3.0.6 Send Payment Information .....	28
3.0.7 Process Received Payment Financial Information .....	28
Installation Options - Control Central Alert Algorithms .....	29
Various Rate Schedule Algorithms and Major Configuration Information .....	30
Available Algorithms .....	30
Entities to Configure .....	30
Related Training.....	31

---

## 4.2.2.14 Manage Off Cycle Bill for External and Misc Charges

This section provides a description of the “Manage Off Cycle Bill for External and Misc Charges” business process. It includes:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5](#)
  - ♦ [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6](#)
- ♦ [Manage Off Cycle Bill for External and Misc Charges Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Various Rate Schedule Algorithms and Major Configuration Information](#)
- ♦ [Related Training](#)

## Brief Description

**Business Process:** 4.2.2.14 Manage Off Cycle Bill for External and Misc Charges

**Process Type:** Sub Process

**Parent Process:** 4.2.2 CC&B.Manage Bill

**Sibling Processes:**

- 4.2.2.2 CC&B.Manage Meter Charges
- CC&B 4.2.2.3 CC&B.Manage Item Charges
- CC&B 4.2.2.5 CC&B.Manage Loan Charges
- 4.2.2.6 CC&B.Manage Deposit Charges

This process describes Off Cycle Billing for External and Miscellaneous services. This process takes place in the following situations:

- The utility company provides the service that occurs outside the normal bill cycle process, and needs to generate a bill “Off” cycle for a customer.
- Most bills are produced in a Batch Billing process. If errors are detected, the Bill is saved with an error status for review. The CSR or Authorized User can create Bills manually if required. If a Bill is generated as valid but has missing or incomplete information, the CSR or Authorized User has the ability to modify the bill.
- The Bill contains information about financial activity since the last time the customer was billed. The Bill includes information for Payments, Adjustments, and Bill corrections in addition to the current Bill information. The organization can communicate pertinent information to the customer through the use of Bill messages.
- When a bill is successfully completed the company makes it available for Customer.

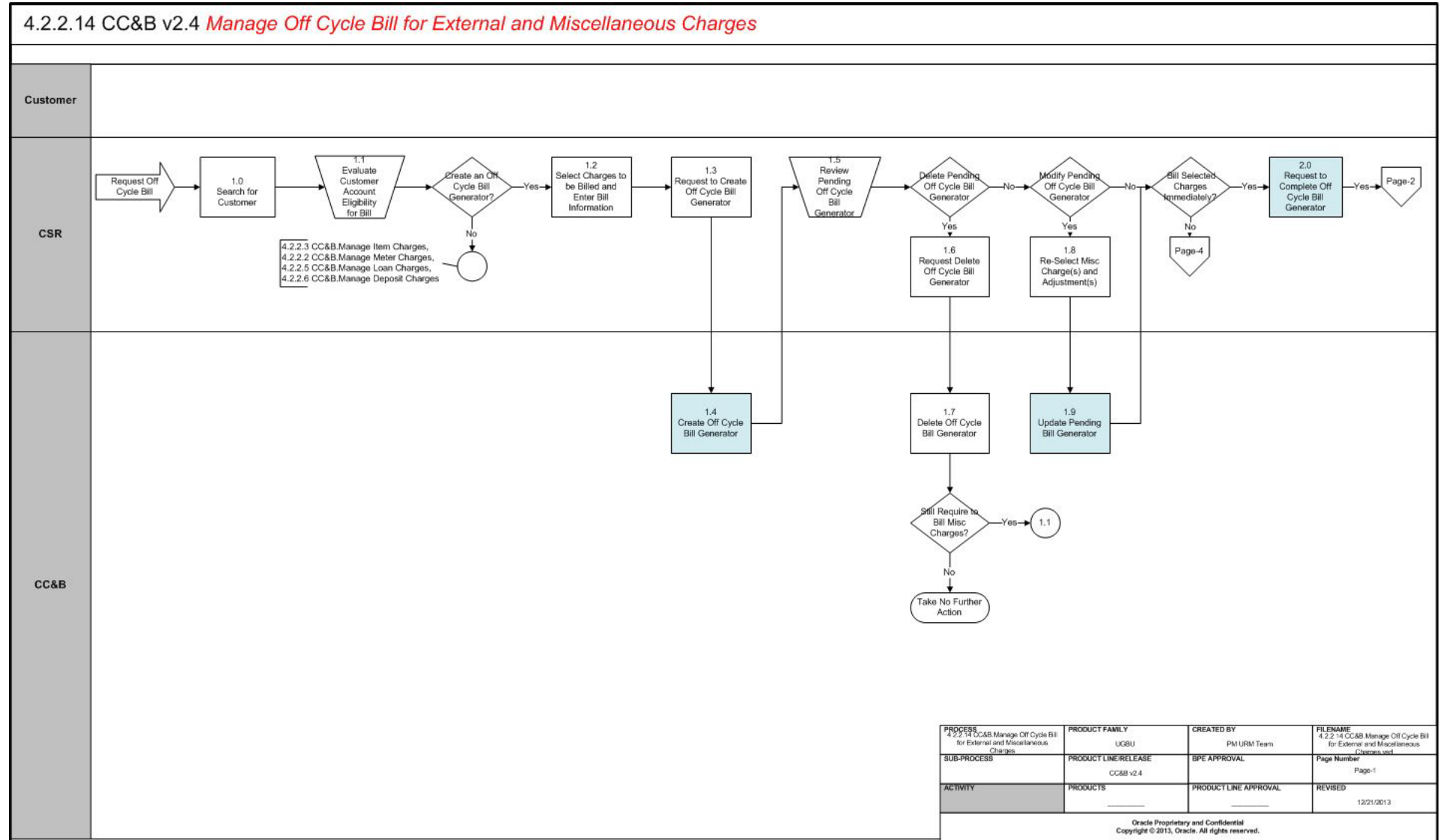
## Actors/Roles

The Manage Off Cycle Bill for External and Misc Charges business process involves the following actors and roles:

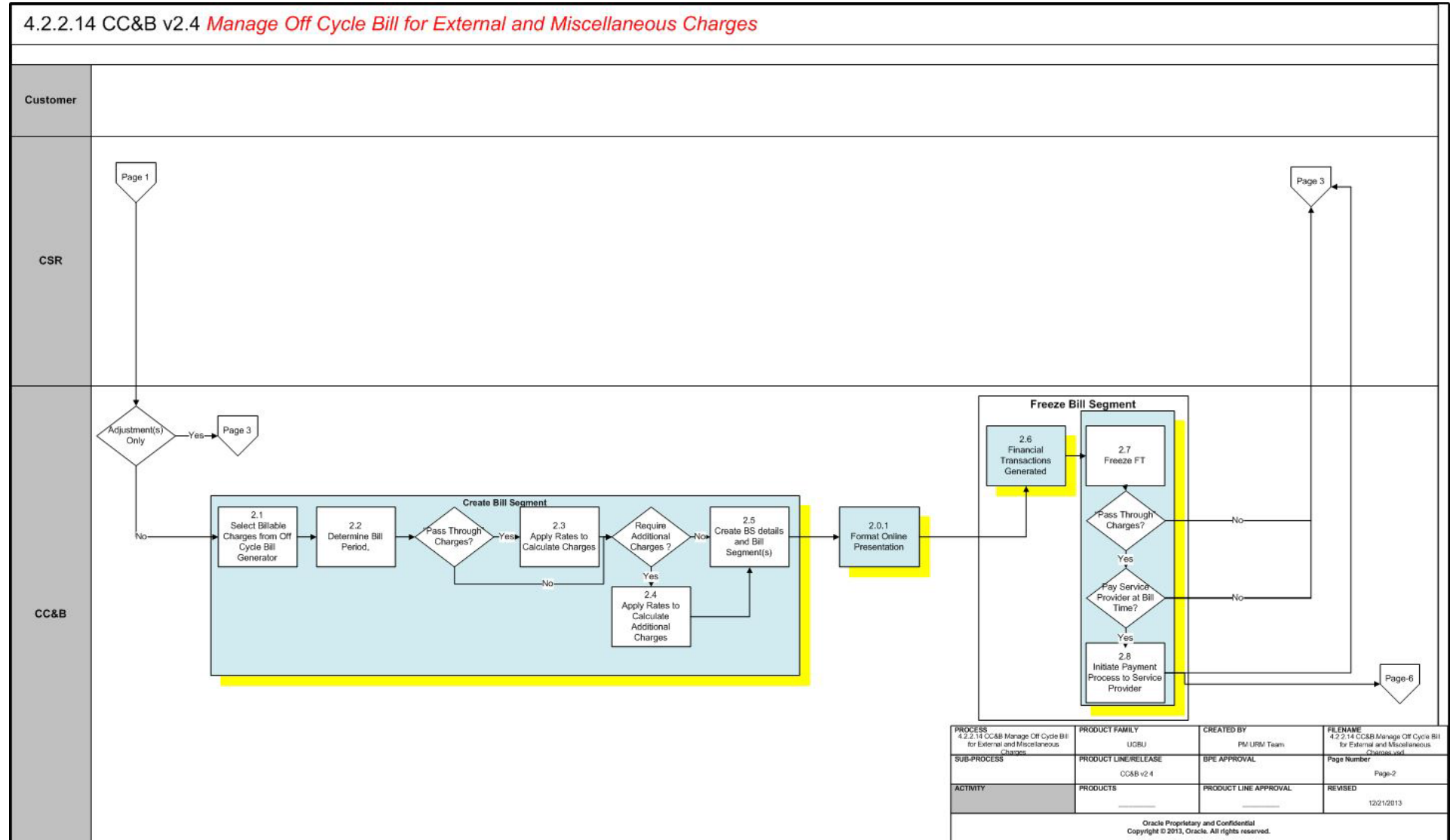
- **A/P A/R Software:** Accounts Payable or Accounts Receivable Software (General Ledger)
- **CC&B:** The Customer Care and Billing application.
- **Customer:** Utility Company Customer
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Document Management Software:** Document Management Software that allows create and maintain paper or paperless documents and manage document workflow.

# Business Process Diagrams

## Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1

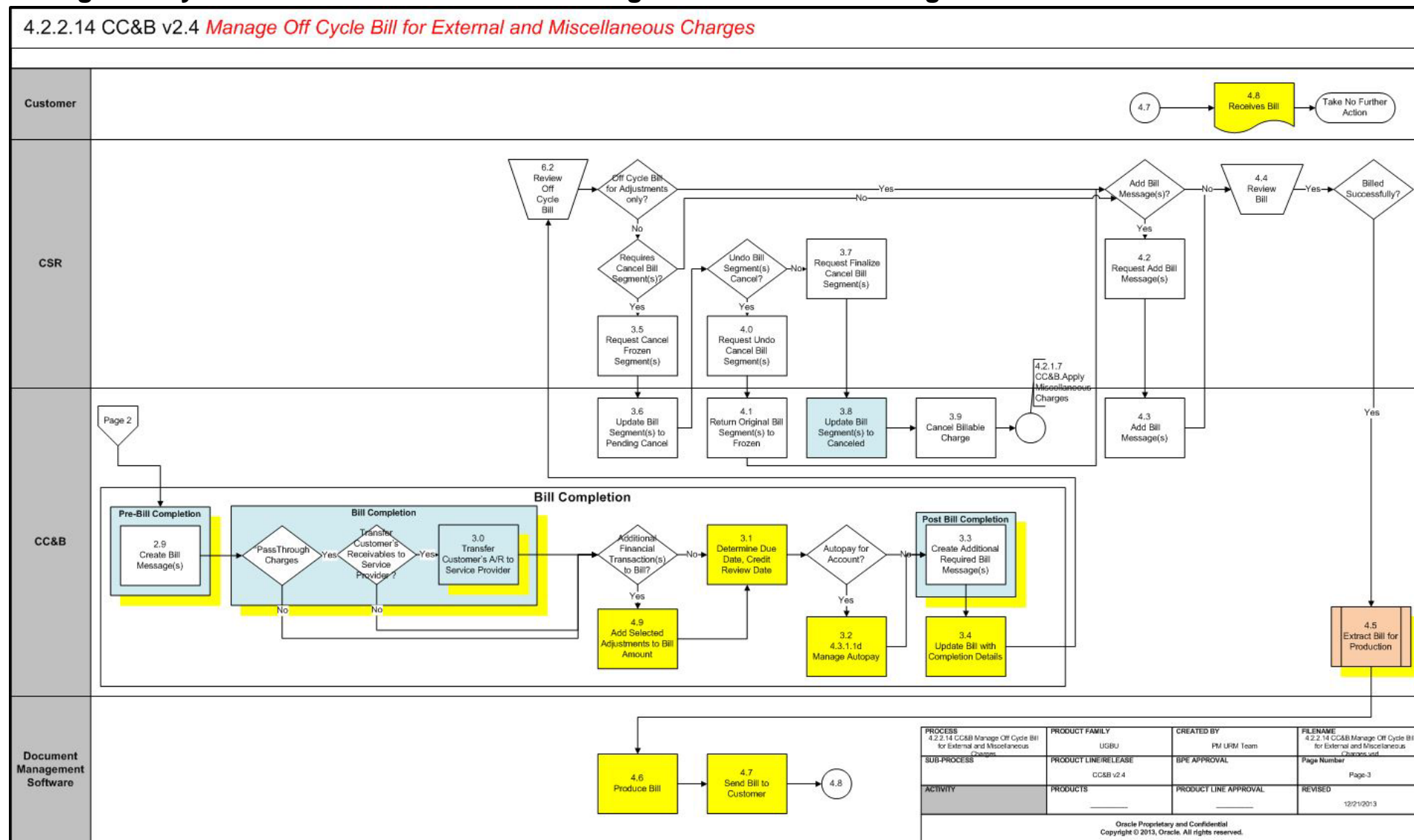


# Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2



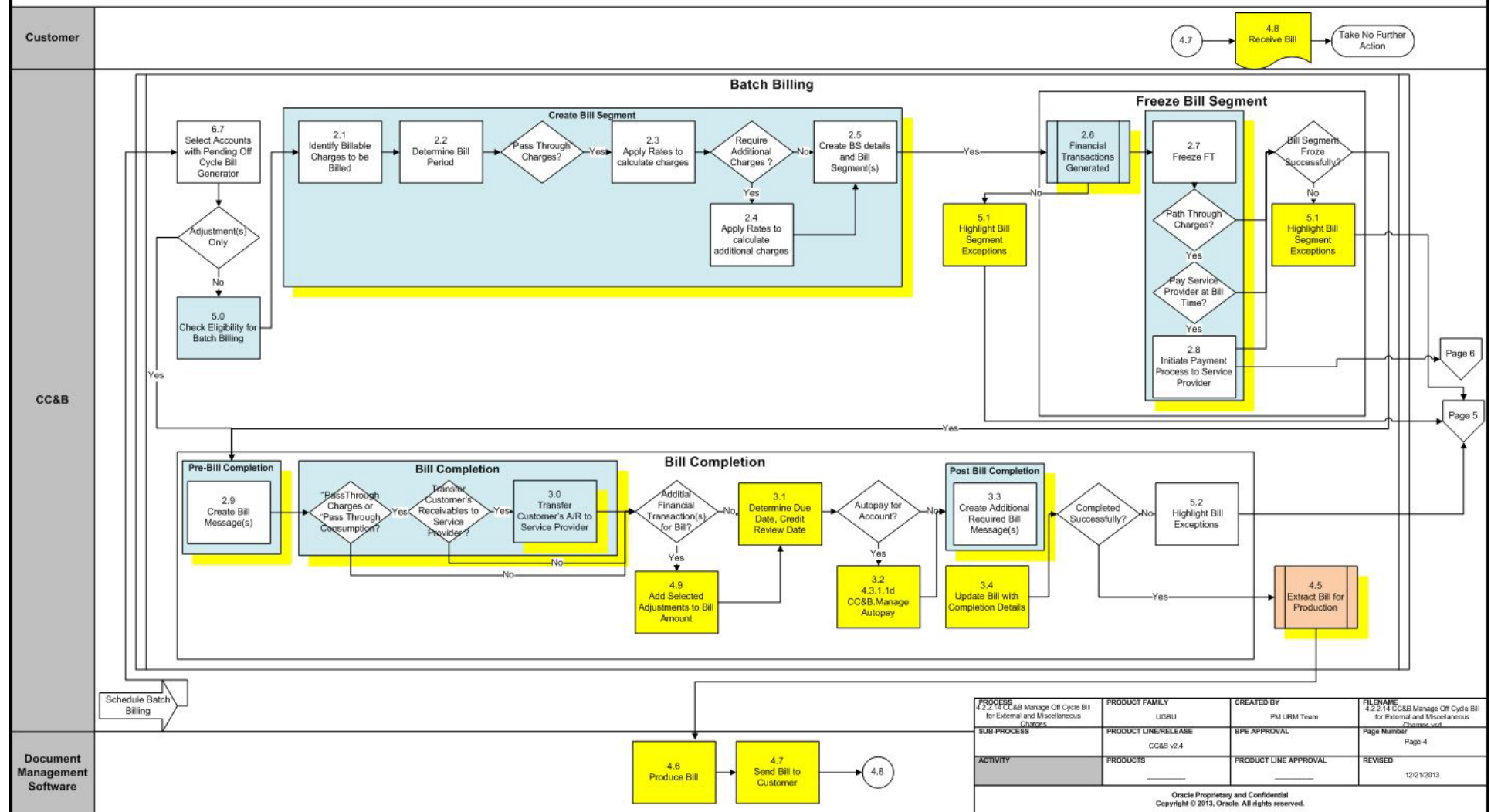


# Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3

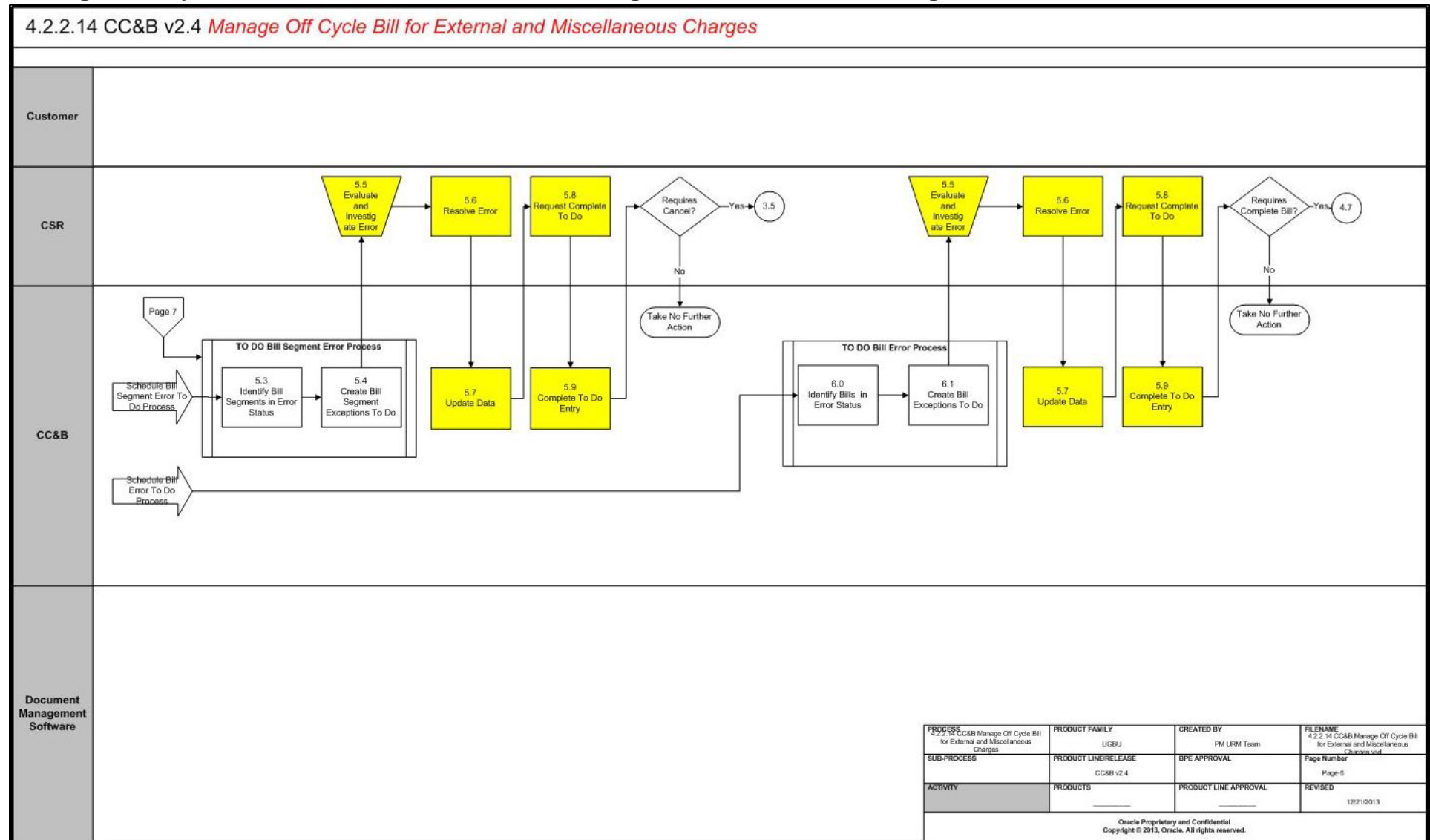


# Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4

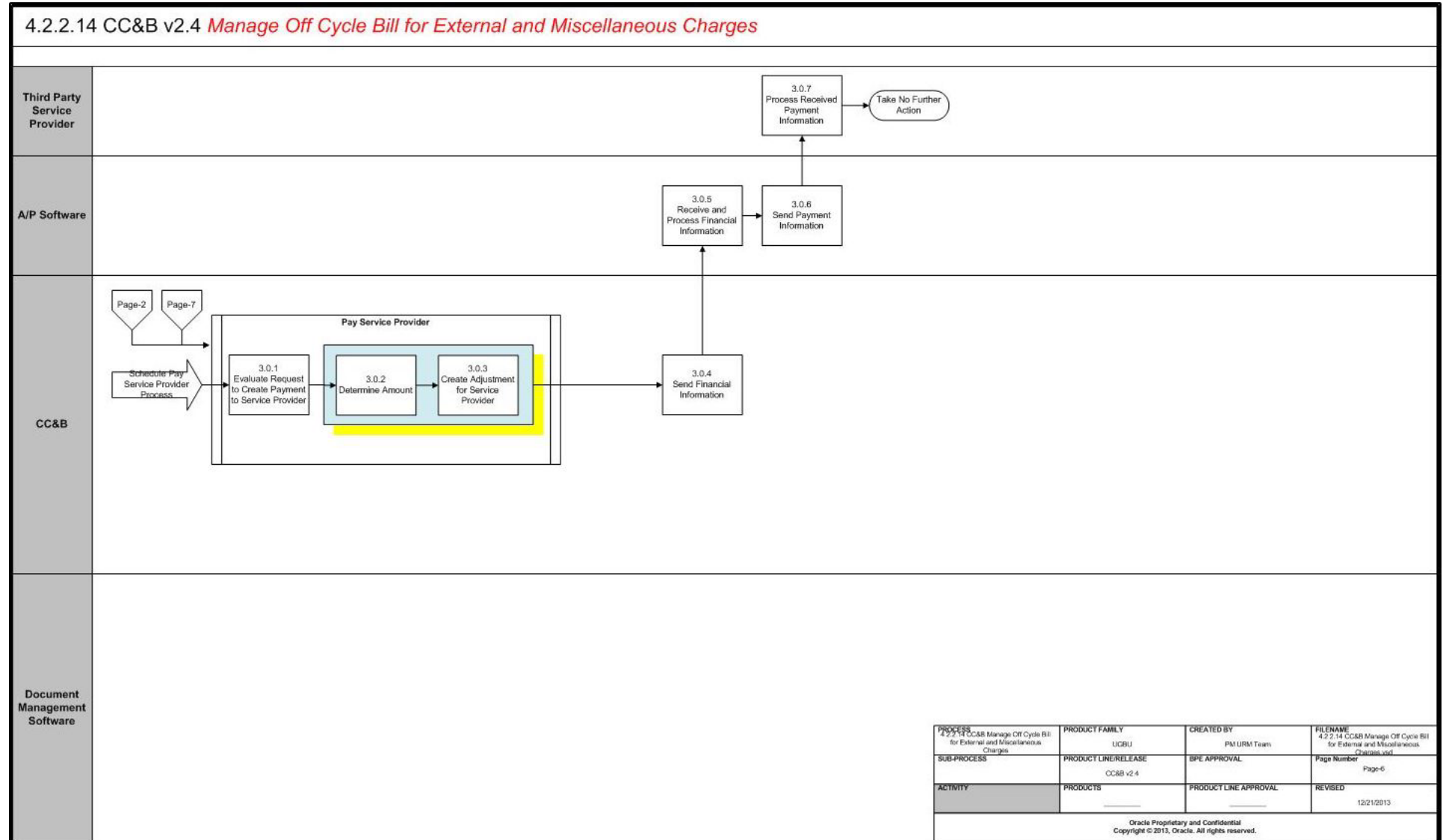
## 4.2.2.14 CC&B v2.4 *Manage Off Cycle Bill for External and Miscellaneous Charges*



# Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5



## Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6



# Manage Off Cycle Bill for External and Misc Charges Detailed Process Model Description

This section provides a detailed description of the “Manage Off Cycle Bill for External and Misc Charges” business process, including:

- 1.0 Search for Customer
- 1.1 Evaluate Customer Account's Eligibility for Bill
- 1.2 Select Charges to be Billed and Enter Bill Information
- 1.3 Request to Create Off Cycle Bill Generator
- 1.4 Create Off Cycle Bill Generator in Pending State
- 1.5 Review Pending Off Cycle Bill Generator
- 1.6 Request to Delete Bill Generator
- 1.7 Delete Off Cycle Bill Generator
- 1.8 Re-Select Misc Charges and Adjustments
- 1.9 Update Pending Bill Generator
- 2.0 Request to Complete Off Cycle Bill Generator
- 2.1 Select Billable Charges from Off Cycle Bill Generator
- 2.2 Determine Bill Period
- 2.3 Apply Rates to Calculate Charges
- 2.4 Apply Rates to Calculate Additional Charges
- 2.5 Create BS Details and Bill Segments
- 2.0.1 Format Online Presentation
- 2.6 Financial Transactions Generated
- 2.7 Freeze FT
- 2.8 Initiate Payment Process to Service Provider
- 2.9 Create Bill Messages
- 3.0 Transfer Customer's A/R to Service Provider
- 3.1 Determine Due Date, Credit Review Date
- 4.9 Add Adjustments and Bill Corrections to Affect Bill Amount
- 3.2 Manage Autopay
- 3.3 Create Additional Required Bill Messages
- 3.4 Update Bill with Completion Details
- 6.2 Review Off Cycle Bill
- 3.5 Request Cancel Frozen Segments
- 3.6 Update Bill Segments to Pending Cancel
- 3.7 Request Finalize Cancel Bill Segments
- 3.8 Update Bill Segments to Canceled
- 3.9 Cancel Billable Charge
- 4.0 Request Undo Cancel Bill Segments
- 4.1 Return Original Bill Segments to Frozen
- 4.2 Request Add Bill Messages
- 4.3 Add Bill Messages
- 4.4 Review Bill
- 4.5 Extract Bill for Production
- 4.6 Produce Bill
- 4.7 Send Bill to Customer
- 4.8 Receives Bill
- 6.7 Select Accounts with Pending Off Cycle Bill Generator
- 5.0 Check Eligibility for Batch Billing
- 5.1 Highlight Bill Segment Exceptions
- 5.2 Highlight Bill Exceptions
- 5.3 Identify Bill Segments in Error Status
- 5.4 Create Bill Segment Exceptions To Do
- 5.5 Evaluate and Investigate Error
- 5.6 Resolve Error
- 5.7 Update Data
- 5.8 Request Complete To Do

- ♦ 5.9 Complete To Do Entry
- ♦ 6.0 Identify Bills in Error Status
- ♦ 6.1 Create Bill Exceptions To Do
- ♦ 3.0.1 Evaluate Request to Create Payment to Service Provider
- ♦ 3.0.2 Determine Amount
- ♦ 3.0.3 Create Adjustment for Service Provider
- ♦ 3.0.4 Send Financial Information
- ♦ 3.0.5 Receive and Process Financial Information
- ♦ 3.0.6 Send Payment Information
- ♦ 3.0.7 Process Received Payment Financial Information

## 1.0 Search for Customer

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** Upon receipt of request or inquiry for Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

## 1.1 Evaluate Customer Account's Eligibility for Bill

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** CC&B 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. Control Central Alerts and other Dashboard information assist the CSR or Authorized User in determining eligibility for adding new Bill or any rebilling based on established business rules.

### Entities to Configure

- Installation Options

### Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)
- Installation Options - BIFN-BL INFO  
This algorithm formats the Bill Information that appears throughout the system. Four different formats are used.

## 1.2 Select Charges to Be Billed and Enter Bill Information

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** If the CSR or Authorized User identifies a need to create a Bill for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill.

## 1.3 Request to Create Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges 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 Off Cycle Bill is created. This off Cycle Bill contains at least one Adjustment, Bill bill Charge or SA.

## 1.4 Create Off Cycle Bill Generator in Pending State

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** System identifies the Billable Charges, Service Agreement and Adjustments that were selected by the CSR. This step will be executed from online processing.

**Available Algorithms**

- F1-STD-DTMBO - Determine Standard Business Object
- C1-OCBG-MINF - Off Cycle Bill Generator Information
- C1-OCBG-INFO - Off Cycle Bill Generator Information
- C1-OCBG-VAL - Offcycle Bill Generator Validation
- F1-GEN-BOMON - Generic Business Object Status Monitor
- CL\_CORRRDTD (CC&B-MDM Integration) - Corrected Read Notification To Do Entry

**Entities to Configure**

- Maintenance Object - C1-OCBGEN - Off Cycle Bill Generator
- Batch Control - C1-OCBG - Off Cycle Bill Generator Monitor

**Business Objects**

- C1-OffCycleBillGenerator - Off Cycle Bill Generator
- C1-CorrectedReadNotification - MDM Corrected Read
- Notification

## 1.5 Review Pending Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews the new Off Cycle Billable Charges, SA Charges and/or Adjustments.

## 1.6 Request to Delete Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** If CSR or Authorized User realizes that they have incorrectly added the Off Cycle Bill Generator, the CSR or Authorized User can Delete the pending Off Cycle Bill Generator.

**Note:** The “Delete” Function will be used when deleting a pending Off Cycle Bill Generator.

## 1.7 Delete Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B deletes the Off Cycle Bill Generator record.

## 1.8 Re-Select Misc Charges and Adjustments

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** If the CSR or Authorized User identifies a need to create a Bill for the Customer, the CSR or Authorized User will select specific charges to be placed on the Off Cycle Bill.



## 1.9 Update Pending Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B updates the Off Cycle Bill Generator record. This step can be executed from online and batch processing.

## 2.0 Request to Complete Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User requests to complete the Off Cycle Bill Generator in order for the system to generate an Off Cycle Bill.

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

### Available Algorithms

- C1-PROCBILL - This algorithm type creates a bill for the Off Cycle Bill Generator. The OCBG needs to have at least one non- cancelled billable charge, adjustment or SA linked to it.
- C1-OCBG-TODO - Complete Off Cycle Bill Generator To Do Entry.
- C1-CHKFRZNBS - Check For Frozen Bill Segments
- C1-MDM-TMOT (CC&B-MDM Integration) - Check for Response Time Out
- F1-GEN-BOMON - Generic Business Object Status Monitor
- CI\_REBILLBS - Rebill Bill Segment
- CI\_FREEZEBS - Freeze Bill Segments
- C1-UNDOREBIL - Undo Rebill Bill Segment

### Entities to Configure

- Maintenance Object - C1-OCBGEN - Off Cycle Bill Generator
- Batch Control - C1-OCBG - Off Cycle Bill Generator Monitor

### Business Objects

**Note:** Based on Maintenance Object C1-OCBGEN (Off Cycle Bill Generator).

- C1-OffCycleBillGenerator - Off Cycle Bill Generator
- C1-CorrectedReadNotification - MDM CorrectedRead Notification

## 2.1 Select Billable Charges from Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** System identifies Customer's Billable Charges that haven't been billed yet. If any of Pass Through Charges or Miscellaneous Charges are identified, process starts generate Bill Segments. This step can be executed from online and batch processing.

### Available Algorithms

- BSBS-BC - Create a bill segment for each new billable charge.

### Process Names

- BILLING

**Entities to Configure**

- Bill Segment Type
- SA Types
- Customer Class

## 2.2 Determine Bill Period

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** System identifies Bill Period and Consumption period (consumption period is needed for “Pass Through” charges only).

**Note:** Important that Utility company provides just billing services and generates bills for the period identified Pass Through charges.

This step can be executed from online and batch processing.

**Available Algorithms**

- BSBS-BC - Create a bill segment for each new billable charge.

**Process Names**

- BILLING

**Entities to Configure**

- Bill Segment Type
- SA Types
- Customer Class

## 2.3 Apply Rates to Calculate Charges

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Sometimes Third Party Service Provider passes consumption rather than the calculated bill lines. If this is the case, Third Party Service Provider provides Utility Company with rates. If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates.

This step can be executed from online and batch processing.

**Available Algorithms**

- BSBS-BC - Create a bill segment for each new billable charge.

**Process Names**

- BILLING

**Entities to Configure**

- Bill Segment Type
- SA Types
- Customer Class
- Rates ([Various Rate Schedule Algorithms and Major Configuration Information](#))

## 2.4 Apply Rates to Calculate Additional Charges

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** If there is a need to add flat charges to the charges sent by Third Party Service Provider or calculate taxes, CC&B also applies rates. This step can be executed from online and batch processing.

### Available Algorithms

- BSBS-BC - Create a bill segment for each new billable charge

### Process Names

- BILLING

### Entities to Configure

- Bill Segment Type
- SA Types
- Customer Class
- Rates ([Various Rate Schedule Algorithms and Major Configuration Information](#))

## 2.5 Create BS Details and Bill Segments

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** System creates a bill segment for each unbilled billable charge. This step can be executed from online and batch processing.

### Available Algorithms

- BSBS-BC - Create a bill segment for each new billable charge.

### Process Names

- BILLING

### Entities to Configure

- Bill Segment Type

## 2.0.1 Format Online Presentation

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Formatting information to be presented Online.

### Available Algorithms

- C1-BSI-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.
- C1-BST-INFO - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.

**Process Names**

- BILLING - The Bill cycle Batch processing creates Bills and Bill Segments for accounts with an “open” Bill cycle.

**Entities to Configure**

- Bill Segment Type
- Installation Options - Framework- Bill Segment Information

## 2.6 Financial Transactions Generated

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B 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.

This step can be executed from online and batch processing.

**Available Algorithms**

- $BSBF\text{-}BA\text{ Payoff Amt} = \text{Bill Amt} / \text{Current Amt} = \text{Amt Due}$

**Process Names**

- BILLING

**Entities to Configure**

- Bill Segment Type

## 2.7 Freeze FT

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B freezes Financial Transactions associated with the Bill Segments. 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.

This step can be executed from online and batch processing.

**Process Names**

- BILLING

**Entities to Configure**

- Installation Options - Bill Freeze Options
- Customer Class
- SA Type

## 2.8 Initiate Payment Process to Service Provider

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Group:** Batch Billing

**Actor/Role:** CC&B

**Description:** If the Utility Company provides billing services for Third Party Service Provider, Utility Company owes Third Party Service Provider money if Utility Company receives payment from Customer. There are two options to pay required amounts to Party Service Provider:

- Pay at bill time
- Pay at pay time

If option "pay at bill time" is configured, CC&B creates FT process that will trigger Pay Service Provider process. Refer to [3.0.1 Evaluate Request to Create Payment to Service Provider](#) for details.

This step could be executed from online and batch

### Available Algorithms

- STG PAY SPR - Stage to Pay Service Provider)

### Process Names

- BILLING

### Entities to Configure

- Installation Options - Bill Freeze Options
- SA Type
- Service Provider

## 2.9 Create Bill Messages

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Pre-Bill Completion
- Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**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. This process could be initiated manually and automatically. CC&B makes use of Pre-Bill Completion algorithms. Based on configuration, one such algorithm 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 the deleted 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.

### Entities to Configure

- To Do Type
- To Do Role

- Bill Message
- SA Type
- Customer Class

**Process Names**

- BILLING

**Available Algorithms**

- DEL-BSEG - This Bill pre-completion algorithm deletes Bill Segments that are in Error.
- CPBC-DB - Pre-bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types.

### 3.0 Transfer Customer's A/R to Service Provider

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**Description:** If Utility Company that provides billing services for Third Party Service Provider and Creates Bills for the Customer doesn't pay Third Party Service Provider money received from Customer, it may directly transfer Customer balance to the Service Provider's Account. CC&B creates an estimated read Bill message if an estimated read was used for Billing. Refer to [3.0.1 Evaluate Request to Create Payment to Service Provider](#) for details.

This step can be executed from online and batch processing.

**Available Algorithms**

- BCMP-TR - Check for We Bill For Them Service Provider
- XFER AR SPR - Transfer A/R to a Service Provider
- C1-SUP-PR-BL - Suppress Printing Bills After Final Bill

**Process Names**

- BILLING

**Entities to Configure**

- Bill Messages
- Customer Class
- SA Type
- Adjustment Type

### 3.1 Determine Due Date, Credit Review Date

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**Description:** During Bill Completion the Due Date and next Credit Review Date are determined and made available as information for the Bill and Account. CC&B also accommodates calculation

requirements for Late Payment Charges to be added to the Bill. Two algorithms are listed below for information only. This step can be executed from online and batch processing.

**Available Algorithms**

- BILPC-Total - Calculate the late payment charge amount for a specific service agreement linked to an account.

**Process Names**

- BILLING

**Entities to Configure**

- SA Type
- Customer Class
- Adjustment Types
- Rates

## 4.9 Add Adjustments and Bill Corrections to Affect Bill Amount

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4 on page 6](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** During Bill Completion CC&B adds Adjustments or Bill corrections not included in the previous Bills to the newly created Bill. This step can be executed from online and batch processing.

**Process Names**

- BILLING

## 3.2 Manage Autopay

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**Description:** An Autopay payment may be created during Bill Completion. Refer to 4.3.1.1d CC&B.Manage Autopay.

**Process Names**

- BILLING - The Bill cycle Batch processing creates Bills for accounts.

## 3.3 Create Additional Required Bill Messages

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Post Bill Completion
- Bill Completion

- Batch Billing

**Actor/Role:** CC&B

**Description:** CC&B can perform various post Bill completion activities. Additional custom Bill Messages can be added to the specific bill.

**Note:** Post completion activity allows for adding various custom functionality based on business rules to impact/modify the bill overall.

**Process Names**

- BILLING - The Bill cycle Batch processing creates Bills for accounts.

**Entities to Configure**

- SA Type
- Customer Class
- Adjustment Type
- Bill Message

### 3.4 Update Bill with Completion Details

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Group:**

- Post Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**Description:** All Bill completion details are now updated in CC&B.

**Process Names**

- BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

**Entities to Configure**

- Installation Options - Bill Freeze Options
- Customer Class

### 6.2 Review Off Cycle Bill

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4 on page 6](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews the bill.

### 3.5 Request Cancel Frozen Segments

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 2 on page 4](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** It's recommended to cancel Billable Charges associated with Cancelled Bill Segment. If the original billable charges (Pass Through Charges) were incorrect, the Third Party Service Provider would send both a reversal of the charges and a newly revised set of information. These could be passed as two separate billable charges or they could be combined on a single billable charge.



If Bill Segment is for one time charge has been canceled, it also recommended canceling Billable Charge and creating a new one instead.

### 3.6 Update Bill Segments to Pending Cancel

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** When the CSR or Authorized user requests Initiate Cancel, the system updates the Bill Segment to Pending Cancel.

### 3.7 Request Finalize Cancel Bill Segments

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User confirms the cancellation of Bill Segments.

**Entities to Configure**

- Cancel Reasons

### 3.8 Update Bill Segments to Canceled

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The existing Bill Segments is updated to Canceled status in CC&B. 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.

**Available Algorithms**

- BSFZ-Empty - This is a Customer Class Bill Segment freeze/cancel algorithm.

### 3.9 Cancel Billable Charge

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User.

### 4.0 Request Undo Cancel Bill Segments

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User has the option to undo the pending Cancel Bill Segments. Prior to the cancellation the CSR or Authorized User determines the Bill Segments should not be canceled, and uses the Undo function.

## 4.1 Return Original Bill Segments to Frozen

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The original Bill Segments is returned to Frozen in CC&B. There is no impact to financial transactions.

## 4.2 Request Add Bill Messages

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User may add Service Agreement related Bill Messages for a given Bill Segments. 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.

### Entities to Configure

- Bill Messages

## 4.3 Add Bill Messages

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The Bill Messages is added to the bill in CC&B.

## 4.4 Review Bill

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** 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 canceling and changes reflected in a new Bill.

## 4.5 Extract Bill for Production

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Typically CC&B prepares required billing data and makes data available for the Document Management application.

**Note:** An additional custom process may be created to interface with the Document Management Software as needed.

### Available Algorithms

- Bill Route Type - BLEX-EX - This 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.

- C1-BLEX-XML - Create XML bill print extract records.

**Process Names**

- POSTROUT - CIPBXBLB
- Custom Extract Process

## 4.6 Produce Bill

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) 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)).

## 4.7 Send Bill to Customer

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** Document Management Software

**Description:** The printed Bill is sent or made available for the Customer.

## 4.8 Receives Bill

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 3 on page 5](#) for the associated business process diagram.

**Actor/Role:** Customer

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

**Entities to Configure**

- Bill Route Type

## 6.7 Select Accounts with Pending Off Cycle Bill Generator

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4 on page 6](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** This step is the first step of batch billing process. Using the established Bill Cycle Schedule, CC&B selects Accounts defined within a specific Open Bill Cycle. The Bill cycle's schedule controls when the system attempts to create Bills for the account. Every Bill cycle has a Bill cycle schedule that defines the dates when a cycle's accounts are to be billed. Rather than attempt to create Bills on one evening, most Bill Cycles use a concept of "Window Billing" where the system attempts to produce Bills for accounts over a few nights.

**Process Names**

- BILLING - The Bill cycle Batch processing creates Bills for accounts with an "open" Bill cycle.

**Entities to Configure**

- Bill Cycle
- Bill Schedule
- Account

## 5.0 Check Eligibility for Batch Billing

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Normally, most Bills are created and completed automatically. At Billing time, CC&B attempts to produce a Bill for an account and create one or more Bill Segments for every non-cancelled / non-closed service agreement linked to the account. CC&B evaluates Account, Service Agreement and Billable Charge eligibility. This step is executed from the batch process only.

### Available Algorithms

- C1-SKIPINACC -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

## 5.1 Highlight Bill Segment Exceptions

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 1 on page 3](#) for the associated business process diagram.

### Group:

- Generate Bill Segment
- Batch Billing

**Actor/Role:** CC&B

**Description:** If a Bill Segment cannot be created, CC&B creates a Bill Segment in "error" status with a message can be analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data. The error may be reviewed at this time or not. Data may be changed before Batch Billing next runs. When the Batch Billing process next runs, it deletes all "error" Bill Segments and attempts to recreate them. It continues this throughout the Bill window. If a Bill Segments is in error at the end of the Bill window, a user must intervene and fix them. If the Bill Segments is still in error when the cycle's next window opens, a Billing error is generated. This step could be executed from batch only.

### Process Names

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

## 5.2 Highlight Bill Exceptions

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 4 on page 6](#) for the associated business process diagram.

**Group:**

- Bill Completion
- Batch Billing

**Actor/Role:** CC&B

**Description:** If a Bill cannot be completed, CC&B creates a Bill in "error" status with a message that is analyzed by a CSR or Authorized User. Typically errors are caused by missing or incomplete data.

**Process Names**

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

## 5.3 Identify Bill Segments in Error Status

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

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

**Actor/Role:** CC&B

**Description:** CC&B identifies Bill Segments in error status. CC&B can create a To Do Entry for every Bill Segment in error status.

**Process Names**

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

**Entities to Configure**

- To Do Role
- To Do Type

## 5.4 Create Bill Segment Exceptions To Do

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B 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.

**Process Names**

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

**Entities to Configure**

- To Do Role
- To Do Type

## 5.5 Evaluate and Investigate Error

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User will review the Bill Segment error and supporting information in CC&B. 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 possible solutions or workarounds for the missing or incomplete information.

## 5.6 Resolve Error

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User resolves the error and enters information in CC&B.

## 5.7 Update Data

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Information required for resolution is updated in CC&B.

## 5.8 Request Complete To Do

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CSR

**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.

## 5.9 Complete To Do Entry

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** The To Do Entry is updated to Complete Status in CC&B.

## 6.0 Identify Bills in Error Status

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B identifies Bills in error status. CC&B can create a To Do Entry for every Bill in error status.

### Process Names

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

**Entities to Configure**

- To Do Role
- To Do Type

## 6.1 Create Bill Exceptions To Do

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 5 on page 7](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** CC&B can create a To Do Entry for every Bill 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.

**Process Names**

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

**Entities to Configure**

- To Do Role
- To Do Type

## 3.0.1 Evaluate Request to Create Payment to Service Provider

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Group:** Pay Service Provider

**Actor/Role:** CC&B

**Description:** This is the first step of scheduled batch process. It evaluates Financial Transaction Process records created during online or batch Billing process for 'Pass Through' charges. Refer to [3.0.1 Evaluate Request to Create Payment to Service Provider](#) for details.

**Process Names**

- PAYSPR - Pay Service Provider

## 3.0.2 Determine Amount

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Group:** Pay Service Provider

**Actor/Role:** CC&B

**Description:** Process determines amount to be paid to the Third Party Service Provider.

**Available Algorithms**

- PAYSPR - Pay Service Provider full amount

**Process Names**

- PAYSPR - Pay Service Provider

**Entities to Configure**

- Service Provider

### 3.0.3 Create Adjustment for Service Provider

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Process creates Adjustments with full amount that Utility Company owes Third Party Service Provider.

**Available Algorithms**

- PAYSPR - Pay Service Provider full amount

**Process Names**

- PAYSPR - Pay Service Provider

**Entities to Configure**

- Service Provider

### 3.0.4 Send Financial Information

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Actor/Role:** CC&B

**Description:** Process sends information about payment that needs to be made to Third Party Service Provider.

### 3.0.5 Receive and Process Financial Information

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Actor/Role:** A/P A/R Software

**Description:** Financial software receives and process information about payments for Third Party Service Provider.

### 3.0.6 Send Payment Information

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Actor/Role:** A/P A/R Software

**Description:** Financial software sends payments and required information about payment for Third Party Service Provider.

### 3.0.7 Process Received Payment Financial Information

**Reference:** [Manage Off Cycle Bill for External and Misc Charges Process Model - Page 6 on page 8](#) for the associated business process diagram.

**Actor/Role:** A/P A/R Software

**Description:** Third Party Service Provider receives and process Payment and required information.



## Installation Options - Control Central Alert Algorithms

The following installation options are available:

Value	Description
PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
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_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

# Various Rate Schedule Algorithms and Major Configuration Information

## Available Algorithms

- Bill Factor Rate Selection Date
  - C1 BFRDATE - Bill Factor Rate Selection Date
- Various Rate Component Type Algorithms
  - Rate Component - Calculation Algorithm
  - Rate Component - Criteria Comparison
  - Rate Component - Criteria Field
  - Rate Component - Interval Pricing
  - Rate Component - Interval Pricing Audit
  - Rate Component - Step Algorithm
  - Rate Component - Time of Use (TOU) Pricing
  - Rate Component - Time of Use (TOU) Pricing Audit
  - Rate Component - Value Algorithm
- BSBS-RT - Bill Segment Apply Rate Algorithm
- ADJG-RT - Adjustment Generation Apply Rate Algorithm
- CBSP-AR - Call Rate Application to Create Proposal SA Bill Segments

## Entities to Configure

- Rate Schedule
- Rate Version
- Rate Components
- Service Quantity Rules
- Register Rules
- Service Quantity Identifiers
- Unit of Measure
- Frequency
- Bill Factors
- Characteristics
- Distribution Codes
- Various Algorithm Parameters
- Define Rates on Applicable SA Types
- Meter Configuration Type
- Bill Messages
- Eligibility Rules

## 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