

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

4.2.2.4 Manage External and Miscellaneous
Charges

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.4 , Release 2.4.0

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4.2.2.4 Manage External and Miscellaneous Charges

This section provides a description of the “Manage External and Miscellaneous Charges” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Manage External and Miscellaneous Charges Process Model - Page 1](#)
 - ♦ [Manage External and Miscellaneous Charges Process Model - Page 2](#)
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- ♦ [Installation Options - Control Central Alert Algorithms](#)
- ♦ [Various Rate Schedule Algorithms and Major Configuration Information](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.2.2.4 Manage External and Miscellaneous 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
- 4.2.2.3 CC&B Manage Item Charges
- 4.2.2.5 CC&B Manage Loan Charges
- 4.2.2.6 CC&B Manage Deposit Charges
- 4.2.1.6 CC&B Receive External Charges
- 4.2.1.7 CC&B Apply External Charges
- 4.3.1.1 CC&B Manage Payments

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

- Some Utility Companies practice receiving charges or consumption calculated by Third Party Service Provider and presenting them on the customer's bill along with own charges. These charges called "pass through" charges and Utility Company creates bills for these charges as soon as Third Party Service Provider provides External Charges ("Pass Through" charges) details (See 4.2.1.7 CC&B Receive External Charges process for details).
- Utility Company provides the service that occurs outside of main course of business and needs to include charges for the provided service into the one or more Customer's bills.

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

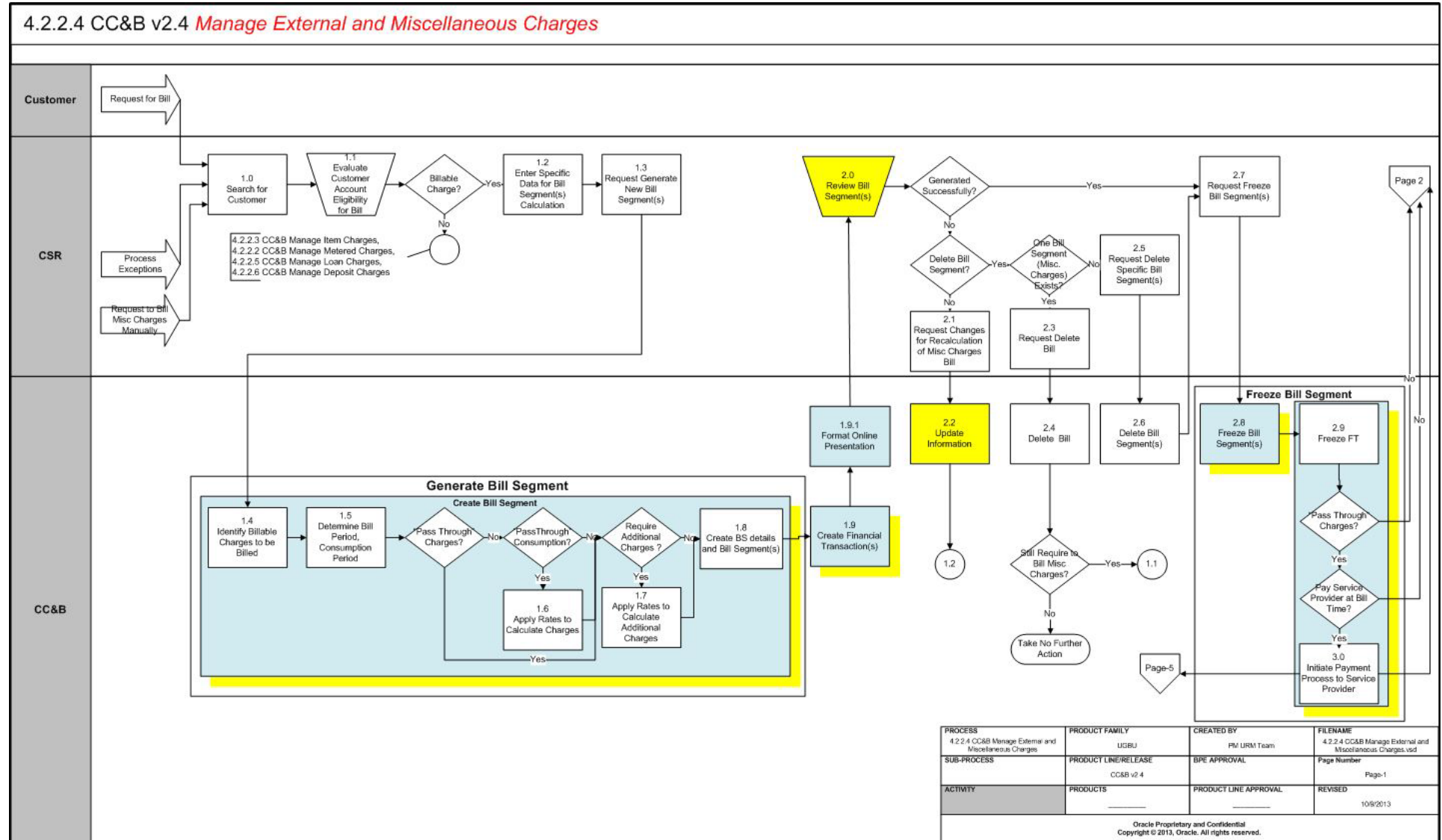
Actors/Roles

The Manage External and Miscellaneous Charges business process involves the following actors and roles:

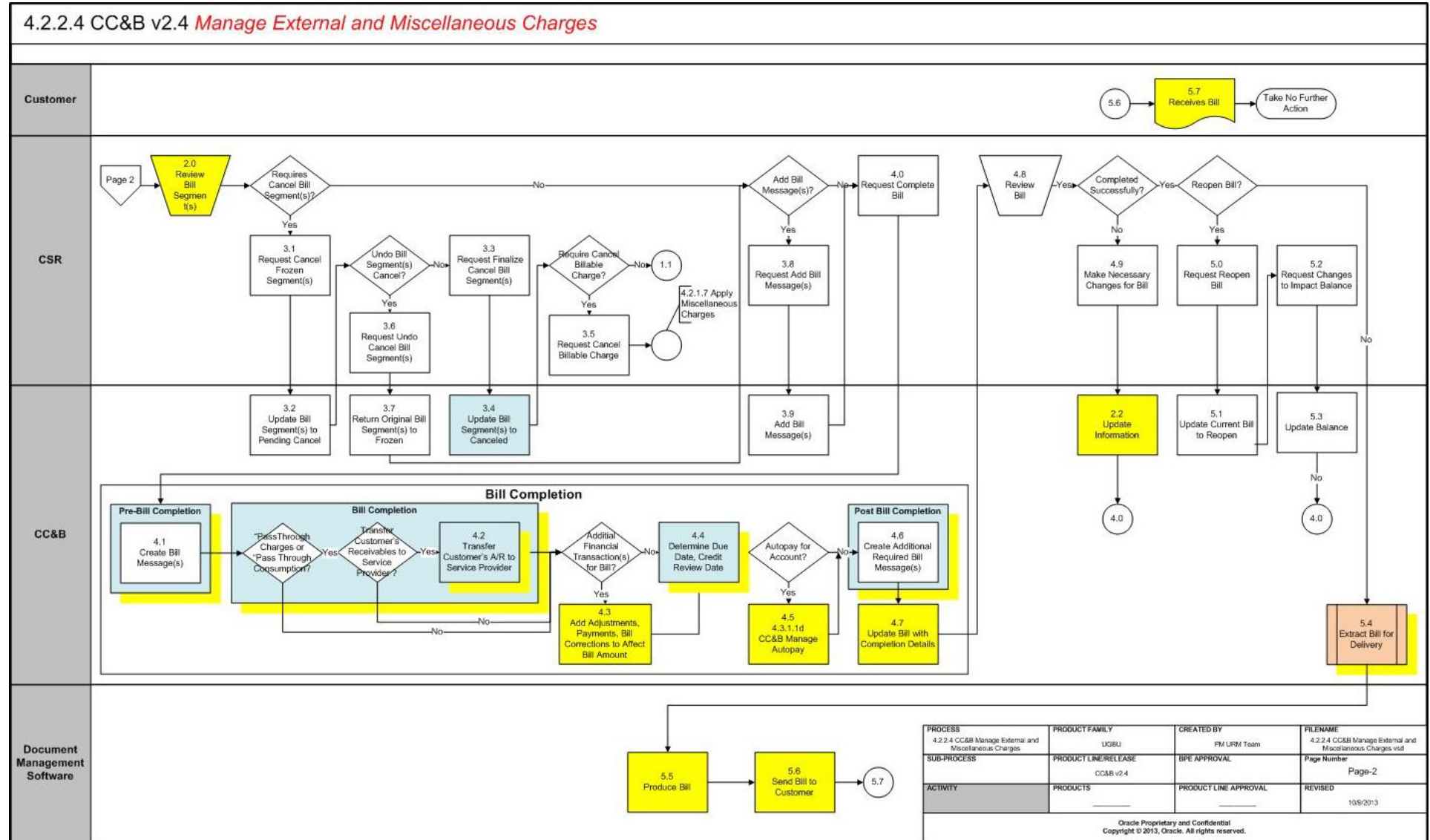
- **A/P A/R Software:** Accounts Payable or Accounts Receivable Software (General Ledger)
- **CC&B:** The Customer Care and Billing application.
- **Customer:** Utility Company Customer
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Document Management Software:**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

Business Process Diagrams

Manage External and Miscellaneous Charges Process Model - Page 1

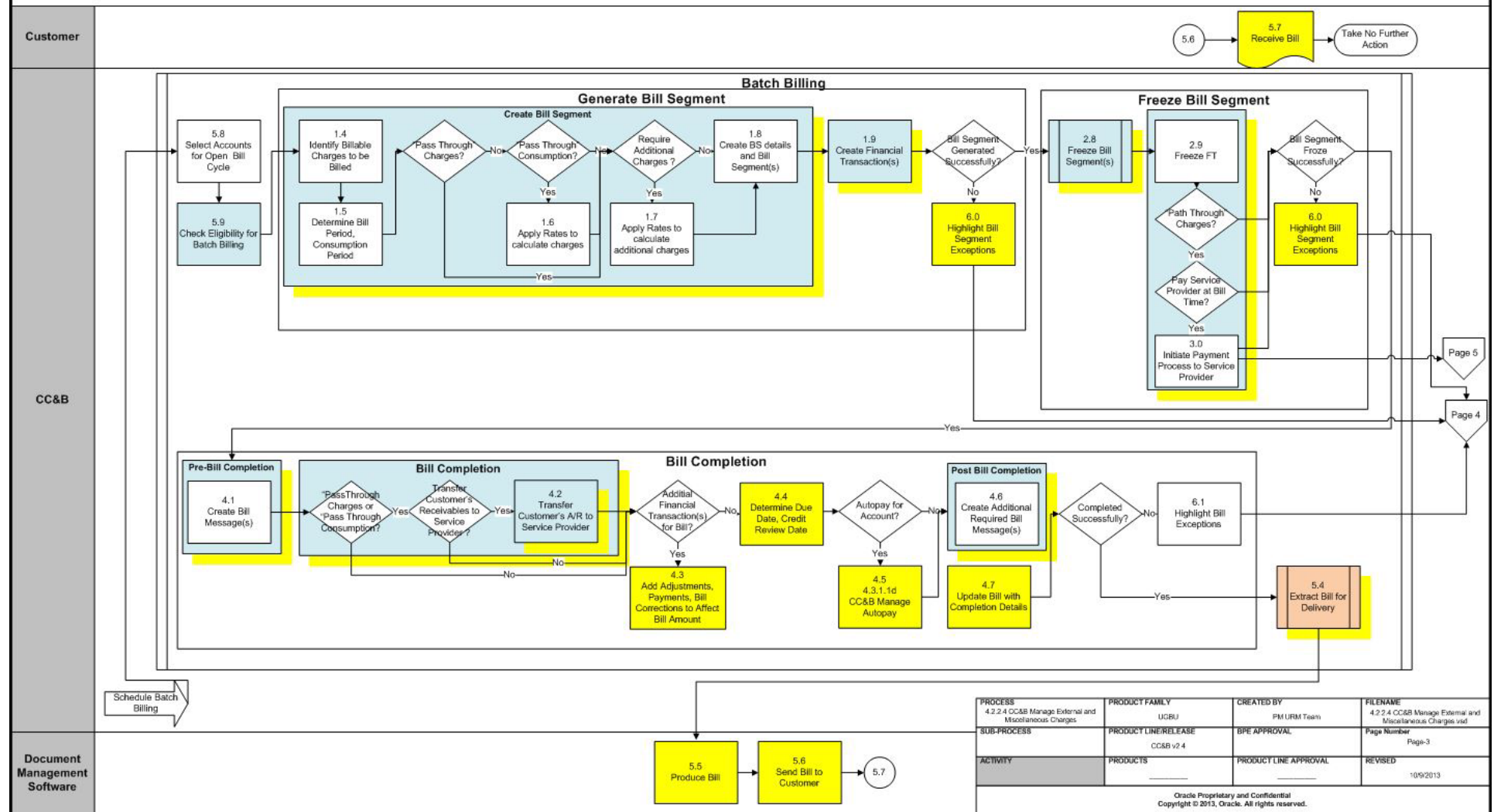


Manage External and Miscellaneous Charges Process Model - Page 2

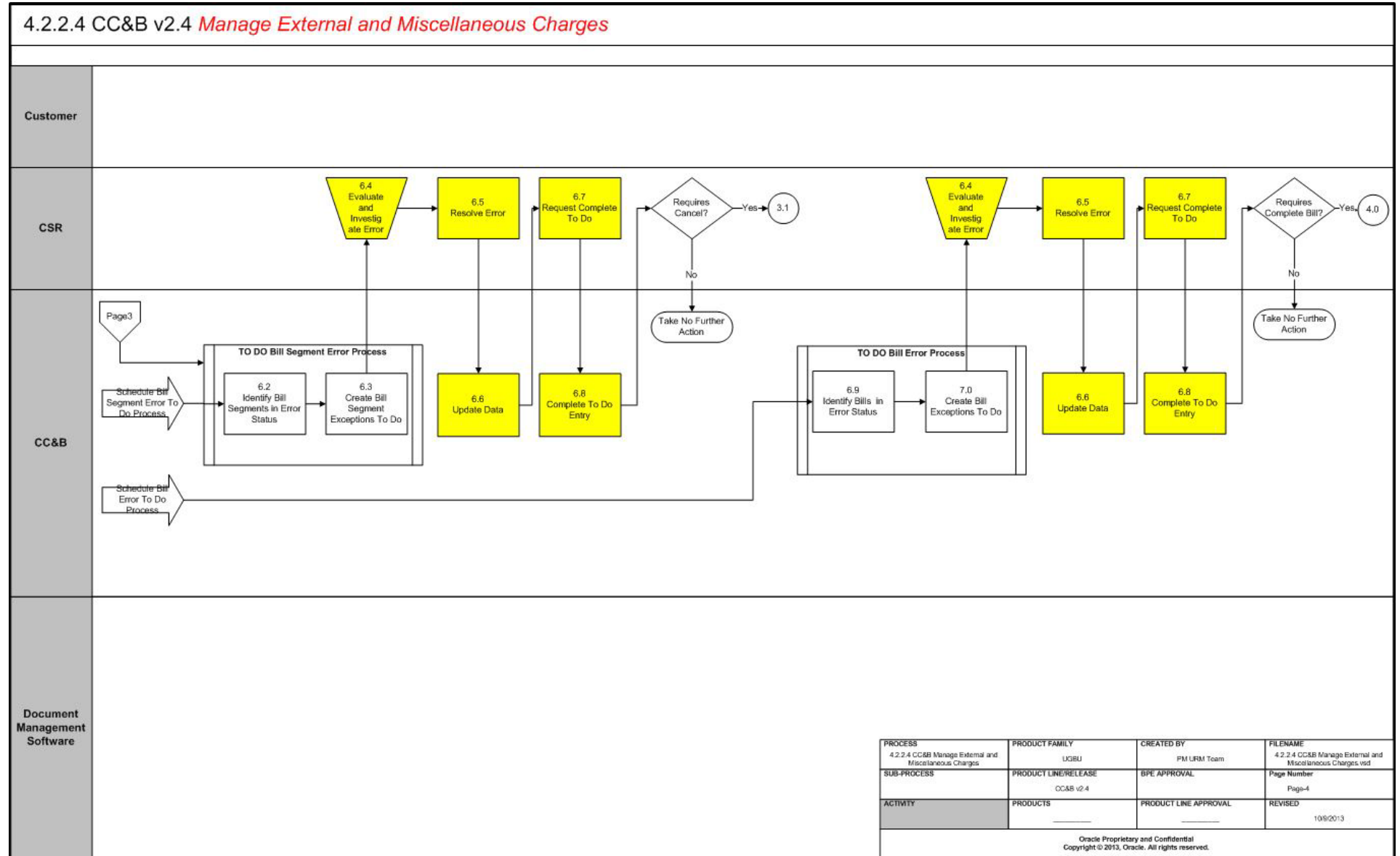


Manage External and Miscellaneous Charges Process Model - Page 3

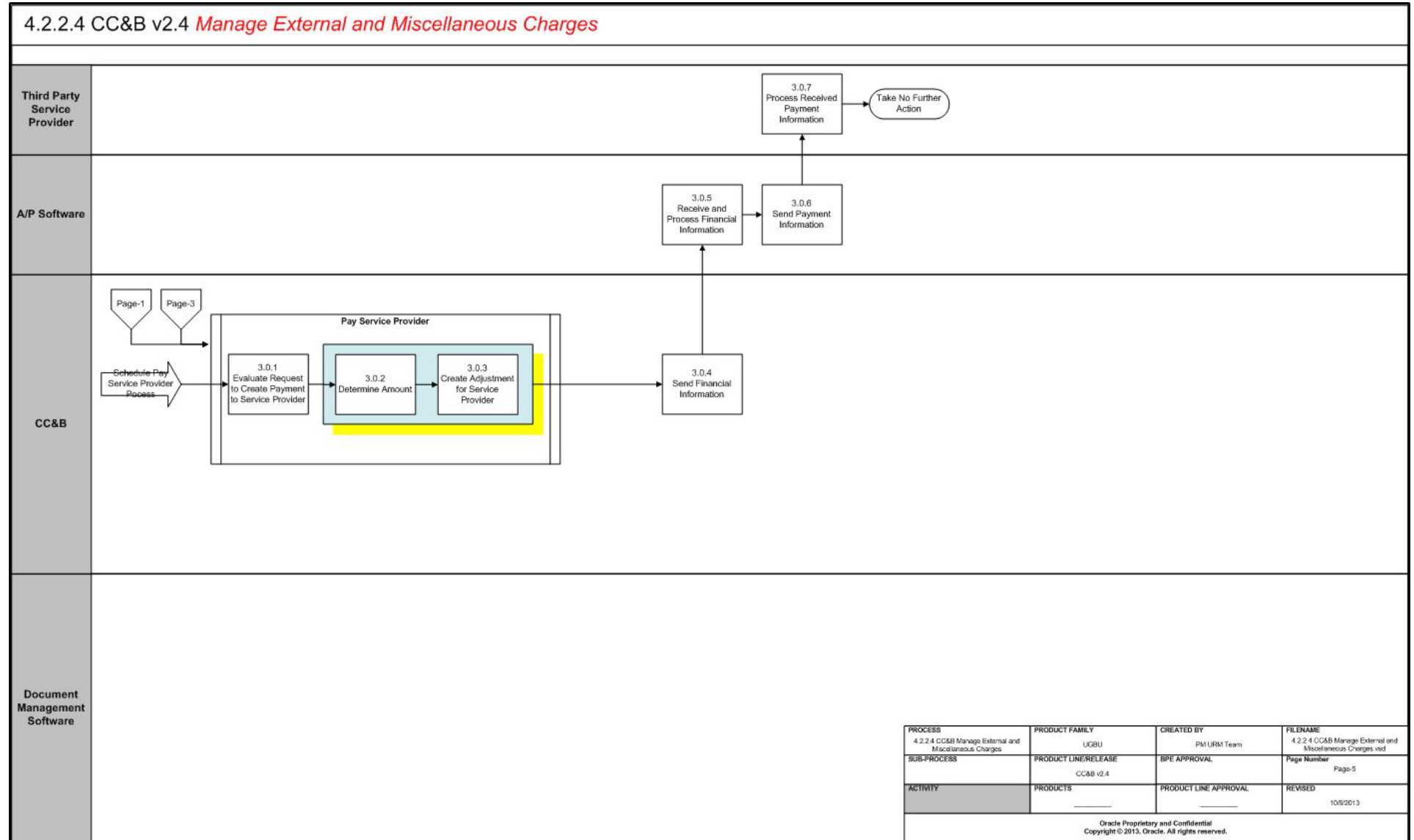
4.2.2.4 CC&B v2.4 *Manage External and Miscellaneous Charges*



Manage External and Miscellaneous Charges Process Model - Page 4



Manage External and Miscellaneous Charges Process Model - Page 5



Manage External and Miscellaneous Charges Detailed Process Model Description

This section provides a detailed description of the “Manage External and Miscellaneous Charges” business process, including:

- ♦ 1.0 Search for Customer
- ♦ 1.1 Evaluate Customer Account Eligibility for Bill
- ♦ 1.2 Enter Specific Data for Bill Segments Calculation
- ♦ 1.3 Request Generate New Bill Segments
- ♦ 1.4 Identify Billable Charges to Be Billed
- ♦ 1.5 Determine Bill Period Consumption Period
- ♦ 1.6 Apply Rates to Calculate Charges
- ♦ 1.7 Apply Rates to Calculate Additional Charges
- ♦ 1.8 Create BS Details and Bill Segments
- ♦ 1.9 Create Financial Transactions
- ♦ 1.9.1 Format Online Presentation
- ♦ 2.0 Review Generated Bill Segments
- ♦ 2.1 Request Changes for Recalculation of Misc Charges Bill
- ♦ 2.2 Update Information
- ♦ 2.3 Request Delete Bill
- ♦ 2.4 Delete Bill
- ♦ 2.5 Request Delete Specific Bill Segments
- ♦ 2.6 Delete Bill Segments
- ♦ 2.7 Request Freeze Bill Segments
- ♦ 2.8 Freeze Bill Segments
- ♦ 2.9 Freeze FT
- ♦ 3.0 Initiate Payment Process to Service Provider
- ♦ 3.1 Request Cancel Frozen Bill Segments
- ♦ 3.2 Update Bill Segments to Pending Cancel
- ♦ 3.3 Request Finalize Cancel Bill Segments
- ♦ 3.4 Update Bill Segments to Canceled
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- ♦ 3.6 Request Undo Cancel Bill Segments
- ♦ 3.7 Return Original Bill Segments to Frozen
- ♦ 3.8 Request Add Bill Messages
- ♦ 3.9 Add Bill Messages
- ♦ 4.0 Request Complete Bill
- ♦ 4.1 Create Bill Messages
- ♦ 4.2 Transfer Customer's A/R to Service Provider
- ♦ 4.3 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount
- ♦ 4.4 Determine Due Date, Credit Review Date
- ♦ 4.5 4.3.1.1d Manage Autopay
- ♦ 4.6 Create Additional Required Bill Messages
- ♦ 4.7 Create Update Bill with Completion Details
- ♦ 4.8 Review Bill
- ♦ 4.9 Make Necessary Changes for Bill
- ♦ 5.0 Request Reopen Bill
- ♦ 5.1 Update Current Bill to Reopen
- ♦ 5.2 Request Changes to Impact Balance
- ♦ 5.3 Update Balance

- ♦ 5.4 Extract Bill for Printing
- ♦ 5.5 Print Bill
- ♦ 5.6 Send Bill to Customer
- ♦ 5.7 Receives Bill
- ♦ 5.8 Select Accounts for Open Bill Cycle
- ♦ 5.9 Check Eligibility for Batch Billing
- ♦ 6.0 Highlight Bill Segment Exceptions
- ♦ 6.1 Highlight Bill Exceptions
- ♦ 6.2 Identify Bill Segments in Error Status
- ♦ 6.3 Create Bill Segment Exceptions To Do
- ♦ 6.4 Evaluate and Investigate Error
- ♦ 6.5 Resolve Error
- ♦ 6.6 Update Data
- ♦ 6.7 Request Complete To Do
- ♦ 6.8 Complete To Do Entry
- ♦ 6.9 Identify Bills in Error Status
- ♦ 7.0 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 External and Miscellaneous 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 Eligibility for Bill

Reference: [Manage External and Miscellaneous 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.

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.

Entities to Configure

- Installation Options

1.2 Enter Specific Data for Bill Segments Calculation

Reference: [Manage External and Miscellaneous 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 provides information about the Billing period for the bill to be created.

Note: The CSR or Authorized User must specify 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. The CSR or Authorized User may choose to allow for system estimation and will mark accordingly

1.3 Request Generate New Bill Segments

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

Actor/Role: CSR

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. 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. Note: A deleted Bill Segment may be generated again once information is changed.

1.4 Identify Billable Charges to Be Billed

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

Groups:

- Create Bill Segment
- Generate Bill Segment
- Batch Billing

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-DFT - Create a bill segment for each new billable charge

Process Names

- Billing

Entities to Configure

- Bill Segment Type
- SA Types
- Customer Class

1.5 Determine Bill Period Consumption Period

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

Groups:

- Create Bill Segment
- Generate Bill Segment
- Batch Billing

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-DFT - Create a bill segment for each new billable charge

Process Names

- Billing

Entities to Configure

- Bill Segment Type
- SA Types
- Customer Class

1.6 Apply Rates to Calculate Charges

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

Groups:

- Create Bill Segment
- Generate Bill Segment
- Batch Billing

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-DFT - Create a bill segment for each new billable charge

Process Names

- Billing

Entities to Configure

- Bill Segment Type
- SA Types
- Customer Class
- Rates

1.7 Apply Rates to Calculate Additional Charges

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

Groups:

- Create Bill Segment
- Generate Bill Segment
- Batch Billing

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-DFT - Create a bill segment for each new billable charge

Process Names

- Billing

Entities to Configure

- Bill Segment Type
- SA Types
- Customer Class
- Rates

1.8 Create BS Details and Bill Segments

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

Groups:

- Create Bill Segment
- Generate Bill Segment
- Batch Billing

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-DFT - Create a bill segment for each new billable charge

Process Names

- Billing

Entities to Configure

- Bill Segment Type

1.9 Create Financial Transactions

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

Groups:

- Generate Bill Segment
- Batch Billing

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

Process Names

- Billing

Entities to Configure

- Bill Segment Type

1.9.1 Format Online Presentation

Reference: [Manage External and Miscellaneous 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

- CI_BSI-STD - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.
- CI_BST-NSAID - This algorithm formats the "Bill Segment Information" that appears throughout the system. It concatenates the fields and delimiters specified as algorithm parameters.
- C1-ONLN-CR - Create bill image using BI Publisher
- OBLD-CRYS - Create bill image using Crystal
- CI_BDISP_DCM - Create PDF of bill image by calling Documaker

Entities to Configure

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

2.0 Review Generated Bill Segments

Reference: [Manage External and Miscellaneous 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 Bill Segment for accuracy and determines the next action. The CSR or Authorized User decides if the billing process could be continued. The Bill Segment may be incorrect, or created by mistake and needs to be deleted or canceled.

Business Object

- Bill - Bill business object (simple bill elements only)

2.1 Request Changes for Recalculation of Misc Charges Bill

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

Actor/Role: CSR

Description: After review, the CSR or Authorized User identifies a problem with the generated Bill Segment. The CSR or Authorized User, based on established business rules then adds or changes the data used for the Bill Segment calculation. There are no specific restrictions on changes that could be done across the application to fix the problem and create the correct Bill Segment.

2.2 Update Information

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

Actor/Role: CC&B

Description: Changes by the CSR or Authorized User are applied in CC&B.

2.3 Request Delete Bill

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

Actor/Role: CSR

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

2.4 Delete Bill

Reference: [Manage External and Miscellaneous Charges 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 and the financial records are removed from the database. There is no financial impact to the Customer's Account.

2.5 Request Delete Specific Bill Segments

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

Actor/Role: CSR

Description: The CSR or Authorized User determines specific Billable Charge Bill Segments associated with a given Bill need to be deleted and requests to delete the Bill Segments.

2.6 Delete Bill Segments

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

Actor/Role: CC&B

Description: The specific Bill Segments is deleted in CC&B and the financial records are removed from the database. There is no financial impact to the Customer's Account.

2.7 Request Freeze Bill Segments

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

Actor/Role: CSR

Description: The CSR or Authorized User determines all information is in place and the freezable Bill Segments is accurate. The CSR or Authorized User requests to freeze the Bill Segments.

2.8 Freeze Bill Segments

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

Groups:

- Freeze Bill Segment
- Batch Billing

Actor/Role: CC&B

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

- **Manual Process:** CSR or Authorized User initiates process when he/she requests 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 Manual process.

Available Algorithms

- BSFZ-Empty - This is a Customer Class Bill Segment freeze/cancel algorithm.
- C1-BSFZ-BCH - Cancel Bill Segment Billable Charges

Process Names

- Billing

Entities to Configure

- Installation Options - Bill Freeze Options
- Customer Class

2.9 Freeze FT

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

Groups:

- Freeze Bill Segment
- Batch Billing

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.

Process Names

- Billing

Entities to Configure

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

3.0 Initiate Payment Process to Service Provider

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

Groups:

- Freeze Bill Segment
- Batch Billing

Actor/Role: CC&B

Description: If 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 (see 3.0.1 step of the current process for details).

This step can 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

3.1 Request Cancel Frozen Bill Segments

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

Actor/Role: CSR

Description: The Bill Segments may need to be canceled and not created again. The customer's balance should not be impacted by the original transaction. The CSR or Authorized User initiates the Cancel function.

Entities to Configure

- Bill Cancel Reasons

3.2 Update Bill Segments to Pending Cancel

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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 Segments to Pending Cancel.

Entities to Configure

- Bill Cancel Reasons

3.3 Request Finalize Cancel Bill Segments

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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

3.4 Update Bill Segments to Canceled

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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 canceled, 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.
- C1-BSFZ-BCH - Cancel Bill Segment Billable Charges
- Installation Options - Bill Freeze Options

Entities to Configure

- Customer Class

3.5 Request Cancel Billable Charge

Reference: [Manage External and Miscellaneous 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 the Bill Segment for a onetime charge has been canceled, it is also recommended canceling the Billable Charge and creating a new one instead. Refer to 4.2.1.7 CC&B Apply Miscellaneous Charges.

3.6 Request Undo Cancel Bill Segments

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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.

3.7 Return Original Bill Segments to Frozen

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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

3.8 Request Add Bill Messages

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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

3.9 Add Bill Messages

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

Actor/Role: CC&B

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

4.0 Request Complete Bill

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

Actor/Role: CSR

Description: When CSR or Authorized User cannot find any problem with Frozen Miscellaneous Charge Bill Segments as well as with other Bill Segments (if any) that belong to the same bill, he/she initiates the Complete Bill function.

4.1 Create Bill Messages

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

Groups:

- 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

Available Algorithms

- DEL-BSEG - This Bill pre-completion algorithm deletes Bill Segments that are in Error
- CPBC-DB-PY - This customer class pre bill completion algorithm determines to delete a bill if it only contains frozen financial transactions of given types
- C1-CPBC-TAXT - This customer class pre-bill completion algorithm checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.
- C1-CSB-EBC - This customer class pre bill completion algorithm This algorithm skips completion of a bill until the bill cycle schedule end date. The algorithm is normally used with summary billing.

Process Names

- Billing
- To Do Type

Entities to Configure

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

Business Object

- C1-AccountBillMessage - Account Bill Message
- C1-BillMessagePhysicalBO - Physical BO for Bill Message

4.2 Transfer Customer's A/R to Service Provider

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

Groups:

- 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 (refer to step 3.0 on of the current process), 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.

This step can be executed from online and batch processing.

Available Algorithms

- BCMP-TR-WBFT - Transfer receivables to WBFT service provider
- XFER AR SPR - Transfer A/R to a Service Provider

Process Names

- Billing

Entities to Configure

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

4.3 Add Adjustments, Payments, Bill Corrections to Affect Bill Amount

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

Groups:

- Bill Completion
- Batch Billing

Actor/Role: CC&B

Description: During Bill Completion CC&B adds Adjustments, Payments 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

4.4 Determine Due Date, Credit Review Date

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

Groups:

- 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

- LPC-DFLT - calculate the late payment charge amount for a specific service agreement linked to an account.
- LPE-DFLT - this is used during the late payment charge background process to determine if an account is eligible for late payment charges.
- DUE DT OVRD - Override due date if acct has characteristics
- BILPC-SPRC1 - LPC method for service provider

Process Names

- Billing

Entities to Configure

- SA Type
- Customer Class
- Adjustment Types

- Rates

4.5 4.3.1.1d Manage Autopay

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

Groups:

- 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

Entities to Configure

- Installation Option
- Auto Pay Route Type
- Auto Pay Source Code

4.6 Create Additional Required Bill Messages

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

Groups:

- Post Bill Completion
- Bill Completion
- Batch Billing

Actor/Role: CC&B

Description: CC&B can perform various post Bill completion activities. Additional Bill Messages can be added to the specific Bill. This step can be executed from online and batch processing.

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

Available Algorithm

- CI_CR-BLRVWS - This customer class post bill completion algorithm will create 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'.
- CI_MULTDUDT - This algorithm derives a second and third due date for a bill and captures these as bill characteristics.

Process Names

- Billing

Entities to Configure

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

4.7 Create Update Bill with Completion Details

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

Groups:

- Bill Completion
- Batch Billing

Actor/Role: CC&B

Description: All Bill completion details are now updated in CC&B. This step can be executed from online and batch processing.

Process Names

- Billing

4.8 Review Bill

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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.

Business Objects

- Bill - Bill business object (simple bill elements only) This business object is used for simple access to bill information.
- CI_BillSegmentStatus - Bill Segment Status - This business object is used to retrieve the status of a bill segment.

4.9 Make Necessary Changes for Bill

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

Actor/Role: CSR

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.

5.0 Request Reopen Bill

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

Actor/Role: CSR

Description: The CSR or Authorized User determines to reopen a Bill for the Customer's account.

5.1 Update Current Bill to Reopen

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

Actor/Role: CC&B

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

5.2 Request Changes to Impact Balance

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

Actor/Role: CSR

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, Cancellation of a Bill Segment, Creation of a Payment or Adjustment, or Cancellation of a Payment or Adjustment.

5.3 Update Balance

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

Actor/Role: CC&B

Description: The financial balance is updated in CC&B.

5.4 Extract Bill for Printing

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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

- BL FOR DOC - This algorithm constructs the records that contain the information that appears on a printed Bill (for Doc 1).
- C1-BLEX-EX - Create bill extract records for Documaker
- BL FOR CRY - This Bill Route Type extract algorithm creates bill using Crystal
- CM-BLEX-EX

Process Names

- POSTROUT - CIPBXBLB
- Custom Extract Process

Business Object

Note: This BO is currently used for reprint Bills.

- BillRoutingR - Bill business object to read bill routing details.
- CI_BillDocumentNumber - This business object is used by the bill print extract algorithm (CI_BLEX-XML) to retrieve a bill's document number and document type.

5.5 Print Bill

Reference: [Manage External and Miscellaneous Charges Process Model - Page 2 on page 4](#) 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)).

5.6 Send Bill to Customer

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

Actor/Role: Document Management Software

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

5.7 Receives Bill

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

Actor/Role: Customer

Description: The Customer receives the Bill.

Entities to Configure

- Bill Route Type

5.8 Select Accounts for Open Bill Cycle

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

Group: Batch Billing

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

5.9 Check Eligibility for Batch Billing

Reference: [Manage External and Miscellaneous Charges Process Model - Page 3 on page 5](#) 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 form the batch process only.

Available Algorithm

- 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

6.0 Highlight Bill Segment Exceptions

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

Groups:

- 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 can be executed from batch only.

Process Names

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

6.1 Highlight Bill Exceptions

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

Groups:

- 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.

6.2 Identify Bill Segments in Error Status

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

Entities to Configure

- To Do Role
- To Do Type

6.3 Create Bill Segment Exceptions To Do

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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-BSERR- This background process creates a To Do entry for every Bill Segment that's in error.

Entities to Configure

- To Do Role
- To Do Type

6.4 Evaluate and Investigate Error

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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.

6.5 Resolve Error

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

Actor/Role: CSR

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

6.6 Update Data

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

Actor/Role: CC&B

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

6.7 Request Complete To Do

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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.

6.8 Complete To Do Entry

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

Actor/Role: CC&B

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

6.9 Identify Bills in Error Status

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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

7.0 Create Bill Exceptions To Do

Reference: [Manage External and Miscellaneous Charges Process Model - Page 4 on page 6](#) 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 External and Miscellaneous Charges Process Model - Page 5 on page 7](#) 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. See step 3.0 of the current process for details.

Process Names

- PAYSPR - Pay Service Provider

Entities to Configure

- Service Provider

3.0.2 Determine Amount

Reference: [Manage External and Miscellaneous Charges Process Model - Page 5 on page 7](#) 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

- PAY SPR 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 External and Miscellaneous Charges Process Model - Page 5 on page 7](#) 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

- PAY SPR - Pay Service Provider full amount

Process Names

- PAYSPR - Pay Service Provider

Entities to Configure

- Service Provider

3.0.4 Send Financial Information

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

Actor/Role: CC&B

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 External and Miscellaneous Charges Process Model - Page 5 on page 7](#) 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.

At times the organization is made aware of a possible anomaly with a particular Batch of Bills. There are two background processes for canceling or reopening an entire batch of Bills. Refer to 4.2.2.2 CC&B Manage Meter Charges.

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 BFRACCTG - Bill Factor Date based on Accounting Date
- C1 BFREND - Bill Factor Date based on Bill Segment End Date
- C1 BFRSTRT - Bill Factor Date based on Bill Segment Start Date

Various Rate Component Type Algorithms

- Rate Component Calculation
- 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
- BS-BS-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