

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

Utility Reference Model

4.2.2.6 Manage Deposit Charges

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.6, Release 2.4.0

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4.2.2.6 Manage Deposit Charges

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

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [Manage Deposit Charges Process Model - Page 1](#)
 - ♦ [Manage Deposit Charges Process Model - Page 2](#)
 - ♦ [Manage Deposit Charges Process Model - Page 3](#)
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- ♦ [Manage Deposit Charges Detailed Process Model Description](#)
- ♦ [Installation Options - Control Central Alert Algorithms](#)
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Brief Description

Business Process: 4.2.2.6 Manage Deposit Charges

Process Type: Sub-Process

Parent Process: 4.2.2 CC&B.Manage Bill

Sibling Processes:

- 3.3.3.1 CC&B.Refund Deposits
- 3.3.3.2 CC&B.Determine Customer Deposits
- 3.3.3.3 CC&B.Review Deposit
- 3.3.3.4 CC&B.Monitor Deposit - Calculate Interest
- 3.3.2.1 CC&B.Start Premise Based Service
- 3.3.2.3 CC&B.Stop Premise Based Service
- CC&B.4.3.1.1 Manage Payments

If Cash Deposit has been requested from the Customer, there is a need to create and send to the Customer a bill that includes Deposit amount. Current process shows business flow and sequence of events that take place when Deposit is billed manually online or automatically.

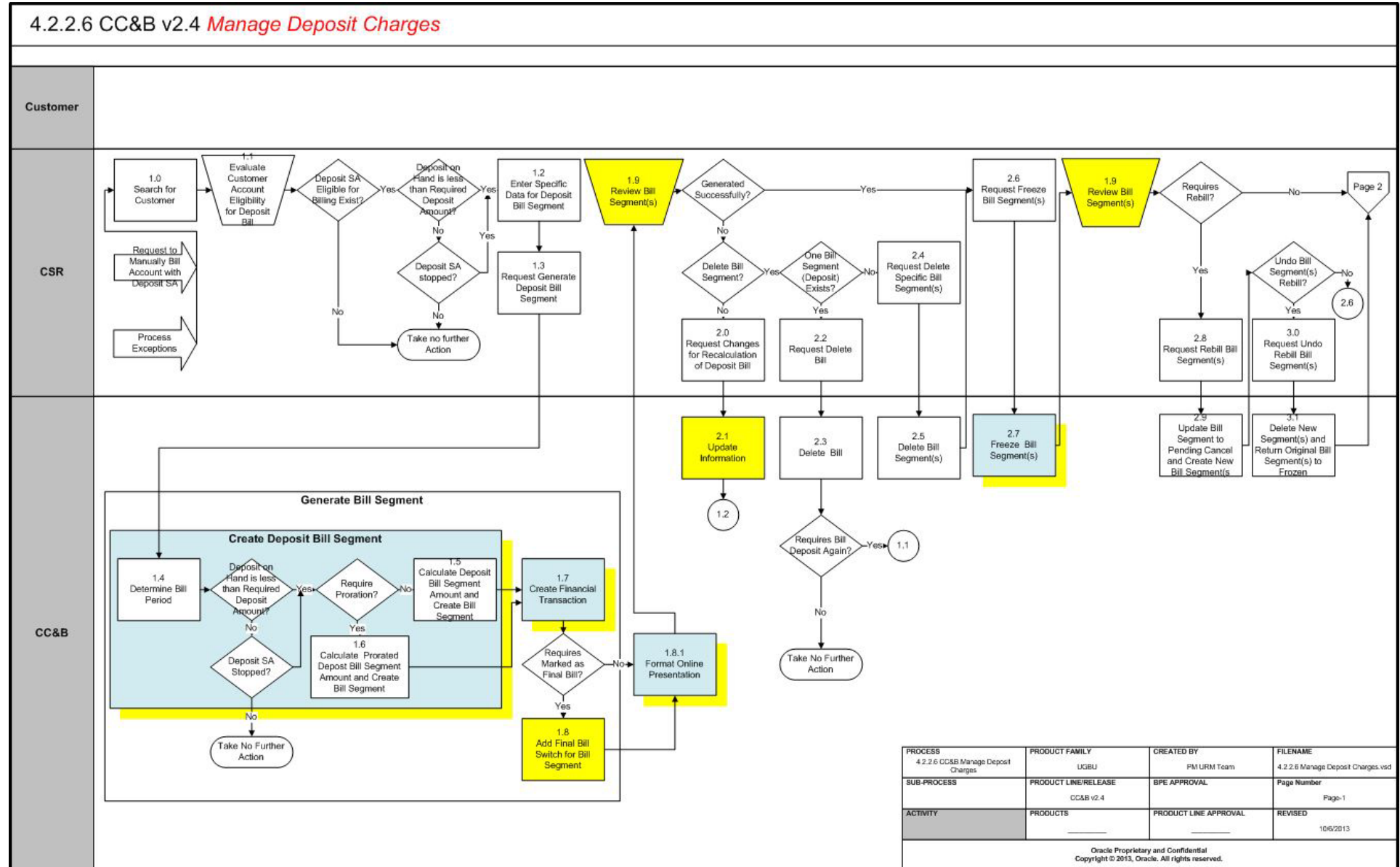
Actors/Roles

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

- **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.

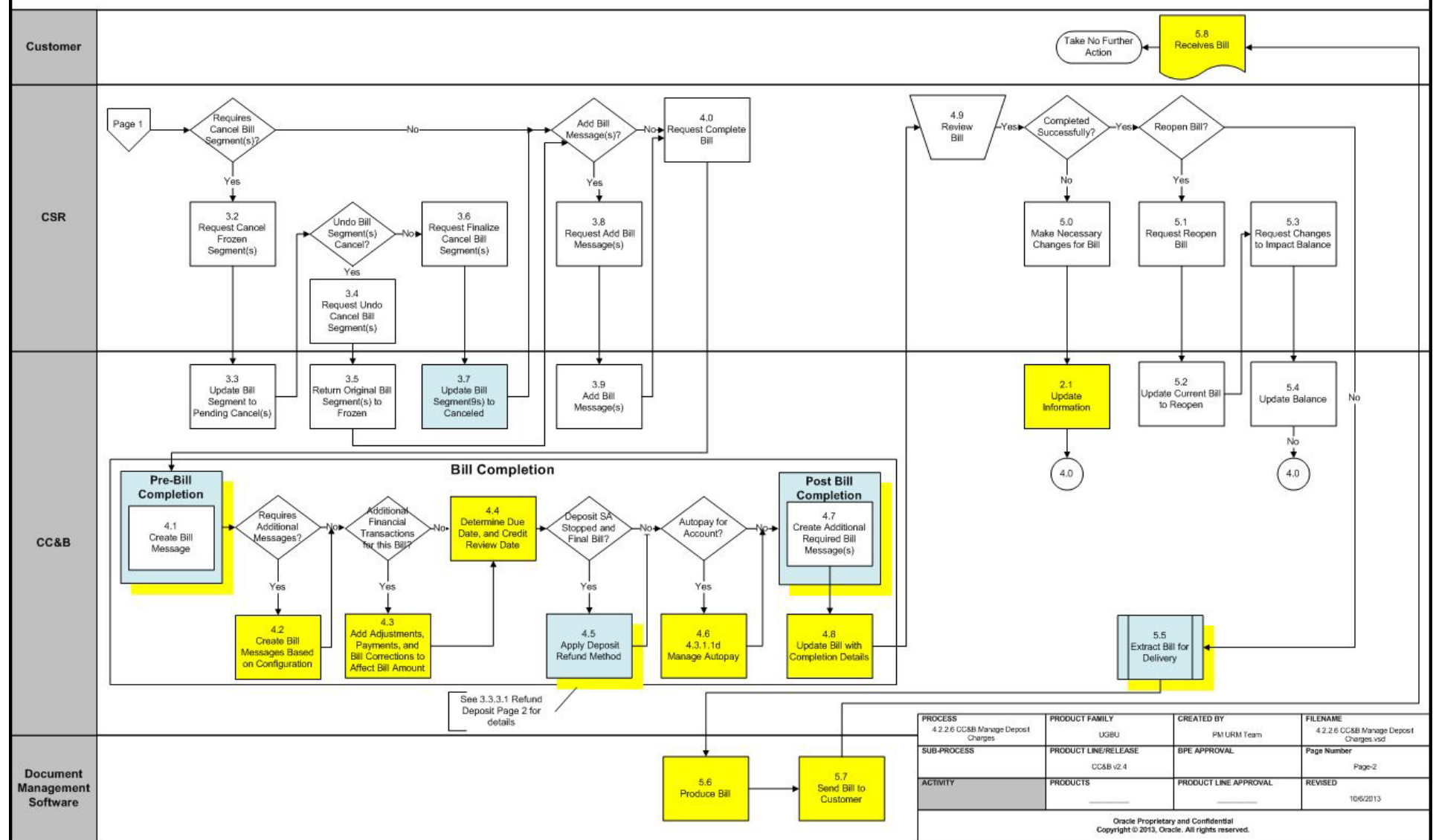
Business Process Diagrams

Manage Deposit Charges Process Model - Page 1

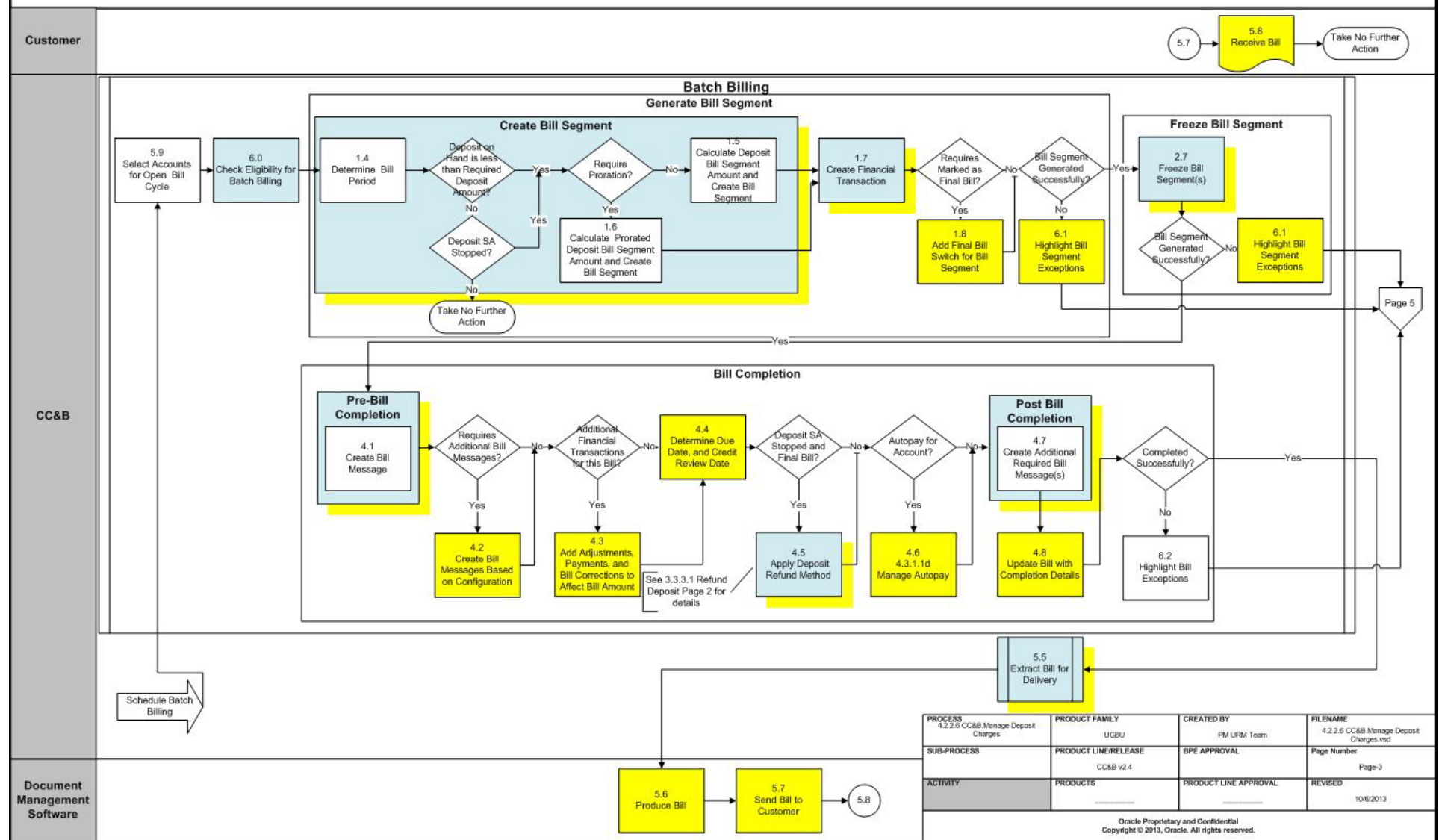


Manage Deposit Charges Process Model - Page 2

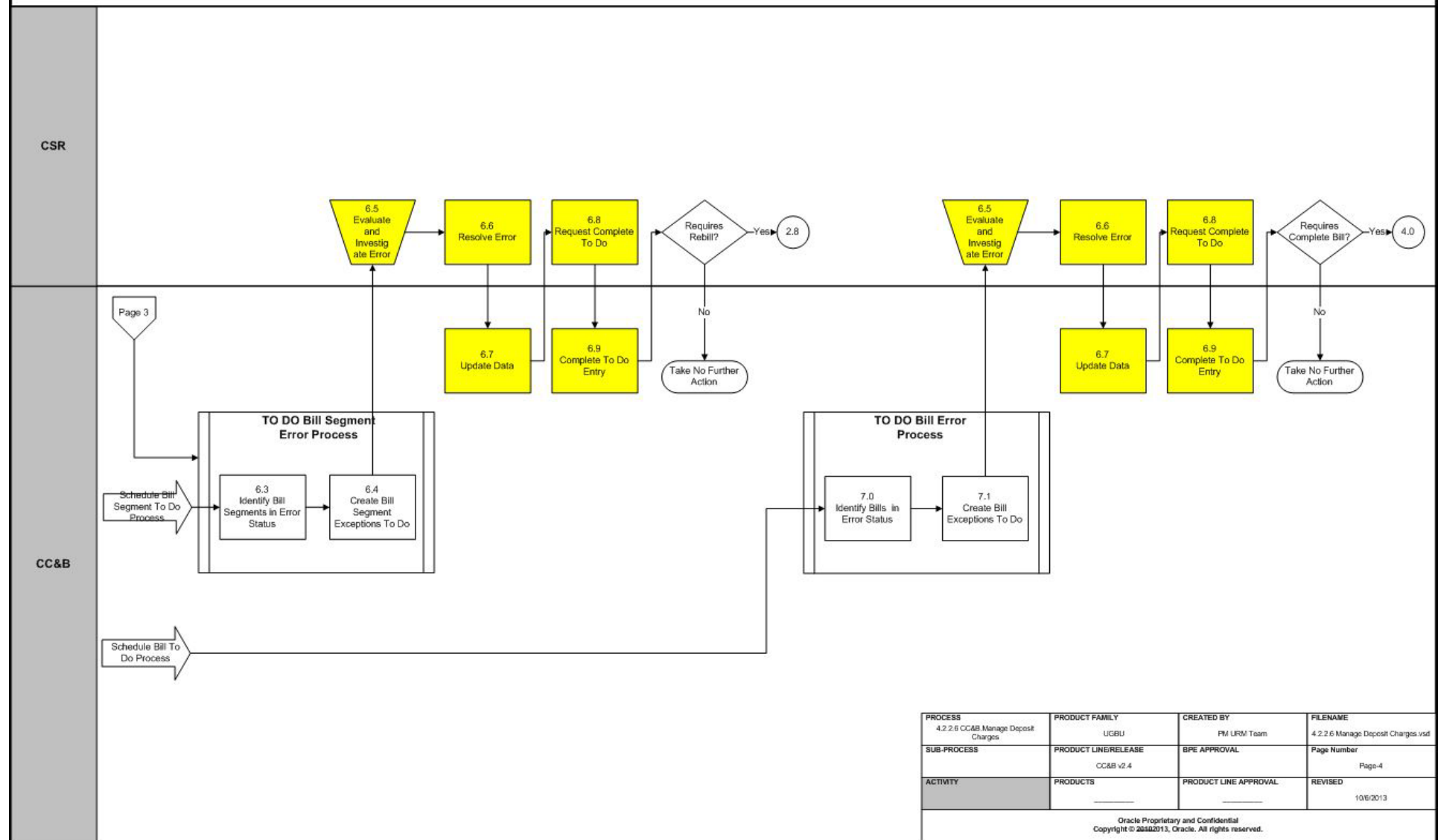
4.2.2.6 CC&B v2.4 *Manage Deposit Charges*



Manage Deposit Charges Process Model - Page 3

4.2.2.6 CC&B v2.4 *Manage Deposit Charges*

Manage Deposit Charges Process Model - Page 4

4.2.2.6 CC&B v2.4 *Manage Deposit Charges*

Manage Deposit Charges Detailed Process Model Description

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

- ♦ 1.0 Search for Customer
- ♦ 1.1 Evaluate Customer Account Eligibility for Deposit Bill.
- ♦ 1.2 Enter Specific Data for Deposit Bill Segment
- ♦ 1.3 Request Generate New Deposit Bill Segment
- ♦ 1.4 Determine Bill Period
- ♦ 1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment
- ♦ 1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment
- ♦ 1.7 Create Financial Transaction
- ♦ 1.8 Add Final Bill Switch for Bill Segments
- ♦ 1.8.1 Format Online Presentation
- ♦ 1.9 Review Bill Segments
- ♦ 2.0 Request Changes for Recalculation of Deposit Bill
- ♦ 2.1 Update Information
- ♦ 2.2 Request Delete Bill
- ♦ 2.3 Delete Bill
- ♦ 2.4 Request Delete Specific Bill Segments
- ♦ 2.5 Delete Bill Segments
- ♦ 2.6 Request Freeze Bill Segments
- ♦ 2.7 Freeze Bill Segments
- ♦ 2.8 Request Re-Bill Bill Segments
- ♦ 2.9 Update Bill Segments to Pending Cancel and Create New Bill Segments
- ♦ 3.0 Request Undo Rebill Bill Segments
- ♦ 3.1 Delete New Segments and Return Original Bill Segment to Frozen
- ♦ 3.2 Request Cancel Frozen Segments
- ♦ 3.3 Update Bill Segments to Pending Cancel
- ♦ 3.4 Request Undo Cancel Bill Segments
- ♦ 3.5 Return Original Bill Segments to Frozen
- ♦ 3.6 Request Finalize Cancel Bill Segments
- ♦ 3.7 Update Bill Segments to Canceled
- ♦ 3.8 Request Add Bill Messages
- ♦ 3.9 Add Bill Messages
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- ♦ 4.2 Create Bill Messages Based on Configuration
- ♦ 4.3 Add Adjustments, Payments, and Bill Corrections to Affect Bill Amount
- ♦ 4.4 Determine Due Date and Credit Review Date
- ♦ 4.5 Apply Deposit Refund Method
- ♦ 4.6 4.3.1.1d Manage Autopay
- ♦ 4.7 Create Additional Required Bill Messages
- ♦ 4.8 Update Bill with Completion Details
- ♦ 4.9 Review Bill
- ♦ 5.0 Make Necessary Changes for Bill
- ♦ 5.1 Request Reopen Bill
- ♦ 5.2 Update Current Bill to Reopen
- ♦ 5.3 Request Changes to Impact Balance
- ♦ 5.4 Update Balance

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

1.0 Search for Customer

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

Actor/Role: CSR

Description: Upon receipt of request to Bill Account with Deposit the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

1.1 Evaluate Customer Account Eligibility for Deposit Bill.

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

Actor/Role: CSR

Description: The CSR or Authorized User analyzes Customer's Account information and necessity to create bill for Accounts with Cash Deposit. If there is an amount that needs to be billed to customer, the CSR or Authorized User initiates Billing process. CC&B provides the CSR or Authorized User with valuable insight and overall analysis of the Customer's financial situation. Account Financial History, 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 creating new Bill or any rebilling based on established business rules.

Available Algorithms

- Installation Options - Control Central Alerts
- Installation Options - BIFN-BLINFO This algorithm type 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 Deposit Bill Segment

Reference: [Manage Deposit 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 Deposit Bill for the customer, the CSR or Authorized User provides the system with information about the Billing period for the bill to be created. 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.

1.3 Request Generate New Deposit Bill Segment

Reference: [Manage Deposit 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 for Deposit. The CSR or Authorized User requests to generate a new online Bill. This online Bill may contain one or more segments. If only one Deposit Service Agreement exists for the Account, then only one Deposit Bill Segment is created.

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

1.4 Determine Bill Period

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

Group:

- Create Deposit Bill Segment
- Generate Bill Segment
- Batch Billing

Actor/Role: CC&B

Description: This step is initiated manually or automatically.

- **Manual Process:** CSR or Authorized User provides the Bill period details if required. If not, the system defaults Bill period dates following the business rules:

Start Date:

- If this is the first Deposit Bill Segment for the Service Agreement, the start date is set to the start date of the Service Agreement.
- If this is the regular Deposit Bill Segment the start date is the previous Bill Segment's end date.

End Date:

- If this is the last Bill Segment for the Service Agreement, Deposit Bill Segment's the end date is the Service Agreement's end date.
- If this is the regular Deposit Bill Segment end date is the end date of Bill Cycle schedule window.
- **Automated Process:** System identifies start and end date for the billing period using the same business rules as described in manual process.

Process Names

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

Entities to Configure

- Frequency
- Accounting Calendar
- Bill Period
- Bill Cycles
- Bill Segment Type
- SA Type

1.5 Calculate Deposit Bill Segment Amount and Create Bill Segment

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

Group:

- Create Deposit Bill Segment
- Generate Bill Segment

- Batch Billing

Actor/Role: CC&B

Description: The system calculates and creates the Deposit Bill Segment.

- **Manual Process:** CSR or Authorized User initiates process when he/she requests to generate Bill Segment for Cash Deposit Service Agreement. The Bill Segment Amount is calculated.
- **Automated Process:** This is a component of batch billing process and gets executed as a part of batch billing process that is scheduled and runs periodically. Functionality is the same as described in Manual process.

Available Algorithms

- BSBS-RB-DFT - Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)
- BSBF-BO-DFT Bill Segment FT creation (NO PAYOFF - Payoff =0/Curr Amt = Bill Amt - No GL

Process Names

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

Entities to Configure

- Deposit Class
- SA Type
- Bill Segment Type

1.6 Calculate Prorated Deposit Bill Segment Amount and Create Bill Segment

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

Groups:

- Create Deposit Bill Segment
- Generate Bill Segment
- Batch Billing

Actor/Role: CC&B

Description: Sometimes the business is required to prorate the Deposit Bill Segment amount. Based on established configurable business rules, the system allows for proration of first or final Bill Segment as well as other Bill Periods outside the normal time period. After completing this step, the calculated Deposit Bill Segment is created.

Available Algorithms

- C1-BSBS-RB- Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)
- C1-BSBF-B0Bill Segment FT creation (NO PAYOFF - Payoff =0/Curr Amt = Bill Amt - No GL

Process Names

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

Entities to Configure

- Bill Segment Type
- SA Types
- Deposit Class

1.7 Create Financial Transaction

Reference: [Manage Deposit 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: The system creates a Deposit Financial Transaction.

Available Algorithms

- C1-BSBS-RB- Bill Segment Creation (Bill recur charge 'til amt to bill has been billed)
- C1-BSBF-B0Bill Segment FT creation (NO PAYOFF - Payoff =0/Current Amt = Bill Amt - No GL

Process Names

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

Entities to Configure

- Deposit Class
- SA Type
- Bill Segment Type

1.8 Add Final Bill Switch for Bill Segments

Reference: [Manage Deposit 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 this is the final Bill Segment for this Deposit Service Agreement it is marked as a closing Bill Segment.

Note: The Service Agreement must be stopped for this switch to be turned on.

Process Names

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

1.8.1 Format Online Presentation

Reference: [Manage Deposit 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.
- C1-BL-DISP - This algorithm formats a bill for online display.
- C1-ONLIN-CR - This algorithm formats a bill for display when interacting with 3rd party software like Crystal Reports or BI Publisher.

Process Names

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

Entities to Configure

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

1.9 Review Bill Segments

Reference: [Manage Deposit 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, rebilled or canceled.

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.

2.0 Request Changes for Recalculation of Deposit Bill

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

Actor/Role: CSR

Description: After review CSR or Authorized User identifies a problem with the generated Deposit Bill segment. The CSR or Authorized User, based on established business rules, then adds or changes the data used for the Bill Segment calculation. Typical changes for a Deposit Service Agreement may include a change to dates or recurring charge information.

2.1 Update Information

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

Actor/Role: CC&B

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

2.2 Request Delete Bill

Reference: [Manage Deposit 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 (Deposit) 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.

2.3 Delete Bill

Reference: [Manage Deposit 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 record is removed from the database. There is no financial impact to the Customer's Account.

2.4 Request Delete Specific Bill Segments

Reference: [Manage Deposit 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 Deposit Bill Segments associated with a given Bill require deletion and requests to delete the Bill Segments.

2.5 Delete Bill Segments

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

Actor/Role: CC&B

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

2.6 Request Freeze Bill Segments

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

Actor/Role: CSR

Description: If CSR or Authorized User does not identify any problem and decides to continue the Billing process, he/she requests to Freeze Cash Deposit Bill Segment.

2.7 Freeze Bill Segments

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

Group:

- Freeze Bill Segment
- Batch Billing

Actor/Role: CC&B

Description: When this step is initiated system freezes Cash Deposit Bill Segment and Associated Financial Transactions. If Deposit amount is paid in full, an appropriate message is created. This message is printed on the bill. This is standard feature available in the system. Typically Organizations use this feature to communicate to the Customer and inform about Changes in Deposit.

- **Manual Process:** This is initiated by CSR or Authorized User when he/she requests to Freeze Bill Segments created for Cash Deposit 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

- DEP PIF MSG (CI_DEPPIFMSG)(Create 'Paid In Full' message when deposit paid)

Process Names

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

Entities to Configure

- Deposit Class
- SA Type

2.8 Request Re-Bill Bill Segments

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

Actor/Role: CSR

Description: If the problem identified in the frozen Bill Segment has been resolved, the CSR or Authorized User requests to Cancel and Rebill the Deposit Bill Segment.

Note. When something has been wrong for an extended period of time with Billing Deposit Service Agreement, CSR or Authorized User may use Multi Cancel/Rebill page to request Cancel/Rebill.

Entities to Configure

- Bill Cancel Reasons

2.9 Update Bill Segments to Pending Cancel and Create New Bill Segments

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

Actor/Role: CC&B

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

Entities to Configure

- Bill Cancel Reasons

3.0 Request Undo Rebill Bill Segments

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

Actor/Role: CSR

Description: The CSR or Authorized User determines not to freeze the new Bill Segments. If the undo function is used, the newly generated segment is deleted.

3.1 Delete New Segments and Return Original Bill Segment to Frazens

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

Actor/Role: CC&B

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

3.2 Request Cancel Frozen Segments

Reference: [Manage Deposit 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

3.3 Update Bill Segments to Pending Cancel

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

Actor/Role: CC&B

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

3.4 Request Undo Cancel Bill Segments

Reference: [Manage Deposit 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 cancellation, the CSR or Authorized User determines the Bill Segments should not be canceled, and uses the Undo function.

3.5 Return Original Bill Segments to Frozen

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

Actor/Role: CC&B

Description: When CSR or Authorized User requests Undo Cancel system updates Bill Segment Status to Frozen and Billing process could be resumed.

3.6 Request Finalize Cancel Bill Segments

Reference: [Manage Deposit 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 the Deposit Bill Segment.

3.7 Update Bill Segments to Canceled

Reference: [Manage Deposit 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 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

Entities to Configure

- Cancel Reasons

3.8 Request Add Bill Messages

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

Actor/Role: CC&B

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

4.0 Request Complete Bill

Reference: [Manage Deposit 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 Deposit Bill Segment 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 Message

Reference: [Manage Deposit Charges Process Model - Page 1 on page 3](#) for the associated business process diagram. [Manage Deposit Charges Process Model - Page 2 on page 4](#)

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 deleted Bill Segments, and create a To Do entry.
 - Delete bill certain type of Financial Transactions linked to the bill, for example, if only payments exist for newly created bill.

Available Algorithms

- DELBSEG - This Bill pre-completion algorithm type deletes Bill Segments that are in Error.
- CPBC-DB (CI_DELBIL-PS) - This customer class pre bill completion algorithm type 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 type checks if taxes should be charged by comparing the bill's accumulated tax amount with the tax threshold amount.

Process Names

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

Entities to Configure

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

Business Object

- C1-AccountBillMessage - Account Bill Message

4.2 Create Bill Messages Based on Configuration

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

Group:

- Bill Completion
- Batch Billing

Actor/Role: CC&B

Description: CC&B can also automatically add - Bill Messages during Bill completion. This step can be executed from online and batch processing.

Bill Messages come from a variety of sources:

- Account Bill Messages
- Customer Class Bill Messages
- Service Agreement related Messages that are linked to Bill Segments
- Service Provider Bill Messages
- Ad hoc Messages by CSR or Authorized User
- Custom Background Processes and Algorithm Bill Messages

Process Names

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

Entities to Configure

- Customer Class Bill Messages
- Account Bill Messages
- Service Agreement Bill Messages

Business Object

- C1-AccountBillMessage - Account Bill Message

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

Reference: [Manage Deposit 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 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.

4.4 Determine Due Date and Credit Review Date

Reference: [Manage Deposit 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.

Available Algorithms

- BILPC-TOTAL (CI_LPC-PCT) - This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account.
- BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges.

Process Names

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

Entities to Configure

- Late Payment Profile
- Customer Class
- Adjustment Type

4.5 Apply Deposit Refund Method

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

Group:

- Bill Completion
- Batch Billing

Actor/Role: CC&B

Description: When specifically defined, CC&B can apply existing credit on an Excess Credit SA to other SA's. If Bill being completed is Final Bill there is a need to refund Deposit on hand. In order to do so, billing attempts to distribute debit amount among existing outstanding debts. If this is not an option, or after setting off outstanding debts Deposit is still exists, then system initiates Check Refund process. This process and all the currently available options are described in details in 3.3.3.1 Refund Deposit process.

- **Manual Process:** (See detailed diagram in 3.3.3.1 Refund Deposit process) CSR or Authorized User evaluates Customer's debts and manually distributes Deposit amount to offset outstanding debts. If some Deposit amount still remains, a check is sent to the Customer, however, CSR or Authorized User can send whole Deposit amount to the Customer.
- **Automated Process:** System automatically attempts to set off outstanding debts with Deposit amount that needs to be refunded. However, after automated distribution takes place, system analyses amount left (if any) and can initiate refund Check process or write down small amount. This process also described in details in 3.3.3.1 Refund Deposit process.

Available Algorithms

- CREDIT-XFER (CI_CR-XFER) - This Bill Segment completion algorithm type will transfer the balance of a credit SA to other SAs linked to the account.

Process Names

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

Entities to Configure

- SA Type
- Deposit Class

4.6 4.3.1.1d Manage Autopay

Reference: [Manage Deposit 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 Manage Autopay.

Process Names

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

4.7 Create Additional Required Bill Messages

Reference: [Manage Deposit 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 with an "open" Bill cycle.

Entities to Configure

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

4.8 Update Bill with Completion Details

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

Group:

- 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.

4.9 Review Bill

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

Actor/Role: CSR

Description: The CSR or Authorized User evaluate the Account and reviews the Bill for accuracy. The Bill may not be in a Complete status. Some data may be missing or has incomplete information. At times it may be necessary to reopen the most recent Bill. Possibly a payment or adjustment was not included in the original Bill. A Bill Segment may need rebilling and changes reflected in a new Bill.

Business Objects

- Bill - Bill business object (simple bill elements only): This business object is used for simple access to bill information.
- C1-BillSegmentStatus - Bill Segment Status: This business object is used to retrieve the status of a bill segment.

5.0 Make Necessary Changes for Bill

Reference: [Manage Deposit 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.

5.1 Request Reopen Bill

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

Actor/Role: CSR

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

5.2 Update Current Bill to Reopen

Reference: [Manage Deposit 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.

5.3 Request Changes to Impact Balance

Reference: [Manage Deposit 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
- Rebill of a Bill Segment
- Cancellation of a Bill Segment
- Creation of a Payment or Adjustment
- Cancellation of a Payment or Adjustment

5.4 Update Balance

Reference: [Manage Deposit 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.

5.5 Extract Bill for Delivery

Reference: [Manage Deposit 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

- 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 - The Bill Route Type extract algorithm creates billing information in an XML format as an alternative to a fixed flat file format.

Process Names

- POSTROUT - CIPBXBLB is a batch control process for Postal bill routing.
- EMAILRTE - CIPBXBLB is a batch control process for Email bill routing.
- Custom Extract Process

Business Objects

BillRoutingR - Bill business object to read bill routing details.

Note: This BO is currently used for reprint Bills.

5.6 Produce Bill

Reference: [Manage Deposit 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)).

5.7 Send Bill to Customer

Reference: [Manage Deposit 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.

5.8 Receives Bill

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

Actor/Role: Customer

Description: The customer receives the Bill.

5.9 Select Accounts for Open Bill Cycle

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

Group: Batch Billing

Actor/Role: CC&B

Description: 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
- Account

6.0 Check Eligibility for Batch Billing

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

Group: Batch Billing

Actor/Role: CC&B

Description: Normally, most Bills are created and completed automatically. When the Billing process takes place 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. Deposits are not an exception.

Available Algorithms

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

Process Names

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

Entities to Configure

- SA Type
- Customer Class

6.1 Highlight Bill Segment Exceptions

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

Group:

- Generate Bill Segment
- Freeze 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.

Process Names

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

6.2 Highlight Bill Exceptions

Reference: [Manage Deposit Charges Process Model - Page 3 on page 5](#) 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.

6.3 Identify Bill Segments in Error Status

Reference: [Manage Deposit 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

6.4 Create Bill Segment Exceptions To Do

Reference: [Manage Deposit 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 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

6.5 Evaluate and Investigate Error

Reference: [Manage Deposit 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.

6.6 Resolve Error

Reference: [Manage Deposit 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.

6.7 Update Data

Reference: [Manage Deposit 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.

6.8 Request Complete To Do

Reference: [Manage Deposit 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.

6.9 Complete To Do Entry

Reference: [Manage Deposit 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.

7.0 Identify Bills in Error Status

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

Group: To Do Bill Error Process

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

7.1 Create Bill Exceptions To Do

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

Group: To Do Bill Error Process

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

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 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

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