Rebill

Wednesday, July 2, 2025   7:23 PM

Within 30 day :

Difference between NB provisioning date and billing date sent date >more than 30 days or any cycle change along with the promo change at ABP end.

Major Scenraio

<mark>Cease:</mark>

This scenario is little simple to check as compared to other. Here We have Service Suspend Activity which update the same in Dashboard also prior to PONR in almost every Provisioning flow. Once that activity is executed then it has to pass through "Set Product PONR" and any fallout, flag release or user task delay between that can delay NB call. On reaching PONR billing flag will be released unlike the Provide flow and NB Call will be triggered along with that only.

Sometime We have failure of Send to Billing Cease too which can be due to either very old billing date> 9 month or due to some SQO/ABP issue.
Old Billing Date can be because of two reason only-
- First there is a delay due to any of the above mentioned issue.
- Second user would have manually change the date from DMD with some old date. Please note, From 24.11 release onward, User won't be able to change date manually from PMD. So this case will not be coming in future.

Provide: Here We need to check the NB delay starting from the "Update Service Suspend Status" prior to PONR to the "Send to Billing" activity(NB call). This can be due to any of the RCA mentioned in RCA category. Mostly any User GT or fallout stuck or flag release delays the NB call.
For EPL and ENS order, We need to check other legs also as most of the delay accounts from the "Billing Sync Point".

Modify: This is little complex scenario as most of the time this is the shared EQP and SAC scenario and each case depend on the profile, order and service on the site. Here We have to always verify the billing date as per the business standard. RCA could be any of the below mentioned RCA. Here also We need

to check the NB delay starting from the "Update Service Suspend Status" prior to PONR to the "Send to Billing" activity(NB call).NB Call is dependent here based on the order scenario, so we need to check the Billing flag release accordingly.

RCA Category for Rebill:

Amdocs Data issue(OSO/SQO/ABP)

Any Defect(OSO/SQO/ABP):We need to cover inflight also.

Environment Issue(OSO/SQO/ABP): We have to confirm about other impacted order due to the mentioned outage.

Manual Intervention at OSO: Exact scenario

Non DOX (DCP/SNP/CLIPS/Any other third party)

Old Order(No Logs/Not Reproducible)

User Error(User forgot to perform UD Amend post PTD update, user wrong expectation, Wrong Order placed from Sales, WA for unsupported Scenario, manual fulfillment flag release)

User Task Delayed(Any task delay which may delay NB call)

Working as Designed(Correct Scenario due to shared service, user Error -manual date change from PMD)

Not Required (Billing start too early/ Disconnect Too late feature user by User)

In 2024(till Oct) total 271 REBILL records we faced till now. With Below summary:
We have a TOP OFFENDOR for user task delayed

Row Labels	Count of Prateek Data
Data issue	13
Defect	38
Environment Issue	3
Manual Intervention at OSO	6
Non DOX	18
Old Order	9
User Error	30
User Task Delayed	89
Working as Designed	22
Not Required (Billing start too early/ Disconnect Too late feature user by User)	43
Grand Total	**271**