U.S. CELLULAR® PROCEDURE DOCUMENT

AR Daily CHECK ON-CALL ProceDURE

Last Updated: 7/25/16, Version: 0.6

# Introduction

##### IMPACT STATEMENT

* + On-call is required to monitor the daily AR reports included in this document.
  + These report need to be monitored everyday to make sure we meet SLA compliance .
  + Impact if these duties are missed:

- Customers may go to collections if payments are not processed on time .

-Impact to business partners (FS) as they plan their activites based on expected suspension and cancellation for a day .

- Impact to our SLA regarding processing of payment files .

* + Escalate to SME when an issue occurs other than as described below

##### ProceDURE Owner (functional organization)

AR SMEs (Progyan,Bhanu,Suma,Bruce,Galen and Erin )

##### Access Requirements

* Outlook and IS Billing Operations mailbox.
* EBI server kpr01ebiap using LAN ID and password . should be able to sudo login
* TOAD – BODSPRD, PRDCUST

# On Call Duty Checklist

|  |  |  |  |
| --- | --- | --- | --- |
|  | Duty | Action | Frequency  (Only on Weekends & Holidays ) |
| 1. | Check the daily report “Count of Cancelled and Suspended customer: DD-Mon-YY” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\AR\_daily\_checks | Daily around 9:15 AM |
| 2. | Check the daily report “Metrics for Monthly Operations Deck: DD-Mon-YY” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\AR\_daily\_checks | Daily around 9:15 AM |
| 3 | Check the daily report “Confirmation: Wells Fargo ACH Confirmation (CNOTE)” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\WF ACH | Daily around 9:15 AM |
| 4. | Check the daily report “CC Recon Status as of DD\_MON\_YY” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\AR\_daily\_checks | Daily once between 2 PM to 3 PM |
| 5. | Check the daily report “Past Due Accounts for Review” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\AR\_daily\_checks | Daily around 9:15 AM |
| 6. | Check the daily report “USCC :- AR1INVRCT Files Status as on MM/DD” | Check the \*ON\_CALL folder in IS Billing Operations mailbox or in :  \\IS Billing Operations\Inbox\AR\USCC :- AR1INVRCT  Files Status | Daily once between 12 noon to 3 PM |

# Detailed On CALL Process Steps

## Narrative

1. **REPORT 1 : “Count of Cancelled and Suspended customer: DD-Mon-YY”**

This report includes total no of suspensions and cancellations processed during previous day and current day (till report run time ).

Bottom portion of the report contains hourly counts since 2200 hours of the previous night

**Things to check :**

1. The email is received for the day . (Refer troubleshooting if the email is not received for any day )
2. In the summary section for the current date if (suspension+cancellation) is less than 80 , the report will mention the word ‘EXCEPTION !!!!’ in the subject. If you see this exception, forward to amdocs (use their on-call DL [GSSUSCCTier25RA@amdocs.com](mailto:GSSUSCCTier25RA@amdocs.com). Call amdocs on-call @ 217-766-1979 (8AM – 6PM)/217-353-7640 (6PM - 8AM and all day sunday)) to confirm if cancellation and suspension is processing fine . Also create and send a remedy ticket to amdocs .
3. In the hourly section , verify that there is either suspension or cancellation counts at every hour from 2200 hours last night to report run hour (except 00 hours to 04 hours where the collection scanner is down)  .

This implies that cancellation and suspensions are continuously processed.

For a low count day like Sunday , we may occasionally see an hour without any count . If you see two consecutive hours without any count, please forward to amdocs (as point #2 above).

Trouble shooting : If the email is not available , perform below steps :

1. Login to kpr01ebiap
2. Sudo login as “sudo /bin/su - p\_arapp1“
3. cd ar\_daily\_check ; and then run “./ar\_manual\_wrapper.sh”
4. From the menu , select the report you want to run and hit enter .
5. This will generate and email in HTML format. The email can be found in it’s folder after 2-5 minutes
6. **REPORT 2: “Metrics for Monthly Operations Deck: DD-Mon-YY”**

This report includes 3 set of information as part of daily checks for AR. It includes :

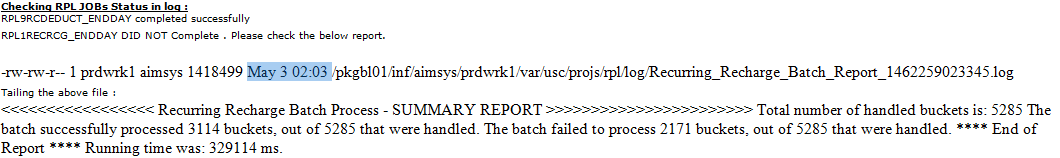
1. Daily prepaid recharges and recurring charges deduction processing
2. Wells Fargo ACH out file processing , and
3. Payment file processing ,

**Things to check :**

1. The email is received for the day . (Refer troubleshooting if the email is not received for any day )
2. Check 1 of the report is to verify if the two jobs RPL9RCDEDUCT and RPL1RECRCG completed successfully. If you want to check the logs in unix, the log location for these jobs in kpr01batch is “/pkgbl01/inf/aimsys/prdwrk1/var/usc/log”.

If one of the jobs did not complete successfully , verify the report (check timestamp of the report file) was successfully produced for the day . Also verify that you see “summary report” and “End of Report” as shown below .

Example :



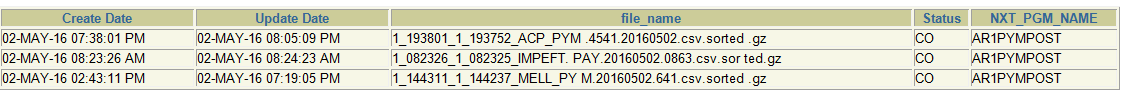
1. You can ignore Check 2 portion of this email and go to the section “REPORT 3: Confirmation: Wells Fargo ACH Confirmation (CNOTE)” of this document .
2. Check 3 of the report includes information payment files received and processed during previous day. Make sure that update date is before 10:30 PM of the previous day for the previous day files .

In case, the update date is later than 10:30 PM , inform leader on-call and AR SME .

ACP file – there should be one ACP file everyday

MELL file - there should be one MELL file every business day

IMPEFT or IMPPAY or IMPCOL – can be 0 or many in business days



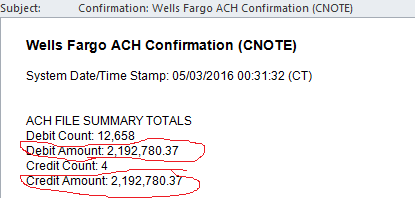
Trouble shooting : 1. If the email is not available, follow same troubleshooting step as Report 1 .

1. If there is any payment file from previous day unprocessed by 10:30 PM, or if any of the 2 RPL job did not complete and also did not produce the report successfully , then create a remedy for amdocs and engage their on-call.
2. **REPORT 3: “Confirmation: Wells Fargo ACH Confirmation (CNOTE)”**

The WF ACH file contains direct debit requests sent to WF for the day . We need to ensure that this file is sent out everyday and we have the confirmation email from wells fargo.

**Things to check :**

1. The email is received for the day .
2. Debit Amount and Credit Amount should match in that email ; If it does not match, create a severity 3 remedy ticket and contact amdocs on-call @ (217-766-1979 (8AM – 6PM)/217-353-7640 (6PM - 8AM and all day sunday). Also escalate to USCC Leader and SME .



Trouble shooting : If the confirmation email is not available , verify that file was created and transfer jobs were run after the ACH file was created. Refer Check 2 in automated “monthly operations deck” email for these details .

Also look for MFT email (\\IS Billing Operations\Inbox\AR\WF ACH ) for this issue to see if there is any exception there . Engage MFT team if needed .

Example remedy ticket :03311162

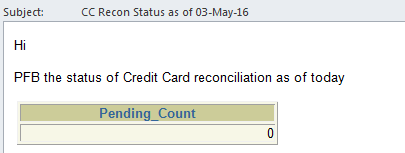
1. **REPORT 4: “CC Recon Status : DD-Mon-YY”**

This report includes information for daily credit card reconciliation status .

**Things to check :**

1. The email is received for the day . (Refer troubleshooting if the email is not received for any day ).
2. No action needed if pending count is 0(as shown below). The report will mention ‘No Action needed’ in the subject if the pending count is 0. Otherwise the subject will mention ‘EXCEPTION !!!!’ .

There may be 2 reason if the count is more than 0 . Either the job has not completed for the day (you can confirm that from IS Operations [ISOperationsCenter@uscellular.com](mailto:ISOperationsCenter@uscellular.com) ) or the count is more than 110 (current threshold) . If the count is more than 110, please call leader on-call and also inform SME.



Trouble shooting : If the email is not available, follow same troubleshooting step as Report 1

1. **REPORT 5: “Past Due Accounts for Review”**

This is a report which includes the count of customers that were supposed to enter into Collections .

**Things to check :**

1. The email is received for the day .
2. Verify the count is less than 100. If any count is more than 100 , the subject will look like “Past Due Accounts for Review (**Alert**: 21,555 accounts)” . If you notice the count more than 100, then create a sev 3 remedy ticket and engage amdocs on-call (use their on-call DL [GSSUSCCTier25RA@amdocs.com](mailto:GSSUSCCTier25RA@amdocs.com). Also call amdocs on-call @ 217-766-1979 (8AM – 6PM)/217-353-7640 (6PM - 8AM and all day sunday)).

If we see high count on multiple days in a row, same remedy can be updated with each occurrence .

Inform USCC leader on-call .

Example remedy ticket :03318632

1. **REPORT 6: “USCC :- AR1INVRCT Files Status as on MM/DD”**

This report shows if any file for AR1INVRCT is in unprocessed status.

The Invoice Receipt(AR1INVRCT) process is responsible for handling the output of the Bill Confirmation process to Amdocs Accounts Receivable.

**Things to check :**

1. The email is received for the day .
2. Check if there is any file in AF status and amdocs donot include any explanation in the email, raise a remedy ticket for amdocs to check .
3. If there is large no of unprocessed files in the report , run the below query in bodsprd to check current status:

select trunc(sys\_creation\_date),cur\_file\_alias,file\_status,count(1) from ac1\_control where nxt\_pgm\_name='AR1INVRCT' group by trunc(sys\_creation\_date),cur\_file\_alias,file\_status

If you still see large no of unprocessed file in RD status , then create a remedy ticket and engage amdocs on-call (use their on-call DL [GSSUSCCTier25RA@amdocs.com](mailto:GSSUSCCTier25RA@amdocs.com). Call amdocs on-call @ 217-766-1979 (8AM – 6PM)/217-353-7640 (6PM - 8AM and all day sunday))

Example remedy ticket : 03334846

# Appendices

## Revision History & Approvals

The revision history shows changes and approvals to this document.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Description | Author | Approved by |
| 0.1 | 5/3/2016 | Initial version of the Ar Daily check on-call procedure | Progyan Sharma |  |
| 0.2 | 5/4/2016 | Incorporated review comments from Bhanu | Progyan Sharma |  |
| 0.3 | 5/6/2016 | Added tasks 5 and 6 | Progyan Sharma | Cindy Nangle |
| 0.4 | 6/13/2016 | Made updates to task 1 and 2(check2) to add more clarity | Progyan Sharma |  |
| 0.5 | 7/15/2016 | Incorporated feedback comments from team members | Progyan Sharma | Cindy Nangle |
| 0.6 | 7/22/2016 | Modified procedure owner and Frequency.  Added the word ‘Check 2’ in report 3 .  Updated section for Report 1 | Progyan Sharma |  |

## Change Control

Changes ...