amdocs **billing**

Billing 6.0
Reports

amdocs

Document Information

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Contents

1. INTRODUCTION

Amdocs Billing provides various reports and quality assurance (QA) sampling tools, which verify the results of the Billing process. These results are verified prior to the extract of billing results to other components and the actual document extract to customers.

These reports present statistical information on the bill cycle, as well as the total revenue amounts by category. The QA sampling process is used to generate document examples following the Bill Preparation process, based on a set of criteria or a list of sample customers or billing arrangements.

Quality Assurance tools enable the audit group to check sampled billing documents for accuracy and clarity. The sampled billing documents, together with the various reports, are used for determining whether the billing results are satisfactory. Based on this determination, either Bill Confirmation or Bill Undo is performed on the billing results.

This document provides detailed descriptions of the Amdocs Billing reports.

2. RUN VERIFICATION REPORT

The Run Verification report provides confirmation checks of the billing activities performed during a regular Billing run. It contains information regarding the number of customers and billing arrangements handled, along with major billing revenue figures, which can be audited against the expected results. Billing activities performed during a bill on demand run do not result in a Run Verification report and are not reflected in any subsequent Run Verification report.

Report Parameters

The following are the report parameters:

- Cycle Sequence Number – used by the extract condition
- Period Key – used by the extract condition
- Cycle Code
- Cycle Month – represents the cycle instance
- Cycle Year

Report Layout

The report is produced in Excel™ format. Each section of the report is displayed on a separate sheet. The report is divided into the following sections:

- Cycle Population Statistics
- Billing Document Statistics
- Charges
- Taxes
- Billing Total Amounts

In columns where the information is marked in bold, users have the option to hide rows by clicking the button located on the left side of the column header.

Report Sections

This section describes the sections of the generated report layout.

Cycle Population Statistics

This section displays statistics on the bill cycle's population. The cycle population is divided into:

Customers as service receivers and billing arrangements

- Billing run processes comprising processes running on the customer population
- Processes running on billing arrangements

Cycle Customers Statistics

Cycle Customers Statistics	
Data	**Total**
Total Customers Potential	9999999
Successfully Processed	9999999
To Be Processed	9999999
Rejected	9999999
On Hold	9999999
Successfully Confirmed	9999999

Successfully Processed by Date	
Processing Date	**Total**
DD-MON-YEAR	9999999
DD-MON-YEAR	9999999
DD-MON-YEAR	9999999
Grand Total	**9999999**

The statistics of customers relates to the charge generation process and includes:

- Total Customer Potential – Includes all customers belonging to the cycle, including customers on hold.
- Successfully Processed – Records the number of customers processed successfully by charge generation and the charges residing in the database.
- To Be Processed – Records the number of rejected customers and customers on hold (billing does not process them).
- Confirmed – Records the number of customers whose charges passed Quality Assurance and are confirmed.

Successfully processed customers that pass bill preparation are displayed by the processing dates, to provide statistics on reruns of Bill Preparation due to Reject Customer, Hold Customer, Undo, etc.

Cycle Billing Arrangement Statistics

Cycle Billing Arrangement Statistics	
Data	**Total**
Total BA Potential	9999999
Successfully Processed	9999999
To Be Processed	9999999
Rejected	9999999
Total BA On Hold	9999999
Successfully Extracted	9999999
Successfully Confirmed	9999999

Successfully Processed By Date	
Processing Date	**Total**
DD-MON-YEAR	9999999
DD-MON-YEAR	9999999
DD-MON-YEAR	9999999
Grand Total	9999999

Billing arrangement statistics relate to the following processes:

- Invoicing
- Document Calculation
- Bill Extracts
- Confirmation

The statistics include:

- Total Billing Arrangement Potential – All billing arrangements belonging to the cycle. The population also includes billing arrangements whose customers are on hold.

- Successfully Processed – Records the number of successfully processed bill preparations, meaning that the document and all its link entities are maintained in the database.

- To Be Processed – Records the number of rejected billing arrangements and billing arrangements whose customers are on hold.

- Bill Extracts – Records the number of billing arrangements whose documents were extracted to the Bill Formatter.

- Confirmed – Records the number of billing arrangements whose billing results are confirmed and extracted to other applications, such as Accounts Receivable.

The number of billing arrangements that successfully passed Bill Preparation is displayed by the processing dates, and provides statistics on Bill Preparation reruns due to Rejects, Hold Customer, Undo, etc.

Billing Document Statistics

Billing Document Statistics			
Document Type	**Successfully Processed**	**Drop**	**Not To Be Produced**
Invoice	9999999	9999999	9999999
Bill	9999999	9999999	9999999
Prepaid	9999999	9999999	9999999
Invoice + prepaid	9999999	9999999	9999999
Bill + prepaid	9999999	9999999	9999999
Grand Total	9999999	9999999	9999999

This section contains information regarding the billing documents produced in the cycle. The number of documents produced should equal the number of billing arrangements successfully processed.

- Drop Document – Produced for cancelled billing arrangements with no finance activity and no balance in Accounts Receivable.

- Not to Produce Documents – Displays the number of documents that should not be sent to the customer, including the drop documents.

Charges

The amounts in the Charges section are displayed in the offer currency and do not include taxes.

Charges are divided into four sections:

- Invoiced Charges – Displays all postpaid charges that are collected or generated by the billing run and are invoiced.

- Charges Distributed from Other Cycles – Displays postpaid charges generated by other cycles and distributed to billing arrangements participating in the current cycle.

- Charges Distributed to Other Cycles – Displays postpaid charges calculated by the billing run and distributed to billing arrangements belonging to other cycles.

- Prepaid Charges – Displays all prepaid charges collected or generated by the billing run.

Invoiced Charges

Invoiced Charges									
Currency	Revenue code	Type	Debit Invoice Amount	Zero Invoice Amount	Credit Invoice Amount	Debit Bill Amount	Zero Bill Amount	Credit Bill Amount	Total Postpaid Amount
USD									
	Recurring	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
	Usage	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
	One-Time	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
USD Total			99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
EUR									
	Recurring	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
	Usage	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
	One-Time	Debit	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
		Credit	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99	-99999.99
		Total	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99
EUR Total			99999.99	99999.99	99999.99	99999.99	99999.99	99999.99	99999.99

This section displays the total amount of postpaid charges by revenue code (recurring, usage and one-time) and charge type (debit or credit).

The postpaid charges are divided between:

■ Debit Invoices – Charges for invoices whose total due amount is greater than zero.

■ Charges Created for Credit Invoices – Charges for invoices whose total due amount is less than zero.

■ Charges for Zero Invoices – Charges for invoices whose total due amount equals zero.

Rejected billing arrangement charges and charges distributed to other cycles are not included in this section.

Charges Distributed From Other Cycles

This section displays postpaid charges created in other cycles and distributed to pay channels of billing arrangements belonging to the current cycle.

Distributed From Other Cycles						
Distributed From Cycles	Usage Debits	One-Time Debits	Recurring Debits	Usage Credits	One-Time Credits	Recurring Credits
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
Grand Total	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99

It does not include backdating charges created by the re-bill process. These charges are displayed on the Backdating Charges page.

There are no checking rules for this section. The information in this section must be checked with the reports for the uninvoiced distributed charges of the other cycle.

Backdating Charges

This section displays charges created by the re-bill process due to backdating activities, which are applied to the invoices of the current bill run.

Backdating Charges								
Cycle	Cycle ended	Currency	Recurring Debits	One Time Debits	Usage Debits	Recurring Credits	One Time Credits	Usage Credits
9999	mm/dd/yyyy	xxx	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999		xxx	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999		xxx	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999		xxx	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
		Grand Total	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99

The figures are accumulated by cycle code, cycle end date and currency code.

Charges Distributed To Other Cycles

This section displays postpaid charges created in the current cycle and distributed to pay channels associated with billing arrangements belonging to other cycles.

Charges Distributed To Other Cycles						
Distributed To Cycles	**Recurring Debits**	**One Time Debits**	**Usage Debits**	**Recurring Credits**	**One Time Credits**	**Usage Credits**
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
9999/MON	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99
Grand Total	99999.99	99999.99	99999.99	-99999.99	-99999.99	-99999.99

The charge amount is accumulated per revenue code (recurring, rated events and one-time) and by the cycle to which they are distributed.

These charges do not participate in the other sections of the report.

Prepaid Charges

This section displays the total amount of all prepaid charges collected or generated by the billing run. The total amount is displayed by revenue code and charge type.

Currency	Revenue Code	Type	Total Amount
USD			
	Recurring	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
	Usage	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
	One time	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
USD Total			99999.99
EUR			
	Recurring	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
	Usage	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
	One-time	**Debit**	99999.99
		Credit	-99999.99
		Total	99999.99
EUR Total			99999.99

Taxes

This section contains information on the calculated taxes. The taxes are summarized by tax authority, tax type, and tax rate (in case of a rate change during the cycle). The section also displays the lump sum of charges on which tax was calculated, and summarizes the tax amount.

Taxes					
Currency	Tax Authority	Tax Type	Percent	Base Charge Amount	Tax Amount
USD					
	XXXXXX				
		XXXXXX	99.99999	999999.99	999999.99
		XXXXXX	99.99999	999999.99	999999.99
	XXXXXX Total				
Dollar Total					**999999.9**9
EUR					
	XXXXXX				
		XXXXXX	99.99999	999999.99	999999.99
		XXXXXX	99.99999	999999.99	999999.99
	XXXXXXX Total				
Euro Total					**999999.99**

Taxes for rejected billing arrangements do not appear in this section.
Charges distributed to other cycles do not include taxes.

Billing Total Amounts

This section contains information summarizing the Billing calculations. The section is divided into the two types of postpaid statements:

- Bill Statement
- Invoice Statement

The totals include credit invoices.

Billing Total Amounts								
Currency	Statement Type	No of Statement	Previous Balance	Finance Activities	Total Over Payment	Total Charges	Total Tax	Total Amount
USD								
	Bill							
		Debit	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
		Credit	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
		Zero	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
	Total		**999999**	**99999.99**	**99999.99**	**N/A**	**99999.99**	**99999.99**	**99999.99**
	Invoice							
		Debit	999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99
		Credit	999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99

Billing Total Amounts								
Currency	Statement Type	No of Statement	Previous Balance	Finance Activities	Total Over Payment	Total Charges	Total Tax	Total Amount
		Zero 999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99
	Total	999999	**N/A**	**N/A**	**99999.99**	**99999.99**	**99999.99**	**99999.99**
USD Total		**99999.99**	**99999.99**		**99999.99**	**99999.99**	**99999.99**	**99999.99**
EUR								
	Bill							
	Debit Bill	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
	Credit Bill	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
	Zero Bill	999999	99999.99	99999.99	N/A	99999.99	99999.99	99999.99
	Total	**999999**	**99999.99**	**99999.99**	**N/A**	**99999.99**	**99999.99**	**99999.99**
	Invoice							
	Debit Invoice	999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99
	Credit Invoice	999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99
	Zero Invoice	999999	N/A	N/A	99999.99	99999.99	99999.99	99999.99
	Total	**999999**	**N/A**	**N/A**	**99999.99**	**99999.99**	**99999.99**	**99999.99**
EUR Total		**99999**	**99999.99**		**99999.99**	**99999.99**	**99999.99**	**99999.99**

The following information is displayed:

- Total Number of Statements – The number of bill or invoice statements.
- Previous Due Amount – Relevant only to bill statements. The amount reflects the total amount due from the last bill statement.
- Total Finance Activities – Relevant only to bill statements. The amount reflects the total of all finance activities posted in Accounts Receivable since the last bill.
- Overpayment Amount – Relevant only to invoice statements. Displays the overpayment amount received from Accounts Receivable.
- Total Charges – The total amount of all charges associated with the bill statement or invoice statement in the billing currency.
- Total Taxes – The total tax amount calculated on the charge and associated to the bill statement or invoice statement in the billing currency.
- Total Amount Due – The total amount of the bill statement or invoice statement to be paid.

3. CUSTOMER'S CHARGES QA REPORT

The Customer's Charges QA report is used to assist the Quality Assurance team in analyzing the billing run results. The report provides details of all the charges generated for the sample customers in the current billing run, including charges distributed to other customers, even to those in a different bill cycle.

The report is automatically produced for specified customers or for customers that match the QA criteria for producing the report. A separate Excel file is produced for each sample customer.

The report is produced as part of the QA flow.

Report Parameters

The following are the report parameters:

- Cycle Code
- Cycle Month (Cycle Instance)
- Cycle Year
- Cycle Sequence Number
- Period Key

Report Layout

Report: **BL1RP-9**						
Runtime Information						
Report Date: 01-Jan-1999						
System Date: 03-Mar-2003						
System Time: 22:22:22						
Report Parameters						
Cycle Code: 2						
Cycle Instance: 2						
Cycle Year: 2001						

`Customer ID: 999999999999 Customer name:`

Base RC CET

Entity Type	Entity ID	BA	BA's Cust	Postpaid ind	Offer	Charge Code	Amount	Start Date	End Date	Base Amount	Proration Factor	Override amount

UC Voice CET

Entity Type	Entity ID	BA	BA's cust	Postpaid Ind	Offer	Charge Code	Amount	Number of events	Free Events	Duration	Free Duration

UC Data CET

Entity Type	Entity ID	BA	BA's cust	Postpaid ind	Offer	Charge Code	Amount	Number of events	Free Events	Volume	Free Volume

OC Base CET

Entity Type	Entity ID	BA	BA's cust	Postpaid Ind	Offer	Charge Code	Amount	Activity	Reason Code

M-commerce CET

Entity Type	Entity ID	BA	BA's cust	Postpaid Ind	Offer	Charge Code	Amount	Provider ID	Number of Items	Network Type	Item Category

Report Order

- Revenue Code (RC, UC, OC)
- CET Code
- Receiver Type
- Receiver ID

Report Sections and Fields

The charges displayed on the report are divided into three main sections:

- Recurring Charges
- Usage Charges
- One-Time Charges

Within each main section there is a section per each charge entity type (CET). The charge entity type defines the attributes that appear on the report and are relevant to the charge entity type. For example, the duration and billed duration attributes will appear only on usage charges rated by duration. Since the charge entity type is defined by implementation, the number of sections of the report and the additional attributes appearing in this section are flexible, depending on the implementation.

Report Fields

The following fields are common to all charges appearing on the report, regardless of their associated charge entity types.

- Entity Type – The entity associated with the charge (billing arrangement, unit or subscriber)
- Entity ID – The ID of the billing arrangement, unit or subscriber
- Billing Arrangement – The billing arrangement to which the charge is distributed
- Customer – The customer of the billing arrangement
- Postpaid Indicator – Indicates if the charge is distributed to a postpaid or prepaid channel
- Offer – The Offer ID and name
- Charge Code – The charge code with which the charge is associated
- Amount – The amount of the charge in the offer currency

The additional attributes are affected by the charge entity type and are defined during implementation.

4. QA SUMMARY REPORT

The QA Summary report is used to assist the QA team in analyzing the output documents and their content. The report is produced as part of the QA flow.

The QA Summary report provides a list of all the documents or charge reports selected for QA in the current billing run, and a detailed criteria profile of those customers or billing arrangements. Every selected customer or billing arrangement is displayed with the number of matching parameter groups and the group descriptions.

Report Parameters

None. The report population is based on the QA selection parameters.

Report Layout

Report: **BL1RP-10**

QA Summary Report				
Customer	**BA**	**Document ID**	**Criteria ID**	**Description**
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	xxxxxxxxxxxxxxxxxxxx
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	xxxxxxxxxxxxxxxxxxxx
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	xxxxxxxxxxxxxxxxxxxx

Runtime Information
Report Date: 01-Jan-1999
System Date: 03-Mar-2003
System Time: 22:22:22
Report Parameters
Cycle Code: 1
Cycle Instance: 2
Cycle Year: 2001

QA Summary Report				
Customer	**BA**	**Document ID**	**Criteria ID**	**Description**
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	Xxxxxxxxxxxxxx
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	xxxxxxxxxxxxxx
999999999999	999999999999	XXXXXXXXXXXX	XXXXXXX	xxxxxxxxxxxxxx

If a customer or billing arrangement is requested specifically for QA, the Criteria ID is set to Manual.

Report Fields

The following are the detail line fields in the report:

- Customer – Identifies the customer selected for QA.

- Billing Arrangement – Identifies the billing arrangement. If the billing arrangement is populated, QA produces a document; if the billing arrangement is empty, QA produces a Customer Charges report.

- Criteria ID – Identifies the relevant QA criteria meeting the customer or billing arrangement profile. A manual criterion indicates that the customer or billing arrangement presented in the report is specifically requested.

- QA Criteria Description – Describes the relevant QA criteria.