

Exceptions Context Checker Because the billing stats and values **New Work** are directly reported to the Correct Status and Bill Value Flow Chart management, you need to ensure that for each status you select for an account that you are entering the bill values in the correct place on your checker. Is there a "stat-8" bill present in Account Plus? This flow chart will help you in regards to which bill value to enter for each status. No Yes Has a bill been sent within the past Yes 42 days (SME) / 3 months (DOM)? Is this ok to be released? Is the bill value the same as Yes No No the one in your checker? Is the bill value the same as Yes Nο the one in your checker? Status: "Original Already Released" Yes Nο Does the account require future Enter "New Bill Value" Status: "Original Released" review to fix a problem? Status: "New Bill Already Enter "New Bill Value" Yes Nο Released (Rebilled)" Status: "New Bill Released Create a bill Status: "Hold" (Rebilled)" Can a new bill be created? Delete and rebill No Can a new bill be created? Enter "New Bill Value" Check with SA for possible fix Yes No Is this ok to be released? Check with SA Enter "New Bill Value" for possible fix Yes Nο Status: "New Bill Released Is this ok to be released? (Rebilled)" Does the account require a hand-off? Yes Yes No Status: "New Bill Released (Rebilled)" Status: "Handoff Raised" Status: "Hold" You should have both Original and New bill values



Because the billing stats and values are directly reported to the management, you need to ensure that for each status you select for an account that you are entering the bill values in the correct place on your checker.

Reviews / Pended

Exceptions Context CheckerCorrect Status and Bill Value Flow Chart

