Process Mapping

1.1.1.10 Bill Invoice Management

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	**Alignment**	**Mapping Comment**
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates	US_BL_001 – Billing Features	**Brief Description** Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between the Service Provider and the customer. (US_BL_001, Chapter 6A) **Extended Description** The purpose of the Apply Pricing, Discounting, Adjustments & Rebates process is to ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between the Service Provider and the customer. (US_BL_001, Chapter 6A) In addition, it ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s). (US_BL_001, Chapter 7A) This process contains the account and customer specific pricing, charges, discounting, credits and taxation for services delivered to the customer by the Service Provider. (Note 3) It accepts events that have been collected, translated, correlated, assembled, guided and service rated. (Note 1) It takes these events and determines the account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer. It reviews any agreed adjustments agreed in the previous billing period and includes these to the bill invoice. (US_BL_001, Chapter 6A) This process can occur in real-time as events are service rated, or can be on a scheduled on a periodic basis at the Service Provider's discretion. (Note 3)
1.1.1.10.2 Create Customer Bill Invoice	US_BL_005 – Real Bill Run US_BF_001 – Design Bill Presentation US_BF_002 – Bill Formatting US_BL_001 – Billing Features US_BL_003 – Test Bill Run	**Brief Description** Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners. (US_BL_005, Steps 1AM, 2A) **Extended Description** The primary purpose of the Create Customer Bill Invoice process is the production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	**Alignment**	**Mapping Comment**
		trading partners. (US_BL_005, Steps 1AM, 2A) This process contains the invoicing components of the Service Provider's business. (Note 3) This includes the design and development of the Service Provider's invoicing process, (Note 5)- **no other process designs itself in the eTOM**. the rendering/formatting of an invoice, (US_BL_005, Steps 3-9A) the delivery of an electronic copy of an invoice to customers (US_BL_005, Step10-11A) and the processes that verify invoice quality prior to distribution to the customer in electronic form, (US_BL_003, Trigger) or to the process responsible for physical invoice production and distribution. (Note 1) The flow of this process can be viewed as an extension of the company's e-business strategy. (Note 3) In this case, the Service Provider would render an invoice electronically, via the Internet for example. (US_BF_001, Steps 1-11AM) Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities, (US_BF_002, Steps 13,14AM) and supports the creation of different invoice formats for different publication media. (US_BF_002, Steps 13-14AM) The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) (US_BL_001, Chapter 9AM) according to agreements made with these customers. (Note 1) Additionaly these processes store the customer invoice for a period of time to address regulation and/or internal requirements, (US_BL_005, Step 8A) during which they can be accessed to support any customer or regulator agency inquiries on bill invoices. (Note 1)
1.1.1.10.3 Produce & Distribute Customer Bill Invoice	US_BL_005 – Real Bill Run US_BL_003 – Test Bill Run US_BL_004 – Billing Basic Parameter	**Brief Description** Physical production and distribution of bills to customers in accordance with the specified billing cycle. (US_BL_005, Steps 1-14AM) **Extended Description** The purpose of the Produce & Distribute Customer Bill Invoice process is the physical production and distribution of bills to customers in accordance with the specified billing cycle. (US_BL_005, Steps 1-14AM) This process is responsible for all activities associated with ensuring a physical bill is delivered to customers.` (Note 3) The responsibilities of the process include, but are not limited to: (Note 3) · Establishing and managing the physical bill production cycle; (US_BL_004AM) · Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities; (Note 5)**- it seems that Supply Chain Development and Management should be responsible for this.** · Delivery of invoice information to the physical production processes; (US_BL_005, Step 8A) · Co-ordinating with promotional processes for any billing insertions to be included with the bill; (US_BL_005, Steps 5-6A) · If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physical production process; (Note 6) · If internal production facilities are used, managing the production runs to

eTOM process element	Software Vendor Mapping	
1.1.1.10 Bill Invoice Management	**Alignment**	**Mapping Comment**
		<mark>create the bills; and</mark> (US_BL_005, Steps 1AM, 2A) · <mark>Quality management of the physical production and distribution processes.</mark> (US_BL_003, Trigger) <mark>Note that in the above processes for establishing arrangements with outsourced suppliers that the Supply Chain Capability Delivery processes are used as the vehicle for creating the commercial agreements.</mark> (Note 1)

1.1.1.11 Bill Payments & Receivables Management

eTOM process element	Software Vendor Mapping	
1.1.1.11 Bill Payments & Receivables Management	**Alignment**	**Mapping Comment**
1.1.1.11.1 Manage Customer Billing	US_SE_005 – Account Management	**Brief Description** Ensure effective management of the customer's billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle. (US_SE_005, Steps 1-27AM) **Extended Description** The primary purpose of this process pertains to effective management of the customer's billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle. This process focuses on managing changes to the customer's billing account (for example, customer billing address, etc.) as it relates to the customer's service portfolio, such as ensuring that the correct purchased products are assigned to the customer's billing account for accurate billing. (US_SE_005, Steps 1-27AM)
1.1.1.11.2 Manage Customer Payments	US_RE_001 – Payment Capture US_RE_002 – Automatic Payments US_GL_001 – Receivable Management Feature	**Brief Description** Collect payments made by the customer and reconcile the payments to the invoices. (US_RE_001, Steps 1-5AM, 7-8A) **Extended Description** The purpose of the Manage Customer Payments process is to collect payments made by the customer and reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. (US_RE_001, Steps 1-5AM, 7-8A) In addition these processes are responsible for establishing, managing and, if required, operating the various payment processes that the Service Provider chooses to establish. These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or cheque payments, either directly or through third parties. (US_RE_001, Steps 1-5AM, 7-8A - Cash, Credit Card, Check) (US_RE_002AM, Use Cases for Credit Card, Direct Deposit, including third party) In all the above cases these processes are responsible for the processes interacting with the customers and/or the third parties. (Note 3) The processes are also responsible for establishing back-end bank accounts for receipt of the customer payments (Note 5)**- it seems that this is a Financial Management eTOM process responsibility** and for the transfer of funds collected by third parties. (US_RE_002, Step 4A) These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. (US_GL_001, Steps a-iAM) Additionally these processes inform the Financial Management on all those payments for updating the ledger. (Note 4) These processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers.

eTOM process element	Software Vendor Mapping	
1.1.1.11 Bill Payments & Receivables Management	**Alignment**	**Mapping Comment**
		(Note 5)**- it seems that Supply Chain Development and Management should be responsible for this.** Note that the Supply Chain Capability Delivery process is used to deliver the commercial agreements. (Note 1) To the extent that processing of any payments is undertaken internally, i.e. cheque processing, these processes are responsible for managing the operation (Note 5)**- what does manage operation mean of internal processing mean? Process flows seem to manage/control the operation of the processes.** and quality of the internal processing. Where payments do not match invoices, this process is responsible for informing the Manage Debt Management processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments. (Note 4) Underpayments and overpayments are handled appropriately by these separate processes. (Note 1)
1.1.1.11.3 Manage Customer Debt Collection	US_DC_001 – Collection Dunning and Reverse US_CC_001 – Credit Control and Reverse	**Brief Description** Collect past due payments from the customer. (US_DC_001, Steps 2-10AM) **Extended Description** The purpose of the Manage Customer Debt Collection process is to collect past due payments from the customer. (US_DC_001, Steps 2-10AM) This process monitors the amount due from the customer, i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue. (Note 3) The responsibilities of this process include, but are not limited to: (Note 3) · Identifying invoices which are overdue for payment; (US_DC_001, Steps 2-3A) · Initiating and managing follow-up with customers having overdue amounts; (US_DC_001, Steps 6-7AM) · Arranging and monitoring payment plans to allow customers to pay overdue amounts in instalments; (US_DC_001, Step 7AM) · Initiating debt recovery activities in accordance with appropriate commercial practice and policies; (US_DC_001, Steps 6-9AM) · Managing the aged customer debt portfolio; (US_DC_001, Steps 2-15AM) · Establishing and managing customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis; (US_CC_001, Steps 2-5AM) · Establishing and managing commercial arrangements with third parties for the recover of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties (Note 5)**- it seems that Supply Chain Development and Management should be responsible for this.** Note that these processes may initiate a direct enquiry to the customer (Note 4) and attempt to manage the initial recovery through the Bill Inquiry Handling processes. (Note 1) These processes use policies established by the Support Bill Payments & Receivable Management process to direct any escalation of the recovery processes being employed. (Note 1) Note that where third party arrangements need to be put in place, these processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers. (Note 5)**- it**

eTOM process element	Software Vendor Mapping	
1.1.1.11 Bill Payments & Receivables Management	**Alignment**	**Mapping Comment**
		seems that Supply Chain Development and Management should be responsible for this. <mark>The Supply Chain Capability Delivery process is used to deliver the commercial agreements.</mark> (Note 1)

1.1.1.12 Bill Inquiry Handling

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	**Alignment**	**Mapping Comment**
1.1.1.12.1 Create Customer Bill Inquiry Report	US_CC_001 – Bill Inquiry	**Brief Description** Create a new customer bill inquiry report. (US_CI_001, Steps 1-8AM) **Extended Description** The objective of the Create Customer Bill Inquiry Report process is to create a new customer bill inquiry report, (US_CI_001, Steps 1-8AM) modify existing customer bill inquiry reports, and request cancellation of existing customer bill inquiry reports. (Note 5)- **the tasks of modifying and cancelling are part of Track & Manage Customer Bill Inquiry Resolution.** A new customer bill inquiry report may be created as a result of specific customer initiated bill inquiry or complaint notifications. (Note 5)**- these appear to be triggering events and not a task that is carried out by this process.** If the customer bill inquiry report is created, the Create Customer Bill Inquiry Report processes are responsible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required. (Note 5)**- this text appears to be copied from Create Service Problem report when a problem is initiated by another process, which is not the case for Create Customer Bill Inquiry Report.**
1.1.1.12.2 Assess Customer Bill Inquiry Report	US_CI_001 – Bill Inquiry US_CS_025 – Balance Inquiry US_RE_003 - Adjustment	**Brief Description** Assess the bill inquiry report to determine the nature of the inquiry, (US_CI_001, Step 2AM) (US_CS_025, Step 3AM) (US_RE_003, Step 2) and to determine whether the inquiry has arisen due to circumstances originating in other process areas (US_RE_003, Step 1AM) **Extended Description** The purpose of the Assess Customer Bill Inquiry Report processes is to assess the bill inquiry report to determine the nature of the inquiry, (US_CI_001, Step 2AM) (US_CS_025, Step 3AM) (US_RE_003, Step 2) and to determine whether the inquiry has arisen due to circumstances originating in other process areas. (US_RE_003, Step 1AM) The responsibilities of these processes include, but are not limited to: (Note 3) - Verifying whether the information supplied by the customer is correct; and (US_CI_001, Step 3AM) - Performing assessment and investigation based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. (US_RE_003, Step 1AM) The Assess Customer Bill Inquiry Report processes will make the results of the investigation available to other processes. (Note 4) The Assess Customer Bill Inquiry Report processes will update the customer bill inquiry report, as required during the assessment, and when the root cause has been identified. (US_RE_003, Step 17A) The Assess Customer Bill Inquiry Report processes will notify the Track &

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	**Alignment**	**Mapping Comment**
		Manage Bill Inquiry Resolution processes when the investigation and assessment is complete. (Note 4)
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	US_RE_003 - Adjustment	**Brief Description** Adjust the customer's bill invoice based on detailed assessment and/or policy. **Extended Description** The purpose of the Authorize Customer Bill Invoice Adjustment processes is to adjust the customer's bill invoice based on detailed assessment and/or policy. The responsibilities of this process include, but are not limited to: (Note 3) - Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments; - Undertaking more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment; and - Recording the results of the adjustment if approved into the records relating to the customer's bill invoice. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of minor billing disputes. (Note 3) The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes. (Note 5)**- this appears to be the responsibility of the Enterprise Management / Process Management & Support process.**
1.1.1.12.4 Track & Manage Customer Bill Inquiry Resolution	US_RE_003 - Adjustment	**Brief Description** Efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments (US_RE_001, Steps 1-17AM and Post Conditions) and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, (Note 4) and escalate any open customer bill inquiry reports in jeopardy. (US_RE_003 Adjustment, Step 16AM) **Extended Description** The objective of the Track & Manage Customer Bill Inquiry Resolution processes is to efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments (US_RE_001, Steps 1-17AM and Post Conditions) and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiry reports in jeopardy. (US_RE_003 Adjustment, Step 16AM) Responsibilities of these processes include, but are not limited to: - Scheduling, assigning and coordinating analysis and specific customer bill inquiry/complaint adjustment activities; (US_RE_001, Steps 2AM, 9AM, 10-17A) - Modifying the customer bill inquiry/complaint report status; (US_RE_003, Step 17A)

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	**Alignment**	**Mapping Comment**
		- Canceling a customer bill inquiry report when the specific request was related to a false billing event; and (US_RE_003, Steps 10AM) - Monitoring the jeopardy status of open customer bill inquiry reports, and escalating customer bill inquiry reports as necessary. (US_RE_003 Adjustment, Step 16AM) Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Bill Inquiry Resolution process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Bill Inquiry Resolution processes will also inform the Close Customer Bill Inquiry Report processes by modifying the customer bill inquiry report status to cleared when the specific customer bill inquiry/complaint issues have been resolved. (US_RE_003, Step 17A)
1.1.1.12.5 Report Customer Bill Inquiry	US_RE_003 - Adjustment	**Brief Description** Report on the customer's bill inquiry. (US_RE_001, Steps 1-17AM and Post Conditions) **Extended Description** The objective of the Report Customer Bill Inquiry processes is to monitor the status of customer bill inquiry reports, (US_RE_003, Step 10AM and Post Conditions) provide notifications of any changes (Note 4) and provide management reports. (US_RE-003, Step 18A) These processes are responsible for continuously monitoring the status of customer bill inquiry reports and managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. (Note 4) Notification lists are managed and maintained by the Support Bill Inquiry Handling processes. (Note 1) These processes record, analyze and assess the customer bill inquiry report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. (US_RE-003, Step 18A) These specialized summaries could be specific reports required by specific audiences and/or customers. (Note 3) These processes also report any identified constraints that can affect customer billing quality standards to other processes. (Note 4) These constraints may include specific resource (billing application and/or database, for example) failures, etc. (Note 3)
1.1.1.12.6 Close Customer Bill Inquiry Report	US_RE_003 - Adjustment	**Brief Description** Close a customer bill inquiry report when the bill inquiry/complaint has been resolved. (US_RE_003, Steps 10AM, 17A) **Extended Description**

eTOM process element	Software Vendor Mapping	
1.1.1.12 Bill Inquiry Handling	**Alignment**	**Mapping Comment**
		The objective of the Close Customer Bill Inquiry Report processes is to close a customer bill inquiry report when the bill inquiry/complaint has been resolved. These processes monitor the status of all open customer bill inquiry reports, and recognize that a customer bill inquiry report is ready to be closed when the status is changed to cleared. (US_RE_003, Steps 10AM, 17A)

1.1.1.13 Charging

eTOM process element	Software Vendor Mapping	
1.1.1.13 Charging	**Alignment**	**Mapping Comment**
1.1.1.13.1 Perform Rating	US_RC_001 – On-Line Charging US_RC_002 – Off-Line Rating US_RC_007 – Re-rating for Postpaid US_RC_003 – Rating and Charging Features	**Brief Description** Rate events based on prices for products established through mechanisms such as contracts, tariffs, service agreements or price lists. (US_RC_001, Steps 3-4A) (US_RC_002, Step 5A) (US_RC_007, Description-A) This process also gathers accumulations of the event data that might be needed for tier or step rating as well as allowances. (US_RC_003, Chapters 4A, 9A, 11A) (Note 5)**-it appears to be a duplicate of Aggregate Items For Charging. However, it was included in the mapping.** **Extended Description** The Perform Rating process is responsible for rating billing events based on prices for products established through mechanisms such as contracts, tariffs, service agreements or price lists. (US_RC_001, Steps 3-4A) (US_RC_002, Step 5A) (US_RC_007, Description-A) The prices may be specific to a customer or they may be generally available. (Note 3) The association of a price to a product instance occurs prior to the rating process. (Note 1) Service usage records produced by various network elements may be used by rating as measurements for calculating the rate of product instances where the price is expressed as a usage price type (pricing structure). The network elements include, but are not limited to, components of the wireline, wireless, and IP networks. The records may report measurements expressed in various units (bandwidth, duration, quantity, message vs. measured, etc.). (Note 3) The service usage records are related to a customer's billing account and to a product by the guiding process. (Note 1) Where the product price plan requires accumulations such as tiers, steps, or allowances, the rating process gathers accumulations of the event data (US_RC_003, Chapters 4A, 9A, 11A) (Note 5)**-it appears to be a duplicate of Aggregate Items For Charging. However, it was included in the mapping.** , and applies the appropriate rating rules to the guided group of events. (US_RC_001, Steps 3-4A) (US_RC_002, Step 5A) (US_RC_007, Description-A) (US_RC_003, Chapters 4A, 9A, 11A) For products that do not require a subscription prior to use of the product, a service usage record may indicate to rating that the product has been ordered by the customer. Service usage records may be associated with a price without consideration of specific product or customer information. Rating may use this price as the charge to the customer (Note 3) or the rating process may subsequently re-rate these items (for example when tiers or thresholds apply). (US_RC_007, Description-A) In addition, service usage records may be used by the rating process as a quantity in the calculation of a rate. (Note 3) Customers may purchase products where the price is expressed as a reoccurring price type. The product instances for these products purchased will be associated to the appropriate price prior to the rating process. (Note 1) A billing event will be initiated at the specified interval for these product instances. (Note 1) These events, along with their effective dates, are used by the rating process to calculate the rate for the product for the specified interval. (Note 3) In addition, the rating process may calculate the rate for partial interval charges or

eTOM process element	Software Vendor Mapping	
1.1.1.13 Charging	**Alignment**	**Mapping Comment**
		credits. (US_RC_003, Chapter3A)
1.1.1.13.2 Apply Rate Level Discounts	US_RC_003 – Rating & Charging Features **Note to TM Forum Assessor: Other stories available if necessary.**	**Brief Description** Applies discounts to product prices. (US_RC_003, Chapters 3A, 7A, 11A) **Extended Description** This process applies discounts to product prices at an individual product level. A discount may be expressed as a monetary amount or percentage, and (US_RC_003, Chapters 3A, 7A, 11A) modifies a price for a product. (Note 3) When a discount is expressed as a percentage, the discounting process determines the discount calculated in relation to the price for the product. (Note 3) (Note 5)**-this is dictating how a company should use discount %, which seems unrealistic.** The discount may be displayed as a separate entry on the bill or may be combined with the rate for the product to only show as one entry. (Note 1) Discounts may be a one-time event or may have some duration (days, months, life of product, etc.). Discounts may apply to a specific customer or be generally available based on selection of products (for example - bundles). Discounting structures may involve tiers, tapers, or thresholds. (Note 3)
1.1.1.13.3 Aggregate Items For Charging	US_RC_003 – Rating and Charging Features	**Brief Description** Manages the accumulation of items that may be used in the selection of a price or in calculation of a rate/discount. (US_RC_003, Chapters 4A, 9A, 11A) **Extended Description** Aggregate Items For Charging is the process that accumulates contributing items, which can be quantities, revenues, or both. (US_RC_003, Chapters 4A, 9A, 11A) Aggregation can occur over time or can be initiated to gather a "snapshot" of the items at a point in time. (Note 3) The aggregated items may be used in Perform Rating or Apply Rate Level Discounts to determine the applicable price or discount and may further be used as a quantity in the calculation of a rate or discount. (Note 1)

1.1.1.14 Manage Billing Events

eTOM process element	Software Vendor Mapping	
1.1.1.14 Manage Billing Events	**Alignment**	**Mapping Comment**
1.1.1.14.1 Enrich Billing Events	US_RC_004 – FFN Rating and Charging US_RC_005 – Homezone Rating and Charging US_RC_006 – CUG Rating and Charging	**Brief Description** Enrich billing event records with additional data. (US_RC_004, Steps 3-4A, 9A) (US_RC_005, Steps 3-4A, 9A) (US_RC_006, Steps 3-4A, 9A) **Extended Description** The Enrich Billing Events processes will augment the billing event records by adding data to the records from sources such as customer, product, or other reference data. (US_RC_004, 005, 006, Step 4A) A billing event may be assigned a price without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record. (US_RC_004,005,006, Steps 3A, 9A)
1.1.1.14.2 Guide Billing Events	US_RC_004 – FFN Rating and Charging US_RC_005 – Homezone Rating and Charging US_RC_006 – CUG Rating and Charging US_RC_003 – Rating & Charging Features	**Brief Description** Ensures that the event records used in the billing processes are related to the correct customer billing account and subscribed products. (US_RC_004, 005, 006, Steps 3A, 6A, 9A) (US_RC_003, Chapter14A) **Extended Description** The Guide Billing Events processes ensure that the event records used in the billing process relate to the correct customer billing account and products. (US_RC_004, 005, 006, Steps 3A, 6A, 9A) (US_RC_003, Chapter14A) A specific event record may be related to multiple customer billing accounts and subscribed products. (US_RC_003, Chapter 13AM) (Note 3) Distribution of billing event records to other processes may also occur.` (Note 4)
1.1.1.14.3 Mediate Billing Events	US_RC_004 – FFN Rating and Charging US_RC_005 – Homezone Rating and Charging US_RC_006 – CUG Rating and Charging US_RC_003 – Rating & Charging Features	**Brief Description** Edits and reformats data for recipient applications. (US_RC_004, 005, 006, Steps 4A, 5A) (US_RC_003, Chapter 6AM) **Extended Description** The Mediate Billing Events process edits and reformats the data record to meet the needs of a recipient application. (US_RC_004, 005, 006, Steps 4A, 5A) (US_RC_003, Chapter 6AM)
1.1.1.14.4 Report Billing Event Records		**Brief Description** Generate reports on billing event records based on requests from other processes.

eTOM process element	Software Vendor Mapping	
1.1.1.14 Manage Billing Events	**Alignment**	**Mapping Comment**
		Extended Description The purpose of the Report Billing Event Record processes is to generate reports on billing event records based on requests from other processes. These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints. Investigation of problems related to these event records is also part of this process. These processes also support other processes such as customer review of billing events (pre-billing and post-billing).

Works Cited

Note 1. (n.d.). *This sentence describes another process and therefore is not included in the assessment of this process.*

Note 3. (n.d.). *Commentary that is not part of the task(s) being performed by the process.*

Note 4. (n.d.). *This implies a flow to/from another process and is not part of the tasks performed. Therefore it is excluded from the assessment of this process.*

Note 5. (n.d.). *Question this part of the process because...*

Note 6. (n.d.). *Assumed that external sources are used. Therefore this task does not apply and was not included in the assessment.*

US_BF_001, Steps 1-11AM. (n.d.). *Bill Presentation Through Self Care Use Case* .

US_BF_002, Steps 13,14AM. (n.d.).

US_BF_002, Steps 13-14AM. (n.d.).

US_BL_001, Chapter 6A. (n.d.).

US_BL_001, Chapter 7A. (n.d.).

US_BL_001, Chapter 9AM. (n.d.).

US_BL_003, Trigger. (n.d.).

US_BL_004AM. (n.d.). *Configure Bill Cycle and Bill Run Date Business Scenario* .

US_BL_005, Step 8A. (n.d.).

US_BL_005, Step10-11A. (n.d.).

US_BL_005, Steps 1-14AM. (n.d.).

US_BL_005, Steps 1AM, 2A. (n.d.).

US_BL_005, Steps 3-9A. (n.d.).

US_BL_005, Steps 5-6A. (n.d.).

US_CC_001, Steps 2-5AM. (n.d.).

US_CI_001, Step 2AM. (n.d.).

US_CI_001, Step 3AM. (n.d.).

US_CI_001, Steps 1-8AM. (n.d.).

US_CS_025, Step 3AM. (n.d.).

US_DC_001, Step 7AM. (n.d.).

US_DC_001, Steps 2-10AM. (n.d.).

US_DC_001, Steps 2-15AM. (n.d.).

US_DC_001, Steps 2-3A. (n.d.).

US_DC_001, Steps 6-7AM. (n.d.).

US_DC_001, Steps 6-9AM. (n.d.).

US_GL_001, Steps a-iAM. (n.d.).

US_RC_001, Steps 3-4A. (n.d.).

US_RC_002, Step 5A. (n.d.).

US_RC_003, Chapter 13AM. (n.d.).

US_RC_003, Chapter 6AM. (n.d.).

US_RC_003, Chapter14A. (n.d.).

US_RC_003, Chapter3A. (n.d.).

US_RC_003, Chapters 3A, 7A, 11A. (n.d.).

US_RC_003, Chapters 4A, 9A, 11A. (n.d.).

US_RC_004, 005, 006, Step 4A. (n.d.).

US_RC_004, 005, 006, Steps 3A, 6A, 9A. (n.d.).

US_RC_004, 005, 006, Steps 4A, 5A. (n.d.).

US_RC_004, Steps 3-4A, 9A. (n.d.).

US_RC_004,005,006, Steps 3A, 9A. (n.d.).

US_RC_005, Steps 3-4A, 9A. (n.d.).

US_RC_006, Steps 3-4A, 9A. (n.d.).

US_RC_007, Description-A. (n.d.).

US_RE_001, Steps 1-17AM and Post Conditions. (n.d.).

US_RE_001, Steps 1-5AM, 7-8A. (n.d.).

US_RE_001, Steps 1-5AM, 7-8A - Cash, Credit Card, Check. (n.d.).

US_RE_001, Steps 2AM, 9AM, 10-17A. (n.d.).

US_RE_002, Step 4A. (n.d.). *System Initiated Payment Use Case* .

US_RE_002AM, Use Cases for Credit Card, Direct Deposit, including third party. (n.d.).

US_RE_003 Adjustment, Step 16AM. (n.d.).

US_RE_003, Step 10AM and Post Conditions. (n.d.).

US_RE_003, Step 17A. (n.d.).

US_RE_003, Step 1AM. (n.d.).

US_RE_003, Step 2. (n.d.).

US_RE_003, Steps 10AM. (n.d.).

US_RE_003, Steps 10AM, 17A. (n.d.).

US_RE-003, Step 18A. (n.d.).

US_SE_005, Steps 1-27AM. (n.d.).

Process Compliance

	Assessed eTOM Compliance		
eTOM process element	Assessed Domain	Compliance Level	Comment
Within Level 1: **1.1.1 Customer Relationship Management**	Customer	1	
Within Level 2: **1.1.1.10 Bill Invoice Management**	Customer	3	
1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates	Customer	5	
1.1.1.10.3 Produce & Distribute Customer Bill Invoice	Customer	5	
1.1.1.10.2 Create Customer Bill Invoice	Customer	5	
Within Level 2: **1.1.1.11 Bill Payments & Receivables Management**	Customer	3	
1.1.1.11.1 Manage Customer Billing	Customer	5	
1.1.1.11.2 Manage Customer Payments	Customer	5	
1.1.1.11.3 Manage Customer Debt Collection	Customer	5	
Within Level 2: **1.1.1.12 Bill Inquiry Handling**	Customer	3	
1.1.1.12.1 Create Customer Bill Inquiry Report	Customer	5	
1.1.1.12.2 Assess Customer Bill Inquiry	Customer	5	

Assessed eTOM Compliance			
eTOM process element	Assessed Domain	Compliance Level	Comment
Report			
1.1.1.12.3 Authorize Customer Bill Invoice Adjustment	Customer	5	
1.1.1.12.4 Track & Manage Customer Bill Inquiry Resolution	Customer	5	
1.1.1.12.5 Report Customer Bill Inquiry	Customer	5	
1.1.1.12.6 Close Customer Bill Inquiry Report	Customer	5	
Within Level 2: 1.1.1.13 Charging	Customer	3	
1.1.1.13.1 Perform Rating	Customer	5	
1.1.1.13.2 Apply Rate Level Discounts	Customer	5	
1.1.1.13.3 Aggregate Items For Charging	Customer	5	
Within Level 2: 1.1.1.14 Manage Billing Events	Customer	2	
1.1.1.14.1 Enrich Billing Events	Customer	5	
1.1.1.14.2 Guide Billing Events	Customer	5	
1.1.1.14.3 Mediate Billing Events	Customer	5	
1.1.1.14.4 Report Billing Event Records	Customer	N/A	Not supported: Entire process