

**Diksha Technologies**

**Smart Invoice Pro**

**TM Forum Framework 18.0 Certification**

**Business Process Framework (eTOM) Release 18.0**

**Self-Assessment Process Mapping Report**

**Customer Domain**

**Level 2 Process: Bill Invoice Management (1.3.9)**

**Version 2, Final Review**

**25<sup>th</sup> October 2018**

**Diksha Technologies**

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## 1.3.9 Bill Invoice Management

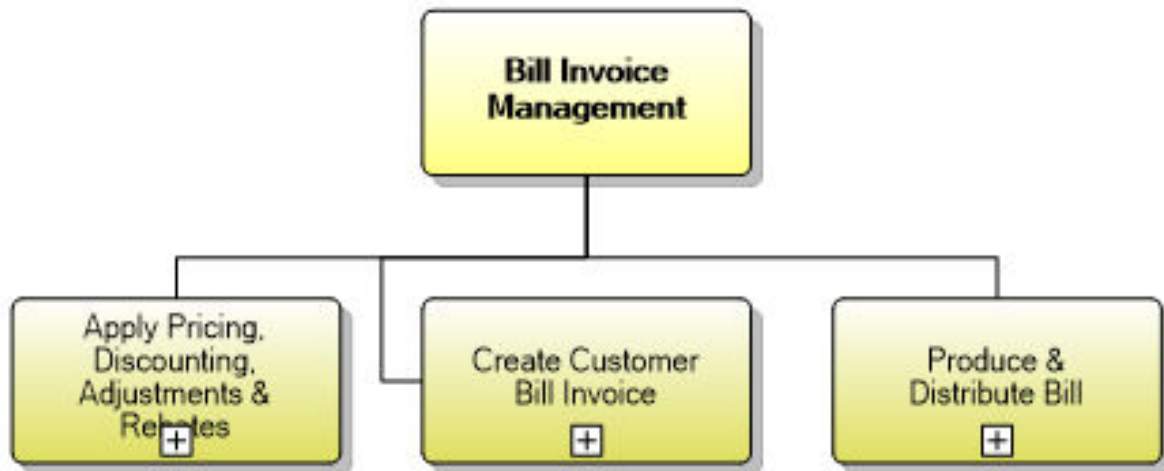


Figure 1: 1.3.9 Bill Invoice Management decomposition

### Bill Invoice Management

**Process Identifier:** 1.3.9

#### Brief Description

Ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied. A

#### Extended Description

Bill Invoice Management processes ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied. These processes are accountable for assuring that enterprise revenue is billed and invoices delivered appropriately to customers.

These processes are responsible for, but not limited to:

- Establishment and application of taxes and charges to the services delivered to customers;
- Application of the adjustment (adjustment decision done in Bill Inquiry Handling);
- Creation of accurate bill invoices including all adjustments, rebates, discounts, credits, etc.
- Production & distribution of bill in physical and/or electronic form to customers in accordance with the billing cycle;
- Forecasting of physical resources associated with bill production, such as paper and envelope quantities;

- Alignment and management of promotional material insertion into distributed bills
- Establishment and management of third party arrangements to support bill invoice generation, production and distribution. A

*This L2 Process is defined in detail with L3 processes. Refer below L3 processes and shared artifacts*

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

### 1.3.9.1 Apply Pricing, Discounting, Adjustments & Rebates

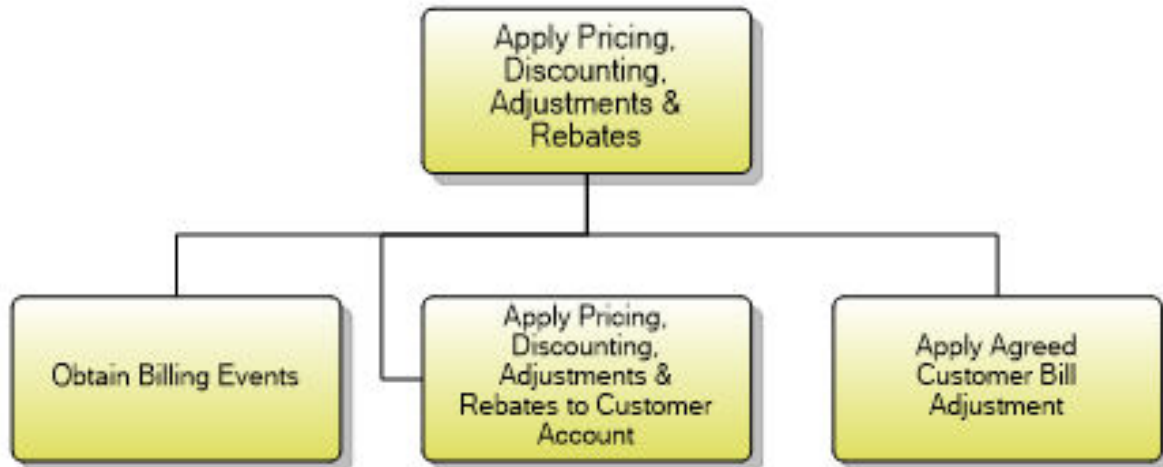


Figure 2: 1.3.9.1 Apply Pricing, Discounting, Adjustments & Rebates decomposition

#### Apply Pricing, Discounting, Adjustments & Rebates

**Process Identifier:** 1.3.9.1

##### Brief Description

Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between a Service Provider and the customer. A

##### 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 a Service Provider and the customer.

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). This process contains the account and customer specific pricing, charges, discounting, credits and taxation for services delivered to the customer by the Service Provider. It accepts events that have been collected, translated, correlated, assembled, guided and service rated. 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. 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. A

When billing system generates feed file with all appropriate billing events, Smart Invoice pro takes input generated from billing system in multiple formats and generates output in multiple format (Pdf, XML, iPDF, AFP, PS) - electronic and physical bill invoice. Smart Invoice Pro delivers a secure and reliable electronic and Physical billing solution architected keeping the end user in mind.

YOUR ACCOUNT SUMMARY	
Previous balance	4,139.78
Payments	- 0.00
Adjustments	- 0.00
This month's charges	+ 1,413.64
<b>Amount due till</b>	<b>= 5,553.42</b>
12-Dec-2017	
Amount due after	
12-Dec-2017	5,789.42

THIS MONTH'S CHARGES	
Monthly rentals	amount(₹) 1,098.00
Usage	189.00
Taxes	231.66
<b>Total (₹)</b>	<b>1,518.66</b>
<small>Total : One Thousand Five Hundred Eighteen Rupees and Sixty Six Paise Only</small>	

Clear Presentation of this month's charges & taxes

**5% CASHBACK ON ELECTRICITY AND GAS BILL PAYMENTS**  
Download Airtel Money App Now!

Dynamic marketing message based on region

Tariff Details					
<b>Call rates</b>	<b>Local(₹)</b>	<b>STD(₹)</b>	<b>SMS rates</b>	<b>Local(₹)</b>	<b>National(₹)</b>
to airtel mobile	0/min	0/min	local/national	1/msg	1.5/msg
to other mobile	0/min	0/min	national roaming	0.25/msg	0.38/msg
to landline	0/min	0/min	international	5/msg	5/msg
to airtel cug	0/min	0/min			
video call	0.05/sec	0.05/sec			
<small>Data conversion : 1MB =1,024KB ; 1GB=1,024MB/1,048,576KB</small>					
<small>For Roaming and ISD tariff details, visit www.airtel.in</small>					
<small>reduced rates@0.5p/10kb(50p/mb) are applicable for 3g/4g packs w.e.f 21-dec-2015</small>					

Tariff Details based on call types

YOUR CHARGES IN DETAIL						Relationship number	1075774873
						Airtel mobile number	
<b>Monthly rentals</b>							
<b>Description</b>	<b>From date</b>	<b>To date</b>	<b>Rental</b>	<b>Net charges</b>	<b>Total(₹)</b>		
<b>Plan Name</b>							
bill plan charges myplan infinity family 499-corp	23/10/2017	22/11/2017	499.00	499.00	1098.0		
scheme charges - dtl	26/02/2017	25/03/2017	599.00	599.00			
<b>Usage - (23-Oct-2017 to 22-Nov-2017)</b>							
<b>Description</b>	<b>Number</b>	<b>Total usage (pulse)</b>	<b>Tariff</b>	<b>Usage Charges</b>	<b>Net charges</b>	<b>Total(₹)</b>	
<b>ISD Calls</b>							
to usa & canada, europe fl	14	23	check tariff	184.00	184.00		
<b>SMS - Local</b>							
to airtel mobile	6	6	1/msg	6.00	0.00		
to other mobiles	9	9	1/msg	9.00	0.00		
to freeline	1	1	1/msg	1.00	0.00	189.00	
<b>SMS - National</b>							
to airtel mobile	3	3	1.5/msg	4.50	0.00		
<b>SMS - International</b>							
	1	1	5/msg	5.00	5.00		
<b>Internet</b>							
	mb	1055.78	106064*	0.25	0.00		
<small>*Pulses to MB conversion = (no of pulse * 10) / 1024, here charging is done per 10 kb. Internet charges may vary due to usage in multiple data bands (2g/3g/4g).</small>							
<b>Broadband - Usage</b>						<b>Dsl id: 02291315371_mh</b>	
<b>Description</b>	<b>Pack Quota</b>	<b>Total Data Allocated</b>	<b>Total Usage</b>	<b>Excess Usage</b>	<b>Post FUP Tariff</b>	<b>Post FUP Charges</b>	<b>Net charges Total(₹)</b>
Plan Quota	20GB	22.0GB	38.41 GB	16.41 GB	-	-	0.00
<b>Tax details</b>							
<b>Description</b>					<b>Amount</b>	<b>Total(₹)</b>	
tax					231.66	231.66	

Clear Presentation of this month's charges & taxes

Detailed bifurcation of charges based on usage types

Consolidated Bill for both mobile and broadband service

Relationship number 1152196136  
Airtel mobile number 7024162065

YOUR CHARGES IN DETAIL

Duration	20-Dec-2017 - 19-Jan-2018	Current Plan	Total(₹)
Plan Name	myPlan New 148-CORP		
Plan Rental Charges	Rental 149.00	Net Charges 149.00	= 149.00
Usage Charges*		1.00	= 1.00
Local Calls			
Tax Details*			27.00
This Month's Charges			177.00

\*Note - Refer detailed section

Usage over pack - (20-Dec-2017 to 19-Jan-2018)

Description	No. of packs	Quota per mypack	Allocated quota (pulse)	Total usage (pulse)	Chargeable Usage	Tariff	Net charges	Total(₹)
local + std mobile	7	85 min	595	381	0	0.5/min	1.00	1.00

\*Discount calculation may differ from actual due to multiple discounts.

Other usage - (20-Dec-2017 to 19-Jan-2018)

Description	Number	Total usage (pulse)	Tariff	Usage Charges	Net charges	Total(₹)
<b>SMS - National</b>						
to airtel mobile	28	28	1.5/msg	42.00	0.00	0.00
<b>Internet</b>						
4g/3g/2g/mobile internet	665.62	68160*	3p/10 KB	2030.91	0.00	

\*Pulse to MB conversion = (no of pulse \* 100 / 1024, here charging is done per 10 KB. Internet charges may vary due to usage in multiple data bands (3g/3g/4g).

Tax Details

HSN	Taxable Value	CGST		SGST/UTGST		Total Tax	Total(₹)
		Rate	Amount	Rate	Amount		
9984	150.00	9%	13.5	9%	13.5	27.00	27.00

Payment Details

Description	Date	Total	Total(₹)
Postpaid Payment_Citrus	03-Jan-2018	-100.00	-100.00

- Detailed representation on allocated quota and consumed quota
- Usage not part of subscribed packages
- Detailed Tax detail representation

Relationship number 1130685337  
Airtel mobile number 6721125465

YOUR CHARGES IN DETAIL

Duration	20-Jul-2017 - 10-Aug-2017	Current Plan	Total(₹)
Plan Name	F20 CUG 298 Plan		
Plan Rental Charges	Rental 299.00	Net Charges 212.12	= 212.12
Smarter Pack Charges	1GB (500MB+500MB) Freshersafter 3G 3p/10KB and 2G 3p/10KB@Rs.150	106.45	106.45
One time Charges	2GB SmartByte Pack Charges @ Rs.475	475.00	475.00
Usage Charges*			
Local Calls			2.00
STD Calls			4.50
ISD Calls			2348.00
SMS			235.38
Voice Special Numbers			6.00
Call Forwarding			6.50
Data Calls			6.50
Fax Calls			6.50
National Roaming			97.88
Tax Details*			529.09
This Month's Charges			4123.97

\*Note - Refer detailed section

Usage - (20-Jul-2017 to 10-Aug-2017)

Description	Number	Total usage (pulse)	Tariff	Usage Charges	Net charges	Total(₹)
<b>Local Calls</b>						
to airtel mobile	6	7	0.2/min	1.40	0.00	
to other mobiles	8	18	0.5/min	4.50	0.00	
to roaming	4	4	0.5/min	2.00	2.00	
<b>STD Calls</b>						
to airtel mobile	6	6	0.5/min	3.00	0.00	
to other mobiles	5	5	0.5/min	2.50	2.50	
to roaming	4	4	0.5/min	2.00	2.00	
<b>ISD Calls</b>						2701.24
to usa & canada, europe II	12	12	check tariff	1122.00	1122.00	
to south east asia	2	2	check tariff	20.00	20.00	
to middle east asia	3	3	check tariff	76.00	76.00	
to australia & nz	5	5	check tariff	232.00	232.00	
to europe mobile	4	4	check tariff	106.00	106.00	
to saarc	3	3	check tariff	83.00	83.00	
to africa	4	4	check tariff	212.00	212.00	
to india	1	1	check tariff	13.00	13.00	

- Usage Charges at usage type summary
- Detailed Summary for each call type



SIP\_Bounce\_Report.xlsx



Bill Invoice with Refunds.pdf



Bill Invoice with Payments.pdf



Bill Invoice.pdf

Explanatory Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

### 1.3.9.2 Create Customer Bill Invoice

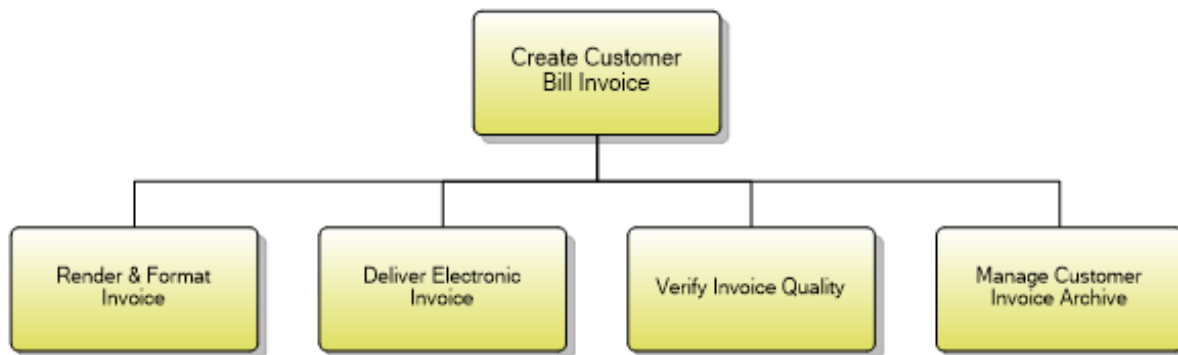


Figure 3: 1.3.9.2 Create Customer Bill Invoice decomposition

### Create Customer Bill Invoice

**Process Identifier:** 1.3.9.2**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 other parties. A

**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 other parties. A

- *Smart Invoice pro generates bills as per assigned bill cycles which can be configured via UI.*

This process contains the invoicing components of the Service Provider's business. This includes the rendering/formatting of an invoice, the delivery of an electronic copy of an invoice to customers and the processes that verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice



production and distribution. The flow of this process can be viewed as an extension of the company's e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example. **A**

- *Smart invoice Pro will accept inputs from any billing system in any format*
- *Then the input will be converted into XML format*
- *Then from the converted input, required data will be rendered and will generate output in various formats*
- *Then Merger will merge the output files based on the configuration made*
- *Outputs Pdfs will be dispatched to customer on their emails and in case of delivery failure, bounce email and report will be generated.*
- *AFP (Advance Function Printing) files will also be generated and moved to an external location for printing.*
- *Before dispatching invoice to the customers, it validates bill to prevent bill shock to the customer.*

Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers. **A**

**A**

- *Template can also be selected based on customer segment, region and other factors.*

Additionally, these processes store the customer invoice for a period of time to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices. **A**

- *Generated invoices can be saved for x (x is configurable) no. of months and same invoices can be fetched for supporting inquiry and duplicate bill request by customer*
- *Once pdf and AFP files generated, pdf invoices will be dispatched via emails and AFP files to third party vendors*
- *Before dispatching invoice to the customers, it validates bill to prevent bill shock to the customer.*



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***Refer Section 2 of user manual***

### **Explanatory**

Reserved for future use.

### **Mandatory**

Reserved for future use.

### **Optional**

Reserved for future use.

## Interactions

Reserved for future use.

### 1.3.9.3 Produce & Distribute Bill

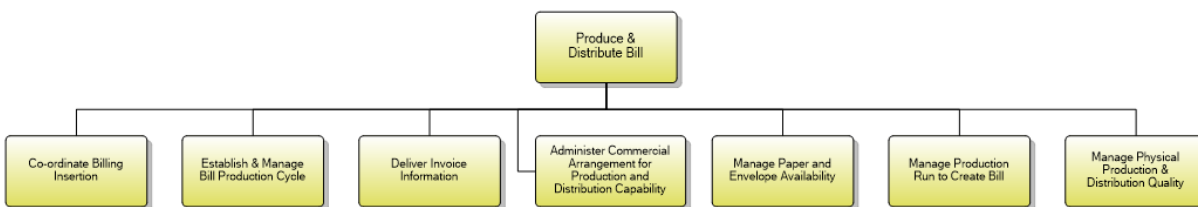


Figure 4: 1.3.9.3 Produce & Distribute Bill decomposition

### Produce & Distribute Bill

**Process Identifier:** 1.3.9.3

#### Brief Description

Physical production and distribution of bills to customers in accordance with the specified billing cycle. A

#### 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. This process is responsible for all activities associated with ensuring a physical bill is delivered to customers. A

- *AFP (Advance Function Printing) files/ PS (Post script) will be generated and moved to an external location for printing.*
- *Printed invoice will be dispatched to the customer*
- *Keeps track of dispatched invoices*

The responsibilities of the process include, but are not limited to:

- Establishing and managing the physical bill production cycle; **A**

*Smart invoice generates AFP (Advanced Function Printing) and PS (Post script) files*

- Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities; **This is not in scope**

- Delivery of invoice information to the physical production processes; **A**

*AFP (Advance Function Printing)/ PS (Post script) files will be generated and moved to an external location for printing*

- Coordinating with promotional processes for any billing insertions to be included with the bill; **A**

*Smart Invoice provides the feature insert promotional images and videos in the bill invoice*

*Best Fit plan – Smart Invoice pro monitors usage and send alerts to the customer for best packages*

- If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physical production process; **A**

*Smart Invoice Pro provides the number of pages required for Bill Invoice*

- If internal production facilities are used, managing the production runs to create the bills. A

Smart Invoice Pro generates print ready AFP/PS files for configured bill cycles and keeps track of dispatched invoice

- Quality management of the physical production and distribution processes. A

*Before dispatching invoices are being validated to ensure quality.*

*Bill shock prevention - Smart Invoice Pro monitors bill trends of the customer and identifies more than x% variance and bill tagged for verification*



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***Refer Section 2 of user manual***

Note that in the above processes for establishing arrangements with outsourced other parties that the other party Capability Delivery processes are used as the vehicle for creating the commercial agreements.

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.