Diksha Technologies

Smart Invoice Pro

TM Forum Frameworx 18.0 Certification

Business Process Framework (eTOM) Release 18.0

Self-Assessment Process Mapping Report

Customer Domain

Level 2 Process: Bill Payments & Receivables Management (1.3.10)

Version 3, Final Review

25th October 2018

Diksha Technologies

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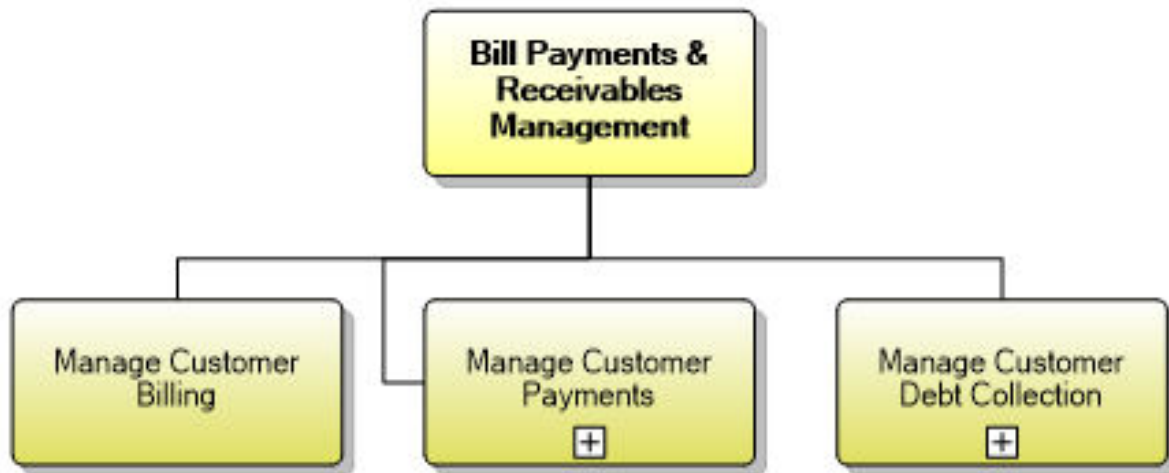
1.3.10 Bill Payments & Receivables Management

Figure 1 1.3.10 Bill Payments & Receivables Management

Bill Payments & Receivables Management

Process Identifier: 1.3.10

Brief Description
Ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments.

Extended Description
The purpose of the Bill Payments & Receivables Management processes is to ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments. These processes are responsible for managing customer's billing account, processing their payments, performing payment collections and monitoring the status of the account balance.

These processes are responsible for, but not limited to:
• Establishment and management of customer payment processes and channels;
• Establishment and management of debt collection processes
• Establishment and management of third-party arrangements to support collection and recovery of past due payments.

Explanatory
Reserved for future use.

Mandatory
Reserved for future use.

Optional
Reserved for future use.

Smart Invoice Pro provides the feature to the operator to collect payments from the customer and split payments amongst services in case of consolidated bill.

It verifies payments from bank.

Call Billing API to update the data in billing system.

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

1.3.10.1 - Manage Customer Billing

This process element is out of scope for this conformance certification
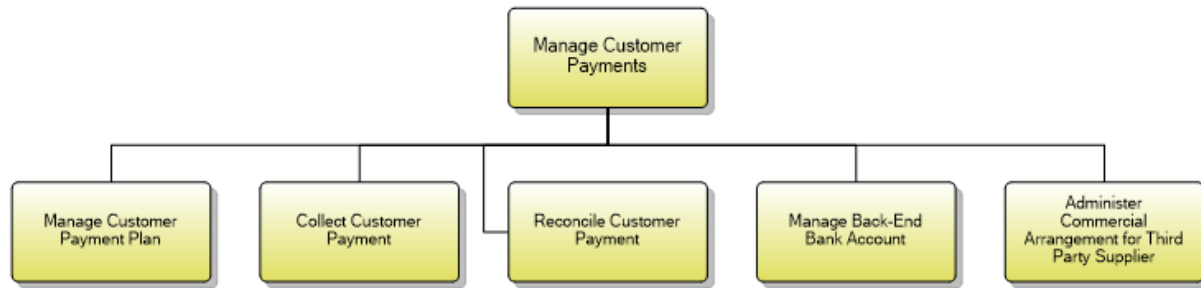
1.3.10.2 Manage Customer Payments

Figure 2 1.3.10.2 Manage Customer Payments

Manage Customer Payments

Process Identifier: 1.3.10.2

Brief Description
Collect payments made by the customer and reconcile the payments to the invoices.

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. These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or check payments, either directly or through third parties.
In all the above cases these processes are responsible for the processes interacting with the customers and/or the third parties. The processes are also responsible for establishing managing back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally, these processes inform the Financial Management on all those payments for updating the ledger. **A**

Smart Invoice pro accepts payments from customer and split the payments based on Min threshold and Distribution parameter. These parameters come in picture if customer has opted for consolidated bill, otherwise payment is being collected against one service and respective billing APIs are being called.

```
@RequestMapping("/home/pay")
public String paymentsTransaction(ModelMap modelMap, UserAnalyticsAccSummary accSummary, HttpSession session,
        @RequestParam("accountNo") String accountNo, @RequestParam("billNo") String billNo,
        @RequestParam("payments") Double payments) {


@RequestMapping("/payment/updatePayment")
@ResponseBody
String paymentTransactionUpdate(HttpServletRequest request, HttpSession session,SIPPaymentsDistribution paymentDistribution) {
```

Refer flow diagram and screenshot below for detail

These processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, other parties. Note that the other Party Capability Delivery process is used to deliver the commercial agreements.

This is a process should be managed from operator's end.

To the extent that processing of any payments is undertaken internally, i.e. check processing, these processes are responsible for managing the operation and quality of the internal processing.

This is a process should be managed from operator's end.

A

Over payments and under payments are being updated in billing systems by calling billing system APIs
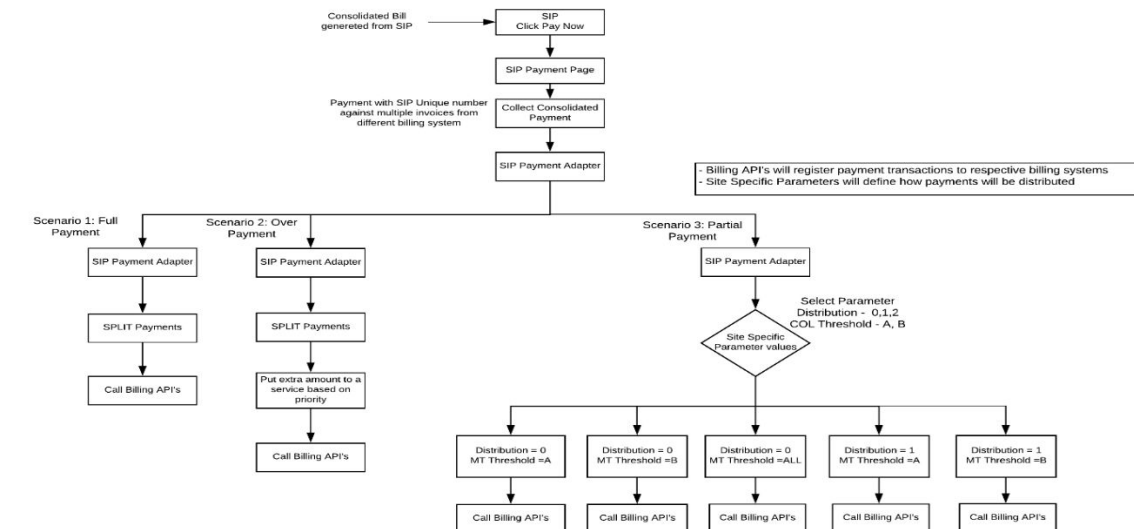
MIN Threshold Parameter (MT)	Description
A	Clear invoice A and left over amount to service B
B	Clear invoice B and left over amount to service A
ALL	Bring Invoice A below Threshold; Bring Invoice B below threshold; Remaining to A

Distribution Parameter (DP)	Description
0	Check MT Parameter for distribution
1	Equal Distribution to service A & B

**A will have higher priority then B, should be configurable
*Parameters should be configurable, as per customer requirement
** System Parameter value should be configurable

Distribution Parameter (DP)	MIN Threshold Parameter (MT)	Outcome
0	A	Clear Invoice A on Priority
0	B	Clear Invoice B on Priority
0	ALL	Bring Invoice A below Threshold; Bring Invoice B below threshold; Remaining to A
1	A	Nullify MT - Equal distribute
1	B	Nullify MT - Equal distribute

```
@RequestMapping("/home/pay")
public String paymentsTransaction(ModelMap modelMap, UserAnalyticsAccSummary accSummary, HttpSession session,
        @RequestParam("accountNo") String accountNo, @RequestParam("billNo") String billNo,
        @RequestParam("payments") Double payments) {
```

```
@RequestMapping("/payment/updatePayment")
@ResponseBody
String paymentTransactionUpdate(HttpServletRequest request, HttpSession session,SIPPaymentsDistribution paymentDistribution) {
```

Explanatory
Reserved for future use.

Mandatory
Reserved for future use.

Optional
Reserved for future use.

Interactions
Reserved for future use.

1.3.10.3 - Manage Customer Debt Collection

This process element is out of scope for this conformance certification