

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 Invoice Management (1.3.9)

Version 2, Final Review

25th October 2018

Diksha Technologies

Table of Contents

| | |
|---|----|
| 1.3.9 Bill Invoice Management | 3 |
| Bill Invoice Management | 3 |
| 1.3.9.1 Apply Pricing, Discounting, Adjustments & Rebates | 5 |
| Apply Pricing, Discounting, Adjustments & Rebates | 5 |
| 1.3.9.2 Create Customer Bill Invoice..... | 8 |
| Create Customer Bill Invoice..... | 8 |
| 1.3.9.3 Produce & Distribute Bill..... | 10 |
| Produce & Distribute Bill..... | 10 |

1.3.9 Bill Invoice Management

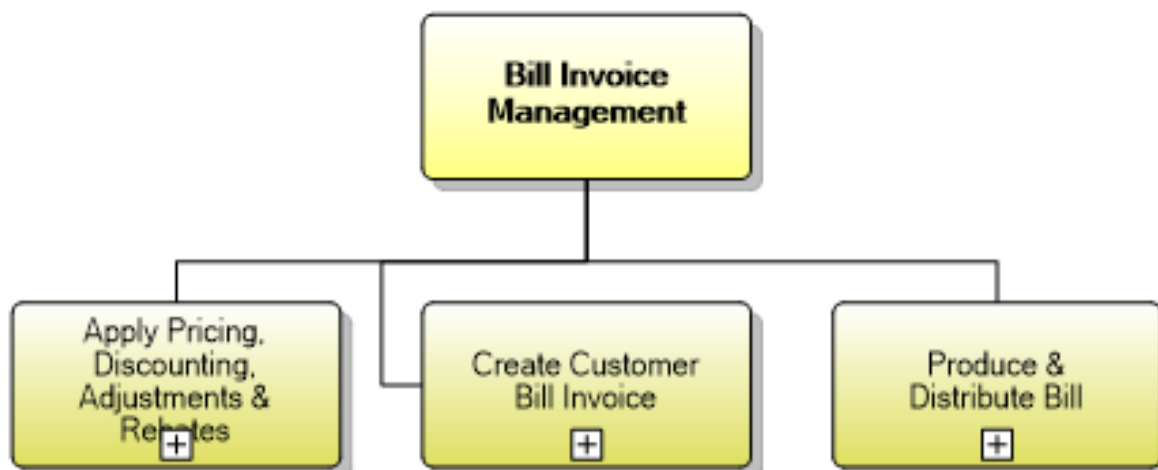


Figure 1: 1.3.9 Bill Invoice Management decomposition

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

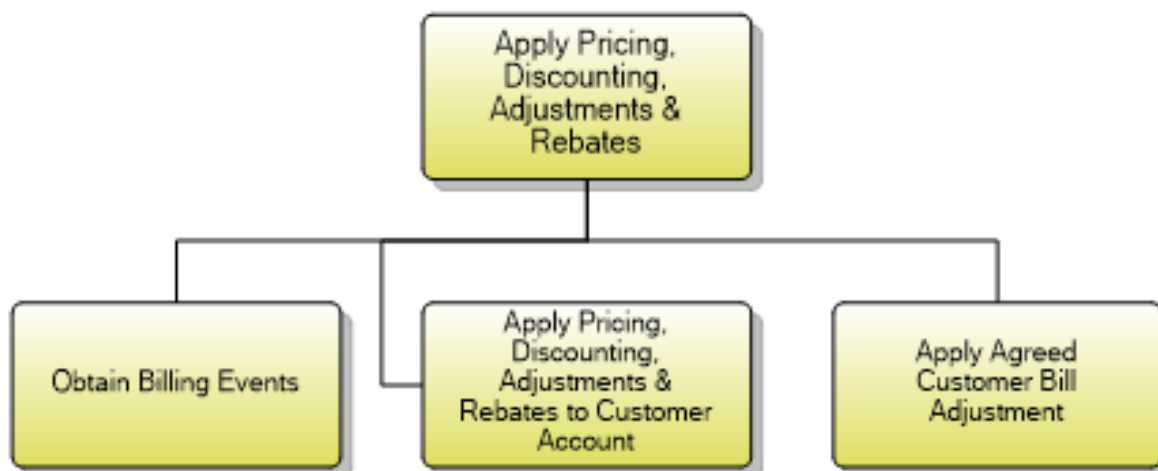


Figure 2: 1.3.9.1 Apply Pricing, Discounting, Adjustments & Rebates decomposition

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 |
| Amount due till | 5,553.42 |
| 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 |
| Total (₹) | 1,518.66 |
| Total : One Thousand Five Hundred Eighteen Rupees and Sixty Six Paise Only | |

Clear Presentation of this month's charges & taxes



Dynamic marketing message based on region

| Tariff Details | | | | | |
|---|----------|----------|------------------|----------|-------------|
| Call rates | Local(₹) | STD(₹) | SMS rates | Local(₹) | National(₹) |
| 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 dug | 0/min | 0/min | | | |
| video call | 0.05/sec | 0.05/sec | | | |
| Data conversion : 1MB = 1,024KB ; 1GB=1,024MB/1,048,576KB | | | | | |
| For Roaming and ISD tariff details, visit www.airtel.in | | | | | |
| reduced rates@0.5p/10kb(50p/rmb) are applicable for 3g/4g packs w.e.f 21-dec-2015 | | | | | |

Tariff Details based on call types

| YOUR CHARGES IN DETAIL | | | | | |
|--|------------|----------------------|--------------|----------------------|------------------|
| | | | | Relationship number | 1075774873 |
| | | | | Airtel mobile number | |
| Monthly rentals | | | | | |
| Description | From date | To date | Rental | Net charges | Total(₹) |
| Plan Name | | | | | |
| bill plan charges myplan infinity family 499-corp | 23/10/2017 | 22/11/2017 | 499.00 | 499.00 | 1098.0 |
| scheme charges - dsl | 26/02/2017 | 25/03/2017 | 599.00 | 599.00 | |
| Usage - (23-Oct-2017 to 22-Nov-2017) | | | | | |
| Description | Number | Total usage (pulse) | Tariff | Usage Charges | Net charges |
| ISD Calls | | | | | |
| to usa & canada, europe fl | 14 | 23 | check tariff | 184.00 | 184.00 |
| SMS - Local | | | | | |
| to airtel mobile | 6 | 6 | 1/msg | 6.00 | 0.00 |
| to other mobiles | 9 | 9 | 1/msg | 9.00 | 0.00 |
| to fixedline | 1 | 1 | 1/msg | 1.00 | 0.00 |
| SMS - National | | | | | |
| to airtel mobile | 3 | 3 | 1.5/msg | 4.50 | 0.00 |
| SMS - International | | | | | |
| | 1 | 1 | 5/msg | 5.00 | 5.00 |
| Internet | | | | | |
| | mb | 1055.78 | 106064* | 0.25 | 0.00 |
| *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). | | | | | |
| Broadband - Usage | | | | | |
| Description | Pack Quota | Total Data Allocated | Total Usage | Excess Usage | Post FUP Tariff |
| Plan Quota | 20GB | 22.0GB | 38.41 GB | 16.41 GB | - |
| | | | | | Post FUP Charges |
| | | | | | Net charges |
| | | | | | Total(₹) |
| | | | | | 0.00 |
| Tax details | | | | | |
| Description | | | | | Amount |
| tax | | | | | 231.66 |
| | | | | | Total(₹) |
| | | | | | 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 149-CORP | | |
| | Rental | Net Charges | |
| Plan Rental Charges | 149.00 | 149.00 | = 149.00 |
| Usage Charges* | | | |
| Local Calls | | 1.00 | = 1.00 |
| 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(₹) |
|--------------------------|--------|---------------------|----------|---------------|-------------|----------|
| SMS - National | | | | | | |
| to airtel mobile | 28 | 28 | 1.5/msg | 42.00 | 0.00 | 0.00 |
| Internet | | | | | | |
| 4g/3g/2g/mobile internet | 665.62 | 66160* | 3p/10 KB | 2030.91 | 0.00 | |

*Pulses to MB conversion = One 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 |

Payment Details

| Description | Date | Total | Total(₹) |
|-------------------------|-------------|---------|----------|
| Postpaid Payment_Citrus | 02-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 296 Plan | | |
| | Rental | Net Charges | |
| Plan Rental Charges | 299.00 | 212.19 | = 212.19 |
| Booster Pack Charges | | | |
| 1GB (500MB+500MB) Freshnessafter 3G 3p/10KB and 2G 3p/10KB@Rs.150 | 106.48 | 106.48 | 106.48 |
| One time Charges | | | |
| 2GB SmartByte Pack Charges @ Rs 475 | 475.00 | 475.00 | 475.00 |
| Usage Charges* | | | |
| Local Calls | | 2.00 | |
| STD Calls | | 4.50 | |
| ISD Calls | | 2548.00 | |
| SMS | | 235.38 | |
| Voice Special Numbers | | 6.00 | = 2701.24 |
| Call Forwarding | | 6.50 | |
| Data Calls | | 6.50 | |
| Far Calls | | 6.50 | |
| National Roaming | | 87.88 | |
| Tax Details* | | | 829.09 |
| 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(₹) |
|----------------------------|--------|---------------------|--------------|---------------|-------------|----------|
| Local Calls | | | | | | |
| to airtel mobile | 6 | 7 | 0.5/min | 1.40 | 0.00 | |
| to other mobiles | 6 | 18 | 0.5/min | 4.50 | 0.00 | |
| to freeline | 4 | 4 | 0.5/min | 2.00 | 2.00 | |
| STD Calls | | | | | | |
| 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 freeline | 4 | 4 | 0.5/min | 2.00 | 2.00 | |
| ISD Calls | | | | | | 2701.24 |
| to usa & canada, europe ft | 12 | 12 | check tariff | 1112.00 | 1112.00 | |
| 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 | 231.00 | 231.00 | |
| to europe mobile | 4 | 4 | check tariff | 106.00 | 106.00 | |
| to saars | 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

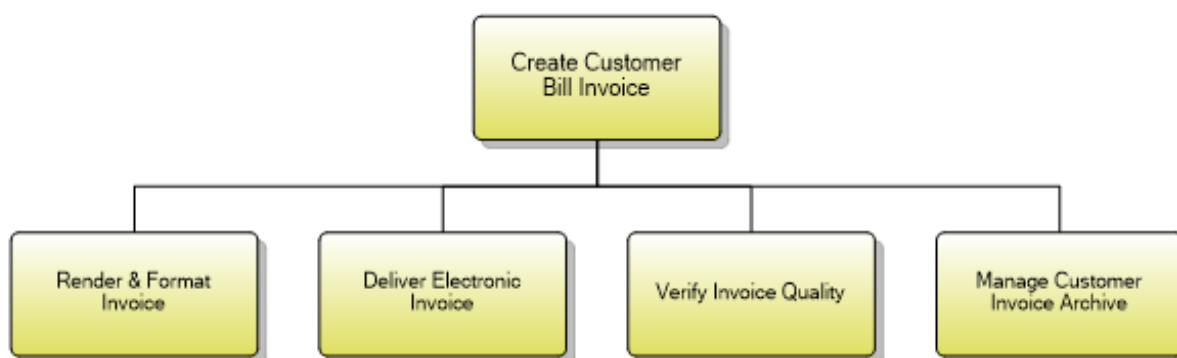


Figure 3: 1.3.9.2 Create Customer Bill Invoice decomposition

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

- *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.*



Diksha_-_Smart
Invoice Pro_-_User M:

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

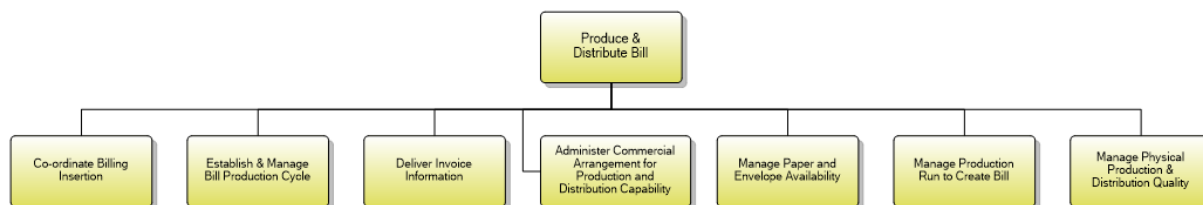


Figure 4: 1.3.9.3 Produce & Distribute Bill decomposition

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



Diksha_-_Smart
Invoice Pro_-_User Ma

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.