Comverse ONE 3.7.7

Level 2 Process: 1.1.1.10 - Bill Invoice Management

Version 1

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Self-Assessment Process Mapping Report

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About Comverse

Comverse is the world's leading provider of software and systems enabling value-added services for voice, messaging, mobile Internet and mobile advertising; converged billing and active customer management; and IP communications. Comverse's extensive customer base spans more than 125 countries and covers over 450 communication service providers serving more than two billion subscribers. The company's innovative product portfolio enables communication service providers to unleash the value of the network for their customers by making their networks smarter.

For more information on our products and services, visit our website at: www.comverse.com or contact us at: information@comverse.com

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1 L2: 1.1.1.10 Bill Invoice Management

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; and

• 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; and

• Establishment and management of third party arrangements to support bill invoice generation, production and distribution.

1.1 L3: 1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates

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.

1.1.1 L4: 1.1.1.10.1.1 Obtain Billing Events – Mapping Details

Process Identifier: 1.1.1.10.1.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (i.e. "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.1.1 Obtain Billing Events

Brief Description

Accept billing events that have been collected, translated, correlated, assembled, guided and service rated before determining the information would be applied to the customer's bill invoice(s).

Extended Description

The purpose of the Obtain Billing Events process is to ensure that all billing events for services delivered to the customer by the Service Provider are available for processing. This includes events that have been collected, translated, correlated, assembled, guided and service rated.

Explanatory

This includes events that have been collected, translated, correlated, assembled, guided and service rated.

Mandatory

The purpose of the Obtain Billing Events process is to ensure that all billing events for services delivered to the customer by the Service Provider are available for processing. *[AM]*

Comverse ONE collects billable transactions automatically as shown in **Error! Reference source not found.**.

 Where appropriate it creates billable transactions automatically as well, as (e.g.) shown in **Error! Reference source not found.**,

 Error! Reference source not found.

, and **Error! Reference source not found.**.

 (Other transactions may be automatically created by other Comverse ONE processes, for example as part of the usage rating process, or may be manually produced by CSRs through Comverse ONE GUIs, or automatically by third-party systems through Comverse ONE APIs.

Optional

Not used for this process element

Interactions
Not used for this process element

1.1.2 L4: 1.1.1.10.1.2 Apply Pricing, Discounting, Adjustments & Rebates to Customer Account – Mapping Details

Process Identifier: 1.1.1.10.1.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.1.2 Apply Pricing, Discounting, Adjustments & Rebates to Customer Account

Brief Description

Determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer.

Extended Description

The purpose of Determine Customer Account process is to determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer and ensure that the each cost item included in customer bill invoice(s) can correspond to a correct account through which customer will pay for the cost item. It ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s). A customer who may have multiple accounts can pay different cost item with different account.

Explanatory

It ensures that the appropriate taxes, rebates (i.e. missed customer commitments) and credits are applied to the customer's bill invoice(s).

Mandatory

The purpose of Determine Customer Account process is to determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer and ensure that the each cost item included in customer bill invoice(s) can correspond to a correct account through which customer will pay for the cost item. *[AM]*

Customer account and subscriber specific pricing, charges, discounts and taxes are associated with the account and/or subscriber through Offers and Bundles which are typically provisioned by CSRs through the Comverse ONE GUIs. Those Offers and Bundles, and the associated child data structures (discounts, tax plans, rebates, charges, rates, etc.) defined for them via configuration, are then automatically included in the customer bill invoice as described in the following flows:

- *Error! Reference source not found.*
- *Error! Reference source not found.*
- *Error! Reference source not found.*
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- *Error! Reference source not found.*
- *Error! Reference source not found.*
- *Error! Reference source not found.*

Optional

A customer who may have multiple accounts can pay different cost item with different account.

Interactions

Not used for this process element

1.1.3 L4: 1.1.1.10.1.3 Apply Agreed Customer Bill Adjustment – Mapping Details

Process Identifier: 1.1.1.10.1.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.1.3 Apply Agreed Customer Bill Adjustment

Brief Description

Apply and review any adjustment agreed in the previous billing period and make these included to the bill invoice.

Extended Description

The purpose of the Apply Agreed Customer Bill Adjustment process is to ensure that any adjustments which have been agreed between customer and Service Provider are included in the customer bill invoice. In general, the adjustments are due to errors in customer bill invoices in previous billing periods or problems related to products and services delivered to the customer by the Service Provider or partners.

Explanatory

In general, the adjustments are due to errors in customer bill invoices in previous billing periods or problems related to products and services delivered to the customer by the Service Provider or partners.

Mandatory

The purpose of the Apply Agreed Customer Bill Adjustment process is to ensure that any adjustments which have been agreed between customer and Service Provider are included in the customer bill invoice. *[AM]*

Adjustments due to errors or problems are typically modeled as a special type of billable (credit) transaction and collected alongside other transactions. Other kinds of adjustments (both credit and debit) can be modeled as promotions, discounts, late fees, or additional fees which can be represented as taxes. These transaction types are defined via configuration, provisioned by CSRs through the Comverse ONE GUIs, and automatically included in the customer bill invoice as described in the following flows:

- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**
- **Error! Reference source not found.**

Optional

Not used for this process element

Interactions

Not used for this process element

1.1.4 L3: 1.1.1.10.1 Apply Pricing, Discounting, Adjustments & Rebates – TM Forum Assessor Scores

<to be provided by TM Forum on closeout of the assessment>

1.2 L3: 1.1.1.10.2 Create Customer Bill Invoice

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 trading partners.

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.

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.

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.

1.2.1 L4: 1.1.1.10.2.1 Render & Format Invoice – Mapping Details

Process Identifier: 1.1.1.10.2.1

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.2.1 Render & Format Invoice
Brief Description
Render and format the customer bill invoice.
Extended Description
This process provides 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.

Explanatory

Not used for this process element

Mandatory

This process provides 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. *[AM]*

Comverse ONE formats invoices automatically based on invoice formats defined through configuration and applied to the billable account by CSRs through GUIs. The formatting process is described in the following flows:

- *Error! Reference source not found.*
- *Error! Reference source not found.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.2.2 L4: 1.1.1.10.2.2 Deliver Electronic Invoice – Mapping Details

Process Identifier: 1.1.1.10.2.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.2.2 Deliver Electronic Invoice

Brief Description

Deliver the electronic copy of an invoice to customers.

Extended Description

The purpose of Deliver Electronic Invoice process is to deliver the electronic copy of an invoice to customers. 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.

Explanatory

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.

Mandatory

The purpose of Deliver Electronic Invoice process is to deliver the electronic copy of an invoice to customers. *[AM]*

Within Comverse ONE, this process significantly overlaps with 1.1.1.10.2.1; the same process that generates printed formatted invoices can generate electronic formatted invoices (e.g. HTML) as well… it's just another invoice format, configured and provisioned to a customer account in the same way, and produced as part of the billing flow in the same way.

*In addition to those shared steps, delivery of electronic invoices depends on an electronic invoice distribution process. See **Error! Reference source not found.***

*and **Error! Reference source not found.** flows for more information.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.2.3 L4: 1.1.1.10.2.3 Verify Invoice Quality – Mapping Details

Process Identifier: 1.1.1.10.2.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.2.3 Verify Invoice Quality

Brief Description

Verify invoice quality before distribution to the customer in electronic form and the process responsible for physical invoice production and distribution.

Extended Description

INSTRUCTION: Not required for process mapping.

The purpose of Verify Invoice Quality process is to verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. Verifying invoice quality is either a manual operation or an automatic behaviour. The process is responsible for ensuring the invoice format and content can meet customer requirements. When verifying invoice quality is failed, the process is also responsible for sending the invoice back to another process to reprocess.

Explanatory

Not used for this process element

Mandatory

The purpose of Verify Invoice Quality process is to verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. Verifying invoice quality is either a manual operation or an automatic behaviour. The process is responsible for ensuring the invoice format and content can meet customer requirements. When verifying invoice quality is failed, the process is also responsible for sending the invoice back to another process to reprocess. *[AM]*

The invoice quality assurance process is documented in **Error! Reference source not found.**.

*If this process is failed for a proforma invoice (see **Error! Reference source not found.**) there is no need to send the invoice back, since the proforma invoice was created solely as part of the quality assurance process flow; once the underlying causes of the failure are addressed the invoice will be produced normally with no special handling.*

*If the process is failed for a production invoice, the invoice must be backed out (see **Error! Reference source not found.**). Initiating backout is a manual process, but the remainder of the backout (including reversing transactions that were produced as part of the initial invoice production) is automatic.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.2.4 L4: 1.1.1.10.2.4 Manage Customer Invoice Archive – Mapping Details

Process Identifier: 1.1.1.10.2.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.4 Manage Customer Invoice Archive
Brief Description
Store the customer invoice for a period of time is to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices.

Extended Description

INSTRUCTION: Not required for process mapping.

The purpose of Management Customer Invoice Archive process is to store the customer invoice for a period of time, to perform regulation and/or serve internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices, and the process is further responsible for archiving the customer invoices to historical customer invoice after a period of time according to Service Provider's management requirements. Furthermore the process is responsible for managing and maintaining archiving cycle.

Explanatory

Not used for this process element

Mandatory

The purpose of Management Customer Invoice Archive process is to store the customer invoice for a period of time, to perform regulation and/or serve internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices, and the process is further responsible for archiving the customer invoices to historical customer invoice after a period of time according to Service Provider's management requirements. Furthermore the process is responsible for managing and maintaining archiving cycle. *[AM]*

Invoices, once stored in the database as described in **Error! Reference source not found.** *and* **Error! Reference source not found.** *, remain in the database (and available for reissue and inquiry) until explicitly archived or purged. No additional steps to ensure continued storage are necessary; persistent storage is the default behavior.*

For reissuing an invoice see **Error! Reference source not found.**.

Of course, invoices must eventually be archived to avoid cluttering the database. Archiving invoices is handled automatically via the Comverse ONE Archiver, which maintains the archiving cycle, identifies invoice DB records eligible for archiving, creates ASCII archive files, ensures that all the DB records for a given invoice are archived into a single archive file set, and supports restoring of archived invoice records into temporary database storage for review. See the Comverse ONE Billing Technical Reference for more information about configuring and running the Comverse ONE Archiver.(Relevant excerpts from this document's Table of Contents have been provided in the Supporting Evidence Documents folder.)

Optional

Not used for this process element

Interactions
Not used for this process element

1.2.5 L3: 1.1.1.10.2 Create Customer Bill Invoice – TM Forum Assessor Scores

<to be provided by TM Forum on closeout of the assessment>

1.3 L3: 1.1.1.10.3 Produce & Distribute Bill

The purpose of the Produce & Distribute Customer Bill Invoice process is the physical production and distribution of
with the specified billing cycle. This process is responsible for all activities associated with ensuring a physical bill is
The responsibilities of the process include, but are not limited to:

• Establishing and managing the physical bill production cycle;

• Establishing the requirements for, and managing the agreed commercial arrangements with, appropriate outsource
distribution capabilities;

• Delivery of invoice information to the physical production processes;

• Coordinating with promotional processes for any billing insertions to be included with the bill;

• If internal processes are used, managing availability of paper and envelope volumes to meet the needs of the physi

• If internal production facilities are used, managing the production runs to create the bills; and

• Quality management of the physical production and distribution processes.

Note that in the above processes for establishing arrangements with outsourced suppliers that the Supply Chain Cap
as the vehicle for creating the commercial agreements.

1.3.1 L4: 1.1.1.10.3.1 Co-ordinate Billing Insertion – Mapping Details

Process Identifier: 1.1.1.10.3.1

Process Context

This process element represents part of the overall enterprise, modeled in business process
terms, and can be applied (ie "instantiated") with other similar process elements for application
within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.1 Co-ordinate Billing Insertion
Brief Description   Co-ordinate with promotional processes for any billing insertions to be included with the bill.   **Extended Description**   The purpose of Co-ordinate Billing Insertion process is to co-ordinate with promotional processes for any billing insertions to be included with the bill. This process is responsible for determining the content of insertion and the position of insertion in invoice. The insertion can be the service information provided by Service Provider, advertisements and recommendation of billing for

customers. This process is also responsible for ensuring the billing insertion attracting the customer interests and not leading to customer complaints. This process can base customer feedbacks on the insertion to adjust or remove the insertion.

Explanatory

The purpose of Co-ordinate Billing Insertion process is to co-ordinate with promotional processes for any billing insertions to be included with the bill.

Mandatory

This process is responsible for determining the content of insertion and the position of insertion in invoice. The insertion can be the service information provided by Service Provider, advertisements and recommendation of billing for customers. This process is also responsible for ensuring the billing insertion attracting the customer interests and not leading to customer complaints. *[AM]*

*The Comverse ONE invoice creation process automatically adds appropriate insert codes to each unformatted invoice, which are then included on the formatted bill and can be used to control insertions by a third party. This is part of the ordinary invoice production process (see **Error! Reference source not found.** and **Error! Reference source not found.**) and the associated invoice formatting process (see **Error! Reference source not found.**).*

*The physical invoice production process (see **Error! Reference source not found.**) must be coordinated with the above such that the insert codes generated by Comverse ONE can be interpreted by the invoice production vendor (e.g. printshop or equivalent) to insert the specified insertion in the specified location. This coordination is a manual process, which is dependent on the specific vendor.*

What inserts are associated with each invoice is based on configured bill insert and bill message groups, which are assigned to accounts by CSRs based on their interests and preferences.

Optional

This process can base customer feedbacks on the insertion to adjust or remove the insertion.

Interactions

Not used for this process element

1.3.2 L4: 1.1.1.10.3.2 Establish & Manage Bill Production Cycle – Mapping Details

Process Identifier: 1.1.1.10.3.2

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.2 Establish & Manage Bill Production Cycle

Brief Description

Establish and manage the physical bill production cycle.

Extended Description

The purpose of Establish & Manage Bill Production Cycle process is to establish and manage the physical bill production cycle. This process is responsible for identifying the deadline of the customer requiring physical bill productions, time cycle for producing and distributing to ensure that the physical bill production can be received by the customer on time. This process is responsible for ensuring that physical bills are produced in time to be received by customers on time. This process takes production and distribution cycle timing into account when establishing bill production schedules.

Explanatory

The purpose of Establish & Manage Bill Production Cycle process is to establish and manage the physical bill production cycle.

Mandatory

This process is responsible for identifying the deadline of the customer requiring physical bill productions, time cycle for producing and distributing to ensure that the physical bill production can be received by the customer on time. This process is responsible for ensuring that physical bills are produced in time to be received by customers on time. This process takes production and distribution cycle timing into account when establishing bill production schedules. *[AM]*

As part of the process of selecting billable accounts, **Error! Reference source not found.** *automatically determines which customers are due to be billed on that day based on the corresponding account bill cycle. The bill cycle also incorporates a collection delay period to account for network latency, and specifies the payment due date to ensure that payment-due schedules are*

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consistent with distribution schedules. All of these dates and delay periods are separately configured for each scheduled bill in order to account for variations in schedules (e.g. holidays). Additionally, **Error! Reference source not found.** *determines how long to wait before formatting (to account for automatic bill payments, if any, which are to be reported on the formatted invoice).*

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.3 L4: 1.1.1.10.3.3 Deliver Invoice Information – Mapping Details

Process Identifier: 1.1.1.10.3.3

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.3 Deliver Invoice Information
Brief Description
Deliver the invoice information to the physical production processes.
Extended Description
The purpose of the Deliver Invoice Information process is to ensure that the invoice information can be delivered to invoice physical production process. The invoice information includes both billing information and insertion information. This process is also responsible for monitoring the status of information delivery channel and ensuring the channel availability.
Explanatory

The invoice information includes both billing information and insertion information.

Mandatory

<mark>The purpose of the Deliver Invoice Information process is to ensure that the invoice information can be delivered to invoice physical production process. This process is also responsible for monitoring the status of information delivery channel and ensuring the channel availability.</mark> *[AM]*

Comverse ONE produces formatted invoice files as described for **Error! Reference source not found.***.*

Those formatted invoice files contain all the information required to produce the invoice, and are delivered to third-party interfaces/vendors so that they can complete physical production (see **Error! Reference source not found.***). Comverse ONE monitors the status of the invoice production and delivery to the third party; subsequent monitoring is the responsibility of the third party.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.4 L4: 1.1.1.10.3.4 Administer Commercial Arrangement for Production and Distribution Capability – Mapping Details

Process Identifier: 1.1.1.10.3.4

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.4 Administer Commercial Arrangement for Production and Distribution Capability
Brief Description
Establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities.

Extended Description

The purpose of Administer Commercial Arrangement for Production and Distribution Capability process is to establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities. This process is responsible for output of the production and distribution requirements to outsourced supplier and amending the requirements based on the negotiation between Service Provider and outsourced supplier. This process is also responsible for drafting commercial contracts terms, including the responsibilities, payment condition, payment type, SLA, and signing the commercial contract with outsource supplier.

Explanatory

Not used for this process element

Mandatory

The purpose of Administer Commercial Arrangement for Production and Distribution Capability process is to establish the requirements for, and manage the agreed commercial arrangements with, appropriate outsourced suppliers of the production and distribution capabilities. This process is responsible for output of the production and distribution requirements to outsourced supplier and amending the requirements based on the negotiation between Service Provider and outsourced supplier. This process is also responsible for drafting commercial contracts terms, including the responsibilities, payment condition, payment type, SLA, and signing the commercial contract with outsource supplier. *[AM]*

As illustrated by **Error! Reference source not found.** *and* **Error! Reference source not found.** *, Comverse ONE produces print-ready invoice files according to the commercial agreement between operator and third-party printing supplier, the details of which can be configured and amended through the Comverse ONE Product Catalog based on results of negotiations between the Service Provider and the outsourced supplier. Negotiating the details of the commercial agreement is part of the support processes between the Operator and the outsourced vendor with which Comverse ONE interacts. This process is highly dependent on human intervention and the specific commercial and contractual agreements that exist between Operator and vendor.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.5 L4: 1.1.1.10.3.5 Manage Paper and Envelope Availability – Mapping Details

Process Identifier: 1.1.1.10.3.5

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.5 Manage Paper and Envelope Availability

Brief Description

Manage availability of paper and envelope volumes to meet the needs of the physical production process, if internal processes are used.

Extended Description

The purpose of the Manage Paper and Envelope Availability process is to ensure the quantities of papers and envelopes are enough before starting invoice physical production. This process is responsible for ensuring the quality of paper and envelopes that fit the requirements from subsequent invoice physical production processes. For example the volume of envelope is suitable. If the requirements don't fit, this process is responsible for detecting the problems and reporting to other processes if required.

Explanatory

Not used for this process element

Mandatory

The purpose of the Manage Paper and Envelope Availability process is to ensure the quantities of papers and envelopes are enough before starting invoice physical production. This process is responsible for ensuring the quality of paper and envelopes that fit the requirements from subsequent invoice physical production processes. For example the volume of envelope is suitable.

If the requirements don't fit, this process is responsible for detecting the problems and reporting to other processes if required. *[M]*

Ensuring the availability and quality of paper and envelopes is part of the support processes internal to Operator or outsourced vendor with which Comverse ONE interacts. Comverse ONE produces invoice files and provides integration points to distributes them to 3ʳᵈ party interfaces so that they can fulfill the quality management requirements. See **Error! Reference source not found.** and **Error! Reference source not found.** *for related flows.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.6 L4: 1.1.1.10.3.6 Manage Production Run to Create Bill – Mapping Details

Process Identifier: 1.1.1.10.3.6

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.6 Manage Production Run to Create Bill
Brief Description
Manage the production runs to create the bills, if internal production facilities are used.
Extended Description
The purpose of Manage Production Run to Create Bill process is to manage the production runs to create the bills, if internal production facilities are used. This process is responsible for producing

the physical bill based on the invoice information and, if necessary, wrapping bills into envelopes. The process also is responsible for monitoring that the produced bills are ready to be distributed.

Explanatory

Not used for this process element

Mandatory

The purpose of Manage Production Run to Create Bill process is to manage the production runs to create the bills, if internal production facilities are used. This process is responsible for producing the physical bill based on the invoice information and, if necessary, wrapping bills into envelopes. The process also is responsible for monitoring that the produced bills are ready to be distributed. *[AM]*

Ensuring the quality of production runs is part of the support processes internal to Operator. Comverse ONE produces invoice files and provides integration points to distributes them to 3rd party interfaces which are integrated with internal production facilities that control physical bill production such that they can fulfill the quality management requirements. This is primarily a manual process, but see **Error! Reference source not found.** *and* **Error! Reference source not found.** *for related flows.*

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.7 L4: 1.1.1.10.3.7 Manage Physical Production & Distribution Quality – Mapping Details

Process Identifier: 1.1.1.10.3.7

Process Context

This process element represents part of the overall enterprise, modeled in business process terms, and can be applied (ie "instantiated") with other similar process elements for application within a specific organization or domain.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.3.7 Manage Physical Production & Distribution Quality

Brief Description

Manage quality of the physical production and distribution processes, if internal production facilities are used.

Extended Description

The purpose of Manage Physical Production & Distribution Quality process is to manage quality of the physical production and distribution processes, if internal production facilities are used.
This process is responsible for monitoring the whole physical production and distribution running, check the quality and validity of production and observing the distribution time cycle.
The quality and validity of production can include correct association of customer, bill and time period of bill, printing quality, format of the production.
This process is responsible for ensuring that the contents of production, including billing parts and insertion parts, are satisfied by customers and the productions can be delivered to customers' address on time and accurately.
This process is also responsible for monitoring the efficiency of production process to ensure that the production process can timely produce a large number of productions to avoid distribution delay.

Explanatory

Not used for this process element

Mandatory

The purpose of Manage Physical Production & Distribution Quality process is to manage quality of the physical production and distribution processes, if internal production facilities are used.
This process is responsible for monitoring the whole physical production and distribution running, check the quality and validity of production and observing the distribution time cycle.
This process is responsible for ensuring that the contents of production, including billing parts and insertion parts, are satisfied by customers and the productions can be delivered to customers' address on time and accurately.
This process is also responsible for monitoring the efficiency of production process to ensure that the production process can timely produce a large number of productions to avoid distribution delay. *[AM]*

Comverse ONE produces invoice files and provides integration points to distribute them to 3rd party interfaces which are integrated with internal production facilities that control physical bill production

such that they can fulfill the quality management requirements, as described in the following flow diagrams:

- **Error! Reference source not found.**
- **Error! Reference source not found.**

*The majority of the associated quality management, such as guaranteeing that the bill is associated with the correct customer and time period and format and so forth, is entirely automated. However, manual "spot checks" are a common business practice as well. This is typically done by creating and formatting a pro-forma invoice for selected customers (see **Error! Reference source not found.**) , formatting those bills normally, checking for errors, and then producing the entire run normally if none are found. If errors are found, the underlying configuration error must be manually identified and repaired, at which point the invoice run can be scheduled normally.*

Optional

The quality and validity of production can include correct association of customer, bill and time period of bill, printing quality, format of the production.

Interactions

Not used for this process element