Customer Master "Combined Transmit" Bill Cycle Processing (CM 15.1 & up)

The following table describes the steps involved in processing your monthly billing information. This table is for the purpose of tracking monthly bill cycle steps. For instruction purposes, the "Suites" tab drop down will be used.

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
			PRE-BILLING DATA REVIEWS												
1	Service Order Suite	Processing / Service Order Search	All applicable service orders should be applied at this time. *Use service order search to view service orders. Search by pending, completed, and locked.*												
2	Receivables Suite	Processing / Apply Batch	Verify all payment batches have been applied and all credit card payments have been processed.												
3	Delinquency Suite	Processing / Delinquent Notices	If applicable, verify the delinquent notices and penalties have been completed.												
4	Billing Suite	Reports	**Pre-Bill Data Error Check – MISC** **Pre-Bill Data Error Check – OCCs** *(Edit the amount ranges for your needs. Correct errors and rerun if necessary)*												
5	Billing Suite	Reports	**Bill Ad / Msg / Drop Ins Accounts** *Run this by "Summary" for each Report Type to verify the number of accounts affected.*												
6	Billing Suite	Reports	**Bill Ad / Msg / Drop Insert Maint** *Run this by "Linked" & "Active" for each Report Type to verify which will be included.*												
7	Billing Suite	Reports	**Duplicate USP**- Current option *(correct errors if necessary)*												
			PRE-BILLING CELLULAR REVIEW												
IMPORTANT REMINDER		✓ *If you have your own cellular rate plans, follow the pre-billing cellular review steps below.*													
8	Tools	Reports / Reports / Wireless	**Network Rate Plan Errors** Run once for each Report Option: • Secondary Networks with No Primary Plan Active • Shared Plans With No Secondary Networks • Networks With No Active Rate Plan • Multiple Active Rate Plans Errors If there are results, then please clean up data before transmitting to MACC.												
			TOLL CUT TRANSMSSION												
IMPORTANT REMINDER		✓ *It is recommended that all other users exit Customer Master before processing billing (Steps 1 – 5).* ✓ *This can be verified by running the "Connected Users Report" found under Billing Suite/Reports.*													
9	Billing Suite	Processing / Misc. Transmission	If Calling Card / Toll Free information is maintained, transmit the file to MACC during Toll Cut.												
10	Billing Suite	Processing / Bill Cycle Processing	Select Bill Cycle and Bill Date ***Step 1: Format and Export Toll Cut-Off Data*** By selecting Step 1, you will advance to begin with Step 3. Step 1-2 will be automatically completed in Red.												
11	Billing Suite	Processing / Bill Cycle Processing	***Step 2: Upload Toll Cut-Off Data to MACC*** This step is combined with Step 4.												
			BILL CUT BALANCING & DATA VERIFICATION												
12	Billing Suite	Processing / Bill Cycle Processing	***Step 3: Format and Export Bill Cut-Off Data*** The following reports are produced during this step: • **Tax Area Master Report:** *Verify tax areas have the proper tax percentages.*												

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
			• **Carrier Table Report**: *Will print if there are carriers without a carrier name. (Update carrier names if needed.)* • **Toll Summary Report:** *Compare this report to prior-month report to check for variations in totals.* • **Payments not sent to Bill Master** – *If applicable, contains NSF/Reversals not being sent in for billing.* • **Tax Area Master Report:** *Verify tax areas have the proper tax percentages.* • **Current Balance Billing Edit Report.** – ***Print last page only, save entire document to adobe format and save to your computer.*** *(This report* <u>cannot</u> *be reproduced later.)* • **Bill Summary Report** – ***Print this report for balancing.***												
13		* Compare: <u>Current Balance Billing Edit</u> Report to <u>Bill Summary</u> Report.	**Current Balance Billing Edit Report:** Balance Forward = Balance Forward row on the Bill Summary Report. Payments = Payments row on the Bill Summary Report. **IMPORTANT REMINDER:** Verify the difference column total on the last page equals zero dollars. *If there is an amount in the difference column, please contact MACC Software Support immediately.*												
	IMPORTANT REMINDER		✓ *Balance the Bill Summary Report totals to the four following reports to ensure your billing will be properly processed.*												
14	Billing Suite	Reports	**OCCs By USP Code Report:** Select the Bill Cycle and OCCs billed on date. Load Avail Services & move all the USPs to the right. Take difference between DB/CR totals and <u>Balance to OCC</u> row on the Bill Summary Report. **Recurring Charge Balance Report:** Select the Bill Cycle and Bill Date. <u>Balance to Recurring Charge</u> row on the Bill Summary Report. **Advertising List:** (*Network Active = Active; Select the "Billed Dates" radio button, Begin & End dates should be the current billing date*) <u>Balance to Advertising</u> row on the Bill Summary Report. **Cash Balancing Report:** Select Bill Cycle, Billed and the current Bill Cycle Date. <u>Balance to Payments</u> row on the Bill Summary Report.												
15	Billing Suite	Reports	**OCC Non-Billed Report:** Select the Bill Cycle and Bill Date. *Options = Non Billed Temporary, Account Options = Both, Load Avail USP Codes & move all the USPs to the right.* ***Only OCCs intended for a future billing should remain on this report.***												
	IMPORTANT REMINDER		✓ *If errors exist, undo Step 3, fix data and rerun all reports. All data should be correct prior to continuing with Step 4.*												
			BILL CUT TRANSMISSION TO MACC												
16	Billing Suite	Processing / Bill Cycle Processing	***Step 4: Upload Bill Cut-Off Data to MACC*** • Verify the Bytes Match *This step transmits the billing to MACC.*												

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
17	Billing Suite	Processing / Bill Cycle Processing	**Step 5: Load Next Bill Cycle Recurring Charges** *All users can now resume Customer Master operations for the new billing month. MACC will notify you when billing is ready for previewing / downloading.*												
			BILLING RETRIEVAL FROM MACC												
IMPORTANT REMINDER			**All companies receive an e-mail notification from MACC Customer Billing Approved as follows:** A .pdf file of your company's bills has been created. Bills can be previewed within Customer Master via Billing Inquiry. Select the appropriate billing month and the icon selection for "View PDF of Bill." Do Not run Step 6 of the monthly billing process at this time. **If your company is on "Print Notify", please reply to this email that the billing file is OK to print and mail.**												
18	Inquiry	Billing Inquiry	Select the Bill Date to review and View PDF of Bill. • *If your company **is on "Print Notify"** with MACC, preview a random selection of customer bills. When it is determined the bills look correct, please reply to MACCCustomerBillingApproved@maccnet.com that the billing has been approved and it is OK to print and mail.* • *If your company is **NOT on "Print Notify"** there are two resources which may be used to determine when billing is ready to be retrieved.* 1. *The MACC Billing Status Page* 2. *The Billing E-mail Notification option.*												
19	Billing Suite	Processing / Bill Cycle Processing	**Step 6: Download & Import New Billed Toll Data** *If your company does not process toll, select "No" & by pass this step.*												
20	Billing Suite	Processing / Bill Cycle Processing	**Step 7: Download New Billing from MACC**												
IMPORTANT REMINDER			✓ *It is recommended that all other users exit Customer Master during Billing Insert Process (Steps 8).* ✓ *This can be verified by running the "Connected Users Report" found under Billing Suite/Reports.*												
21	Billing Suite	Processing / Bill Cycle Processing	**Step 8: Import and Insert New MACC Billing** The following reports are printed during this step. *(Compare the totals and number of records between these two reports; these totals should match)*: • MACC Retrieval Summary Report • Bill Master Report • If Capital Credit company - Patronage Load Report will appear. Print this report. • Cellular – If you do not provide company rate plans, then include totals from cellular section on the MACC Retrieval Summary Report.												
22	Tools	Reports / Reports / Accounting	**Billing BL84 Journal Entry Report** Select the Bill Cycle and Bill Date. Under Report Type select "Summary". Deselect the Checkbox for "Show Offsetting Entries". ✓ Print the report. These totals should match to the MACC Retrieval Summary Report.												
23	Billing Suite	Processing / Bill Cycle Processing	**Step 9: Apply Pre-Pay, Create Bank Collect Payment , Adjust.** • Previous month's pre-payments are applied to new accounts/category • Creates Bank Collect ACH Payment Batch (optional – run the report of the pending payment batch) NOTE: There is an option to create the ACH Payment Batch and Bank File outside of the Billing Process. Please contact MACC Software Support for instructions and assistance.												

	SUITE	SECTION / OPTION	DESCRIPTION	1	2	3	4	5	6	7	8	9	10	11	12
			CAPITAL CREDITS												
24	Reports Suite	Processing / Reports / Capital Credits	**Balance Billing/Patronage** • Select the Bill / Patronage Date. • Select Summary – Balance to the BL51A. • Select Summary by Report Area – Balance Report Areas to the BL51R. *(Please refer to the Capital Credits Monthly Balancing Flowchart provided by MACC)*												
			ACH FILE												
25	Reports Suite	Processing / Reports / Receivables	Bank Collect Batch Verification: • **Bank Collect Edit Report**: if errors exist, fix pending payments prior to proceeding • **Batch** – ACHMMDDYY *(mmddyy = bill cycle date)*												
26	Receivables Suite	Processing / Apply Batch	Apply ACH Payment batch (ACHMMDDYY)												
27	Billing Suite	Processing / Bill Cycle Processing	***Step 10: Create Bank Collect/ACH File*** • Save file to MACCBANK folder with the following name format: ACH <month><company #> (or whatever file name your bank has suggested). ***NOTE: The creator will be able to enter the effective date of the file during file creation. Compare the ACH file report totals to the ACH payment batch totals. If there is a discrepancy, verify it is ok.***												
28	Receivables Suite	Processing / Check ACH File	***Check ACH File*** • If ACH contains errors, please call MACC software support • Prepare to deliver to bank as needed or per company/bank preference.												
29	Receivables Suite	Processing / Auto-Adjust Tier Balance	***OPTIONAL***** If you run your delinquent notices at the account level, or your company DOES NOT post revenues by network to your General Ledger, MACC recommends that you run this tool before running your delinquent notices.												

The user running the billing must have DBO rights on the Customer Master database and the CMREPORT database.

Problems or questions? Call MACC Software Support: 1-800-622-2502.

Please Note - MACC recommends you do not remove or insert any billing steps.