

**Daily Processing****General****Overview**

Daily processing is a continuous process and functions independently of bill periods and customers.

Daily processing includes the following sub-processes:

- Daily Service Order Processing
- Message Acquisition and Processing
- Adjustment Processing
- Payment Processing

**Daily Service****Order Processing**

The Daily Service Order sub-process receives and processes completed service orders on a daily basis from AT&T's Service Order Control System (SOCS) and updates customer accounts in CRIS or CABS with the appropriate services and billing indicators.

The following activities take place during the Daily Service Order Process:

- CRIS and/or CABS receive(s) completed service orders (SO) from SOCS.
- The service orders are rated and checked for errors.
- If there are rating errors, then the Service Order Correction Group receives and corrects the errors. If there are no rating errors, then the service order is validated against account information.
- If there are validation errors, the files are held in the Hold File for error correction by the Service Order Correction Group. Once validation is complete, both the associated SO and account information are posted to the CRIS or CABS database.
- If there are posting errors, the files are held in the Hold File for error correction by the Service Order Correction Group. Otherwise, the customer profile information is updated in the CRIS and CABS account databases.

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**Message  
Acquisition  
and Processing**

The Message Acquisition and Processing sub-process collects usage data, edits and validates the usage, then packages and routes the usage to the appropriate billing system (CRIS or CABS) for processing and guiding to the appropriate account.

The major activities in the Message Acquisition and Processing sub-process are:

- Messages are pulled from the Electronic Toll Collection System (ETCS). Transmissions occur every 4 hours, 24 hours a day, 7 days a week.
- Transmissions are sent to Alpha (an application to ensure data integrity and completeness) for editing and validation. If there are errors in transmission, these are reported and sent to Alpha for re-editing and validation.
- Once in Alpha, these messages are forwarded to the proper bill streams.
- Messages that do not pass internal bill stream edits are sent to the appropriate error correction group for resolution and reprocessing, if needed.

**Adjustment  
Processing**

The Adjustment sub-process applies adjustments to appropriate accounts for billing adjustments such as contract disputes, commission rulings, or CLEC billing disputes.

The major activities in the Adjustment sub-process are:

- For CRIS, if a customer calls to report a billing error within two billing cycles of the current cycle, the bill will appear on the Business Office Customer Record Information System (BOCRIS) or Regional Negotiation System (RNS). When the service representative makes the adjustment online in BOCRIS, the adjustment will post to the account during the next billing cycle.
- For CABS, the Automated Claims Adjustments Tracking System (ACATS) is used to make debit or credit adjustments to customer accounts for resolution of customer disputes, billing, or usage charges. Within ACATS, adjustments can be issued at the bill item level.

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**Payment  
Processing**

The payment processing sub-process includes daily receipt and posting of payments to individual accounts by the Payment Remittance Office (PRO). The remittance page of the bill or other detailed invoice information should be included by the CLEC with payments that are processed by the PRO.