

**Practices for Lesson 14:
Monitoring Overdue Debt -
Part 2: Overdue Processing**

Overview

Practices for Lesson 14b: Overview

Lesson Overview

The system periodically monitors how much your customers owe to ensure they haven't violated your collection rules. When a violation is detected, the system initiates the appropriate activities (e.g., letters, disconnect notices, collection agency referrals, and eventually write off). The topics in this section describe how to configure the system to manage your overdue processing requirements.

Targeted at bill-oriented customers. The overdue processing module has been designed to collect on virtually anything from an unpaid bill to an unmatched financial transaction. You tell the system what you collect on by configuring the various overdue processing control tables. In this release, we supply algorithms that support collecting on overdue bills. If your organization practices balance-forward accounting (i.e., collection is based on overdue service agreement balances), you will not use this functionality. Rather, you will use the functionality described under the Credit & Collection - Collection, Severance, and Write-Off Processing.

Lesson Objectives

By the end of this chapter, you will be able to:

- Describe how the system determines an account's debt is overdue.
- Explain how and when the system creates an overdue process.
- Describe how the system cancels an overdue process when the overdue objects are paid.
- Describe how the system can cut service if initial attempts to collect overdue debt fail.
- Set up a payment arrangement for overdue debt.
- Explain how and when the system writes off overdue debt.

Instructor Note

Prior to beginning these exercises, please make sure that the Fieldwork Cancel Reason for Payment Arrangement Creation has been set to Cut Process.

In order to do this, navigate to Admin > Field Work > Fieldwork Cancel Reason and set the Payment Arrangement Creation cancel reason's system default option to Cut Process. Click Save.

Fieldwork Cancel Reason			
Main			
Cancel Reason		<input type="text"/>	<input type="button" value="Search"/>
	Cancel Reason	Description	System Default
	CM_PAC	Payment Arrangement Creation	Cut Process
	CR	Customer requested	
	EW	Excessive workload	
	FWNN	Field work not necessary	
	SASP	SA Start/Stop canceled	SA Start/Stop
	WFA	Wrong type of field act. type	

Practice 14b-1: Examine Overdue Monitor Rules

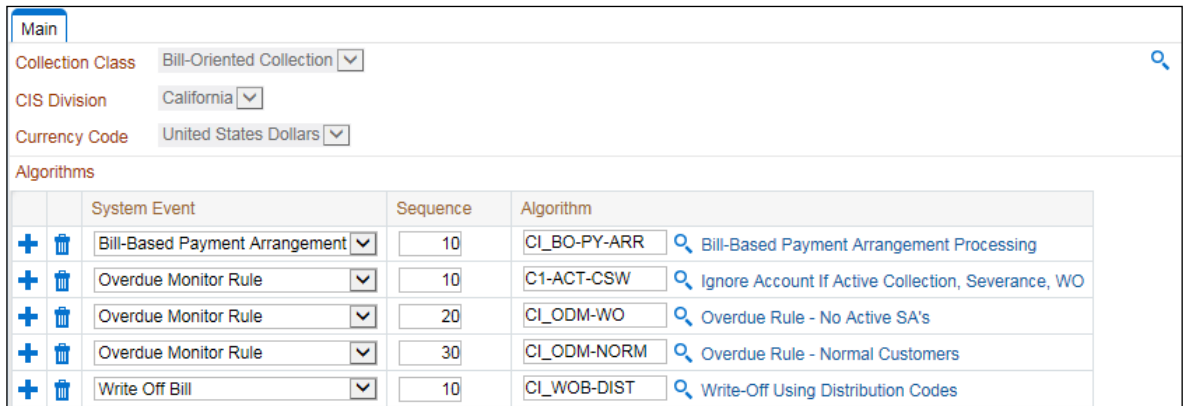
Overview

In this exercise, you'll look at the Overdue Monitor Rules (i.e., algorithms) for “bill-oriented collection” customers. We'd like to highlight that the base-package algorithm is only pertinent for implementations who:

- Perform open-item accounting, and
- Collect on overdue bills

Task

1. Display Collection Class Overdue Rules
 - Navigate to **Admin > Credit & Collection > Collection Class Overdue Rules > Search**.
 - Find the rule for *Collection Class: Bill-Oriented Collection, CIS Division: California, Currency Code: United States Dollars*.



	System Event	Sequence	Algorithm
+	Bill-Based Payment Arrangement	10	CI_BO-PY-ARR Bill-Based Payment Arrangement Processing
+	Overdue Monitor Rule	10	C1-ACT-CSW Ignore Account If Active Collection, Severance, WO
+	Overdue Monitor Rule	20	CI_ODM-WO Overdue Rule - No Active SA's
+	Overdue Monitor Rule	30	CI_ODM-NORM Overdue Rule - Normal Customers
+	Write Off Bill	10	CI_WOB-DIST Write-Off Using Distribution Codes

- Notice this page simply has a grid that contains a variety of algorithms. We're interested in those algorithms that are invoked by the **Overdue Monitor** (i.e., algorithms with a System Event of Process Overdue Account).
 - Notice that there are three algorithms that will be called for accounts with the selected **Collection Class, Division, and Currency Code**.
2. Click the hyperlink for **Overdue Rule - Normal Customers** to transfer to the **Algorithm** (notice this is the last algorithm that will be called by the Overdue Monitor for accounts with the selected **Collection Class, Division, and Currency Code**).

3. Take a look at an **overdue rule algorithm**.

The **overdue rule algorithm** that you've selected is rich in configurable functionality. Read its description for the details.

The screenshot displays a configuration page for an overdue rule algorithm. At the top, the 'Main' tab is active. The 'Algorithm Code' is 'CI_ODM-NORM'. The 'Description' is 'Overdue Rule - Normal Customers'. The 'Algorithm Type' is 'C1-CB-CR-RAT', with a sub-description: 'Check Bills Using Credit Rating, Age & Amt T'hold'. Below this, a detailed description of the algorithm is provided: 'This overdue monitor rule algorithm determines if an account debt is overdue based on the credit rating, age and amount thre: Use Only Process Accounts with Credit Rating <= This Value and the set of Limiting Characteristic criteria to restrict the proce Use Service Status to limit processing of unpaid bills based on their service agreements' service status. A specific bill's review date may be postponed to a new date specified as a bill characteristic of the Postpone Date Characteris Use Band 1, 2 and 3 parameters to define various debt thresholds and their corresponding overdue process templates'. The 'Parameter' section shows '1 of 1' parameters. The 'Effective Date' is '01-01-1950'. A table lists the parameters:

Parameter	Sequence	Value
Only Process Accounts with Credit Rating <= This Value	10	999999

4. Check out some of the parameter values to see how the business rules have been configured for our case study.

Practice 14b-2: Look at OverLand, Inc's Overdue Process

Overview

In this exercise, you'll look at an overdue process that's been created to collect OverLand's unpaid bills.

Tasks

1. Display *Overland, Inc* in **control central**.
 - Navigate to **Control Central** and display *Overland Inc*.

The screenshot displays a control central interface for Overland, Inc. The top navigation bar includes tabs for Main, Account Information, Customer Information, Account Tree, Premise Tree, Bill/Payment Tree, and Pay Plan Tree. The main content area is divided into several sections:

- Timeline**: A section with a right-pointing arrow.
- Current Context**: A section containing account details:
 - Person: Overland, Inc. - Business/Work Phone:(415) 666-8899
 - Account ID: 3674132342 6 Overland, Inc., Commercial Open Item, \$195.78
 - Current Balance: \$195.78 (indicated by an orange bar)
 - Premise: 104 Diamond Blvd, San Francisco, CA, 94114Buttons for **Start Service** and **Stop Service** are visible.
- Customer Information (Map Zone)**: A section with a gear icon, containing details:
 - Account ID: 3674132342
 - Main Customer: Overland, Inc. - Business/Work Phone:(415) 666-8899
 - Set Up Date: 12-15-2010
 - CIS Division: California
 - Customer Class: Commercial Open Item
 - Bill Cycle: Monthly bill cycle - day 2
 - Current Credit Rating: 900
 - Next Credit Review Date: 10-23-2017
 - Work Phone: (415) 666-8899
 - Employer Identity: 65-9876654
- Bill Graph**: A section with a gear icon, showing a bar chart with a single orange bar representing the **Current Charge**. The y-axis ranges from \$0.00 to \$200.00 in increments of \$40.00.

2. Click the overdue process alert.
 - Click the alert in the **Dashboard** that highlights the existence of the **overdue process**. You will be transferred to **Overdue Process page**:

The screenshot displays the 'Overdue Process' page. At the top, there are tabs for 'Main', 'Events', and 'Log'. The main header shows 'Overdue Process Standard Overdue Process, Active, 1,599 day(s) old, Unpaid: \$195.78' and 'Overdue Process ID 367413285333'. Below this, there are fields for 'Account ID' (3674132342), 'Status' (Active, Events Pending), 'Overdue Process Template' (Standard Overdue Process), and 'Start Date/Time' (01-31-2011 / 02:59PM). A 'Comments' section contains the text: 'This overdue process was created manually (i.e., the Overdue Monitor was not used)'. A table titled 'Collecting On' shows a single entry for Bill ID 367418125518 with an original amount of \$195.78 and an unpaid amount of \$195.78. At the bottom, there is a list of events for this process, including 'Event 10 - Create Customer Contact - Reminder Letter', 'Event 20 - Create Cut Process(es)', 'Event 30 - Affect Credit Rating by -100', and 'Event 40 - Small Amount (<= \$1) Write Down'.

3. Use the **tree** (at the bottom of the **Main** page) to navigate to the second page where you can see the details of each event.
4. Navigate to the **Log** page to see a history of what's taken place during the lifetime of this process.

Practice 14b-3: Review Event Type Activation Algorithms

Overview

In this exercise, you'll look at some of the event type algorithms supplied with the base package.

Tasks

1. Display Overdue Event Type - Event Activation Algorithms.
 - Navigate to **Admin > System > Algorithm Type > Search**.
 - Select **Overdue Event Type - Event Activation** from the **Algorithm Entity** drop-down and click **Search**.
 - Review the different algorithm types available.

Algorithm Type	<input type="text"/>	<input type="button" value="Search"/>		
Algorithm Entity	Overdue Event Type - Event Activation	<input type="button" value="Search"/>		
Description	<input type="text"/>	<input type="button" value="Search"/>		
Algorithm Type	Description	Alg Entity	Program Type	Program Name
C1-OE-AGYCAN	Cancel Collection Agency Referral	Overdue Event Type - Event Activation	Java (Converted)	CIPLQAXX
C1-OE-AGYREF	Refer Open-Item Debt to Collection Agency	Overdue Event Type - Event Activation	Java (Converted)	CIPLQAGX
C1-OE-CC	Create Customer Contact	Overdue Event Type - Event Activation	Java (Converted)	CIPLQCCX
C1-OE-CR-CP	Initiate Cut Processes	Overdue Event Type - Event Activation	Java (Converted)	CIPLQCPX
C1-OE-CR-RT	Affect Credit Rating/Cash-Only Score	Overdue Event Type - Event Activation	Java (Converted)	CIPLQRHX
C1-OE-TD	Create To Do	Overdue Event Type - Event Activation	Java (Converted)	CIPLQTDX
C1-OE-WOB	Write Off Bills	Overdue Event Type - Event Activation	Java (Converted)	CIPLQWBX
C1-OE-XFERCR	Transfer Credit From Excess Credit SAs	Overdue Event Type - Event Activation	Java (Converted)	CIPLQCRX

2. Display **Overdue Event Type - Monitor Waiting Events Algorithms**.
 - Select **Overdue Event Type – Monitor Waiting Events** from the **Algorithm Entity** drop-down and click **Search**.
 - Review the different algorithm types available.

Algorithm Type	<input type="text"/>	<input type="button" value="Search"/>		
Algorithm Entity	Overdue Event Type - Monitor Waiting Events	<input type="button" value="Search"/>		
Description	<input type="text"/>	<input type="button" value="Search"/>		
Algorithm Type	Description	Alg Entity	Program Type	Program Name
C1-OE-CPCMPL	Check If Cut Processes Are Complete	Overdue Event Type - Monitor Waiting Events	Java (Converted)	CIPLUCPX
C1-OE-TDCMPL	Check If To Do Entry Is Complete	Overdue Event Type - Monitor Waiting Events	Java (Converted)	CIPLUOTX

Practice 14b-4: Review an Overdue Process Template

Overview

In this exercise, you'll look at the Overdue Process Template that was used to create Overland Inc's overdue processes.

Tasks

1. Display an Overdue Process Template.
 - Navigate to **Admin > Credit & Collection > Overdue Process Template > Search**.
 - Display the template *CI_STD01*.

The screenshot shows the configuration page for the Overdue Process Template *CI_STD01*. The description is "Standard Overdue Process" and it is collecting on "Bill ID". Below this is a table of algorithms:

	System Event	Sequence	Algorithm
+ [trash]	Calculate Unpaid & Original Amounts	10	C1-CUAOA Calculate Unpaid & Original Amount for a Bill
+ [trash]	Cancel Criteria	10	C1-CIOPBPD Check If Overdue Process's Bills Are Paid
+ [trash]	Cancel Logic	10	CI_OP-AGYCAN Cancel Collection Agency Referral
+ [trash]	Cancel Logic	20	CI_COPAICP Cancel Overdue Process and its Cut Processes
+ [trash]	Hold Event Activation Criteria	10	CI_HLD-HIGHB Hold If Open High Bill Complaint Case Exists

Below the table, the "Event Types" section shows "1 of 7" event types. The selected event type is "CI_CC-REM" (Create Customer Contact - Reminder Letter) with an event sequence of 10 and "Days After" set to 0. The "Dep on Other Events" checkbox is unchecked.

- Notice this page has a great deal of configurable information - everything from the algorithms that control what happens during numerous **System Events** to the **Event Types** that control what happens during the course of an event's overdue processes.
2. Display an **Overdue Event Type**.
 - At the bottom of the page, click the gold arrow so that you reposition the **Event Types** to show the second event type - *CI_CR-CP*.

The screenshot shows the configuration page for the Overdue Event Type *CI_CR-CP*. The "Event Types" section shows "2 of 7" event types. The selected event type is "CI_CR-CP" (Create Cut Process(es)) with an event sequence of 20 and "Days After" set to 10. The "Dep on Other Events" checkbox is checked.

3. Click the hyperlink to navigate to the overdue event type that creates a cut process (we'll discuss cut processes next).

Main

Overdue Event Type

Description

Long Description

Algorithms

		System Event	Sequence	Algorithm
+	🗑️	Cancel Logic	10	CI_OE-NO-DEP Cancel Overdue Event If No Dependent Events Exist
+	🗑️	Event Activation	10	CI_OE-CR-CP Initiate Cut Processes
+	🗑️	Monitor Waiting Event	10	C1-OE-CPCMPL Check if cut processes are complete

- Notice that the event type references many of the **System Events** described above.

Review Questions

1. The overdue monitor is a background process that periodically monitors your accounts to determine if they violate your overdue rules. If an account violates your overdue rules, the system automatically creates an overdue process. True/False
True.
2. Multiple overdue processes may be created for an account at any instant in time. True/False
True. By default, the system creates a separate overdue process for each bill that violates your overdue criteria. Because multiple bills can be in arrears, you can have multiple overdue processes at any point in time.
3. Multiple bills may be linked to a single overdue process. True/False
True. The system allows a user to manually add multiple bills to a single overdue process (but the base-package overdue rule will not do this by default).
4. A user can create an overdue process at their discretion. True/False
True
5. An overdue process contains one or more overdue events. True/False
True
6. An overdue process without overdue events is useless. True/False
True. Because activating the overdue events causes things to happen (e.g., letters, To Do's, and cases).
7. An overdue event is activated on its trigger date. True/False
True
8. An overdue event can only be activated by a batch process. True/False
True. The Overdue Process - Main page has a button called Trigger Events. When this button is clicked, overdue event whose activation date is on / before the current date will be activated.
9. You can set up an overdue event type that causes an account's credit rating to decrease (i.e., get worse). True/False
True
10. A user may not cancel an overdue process. True/False
False. A user may cancel an overdue process at their discretion; even if the account still violates overdue rules.
11. You can set up an overdue event type to create a cut process to sever a service agreement. True/False

True.

12. The last overdue event typically starts a cut process. True/False

False. We anticipate that an overdue event somewhere in the middle of the overdue process will create the cut processes to stop the service agreements. After the cut processes are complete, the remaining overdue events under the overdue process will be executed.

13. Only those service agreements that haven't been paid will be cut. True/False

True and False. The overdue event activation algorithm on the overdue event that cuts service controls which service agreements have cut processes created. Therefore, the number / type of service agreements cut is under the control of your implementation. Some implementations might opt to cut a single service agreement rather than all in the hopes that the pain of having one of the SA's cut off will inspire the customer to pay everything.

14. The type of cut process is defined on the respective overdue event's activation algorithm. True/False

True. The type of cut process is defined on the overdue event's activation algorithm (in a soft parameter).

15. If any person linked to the service agreement being cut has life support or sensitive load equipment, a different type of cut process may be started. True/False

True. On the overdue event activation algorithm, you can indicate a different cut process should be initiated if the customer has life support equipment.

16. Multiple service agreements may be linked to a single cut process. True/False

False. A separate cut process is created for each service agreement.

17. A user can create a cut process at their discretion. True/False

False. Cut processes can only be created by the activation of an overdue event.

18. A cut process contains one or more cut events. True/False

True.

19. A cut process without cut events is useless. True/False

True. Because the events cause letters, field activities, and To Do entries to be generated.

20. A cut event is activated on its trigger date. True/False

True. After an event is activated, its status becomes complete or waiting.

21. A cut event's trigger date is known from the moment its cut process is created. True/False

False. Many cut events only have their trigger date set after a preceding event is completed. This is because fieldwork may have to be done for some cut events and it's hard to predict when the work will actually be done. Given this, we can't know a cut event's trigger date until its preceding events are complete. Note, an analogous requirement that

prevents trigger dates from being known up front is if you require a To Do to be manually completed (i.e., approved) by a user before a cut process's events can be activated.

22. A cut event can only be activated by a batch process. True/False

False. A button exists on Cut Process - Main (called Trigger Events) that will activate any cut event with a trigger date on / before the current date.

23. The activation of a cut event could create field activities to cut service. True/False

True.

The field activity type on the field activity used to cut service is defined on the cut event's template. True/False

False. The field activity type is defined on the cut service point type's field activity profile. This means that different types of service points under a single service agreement could be cut using a different field activity (and this is good).

24. The cancellation of a bill segment could cause a cut process to be canceled. True/False

True. Credit adjustments and payment segments could also cause a cut process to cancel.

25. A user may not cancel a cut process. True/False

False. A user may cancel a cut process at their discretion.

26. The last cut event typically expires the service agreement. True/False

True. When the last service agreement linked to an account is stopped, the system changes the account's bill cycle to bill that evening (i.e., the account will be final billed when the last SA is stopped). The changing of the account's bill cycle takes place when the last SA's state is changed from pending stop to stopped.

27. If a service agreement is stopped and it's linked to an active cut process, the severance process will be cancelled. True/False

False.

Practice 14b-5: Watch Your Instructor Set Up (and then Cancel) a Payment Arrangement for Bills

Overview

During this walk through, you'll watch your instructor set up a payment arrangement for Overland.

Tasks

1. Create the Payment Arrangement for Bills.
 - Select *Overland's* account on **Control Central**.
 - Notice how the **Alerts** zone highlights the active overdue process.
 - Using the **Account Context Menu**, select **Go To Payment Arrangement for Bills > Add**.
 - Choose *10* Installments.
 - Select Division: *California*, SA Type: *PA-OI*.
 - Click **Create**.

The screenshot displays the 'Main' page of the Control Central system. At the top, there is a search bar for 'SA ID'. Below this, the 'Current Balance' is shown as \$195.78. The 'Account ID' is 3674132342, and the account name is 'Overland, Inc., Commercial Open Item, \$195.78'. A section for 'Unpaid Bills' shows 1 bill selected. A table with columns 'Bill Information' and 'Unpaid Amount' contains one entry: 'Date: 01-15-2011, Complete, Due: 01-25-2011, \$195.78, Unpaid: 1, \$195.78' with an unpaid amount of \$195.78. At the bottom, there are fields for 'Total Candidates' (\$195.78), 'New Payoff Balance' (\$195.78), 'Installments' (10), 'Arrange Amount' (\$19.58), 'CIS Division' (California), and 'SA Type' (PA-OI). Action buttons for 'Create', 'Break', and 'Cancel' are located at the bottom left.

Bill Information	Unpaid Amount
Date: 01-15-2011, Complete, Due: 01-25-2011, \$195.78, Unpaid: 1, \$195.78	\$195.78

Total Candidates: \$195.78 New Payoff Balance: \$195.78
Installments: 10 Arrange Amount: \$19.58
CIS Division: California SA Type: PA-OI

Action: **Create** **Break** **Cancel**

- After the payment arrangement is created:
 - Notice the buttons that exist to simplify Breaking and Cancellation of a payment arrangement (these are enabled after the payment arrangement exists)
 - Notice that the overdue process alerts is removed (because the process was cancelled as its bills overdue debt has been transferred to the payment arrangement)

Main

SA Info California / Pay arrangement (OI), Pending Start, 07-19-2015, 3670350116 SA ID 3670350116

Current Balance \$0.00

Payoff Balance \$195.78

Account ID 3674132342 Overland, Inc., Commercial Open Item, \$0.00

Current Balance \$0.00

Payoff Balance \$195.78

Unpaid Bills 0 bills selected

Bill Information Unpaid Amount

Total Candidates \$0.00 New Payoff Balance \$195.78

Installments 0 Arrange Amount \$19.58

CIS Division California SA Type PA-OI California / Pay arrangement (OI)

Action

- Transfer to Overland's overdue process (use the **Account Context Menu**) and have a look at its **log**.

Main Events Log

Overdue Process Standard Overdue Process, Inactive, 0 day(s) ago Overdue Process ID 367413285333

	Date / Time	Details	Related Object	Related Process / Event	Log User	Log Type
	10-23-2017 01:19PM	Overdue process canceled by System			Student, 01 (USER01)	System
	10-23-2017 01:19PM	Cut process canceled by System	Gas Commercial, Standard Utility Cut Process, Inactive, 0 day(s) ago	Cut Process 367413247412	Student, 01 (USER01)	System
	10-23-2017 01:19PM	Field activities to cut service (that have not been dispatched) canceled	104 Diamond Blvd, San Francisco, CA, 94114, Gas - commercial, Cut Process, Meter - cut for non payment, Canceled, Scheduled 02-14-2011 03:42PM	Cut Process 367413247412	Student, 01 (USER01)	System
			104 Diamond Blvd, San Francisco, CA, 94114, Gas -			

- Cancel** the Payment Arrangement for Bills.
 - Return to the payment arrangement page and press the **Cancel** button to cancel the payment arrangement. Notice that the overdue debt is reinstated.
 - Navigate to the payment arrangement service agreement and click **Cancel SA**.

Review Questions

1. A new service agreement is created when you create a payment arrangement. True/False
True
2. It's important to transfer debt from the delinquent objects to the payment arrangement SA in order to stop the overdue monitor from complaining about overdue debt on the original delinquent objects. True/False
True
3. If the delinquent objects from which debt was transferred were on an overdue process, the overdue process will be cancelled. True/False
True. Assuming that the overdue process's cancellation criteria have been satisfied as a result of the transfer.
4. If the delinquent objects from which debt was transferred were on a cut process, the cut process will be cancelled. True/False
True. Assuming the amount transferred is sufficient to cancel the parent overdue process.
5. A special page exists to automate the creation of a PA SA for delinquent bills. This page creates the SA and transfers unpaid FT's from delinquent bills. True/False
True.
6. Bill segments will be created for the PA SA when the system bills the customer for the PA amount. True/False
True.
7. The SA Type on a PA SA will reference a receivable account. True/False
True. This is because you use a PA SA to hold the outstanding receivable during the payment arrangement period. This money must be held in a receivable account.
8. If the customer doesn't pay their future bills while the payment arrangement is active, an overdue process will start. True/False
True.
9. The cut process used to cut a payment arrangement will probably contain a single event that causes the PA SA to be broken. True/False
True.
10. A user can break a PA SA manually using the Payment Arrangement transaction. True/False
True.
11. When a PA SA is broken, all debt is reinstated under the original bills (and service agreements). And any payments against the payment arrangement will be distributed amongst the original bills. True/False
True.
12. When a PA SA is broken, an overdue process trigger is created so that the account's entire debt will be reviewed the next time the overdue monitor executes. True/False
True.
13. It is possible to have the overdue monitor create a stricter overdue process for customers with a broken payment arrangement. True/False

True.

14. A user can CANCEL a PA SA at will. True/False

True. A button exists on the Payment Arrangement page to facilitate cancellation. A button also exists to allow a user to manually “break” a payment arrangement.

Practice 14b-6: Manual Write Off

Overview

During this walk through, you'll watch your instructor write-off a bill for Overland.

Tasks

1. Select *Overland's* account on **Control Central**.
2. Go to their **bill**.
3. Click **Write Off**.

Main		Bill Segments	Bill Routings	Bill Messages	Characteristics
Bill Info		Date: 01-15-2011, Complete, Due: 01-25-2011, \$195.78, Unpaid: 1, \$195.78			Bill ID <input type="text" value="367418125518"/>
Account ID <input type="text" value="3674132342"/>		Overland, Inc., Commercial Open Item, \$195.78			
Bill Status	Complete	Display Bill			
Due Date	01-25-2011	Create Date/Time	01-15-2011 01:01PM		
Bill Date	01-15-2011	Completion Date/Time	03-13-2013 01:02PM		
Late Payment Charge Details					
Eligible for Late Payment Charge		<input type="checkbox"/>			
		Late Payment Charge Date	<input type="text"/>		
Bill Summary		Bill Segment	Current Amount	Status	Remarks
New Charges	\$195.78	California / Gas Commercial, Frozen, Period: 12-15-2010 - 01-15-2011, \$195.78, 3674132116	\$195.78	Frozen	
Adjustments	\$0.00				
Corrections	\$0.00				
Total	\$195.78				
Match Summary					
0	Balanced Item(s)	\$0.00			
0	Unbalanced Item(s)	\$0.00			
0	Disputed Item(s)	\$0.00			
1	Unmatched Item(s)	\$195.78			
		Total Generated Charge	\$195.78		
Bill Segment Action		Generate	Cancel Frozen		
Bill Action		Freeze/Complete	Delete	Reopen	Correction Note
				Undo Correction Note	Write Off