




BHARAT SANCHAR NIGAM LIMITED
(A Government of India Enterprise)
Corporate Office (Revenue Management Branch - CFA)
2nd floor, Room No. 216, Eastern Court, Janpath,
NEW DELHI-110 001

Circular

No. 2-1/2013-BSNL/TR/CFA-I

Dated: 22nd January, 2013.

To

Chief General Managers,
All Telecom Circles and Metro Telephone Districts,
Bharat Sanchar Nigam Limited.

Subject: "Launch of Pan India E-Stapling of bills", the technical term for "All India One Bill" facility for corporate customers for landline and Broadband services-regarding

Ref: CGM, ITPC, Pune's letter No. ITPC/CDR Project/BSNL CO/2012-13/Part-I/41 dated 29/10/2012.

It has been intimated by the ITPC, Pune vide above referenced letter that PAN India E-stapling of bill, i.e. "All India One Bill" facility on PAN India basis has been implemented for the benefit of the customers who are having BSNL landline and broadband facility in multi cities and are desirous to have single bill for all the telephone numbers at a specified location. As intimated by ITPC, Pune, in the CDR system Pan India E-stapling (ES) covering LL and BB services has been implemented which will facilitate BSNL to issue "All India One Bill" electronically stapled invoice to a Corporate customer for LL and BB services utilised by them across India. The Corporate customer can receive as well as make payment of bill centrally and the payment so received will be distributed to the child accounts (individual numbers/ services in respective Zones/ SSA) of the Corporate customer through South CDR data centre where Pan India ES Billing system mechanism is available at present.

With the introduction of PAN India E stapling, EB unit of Circles are to follow the procedure of enrolling Corporate customers for issue of "All India One Bill" to them. **In this regard it has been decided to issue following guidelines for strict implementation of the related process and procedure involved in this scheme.**

1. Enrolment of Corporate customers for issue to Pan India ES bills-

Corporate Customers desirous of having a single bill for all the telephone and BB connections at a specified location, shall be required to enrol for the scheme by signing 'Terms and Conditions' document of the scheme attached as **Annexure-I**. It is desirable that the key accounts manager from BSNL to explain the terms and conditions to the Corporate Customer before enrolment to the scheme. The Corporate customers/ telephone connections enrolled under the scheme of Pan India ES shall be governed by the existing discounting policy and shall be eligible for volume discount as applicable for Group customers at present.

2. Getting Access to the CRM system of South Zone Data Centre-

Access to CRM System of South Zone CDR Data Centre shall be provided for all the EB units in the country with at least 2 users per location (**EB units in a Circle**) initially which can be extended to SSAs as per actual requirement. These users can log on to the CRM System of South Zone CDR Data Centre for handling Pan India ES Groups. The Officer can raise a SM docket for getting the credentials in the respective SM system. The DC incharge shall identify all such requests credentials (or) changes in the credentials and shall mail them to the designated officer in South CRM. After creations of user, the same shall be intimated to the user through the respective DC. For allotment of Siebel CRM user name and password please contact **A. Srinivasan**, DE CDR, Hyderabad (9490100111, e-mail-id; **ananthsrinivasan53@gmail.com**). Zone wise user training shall be provided to the EB units by ITPC for handling "All India One Bill" facility by them. The detail of procedure being adopted in CDR system for Pan India Electronic Stapling is attached as **Annexure-II** and Pan India ES user Document is attached as **Annexure-III**. Though the complete details along the process and procedure regarding implementation of Pan India ES of bills is given in the above mentioned Annexures, for information and guidance of all concerned, the following details regarding issue of invoices, receipt of payments and adjustment thereof, dunning for non-payment etc. are reproduced hereunder.

3. Issuing of invoices

Pan India ES Invoices shall be issued by the SSA owning the customer. For this purpose, EB unit of SSA shall be accessing FTP server of South Zone. The invoices shall be in the format of South Zone. Child invoices shall be available in the respective Zonal Systems and shall be in the format of the concerned Zone.

4. Payments of the Invoices

Customer can pay the Pan India ES invoices (i.e." All India One Bill") at any PMS Counter i.e. On line BSNL payment counter anywhere in the country. This payment will be transferred to the Pan India ES Billing Account maintained at South Zone Data Centre. This will then get distributed and accounted against each Child Account of each Zonal System in a batch process.

In case the payment is made at **other than On line BSNL Counters** or by other mode of payment like RTGS, NEFT etc., the ES Account holder is required to submit the payment details to the Accounts Officer (TR) of the concerned SSA so that he may update the payments in time in the PMS Module of CDR System to avoid disconnection or any other inconvenience caused.

The ITPC Pune and South Zone Data Centre, may ensure remittance/transfer of payment through issue of ATD to the concerned SSA wherein the payment was collected centrally and transfer the credit through issue of to ATC to the concerned SSA for whom the payment was collected, with full details thereof on month to month basis to reconcile the Trial Balance of the concerned SSAs.

5. Dunning

Dunning shall happen at child level in the respective Zonal CDR Systems. Manual dunning by the concerned AO TR is not required as all Child Accounts payments status shall be updated automatically by the CDR system, once the payment is received and posted in PMS Module of CDR System at a central level.

6. Adjustments

Adjustments shall be done at child level only by the respective AO TR of the concerned SSA. Therefore, the ES-Customer is required to make full payment of the total bill amount and if any

adjustment is required the same shall be done in the next invoice & only in the Child Account, by the AO TR concerned of the SSA where the Child Account is maintained. Otherwise, if partial payment is made at ES-Account, the payment is noted against all Child Accounts proportionately, which may cause disconnection of telephone connection due to non payment of bill of concerned Child Account. Hence, ES customers should be informed beforehand to avoid payment of bills partially.

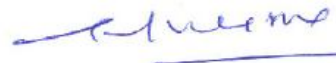
EB units of all Circles are requested to widely publicise this very useful feature of CDR system and also nominate EB unit officials for providing training on ES to learn the features/capabilities and process of creations of ES-Accounts etc. These nominations may be sent to CGM, ITPC, Pune, RTTC Building, MIDC, G-Block, Chinchwad, Pune-411019 (FAX No- 020 27373101) by 28th Jan 2013.

It is desired that the above instructions and guide lines may be followed strictly by all the Circles and SSAs including ITPC, Pune and Zonal Data Centres.

These instructions/guidelines are being issued in consultation with EB and IT-CFA branches of CO BSNL, New Delhi. Comments/Notes of these branches made respectively vide Dy. No. 02-PGM (EB) BSNL dated 01-01-2013 and 8289-Sr.GM (IT)-CFA dated 09-01-2013 available in File No.11-2/2012-CDR/IT-CFA/Vol.III/Pt. bear the reference in this regard.

Enclosures:

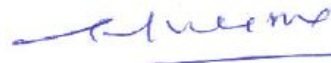
1. **Annexure-I** : Group billing terms and conditions.
2. **Annexure-II** : PAN India ES procedure adopted in the CDR System.
3. **Annexure-III** : Pan India ES User Document.
4. **Annexure-IV** : Features available in Zonal and PAN India ES.



(G. P. Verma)
GM (Finance)-CFA

Copy to:

1. CMD for information.
2. All Board of Directors, BSNL Board, for information.
3. PGM (EB), GM (EB-I), GM (EB-II), GM (Finance)-Ent. for information and necessary action.
4. CGM, ITPC, Pune for information and necessary action for implementation of scheme and making suitable arrangements for transfer of amount through ATD/ATC to the concerned SSA and for training to employees.
5. All PGMs/GMs in CO BSNL, New Delhi for information.
6. IFAs of All Territorial Circles/ Metro Telephone Districts, BSNL



(G. P. Verma)
GM (Finance)-CFA

Annexure-I to letter No. 2-1/2013-BSNL/TR/CFA-I dated 22nd January, 2013.

GROUP BILLING TERMS AND CONDITIONS

(to be given to customers)

1. At the time of addition to an existing / new ES account *in CDR*, child accounts with zero OS shall only be enrolled. Child accounts with positive or negative OS shall not be enrolled. OS needs to be cleared before child is added to an ES account.
2. **Once the customer has been enrolled into ES, the customer is advised to make payments only at ES Level and not to make payments against the child account.**
3. All child payments will be blocked at BSNL on-line payment counters. Once child account is blocked, any payments on such accounts, if any, shall be posted on the parent account, which will get distributed against all the child accounts proportionately.
4. For payments from offline channels (post offices, banks etc.) received against a child account, child account shall be replaced by the parent account and the payment shall be accounted for against parent account. Any disputes / settlements arising out of this shall be handled by the group bill parent and child customers internally.
5. No refunds will be made at the parent account.
6. Any excess payment made on the parent account shall be retained in ES and not distributed to the child accounts. This excess payment will be reflected in the next ES bill and will be adjusted against the new charges. There shall be no facility to refund this excess amount at the parent level.
7. In case of adjustment at child level and full payment at parent level, a child account has credit for a particular month, then for that month the ES bill shall carry a zero amount against this child account -

Example:

1st Jan child invoice: Rs. -100 (due to exact payment at parent and adjustment /deposit payment at child)

1st Feb child invoice: Rs. 400 (New charges of Rs. 500 – credit of Rs. 100)

In this example, amount posted at ES will be zero for January invoice of the child. For the month of February, the new charges (500) along with the amount consumed from excess (-100) will be brought to ES level; effectively Rs. 400.

8. Full payment should be made at parent account. This shall make the customer eligible for discounts as per the terms and conditions. Any adjustments made at child level will be reflected in the next ES bill.
9. There will be a cut-off date for processing the payments. The cut-off date for ES payments processing shall be the earliest CHILD run date among the child accounts. Any payment made after this date shall be accounted in the next bill. For example, ES has 4 child accounts and 1 account is billed at HBS on June 3rd and remaining 3 are billed at HBS on June 4th, ES bill (assuming is generated in June 6th) would print a message that payments till June 3rd are only considered. Bill shall print “payments upto <date> only are accounted for. IF payments are paid later, pl ignore the earlier outstandings.
10. The invoice shall be shown as “BSNL GROUP BILL”; No SSA name will be displayed.
11. The child will be included in the next ES run itself and will include charges since the previous standalone bill date. For example: Customer A is billed Rs.1000 till June15th and places a request on Jun 28th for ES enrollment. Bill cycle is then changed for this account to G06 (assuming all GB customers are billed on 6th of a month). ES checks on the night of Jun 28th if OS of Rs.1000 is cleared. If yes, it is enrolled. Otherwise, an error is sent back that OS is pending allowing CSR to pursue payment. Once enrolled, the first ES bill for this child is generated on Jul 6th with charges from Jun 16th to Jul 4th (assuming 4th is the ES pull date from HBS).

12. In case any ES child account is being removed from the ES Account, it will be effective from next bill cycle.
13. All additions and deletions will be effective from next bill cycle.
14. All child accounts shall have the same bill cycle. The bill cycle will be the same for all child accounts. At the time of enrollment, the bill cycle will be changed.
15. Irrespective of the day the request is submitted to the CSR, he would be de-linked from the ES system from the current month itself and gets effected from next ES Bill e.g. The ES Bill cycle is 1st of every month and the request coming on 1st and another request coming on 31st, both would be entertained in the ES Bill coming on the 1st of next Calendar month. E.g. A child account has requested for de-linking from ES account on June 10th. The July bill covering June usage will not have the de-linked child account.
16. At the time of deletion from ES account, an adjustment would be passed to set off the outstanding at the parent account. E.g. A child account has requested for de-linking from ES account on June 10th. The payment received from parent account for the bill issued in June (for May usage) will be used to adjust the child bill account. The July bill covering June usage will not have the de-linked child account added. But in case there was an outstanding at the child account on account of partial payment in the past, then this outstanding shall remain at the ES level too. This outstanding will reduced at the ES level at the time of July bill run by passing an adjustment at ES level automatically and that OS will continue at the de-linked child level.
17. Discount Rule – The customer is eligible for discount if the ES level invoice is closed before or by the Pay by Date through payments against ES Invoice only.
18. Discount shall be calculated based on the usage for the month. Outstandings of child accounts of previous months or the outstandings of period prior to joining of ES shall not be taken into account. But the system cannot check this and so the outstandings should be cleared first and then the child account has to be enrolled into ES.
19. In case of deletion from the existing ES Account
 - a. Any payments made at the ES level before the next ES Bill Run would be used to settle the outstanding of all the HBS accounts including the ones which have requested for de-linking. These payments would be used to check on the eligibility of ES parent for the discount
 - b. Irrespective of the day the request is submitted to the CSR, he would be de-linked from the ES system from the current month itself and gets effected from next ES Bill e.g. The ES Bill cycle is 1st of every month and the request coming on 1st and another request coming on 31st, both would be entertained in the ES Bill coming on the 1st of next Calendar month. E.g. A child account has requested for de-linking from ES account on June 10th. The July bill covering June usage will not have the de-linked child account added.
 - c. Payments at CHILD accounts, which have requested for de-linking, will be allowed immediately after the next ES bill run.

Note:

OS = Outstanding

HBS = Home Billing System

ES = Electronic Stapling (group billing solution)

CSR = Customer Service Representative

Signature of customer

Annexure-II to letter No. 2-1/2013-BSNL/TR/CFA-I dated 22nd January, 2013.

PAN INDIA ELECTRONIC STAPLING – Procedure adopted in the CDR system

Customer Acquisition

- **ES**
 - ES pulls the grouping details from billing system and validates it before enrolling in ES
 - ES shall group all the accounts of a zone to a group and perform following validations for each account in that zone
 1. Home billing account should be a valid account
 2. Home billing account frequency should be same as that of parent billing account and should always be monthly
 3. Home billing account status should be active
 4. Home billing account should not be active in any other ES group.
 5. Home Billing account should not belong to PT/VPT category
 - In case of resubmission also, ES validates all the active child in Billing System, In case, child billing account got failed in validation, the child will not get added to the ES group.
 - Only HBS accounts with zero (+1/-1) outstanding will be enrolled. HBS accounts with Positive or Negative outstanding (more than Re. 1) will not be enrolled. It is mandatory that a customer clears all the outstanding dues, if any, before his account is enrolled into ES.
 - For all the ES groupings which are validated by ES for enrollment, success or failure information shall be sent back through a batch file. For error accounts error reason shall be populated in the feed for understanding of the CSR.
 - For the successfully enrolled child's, feed shall be generated per zone for update in HBS
- **CRM**

CRM shall process the batch and update the account status to Active for the successful accounts. For the error out accounts status will be updated as validation failure along with error message from ES.

CRM shall have a batch process which will identify all the accounts activated in the last month and update the bill cycle to "ES02". (All zonal ES accounts are billed in ES01 billing cycle). However the usage is always on monthly (first to last day of the month) basis for zonal and Pan India ES.
- **Zonal CRM**

Based in the feed shared by ES on a monthly basis, HBS CRM system shall Update Pan India ES child flag as Y; Change the bill cycle to ES02

When a child gets added, CRM shall add a row against the child billing account no with the parent account no and active date
When a child comes out of hierarchy, the existing row with child and parent account no combination shall be inactivated with the inactive date as the deletion date from the ES group.
- **Billing**

For each of the account in the feed shared by ES, billing shall
Update Pan India ES child flag as Y
Change the bill cycle to ES02

When a child gets added, a row shall be created in the custom table in billing with child account no, parent account and active date as the date of enrolment in ES.
When a child comes out of hierarchy, the existing row with child and parent account no combination shall be inactivated with the inactive date as the deletion date from hierarchy

Feed to PMS for blocking payment

ES

For all the successfully enrolled child accounts ES shall send a feed to PMS to block the payment against the child accounts.
Four different feeds will be generated based on the zone of the account under hierarchy and place it in corresponding PMS Zonal location

PMS

For the list of accounts in the feed, PMS will update the ES child flag so that payments are not accepted against those accounts.

Invoice Feed to CRM

ES

Similar to zonal ES, there shall be a batch process which shall pick the invoices generated for that day and upload the file in CRM path

CRM

CRM updates the invoice with the details sent by ES system.

Invoice feed to PMS

ES

A file shall be created with the invoice details of the Pan India ES Parent accounts and placed in the four PMS systems.

PMS

PMS system shall upload these invoices and accept payments against these invoices using a payment type Pan India ES Payments

Payments feed to ES

PMS

All the Zonal PMS systems shall generate a separate file for the Pan India ES Payments and route it to South Billing Server.

Payments Split

Payments or payment reversals received against the Pan India ES parent shall be split against the individual child accounts in proportion to the invoice charges.
During the split process, billing tables will be referred to fetch the additional information required for the (eg: payment mode, payment channel etc) HBS systems.
Four different feeds shall be created based on the zone of the account under hierarchy and feeds shall be placed under corresponding billing server

Discount Calculation and split

Discount shall be calculated for each group based on the MoU or corporate logic if the payment is made before the pay by date.
Discount calculated shall be split against the individual child accounts and for each zone a separate feed shall be generated and placed in the billing server

Invoice Fetching and posting

For each of the child account under the ES hierarchy, ES shall connect to the billing server based on the zone of the account and fetch the invoice charges like Recurring charges, one time charges, Usage, discounts, Payments, tax etc. These charges are posted as Debit/Credit NRCs to parent.

Bill Formatting

The following message will be displayed at the bottom of the bill:

"Payments made till this date<date> are only considered. Payments made after this date are accounted in next ES bill."

On every summary page of the child, the name of the child will be displayed.

Addition/Deletions to ES.

- 1 In case of addition of an account into ES –

The child will be included in the next ES run itself and will include charges since the previous standalone bill date. For example: Customer A is billed Rs.1000 till June15th and places a request on Jun 28th for ES enrolment. Bill cycle is then changed for this account to G06 (assuming all GB customers are billed on 6th of a month). ES checks on the night of Jun 28th if OS of Rs.1000 is cleared. If yes, it is enrolled. Otherwise, an error is sent back to CRM that OS is pending allowing CSR to pursue payment. Once enrolled, the first ES bill for this child is generated on Jul 6th with charges from Jun 16th to Jul 4th (assuming 4th is the ES pull date from HBS).

- 2 In case any ES child account is being removed from the ES Account, it will be effective from next bill cycle.
- 3 All additions and deletions will be effective from next bill cycle.
- 4 Discount Rule – The customer is eligible for discount if the ES level invoice is closed before or by the Pay by Date through payments against ES Invoice only.
- 5 Discount should be calculated based on the net charges for the month. Outstanding of child accounts of previous months or the outstanding of period prior to joining of ES should not be (theoretically) taken into account. But the system cannot check this and so the outstanding should be cleared first and then the child account has to be enrolled into ES.
- 6 In case of deletion from the existing ES Account -

6.1 Irrespective of the day the request is submitted to the CSR, he would be de-linked from the ES system from the current month itself and gets effected from next ES Bill e.g. The ES Bill cycle is 1st of every month and the request coming on 1st and another request coming on 31st, both would be entertained in the ES Bill coming on the 1st of next Calendar month. E.g. A child account has requested for de-linking from ES account on June 10th. The July bill covering June usage will not have the de-linked child account added.

6.2 Any payments made at the ES level before the next ES Bill Run would be used to settle the outstanding of all the HBS accounts including the ones which have requested for de-linking. These payments would be used to check on the eligibility of ES parent for the discount.

6.3 At the time of deletion from ES account, an adjustment would be passed to set off the outstanding at the parent account. E.g. A child account has requested for de-linking from ES account on June 10th. The payment received from parent account for the bill issued in June (for May usage) will be used to adjust the child bill account. The July bill covering June usage will not have the de-linked child account added. But in case there was an outstanding at the child account on account of partial payment in the past, then this outstanding shall remain at the ES level too. This outstanding will be reduced at the ES level at the time of July bill run by passing an adjustment at ES level automatically and that OS will continue at the de-linked child level.

PAN INDIA ES USER DOCUMENT.

Pan India ES Billing system is being introduced in BSNL for the purpose of issuing Electronically stapled invoices to the Corporate Customers with land line connections (with or without broadband) in more than a single zone. For this purpose, Pan India ES Billing system is available at South DC, which is accessible through South CRM system

Access to South Zone CRM shall be provided for all the EB units in the country with at least 2 users per location (EB units in a circle). These users can log on to the South CRM for handling Pan India ES Groups.

1. A view is created for creating and capturing the details of Pan India ES parent and child account details in the CRM screen at the LOVs present in the right hand corner under ESTAPLED ACCOUNTS.
2. This view would be accessible only for a specified set of users.

To create a new Estapled Customer Account:

1. Click **New** located at the upper half of the screen of the Estapled Customer Accounts List View. A blank record is created and is highlighted in yellow.
2. Enter information in all the mandatory fields: Customer Account Name, Address Line 1, City, State, Country and PIN. A new Estapled Customer Account is created.
3. Click **Customer Account Name**. The Estapled Customer Accounts – Billing Account View appears. Click on Pan India and the Billing account screen appears.
3. Click on New and Following fields needs to be captured at parent billing account level.
 - Account Category(List of Value)
 - Pan India ESTAP Corp(Not available in Zonal CRM)
 - Pan India ESTAP Indv(Not available in Zonal CRM)
 - Payment Type(List Of Values)
 - Cash
 - Cheque
 - Credit Card
 - DD
 - ECS
 - Bank Provided Id (required in case, payment type is Credit Card)
 - Bank Name (required in case ,payment type is Credit Card or ECS)
 - Branch MICR Code (required in case , payment type is Credit Card or ECS)
 - Bank Account Number (required in case, payment type is ECS)
 - Bank Account Type (required in case, payment type is ECS)
 - CA
 - SB
 - Bill Cycle (List Of Values)
 - Monthly
 - Language Preference
 - Zone (for limiting the SSAs list) – Not required to be stored/send to billing
 - Owing SSA (Indicates the Owing SSA for the ES Account)
4. **To create a child billing accounts under ESTapled parent billing account**
 - To Create the child billing accounts under ESTapled parent billing account, click on the parent billing account and following fields needs to be captured at child billing account level
 - a. Home Billing Account Number

- b. Child Billing Account Name (Will be automatically populated if the LoB selected is CDR and zone is South)
 - c. Child Billing Account Log (List Of Values)
 - i. CDR
 - ii. GSM
 - iii. NIB
 - d. Zone (List Of Values)
 - i. South
 - ii. East
 - iii. West
 - iv. North
5. Submit button will be there to submit the whole parent-child ES hierarchy to billing system through EAI. (This button will be enabled if Status at parent account level is 'New' or 'Submission Failed' or "ES Validation Failure").
 6. Once submitted to Billing System through EAI, the response from Billing is captured in CRM. If the response is "Success", then the status at parent account level and child gets changed to "Submitted". Else if the response is "not Success" then the Status would be "Submission Failed" and error message would be captured at parent billing account level and CRM has provision to resubmit the failure ones.
 7. In ES, the validations of the child accounts will be performed and the same is updated to CRM as batch process.
 8. CRM will process the feed file sent by ES. If all the child billing accounts are successfully validated in ES then the status of child billing account is changed to "Active" and the status of the parent billing account is changed to "Active". In case the child billing account got failed in ES validation then CRM updates the error message for the child billing account and, status of child billing account as well as parent billing account will change to "ES Validation Failure" and action code will change to "Error" for both parent and child billing accounts.
 9. CSR will correct the grouping by adding the error (excluding outstanding error) child again as a new record with necessary modifications. CSR can resubmit the request to billing system through EAI. During resubmission, if the number of error child is greater than the newly added child, then a message will be popped up stating that "The number of newly created child is less than the error child, Do you want to Proceed ?" and If CSR clicks OK, then ES hierarchy will be submitted. The child billing accounts with Status as "ES Validation Failure" and Action code as "Error" will go as delete request to billing and the status of child billing account remains as "ES Validation Failure".
 10. For a child with OS error, system shall give a provision to delete that account from the ES group.
 11. While Adding child billing accounts under ESTapled Parent account, once the CSR enters the HBS (Home Billing System) CRM account no and selects Line of Business as CDR then the Customer's Name will be automatically populated in the CHILD Account Name Tab if the account no. belongs to South zone. For other zones name need to be entered by CSR.

PAN INDIA ES Group Modification

1. CRM shall provide an option to update the existing ES group. Once the update button on the parent billing account is clicked, the action code on parent billing account level would change to null.
2. Two new buttons would get enabled at child billing accounts applet, 'Add' & 'Delete'. These would get enabled if parent billing account Action Code is 'Modify'.
3. Modify request allows us to add new home child billing account into ES group or deleting the existing home billing account from ES group. Modifying other details of Active child billing account is not allowed

4. Once 'NEW' Button is clicked, fields for Home billing account number, Name, Zone, and LOB should become editable. Action 'Add' shall be automatically populated by System.
5. In case of delete, CSR should click on Delete button, Action code on child account would become 'Delete'
6. Once the 'Submit Change' button is clicked EAI will be invoked for updating to ES/Billing.
7. Only the child billing accounts with action code as 'Add' would be sent to billing through EAI.
8. For validation failed accounts only the child billing account will be sent as error and CRM shall update the status as 'Inactive', but parent account status will not change
9. During Modification, if the number of error child is greater than the newly added child, then a message will be popped up stating that "The number of newly created child is less than the error child, Do you want to Proceed ?" and If CSR clicks OK, then ES grouping will be submitted.

Annexure-IIV to letter No. 2-1/2013-BSNL/TR/CFA-I dated 22nd January, 2013.

Common features available for Zonal and Pan India ES are as below

- Creation of ES Parent and Grouping in CRM
- Addition/Deletion of accounts from the ES group
- Updating the parent account attributes like Name, Billing Address etc
- Display of the invoice records at the parent level
- Payments history details at the parent level
- Display of outstanding details at the parent
- Single bill generation at the parent level
- Payment at parent level through PMS and other channels
- Proportionate (individual bill amount wise) distribution of payment to child accounts
- Excess payment management at the parent level and distribution in the next bill
- Corporate discounts as per the bill amount at the parent level
- Distribution of the discounts to child accounts in the next bill
- Exclusion of the customers from dunning
- Accounting of excess payment at parent account owning SSA
- Circle level remittance entries

Additional Features in Zonal ES

- Validation of the child account status, bill frequency, balance and other details with home billing system
- Flagging of the ES child in home billing system and excluding the accounts from dunning
- Grouping of the child and parent bills based on the information maintained at the home billing systems and ES billing system
- Fetching and validating the bills from the home billing systems online
- Stopping payments at child accounts in PMS

Additional Features in Pan India ES

- Enrolment of the third party billing system accounts
- Access of South CRM at Pan India level
- Acceptance of payments of Pan India ES parent payments in all 4 PMS systems
- Validation required for ES child of the third party billing systems done by individual systems
- Invoices of third party are accepted in batch mode and processed