



CORE COMPONENTS & FEATURES LIST

# core components and features list

[basis2.com](http://basis2.com)

## Core Components





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# Customer-centric systems, CIS & Billing

**Customers, Installations and Meters cross-keyed for retrieval**

True Multi Product Billing

-  Electricity
-  Gas
-  Water
-  Internet



3 tier pricing for Retail, Distribution and Supply

Multiple Currencies

Multi Company

Multi Calendar

Browser-based Interface

Call Centre for improved Customer Service

Incident tracking by Customer, Installation and Meter

Intelligent transaction loader for charges from other sources e.g. telecoms, rates, insurance, etc

Customer Web Interface Module for self-service inquiries and on-line payments

# customers

[basis2.com](http://basis2.com)

The customer is the primary identification element

Comprehensive information and history of each customer

Unique customer numbers

User defined, flexible account types

Additional customer information fields (flex fields)

Search by building, name, address (with phonetics), phone numbers (no limit), email address etc

Transfer Groups

Owner/Tenant relationship – bill separately or combined

Group or segment customers

Master Accounts

Customer Analysis by –

- Groups
- Categories
- Hierarchy
- Bill-to
- Relationships

Unique reporting codes for user defined customer grouping

Accommodate customers with special needs

Application for supply and deposit recording

Customer linked to any number of installations

Concessions and Rebates

Service Charge Splits



# installations

[basis2.com](http://basis2.com)

One or more supply points per installation

Split service charges between installations

Automatic generation of installation codes

Installation linked to single customer or a landlord and tenant

Previous invoice/bill reprint facility

Additional installation information (flex fields)

Full installation history, current and previous customer/meters

User procedure for setting display addresses to local preference



# basis

## CORE COMPONENTS & FEATURES LIST

# meters

[basis2.com](http://basis2.com)

Unlimited user defined meter types

Maintains detailed meter information and history

Register history for readings across movements

Non-metered agreed consumption

Accept readings from any source

Accept all types of meter groupings – shared meters for installation groups by percentage allocation of consumption or user defined value

User defined units of measure

Meter works orders – install, replace, remove

Multi-register meters

Smart Card meters

Multi supply type readings

Generates estimated readings from defined parameters

Easily add your own specific reading validations

Automatic generation of meter codes

Meter details include

- Manufacturer
- Type
- Dials
- Multiplication factors
- Charge Rates

Inspection tests and servicing recorded

Outreader details

Reading types

- Normal cycle
- Special
- Estimated
- Property settlement
- Final

Reading output to forms, schedules or electronic reading devices

Ability to resequence a route from the field

Audit on meters not read

Bulk estimation of routes

Different reading cycle periods

- Weekly
- Monthly
- Bi-monthly
- Quarterly etc

Reasonability bounds generated with readings output



# bill processing

[basis2.com](http://basis2.com)

- Comprehensive Reading Validation process
- Batch or Online bill processing
- Bill Re-print facility
- Bulk bill reversal
- Manual bill adjustments
- Inclusion of external bill items
- User Defined Bill Formats
  - Open Item Bills
  - Multiple calendars by location
  - One bill per supply type or multiple supply types combined
  - Bill inserts and gatemarks
- Multi Product discount (dual supply discount e.g. Gas and Electricity)
- Charge Rates
  - Flexible multi-step charge rate structure
  - 3 Tier pricing model – Retail/Distribution/Supply rates
  - Effective Date controlled – billing automatically picks up new rates as their dates fall due
  - User defined Units of Measure
  - Seasonal charge rates – has seasonality built into rates
- Tax – Multi level tax structure
  - VAT/GST compliant
  - State/Federal/Local or user defined
  - Variable tax dates
  - Tax rates may be varied by location
- Concessional tax rates
- Consumption Charges
- User defined service charges
- Consumption guarantees
- Minimum charges
- Bill smoothing with predictive consumption billing
- Estimates based on annualized consumption forecasts
- Estimate algorithms based on historical consumption
- Environmental levies
- Pricing matrix allowing price calculation by installation type / installation location / customer type
- One or more supply points per supply type per installation
- On-costs – on any service or usage charge
- Billable consumption may be adjusted by quality factors
- Minimum charges
- Sundry invoices for ad-hoc charges
- Bill rounding
- Provide concessions, rebates and discounts individually
- Special contract pricing – customer, group or location
- Chargeable extra facility
  - one off/multiple reducing
  - rental items
  - permanent & recurring charges
- Bill processing exception maintenance
- Other Billing Functions
  - Application Movements For Final Accounts
  - Out-sorting Codes (Reasonableness checks)
  - Intra-Bill Allocations
  - Extraction & Printing of Bills
- Final Bill Reversal (cancellation of erroneous final reading)





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# rates management

[basis2.com](http://basis2.com)

- Flexible Rate Structure
- Multi Tier Pricing Model
- Date Controlled Rates - rates can be preloaded in advance of billing and are automatically picked up when their dates fall due.
- User Defined Units of Measure
- On-Costs
- Pricing Matrix
- Contract Pricing
- Service Charges
- Chargeable Extras
- Multiple Supply Points
- Minimum Charges
- Estimation
- Flexible Tax Regime
- Quality Factors
- Flexible Discounts
- Sundry Invoices
- Rebates





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# revenue collection and processing

[basis2.com](http://basis2.com)

Unlimited payment methods

Online cash posting and receipt printing with outstanding debt display

Credit card payment authorization and recording

Cashier's balance facility

Direct credit and debit facilities

- User definable direct debit "file" formats
- A customer's bank account may be used to pay multiple basis2 accounts
- Customers may supply different bank accounts to pay different accounts
- Bank and Sort Code validation
- Accounts are considered paid on the date the direct debit payment became due
- Direct Debit runs may be reversed
- Direct Debit processing is performed in batch mode

Receipt adjustments with tolerances

Electronic receipt upload from banking system

Penalty interest on arrears

Security deposits with interest calculation

Automatic Cash Allocation Facility

- Specific Line method
- Specific Transaction Method
- User defined Rule method
- Reversal by Transaction
- User defined cash allocation rules – by installation type, supply type

Refunds of credit balances above specified minimum

Payment profiles by installation type, within supply type

Web enabled – view bills, pay bills

E-mail bills – record e-mail addresses against each customers' account

Prompt payment discount

Property settlement bills, readings and dispositions for debt transfer to new owner

Payment groups – branch bills to head office - user defined



Maintains full financial details of the customer

Produces collection actions, such as follow-up letters and calculates credit rating based on payment history

History of collection actions

Records deposits

Full aged debtors reporting

Deposits paid & information reports

Payment Profiles

Payment Plans and on-line calculator

- Installment Plan
  - Used for Back Debt and Forward Smoothing
  - Customers pay the account via regular payments
  - May be directly debited
  - May be automatically renewed upon completion
  - Discounts may be given upon completion of the plan
  - Minimum installment threshold payment

- Arrangement
  - Used for Back Debt
  - Suspends arrears processing on the amount covered by the arrangement
  - Customers agree to pay the amount owing by a specified date
  - Users may specify the level arrears processing starts if the arrangement is broken by the customer

- Token Meters
  - Used for Back Debt and Pay-As-You-Use
  - Customers pay at the meter
- A portion of the payment may be used to offset back debt
- Complete Payment Plan history
- Plan re-calculation
- Plan monitoring
- Calculate plans interactively or batch
- Plans may be fine tuned

**continued next page**





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[basis2.com](http://basis2.com)

credit control

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Sophisticated arrears procedure by bill within supply type

User defined arrears letters

Arrears Processing

- Interest may be charged on the overdue amount
- Arrears collection actions may be sent
- Other follow-up action may be initiated

Arrears Letter Sets

- Letter to send or event to raise
- Days until next letter / event
- Escalation options
- User hook available
- Event/actions sub-system

Payment Profiles

- Payment term (e.g. cash, 14 days, etc)
- Prompt payment discount availability
- Interest to be charged for arrears
- Minimum balance for interest

Timeline of Arrears Runs

- Bill generated
- Prompt payment discount date
- Payment due date
- End of payment grace period: Arrears run (send letter)
- End of interest grace period: Interest accrual starts, backdated to due date
- End of arrears cycle: Arrears run (charge interest; send letter). Interest accrual suspended during grace period
- End of interest grace period: Interest accrual resumed, backdated to arrears run date



## customer service desk

[basis2.com](http://basis2.com)

Provides essentials of Customer Relationship Management

Call Tracking

- Provides for the logging of every activity for reference or follow-up action
- Records external and internal activities
- Call information includes assignment of operator, department, date required, priority, sequence, assignment and date completed

Queries

- Provides all data relevant to a customer on one screen for answering all customer queries
- Query facilities with 'drill down' function

Connection / Termination / Transfer

- Full range of billing activities provided as supplementary menu selection to initiate such transactions
- Flexible user control on fields for each source of transaction

Work Orders

- Initiate investigative or rectification work order
- Work order information include assignment of operator, date required, priority, assignment and date completion status





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## customer self service

[basis2.com](http://basis2.com)

- Self service web portal facility for customers to:
  - Access personal data and make inquiries online
  - Access trend and usage graphs
  - Conduct online credit card payments of accounts
  - Bill reprint
  - View current outstanding balances
  - Make payments on selective accounts
  - Service requests
  - Fully J2EE compliant and deployable



# reporting

[basis2.com](http://basis2.com)

A wide range of standard reports are available

Bank deposits

Cashier summary

Billing Account detail levels

- Account group
- Debtor account
- Billing account

Revenue history report levels

- Customer type
- Installation type
- Supply type

Consumption history

Customer exposure

Analysis of consumption by

- Customer type
- Installation Type
- Supply Type

Customer details and history

Installation details and history

Meter details and history

Incident details

Charge group structure details

Payment Plan details, analysis and monitoring

Aged debt analysis

- Customer with no grouping or by installation report code
- Installation grouped by customer location and customer type
- Account grouped by installation location, installation type and customer type

Meter inspection sheets

Meter works order schedule

Use the standard Oracle ReportBuilder reports (as provided) as templates or define your own user templates

Use your preferred tool – Crystal Reports, Brio, etc

Design direct marketing campaigns from the information recorded



# technical architecture

[basis2.com](http://basis2.com)

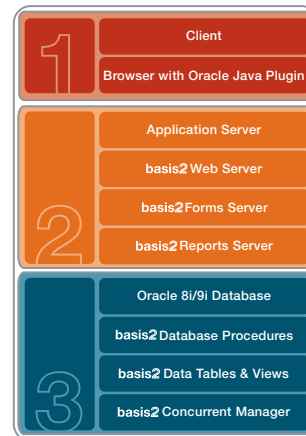
Standard Oracle Designer and Developer Application

- Designer 6i
- Developer 6i

Oracle Financials Look and Feel

3 tier architecture:

- 1st tier – Client
  - Browser with Oracle Java plug-in
- 2nd tier – Oracle Application Server
  - basis2 Web Server
  - basis2 Forms Server
  - basis2 Reports Server
- 3rd tier – Oracle 8i/9i database
  - basis2 database procedures
  - basis2 data tables and views
  - basis2 concurrent manager



Oracle Approved and Certified on-line interface to Oracle Financials General Ledger

Standard Oracle facilities provided:

- Back-up and Recovery
- Internet / Web facilities

Multi-stream processing with intelligent re-start

Process Templates to define cycles, parameters, etc

Integrity Checker – checks integrity of set-up data

Powerful Organizational and Interdepartmental security model

At strategic points within basis2, optional user database procedures can be called to allow site specific intervention into the processing logic such as:

- Usage and Shadow usage Pricing
- Direct Debit request formatting
- Arrears
- Tax calculation
- Pre and Post-Reading Validation
- Work orders / service order interface for field service, meter add change etc.
- Event Handling

Applications Programming Interfaces

- Transactions such as invoicing, receipts, NSFs
- Meter readings
- Credit card interface

