

# **Amdocs SaaS Bill Experience 25.03.01.00 - Billing Operations Dashboard User Guide (SaaS)**

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# Document Information

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# Introduction

The Billing Operations dashboard is part of the web-based Amdocs SaaS Bill Experience. Click **Billing Operations** from the top navigation tab to open it.

## Note

This navigation menu presents different items for differently permitted users; this example is the navigation menu for a user account with the user role Platform Administrator, which has access to all the Amdocs SaaS Bill Experience dashboards. For a user account that is assigned the Billing Operations user role, Billing Operations is the only menu item available in the navigation menu.

The Billing Operations dashboard is where the monitoring and administration of Bill Runs occurs.

Depending on the permissions assigned to their user account, users can:

- View the status of a Bill Run.
- View Bill Run statistics.
- Download reports about a Bill Run or Batch.
- Approve a Bill Run to make the bills available to the channels.
- Reject a Bill Run so that none of the bills are made available to the channels.
- Reject batches or invoices in a Bill Run.
- Search an invoice by Account number, Invoice number, or Legal Invoice number.

## Scope

This document is a user guide for the Billing Operations dashboard in the Amdocs SaaS Bill Experience . It describes the available tasks with step-by-step instructions on how to perform these actions.

## Feedback

Amdocs welcomes feedback on documentation. Report any errors or omissions to [Amdocs Product Support](#).

# Roles and Permissions

## Access Permissions

Users at the CSP can access the Amdocs SaaS Bill Experience when a user account is created for them.

This user account is given a number of privileges, which allow users to access a specific group of screens, fields or buttons to perform a given operational task. For example, the privilege `REJECT_BILL_RUN` instructs the system to display the **Reject** button in the **Billing Operations** page, which enables a user to reject a bill run.

Privileges are grouped together into sets of permissions called user roles.

User roles are assigned to user accounts through a back end process.

The Amdocs SaaS Bill Experience provides a number of out-of-the-box user roles that are designed to meet the typical requirement of different users at a CSP, for example, Billing Operations teams, Customer Service teams, and so on.

If different sets of permissions are required for users in a deployment, then custom user roles can be created during project phase.

For purposes of this document, the following out-of-the-box user roles are used as examples, however user roles can vary between deployments.

- Platform Administrator who may access Immediate Billing dashboard and Billing Operations dashboard, can perform all the tasks, such as edit, approve, and reject bill runs.
- Billing Operations Administrator who may access Billing Operations dashboard can edit, approve, and reject bill runs, and perform all the tasks in the Billing Operations dashboard.
- Billing Operations Approver users who may access Billing Operations dashboard only and have the ability to edit, approve, and reject bill runs.
- Billing Operations users who may access Billing Operations dashboard only, in a view-only capacity.

See the [User Roles](#) article.

# User Roles

## User Roles

Several user roles can be assigned to users of the Billing Operations dashboard in Amdocs SaaS Bill Experience .

# Platform Administrator

In this article, the screens and actions that are available to the Platform Administrator user role in Amdocs SaaS Bill Experience are listed.

The user role Platform Administrator is a superuser and has access to every dashboard in the Amdocs SaaS Bill Experience , including the Billing Operations dashboard. A Platform Administrator may access every page and perform every action in the Billing Operations dashboard. The navigation menu for the Platform Administrator contains links for all available dashboards in a deployment and the Platform Administrator must select **Billing Operations** to display the Billing Operations dashboard.

## Tasks

The following tasks may be performed by Billing Operations Administrator, Platform Administrator, and Billing Operations Approver.

- View a summary of all Bill Runs on the system (see [Monitoring Bill Runs](#))
- [Filtering Bill Runs](#)
- [Viewing Details of the Batches in a Bill Run](#)
- [Downloading a Report of the Bill Run](#)
- [Approving Bill Runs](#)
- [Rejecting a Batch from a Pending Approval Bill Run](#)
- [Rejecting Bill Runs](#)
- [Rejecting a Batch from a Pending Approval Bill Run](#)

Additionally, if the user has access to the Amdocs SaaS Bill Experience dropzone and billing data files, the user can replay a rejected bill run. See [Replaying a Rejected Bill Run, Batch, or Bills](#).

# Billing Operations Approver

In this article, the screens and actions that are available to the Amdocs SaaS Bill Experience user role Billing Operations Approver are listed.

User accounts with the user roles Billing Operations Approver have access to all screens in the Billing Operations dashboard.

The user role Billing Operations Approver has access to the Billing Operations dashboard only. The navigation menu for the Billing Operations Approver contains only the Billing Operations item, and the Billing Operations dashboard is displayed by default following successful login.

## Tasks

The following tasks may be performed by Billing Operations Approver.

- View a summary of all bill runs on the system (see [Monitoring Bill Runs](#))
- [Filtering Bill Runs](#)
- [Viewing Details of the Batches in a Bill Run](#)
- [Downloading a Report of the Bill Run](#)
- [Approving Bill Runs](#)
- [Rejecting a Batch from a Pending Approval Bill Run](#)
- Reject a bill run (see article [Rejecting Bill Runs](#))

Additionally, if the user has access to the Amdocs SaaS Bill Experience dropzone and billing data files, the user can replay a rejected bill run. See [Replaying a Rejected Bill Run, Batch, or Bills](#).

# Billing Operations Administrator

In this article, the screens and actions that are available to the Amdocs SaaS Bill Experience user role Billing Operations Administrator are listed.

User accounts with this user role have access to all screens in the Billing Operations dashboard.

The user role Billing Operations Administrator has full access to the Template Composer dashboard, and access also to the Billing Operations dashboard. The navigation menu for the Billing Operations Administrator contains the Template Composer and Billing Operations items, and the Billing Operations dashboard is displayed by default following successful login.

## Tasks

The following tasks may be performed by Billing Operations Administrator.

- View a summary of all bill runs on the system (see [Monitoring Bill Runs](#))
- [Filtering Jobs in the Billing Operations Page](#)
- [Viewing Details of the Batches in a Bill Run](#)
- [Downloading a Report of the Bill Run](#)
- [Approving Bill Runs](#)
- [Rejecting a Batch from a Pending Approval Bill Run](#)
- Reject a bill run (see article [Rejecting Bill Runs](#))

Additionally, if the user has access to the Amdocs SaaS Bill Experience dropzone and billing data files, the user can replay a rejected bill run. See [Replaying a Rejected Bill Run, Batch, or Bills](#).

# Billing Operations User

In this article, the screens and actions that are available to the user role Billing Operations are listed.

The Billing Operations user role is a read-only role that has access to the Billing Operations dashboard only (including all screens in the Billing Operations dashboard). The navigation menu in the Amdocs SaaS Bill Experience for the Billing Operations user contains only the link for Billing Operations.

## Tasks

The following tasks may be performed by Billing Operations users.

- View a summary of all bill runs on the system (see [Monitoring Bill Runs](#))
- [Filtering Jobs in the Billing Operations Page](#)
- [Viewing Details of the Batches in a Bill Run](#)
- [Downloading a Report of the Bill Run](#)

Additionally, if the user has access to the Amdocs SaaS Bill Experience dropzone and billing data files, the user can replay a rejected bill run. See [Replaying a Rejected Bill Run, Batch, or Bills](#).

# Bill Run Processing

## Overview of Bill Run Processing

A bill run is the process by which bills are produced by the Amdocs SaaS Bill Experience platform from an individual set of billing data.

This article describes briefly how a bill run is started, how it is processed by the Amdocs SaaS Bill Experience platform, and how the users at the Communication Service Provider (CSP) can use Billing Operations dashboard to manage bill runs.

# Ingest

The first step in a bill run is bill ingest. Bill ingest is the process by which the Amdocs SaaS Bill Experience Platform receives billing data from the Communication Service Provider (CSP).

The raw billing data is in a series of billing data files, which can be any type of readable file, for example, XML, TXT, and which may each contain data for tens of thousands of bills. Each billing data file is represented as a *batch* in the Billing Operations dashboard. The CSP puts the billing data files into a secure file sharing location called the drop zone.

A summary file may also be transferred with the billing data files, which contains metadata about billing data, for example, the bill cycle it belongs to, the number of billing data files in the bill run. Alternatively, this information may be extracted from the batch filenames.

Typically, a trigger file is transferred after all the billing data and summary files have been put into the drop zone, which tells the Amdocs SaaS Bill Experience Platform that all the data required for that bill run has been received and that ingestion may now begin. At this point in the workflow, the bill run is displayed in the **Processing** state.

### Billing Cycles

Filters:

Status

Processing

+

Go

Reset filters

Find invoices by:

Account no

Type here

Go

Update:

60 sec

↻

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)	
Tue Jun 04 2024	Tue Jun 04 2024	20240603	20240603_BR3	Processing	CICV		2	6	6	0	\$9,619.50	>
Mon Jun 03 2024	Mon Jun 03 2024	20240102	e8901ald-e0b5-4b4f-a6...	Processing	Biller1		0	3	3	0	\$4,968.50	>
Sat Jun 01 2024	Sat Jun 01 2024	20240101	ffb4bc4b-4f89-4396-b1e...	Processing	Biller1		0	3	2	1	\$4,968.50	>

The raw billing data needs to be transformed into a format that the Amdocs SaaS Bill Experience platform can process. The platform extracts each individual customer bill from the billing data, then splits and parses the data in each invoice, and then transforms it to a supported format. This is then checked to ensure that no errors have occurred during transformation by running a series of semantic checks against the transformed data.

Assuming the Bill Run is not stopped, the customer bill is then generated in one or more formats. For example, PDF, AFP, digital, and EML. The appearance of the bill is controlled by a versioned set of components that are managed in the Template Composer dashboard (see *Amdocs SaaS Bill Experience – Template Composer User Guide*).

The components in a set include templates, images, content in html format, and personalization decisions that govern the inclusion of targeted content into the bill.

A specific version of the component set is associated with the Bill Run or Bill Cycle, and this version is populated with the customer's billing data to produce a bill for that customer. The generated bills are stored in a secure storage location called the docstore.

Once bills are generated for all bills in the bill run, the bill run processing halts. This enables Billing Operations teams to perform their QA process to ensure the bills are customer ready. It rests in a **Pending Approval** status until the bill run is **Approved** or **Rejected**.

# Billing Cycles

Filters:

Status  +

Go

Reset filters

Find invoices by:

Account no  Go

Update:

60 sec

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Billier1	QA	1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle2	NomralSecondBR2	Pending	Billier1		1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle1	NomralFirstBR1	Pending	Billier1		1	2	2	0	\$3,206.50

# Approval

Once a bill run is ingested, the next step is for a user to check it over to make sure the bills are customer ready. At this stage, they can perform the following as part of their final checks:

- View statistics such as number of bills processed, number of successfully generated bills, number of bills that Amdocs SaaS Bill Experience failed to generate. See [Monitoring Bill Runs](#).
- Reject batches from the bill run, so that the bills in these batches won't be released to customers. See [Rejecting a Batch from a Pending Approval Bill Run](#).

Now, a user can perform any of the following final steps in the workflow:

- Give final approval to the bill run if the bills are ready for release to customers.
- Reject the bill run if they do not want to release the bills to customers. This action marks all the bills as **Rejected**, See [Rejection](#).

When a user gives a bill run final approval, Amdocs SaaS Bill Experience will release the bills to the channels. There are two possible ways to give a bill run final approval:

- Manual approval by a user, in which the user selects **Approve** for a Bill Run that is in **Pending Approval** state. See [Approving Bill Runs](#).

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Wed Jun 19 2024	Wed Jun 19 2024	Cycle1234	TestMapping1BR1	Pending	Billeri						
Wed Jun 19 2024	Wed Jun 19 2024	Cycle70	MonitoringTesBR2	Pending	Billeri		1	3	0	3	\$4,968.50
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Billeri	QA	1	2	2	0	\$3,206.50

- Auto-approval by Amdocs SaaS Bill Experience, in which the final approval is performed automatically as soon as the Bill Run finishes processing and enters a **Pending Approval** state. See [Auto-Approval](#). The auto-approval functionality is an optional customization that is disabled by default.

# Rejection

By rejecting a bill run, you are instructing Amdocs SaaS Bill Experience to delete all the bills that were created in that bill run. You might choose to reject a bill run if Amdocs SaaS Bill Experience has failed to create a lot of bills in the bill run, or if there is another big problem with it. Then the problem can be fixed, and the bill run can be ingested again from scratch.

Users can reject a bill run in `Pending Approval` state.

To reject the bill run, select **Reject** in the row for that bill run.

The status of bill run changes from `Pending Approval` to `Rejected`.

## Billing Cycles

Filters:

Status

Rejected

+

Go

Reset filters

Find invoices by:

Account no

Type here

Go

Update:

60 sec

↻

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Tue Jun 04 2024	Tue Jun 04 2024	20240602	20240602_BR2	Rejected	CICV		1	5	5	0	\$8,695.50
Mon Jun 03 2024	Tue Jun 04 2024	20240104	20240104_BR4	Rejected	Biller1		1	3	3	0	\$4,968.50

Customers cannot access any bills from a rejected bill run, and users at the Operators cannot edit a rejected bill run. The rejected bill run is simply listed in the Billing Operations dashboard for information purposes.

If a user wants to retry the bill run, they must once again transfer the billing data to the drop zone, which triggers ingest and bill run processing. The process is identical to the first time the bill run was run.

# Auto-Approval

The Amdocs SaaS Bill Experience platform supports auto-approval of bill runs if the Fail Fast error thresholds are not reached. In this configuration, when a bill run has finished Ingesting, the status of bills are changed to **Approved** state and not **Pending Approval** state, thus prompting the system to make the bills available to customers and the Print Shop.

This configuration is suitable for bill runs that have already been approved by the CSP prior to bill ingest. Users cannot reject auto-approved bill runs.

The Amdocs SaaS Bill Experience Platform can be configured to auto-approve on specific days of the week, for example, auto-approve at the weekend, but require manual approval via the Billing Operations dashboard on weekdays.

You can configure auto-approve specific to markets, for example, more stable markets are auto-approved while new markets require manual review and approval.

The Auto-approval feature is disabled by default. Customization can enable this feature in the system configuration. Customization can also change the schedule for auto-approval. These changes are implemented immediately, without having to restart the Amdocs SaaS Bill Experience application.

## Note

This is an optional backend feature that is disabled by default and can be enabled if required.

# Managing Bill Runs

## Managing Bill Runs Overview

The sections under this article describe the actions that can be performed manually in the Billing Operations dashboard. For documentation purposes, the screenshots used in the examples are for the Amdocs SaaS Bill Experience Platform Administrator users, since these contain all the available buttons, icons, menus and text boxes. Access to these buttons and fields is determined by the user role.

# Monitoring Bill Runs

You can monitor the bill runs on **Billing Operations** page.

Following are different statuses of a bill run:

- *Processing* – Bill run that is created and currently in process.
- *Pending Approval* – Batches in the bill run have completed processing and the bill run is now awaiting approval or rejection. At this stage, you can view the number of invoices processed successfully and the number of errors.
- *Approved* – Approved bill run status. The bills with *Approved* status can then be dispatched to the customers. If there are any failed or rejected bills, they can be processed in a new bill run.
- *Rejected* – Rejected bill run status. All the batches and bills in the bill run that have *Rejected* status are not sent to the customers. No manual action can be taken on rejected bills or batches in a bill run.

Depending on role privileges, the Billing Operations dashboard enables users to manually approve and reject bill runs, as well as oversee other jobs that do not require user intervention, such as Auto-approval.

## To monitor bill runs:

1. Log in to the Amdocs SaaS Bill Experience as a user with appropriate user role (see article [User Roles](#)).
2. Click **Billing Operations** tab in the top bar to open the Billing Operations dashboard.

The screenshot shows the 'Billing Cycles' dashboard. At the top, there are filters for 'Bill cycle' and 'Find invoices by: Account no'. Below the filters is a table with the following columns: Received, Last Updated, Cycle, Bill run, Status, Engine, QA, Batches, Invoices processed, Successful, Errors, and Amount (\$). The table contains five rows of bill run data.

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Biller1	QA	1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle2	NomralSecondBR2	Pending	Biller1		1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle1	NomralFirstBR1	Pending	Biller1		1	2	2	0	\$3,206.50
Tue Jun 04 2024	Fri Jun 07 2024	20240604	20240604_BR4	Approved	CICV		3	6	6	0	\$9,619.50
Tue Jun 04 2024	Tue Jun 04 2024	20240603	20240603_BR3	Processing	CICV		2	6	6	0	\$9,619.50

The list of Bill Runs is displayed with the following information:

- *Received Date* – The date the bill run started.
- *Last Updated* – The date the bill run status was last updated.
- *Cycle* – The name of the Bill Cycle.
- *Bill Run* – The unique ID of the bill run.
- *Status* – The current status of the bill run.
- *Engine* – The name of the Billing Engine that processed the bill run.
- *QA* – Bill runs created for testing purposes are marked as QA. This type of bill run is processed on priority.
- *Batches* – The number of batches in a bill run.
- *Invoices Processed* – The total number of invoices processed in the bill run (number of invoices processed/number of invoices expected).
- *Successful* – The number of invoices processed successfully across all the batches in the bill run.
- *Error* – The total number of failed, rejected and duplicate invoices. This is updated if a user rejects invoices or batches from the bill run.

- *Amount* – The total amount of all the invoices in the bill run.

**Note**

You can click on each column heading to sort the bill runs. For example, to view Approved bills first, you can click on Status column and sort Approved bills first.

3. Click on a bill run to view and manage batches and invoices in the bill run.

# Filtering Bill Runs

Using this functionality, you can search and view bill runs using specific criteria on Billing Operations Dashboard. The supported filter criteria are as follows:

- *Bill cycle* – You can search a Bill Run with specific bill cycle name.
- *Status* – You can search a bill run with the current status as `Processing`, `Pending Approval`, `Approved`, `Rejected`.

## To filter the bill runs:

1. Log in to the Amdocs SaaS Bill Experience as a user with appropriate user role (see article [User Roles](#)) and open the Billing Operations dashboard.

The **Billing Operations** page is displayed.

2. Select the filter criteria from the **Filter** menu, for example, bill cycle.
3. Enter the name of the Billing Cycle that you want to filter in the text field.

### Note

Partial searches are supported. The text must match case.

### Example

Entering Cycle in the text field, returns the bill runs with a bill cycle name that includes Cycle1, Cycle111, Cycle123, and so on.

Billing Cycles											
Filters:		Find invoices by:			Update:						
Bill cycle	Cycle	Account no	Type here	Go	60 sec						
Go	Reset filters										
Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Wed Jun 19 2024	Wed Jun 19 2024	Cycle1234	TestMapping1BR1	Pending	Biller1		1	3	3	0	\$4,968.50
Wed Jun 19 2024	Wed Jun 19 2024	Cycle70	MonitoringTesBR2	Pending	Biller1		1	3	0	3	\$4,968.50
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Biller1	QA	1	2	2	0	\$3,206.50

4. If you select filter criteria as **Status**, select a status from the dropdown list that you want to search.

The bill runs statuses are `Processing`, `Pending Approval`, `Approved`, and `Rejected`.

### Billing Cycles

Filters: Status  +

Find invoices by: Account no  Go

Update: 60 sec

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Biller1	QA	1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle2	NomralSecondBR2	Pending	Biller1		1	2	2	0	\$3,206.50
Fri Jun 07 2024	Fri Jun 07 2024	Cycle1	NomralFirstBR1	Pending	Biller1		1	2	2	0	\$3,206.50

5. Click **Go** or press return on the keyboard.

The bill runs are filtered based on the entered filter criteria and displayed on the **Billing Operations** page.

6. Click **Reset Filter** if you need to go back to the Billing Operations dashboard.

# Viewing Details of the Batches in a Bill Run

Using this functionality, you can view details of the batches in a selected bill run on **Bill run** page. You can also download reports at the bill run and batch levels.

Only users with the user role Billing Operations Administrator, Billing Operations Approver, Billing Operations, Template Composer Administrator and Platform Administrator can view the **Bill run** page as per the privileges given.

## To view details of a bill run:

1. Log in to the Amdocs SaaS Bill Experience as a user with appropriate user role (see article [User Roles](#)).  
The **Billing Operations** page is displayed.
2. Click the bill run in which you need to see details of the batches.

The screenshot shows the 'Billing Operations' page for a bill run named '20240603\_BR3'. The page header includes navigation links: 'Bill Designer', 'Billing Operations', 'Developer Tools', 'Immediate Billing', and 'Demo Portal'. A user profile icon is visible in the top right.

Summary information for the bill run:

Cycle	Engine	Status	Creation Date	Updated By
20240603	CICV	Processing	Tue Jun 04 2024	backend

A notification banner states: 'This bill run is currently processing'.

Search filters: 'Find invoices by:' with a dropdown for 'Account no', a text input 'Type here', and a 'Go' button. An 'Update:' section shows '60 sec' and a refresh icon.

Main table of batches:

Batch	Invoices	Successful	Failed	Rejected	Duplicates	Duration	Amount invoiced	Status
B2-20240603_9353eb07-78e6-4916-a071-f1e2408edf3b	2	2	0	0	0	00:02:22	\$3,206.50	Finished
B3-20240603_83bc5f44-88ee-4b6f-a16a-d001157a69c7	2	2	0	0	0	00:01:49	\$3,206.50	Finished
B1-20240603_40a26539-07f3-4f9d-91f4-f2152a54647e	2	2	0	0	0	00:02:54	\$3,206.50	Finished
<b>Total</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>\$9,619.50</b>	

The **Bill run** page is displayed, containing the following details of the batches in the bill run:

- **Bill Run Details** – The details of the bill run such as bill run name, bill cycle, engine, status, creation date, and updated by are displayed on the top of the **Bill run** page.
- **Batch** – One batch per row. Every bill run has at least one batch.
- **Invoices** – The number of invoices in a batch.
- **Successful** – The number of successfully processed invoices. This is updated if a Billing Operations user rejects a batch or an invoice.
- **Failed** – The number of failed processed invoices.
- **Rejected** – The number of rejected invoices.
- **Duplicates** – The number of duplicate invoices in a batch.
- **Duration** – The time taken to finish processing a batch.
- **Amount Invoiced** – The sum of successfully processed invoices.
- **Status** – The status of the Batch. For example, Approved.

# Approving Bill Runs

The Billing Operations dashboard enables users to approve a bill run manually. On approval, bills are sent to customers through digital and printed PDF channels.

## Note

A bill run can be approved when it is in the `Pending Approval` state.

### To approve a bill run:

1. Log in to the Amdocs SaaS Bill Experience Administration tool as a user account that is enabled to approve the bill runs. The **Billing Operations** page is displayed.
2. Hover over the row of the bill run that you want to approve. The **Approval** button is displayed on the row.

### Billing Cycles

Filters:

Status

Pending Approval

+

Go

Reset filters

Find invoices by:

Account no

Type here

Go

Update:

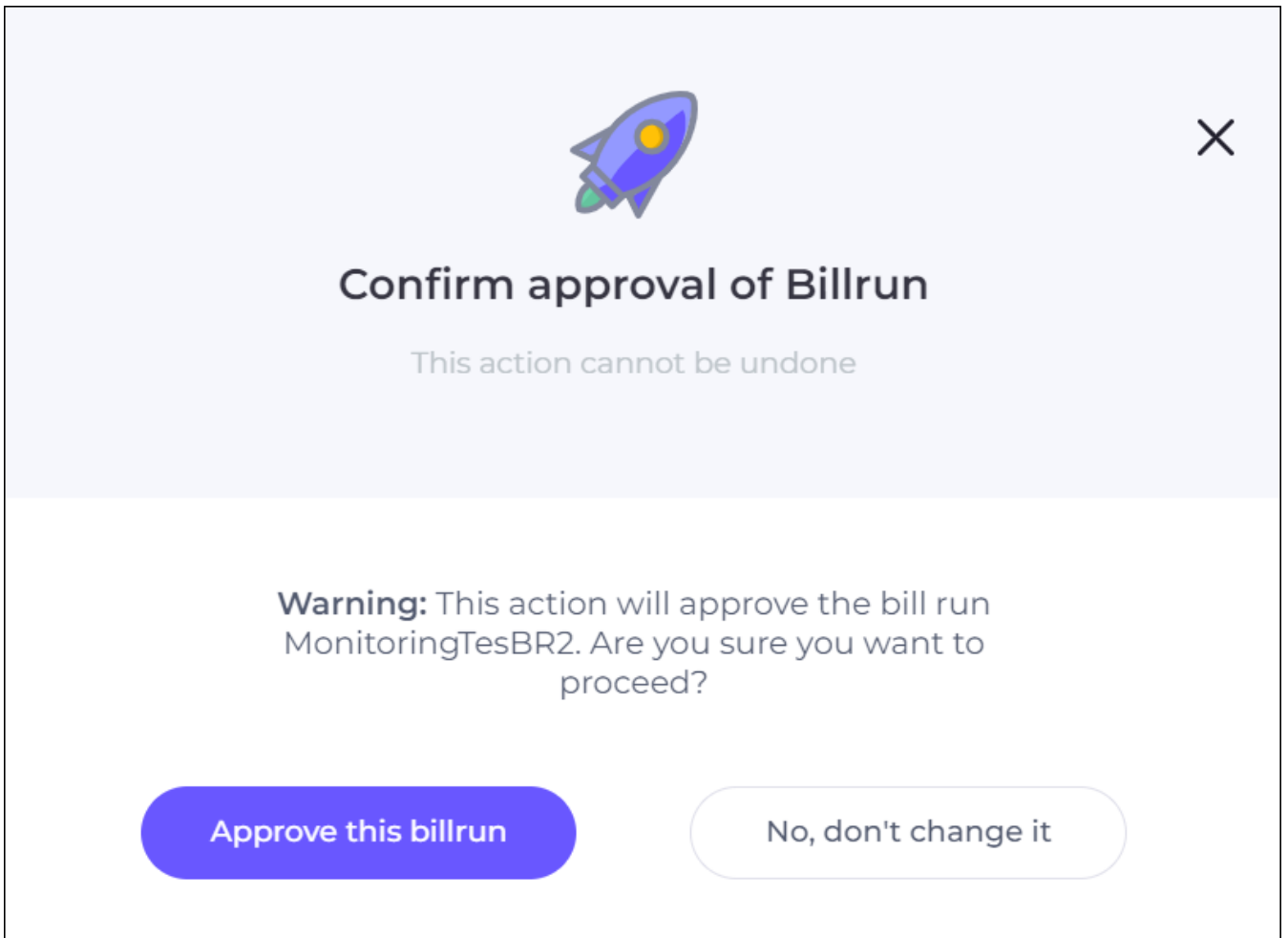
60 sec

↻

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)	
Wed Jun 19 2024	Wed Jun 19 2024	Cycle70	MonitoringTesBR2	Pending	Biller1							<a href="#">Delete full</a> <div style="display: inline-block; vertical-align: middle; margin-left: 10px;"> <div style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px;">Approve</div> <div style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 5px;">Reject</div> <div style="font-size: 1.2em; margin-left: 5px;">&gt;</div> </div>
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Biller1	QA	1	2	2	0	\$3,206.50	>
Fri Jun 07 2024	Fri Jun 07 2024	Cycle2	NomralSecondBR2	Pending	Biller1		1	2	2	0	\$3,206.50	>
Fri Jun 07 2024	Fri Jun 07 2024	Cycle1	NomralFirstBR1	Pending	Biller1		1	2	2	0	\$3,206.50	>

3. Click **Approve** on a bill run.

The **Approve Bill Run** dialog box is displayed with a warning message.



4. Click **Approve this billrun**.

Alternatively, click **No, don't change it** to close the dialog and return to the **Billing Operations** page without approving the bill run.

The bill run status is changed from Pending Approval to Approved. Bills are sent for printing and customers can access the digital bills online.

# Rejecting Bill Runs

The Billing Operations dashboard enables users to reject a bill run manually, and by doing so, instruct the system to discard the generated bills. Bills from Rejected bill runs cannot be viewed by customers or internal users.

## Note

A bill run can be rejected when it is in `Pending Approval` state.

### To reject a bill run:

1. Log in to the Amdocs SaaS Bill Experience Administration tool as a user account that is permitted to reject bill runs. The **Billing Operations** page is displayed.
2. Hover over the row for the bill run to display the **Reject** button.

### Billing Cycles

Filters:

Bill cycle

Type here

+

Go

Reset filters

Find invoices by:

Account no

Type here

Go

Update:

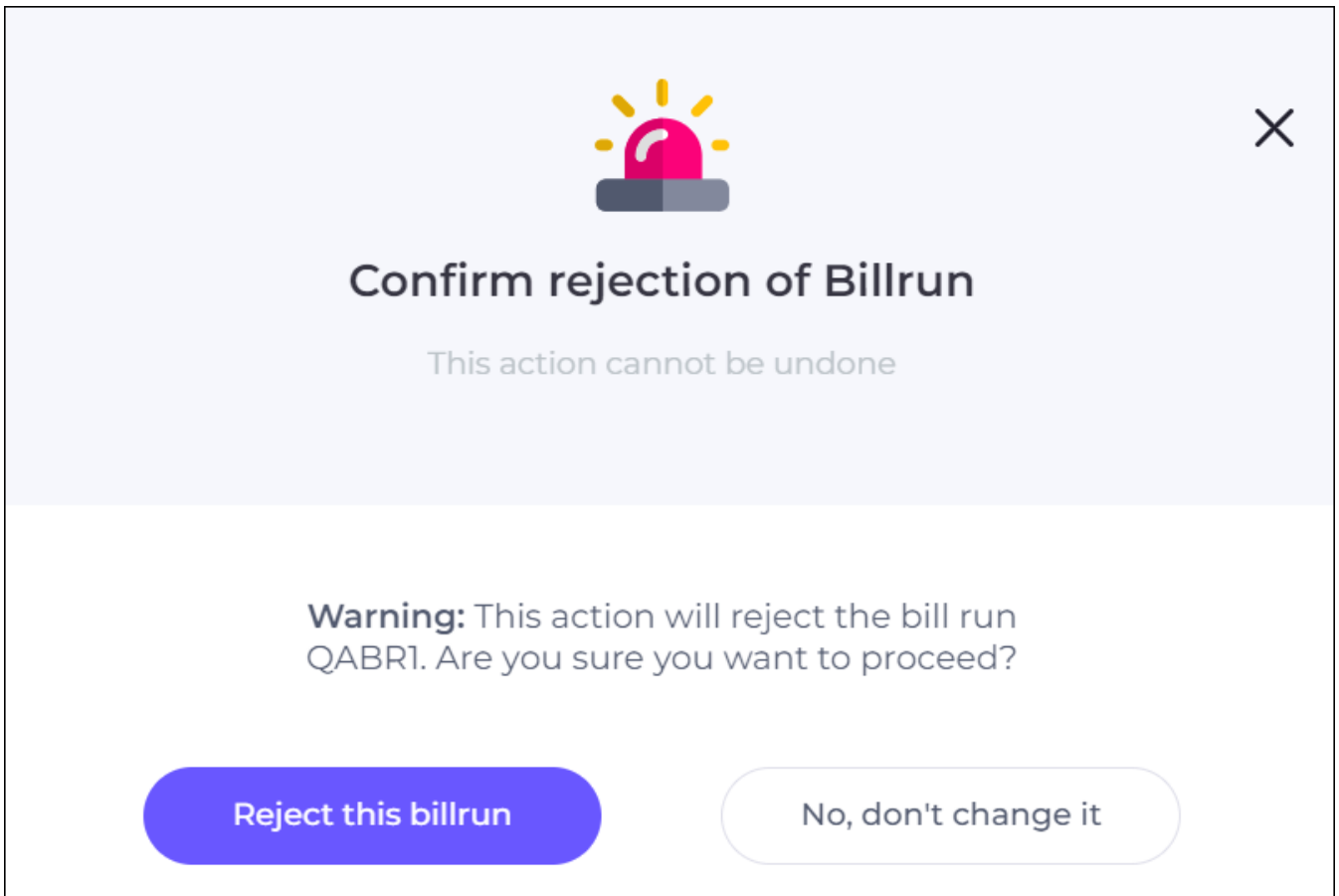
60 sec

↻

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount (\$)	
Wed Jun 19 2024	Wed Jun 19 2024	Cycle1234	TestMapping1BR1	Pending	Biller1							<a href="#">Delete full</a> <a href="#">Approve</a> <a href="#">Reject</a>
Wed Jun 19 2024	Wed Jun 19 2024	Cycle70	MonitoringTesBR2	Pending	Biller1		1	3	0	3	\$4,968.50	>
Tue Jun 11 2024	Tue Jun 11 2024	Cycle3	QABR1	Pending	Biller1	QA	1	2	2	0	\$3,206.50	>
Fri Jun 07 2024	Fri Jun 07 2024	Cycle2	NomralSecondBR2	Pending	Biller1		1	2	2	0	\$3,206.50	>

3. Click **Reject** button on a bill run.

The **Reject Bill Run** dialog box is displayed with a warning message.



4. Click **Reject this bill run**.

Alternatively, click **No, don't change it** to close the dialog and return to the **Billing Operations** page without rejecting the bill run.

The **Reject bill run** dialog box is closed, and the standard success message is displayed at the top of the page.

The bill run status is changed from Pending Approval to Rejected.

# Rerunning Bill Runs

The **Billing Operations** dashboard enables users to rerun a rejected anniversary bill run.

When a rejected bill run is rerun, a new bill run is created in the system. The new bill run is treated as a child bill run of the rejected bill run (the parent bill run). When the rerun of a bill run is triggered, a link to the parent bill run is provided in the **Billing Cycles** page.

When a child bill run is in the **Processing** status, the parent bill run cannot be rerun again. When the child bill run is in the **Pending** status, the parent bill run status changes to **Cancelled** or **Deprecated** status.

## To rerun a rejected bill run:

1. Log in to the Amdocs SaaS Bill Experience Administration tool as a user account that is permitted to rerun bill runs. The **Billing Cycles** page is displayed.

### Billing Cycles

Filters: Bill cycle  Type here

Find invoices by: Account number   Update: 60 sec

Input up to 50 elements of Account numbers. The values must be comma separated.

Received	Last updated	Bill cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount
18:53 Mar 17	18:53 Mar 17	CY777	B2C_CY777_1_777_Reru...	Pending			N/A	5	5	0	\$11,245.00
18:47 Mar 17	18:48 Mar 17	CY777	B2C_CY777_1_777	Rejected			N/A	5	5	0	\$11,245.00
18:13 Mar 17	18:23 Mar 17	CY888	B2C_CY888_1_888	Approved			N/A	5	5	0	\$11,245.00

2. In the **Billing Cycles** page, click the arrow next to the row of the rejected bill run that is in the **Rejected** status.

### Billing Cycles

Filters: Bill cycle  Type here

Find invoices by: Account number   Update: 60 sec

Input up to 50 elements of Account numbers. The values must be comma separated.

Received	Last updated	Bill cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount
18:53 Mar 17	18:53 Mar 17	CY777	B2C_CY777_1_777_Reru...	Pending			N/A	5	5	0	\$11,245.00
18:47 Mar 17	18:48 Mar 17	CY777	B2C_CY777_1_777	Rejected			N/A	5	5	0	\$11,245.00
18:13 Mar 17	18:23 Mar 17	CY888	B2C_CY888_1_888	Approved			N/A	5	5	0	\$11,245.00

A page is displayed with the details of the rejected bill run and a link to the parent bill run.

**Bill run: B2C\_dem100011\_1\_1\_Rerun\_202503241...**

This is a rerun of: [B2C\\_dem100011\\_1](#)

Find invoices by: Account number  Upload  Upload a file (txt or csv) with Account number (max 50). The values must be comma separated or entered one per line.

Update: 60 sec

Stream	QA	Invoices	Successful	Failed	Rejected	Duplicates	Duration	Amount invoiced	Status
B2C_dem100011_1_1_Rerun_202503241358		30	30	0	0	0	22:23:48	\$28,672.00	Rejected

3. Click **Rerun** at the top right corner of the page.

A dialog box is displayed to confirm rerunning the bill run.

### Bill run: B2C\_CY777\_1\_777\_Rerun\_20250317132...

This is a rerun of: B2C\_CY777\_1

Cycle	Engine	Status	Creation date	Updated by
CY777	N/A	Rejected	18:53 Mar 17	d45efb8a-537c-...

Find invoices by:

Account number  Upload  Go

Upload a file (txt or csv) with Account number (max 50). The values must be comma separated or entered one per line

Update:

60 sec  Bulk actions  Reports  Changelog  **Rerun**

Bill Cycles > B2C\_CY777\_1\_777\_Rerun\_20250317132324


Stream	QA	Invoices	Successful	Failed	Rejected	Duplicates	Duration	Amount invoiced	Status
B2C_CY777_1_777_Rerun_20250317132324		5	5	0	0	0	0012:40	\$11,245.00	Rejected

**Note**

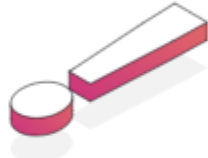
The **Rerun** button is displayed only when the bill run is in Rejected status.

4. Click **Confirm** to trigger the bill rerun process.

## Are you sure?



---



**This will start a new bill run.  
Are you sure you want to proceed?**

Notifications are displayed at the bottom left corner of the page informing about the processing and successful completion of the new bill run process.

In the **Billing Cycles** page, the new bill run is now displayed in the Processing status.

Once the bill rerun process is completed, the new bill run is displayed in the Pending status, which can then be approved or rejected.

## Billing Cycles

Filters: Bill cycle  Go Reset filters

Find invoices by: Account number  Go

Update: 60 sec

Input up to 50 elements of Account numbers. The values must be comma separated. 0/50

Received	Last updated	Bill cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount
19:10 Mar 17	19:10 Mar 17	CY777	B2C_CY777_1_777_Reru...	Processing			N/A	3	3	0	\$6,654.00
19:09 Mar 17	19:09 Mar 17	CY666	B2C_CY666_1_666	Pending			N/A	5	5	0	\$11,245.00
18:53 Mar 17	19:06 Mar 17	CY777	B2C_CY777_1_777_Reru...	Rejected			N/A	5	5	0	\$11,245.00

# Rejecting a Batch from a Pending Approval Bill Run

The **Bill run** page enables users to remove a batch from a bill run that is in a **Pending Approval** state. If a batch is rejected from a bill run, all the generated bills within the batch are rejected irrespective of their statuses.

## To reject a batch from a bill run:

1. Log in to the Amdocs SaaS Bill Experience as a user with appropriate user role (see article [User Roles](#)).

The **Billing Operations** page is displayed.

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount
13:15 Sep 19	13:16 Sep 19	20240818	20240818_101	Approved	Biller1	QA	1	1	1	0	\$2,114.00
19:28 Sep 18	20:20 Sep 18	20240818	20240818_100	Approved	Biller1		1	1	1	0	\$2,114.00
19:11 Sep 18	19:25 Sep 18	20240918	20240918_1	Pending	Biller1		1	10	6	4	\$19,793.50

2. Click the bill run from which you need to reject a batch.

The **Bill run** page is displayed.

Cycle	Engine	Status	Creation Date	Updated By
20240818	Biller1	Approved	13:15 Sep 19	backend

Batch	QA	Invoices	Successful	Failed	Rejected	Duplicates	Duration	Amount invoiced	Status	Report
batch_dc57ef2a-1401-4860-8a79-edb0d61dc13f	QA	1	1	0	0	0	00:00:46	\$2,114.00	Finished	
<b>Total</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>\$2,114.00</b>		

3. Click the thumbs down icon next to the batch row that you want to reject.

A message confirming the batch rejection is displayed at the bottom-left corner of the page and the batch is marked as **Rejected** from the bill run. The bill run remains in **Pending Approval** state until the bill run is explicitly approved or rejected.

# Bulk Reject Invoices

The **Bill run** page enables users to reject an invoice or multiple invoices in bulk from a bill run that is in a Pending Approval state.

## To reject invoices in bulk:

1. Log in to the Amdocs SaaS Bill Experience as a user with appropriate user role (see article [User Roles](#)).

The **Billing Operations** page is displayed.

2. Click the bill run in which you need to reject invoices. Bill run must be in Pending Approval state.

The **Bill run** page is displayed for the selected bill run.

The screenshot shows the 'Billing Operations' page for a bill run. The header includes a navigation bar with 'Bill Designer', 'Billing Operations', 'Developer Tools', 'Immediate Billing', and 'Demo Portal'. Below the navigation bar, there is a 'Back to dashboard' link and a summary table for the bill run. The summary table has columns for Cycle, Engine, Status, Creation Date, and Updated By. The bill run is identified as '20240626\_71' with a status of 'Pending'. Below the summary, there is a search bar for invoices and a 'Bulk actions' dropdown menu. The main content area displays a table of invoice batches.

Batch	Invoices	Successful	Failed	Rejected	Duplicates	Duration	Amount invoiced	Status
batch_cd035e55-f6be-45a8-b2d3-c23df7bf7a7a	3	0	3	0	0	19:41:30	N/A	Processing
batch_768f116-ca0b-4555-ab60-e9f26adae480	3	0	3	0	0	20:54:01	N/A	Processing
batch_3c9643d5-e154-42c3-9ce7-02889a3520d6	3	0	3	0	0	20:33:54	N/A	Processing

3. Click **Bulk actions > Bulk Reject**.

4. Enter an invoice ID in the text box.

You can enter a list of invoices (one per line or comma-separated) into the text box. Maximum 500 invoice IDs can be entered for bulk rejection.

## Bulk Reject ✕

Type or paste list of invoice IDs (max 500) to be rejected. Invoice IDs can be comma separated or entered one per line.

202406122  
202406123  
202406124|

3/500

Cancel Go

5. Click **Go**. To return to the **Bill run** page without deleting any invoices, click **Cancel**.

The selected invoices are marked as **Rejected** in the Bill Run.

# Replaying a Rejected Bill Run, Batch, or Bills

You can replay a rejected bill run, batch, or bills in a batch. The process to replay is same for all the three scenarios.

You must have rights to prompt the insertion of billing data files into the Amdocs SaaS Bill Experience drop zone (see article [Ingest](#)).

This process is not performed using the Billing Operations dashboard (and is therefore, an action that is neither permitted or denied by the user's user role); however, the replayed bill run is displayed in the Billing Operations dashboard just like any other bill run.

## To replay a rejected bill run, batch, or a bill:

1. Create bill run using the following REST API:

```
//BILL RUN CREATION -> POST /billRunManager/v1/billRun

{
  "id": "TMO_20240416_1",
  "name": "TMO_20240416_1_CorrelationId-123",
  "spec": "Normal",
  "operationMode": "batch",
  "billCycle": {
    "id": "20240416"
  },
  "expectedBatches": 1
}
```

2. Correct any errors in the input file.

If the bill run has an unacceptable number of failed invoices, the failures may have been caused by a corrupt input file or an input file that contained errors that were then caught by the semantic checks during bill run processing.

To identify the cause of errors, users can inspect the log files (again, this requires access to the Amdocs SaaS Bill Experience back-end file system), or a relevant report, while the bill run is in a `Pending Approval` state (see article [Reporting](#)).

Any errors in an input file should be corrected before creating a batch.

3. Create a batch to be replayed using the following REST API:

```
// BATCH CREATION -> POST /billRunManager/v1/batch

{
  "id": "ATT_20240416_1_BATCH_1",
  "billRunId": "TMO_20240416_1", // the ID of the billrun previously created
  "name": "BATCH 1",
  "expectedBills": 4 // number of bills contained in the batch
}
```

4. Insert the batch file into the drop zone.

Invoice ingestion begins.

The replayed bill run will be displayed in the list of bill runs in `Processing` state. When `Ingest` is complete, the bill run will be displayed in the `Pending Approval` state, until the Billing Operations team approves or rejects the bill run.

# Searching for an Invoice

## Searching for an Invoice

The Amdocs SaaS Bill Experience Billing Operations dashboard enables users to search anniversary invoices by account number, invoice number, and legal invoice number. The search result page displays invoices generated by regular and QA anniversary bill runs. The search results page also enables you to download the invoices in a consolidated PDF format.

### To search for an invoice:

1. Log in to the Amdocs SaaS Bill Experience Administration tool with a user account that has permissions to search an invoice.

The **Billing Operations** page is displayed.

The screenshot shows the 'Billing Operations' dashboard. At the top, there are navigation tabs: 'Billing Operations', 'Immediate Billing', 'Pre-bills', 'Document Designer', and 'Reports'. A user profile icon with the number '5' is in the top right corner. Below the navigation is the 'Billing Cycles' section. It features a search area with 'Filters:' (a dropdown for 'Bill cycle' and a text input 'Type here') and 'Find invoices by:' (a dropdown for 'Account number' and a text input). A 'Go' button and a 'Reset filters' button are also present. An 'Update:' dropdown is set to '60 sec'. Below the search area is a table with the following columns: Received, Last Updated, Cycle, Bill run, Status, Engine, QA, Batches, Invoices processed, Successful, Errors, and Amount. The table contains two rows of data:

Received	Last Updated	Cycle	Bill run	Status	Engine	QA	Batches	Invoices processed	Successful	Errors	Amount
15:25 Sep 27	15:26 Sep 27	20240927	20240927_2	Pending	Billier1		1	1	1	0	\$2,114.00
14:28 Sep 27	14:59 Sep 27	20241031	20241031_14	Approved			1	5	5	0	\$10,056.00

2. In the **Find invoices by** list, select **Account number**, **Invoice number**, or **Legal invoice number**.

This screenshot is similar to the previous one, but the 'Find invoices by:' dropdown menu is open, showing three options: 'Account number', 'Invoice number', and 'Legal invoice number'. The 'Account number' option is currently selected and highlighted in blue. The rest of the dashboard interface remains the same.

3. Enter a value in the box next to the **Find invoices by** list. The entered value must belong to the current bill run.

You can also upload a file (.txt or .csv) using the **Upload** button. By default, the file can have up to a maximum of 50 account numbers, invoice numbers, or legal invoice numbers.

4. Click **Go**. The **Invoice search results** page is displayed.

**Invoice search results: 0 found**

Find invoices by:

Account number ▾

1111

X

Go

Upload a file (txt or csv) with Account number (max 50). The values must be comma separated or entered one per line 1/50

Consolidated Invoice

[Bill Cycles](#) > Search results

	Invoice number	Issue date ▾	Account number	QA	Legal invoice number	Invoice status
<input type="checkbox"/>						

The **Search results** page displays invoices that match the search criteria with the following details:

- **Invoice number** – The invoice number of the searched invoice.
- **Issue date** – The date on which the invoice was issued.
- **Account number** – The account number associated with the invoice.
- **QA** – The Bill Run that the invoice is associated with, for example, QA Run.
- **Legal Invoice number** – The external ID corresponding to an invoice number.
- **Invoice status** – The status of the invoice: approved or rejected.

## Downloading Multiple Invoices

**To download multiple invoices:**

1. Clear the check boxes of the invoices that you do not want to download. By default, all the invoices are selected.
2. Click the **Consolidated Invoice** button at the top-right corner of the page.

All the selected invoices are downloaded as one consolidated PDF file.

# Reporting

## Reporting

The Billing Operations dashboard offers Reconciliation report and Semantic Check report at the bill run and batch levels.

- Bill run level reports are accessed by clicking **Reports** on the **Bill run** page. See article [Downloading a Report of the Bill Run](#). These reports are available only for the bill runs that have **Pending Approval** status.
- Batch-level reports are accessed by clicking the graph icon in the **Report** column for a batch on the **Bill Run** page. See article [Downloading a Report of a Batch](#). These reports are not available for batches that are under processing.

## Reconciliation Report

Reconciliation reports provide invoice-level information for a bill run.

The Reconciliation reports are available as CSV files that describe the bill cycle, bill run or batch. The CSV file has a row for each invoice in the bill run or batch. It has columns for the Bill Cycle, Bill Run, Batch, Billing Engine, Account, Invoice ID, Creation Date, Invoice Amount, Account Balance, Duplicate Invoices, Status, Error Code, and Error Description.

Following is an example of a report of a bill cycle with multiple invoices.

### Example

- Bill Cycle name: 1574803746
- Bill Run name: 1574803746BILLRUNNAME4
- Batch ID: 1574803746BILLRUNNAME4BATCH\_NAME\_14.xml
- Billing Engine ID: BriteBillV32
- Account ID: 872602243
- Invoice ID: 180094141011372
- Invoice Amount: 782.48
- Account Balance: 782.48
- Duplicate Invoices: 0
- Status: PROCESSED
- Error Code: Empty because there were no errors when this invoice was processed
- Error Description: Empty because there were no errors when this invoice was processed

	A	B	C	D	E	F	G	H	I	J	K	L	M
	BillCycle	Billrun	Batch	BillingEngine	Account	Invoice	InvoiceAmou	AccountBalance	DuplicateInvoices	Status	ErrorCode	ErrorDescription	
1	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872602243	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
2	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872603100	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
3	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872603195	1.801E+13	0.00E+00	0.00E+00	0	PROCESSED			
4	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872602749	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
5	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872601642	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
6	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872600676	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
7	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872605609	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
8	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872603473	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
9	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872602222	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
10	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872602865	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			
11	1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BriteBillV32	872602865	1.801E+14	0.00E+00	0.00E+00	0	PROCESSED			

# Semantic Check Report

The Amdocs SaaS Bill Experience application performs a series of checks to make sure that the ingested data it uses to generate bills is correct. These checks are known as Semantic checks. An example of a semantic check is where the sum of the individual charges in a bill is compared to the total amount, and if they don't match, an error is thrown. All such errors are captured in the Semantic Check report that can be downloaded from the Billing Operations dashboard.

The Semantic Check report is available only for the Anniversary Bill Run and the QA Bill Run. The report at bill run level is generated and available to download only after the bill run is in the `Pending Approval` status. After the bill run moves to either `Approved` or `Rejected` status, the batch-level Semantic Check report is not available. However, after the configured period is passed post approval or rejection of a bill run, Semantic Check report is available to download.

The Semantic Check report at the batch level is available only after a batch is processed.

The Semantic Check reports are available as CSV files that describe the semantic check results for a bill cycle, bill run, or a batch. The CSV file has a row for each invoice in a bill run or a batch that has a `Rejected` status or has warnings associated with it.

- The Bill cycle Semantic Check report displays all invoices with semantic check errors in the Bill cycle.
- The bill run Semantic Check report is filtered to display all invoices with semantic check errors in that bill run.
- The batch Semantic Check report is filtered to show only the invoices with semantic check errors for that batch.

The columns are Bill Cycle, Bill Run, Batch, Billing Engine, Account, Invoice ID, Creation Date, Status, Semantic Code, and Semantic Description.

Following is the Semantic Check report for a bill run with multiple invoices. The first invoice is as follows:

### Example

- Bill Cycle name: 1574803746
- Bill Run name: 1574803746BILLRUNNAME4
- Batch ID: 1574803746BILLRUNNAME4BATCH\_NAME\_14.xml
- Billing Engine ID: BritebillV32
- Account ID: 872603135
- Invoice ID: 1800941411372
- Status: PROCESSED
- Error Code: 01-TOTAL-DUE
- Error Description: Previous Balance + Credit Balance Transfer + Total Payment + Total Credits + Account Balance DOES NOT EQUAL Amount Due

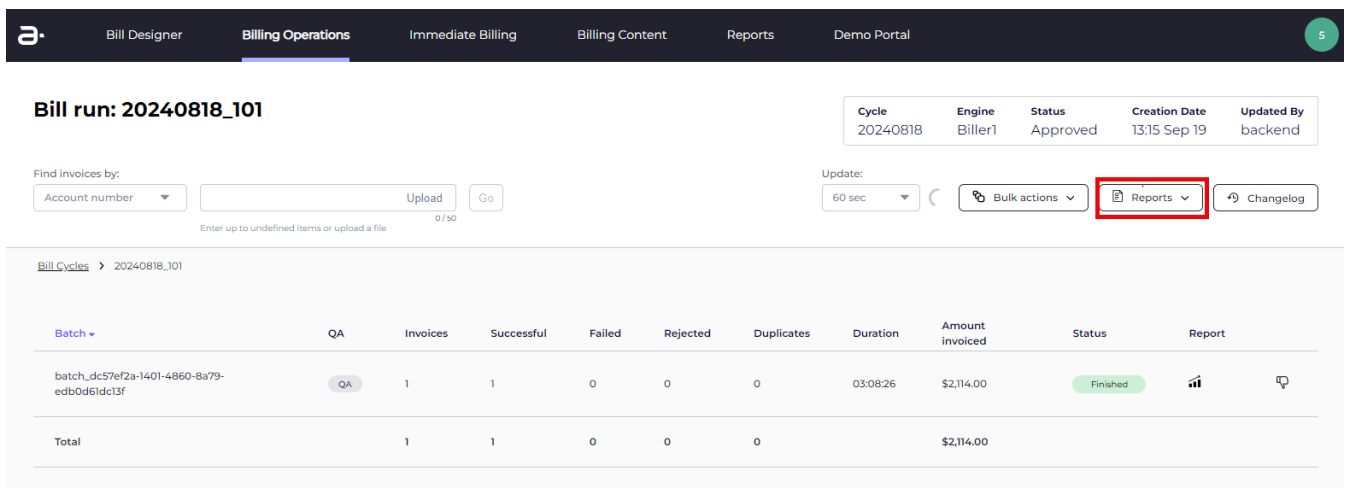
Bill Cycle	Bill Run	Batch	Billing Engine	Account	Invoice	Status	Semantic Code	Semantic Description
1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BritebillV32	872603135	1800941411372	PROCESSED	01-TOTAL-DUE	Previous Balance + Credit Balance Transfer + Total Payment + Total Credits + Account Balance DOES NOT EQUAL Amount Due
1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BritebillV32	872603135	1800941411372	PROCESSED	WARNING_failureCode	first description in region B
1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BritebillV32	872600746	1800941411372	PROCESSED	WARNING_01-ALWAYS-WARN	Emitting a warning for testing purposes.
1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BritebillV32	872600746	1800941411372	PROCESSED	WARNING_failureCode	first description in region B
1574803746	1574803746BILLRUNNAME4	1574803746BILLRUNNAME4BATCH_NAME_14.xml	BritebillV32	872603766	1800941411372	PROCESSED	WARNING_01-ALWAYS-WARN	Emitting a warning for testing purposes.

# Downloading a Report of the Bill Run

The **Bill run** page enables you to download Bill Run and Batch reports in CSV format onto your system. Only the users with Billing Operations Administrator, Billing Operations Approver, Billing Operations, and Platform Administrator roles can view the Bill run page.

## To download a report of a bill run:

1. Log in to the Amdocs SaaS Bill Experience as a user with an appropriate user role (see article [User Roles](#)).  
The **Billing Operations** page is displayed.
2. Click the bill run for which you want to see details.  
The **Bill run** page is displayed.
3. Click **Reports** list available at the top-right corner of the page.



Select the relevant report (Reconciliation or Semantic) from the list. This triggers the report generation process.

While the report is being generated, a **Processing** icon displays to indicate that the application is busy creating the report. The number in the circle shows how many reports are being generated at that moment.

4. After the report is generated, the icon for that report in the menu changes from to , indicating that the report is now ready to be downloaded.
5. Click the downloadable report in the menu to download it to the local file system.  
See article [Reporting](#) for details of the available reports.



# Downloading a Report of a Batch

The **Bill run** page enables you to download bill run and batch reports in CSV format to your system. Only the users with Billing Operations Administrator, Billing Operations Approver, Billing Operations, and Platform Administrator roles can view the **Bill run** page.

## To download a report of a batch:

1. Log in to the Amdocs SaaS Bill Experience as a user with an appropriate user role (see article [User Roles](#)).  
The **Billing Operations** page is displayed.
2. Click the bill run for which you want to see details.  
The **Bill run** page is displayed.
3. Click the graph icon under the **Report** column on the **Bill run** page.

The screenshot shows the 'Billing Operations' page for bill run '20240818\_101'. At the top, there are navigation tabs: Bill Designer, Billing Operations (active), Immediate Billing, Billing Content, Reports, and Demo Portal. Below the navigation, there's a summary table with columns: Cycle (20240818), Engine (Biller1), Status (Approved), Creation Date (13:15 Sep 19), and Updated By (backend). Below this is a search section with 'Find invoices by:' and a dropdown for 'Account number', an 'Upload' button, and a 'Go' button. There's also an 'Update:' section with a '60 sec' dropdown, a refresh icon, and buttons for 'Bulk actions', 'Reports', and 'Changelog'. The main part of the screenshot is a table titled 'Bill Cycles > 20240818\_101'. The table has columns: Batch, QA, Invoices, Successful, Failed, Rejected, Duplicates, Duration, Amount invoiced, Status, and Report. The first row shows a batch with ID 'batch\_dc57ef2a-1401-4860-8a79-edb0d61dc13f' with 1 QA, 1 Invoice, 1 Successful, 0 Failed, 0 Rejected, 0 Duplicates, a duration of 03:08:26, and an amount of \$2,114.00. The status is 'Finished' and the Report column has a graph icon highlighted with a red box. A 'Total' row shows 1 Invoice, 1 Successful, and a total amount of \$2,114.00.

4. Select the relevant report (Reconciliation or Semantic). This triggers the report generation process.  
While the report is being generated, a **Processing** icon is displayed to indicate that the application is busy creating the report. The number in the circle shows how many reports are being generated at that moment.  
After the report is generated, the icon for that report in the menu changes from  to , indicating that the report is now ready to be downloaded.
5. Click the downloadable report in the menu to download it to the local file system.  
See article [Reporting](#) for details of the available reports.

# Appendices

## Error Messages for Anniversary Bill Runs

The following error codes and their descriptions (error messages) appear with the associated status codes in the `BillAcknowledgmentEvent` and `ProcessingResultMessage` Kafka messages that Amdocs SaaS Bill Experience sends while processing the anniversary Bill Runs.

The following table shows status code of `INVALID_INPUT_DATA`.

Error Code	Error Message
<code>BILL_CATEGORY_IS_INVALID</code>	Bill category '%s' doesn't match with expected values [%s]
<code>BILL_SUB_CATEGORY_IS_INVALID</code>	Bill sub-category '%s' doesn't match with expected values [%s]

The following table shows status codes of `INVALID_TMF_BILL`.

Error Code	Error Message
<code>INVALID_PRORATION_FACTOR</code>	Error encountered in Britebill. Invalid proration factor %s
<code>INVALID_BILL_INFO</code>	Error encountered in Britebill. Bill info is required
<code>INVALID_ACCOUNT_ID</code>	Error encountered in Britebill. Billing account ID is required
<code>INVALID_BILL_NUMBER</code>	Error encountered in Britebill. Bill number is required
<code>INVALID_BILL_DATE</code>	Error encountered in Britebill. Bill date is required
<code>INVALID_PRODUCT_RESOURCE_VALUE</code>	Error encountered in Britebill. Product resource value is required
<code>INVALID_PRODUCT_COUNT</code>	Error encountered in Britebill. At least 1 product is required
<code>INVALID_START_DATE_TIME</code>	Error encountered in Britebill. Start date time is required for anniversary bills
<code>INVALID_END_DATE_TIME</code>	Error encountered in Britebill. End date time is required for anniversary bills
<code>INVALID_PAYMENT_DUE_DATE_AND_SCHEDULING_DATE</code>	Error encountered in Britebill. End date time is required for anniversary bills
<code>INVALID_AMOUNT_DUE</code>	Error encountered in Britebill. Amount due is required for anniversary bills
<code>INVALID_BILL_CATEGORY</code>	Error encountered in Britebill. Bill category %s is invalid. Valid values %s
<code>INVALID_BILL_SUBCATEGORY</code>	Bill sub-category %s is invalid. Valid values %s
<code>PRODUCT_TYPE_INVALID</code>	Error encountered in Britebill. " + "Failed to map LOB for the charge as" + " %s does not match with any of properties values in britebill.properties under such property keys %s
<code>UNKNOWN_BILLING_CHARGE</code>	Error encountered in Britebill. The class '%s' of the billing charge is unknown
<code>INVALID_FINANCIAL_ACTIVITY_IMPACT_TYPE</code>	Error encountered in Britebill. + Financial activity impact type %s. "+" is invalid as it doesn't match with any of properties values in britebill.properties under such property keys %s
<code>INVALID_FINANCIAL_ACTIVITY_TYPE</code>	Error encountered in Britebill. + Financial activity type %s " + "is invalid as it doesn't match with any of properties values in britebill.properties under such property keys %s
<code>INVALID_ACCOUNT_CHARGE_TYPE</code>	Error encountered in Britebill. Account charge type '%s' is invalid. Valid values %s

The following table shows status codes of `INTERNAL_ERROR`.

Error Code	Error Message
<code>VERSIONEDCONTENTFOLDERACTION</code>	Error encountered in Britebill during invoice processing while trying to set the document versioned content folder (region)

Error Code	Error Message
MAPPINGTRANSFORMATIONINTERNAL	Error encountered in Britebill during invoice processing while trying to map the TMF invoice data
SMOOKSXMLMAPPING	Error encountered in Britebill during invoice processing while trying to transform the document to XML using the Smooks library
TESTUPDATEDATE	Error encountered in Britebill during invoice processing while trying to update the document date for testing purposes
SEMANTICCHECK	Error encountered in Britebill during invoice processing while performing semantic checks on the document
RENDERINGREADINESSACTION	Error encountered in Britebill during invoice processing while preparing the renderer context for Fop rendering (AFP or PDF)
FOPAFPRENDER	Error encountered in Britebill during invoice processing while rendering the AFP document
OUTPUTAFPTODATASTORE	Error encountered in Britebill during invoice processing while copying data from the Document Processing Context (AFP) to the Document Data Store
RENDERINGCLEANUPDISKACTION	Error encountered in Britebill during invoice processing post rendering while cleaning up the disk
RENDERINGCLEANUPMEMORYACTION	Error encountered in Britebill during invoice processing post rendering while cleaning up (freeing) memory
XMLRENDERINGREADINESSACTION	Error encountered in Britebill during invoice processing while preparing the renderer context for Fop rendering (XML)
OUTPUTXMLTODATASTORE	Error encountered in Britebill during invoice processing while copying data from the Document Processing Context(XML) to the Document Data Store
STOREINVOICESUMMARY	Error encountered in Britebill during invoice processing while parsing data from the Document Processing Context(XML) and storing the summary data to the database
FACTEXTRACTION	Error encountered in Britebill during invoice processing while extracting fact data from the Document
FACTPERSISTENCE	Error encountered in Britebill during invoice processing while persisting fact data to the Document
QUEUENOTIFICATIONS	Error encountered in Britebill during invoice processing while queueing Notification messages to the Database
TESTFAILURESHANDLED	Error encountered in Britebill during invoice processing whereby a threshold has been set to fail a percentage of invoices for testing purposes. Not to be used in production
POPULATEDOCUMENTMETADATA	Error encountered in Britebill during invoice processing while extracting metadata from the Document
REMOVESOURCEXMLFROMDATASTORE	Error encountered in Britebill during invoice processing post error while cleaning up the XML from the Document Data Store
COMPOSEANDSENDSYNCDOCUMENTACTION	Error encountered in Britebill during invoice processing when sending Document Metadata to BDM Microservice using Kafka

The following table shows the errors thrown by the orchestrator.

Status Code	Error Code	Error Description
INVALID_INPUT_DATA	ERROR_VALIDATE_INVOICE_PROCESSING_CONTEXT_ACTION	Attribute [%s] is mandatory for processing the invoice
INTERNAL_ERROR	ERROR_VALIDATE_DUPLICATE_MESSAGE_ACTION	Failure in duplicate event validation, billId [%s] and eventId [%s]
INTERNAL_ERROR	ERROR_UPDATE_METRICS_ACTION	Received Date Event field has an incorrect value
INTERNAL_ERROR	ERROR_UPDATE_METRICS_ACTION	Document Type not supported: %s
INTERNAL_ERROR	ERROR_SAVE_XML_INTO_DOCSTORE_ACTION	MalformedURLException. URL: %s
INTERNAL_ERROR	ERROR_SAVE_XML_INTO_DOCSTORE_ACTION	%s exception message

Status Code	Error Code	Error Description
INTERNAL_ERROR	ERROR_SAVE_TMF_JSON_INTO_DOCSTORE_ACTION	MalformedURLException. URL: %s
INTERNAL_ERROR	ERROR_SAVE_TMF_JSON_INTO_DOCSTORE_ACTION	%s exception message
INTERNAL_ERROR	ERROR_RENDER_INVOICE_ACTION	Render Document Response is null
INTERNAL_ERROR	ERROR_RENDER_INVOICE_ACTION	Render Document Response document status is not success
INTERNAL_ERROR	ERROR_RENDER_INVOICE_ACTION	%s exception message
INTERNAL_ERROR	ERROR_MAP_BRITE_BILL_POJO_ACTION	%s exception message
INTERNAL_ERROR	ERROR_PUBLISH_ERROR_RESULT_NOTIFICATION_ACTION	%s exception message
INTERNAL_ERROR	ERROR_GENERATE_DECISION_CACHE_ACTION	Decision Cache Document Response is null
INTERNAL_ERROR	ERROR_GENERATE_DECISION_CACHE_ACTION	Some required fields are null
INTERNAL_ERROR	ERROR_GENERATE_DECISION_CACHE_ACTION	%s exception message
INTERNAL_ERROR	ERROR_CUSTOMER_BILL_CREATE_EVENT_ACTION	Cannot publish customer bill create event
INTERNAL_ERROR	ERROR_CUSTOMER_BILL_CREATE_EVENT_ACTION	%s exception message
INTERNAL_ERROR	ERROR_CREATE_OR_UPDATE_CUSTOMER_BILL_NOTIFICATION_REF_ACTION	%s exception message
INTERNAL_ERROR	ERROR_COMPLETE_CUSTOMER_BILL_NOTIFICATION_REF_ACTION	%s exception message

The following table shows errors thrown by the Streaming Adaptor.

Status Code	Error Code	Error Description
INVALID_INPUT_DATA	BILL_SUB_CATEGORY_IS_INVALID_ID	Bill sub-category %s doesn't match with expected values [%s]
INTERNAL_ERROR	ERROR_BILL_RUN_END	Error processing end bill run request, bill cycle %s, correlationId %s
INTERNAL_ERROR	ERROR_BILL_RUN_END	Scheduled Task data is invalid. Cannot process end bill run request
INTERNAL_ERROR	ERROR_BILL_RUN_CREATION	Error processing bill (Bill No: %s). Bill cycle: %s, billId: %s and correlationId: %s
INTERNAL_ERROR	ERROR_BILL_RUN_CREATION	Error saving bill (Bill No: %s) in docstore. Bill cycle: %s, billId: %s and correlationId: %s
INTERNAL_ERROR	ERROR_BILL_RUN_CREATION	The bill run document with ID: %s could not be created
INTERNAL_ERROR	ERROR_BILL_RUN_CREATION	Error trying to create the bill run
INTERNAL_ERROR	ERROR_BILL_RUN_CREATION	The bill run document with ID: %s was not created after %dms
INTERNAL_ERROR	ERROR_BILL_RUN_UPDATE	Error trying to approve the bill run
INTERNAL_ERROR	ERROR_BILL_RUN_UPDATE	Error trying to update the bill run
INTERNAL_ERROR	ERROR_BILL_RUN_UPDATE	Error notifying Bill Run manager to approve bill run: %s
INTERNAL_ERROR	ERROR_BILL_INGESTION_EVENT_SENDING	Error appeared during publishing bill ingestion event %s

The following table shows the errors thrown by the billmanager-ms.

Status Code	Error Code	Error Description
INVALID_INPUT_DATA	INVALID_INPUT_DATA	Billing account ID is mandatory for bill with ID %s
INVALID_INPUT_DATA	INVALID_INPUT_DATA	Bill number is mandatory for bill with ID %s

Status Code	Error Code	Error Description
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Bill date is mandatory for bill with ID %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Amount due is mandatory for bill with ID %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Flow type must be either "Normal" or "QA" for bill with ID %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Run type must be either "onCycle" or "offCycle" for bill with ID %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Invalid subcategory %s. Allowed values are "AnniversaryBill", "AnniversaryB2CInvoice", "AnniversaryB2BInvoice", "DeferredInvoice", "ImmediateInvoice", "B2CInvoice"
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Invalid flow %s for bill.id%s. Check the subcategory and run type fields
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Duplicate bill with ID %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Duplicate anniversary bill with bill cycle %s and account Id %s
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Bill state must be either "processed" or "failed", for bill with ID {0}
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Bill cycle ID is mandatory for bill with ID {0}
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Invalid Bill Run
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Invalid Batch
INVALID_INPU T_DATA	INVALID_INP UT_DATA	Invalid flow for bill.id {0}. check the subCategory and runType fields
INTERNAL_ERR OR	INTERNAL_ER ROR	ERROR_SAVING_CUSTOMERBILL_TO_DOCUMENT_MANAGER: DocumentMetadataNotification status is not success