



Project Overview Statement

Executive Summary

Project Title: Customer Billing
Project ID: 153
Last Updated: April 19, 2007
Project Leader: Liz Mendez
Department: Student Business Services
Executive Sponsor: Bill Pennell

PROJECT BUSINESS CASE

Project Overview

BCC primarily sends customer bills to approximately 150 agencies that currently provide tuition and book coverage for our students. There is a need to enhance the current customer bill with an updated format with more detail. This will provide our customers with an easy to read bill that provides them with all the information they require. It should also be noted that the specifications/design for this project has been complete for some time and is in the hands of the consortium (FCCSC).

- Create a new batch process to change all the records of all the receivables to age properly based on new criteria.
- Create a set of functions to support sending bills to an alternate contact.
- Create a separate batch job to run customer bills.
- Change on demand bills to print in portrait orientation.
- Identify students for rebilling due to change in schedule and only print the change to send to the customer.
- Allow for email billing notification
- Allow for online/web billing and payment

Business Goals

- Will enable the college to provide correct bills to our customers with the information they need.
- Expanded detail provided will eliminate the need for questions and increase timely payment.

Success Factors

- Customers understand the bill they receive from BCC.
- Staff members no longer have to manually correct the bills prior to distribution to our customers.
- Since the bill represents the voice of the College, bills should be presented in a professional and easy to read format.