

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

4.3.2.2 Manage Severance Process

July 2012

Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.2, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Severance Process business process and associated process diagrams. This includes:

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 4.3.2.2 Manage Severance Process

Process Type: Sub Process

Parent Process: 4.3.2 Perform Collection Activities

Sibling Processes: 4.3.2.1 Manage Collection Process, 4.3.2.3a Manage Pay Plan, 4.3.2.4a Manage Payment Arrangement, 4.3.2.5a Manage Late Payment Charge, 4.3.2.6 Write Off Uncollectable Receivables 4.3.2.7 Manage Collection Agency Referral, 4.3.2.8 Manage Bankruptcy, 4.3.2.9 Manage Liens, 4.3.2.10 Manage Foreclosures.

This process describes the management of Severance Processing. Severance Process takes place after collection process if collection process wasn't successful and customer still owes company money. Typical Severance Process is a set of business and system activities that require in order to sever Customer's Service Agreement(s). Severance activities may vary based on the type of service, customer and amount of unpaid debt.

Severance Process is created automatically (as a last Collection activity) or manually and based on the established business rules. When Severance Process is created, system automatically initiates business or system events associated with the given Severance Process (Severance Events) on the specific day. System stops severance real time if Customer's debt is relieved or partially relieved. Authorized User also can monitor and control Severance activities and manipulate with the Severance process and activities linked to the process based on business process needs.

Actors/Roles

The Manage Severance Process business process involves the following actors and roles:

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Field Operations:** Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

Detailed Business Process Model Description

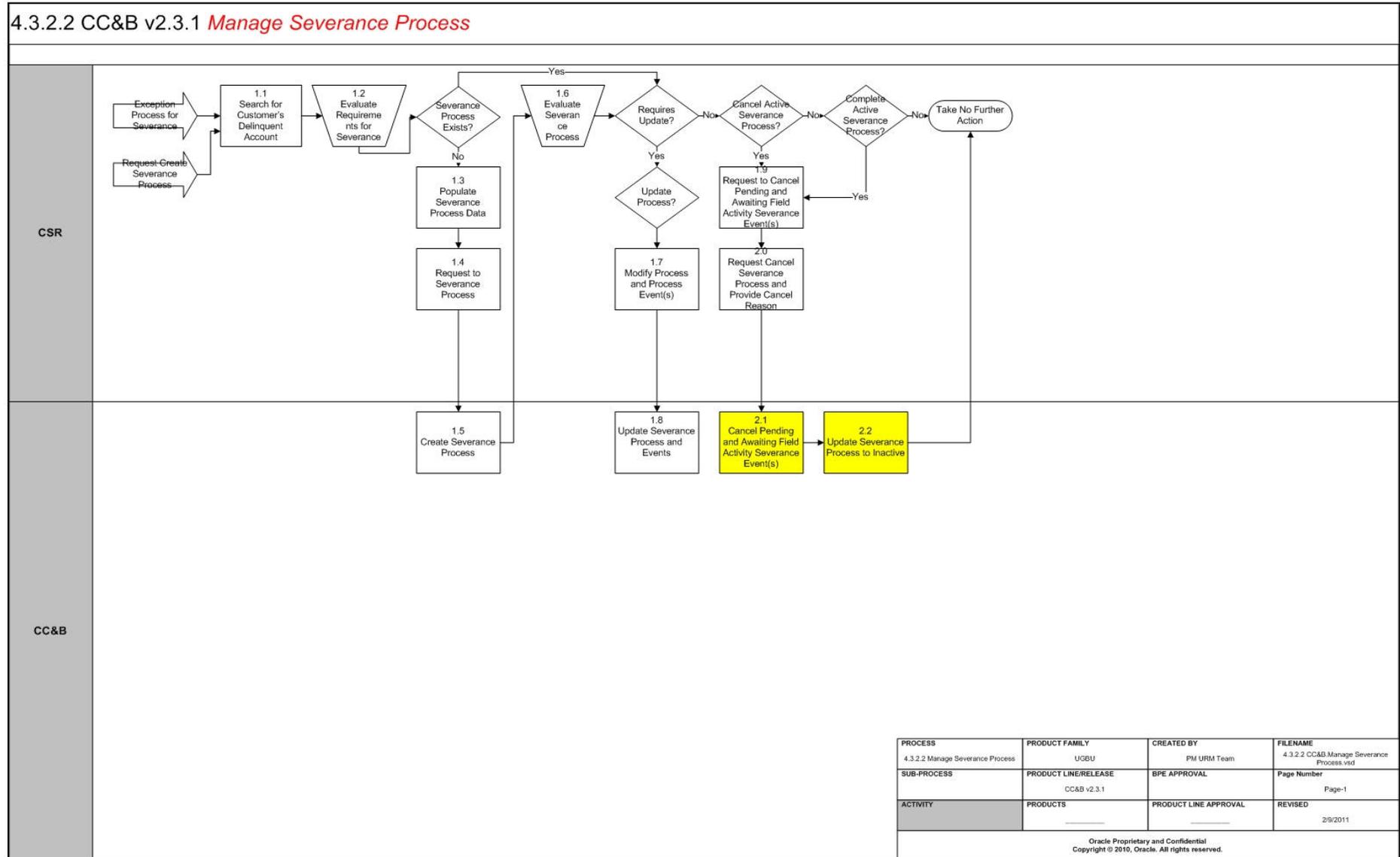
This chapter provides a detailed description of the Manage Severance Process business process. This includes:

- **Business Process Diagrams**
 - **Manage Severance Process (Page 1)**
 - **Manage Severance Process (Page2)**
 - **Manage Severance Process (Page3)**
 - **Manage Severance Process (Page4)**
 - **Manage Severance Process (Page5)**
- **Manage Severance Process Description**
- **Related Training**

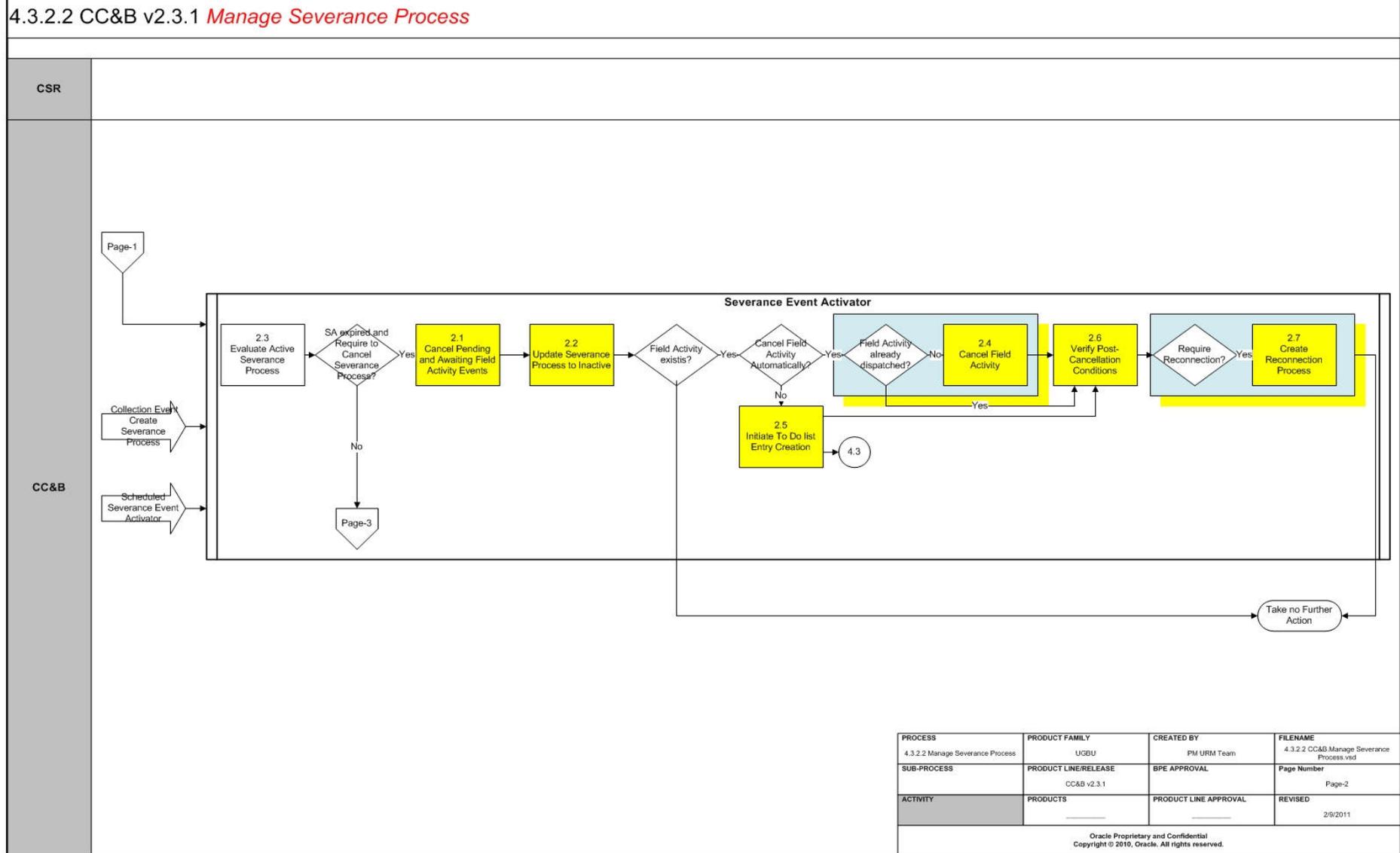
Business Process Diagrams

Manage Severance Process (Page 1)

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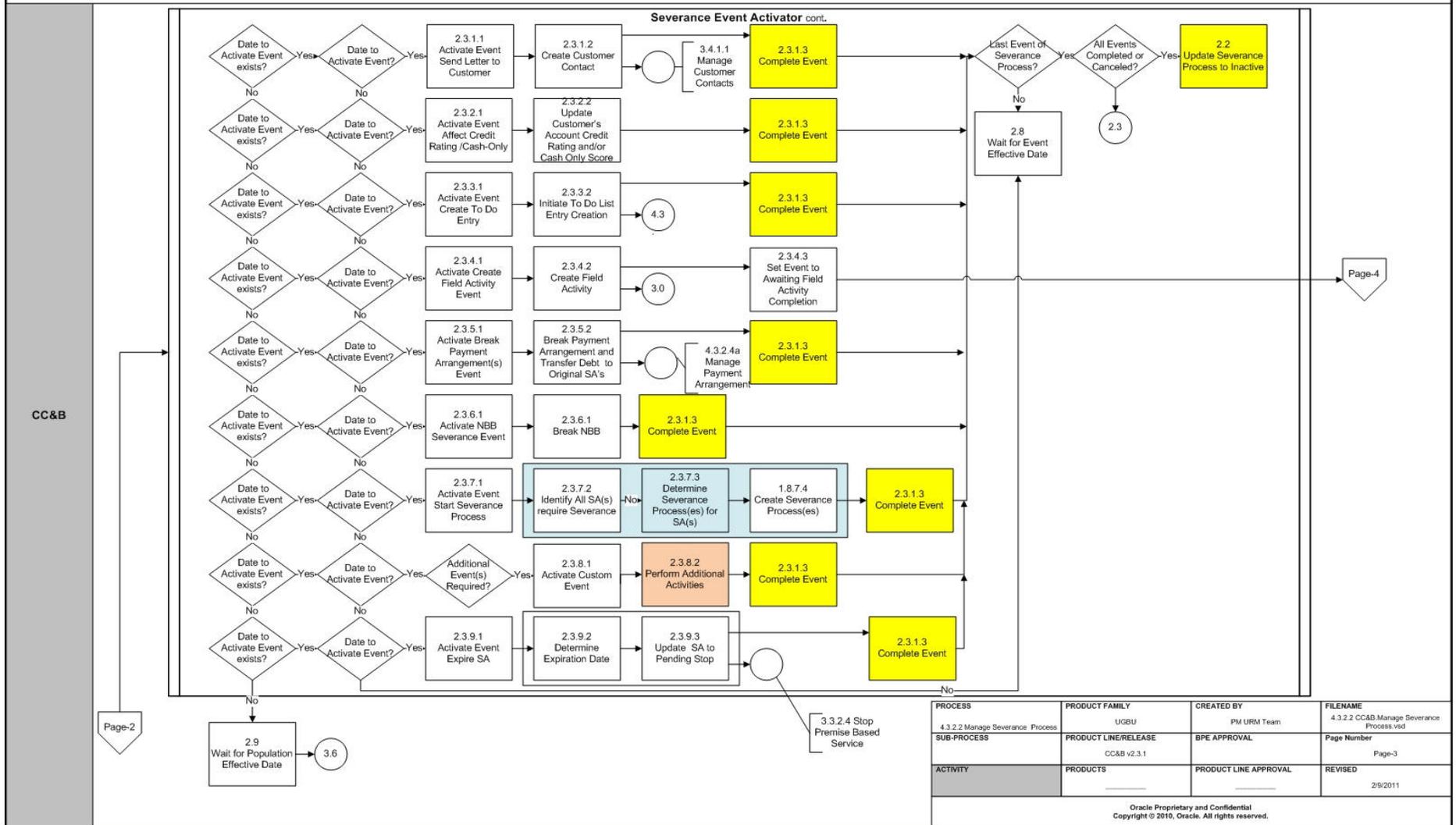


Manage Severance Process (Page2)

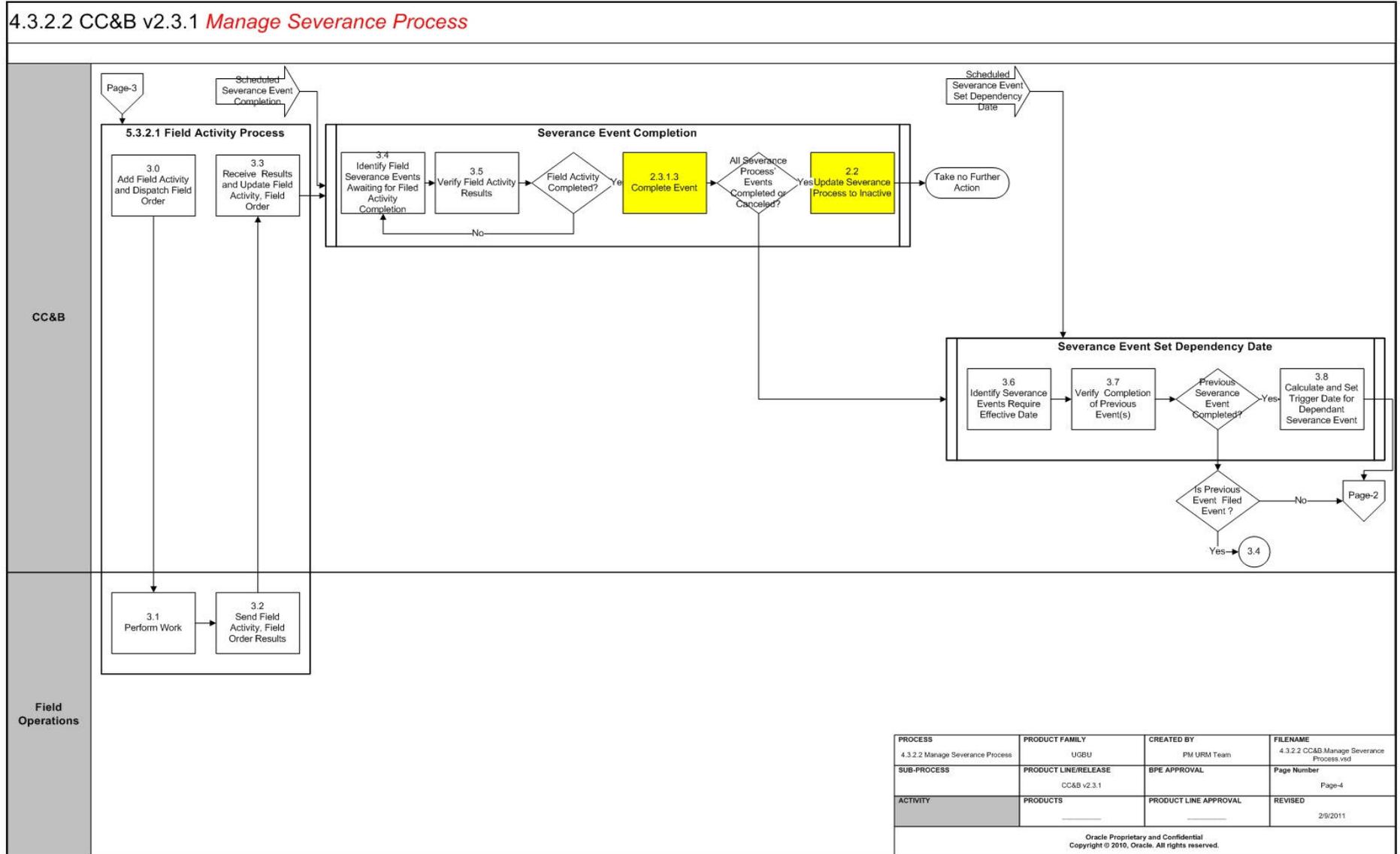


Manage Severance Process (Page3)

4.3.2.2 CC&B v2.3.1 *Manage Severance Process*

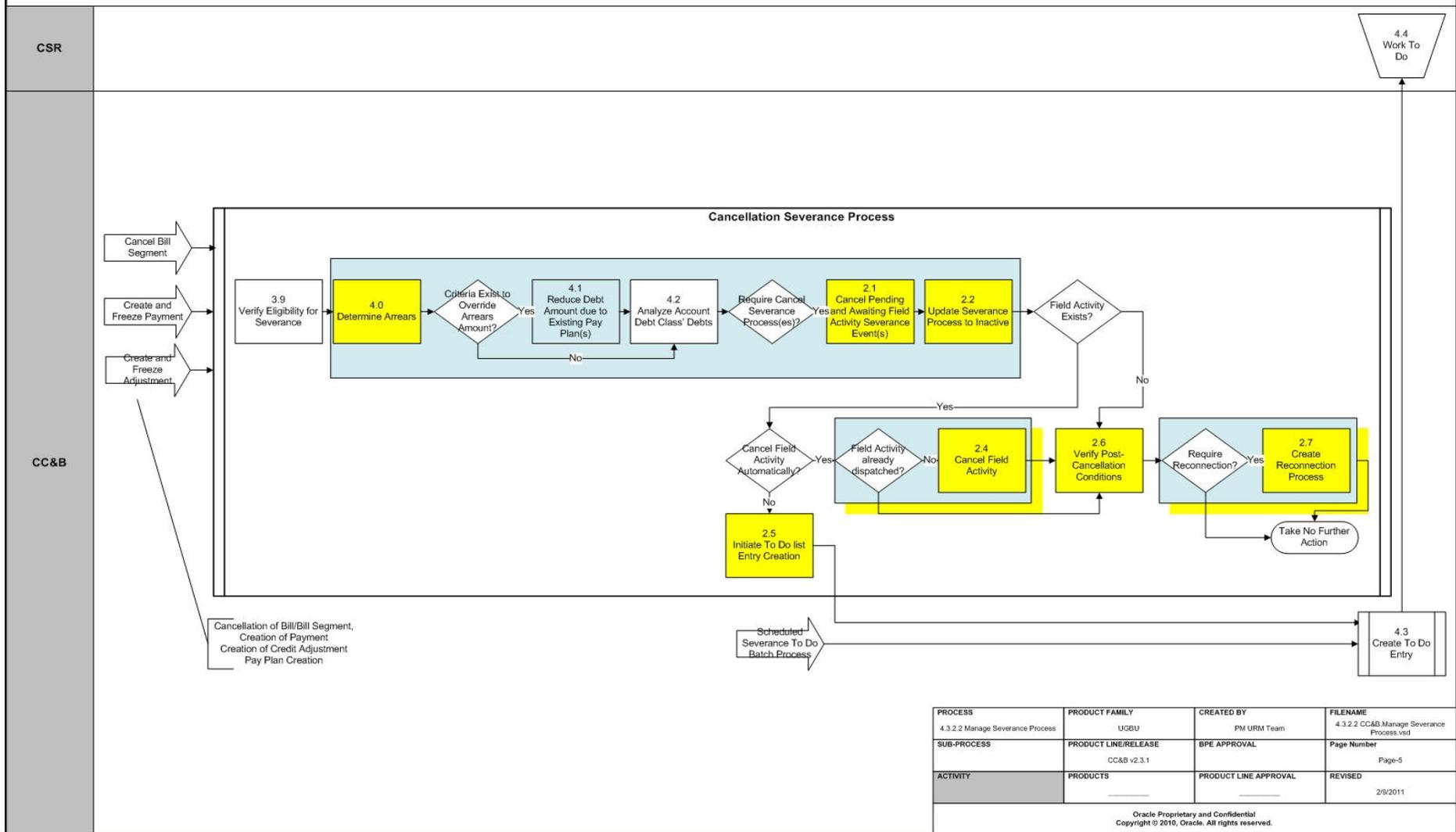


Manage Severance Process (Page4)



Manage Severance Process (Page5)

4.3.2.2 CC&B v2.3.1 *Manage Severance Process*



Manage Severance Process Description

This section includes detailed descriptions of the steps involved in the Manage Severance Process business process, including:

- **1.1 Search for Customer's Account**

1.1 Search for Customer's Account

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User accesses Control Central Search to locate the Customer in CC&B. CSR or Authorized User perform the search if there is a need to initiate manually Severance Process or work on existing one.

:

Entities to Configure

Installation Options

1.2 Evaluate Requirements for Severance

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User evaluates the customer's delinquent account and associated Service Agreement(s) to determine if Severance Process is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User in making decision process. The CSR or Authorized User reviews and consider Service Agreement Status, Customer Contacts, Account Financial History, Credit and Collection Activities and other pertinent information.

:

Entities to Configure

Installation Options -
Control Central Alerts
Zone

Available Algorithm

Control Central Alerts
CI_TL-COL - Collection
Timeline

1.3 Populate Severance Process Data

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User determines what Severance Process is the best fit for the specific Account's Service Agreement. Usually CSR or Authorized User tries to use Severance Template to create Severance Process. Sometimes CSR or Authorized User needs to add, subtract or modify events to form Severance process that satisfies business requirements and criteria. CSR or Authorized User uses Severance Process Screen to populate all the Severance Process related data.

1.4 Request to Create Severance Process

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests to create Severance Process.

Entities to Configure

Severance Process
Template
Severance Event Type

1.5 Create Severance Process

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Severance Process Can be created Manually or Automatically. Most of the Processes are created automatically.

- Automated process: This step is part of Collection process. Create collection process is actually collection event that creates Severance Process (see 4.3.2.1 Manage Collection Process for details how Severance process is created automatically).
- Manual process: CSR or Authorized User creates Severance process if required by business.

Entities to Configure

Collection Class Control
Collection Template
Collection Event Type
Feature Configuration
Severance Process
Template
Severance Event Type

Customizable Process

CET Collection Event
Activator

1.6 Evaluate Severance Process

See **1.6 Evaluate Severance Process** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates Severance Process and decides if any changes are required.

1.7 Modify Process and Process Events

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User modifies Severance Process and /or Severance Events linked to the Severance process.

Note: CSR or Authorized User can add/remove Severance events to/from the process.

1.8 Update Collection Process and Events

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: System validates and saves the changes made by the CSR or Authorized User.

1.9 Request to Cancel Pending and Awaiting Field Activity Severance Events

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Severance process, CSR or Authorized User cancels all the pending or awaiting Field Activity Severance Events.

2.0 Request to Cancel Severance Process and Provide Cancel Reason

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Severance process, CSR or Authorized User request to cancel process and provide appropriate valid cancellation reason.

2.1 Cancel Pending and Awaiting Field Activity Severance Event(s)

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Group: Real Time Cancellation Severance Process

Actor/Role: CSR

Description: This step is initiated automatically or manually by CSR or Authorized User.

- Automated Process: Company's business rules dictate required conditions to cancel Severance Process. Usually Company allows cancellation if:
 - Cumulative debt class debt is paid in full
 - Cumulative debt class debt amount is below threshold
If this is the case, then system cancels all the pending and awaiting Field Activity Severance Events and transitions Severance Process to Inactive state
- Manual Process: CSR or Authorized User cancels Pending and awaiting Field Activity Severance Events depends on current business needs.

Entities to Configure

Debt Class
Feature Configuration
Workflow

Available Algorithm

DC SEV CAN -
Severance Process
Cancellation. Cancel
Severance Process if Debt
Class Debt <= Threshold
SEV CAN CRIT - Cancel
severance process if debt
< \$10
CI_SET - Create Pending
Severance Event Trigger
Job
CI_BILLING - Create
Bills Using Bill Cycle Job

Customizable Process

SET - Severance event
trigger
BILLING - Billing
PUPL - Payment Upload
Process

2.2 Update Severance Process to Inactive

See **Manage Severance Process (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description:

- Automated process: When all events have been completed or canceled system transitions Collection Process to Inactive state.
- Manual process: CSR or Authorized User changes Severance Process' status

Customizable Process

SET - Severance event
trigger
SEC - Severance Event
Completion
BILLING - Billing
PUPL - Payment Upload
Process

2.3 Evaluate Active Severance Process

See **Manage Severance Process (Page2)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: This is the first step of the Severance Event Activator background process. Severance Event Tigger periodically reviews active Severance Processes and identifies Severance Events that require activation on the given effective (trigger) date. Prior to activation events, process evaluates Eligibility of the Service Agreement for severance. If SA is stopped, process cancels Severance process for this SA.

Entities to Configure

Customer Class Control
Work Calendar

Customizable Process

SET Severance Event
Trigger

2.4 Cancel Field Activity

See **Manage Severance Process (Page2)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled due to inactive Service Agreement, system automatically cancels all non-dispatched Filed Activities associated with cancelled Severance process.

Entities to Configure

Installation Options
 Feature Configuration
 Field Activity Type
 Field Activity Type Profile
 Field Activity Profile
 Template

Available Algorithm

SFAC-DFLT Cancel
 Severance Process Field
 Activities

Customizable Process

SET Severance Event
 Trigger

2.5 Initiate To Do Entry List Creation

See **Manage Severance Process (Page2)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled due to inactive Service Agreement, system verifies if any pending filed Activities are still link to the cancelled Severance process. If such a Filed Activities exist, CC&B initiates To Do list entry creation. It allows CSR or Authorized User to analyze the situation and make correct decisions.

Entities to Configure

To Do Type
 To Do Role

Available Algorithm

CI_TD-SEVT - Create
 Pending To Do for
 severance events

Customizable Process

SET Severance Event
Trigger
TD-SPRO To Do for
Severance Processes

2.6 Verify Post-Cancellation Conditions

See **Manage Severance Process (Page2)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: When Severance process is cancelled, system verifies if there is a need for additional process associated with Severance process cancellation. System checks if disconnection took place while Severance process was active and decides if reconnection process should be initiated for the service.

2.7 Create Reconnection Process

See **Manage Severance Process (Page2)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: If after cancellation Severance process business dictates to create reconnect process for the service that has been disconnected as a result of Severance activity, system generates reconnect Severance Process.

Entities to Configure

Severance Template

Available Algorithm

SEV POST CAN -Post
Cancellation algorithm.
Reconnect service if
service is cut and
customer pays

Customizable Process

SET Severance Event
Trigger

2.3.1.1 Activate Event Send Letter to Customer

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "Send Letter to Customer" on the specified trigger date.

Entities to Configure

Severance Process
Template
Severance Event Type

Customizable Process

SET Severance Event
Trigger

2.3.1.2 Create Customer Contact

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: CC&B creates Customer Contact This event creates a Customer Contact. If configured, the Customer Contact can initiate a letter to the Customer. See 3.4.1.1 Manage Customer Contacts for details.

Entities to Configure

Severance Process
Template
Severance Event Type
Customer Contact Class
Customer Contact Type
Letter Template(s)

Available Algorithm

LTEX-SEV - Create
severance event letter
extract records

Customizable Process

SET Severance Event
Trigger

2.3.1.3 Complete Event

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System completes Severance Event after successful execution.

2.3.2.1 Activate Event Affect Credit Rating/Cash Only

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "Affect Credit Rating/Cash Only" on the specified trigger date.

Entities to Configure

Severance Process
Template
Severance Event Type

Customizable Process

SET Severance Event
Trigger

2.3.2.2 Update Customer's Account Credit Rating

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: CC&B automatically updates the Customer's Credit Rating and/or Cash Only Score as defined on the Event Type.

Entities to Configure

Severance Process
Template
Severance Event Type

Customizable Process

Severance Process
Template
Severance Event Type

2.3.3.1 Activate Event Create To Do Entry

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "Create To Do Entry" on the specified trigger date.

Entities to Configure

Severance Process
Template
Severance Event Type

Customizable Process

Severance Process
Template
Severance Event Type

2.3.3.2 Initiate To Do List Entry Creation

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: CC&B prepares information for creation of To Do List Entry that causes initiation of the process. Separate background process will create required To Do list Entry. See Step 4.3 of the current process for details.

Entities to Configure

Severance Process Template
 Severance Event Type
 To Do Type
 To Do Role

Customizable Process

SET Severance Event Trigger

2.3.4.1 Activate Event Create Field Activity

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "Create Filed Activity" on the specified trigger date.

Entities to Configure

Severance Process Template
 Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.4.2 Create Field Activity

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System creates appropriate Field Activity. Refer to 5.3.2.1 Mange Field Activities and Field Orders.

Entities to Configure

Severance Process Template
 Severance Event Type
 Field Activity Type
 Field Activity Type Profile
 Field Activity Profile Template

Customizable Process

SET Severance Event Trigger

2.3.4.3 Set Event to Awaiting Field Activity

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System updates Field Severance Event status to Awaiting Field Activity.

2.3.5.1 Activate Event Break Payment Arrangement

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "Break Payment Arrangement" on the specified trigger date.

Entities to Configure

Severance Process Template
 Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.5.2 Break Payment Arrangement and transfer debt to Original SA(s)

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: If Account has a Payment Arrangement, system breaks it. When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreement(s). Refer to 4.3.2.4a Manage Payment Arrangement for additional details.

Entities to Configure

Severance Process Template
Severance Event Type

Available Algorithm

SEV BREAK PA Break payment arrangement - severance event algorithm
CL_BO-PY-ARR - Bill-Based Payment Arrangement Processing

Customizable Process

SET Severance Event Trigger

2.3.6.1 Activate NBB Severance Event

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System initiates execution of Severance Event with Type "NBB Severance" on the specified trigger date.

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.6.2 Break NBB

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: If Account has non-billed budget, system breaks it by setting up characteristic.

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

NB SVEV Set Characteristic Type
for Broken NBB

Customizable Process

SET Severance Event Trigger

2.3.6.2 Break NBB

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: If Account has non-billed budget, system breaks it by setting up characteristic.

Entities to Configure

Severance Process Template
Severance Event Type

2.3.7.1 Activate Event Start Severance Process

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: If only one Service Agreement was nominated for Severance process and all the activities executed by this time didn't achieve the main goal and Customer still owes money to the Company, Company initiates Severance Processes for each Debt class' SA in arrears. Severance Event Start Severance process allows to create a new Severance Process. This step initiates Severance Process creation on the scheduled date.

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.7.2 Identify all SA(s) require Severance

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System identifies all the Debt Class' Service Agreements eligible for Severance.

Entities to Configure

Severance Process Template
Severance Event Type

Available Algorithm

SEV EVT SEV - Severance Event
Algorithm - Cut all other SA's in
the debt class

Customizable Process

SET Severance Event Trigger

2.3.7.3 Determine Severance Process(es) for SA(s)

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System applies severance criteria and selects appropriate Severance Process Template to initiate Severance Process fro each identified Service Agreement

Entities to Configure

Severance Process Template
 Severance Event Type
 SA Type

Available Algorithm

SEV EVT SEV - Severance Event
 Algorithm - Cut all other SA's in
 the debt class
 SV CRIT LS - SA Type Severance
 Criteria. Check if Customer has
 Life Support
 SV CRIT MMSA - SA Type
 Severance Criteria. Check if
 Service has a "Master Meter"
 SV CRIT DFLT - SA Type
 Severance Criteria. Always return
 true

Customizable Process

SET Severance Event Trigger

2.3.7.4 Create Severance Process(es)

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System creates Severance Process for each SA that has been identified as eligible for Severance Process

Entities to Configure

Severance Process Template
 Severance Event Type
 SA Type

Available Algorithm

SEV EVT SEV - Severance Event
 Algorithm - Cut all other SA's in
 the debt class
 SV CRIT LS - SA Type Severance
 Criteria. Check if Customer has
 Life Support
 SV CRIT MMSA - SA Type
 Severance Criteria. Check if
 Service has a "Master Meter"
 SV CRIT DFLT - SA Type
 Severance Criteria. Always return
 true

Customizable Process

SET Severance Event Trigger

2.3.8.1 Activate Custom Event

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires additional activity for severance process. This step is too incorporated into Severance Process and initiates any additional activity Company may need.

Note: Custom logic and functionality may be added to any process in any sequence. If business rules require, custom functionality can partially or fully replace existing Collection Events.

Entities to Configure

Severance Process Template
 Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.8.2 Perform Additional Activities

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System executes custom functionality included into the Severance process.

Entities to Configure

Severance Process Template
Severance Event Type

Available Algorithm

SEV EVT GEN - Empty
Severance Event Algorithm.
Sample

Customizable Process

SET Severance Event Trigger

2.3.9.1 Activate Event Expire SA

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires to expire a Service Agreement System Activates Severance event with type "Expire SA."

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.9.2 Determine Expiration Date

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System identifies Service Agreement's expiration Data based in established business rules.

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

SET Severance Event Trigger

2.3.9.3 Update SA to Pending Stop

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: System updates Service Agreement's status to Pending Stop.

Note: Other processes expire Service Agreement completely when all the criteria for expiration are satisfied. Refer to 3.3.2.2 Stop Premise Based Service

Entities to Configure

Severance Process Template
Severance Event Type

Customizable Process

SET Severance Event Trigger

2.8 Wait for Event Effective Date

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: Severance Event Activator background Process monitors Severance Events and executes Severance Events only on defined trigger date. Until such date the Collection Event remains in Pending status.

Entities to Configure

Severance Template

Available Algorithm

SEV POST CAN -Post
Cancellation algorithm.
Reconnect service if service is cut
and customer pays

Customizable Process

SET Severance Event Trigger

2.9 Wait for Population Effective Date

See **Manage Severance Process (Page3)** for the business process diagram associated with this activity.

Group: Severance Event Activator

Actor/Role: CC&B

Description: Severance Event Activator background Process monitors Severance Events and executes Severance Events only if trigger Date is populated. Until trigger date is provided Severance event cannot be activated.

Customizable Process

SET Severance Event Trigger

3.0 Add Field Activity and Dispatch Field Order

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: CC&B

Description: The Field Activity and corresponding Field Order for the Service Point are added in CC&B and dispatched. Refer to 5.3.2.1 Manage Field Activity and Field Order for details.

3.1 Perform Work

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: Field Operations

Description: The Field Operations office receives the Dispatched Field Activity; a technician is routed to the field and performs the required work. Refer to 5.3.2.1 Manage Field Activity Process for details.

3.2 Send Field Activity, Field Order Results

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: Field Operations

Description: The Results of Field work are returned to CC&B. Refer to 5.3.2.1 Manage Field Activity and Field Orders Process for details.

3.3 Receive Field Activity, Field Order Results

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: 5.3.2.1 Manage Field Activity and Field Orders

Actor/Role: CC&B

Description: The Service Point Field Activity information is received and stored in CC&B.

3.4 Identify Field Severance Events Awaiting for Field Activity Completion

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: Severance Event Completion

Actor/Role: CC&B

Description: This is the first step of Severance Event Completion background process. System identifies Field Severance events that wait for Field Activity completion.

Customizable Process

SEC Severance Event Completion

3.5 Verify Field Activity Results

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: Severance Event Completion

Actor/Role: CC&B

Description: System verifies Field Activity results. If Filed Activity is Completed, system completes Severance event. If there is no more pending Severance Events linked to the Severance Process, system cancels Severance Process and transitions it to inactive state.

Customizable Process

SEC Severance Event Completion

3.6 Identify Severance Events Require Effective Date

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: This is the first step of Severance Event Set Dependency Date background process. System identifies Severance Events dependent on Completion of previous Severance Event and requires calculation and setting activation date.

Customizable Process

SED Severance Event Set
Dependency Date

3.7 Verify Completion of Previous Event

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: In this step system verifies if previous Severance event has been completed.

3.8 Calculate and Set Trigger Date for Dependant Severance Event

See **Manage Severance Process (Page4)** for the business process diagram associated with this activity.

Group: Severance Event Set Dependency Date

Actor/Role: CC&B

Description: If Previous Severance Event has been completed, system calculates trigger date for the next Severance Event based on the business rules

Customizable Process

SED Severance Event Set Dependency Date

3.9 Verify Eligibility for Severance

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Group: Cancellation Severance Process

Actor/Role: CC&B

Description: This task is the first step if cancellation Severance process that takes place every time when system detects arrears reduction activity for the Account. It means that this process is initiated by several business events that cause debt reduction.

The following events cause this process initiation:

- Bill/Bill Segment Cancellation

Customizable Process

BILLING - Billing
 PUPL - Payment Upload Process

4.0 Determine Arrears

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Group: Cancellation Severance Process

Actor/Role: CC&B

Description: System calculates Customer's arrears for the specific group of Service Agreements linked to Customer's Account. This group is called Debt Class

Entities to Configure

Debt Class
 SA Type
 Severance Process Template

Available Algorithm

SEV EVT GEN - Empty Severance Event
 Algorithm. Sample

Customizable Process

BILLING - Billing
 PUPL - Payment Upload Process

4.1 Reduce Debt Amount Due To Existing Pay Plan

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Group: Cancellation Severance Process

Actor/Role: CC&B

Description: When system determines Customer's arrears it also verifies if there are any of additional factors that may affect debt amount (reduce or increase it). System takes in consideration those factors and adjusts debt amount accordingly. One of the most common factors is a Payment Plan. A pay plan's scheduled payments are treated by the Account Debt Monitor as "pseudo payments" that relieve the Account's debt before it is subjected to the collection criteria.

Entities to Configure

Debt Class

Available Algorithm

PP OVRD ARS Pay Plan Override Arrears

Customizable Process

BILLING - Billing
PUPL - Payment Upload Process

4.2 Analyze Account's Debt and Apply Collection Criteria

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Group: Cancellation Severance Process

Actor/Role: CC&B

Description: After calculation of Account's Debt Class debts (one of more Account's Service Agreement(s) may have same Debt Class) system analyzes debt amount of the debt and makes decision if debt is small enough (or doesn't exists at all) to cancel process. Typically company compares customer debt with threshold.

Customizable Process

BILLING - Billing
PUPL - Payment Upload Process

4.3 Create To Do Entry

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: There are situations when business process requires manual intervention into automated processing of Severance Activities. If such a situation occurs, system initiates To Do list creation processing. (See Collection Event "Create To Do "of the current Process for details). Special background process reviews information stored in the system earlier and creates To DO list entry for CSR or Authorized User to review and analyze.

Entities to Configure

To Do Role
To Do Type

Customizable Process

TD-SPRO- To Do batch process for
Severance processes

4.4 Work To Do

See **Manage Severance Process (Page5)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User reviews, analyzes provided information and work on the problem.

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections