Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

3.4.4.1b Enroll in Non-Billed Budget

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.4.4.1b, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the Enroll in Non-Billed Budget business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 3.4.4.1b Enroll in Non-Billed Budget

Process Type: Sub Process

Parent Process:3.4.2 Develop Insight and Understanding

Sibling Processes: 4.3.1.1 Processing Payments, 4.3.3.1b Process Monitored Non-Billed Budget Payments, 43.3.1c Process Unmonitored Non-Billed Budget Payments, 4.2.2.10b Manage Monitored and Unmonitored Non-Billed Budget Billing, 3.4.1.1 Manage Contacts, 3.3.2.2. Start Non-Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service, and 3.4.4.1a Enroll in Budget

This process describes the Non-Billed Budget (NBB). It is a payment plan that allows customers to pay set amounts at specified intervals. Non-Billed budgets may be used when billing is infrequent and provides customers with a mechanism to make smaller payments more frequently. Bills are not created for the Non-Billed Budget's scheduled payment. Customers may have a payment coupon book, however must remember to make payments at the scheduled intervals.

A Non-Billed Budget is a special type of budget or payment plan that encompasses three major elements:

- A set of scheduled payments
- The business rules used to recommend and potentially renew the payment schedule
- The business rules that govern the financial impact on the current and payoff balances of the SAs covered by the payment schedule

The process is triggered when the customer contacts the organization requesting Budget plan options. Based on established business rules, the CSR or Authorized User then decides to create a Non-Billed Budget for the customer.

Actors/Roles

The Enroll in Non-Billed Budget 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.
- **CSR CC&B:** CSR or Authorized User of the Customer Care and Billing application.

Chapter 2

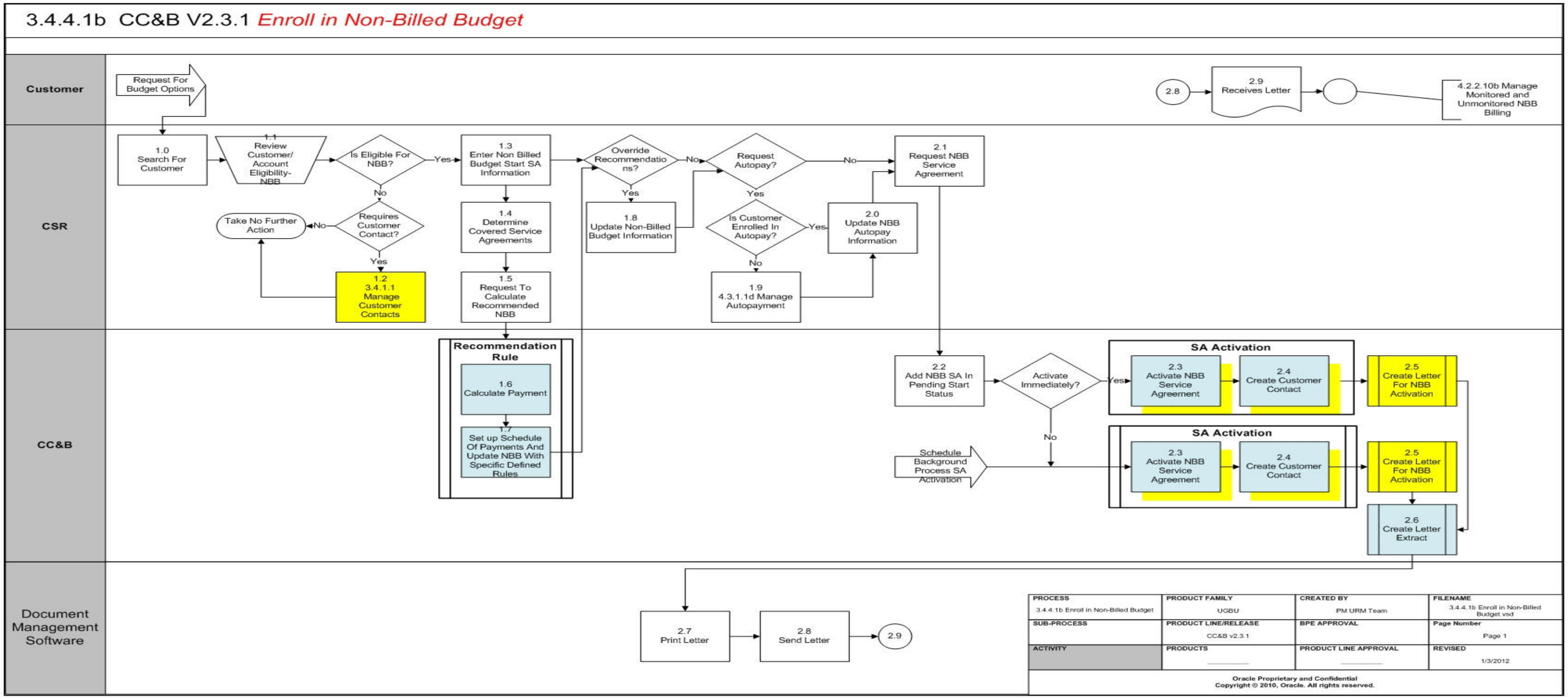
Detailed Business Process Model Description

This chapter provides a detailed description of the Enroll in Non-Billed Budget business process. This includes:

- **Business Process Diagrams**
    - **Enroll in Non-Billed Budget**
- **Enroll in Non-Billed Budget Description**
- **Installation Options - Control Central Alerts**
- **Related Training**

Business Process Diagrams

Enroll in Non-Billed Budget



Enroll in Non-Billed Budget Description

This section includes detailed descriptions of the steps involved in the Enroll in Non-Billed Budget business process, including:

- **1.0 Search for Customer**
- **1.1 Review Customer/Account Eligibility NBB**
- **1.3 Enter Non-Billed Budget Start SA Information**
- **1.4 Determine Covered Service Agreements**
- **1.5 Request to Calculate Recommended NBB**
- **1.6 Calculate Payments**
- **1.7 Set up Schedule of Payments and Update Non-Billed Budget with Specific Defined Rules**
- **1.8 Update Non-Billed Budget Information**
- **1.9 4.3.1.1d Manage Autopayment**
- **2.0 Update Non-Billed Budget Autopay Information**
- **2.1 Request Non-Billed Budget Service Agreement**
- **2.2 Add Non-Billed Budget SA in Pending Start Status**
- **2.3 Activate Non-Billed Budget Service Agreement**
- **2.4 Create Customer Contact**
- **2.5 Create Letter for NBB Activation**
- **2.6 Create Letter Extract**
- **2.7 Print Letter**
- **2.8 Send Letter**
- **2.9 Receives Letter**

1.0 Search for Customer

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request or inquiry for Non Billed Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

1.1 Review Customer/Account Eligibility NBB

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Following dialogue with the customer the CSR or Authorized User evaluates the account. This may involve review of Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History. Control Central Alerts assist the CSR or Authorized User in determining eligibility for Non Billed Budget options based on established business rules.

Available Algorithm(s)
Installation Options - Control Central Alerts

1.2 3.4.1.1 Manage Customer Contacts

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User enters necessary information about the Non Billed Budget Plan for the Customer. Refer to 3.4.1.1 Manage Customer Contacts.

Entities to Configure
Customer Contact Class
Customer Contact Type
Customer Contact Characteristics

1.3 Enter Non-Billed Budget Start SA Information

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User selects a CIS Division, the Non Billed Budget SA Type, and enters a date, if different than the default date. The SA Type defines whether this is a monitored or unmonitored Budget. The CSR or Authorized User selects the Recommendation Rule to populate the parameters for the Non Billed Budget. The CSR or Authorized User may override the start date, and parameters of the Non Billed Budget.

Entities to Configure
CIS Division
SA Type
NBB Recommendation Rule

1.4 Determine Covered Service Agreements

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: All SA's configured as eligible for Non Billed Budget will be listed. The CSR or Authorized User confirms the Service Agreements to be considered for Non Billed Budget.

1.5 Request to Calculate Recommended NBB

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B calculates the recommended Non Billed Budget Amount(s) for eligible SA's based on the configured Recommendation Rule. The Recommendation Rule includes rounding rules, day of month for payment, number of payments and true up rules. The average daily amount algorithm NBDA-DA, and the payment schedule algorithm NBPS-MON or NBPS-PS are defined.

Entities to Configure
Non Billed Budget Recommendation Rule
SA Type

Available Algorithm(s)
Recommendation Rule Algorithms - Non Billed Budget Recommendation Rule - Average Daily Amount-NBDA-DA; and Payment Schedule - NBPS-MON or NBPS-PS to define monthly or Pay Periods in Days.

1.6 Calculate Payments

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Recommendation Rule

Actor/Role: CC&B

Description: The Recommendation Rule establishes the amount to be paid and payment due dates. The algorithm type supplied with the base package only handles service-point related SA's. The Recommendation Rule has parameters to define a rounding rule, rounding unit, day of month, number of payments, and true up rule for outstanding balances.

Entities to Configure
Non Billed Budget Recommendation Rule
SA Type
Adjustment Type (for NBB)

Available Algorithm(s)
NBDA-DA Algorithm type - use Use Premise History NBB Recommendation Rule - Average Daily Amount with the following algorithms:
NBDA-DA-10 NBB Daily Amount Calculation with 10 Percent Adjustment
NBDA-DA - NBB Daily Amount Calculation with Zero Adjustment
NBBAA3090 - NBB Avg Daily $ Amount + 30% - 90 Day History
NBPS-MON Algorithm type: Generates a recommended Rule for monthly payment schedule for a non-billed budget
NBPS-PS Algorithm Type: generates a recommended Rule payment schedule for a non-billed budget SA where the interval between payments is in a specified number of days.

1.7 Set up Schedule of Payments and Update Non-Billed Budget with Specific Defined Rules

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Recommendation Rule

Actor/Role: CC&B

Description: The payment schedule is established in CC&B based on the parameters of the Recommendation Rule as described in the previous step.

Entities to Configure
SA Type
Adjustment Type for NBB

Available Algorithm(s)
NBPA-PS Algorithm type - create an adjustment to a non-billed budget SA to reflect the value of the scheduled payment. with the following algorithm: NBPA-PS

1.8 Update Non-Billed Budget Information

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established Business Rules, the CSR or Authorized User may change the payment schedule amounts or number of payments. The payment schedule may require updating based on a change to the start date or an expected up front payment from the customer. The expiration date or renewal date may also be changed.

1.9 4.3.1.1d Manage Autopayment

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User will gather Autopay information from the customer and enter this information at the Account level.

2.0 Update Non-Billed Budget Autopay Information

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User chooses the option to allow Autopay for the Non-Billed Budget.

2.1 Request Non-Billed Budget Service Agreement

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the NBB entered information and saves this information.

2.2 Add Non-Billed Budget SA in Pending Start Status

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The Non-Billed Budget Service Agreement is added in a Pending Start status. The SA Activation Background Process will activate the Service Agreement the next time it is executed, unless the SA Type is configured to activate immediately. Depending on SA Type started the Non Billed Budget may be monitored by the Credit and Collection processes in CC&B.

Entities to Configure
SA Type

Available Algorithm(s)
SACR-AT - automatically activate service agreements
NEW SA TO DO- creates a To Do entry when a Service Agreement is created

Customizable Processes
SAACT - SA Activation Background Process activates Pending Start Service Agreements when all information is available.

2.3 Activate Non-Billed Budget Service Agreement

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Group: SA Activation

Actor/Role: CC&B

Description: If the algorithm SACR-AT is defined for the SA Type, the Service Agreement will be activated immediately. Depending on SA Type started the Non Billed Budget will be monitored or unmonitored by Credit and Collection processes in CC&B.

Manual Process: The CSR or Authorized User may activate a Service Agreement manually.

Automated Process: The SA Activation Background Process activates Pending Start Service Agreements.

Entities to Configure
SA Type

Available Algorithm(s)
SACR-AT - automatically activate service agreements NEW SA TO DO- creates a To Do entry when a Service Agreement is created

Customizable Processes
SAACT - SA Activation Background Process activates pending start service agreements when all information is available.

2.4 Create Customer Contact

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Group: SA Activation

Actor/Role: CC&B

Description: If configured, a Customer Contact can be automatically added when the Service Agreement is activated. If configured, the Customer Contact will be created whether the Service Agreement is activated online or in batch.

Entities to Configure
Customer Contact Class
Contact Type
Customer Contact Characteristics
SA Type

Available Algorithm(s)
SAAT-CC (SAAT-NB) to automatically add a customer contact when service agreement activated.

2.5 Create Letter for NBB Activation

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If configured, CC&B will create a letter to be sent to the customer. A letter template is identified and associated with the Customer Contact Type.

Entities to Configure
Letter Template and Template
Customer Contact Class
Customer Contact Type

2.6 Create Letter Extract

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The letter information is extracted in CC&B and sent to assigned software used to print the letter. There are various algorithms associated with different letter templates.

Entities to Configure
Letter Template includes identification of the Batch Control and Letter Extract Algorithms

Available Algorithm(s)
Various algorithms - two algorithm types included in base package are LTEXGEN - Generic Letter Extract, C1-LTREX-RPT - Create letter using reporting engine

Customizable Processes
LTRPRT - Letter Extract - The customer contact letter download process creates the flat file(s) that are interfaced to your letter print software to print letters associated with letter-oriented customer contacts. This process extracts all customer contact records associated with its batch control ID that are marked with a supplied run number. If a run number is not supplied, the process uses all customer contact records associated with its batch control ID that are marked with the current run number.

2.7 Print Letter

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The Letter is prepared and printed for the Customer.

2.8 Send Letter

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Document Management Software

Description: The Letter is sent to the Customer. This letter can be distributed and/or delivered to the customer different ways such as e-mail, or available to the customer online, etc.

2.9 Receives Letter

See **Enroll in Non-Billed Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The Customer receives the letter.

Installation Options - Control Central Alerts

PP-Active	Show Count of Active Pay Plans
PP-Broken	Show Count of Broken Pay Plans
PP-Kept	Show Count of Kept Pay Plans
CC-PPDENIAL	Count Pay Plan Denial Customer Contacts
CCAL WFACCTX	Display Active WF for Account Based on Context
CCAL WFPREMX	Display Active WF for Premise Based on Context
CCAL WFACCTR	Display active WF for account based on char
CCAL WFPREMR	Display active WF for premise based on char
CCAL-TD	Highlight Outstanding To Do Entries
CCAL-DECL	Highlight Effective Declarations for Account and Premise
CCAL-CASE	Highlight Open Cases
CCAL-FAERMSG	Highlight FA's with outstanding outgoing messages
CI_WO_BILL	Highlight Written off Bills
CI_OD-PROC	Highlight Active Overdue Processes
CI_OMF_DF	Highlight Open and Disputed Match Even
CI_STOPSA-DF	Highlight Stopped SA's
C1-CCAL-CLM	Highlight Open Rebate Claims
C1-COLL-DF	Highlight Active Collection Processes
C1_COLLRF-DF	Highlight Active Collection Agency Referral
C1_PENDST-DF	Highlight Pending Start Service Agreements
C1_CASH-DF	Cash Only Account
C1_CRRT-DF	Credit Rating Alert
C1_LSSL-DF	Highlight Life Support/Sensitive Load on Person
C1_LSSLPR-DF	Highlight Life Support/Sensitive Load on Premise
C1_SEVPR-DF	Highlight Active Severance Processes
C1-CCAL-OCBG	Highlight Open Off Cycle Bill Generators
F1-SYNRQALRT	Retrieve Outstanding Sync Request

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

Oracle Utilities UPK for Customer Care and Billing, Rating and Billing