

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

Utility Reference Model

3.4.4.2a Monitor and True Up Budget

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Oracle Utilities Customer Care and Billing Utility Reference Model 3.4.4.2a, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Monitor and True Up Budget business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 3.4.4.2a Monitor and True Up Budget

Process Type: Sub-process

Parent Process: 3.4.2. Develop Insight and Understanding

Sibling Processes: 3.4.4.1a Enroll in Budget, 3.4.4.3a Cancel Budget, 4.2.2.10a Manage Budget Billing, 4.3.1.1a Process Budget Payments, 3.4.1.1 Manage Customer Contacts

Budget Plan is a levelized payment plan used to spread out seasonal bill variations. It is common practice for Organizations to offer their customers Budget Plans.

Providing Budget Billing service is a complex process and consists of several sub-processes. Together the processes represent the full lifecycle of Budget Plan functionality: Enrollment in Budget, Monitor and True Up Budget, Manage Budget Billing, Process Budget Payments, and Cancel a Budget. This process describes the steps required to Monitor and True Up existing Budget Plans. CC&B periodically monitors all existing Budget Plans and identifies those that require immediate attention. CSRs or Authorized Users may modify existing Budget Plans for Customers based on recommendations provided by CC&B. Sometimes Customers initiate this process. The Customer may anticipate a change in consumption and want to recalculate the amount of the Budget. CC&B also periodically evaluates Budget Plans and performs automatic true up of Budget amounts based on established business rules. As a result of this process, the Budget Plan can be extended and /or original Budget amount can be changed. A Budget Plan may be canceled as a result of review /evaluation by CSR or Authorized User. A separate Cancel Budget process describes Budget cancellation in detail.

Actors/Roles

The Monitor and True Up 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

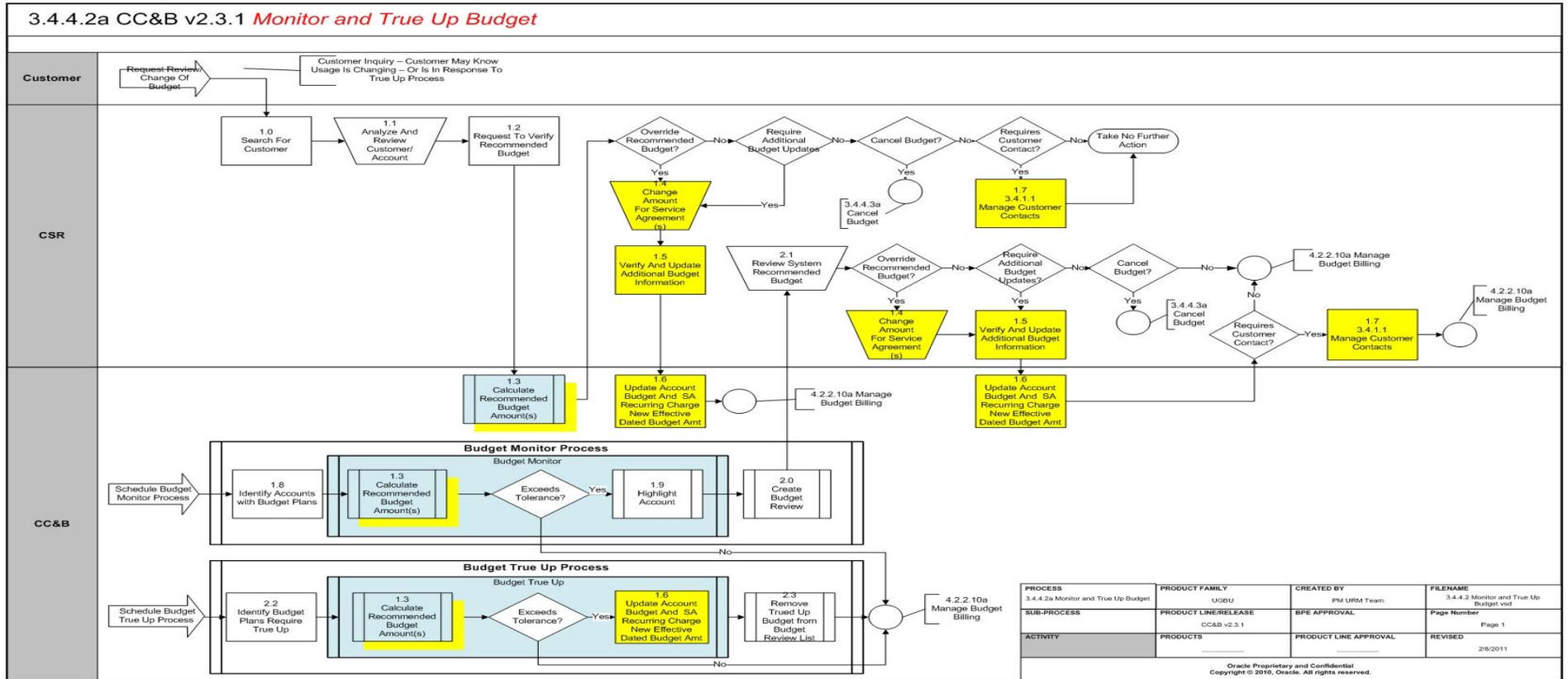
Detailed Business Process Model Description

This chapter provides a detailed description of the Monitor and True Up Budget business process. This includes:

- **Business Process Diagrams**
 - **Monitor and True Up Budget**
- **Monitor and True Up Budget Description**
- **Installation Options - Control Central Alert Algorithms**
- **Related Training**

Business Process Diagrams

Monitor and True Up Budget



Monitor and True Up Budget Description

This section includes detailed descriptions of the steps involved in the Monitor and True Up Budget business process, including:

- **1.0 Search for Customer**
- **1.1 Analyze and Review Customer/Account**
- **1.2 Request to Verify Recommended Budget**
- **1.3 Calculate Recommended Budget Amount(s)**
- **1.4 Change Amount for Service Agreement(s)**
- **1.5 Verify and Update Additional Budget Information**
- **1.6 Update Account Budget and SA Recurring Charge New Effective Dated Budget Amt**
- **1.7 3.4.1.1 Manage Customer Contact**
- **1.8 Identify Accounts with Budget Plans**
- **1.9 Highlight Accounts**
- **2.0 Create Budget Review**
- **2.1 Review System Recommended Budget**
- **2.2 Identify Budget Plans Require True Up**
- **2.3 Remove Trued Up Budget from Budget Review List**

1.0 Search for Customer

See **Monitor and True Up 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 Budget Plan verification the CSR or Authorized User locates the customer in CC&B using Control Central Search.

1.1 Analyze and Review Customer/Account

See **Monitor and True Up 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. Usually Account Financial History, Billing History, Credit Rating, and Credit and Collection History are reviewed. It's recommended to review Control Central Alerts as well. Control Central Alerts provide the CSR or any Authorized User with valuable insight for overall analysis of the customer and assist in determining eligibility for Budget.

Available Algorithm(s)

Installation Options - Control Central Alert Algorithms

1.2 Request to Verify Recommended Budget

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR verifies any recent updates made to Customer's Budget. The CSR or Authorized User requests automatic calculation/recalculation of the recommended Budget amount using the "Recommend" function on the Account/Budget tab. Based on further discussion with the Customer, the CSR may use the recommended Budget amounts or make changes to some or all of the eligible Service Agreements.

1.3 Calculate Recommended Budget Amount(s)

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: CC&B calculates the recommended Budget amount for eligible SA's based on the Account's configured Budget Plan and provides the CSR or Authorized User with the results of the calculations for review and analysis. This process could be initiated manually or automatically.

Manual Process: The CSR or Authorized User initiates the Process manually when processing Customer Request to verify or modify existing Budget Plan.

Automated Process: CC&B performs calculations and provides CSR or Authorized User with results for review and analysis.

The automated process for Recommended Amount Calculation is a component of two automated standard processes:

- True Up Budget
- Monitor Budget

"Calculate Recommended Budget " process is a flexible component of configurable and customizable methods:

- Budget Monitor Method (See 2.0 Budget Monitor for details)
- Budget True Up Method (See 2.4 Budget True Up for details)

Entities to Configure

Budget Plan

Customer Class/Controls

SA Type

Available Algorithm(s)

RES_BUDCALC (alg type BUDCALC-BH) Calculate Budget using Premise Bill History with no estimated bills

BUDCALC-PH - Calculate Budget using Premise Bill History with estimated bills

CL_BUDE-BRPA - Budget Ineligible If Broken PA Char Exists

1.4 Change Amount for Service Agreement(s)

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User may change the Budget amount for individual or all eligible Service Agreements dependent upon review and established business rules.

1.5 Verify and Update Additional Budget Information

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: After review and analysis of Customer's Account and existing Budget Plan, the CSR or Authorized User updates the Budget Plan related information (Service Agreement Recurring Charge, New Effective Date and associated Budget Amount for individual or all eligible Service Agreements).

1.6 Update Account Budget and SA Recurring Charge New Effective Dated Budget Amt

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Account Budget information is updated and the individual recurring charge effective date and amounts are also stored for each Service Agreement. This process may be part of manual or automated procedure.

Manual process: Account/Budget and Service Agreement Recurring Charge with new Effective Dated Budget Amount are updated upon CSR or Authorized User manual request.

These requests are results of:

- Manual Budget Review process
- Customer request to verify/modify Budget Amount.

Automated process:

- CC&B may automatically update Budget Plan as a part of Automated True Up Budget process.
- See 2.4 Budget True Up for details

The Budget True Up Process periodically updates customers on a Budget Plan. The system calculates the recommended Bbased on True Up algorithm and number of months defined on the Budget Plan. CC&B will automatically change the Budget amount for the account and update the effective dated recurring charge information for each affected Service Agreement.

Entities to Configure

Budget Plan

Available Algorithm(s)

Algorithm: **COM BU DTUP** and **RES BU DTUP** Alg Type: **BU DTUP-WTOL** This Budget true-up algorithm will change a customer's Budget amount if recommended Budget amount is more than X percent different from customer's current Budget amount (X is defined in Tolerance Percentage).

Customizable Processes

BUDTRUP True up budgets

1.7 3.4.1.1 Manage Customer Contact

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CSR

Description: This process takes place when business rules require the CSR or Authorized User to enter data and store in CC&B all relevant information about a Customer Contact. The CSR or Authorized User enters necessary data. Refer to process 3.4.1.1 Manage Customer Contacts.

Entities to Configure

Customer Contact Class

Customer Contact Type

1.8 Identify Accounts with Budget Plans

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Budget Monitor Process

Actor/Role: CC&B

Description: The first step of the Budget Monitor process runs periodically and is initiated by the Batch Scheduler. It identifies all accounts participating in Budget Plans.

Customizable Processes

Budget Monitor (BUDMON) - The Budget Monitor analyzes all customers with a B Plan and highlights those where the current Budget amount doesn't satisfy business requirements for Budget amount.

1.9 Highlight Accounts

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Budget Monitor Process Budget Monitor

Actor/Role: CC&B

Description: CC&B executes this process for every Account with a Budget Plan. CC&B examines current the Budget amount and compares it with the recommended amount. If the Account's existing Budget amount is out-of-sync with predefined tolerance percentages, CC&B will highlight these Accounts.

Entities to Configure

Budget Plan

Available Algorithm(s)

Algorithms : **RES BUDMON** and **COM BUDMON** with Alg Type: **BUDMON-TOL** - This Budget monitor algorithm will highlight an account's Budget amount as out-of-sync if more than X percent different from current recommended Budget amount.

Customizable Processes

Budget Monitor (BUDMON) - The Budget Monitor analyzes all customers with a Budget Plan and highlights those where the current Budget amount doesn't satisfy business requirements to Budget amount.

2.0 Create Budget Review

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Budget Monitor Process

Actor/Role: CC&B

Description: CC&B posts all the Accounts highlighted as "Required Review" in Budget Review List for CSR or Authorized User.

Available Algorithm(s)

Algorithms : **RES BUDMON** and **COM BUDMON** with Alg Type: **BUDMON-TOL** - This Budget monitor algorithm will highlight an account's Budget amount as out-of-sync if more than X percent different from current recommended Budget amount.

Customizable Processes

Budget Monitor (BUDMON) - The Budget Monitor analyzes all customers with a Budget Plan and highlights those where the current Budget amount doesn't satisfy business requirements to Budget amount.

2.1 Review System Recommended Budget

See **Monitor and True Up 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 Budget recommended by CC&B and may accept the recommended amount or use a different amount. Continuation of the process is similar to the manual Budget update.

2.2 Identify Budget Plans Require True Up

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Budget True Up Process

Actor/Role: CC&B

Description: This is the first step of Budget True Up process runs periodically and is initiated by the Batch Scheduler. This process identifies all Budget Plans that require True Up. CC&B executes this process for every Budget Plan. This process compares current and recommended Budget amounts and changes a customer's B amount if Account's existing Budget amount is out-of-sync with predefined tolerance percentages.

Entities to Configure

Budget Plan

Available Algorithm(s)

Algorithm: **COM BU DTUP** and **RES BU DTUP** Alg Type: **BU DTUP-WTOL** This Budget true-up algorithm will change a customer's Budget amount if recommended Budget amount is more than X percent different from customer's current Budget amount (X is defined in Tolerance Percentage).

Customizable Processes

Budget True Up (BUDTRUP) - The Budget True Up process periodically performs true up on a Budget Plan

2.3 Remove Trued Up Budget from Budget Review List

See **Monitor and True Up Budget** on page 2-2 for the business process diagram associated with this activity.

Group: Budget True Up Process

Actor/Role: CC&B

Description: CC&B removes Accounts' Budget Plans from the Budget Review List if the True Up process automatically modifies the Budget (see Step 2.4 Budget True Up).

Customizable Processes

Budget True Up (BUDRTUP) - The Budget True Up process periodically performs true up on a Budget Plan

Installation Options - Control Central Alert Algorithms

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, Rating and Billing

Oracle Utilities UPK for Customer Care and Billing, Credit and Collections

