

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

Utility Reference Model

3.4.4.2b Renew Non-Billed Budget

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

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Contents

Chapter 1

Overview..... 1-1
 Brief Description 1-2
 Actors/Roles..... 1-2

Chapter 2

Detailed Business Process Model Description 2-1
 Business Process Diagrams..... 2-2
 Renew Non-Billed Budget..... 2-2
 Renew Non-Billed Budget Description 2-3
 1.1 Search for Customer 2-3
 1.2 Review Customer/Account Eligibility/Renewal..... 2-4
 1.3 3.4.1.1 Manage Customer Contacts 2-4
 1.4 Review - Verify Non Billed Budget Information 2-4
 1.5 Determine Covered Service Agreements..... 2-4
 1.6 Request Renewal..... 2-4
 1.7 Calculate Payments..... 2-5
 1.8 Set Payment Schedule/Update NBB with Specific Defined Rules 2-5
 1.9 Update Existing NBB with New Effective Period..... 2-6
 2.0 Create Customer Contact 2-6
 2.0.2 Update Non-Billed Budget Information..... 2-7
 2.0.2.1 Update Non-Billed Budget Information 2-7
 2.0.2.2 4.3.1.1c Process Non-Billed Unmonitored Budget Payments 2-7
 2.0.2.3 Update Account Autopay Information 2-7
 2.0.2.4 Update Non-Billed Budget Autopay Information..... 2-7
 2.0.2.5 Update Non-Billed Budget Autopay Information 2-8
 2.0.1 Create Letter for Non-Billed Budget Renewal..... 2-8
 2.0.1.1 Extract Letter 2-8
 2.0.1.2 Print Letter..... 2-9
 2.0.1.3 Send Letter..... 2-9
 2.0.1.4 Receives Letter 2-9
 2.1 Evaluate Eligibility for Renewal 2-9
 Installation Options - Control Central Alerts 2-10

Chapter 1

Overview

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

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

Brief Description

Business Process: 3.4.4.2b Renew Non-Billed Budget

Process Type: Sub Process

Parent Process: 3.4.2 Develop Insight and Understanding

Sibling Processes: 4.3.1 Perform Settlement Activities, 4.1.1.4 Develop Arrears Procedures, 4.2.2 Manage Bill, 3.4.1 Manage Contacts, 3.3.2.2 Start Non-Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service

This process describes the activities associated with updating as well as renewal for a Non Billed Budget.

A Non-Billed Budget can be renewed either manually or via a background process. When the Non-Billed Budget SA is created, the expiration date, renewal date and the Recommendation Rule used to create the initial budget are kept with the SA. A renewal flag on the Non-Billed Budget SA type controls if a renewal is required, optional or not allowed. The renewal date is defaulted on to an SA based on the valued of the Days Before Expiration for Renewal field on the SA type.

An algorithm on the SA type can customize the processing required to renew an SA.

A user can manually launch the renewal process by clicking Renew on the Non-Billed Budget maintenance page.

Actors/Roles

The Renew 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

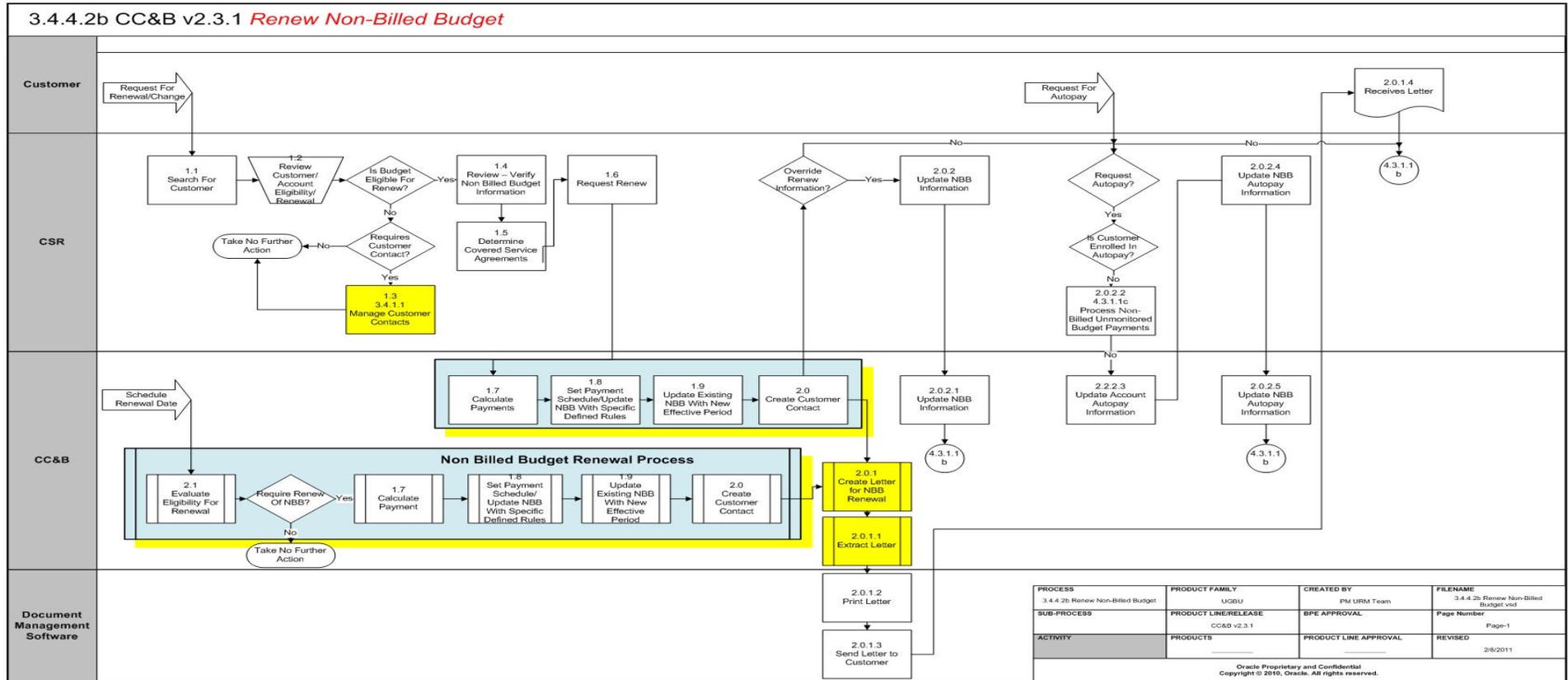
Detailed Business Process Model Description

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

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

Business Process Diagrams

Renew Non-Billed Budget



Renew Non-Billed Budget Description

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

- 1.1 Search for Customer
- 1.2 Review Customer/Account Eligibility/Renewal
- 1.3 3.4.1.1 Manage Customer Contacts
- 1.4 Review - Verify Non Billed Budget Information
- 1.5 Determine Covered Service Agreements
- 1.6 Request Renewal
- 1.7 Calculate Payments
- 1.8 Set Payment Schedule/Update NBB with Specific Defined Rules
- 1.9 Update Existing NBB with New Effective Period
- 2.0 Create Customer Contact
 - 2.0.2 Update Non-Billed Budget Information
 - 2.0.2.1 Update Non-Billed Budget Information
 - 2.0.2.2 4.3.1.1c Process Non-Billed Unmonitored Budget Payments
 - 2.0.2.3 Update Account Autopay Information
 - 2.0.2.4 Update Non-Billed Budget Autopay Information
 - 2.0.2.5 Update Non-Billed Budget Autopay Information
 - 2.0.1 Create Letter for Non-Billed Budget Renewal
 - 2.0.1.1 Extract Letter
 - 2.0.1.2 Print Letter
 - 2.0.1.3 Send Letter
 - 2.0.1.4 Receives Letter
- 2.1 Evaluate Eligibility for Renewal

1.1 Search for Customer

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

Actor/Role: CSR

Description: Upon receipt of request for renewal or inquiry for Non Billed Budget Billing the CSR or Authorized User accesses Control Central Search to locate the customer in CC&B. There are a number of algorithms that can be stored on Installation Options for Control Central Alerts. These algorithms provide the CSR or Authorized User with valuable insight for overall analysis of the customer.

Available Algorithm(s)

Installation Options - Control Central Alerts

1.2 Review Customer/Account Eligibility/Renewal

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

Actor/Role: CSR

Description: There is dialogue with Customer. The CSR or Authorized User evaluates the account. Account Financial History, Premise and Service Agreement Billing History, Credit Rating, and Credit and Collection History may be reviewed. Control Central Alerts assist the CSR or Authorized User in determining continued eligibility based on established business rules for Non Billed Budget.

Available Algorithm(s)

Installation Options - Control Central Alerts

1.3 3.4.1.1 Manage Customer Contacts

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

Actor/Role: CSR

Description: Associated with established Business Rules 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

1.4 Review - Verify Non Billed Budget Information

See **Renew 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 has dialogue with the customer and reviews the past Non Billed Budget information. The account may have more than one Non-Billed Budget SA.

1.5 Determine Covered Service Agreements

See **Renew 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.

1.6 Request Renewal

See **Renew 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 requests renewal of the Non-Billed Budget.

1.7 Calculate Payments

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

Actor/Role: CC&B

Description: The SA renewal algorithm for the Non-Billed Budget SA type is called and determines the current Recommendation Rule and executes the associated payment schedule algorithm. The CC&B base package only handles service-point related SA's.

Entities to Configure

Associated Algorithm, Recommendation Rule, SA Type for Non Billed Budget, and define SA's eligible for NBB

Available Algorithm(s)

SARN-NB - Determines the current Recommendation Rule for a Non-Billed Budget SA and executes the associated payment schedule algorithm to generate a new schedule.
 NBDA-DA - this algorithm type calculates the Average Daily Amount.

1.8 Set Payment Schedule/Update NBB with Specific Defined Rules

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

Actor/Role: CC&B

Description: The Recommendation Rule establishes the amount to be paid and payment due dates. Rounding Rule, Rounding Unit, Day of Month, # of Payments, True Up Rule for outstanding balances are included as parameters of the recommendation rule. The Non-Billed Budget Payment Schedule algorithm generates a recommended payment schedule for a Non-Billed Budget. The expiration and renewal dates are also calculated.

Entities to Configure

Associated Algorithm, Recommendation Rule, SA Type for Non Billed Budget, and define SA's eligible for NBB

To do Type TD-SARN SA renewal error - Created when the batch process SARENEW has an error

Available Algorithm(s)

SARN-NB - Determines the current recommendation rule for a Non-Billed Budget SA and executes the associated payment schedule algorithm to generate a new schedule. NBPS-MON or NBPS-PS - algorithm type is used to generate payment schedule and to establish other specific defined parameters

Customizable Processes

SARENEW - The service agreement renewal process renews all active SAs that are due for renewal (i.e. where the renewal date is populated and is less than or equal to the process date).

1.9 Update Existing NBB with New Effective Period

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

Actor/Role: CC&B

Description: If the Non-Billed Budget is configured for renewal, it is updated with a new effective renewal and expiration dates.

Entities to Configure

Associated Algorithm, Recommendation Rule, SA Type for Non Billed Budget, and define SA's eligible for NBB

Available Algorithm(s)

NB-PS-MON or NBPS-PS algorithm - The new schedule is appended to the Non-Billed Budget SA and the renewal and expiration dates are updated accordingly.

2.0 Create Customer Contact

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

Actor/Role: CC&B

Description: If configured, a customer contact will be created automatically.

Entities to Configure

SARN-NB - in addition to described above this algorithm. If a Customer Contact Class and Customer Contact Type are specified, a customer contact is created and linked to the main person associated with the account.

Available Algorithm(s)

Customer Contact Class and Type

2.0.2 Update Non-Billed Budget Information

See **Renew 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 override 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. Based on established Business Rules the CSR or Authorized User may change the expiration date or renewal date.

2.0.2.1 Update Non-Billed Budget Information

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

Actor/Role: CC&B

Description: The Non-Billed Budget information is then updated in CC&B.

2.0.2.2 4.3.1.1c Process Non-Billed Unmonitored Budget Payments

See **Renew 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.

2.0.2.3 Update Account Autopay Information

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

Actor/Role: CC&B

Description: Autopay information is updated in CC&B.

2.0.2.4 Update Non-Billed Budget Autopay Information

See **Renew 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.

2.0.2.5 Update Non-Billed Budget Autopay Information

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

Actor/Role: CC&B

Description: The Non-Billed Budget autopay information is updated in CC&B.

2.0.1 Create Letter for Non-Billed Budget Renewal

See **Renew 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 defined on associated Customer Contact Type

2.0.1.1 Extract Letter

See **Renew 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-LTRET-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.

2.0.1.2 Print Letter

See **Renew 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.

2.0.1.3 Send Letter

See **Renew 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.

2.0.1.4 Receives Letter

See **Renew 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.

2.1 Evaluate Eligibility for Renewal

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

Actor/Role: CC&B

Description: CC&B will review the Account's Non-Billed Budget Information and determine if the Active Non-Billed Budget is eligible for renewal.

Customizable Processes

SARENEW - The service agreement renewal process renews all active SAs that are due for renewal (i.e. where the renewal date is populated and is less than or equal to the process date).

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, Rating and Billing

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

