Oracle Utilities Customer Care and Billing Release 2.3.1
Utility Reference Model
3.4.4.3b Expire Non-Billed Budget

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Oracle Utilities Customer Care & Billing Utility Reference Model 3.4.4.3b, Release 2.3.1

Contents

Chapter 1

Overview

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

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

Brief Description

Business Process: 3.4.4.3b Expire Non-Billed Budget

Process Type: Sub Process

Parent Process: 3.4.2 Develop Insight and Understanding

Sibling Processes: 4.3.1.1 Manage Payments, 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 expiration and stopping of a Non Billed Budget.

Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process initiates the stop process for all pending start or active SAs where the expiration date is reached (before or on the process date). If the expiration process is not successful, a To Do list entry is created.

When a stop is initiated for Non-Billed Budget, either on request or because it has expired and is not being renewed, the Non-Billed Budget is transitioned to pending stop status. CC&B can be configured to automatically transition the SA to stopped status, or the Non-Billed Budget is stopped the next time the SA activation background process runs.

A user can manually launch the expiration process for a Non-Billed Budget SA by clicking Break on the Non-Billed Budget maintenance page.

Actors/Roles

The Expire 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

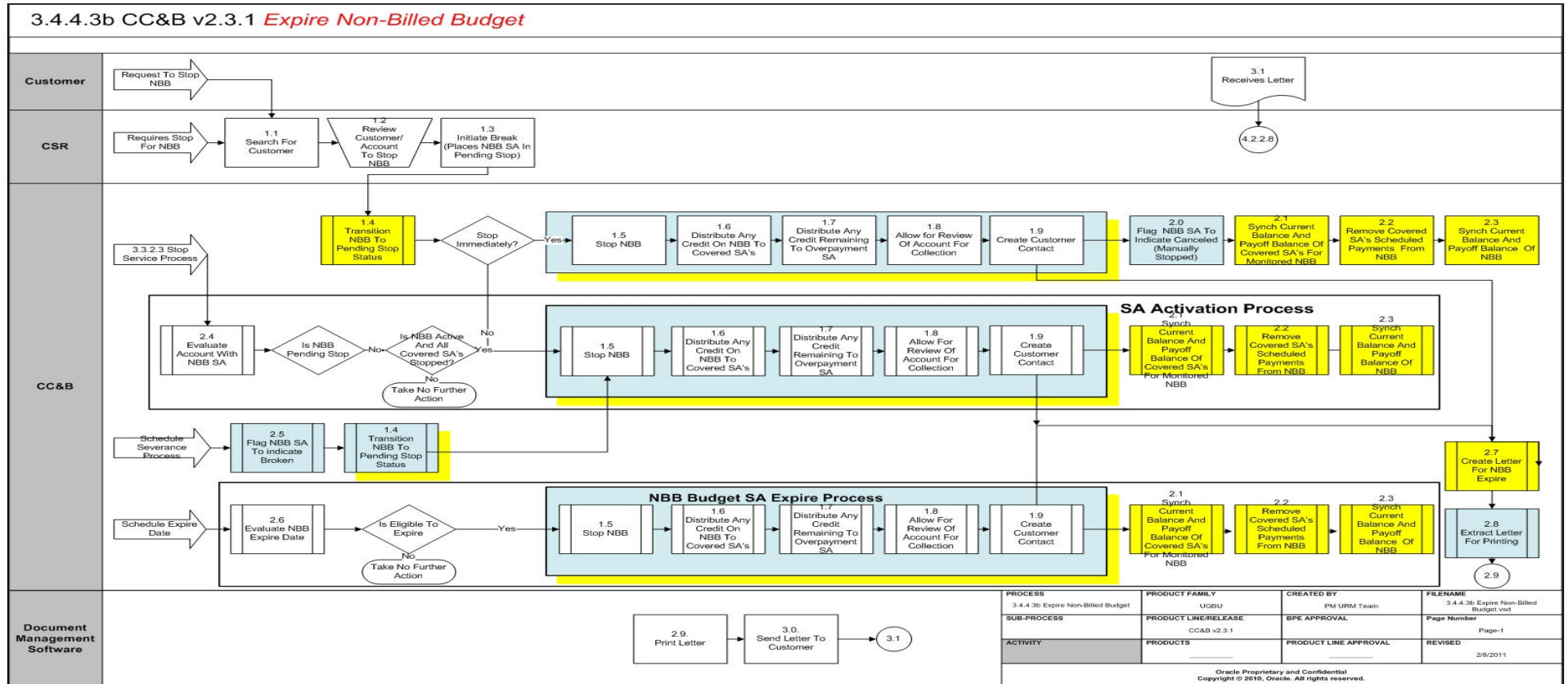## Detailed Business Process Model Description

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

- **Business Process Diagrams**

    - **Expire Non-Billed Budget**

- **Expire Non-Billed Budget Description**

- **Installation Options - Control Central Alerts**

- **Related Training**

Business Process Diagrams

Expire Non-Billed Budget

Expire Non-Billed Budget Description

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

- **1.0 Search for Customer**
- **1.2 Review Customer/Account to Stop Non-Billed Budget**
- **1.3 Initiate Break (places Non-Billed Budget SA in Pending Stop)**
- **1.4 Transition Non-Billed Budget to Pending Stop Status**
- **1.5 Stop Non-Billed Budget**
- **1.6 Distribute any Credit on NB Budget to Covered SA's**
- **1.7 Distribute any Credit remaining to Overpayment SA**
- **1.8 Allow for Review of Account for Collection**
- **1.9 Create Customer Contact**
- **2.0 Flag NBB SA to indicate Canceled (Manually Stopped)**
- **2.1 Synch Current Balance and Payoff Balance of Covered SA's for monitored NBB**
- **2.2 Remove Covered SA's Scheduled Pymts from Non-Billed Budget**
- **2.3 Synch Current Balance and Payoff Balance of Non-Billed Budget**
- **2.4 Evaluate Account with Non-Billed Budget SA**
- **2.5 Flag Non-Billed Budget SA to Indicate Broken**
- **2.6 Evaluate Non-Billed Budget Expire Date**
- **2.7 Create Letter for Non-Billed Budget Expire**
- **2.8 Extract Letter for Printing**
- **2.9 Print Letter**
- **3.0 Send Letter**
- **3.1 Receives Letter**

1.0 Search for Customer

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

Actor/Role: CSR

Description: Upon receipt of request to stop 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 to Stop Non-Billed Budget

See **Expire 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 and answers any questions from the Customer.

Available Algorithm(s)
Installation Options - Control Central Alerts

1.3 Initiate Break (places Non-Billed Budget SA in Pending Stop)

See **Expire 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 manually launches the expiration process for a Non-Billed Budget SA by clicking Break on the Non Billed Budget maintenance page. When a Stop Non-Billed Budget is initiated on request the Non-Billed Budget is transitioned to pending stop status.

1.4 Transition Non-Billed Budget to Pending Stop Status

See **Expire 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 is transitioned to Pending Stop Status.

1.5 Stop Non-Billed Budget

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

Actor/Role: CC&B

Description: If the algorithm SAIS-ST is defined on the Non-Billed Budget SA type, the Non-Billed Budget will transition automatically to stopped. An algorithm may be defined on the Budget SA type to automatically finalize and stop the SA. If the SA Stop Immediately algorithm is not used, the Non-Billed Budget is stopped the next time the SA activation background process runs. The existing rules for SA Stop still apply when using this algorithm.

Entities to Configure
Algorithm defined on SA Type, Overpayment Transfer Adjustment Type, Customer Contact Class and Contact Type

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Available Algorithm(s)

SAIS-ST - Stop SA Algorithm automatically transitions the SA to stopped status. Stop logic still applies and additional logic is executed when a Non-Billed Budget SA is stopped. SAST-NB -Algorithms of this type execute additional logic that should be executed when a Non-Billed Budget SA is stopped. This algorithm performs the following: - It distributes any credit balance from a Non-Billed Budget SA to the covered SAs. If there is still a remaining credit balance on the Non-Billed Budget (i.e., the NBB payoff balance exceeds the total payoff amounts of the covered SAs), the algorithm uses the Overpayment Transfer Adjustment Type to transfer any overpayment credit from the NBB SA according to the overpayment distribution algorithm defined for the account's customer class. - It creates a trigger to cause the account to be reviewed by the account debt monitor. - If a Customer Contact Class and Customer Contact Type are specified, a customer contact is created to indicate that the Non-Billed Budget was stopped.

SAST-NB   Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.6 Distribute any Credit on NB Budget to Covered SA's

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

Actor/Role: CC&B

Description: CC&B will first distribute credit from the Non-Billed Budget to Covered Service Agreements up to the payoff balance amount. Covered SA's already in credit are excluded from the distribution. The distribution to each Covered SA will not exceed its total payoff to ensure none of the Covered SA's has a credit balance. The credit is prorated over the Covered SA's according to the relative payoff balances on each SA. The calculation of the payoff balance is adjusted to exclude the current balance to ensure the credit is prorated over debt covered by the Non-Billed Budget, not any ad-hoc debt for the SA.

Available Algorithm(s)

SAST-NB   Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.7 Distribute any Credit remaining to Overpayment SA

See **Expire 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 then distribute any remaining credit to an Overpayment SA. If the Overpayment SA is not configured, the stopped Non-Billed Budget may have a credit balance. This credit would require manual distribution.

Entities to Configure

Overpay SA Type, Overpayment Transfer Adjustment Type

Available Algorithm(s)

OVRPY-CREDSA - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created using CIS Division and SA Type.

1.8 Allow for Review of Account for Collection

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

Actor/Role: CC&B

Description: When a monitored Non-Billed Budget is stopped, the stop SA algorithm (SAST-NB) creates a trigger to cause the account to be reviewed by the Account Debt Monitor. An unmonitored Budget Account is subject to Credit and Collection at all times.

Available Algorithm(s)

SAST-NB   Execute additional logic that should be executed when a non-billed budget SA is stopped.

1.9 Create Customer Contact

See **Expire 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 automatically create a Customer Contact associated with the stop for the Non-Billed Budget.

Entities to Configure

Customer Contact Class and Contact Type

Available Algorithm(s)

SAST-NB   Execute additional logic that should be executed when a non-billed budget SA is stopped.

2.0 Flag NBB SA to indicate Canceled (Manually Stopped)

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

Actor/Role: CC&B

Description: If configured, a base package break Non-Billed Budget algorithm type, NBBR-BRK creates a characteristic value to indicate a user manually stopped the Non-Billed Budget.

Entities to Configure

Algorithm, and algorithm defined on SA Type characteristic and characteristic value

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Available Algorithm(s)

NBBR-BRK-this algorithm creates characteristic value for manual stop - (NBB cancellation algorithm type)

2.1 Synch Current Balance and Payoff Balance of Covered SA's for monitored NBB

See **Expire 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 monitored, CC&B creates adjustments to synchronize the current and payoff balance of the covered SA's, using the Adjustment Type (Synch Current) adjustment type from the covered SA's SA Type.

Entities to Configure

Adjustment Type

2.2 Remove Covered SA's Scheduled Pymts from Non-Billed Budget

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

Actor/Role: CC&B

Description: The scheduled payments are removed from the Non-Billed Budget.

2.3 Synch Current Balance and Payoff Balance of Non-Billed Budget

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

Actor/Role: CC&B

Description: An adjustment is created to synchronize current and payoff balances on the Non-Billed Budget SA using the Adjustment Type (Synch Current) adjustment type from the Non-

Billed Budget's SA type. Synchronizing current and payoff effectively sets the current amount to zero on the Non- Billed Budget SA, as the payoff amount should have been reduced to zero by distribution and overpayment processing in the algorithm for SA Stop.

Entities to Configure

Adjustment Type for Synch

Available Algorithm(s)

NB-BCMP - Distribute the credit payoff balance from a non-billed budget SA to the covered SAs, thus reducing the amount owed for those SAs by the accumulated payment credits.

2.4 Evaluate Account with Non-Billed Budget SA

See **Expire 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 not stopped immediately, it will be evaluated for stopped the next time the SA Activation background process runs.

Customizable Processes

SAACT - SA Activation examines all pending starts and stops with an effective date less than or equal to current business date

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2.5 Flag Non-Billed Budget SA to Indicate Broken

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

Actor/Role: CC&B

Description: A base package severance event algorithm, SVEV-NB creates a characteristic value to indicate a Non-Billed Budget is broken.

Entities to Configure

Algorithm parameters and defined on SA Type.
Characteristic and Characteristic Value

Available Algorithm(s)
SVEV-NB - Severance Event Type Algorithm to indicate Broken Status of Non-Billed Budget

2.6 Evaluate Non-Billed Budget Expire Date

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

Actor/Role: CC&B

Description: Non-Billed Budget service agreements may specify an expiration date. The SA expiration background process, SA-EXPIRE initiates the stop process for all pending start or active SA's with expiration date less than or equal to current business date.

Customizable Processes
SA-EXPIRE - This background process initiates stop process for all pending start or active SA's with expiration date less than or equal to current business date.

2.7 Create Letter for Non-Billed Budget Expire

See **Expire 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

2.8 Extract Letter for Printing

See **Expire 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

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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

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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.

2.9 Print Letter

See **Expire 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.

3.0   Send Letter

See **Expire 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

3.1   Receives Letter

See **Expire 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, Rating and Billing

Oracle U for Customer Care and Billing, Credit and Collections