

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

Utility Reference Model

4.2.2.10b Manage Monitored - Unmonitored Non-
Billed Budget Billing

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.2.2.10b, Release 2.3.1

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0611

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
 Manage Monitored - Unmonitored Non-Billed Budget Billing..... 2-2
 Manage Monitored - Unmonitored Non-Billed Budget Billing Description 2-3
 1.1 Check Eligibility for Billing..... 2-3
 1.2 Calculate and Create Bill Segment 2-3
 1.3 Freeze Bill Segment..... 2-3
 1.4 Set Covered SA's Current Amt = Payoff Amt 2-4
 1.5 Complete Bill..... 2-4
 1.6 Distribute Amt from O/P SA to Covered SA's 2-4
 1.7 Keep Excess Credit on O/P SA 2-5
 1.8 Set Covered SA's Current Balance = Payoff Balance 2-5
 1.9 Set NBB SA Current Amt to "0" 2-5
 2.0 Set Covered SA's Current Amt to "0" 2-5
 2.1 Complete Bill..... 2-5
 2.2 Distribute Payoff Balance on NBB SA to Covered SA's 2-6
 2.3 Keep Excess Credit on NBB SA..... 2-6
 2.4 Set NBB SA Payoff Balance = "0" 2-6
 2.5 Set Covered SA's Payoff Balance = Accumulated Balance..... 2-7
 Related Training..... 2-7

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.2.2.10b Manage Monitored - Unmonitored Non-Billed Budget Billing

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, 4.3.1.1b Process Monitored Non-Billed Budget Payments, 4.3.1.1.c Process Unmonitored Non-Billed Budget Payments, and 3.4.4.1b Enroll in Non-Billed Budget, 3.4.4.2b Renew Non-Billed Budget, and 3.4.4.3b Expire Non-Billed Budget

This process describes how Billing impacts the customer on Monitored and Unmonitored Non-Billed Budget plans.

At billing, balances are transferred from the Monitored Non-Billed Budget SA to the Covered SA's for Monitored Non-Billed Budgets. The Current Balance for the Covered SA's remains at "0".

At billing, balances are transferred typically from the Overpayment SA to the Covered SA's for Unmonitored Non-Billed Budgets. The Current Balance for the Unmonitored Non-Billed Budget SA is always "0".

Actors/Roles

The Manage Monitored - Unmonitored Non-Billed Budget Billing 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

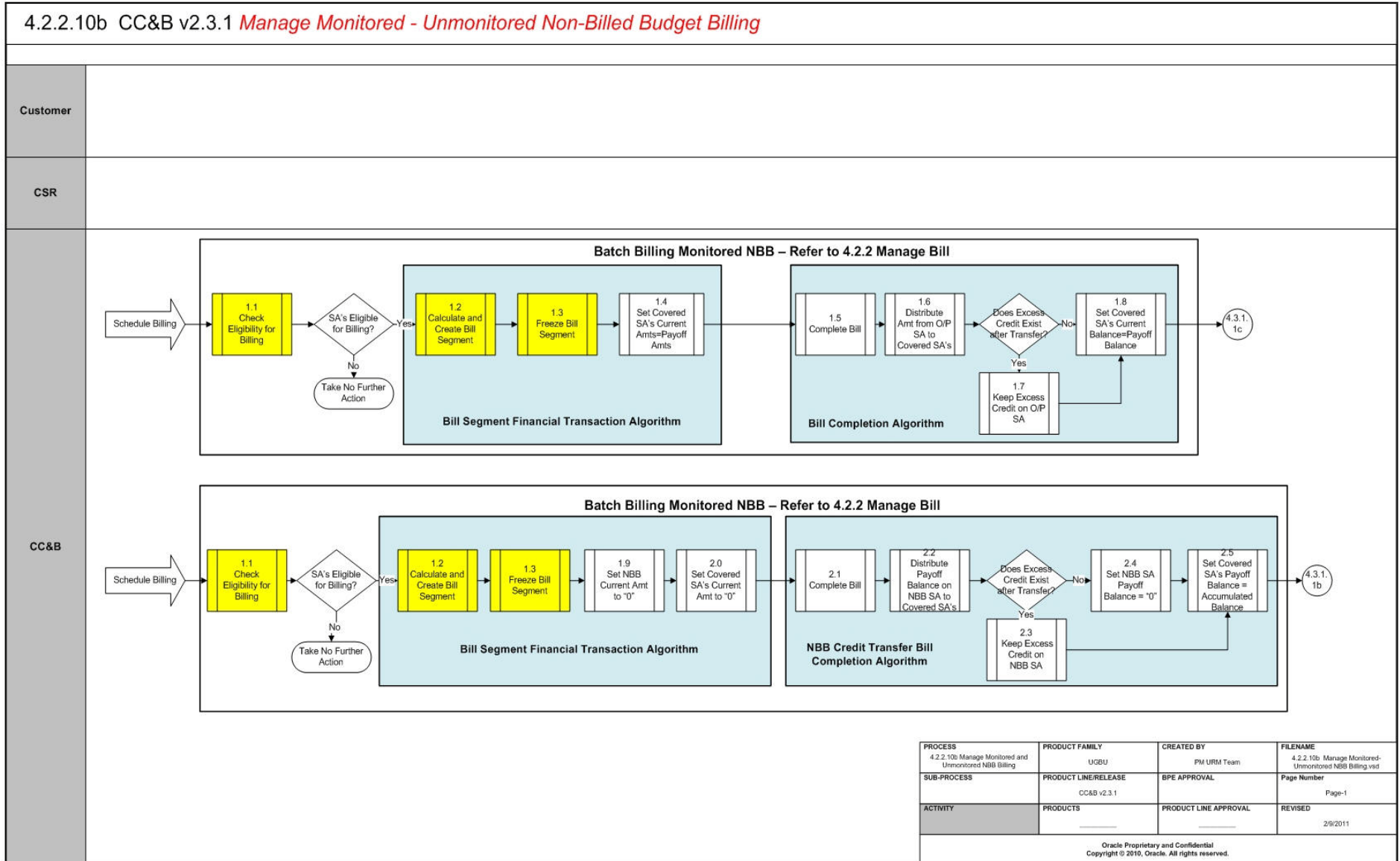
Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Monitored - Unmonitored Non-Billed Budget Billing business process. This includes:

- **Business Process Diagrams**
 - **Manage Monitored - Unmonitored Non-Billed Budget Billing**
- **Manage Monitored - Unmonitored Non-Billed Budget Billing Description**
- **Related Training**

Business Process Diagrams

Manage Monitored - Unmonitored Non-Billed Budget Billing



Manage Monitored - Unmonitored Non-Billed Budget Billing Description

This section includes detailed descriptions of the steps involved in the Manage Monitored - Unmonitored Non-Billed Budget Billing business process, including:

- 1.1 Check Eligibility for Billing
- 1.2 Calculate and Create Bill Segment
- 1.3 Freeze Bill Segment
- 1.4 Set Covered SA's Current Amts = Payoff Amts
- 1.5 Complete Bill
- 1.6 Distribute Amt from O/P SA to Covered SA's
- 1.7 Keep Excess Credit on O/P SA
- 1.8 Set Covered SA's Current Balance = Payoff Balance
- 1.9 Set NBB SA Current Amt to "0"
- 2.0 Set Covered SA's Current Amt to "0"
- 2.1 Complete Bill
- 2.2 Distribute Payoff Balance on NBB SA to Covered SA's
- 2.3 Keep Excess Credit on NBB SA
- 2.4 Set NBB SA Payoff Balance = "0"
- 2.5 Set Covered SA's Payoff Balance = Accumulated Balance

1.1 Check Eligibility for Billing

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Batch Billing analyzes accounts with a defined bill cycle each time the bill cycle window opens. Refer to 4.2.2 Manage Bill Process for more information.

Customizable Processes

Billing - CIPBBILB - Refer to 4.2.2 Manage Bill

1.2 Calculate and Create Bill Segment

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The bill segment is calculated and created.

1.3 Freeze Bill Segment

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Bill Segment is frozen with a financial transaction.

Available Algorithm(s)

BSBF-BA-DFT - Bill Segment FT Creation Algorithm -
 Payoff Amt = Bill Amt/Current Amt = Amt Due

1.4 Set Covered SA's Current Amt = Payoff Amt

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Agreements covered by the Unmonitored Non-Billed Budget current amounts = the payoff amounts. The Current Balance is always "0" for the Unmonitored Non Billed Budget SA.

1.5 Complete Bill

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The bill is completed in CC&B. Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any.

1.6 Distribute Amt from O/P SA to Covered SA's

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Payments for an Unmonitored Non-Billed Budget are typically applied to an Overpayment SA. At Bill Completion CC&B transfers the credit to the Covered SA's using standard payment distribution priority.

Entities to Configure

Customer Class Controls
 Sync Up Adjustment Type
 Transfer Adjustment Type
 Excess Credit SA Type

Available Algorithm(s)

PYDIST-PPRTY - Payment Distribution Algorithm

CREDIT-XFER - this bill segment completion algorithm will transfer the balance of a credit SA to other SAs linked to the account.

1.7 Keep Excess Credit on O/P SA

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The excess credit remains on the Overpayment SA until the next time the Account bills.

1.8 Set Covered SA's Current Balance = Payoff Balance

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Current Balance and Payoff Balance for the covered Service Agreements now reflect the Unmonitored Non-Billed Budget payment scheduled payments transferred from the Overpayment SA.

1.9 Set NBB SA Current Amt to "0"

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: As the bill segment is frozen the Monitored Non-Billed Budget SA Current Amount is set to "0".

2.0 Set Covered SA's Current Amt to "0"

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When a bill segment is created for a Monitored Non-Billed Budget the current amount is set to "0" for Service Agreements covered by the Monitored Non-Billed Budget.

2.1 Complete Bill

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The bill is completed in CC&B. Adjustments, payments, and any bill corrections are added to the bill plus the previous balance if any. If the NBB Credit Transfer bill completion algorithm is plugged in on the Monitored Non-Billed Budget SA type, the monies from the Monitored Non-Billed Budget SA are transferred to Covered Service Agreements.

Entities to Configure

Monitored NBB SA Type

Available Algorithm(s)

NB-BCMP - Non Billed Budget Bill Completion Algorithm -
 This Algorithm distributes the credit payoff balance from a
 Non-Billed Budget SA to the covered SAs

2.2 Distribute Payoff Balance on NBB SA to Covered SA's

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payoff balance on the Monitored Non-Billed Budget SA is transferred to Covered Service Agreements. Covered SA's with credit balances are excluded from distribution. Distribution to each Covered SA does not exceed the total payoff balance. The credit is prorated over the Covered SA's according to payoff balances on each SA. Ad-hoc debt, such as an adjustment is excluded.

Entities to Configure

Monitored NBB SA Type

Available Algorithm(s)

Transfer Adjustment Type
 Monitored NBB SA Type

2.3 Keep Excess Credit on NBB SA

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Any credit remains on the Monitored Non-Billed Budget SA until the next bill or the monitored Non-Billed Budget SA is stopped.

2.4 Set NBB SA Payoff Balance = "0"

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The payoff balance for the monitored Non-Billed Budget SA now ="0".

2.5 Set Covered SA's Payoff Balance = Accumulated Balance

See **Manage Monitored - Unmonitored Non-Billed Budget Billing** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Service Agreements covered by the Monitored Non-Billed Budget reflect the transfer and are an accumulated balance.

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