

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

Utility Reference Model

4.3.1.1a Process Budget Payments

Release 2.3.1

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Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.1a, 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
    - Process Budget Payments (Page1)..... 2-2
  - Process Budget Payments Description ..... 2-3
    - 1.1 Search for Customer ..... 2-3
    - 1.2 Process Payment (Payment in Incomplete Status)..... 2-3
    - 1.3 Add Payment (Payment in Incomplete Status)..... 2-4
    - 1.4 Add/Distribute Payment to Specific Agreements..... 2-6
    - 1.5 Distribute Payment Automatically using Defined Payment Distribution Rules..... 2-7
    - 1.6 Distribute Payment..... 2-7
    - 1.7 Transfer Credit to Specific Defined SA ..... 2-7
    - 1.8 Create Overpayment SA..... 2-8
    - 1.9 Transfer Credit to Overpayment SA ..... 2-8
    - 2.0 Freeze Payment..... 2-9
    - 2.1 Upload Payment Information (Process X Custom Process)..... 2-10
    - 2.2 Financial Effect of Payments - 4.3.1.1. Processing Payments ..... 2-10
  - Installation Options Control Central Alert Algorithms ..... 2-10
  - Related Training..... 2-11



# Chapter 1

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## Overview

This chapter provides a brief description of the Process Budget Payments business process and associated process diagrams. This includes:

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

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## Brief Description

**Business Process:** 4.3.1.1a Process Budget Payments

**Process Type:** Sub Process

**Parent Process:** 4.3.1. Perform Settlement Activities

**Sibling Processes:** 4.3.1.1 Manage Payments, 4.3.1.1b Process Non-Billed Monitored Budget payments, 4.3.1.1c Process Non-Billed Unmonitored Budget payments, 4.3.1.1d Manage Auto-Payments, 4.3.1.1e Manage Credit Card Payment, 4.3.1.2. Manage Workstation Cashiering, 4.2.2 Manage Bill, 3.4.1.1 Manage Customer Contacts, 3.3.2.2 Start Non-Premise Based Service, 3.3.2.4 Stop Non-Premise Based Service

This process describes payments for the customer on the Budget Plan. The customer's current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account's Service Agreements.

## Actors/Roles

The Process Budget Payments 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:** CSR or Authorized User of the Customer Care and Billing application.
- **Customer:** Utility Company's Customer.

# Chapter 2

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## Detailed Business Process Model Description

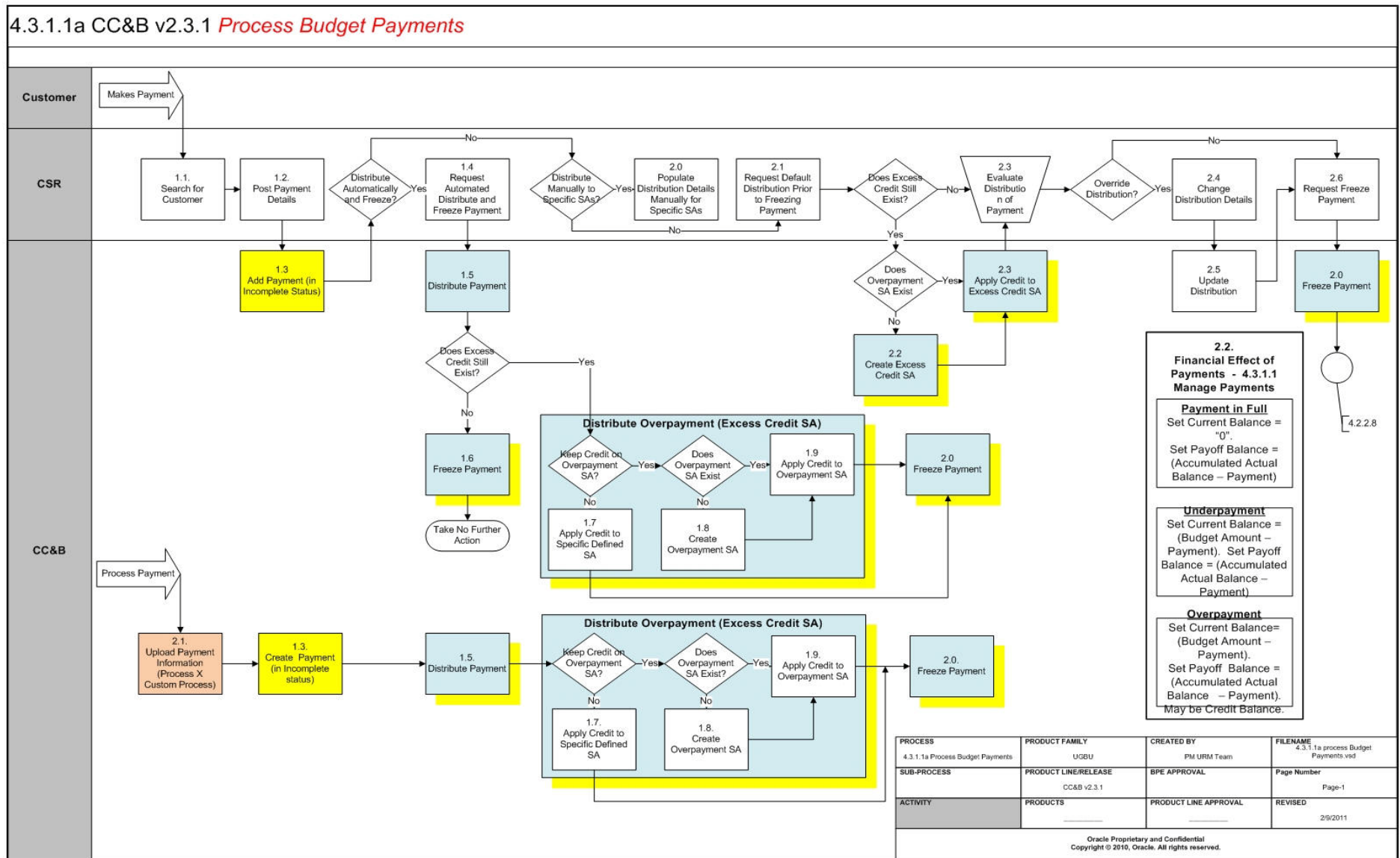
This chapter provides a detailed description of the Process Budget Payments business process. This includes:

- **Business Process Diagrams**
  - **Process Budget Payments (Page1)**
- **Process Budget Payments Description**
- **Installation Options Control Central Alert Algorithms**
- **Related Training**

# Business Process Diagrams

## Process Budget Payments (Page1)

Page1





# Process Budget Payments Description

This section includes detailed descriptions of the steps involved in the Process Budget Payments business process, including:

- **1.1 Search for Customer**
- **1.2 Process Payment (Payment in Incomplete Status)**
- **1.3 Add Payment (Payment in Incomplete Status)**
- **1.4 Add/Distribute Payment to Specific Agreements**
- **1.5 Distribute Payment Automatically using Defined Payment Distribution Rules**
- **1.6 Distribute Payment**
- **1.7 Transfer Credit to Specific Defined SA**
- **1.8 Create Overpayment SA**
- **1.9 Transfer Credit to Overpayment SA**
- **2.0 Freeze Payment**
- **2.1 Upload Payment Information (Process X Custom Process)**
- **2.2 Financial Effect of Payments - 4.3.1.1. Processing Payments**

## 1.1 Search for Customer

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR uses 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 with valuable insight for overall analysis of the customer.

### Entities to Configure

Installation Options  
Zone

### Available Algorithms

Installation Options - Control  
Central Alerts

PYFN-PYINFO This algorithm  
formats the Payment  
Information that appears  
throughout the system.  
CI\_TL-PAY - Payment Timeline  
GET AUTOPAY - Retrieve  
ALL automatic payment info  
from account

## 1.2 Process Payment (Payment in Incomplete Status)

---

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR posts the payment. It is assigned an incomplete status. The CSR or Authorized User enters initial payment information using the Payment Portal, Payment Event Add, Payment Event Quick Add or Payment Quick Add functionality. Refer to 4.3.1.1 Manage Payments or 4.3.1.1d Manage Auto-Payments for details.

### 1.3 Add Payment (Payment in Incomplete Status)

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Payment and Tender(s) are added in CC&B. This process is similar for online as well as automated batch processing. Refer to 4.3.1.1 Manage Payments and 4.3.1.1d Manage Auto-Payments for details.

---

#### Entities to Configure

---

Bank Code  
Tender Source  
Tender Type  
Distribution Codes  
Payment Template  
Payment Segment Type  
Customer Class  
Feature Configuration  
Autopay Source Type  
Autopay Route Type  
Workflow

---

<b>Business Object</b>	<b>Available Algorithms</b>
C1-CISPaymentEvent - Payment Event - CIS Payment	CC-NBR-VALID Credit Card Number Validation CL_VALIBANFR - France IBAN Validation CL_VALIBANDE - Germany IBAN Validation CL_VALBINSP - Spain Bank Identification Number CL_VALBINPOR - Portugal Bank Identification Number POST AUTOPAY - Post ALL automatic payment info to account VAL AUTOPAY - Validate ALL automatic payment information CL_APAYSRCBO - Determine Auto Pay Source Type Business Object CL_APAMDFLT- Default algorithm for auto pay amount calculation APAYDFLT - Standard automatic payment creation APAY-DTCALC - Autopay Date Calculation CL_PPAPAY - Create Pending Generate Autopay for Pay Plans Job CL_APAYCRET - Create Pending Autopay on Extract Date Job

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### **Customizable Process**

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PPAPAY - Auto Pay  
Creation  
APAYCRET - Create  
autopay on extract date

---

## 1.4 Add/Distribute Payment to Specific Agreements

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR may override the defined payment distribution and apply the payment to one specific service agreement or may alternately distribute the payment to many service agreements. The Payment is in freezable status. Refer to 4.3.1.1 Manage Payments and 4.3.1.1d Manage Auto-Payments for details. The payment is added and assigned an incomplete status in CC&B.

### Entities to Configure

Customer Class  
Installation Options  
SA Type  
Payment Segment Type  
Distribution Rule  
Bank

### Available Algorithm

PYDIST-DELPY - Pay delinquent high priority debt first - PRORATED  
PYDIST-PPRTY - Distribute Based On SA Type Priority/Debt Age  
C1-PYDS-BDU - Distribute by Bill Due Date  
APAYDFLT - Standard automatic payment creation  
C1-TNDRAC-DF- Determine tender account via SA characteristic  
CI\_APAYDSFR - Create Pending Distribute and Freeze Autopay Job  
GLCNST-DFLT - Returns GL account defined on Dist Code Table

### Customizable Process

APAYDSFR - Distribute and Freeze Auto Payments

## 1.5 Distribute Payment Automatically using Defined Payment Distribution Rules

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR distributes the payment using the distribution rules defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type. The normal payment segment type financial algorithm is defined as  $\text{payoff amt} = \text{pay amt} / \text{Current amt} = \text{pay segment amt}$ . One of the base package payment distribution algorithms distributes a payment based on age of each service agreement's debt and the payment distribution priority of each service agreement's SA type. Refer to 4.3.1.1 Manage Payments for more information. The payment is added and distributed in CC&B. The Payment is in freezable status.

## 1.6 Distribute Payment

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The payment is distributed in CC&B. Refer to 4.3.1.1 Manage Payments and 4.3.1.1d Manage Auto-Payments for details.

---

### Entities to Configure

---

Customer Class  
SA Type

---



---

### Available Algorithm

---

PYDIST-PPRTY -  
Distribute Based On SA  
Type Priority/Debt Age  
PYDIST-DELPY - Pay  
delinquent high priority  
debt first - PRORATED  
CI\_CR-PAY-BF - Create  
Payment for a specific SA

---



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### Customizable Process

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APAYDSFR - Distribute  
and Freeze Auto Payments

---

## 1.7 Transfer Credit to Specific Defined SA

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The payment may be applied to the highest priority SA that is eligible for overpayment as defined on the SA type as defined for the Customer Class. Refer to 4.3.1.1 Manage Payments for details.

---

#### Entities to Configure

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Customer Class

---



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#### Available Algorithm

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OVRPY-PPRTY - Keep overpayment on highest priority SA

---

## 1.8 Create Overpayment SA

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** An overpay SA may be created for excess credit over the amount of the account's payoff balance dependent the overpayment distribution defined on Customer Class. The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 Manage Payments for details.

---

#### Entities to Configure

---

Customer Class  
SA Type

---



---

#### Available Algorithm

---

OVRPY-CREDSA - Keep overpayment on a "credit SA"

---

## 1.9 Transfer Credit to Overpayment SA

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The overpayment is transferred to a new SA (excess credit SA type). The overpayment SA credit will be transferred to other Service Agreements the next time the Account bills. Refer to 4.3.1.1 Manage Payments for details.

---

**Entities to Configure**


---

Customer Class  
SA Type

---



---

**Available Algorithm**


---

OVRPY-CREDSA - Keep  
overpayment on a "credit  
SA"

---

## 2.0 Freeze Payment

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The payment is frozen in CC&B. Freezing a payment causes the system to create a financial transaction for each related payment segment. It is the financial transaction(s) that causes the service agreements' payoff and current balances to be reduced. The financial transaction also contains the journal details that debit "cash" and credit some other GL account. Refer to 4.3.1.1 Manage Payments and 4.3.1.1d Manage Auto-Payments for details.

---

**Entities to Configure**


---

Customer Class  
SA Type

---



---

**Available Algorithm**


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PSEG-CA - Payoff Amt =  
0 / Cur Amt = Pay Amt /  
GL AFFECTED  
PSEG-NM - Payoff Amt  
= Current Amt = Pay Amt  
STPZ-RMVCR - Payment  
Freeze algorithm: Create  
Adjustment

---



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**Customizable Process**


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APAYDSFR - Distribute  
and Freeze Auto Payments

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## 2.1 Upload Payment Information (Process X Custom Process)

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Payments are uploaded in CC&B. This is a custom process.

## 2.2 Financial Effect of Payments - 4.3.1.1. Processing Payments

See for the **Process Budget Payments (Page1)** business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The customer on Budget Plan has a different Current Balance and Payoff Balance. The Current Balance is "0" for the customer on Budget Billing that makes a payment for full budget amount. The customer's current balance is what they think they owe or their monthly payment. The payoff balance is the actual amount owed for all the Account's Service Agreements. Refer to 4.3.1.1 Manage Payments for more information.

- Payment in Full
  - Set Current Balance = "0"
  - Set payoff Balance = (Accumulated Actual Balance – Payment)
- Underpayment
  - Set Current Balance = (Budget Amount – Payment)
  - Set Payoff Balance = (Accumulated Actual Balance – Payment)
- Overpayment
  - Set Current Balance = (Budget Amount – Payment)
  - Set Payoff Balance = (Accumulated Actual Balance – Payment). May be Credit Balance

## Installation Options Control Central Alert Algorithms

Value	Description
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



<b>Value</b>	<b>Description</b>
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_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