

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

Utility Reference Model

4.3.1.1b Process Non-Billed Monitored Budget  
Payments

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.1b, 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 Non-Billed Monitored Budget Payments (Page1)..... 2-2
    - Process Non-Billed Monitored Budget Payments (Page2) ..... 2-3
  - Process Non-Billed Monitored Budget Payments Description ..... 2-4
    - 1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment ..... 2-4
    - 1.1 Group - Apply Credit Balance to Non Billed Budget SA up to Scheduled Payment Amt..... 2-4
    - 1.2 Group Keep Remaining Credit on Excess Credit SA..... 2-5
    - 1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process ... 2-5
    - 1.4 Upload Payment Information (Process X Custom Process) ..... 2-5
    - 1.5 Add Payment (in Incomplete Status)..... 2-5
    - 1.6 Distribute Payment Automatically to Non Billed Budget SA ..... 2-6
    - 1.7 Apply Credit to Non Billed Budget SA..... 2-6
    - 1.8 Create Excess Credit SA..... 2-7
    - 1.9 Apply Credit to Excess Credit SA..... 2-8
    - 2.0 Freeze Payment..... 2-8
    - 2.1 Financial Effect of Payments Monitored NBB ..... 2-9
    - 2.2 Search for Customer ..... 2-9
    - 2.3 Post Payment Details ..... 2-9
    - 2.4 Request Automated Distribute and Freeze Payment..... 2-10
    - 2.5 Populate Distribution Details Manually to Specific SAs ..... 2-10
    - 2.6 Update Distribution ..... 2-11
    - 2.7 Request Default Distribution Prior to Freezing Payment..... 2-11
    - 2.8 Evaluate Distribution of Payment ..... 2-12
    - 2.9 Change Distribution Details ..... 2-12
    - 3.0 Request Freeze Payment ..... 2-12
  - Installation Options Control Central Alert Algorithms ..... 2-14
  - Related Training..... 2-15



# Chapter 1

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## Overview

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

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

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## Brief Description

**Business Process:** 4.3.1.1b Process Non-Billed Monitored Budget Payments

**Process Type:** Sub Process

**Parent Process:** 4.3.1 Perform Settlement Activities

**Sibling Processes:** 4.3.1.1 Manage Payments, 4.3.1.1a Process 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, 3.4.4.1b Enroll in Non-Billed Budget, 3.4.4.2b Renew Non-Billed Budget, 3.4.4.3b Expire Non-Billed Budget, 4.2.2.10b Manage Monitored-Unmonitored Non-Billed Budget Billing

This process describes the Non-Billed Budget Scheduled Payment Background Process for monitored Non-Billed Budgets. In addition, the payment process and financial impact for the monitored Non-Billed Budget and Covered SA's are provided.

When a scheduled payment is due for a monitored Non-Billed Budget, an adjustment is created to increase the Non-Billed Budget's current balance by the expected amount. The current balance on the Non-Billed Budget SA can be monitored to ensure payments are made on time.

## Actors/Roles

The business process Process Non-Billed Monitored Budget Payments 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

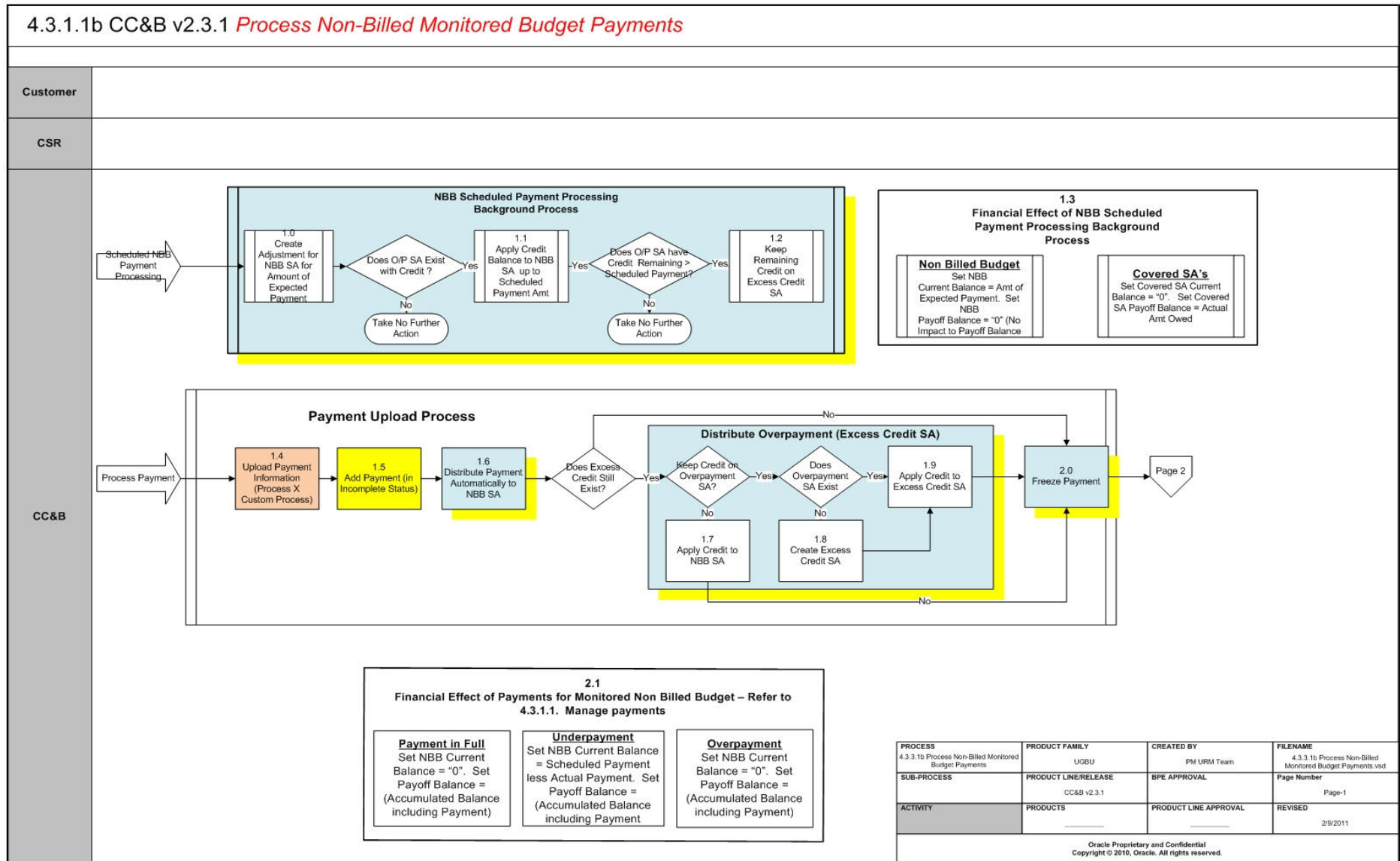
This chapter provides a detailed description of the Process Non-Billed Monitored Budget Payments business process. This includes:

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

# Business Process Diagrams

## Process Non-Billed Monitored Budget Payments (Page1)

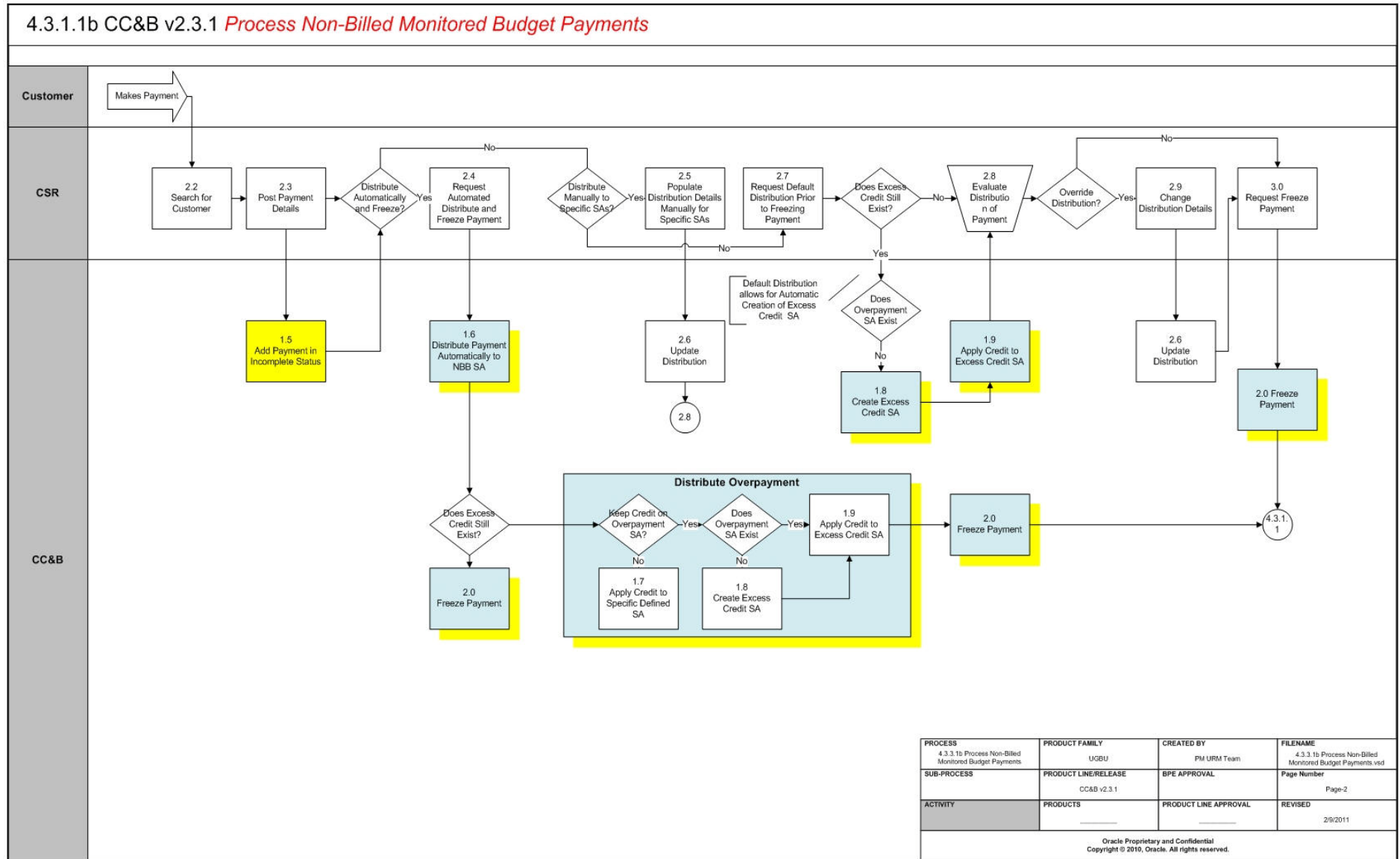
Page1





# Process Non-Billed Monitored Budget Payments (Page2)

Page2



## Process Non-Billed Monitored Budget Payments Description

This section includes detailed descriptions of the steps involved in the “xxx” business process, including:

- **1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment**

### 1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment

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

**Actor/Role:** CC&B

**Description:** When a scheduled payment is due, CC&B creates an adjustment to increase the monitored Non-Billed Budget's current balance by the expected payment amount.

#### Entities to Configure

Algorithm  
Overpayment Transfer  
Adjustment Type  
Overpayment SA Type

#### Available Algorithm

NBPA-PS - this algorithm also looks for credit amount on a overpayment SA

#### Customizable Process

NBBPS - Non-Billed Budget Scheduled Payment Process

### 1.1 Group - Apply Credit Balance to Non Billed Budget SA up to Scheduled Payment Amt

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

**Actor/Role:** CC&B

**Description:** After the Process Non Billed Budget Scheduled Payment Algorithm creates the next scheduled payment, (adjustment), it looks for a credit amount on an overpayment SA and creates an adjustment to transfer the credit balance (or amount of payment if the credit is more than the scheduled payment amount) from the overpayment SA to the Non-Billed Budget SA.

:

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### Entities to Configure

---

Algorithm  
 Overpayment Transfer  
 Adjustment Type  
 Overpayment SA Type

---



---

### Available Algorithm

---

NBPA-PS - this algorithm  
 also looks for credit  
 amount on a overpayment  
 SA

---



---

### Customizable Process

---

NBBPS - Non-Billed  
 Budget Scheduled  
 Payment Process

---

## 1.2 Group Keep Remaining Credit on Excess Credit SA

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

**Actor/Role:** CC&B

**Description:** The remaining credit is kept on the Excess Credit SA to be applied when the scheduled background process is executed again.

## 1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process

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

**Actor/Role:** CC&B

**Description:** The Current Balance is the Scheduled Payment Amount and Payoff Balance for the Non- Billed Budget is "0". The Covered SA's Current Balance = "0". The Covered SA's Payoff Balance = Actual Amount Owed.

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

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

**Actor/Role:** CC&B

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

## 1.5 Add Payment (in Incomplete Status)

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

**Actor/Role:** CC&B

**Description:** The payment is added and assigned an incomplete status in CC&B.

## 1.6 Distribute Payment Automatically to Non Billed Budget SA

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

**Actor/Role:** CSR

**Description:** The CSR or Authorized User distributes the payment.

### Entities to Configure

Customer Class Controls  
Payment Distribution  
Algorithm  
Payment Segment type

### Available Algorithm

PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.  
PSEG = AC - Payment Segment Type - Payment  
FT Creation - This algorithm creates a financial transaction -  
Payoff amount = payment segment amount. -  
Current amount = payment segment amount.

## 1.7 Apply Credit to Non Billed Budget SA

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

**Actor/Role:** CC&B

**Description:** An overpayment is applied to the highest priority SA. The Non-Billed Budget SA must be configured as the highest priority and allow overpayment.

---

**Entities to Configure**


---

Non Billed Budget SA  
Type  
Customer Class Controls  
Overpayment Distribution  
Algorithm

---



---

**Available Algorithm**


---

OVRPY-PPRTY - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type)

---

## 1.8 Create Excess Credit SA

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

**Actor/Role:** CC&B

**Description:** It is recommended an Excess Credit SA be used to distribute overpayments for Non-Billed Budgets. Payments in excess of the Non-Billed Budget's current balance are credited to an overpayment (excess credit) SA.

---

**Entities to Configure**


---

Non Billed Budget SA  
type  
Customer Class Controls  
Excess Credit SA type  
Overpayment Distribution  
Algorithm

---



---

**Available Algorithm**


---

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.

---

## 1.9 Apply Credit to Excess Credit SA

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

**Actor/Role:** CC&B

**Description:** The remaining credit is transferred to an Excess Credit SA.

---

### Entities to Configure

---

Non Billed Budget SA  
type  
Customer Class Controls  
Excess Credit SA type  
Overpayment Distribution  
Algorithm

---

---

### Available Algorithm

---

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.

---

## 2.0 Freeze Payment

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

**Actor/Role:** CC&B

**Description:** The Payment is frozen in CC&B.

---

### Entities to Configure

---

Payment Segment Type

---

---

**Available Algorithm**


---

PSEG = AC - Payment  
 Segment Type - Payment  
 FT Creation - This  
 algorithm creates a  
 financial transaction for a  
 payment segment where: -  
 Payoff amount = payment  
 segment amount. -  
 Current amount =  
 payment segment amount.

---

## 2.1 Financial Effect of Payments Monitored NBB

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

**Actor/Role:** CC&B

**Description:** The customer on a Non-Billed Budget Plan has a Current Balance of "0", and the Payoff Balance is always the amount the customer really owes or the actual balance for the covered utility SA's. The Non-Billed Budget SA is impacted by payments as follows:

- **Payment in Full**  
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)
- **Underpayment**  
Set NBB Current Balance = Schedule payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment)
- **Overpayment**  
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

## 2.2 Search for Customer

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** To apply a payment the CSR or Authorized User locates the customer in CC&B using Control Central Search. Once the customer is located Control Central Alerts assist the CSR or Authorized User with pertinent information for the customer/account.

---

**Available Algorithm**


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Installation Options -  
 Control Central Alerts

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## 2.3 Post Payment Details

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User posts the payment details including amount tendered and total payment amount. The payment is assigned an incomplete status.

## 2.4 Request Automated Distribute and Freeze Payment

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User selects automated distribution and freezing of payment. The payment is distributed using the distribution priority defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type.

### Entities to Configure

Customer Class Controls  
Payment Segment Type

### Available Algorithm

PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt  
PSEG = AC - Payment Segment Type FT  
Creation - This algorithm creates a financial transaction - Payoff amount = payment segment amount. - Current amount = payment segment amount

## 2.5 Populate Distribution Details Manually to Specific SAs

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User 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.



---

### Entities to Configure

---

Customer Class Controls  
 Payment Segment Type  
 Payment Distribution  
 Algorithms

---



---

### Available Algorithm

---

PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt  
 PSEG = AC - Payment Segment Type FT  
 Creation - This algorithm creates a financial transaction - Payoff amount = payment segment amount. - Current amount = payment segment amount.

---

## 2.6 Update Distribution

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Changes to Distribution are updated in CC&B.

## 2.7 Request Default Distribution Prior to Freezing Payment

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines there is an overpayment or wants to view default distribution prior to any other changes in distribution. An overpayment or Excess Credit SA is created for an overpayment.

---

### Entities to Configure

---

Customer Class Controls  
 Payment Segment Type  
 Payment Distribution  
 Algorithms

---



---

### Available Algorithm

---

PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt  
 PSEG = AC - Payment Segment Type FT  
 Creation - This algorithm creates a financial transaction - Payoff amount = payment segment amount. - Current amount = payment segment amount.

---

## 2.8 Evaluate Distribution of Payment

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews and evaluates the existing distribution to determine if any changes are required.

## 2.9 Change Distribution Details

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines there is a need to change the presented distribution and makes changes accordingly.

## 3.0 Request Freeze Payment

See **Process Non-Billed Monitored Budget Payments (Page2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User freezes the payment

---

**Entities to Configure**

---

Customer Class Controls  
Payment Distribution  
Algorithm  
Payment Segment type

---

---

**Available Algorithm**

---

PSEG = AC - Payment  
Segment Type - Payment  
FT Creation - This  
algorithm creates a  
financial transaction -  
Payoff amount = payment  
segment amount. -  
Current amount =  
payment segment amount.

---

# Installation Options Control Central Alert Algorithms

The following installation options are available:

<b>Value</b>	<b>Description</b>
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-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, Credit and Collections