

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

Utility Reference Model

4.3.1.1c Process Non-Billed Unmonitored Budget
Payments

July 2012

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.1c, 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 Unmonitored Budget Payments (Page1) 2-2
 - Process Non-Billed Unmonitored Budget Payments (Page2) 2-3
 - Process Non-Billed Unmonitored Budget Payments Description 2-4
 - 1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget 2-4
 - 1.1 Search for Customer 2-5
 - 1.2 Post Payment Details 2-5
 - 1.3 Add Payment in Incomplete Status 2-5
 - 1.4 Request Automated Distribute and Freeze Payment..... 2-5
 - 1.5 Distribute Payment..... 2-6
 - 1.6 Freeze Payment 2-6
 - 1.7 Apply Credit to Specific Defined SA 2-7
 - 1.8 Create Excess Credit SA..... 2-7
 - 1.9 Apply Credit to Excess Credit SA..... 2-8
 - 2.0 Populate Distribution Details Manually to Specific SAs 2-8
 - 2.1 Update Distribution 2-9
 - 2.2 Request Default Distribution Prior to Freezing Payment..... 2-9
 - 2.3 Evaluate Distribution of Payment 2-10
 - 2.4 Change Distribution Details 2-10
 - 2.5 Request Freeze Payment 2-10
 - 2.6 Group - Payment Upload Process - Upload Payment Information (Process X Custom Process) .. 2-10
- Installation Options Control Central Alert Algorithms 2-12
- Related Training..... 2-13

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.1.1c Process Non-Billed Unmonitored Budget payments

Process Type: Sub Process

Parent Process: 4.3.1. Perform Settlement Activities

Sibling Processes: 4.3.1.1 Manage Payments, 4.3.1.1.a Process Budget Payments, 4.3.1.1b Process Non-Billed Monitored Budget Payments, 4.3.1.1d Manage Auto-Payments, 4.3.1.1e Manage Credit Card Payment, 4.3.1.2. Manage Workstation Cashiering, 4.2.2.10a Manage Budget Billing, 4.2.2.10b Manage Monitored and Unmonitored Budget Billing, 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, 4.3.1.1b Process Monitored Non-Billed Budget Payments, 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

This process describes the Non-Billed Budget application of payments for Unmonitored Non-Billed Budgets. In addition the financial impact to the Unmonitored Non-Billed Budget and Covered SA's are provided. The Unmonitored Non-Billed Budget Plan allows a customer to make optional prepayments towards a bill. The Unmonitored Non-Billed Budget Service Agreement holds the Payment Schedule for the customer.

Actors/Roles

The Process Non-Billed Unmonitored 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

Detailed Business Process Model Description

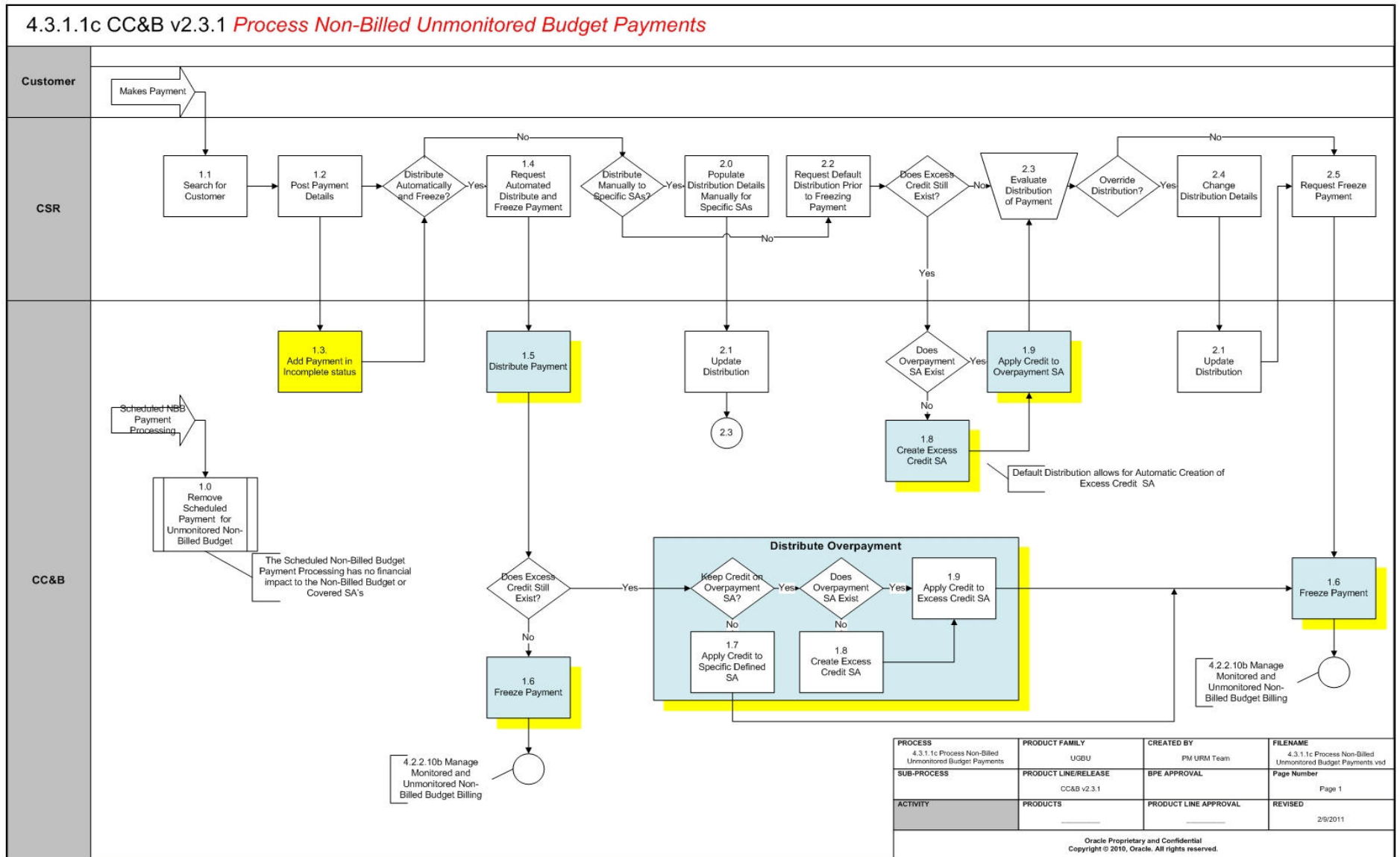
This chapter provides a detailed description of the Process Non-Billed Unmonitored Budget Payments business process. This includes:

- **Business Process Diagrams**
 - **Process Non-Billed Unmonitored Budget Payments (Page1)**
 - **Process Non-Billed Unmonitored Budget Payments (Page2)**
- **Process Non-Billed Unmonitored Budget Payments Description**
- **Installation Options Control Central Alert Algorithms**
- **Related Training**

Business Process Diagrams

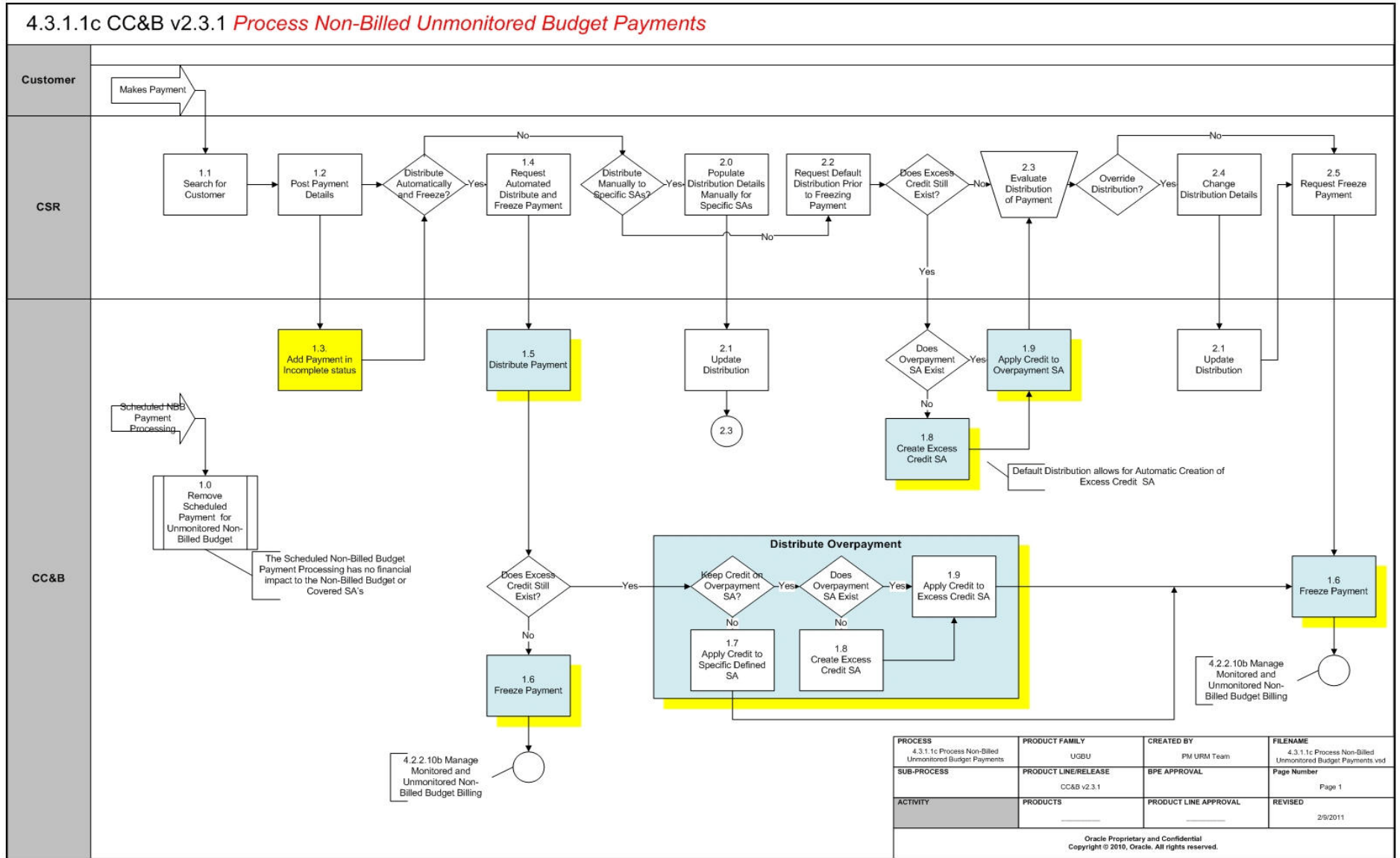
Process Non-Billed Unmonitored Budget Payments (Page1)

Page1



Process Non-Billed Unmonitored Budget Payments (Page2)

Page2



Process Non-Billed Unmonitored Budget Payments Description

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

- **1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget**
- **1.1 Search for Customer**
- **1.2 Post Payment Details**
- **1.3 Add Payment in Incomplete Status**
- **1.4 Request Automated Distribute and Freeze Payment**
- **1.5 Distribute Payment**
- **1.6 Freeze Payment**
- **1.7 Apply Credit to Specific Defined SA**
- **1.8 Create Excess Credit SA**
- **1.9 Apply Credit to Excess Credit SA**
- **2.0 Populate Distribution Details Manually to Specific SAs**
- **2.1 Update Distribution**
- **2.2 Request Default Distribution Prior to Freezing Payment**
- **2.3 Evaluate Distribution of Payment**
- **2.4 Change Distribution Details**
- **2.5 Request Freeze Payment**
- **2.6 Group - Payment Upload Process - Upload Payment Information (Process X Custom Process)**

1.0 Remove Scheduled Payment for Unmonitored Non-Billed Budget

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

Actor/Role: CC&B

Description: When a customer is on Unmonitored Non-Billed Budget CC&B removes the scheduled payment. No adjustments for the payment amount are created. The Unmonitored Non-Billed Budget SA Current and Payoff balances are not impacted. Financial transactions remain on the Covered SA's. The Unmonitored Non-Billed Budget balance is always "0".

:

Entities to Configure

Unmonitored NBB SA
Type

Customizable Process

NBPA-PS - Non-Billed
Budget Scheduled
Payment Process

1.1 Search for Customer

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

Actor/Role: CSR

Description: When the Customer contacts the Company to make 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 Algorithms

Installation Options - Control
Central Alerts

1.2 Post Payment Details

See **Process Non-Billed Unmonitored Budget Payments (Page1)** 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.

1.3 Add Payment in Incomplete Status

See **Process Non-Billed Unmonitored 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.

1.4 Request Automated Distribute and Freeze Payment

See **Process Non-Billed Unmonitored Budget Payments (Page1)** 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
Payment Distribution Algorithms

Available Algorithms

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.

1.5 Distribute Payment

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

Actor/Role: CC&B

Description: The payment is distributed in CC&B automatically.

Entities to Configure

Customer Class Controls
Payment Segment Type
Payment Distribution Algorithms

Available Algorithms

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

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

1.6 Freeze Payment

See **Process Non-Billed Unmonitored 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

Customer Class Controls
Payment Segment Type

Entities to Configure

Customer Class Controls
Payment Segment Type

1.7 Apply Credit to Specific Defined SA

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

Actor/Role: CC&B

Description: One of the configurable options is to apply the overpayment to the highest priority SA that allows overpayment.

Entities to Configure

Customer Class Controls
Overpayment Distribution
Algorithm
Transfer Adjustment Type

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

Actor/Role: CC&B

Description: Another option is to apply the excess credit to an overpayment (excess credit) SA type. It is recommended an Overpayment or Excess Credit SA be used to distribute overpayments for Non-Billed Budgets.

Entities to Configure

Customer Class Controls
Overpayment SA type

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

Actor/Role: CC&B

Description: The credit is transferred to an overpayment or Excess Credit SA type.

Entities to Configure

Customer Class Controls
Overpayment SA Type
Transfer Adjustment Type

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 Populate Distribution Details Manually to Specific SAs

See **Process Non-Billed Unmonitored Budget Payments (Page1)** 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

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.

Payment Distribution Algorithms

2.1 Update Distribution

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

Actor/Role: CC&B

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

2.2 Request Default Distribution Prior to Freezing Payment

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

Actor/Role: CSR

Description: The CSR or Authorized 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

Entities to Configure

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.

Payment Distribution Algorithms

2.3 Evaluate Distribution of Payment

See **Process Non-Billed Unmonitored Budget Payments (Page1)** 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.

2.4 Change Distribution Details

See **Process Non-Billed Unmonitored Budget Payments (Page1)** 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.

2.5 Request Freeze Payment

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

Actor/Role: CSR

Description: The CSR or Authorized User freezes the payment.

2.6 Group - Payment Upload Process - Upload Payment Information (Process X Custom Process)

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

Actor/Role: CC&B

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

Customizable Process

Process X - Completely Custom
Process

Installation Options Control Central Alert Algorithms

The following installation options are available:

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-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