Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

4.3.2.1 Manage Collection Process

July 2012

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Contents

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2.1 Manage Collection Process

Process Type: Sub Process

Parent Process: 4.3.2 Perform Collection Activities

Sibling Processes: 4.3.2.2 Manage Severance Process, 4.3.2.3a Manage Pay Plan, 4.3.2.4a Manage Payment Arrangement, 4.3.2.5a Manage Late Payment Charge, 4.3.2.6 Write Off Uncollectable Receivables 4.3.2.7 Manage Collection Agency Referral, 4.3.2.8 Manage Bankruptcy, 4.3.2.9 Manage Liens, 4.3.2.10 Manage Foreclosures.

This process describes the management of Collection Processing. Most organizations have collection processes that attempt to collect past due charges. Typical Collection Process is a set of activities that represent business practice of each Company. Collection activities may vary based on the type of Customer and amount of unpaid debt.

Collection process could be crated automatically or manually and based on the business rules. When Collection Process is created, system automatically initiates business or system events associated with the given Collection Process. If collection activities (e.g. letters, removal from Budget, Payment Plan cancellation, affect Customer's credit score etc.) are not successful and Customer doesn't pay the debt, Severance Process with more sever actions could initiated as a last Collection activity.

Any Collection Process is monitored by system. It allows the stop collection activities if Customer's debt is relieved or partially relieved. Authorized User also can monitor and control Collection activities and manipulate with the Collection process and activities linked to the process based on business process needs.

Actors/Roles

The Manage Collection Process 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 Manage Collection Process business process. This includes:

- **Business Process Diagrams**

    - **Manage Collection Process (Page1)**

    - **Manage Collection Process (Page2)**

    - **Manage Collection Process (Page3)**

    - **Manage Collection Process (Page4)**

- **Manage Collection Process Description**

- **Installation Options Control Central Alert Algorithms**

- **Related Training**

Business Process Diagrams

Manage Collection Process (Page1)

Manage Collection Process (Page2)

4.3.2.1 CC&B v2.3.1 *Manage Collection Process*

Page 1

CC&B

Collection Event Activator

1.8 Evaluate Existing Collection Process

Date to Activate Event? — Yes — 1.8.1.1 Activate Event Send Letter to Customer → 1.8.1.2 Create Customer Contact → 1.8.1.3 Complete Event

3.4.1.1 Manage Customer Contacts

Date to Activate Event? — Yes — 1.8.2.1 Activate Event Affect Credit Rating /Cash-Only → 1.8.2.2 Update Customer's Account Credit Rating and/or Cash Only Score → 1.8.1.3 Complete Event

Date to Activate Event? — Yes — 1.8.3.1 Activate Event Create To Do Entry → 1.8.3.2 Initiate To Do List Entry Creation → 1.8.1.3 Complete Event — 2.7

Date to Activate Event? — Yes — 1.8.4.1 Activate Event Cancel Budget(s) → 1.8.4.2 3.4.4.3a Cancel Budget → 1.8.1.3 Complete Event

Date to Activate Event? — Yes — 1.8.5.1 Activate Event Cancel Payment Plan → 1.8.5.2 Cancel Payment Plan → 1.8.1.3 Complete Event

4.3.2.3a Manage Pay Plan

Date to Activate Event? — Yes — Additional Event(s) Required? — Yes — 1.8.6.1 Activate Custom Event → 1.8.6.2 Perform Additional Activities → 1.8.1.3 Complete Event

No — No

Create Severance Process

Date to Activate Event? — Yes — 1.8.7.1 Activate Event Start Severance Process → Nominate Single high priority SA for Severance? — No — 1.8.7.3 Determine Severance Process(es) for SA(s) → 1.8.7.4 Create Severance Process(es) → 1.8.1.3 Complete Event

Yes

1.8.7.2 Nominate Single SA for Severance Process

No

Last Event of Collection Process? — Yes — 2.0 Update Collection Process to Inactive — Severance Process Started? — Yes

No

1.9 Wait for Event Effective Date — 1.8

No

4.3.2.2 Manage Severance Process

Page-3

Scheduled Collection Event Activator

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.2.1 Manage Collection Process	UGBU	PM URM Team	4.3.2.1 CC&B.Manage Collection ProcessProc1.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Collection Process (Page3)

4.3.2.1 CC&B v2.3.1 *Manage Collection Process*

CSR

CC&B

Page 1 Page 2

Collection Process Monitor

2.1 Identify Accounts' Active Collection Processes for Monitoring

1.2 Determine Arrears

Criteria Exist to Override Arrears Amount? — Yes

1.3 Reduce Debt Amount due to Existing Pay Plan(s) — No

2.2 Analyze Account's Debts

Require Cancel Collection Process? — Yes

2.3 Cancel Pending Collection Event(s)

2.0 Update Collection Process to Inactive

No

2.4 Evaluate SA(s) Eligibility for Collection

SA Eligible for Collections? — No

2.5 Remove SA from Collection Process

SA(s) still linked to Collection Process? — No

2.0 Update Collection Process to Inactive

Take no Further Action

Yes

Page-2

Yes

Financial Activity Relieves Debt

Cancellation of Bill/Bill Segment, Creation of Payment Creation of Credit Adjustment Pay Plan Creation

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.2.1 Manage Collection Process	UGBU	PM URM Team	4.3.2.1 CC&B.Manage Collection ProcessProc1.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-3
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Collection Process (Page4)

4.3.2.1 CC&B v2.3.1 *Manage Collection Process*

CSR

Exception Process for Collections → 2.8 Search for Customer's Account → 2.9 Evaluate Requirements for Collections → Collection Process exists?

Collection Process exists? — No → 3.0 Populate Collection Process Data → 3.1 Request to Create Collection Process → 1.5 Create Collection Process

3.2 Evaluate Collection Process → Requires Process' Update?

Requires Process' Update? — Yes → Update Collection Events? — Yes → 3.3 Modify Collection Process' event(s) → 3.4 Update Collection Process and Events

Add or Remove SA(s)? → 3.5 Modify List of Collection Process' SA(s) → 3.6 Update Collection Process and List of SA(s)

Requires Process' Update? — No → Cancel Active Collection Process? — Yes → 3.7 Request to Cancel Pending Collection Event(s) → 3.8 Request Cancel Collection Process and Provide Cancel Reason → 2.3 Cancel Pending Collection Event(s)

Cancel Active Collection Process? — No → Complete Active Collection Process? — Yes → 3.7 Request to Cancel Pending Collection Event(s)

Complete Active Collection Process? — No → Take No Further Action

2.0 Update Collection Process to Inactive

2.7 Work To Do

CC&B

Scheduled Collection To Do Batch Process → 2.6 Create To Do Entry

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.2.1 Manage Collection Process	UGBU	PM URM Team	4.3.2.1 CC&B.Manage Collection ProcessProc1.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Collection Process Description

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

- **1.0 Identify Accounts and Service Agreement(s) for C&C Review**

- **1.1 Determine Eligibility for C&C Activity**

- **1.2 Determine Arrears**

- **1.3 Reduce Debt Amount Due To Existing Pay Plan**

- **1.4 Analyze Account's Debt and Apply Collection Criteria**

- **1.5 Create Collection Process**

- **1.6 Create Challenger Process**

- **1.7 Identify Accounts and Service Agreement(s) for Additional C&C Review**

- **1.8 Evaluate Existing Collection Process**

- **1.8.1.1 Activate Event Send Letter to Customer**

- **1.8.1.2 Create Customer Contact**

- **1.8.1.3 Complete Event**

- **1.8.2.1 Activate Event Affect Credit Rating/Cash Only**

- **1.8.1.2 Update Customer's Account Credit Rating**

- **1.8.3.1 Activate Event Create To Do Entry**

- **1.8.3.2 Initiate To Do List Entry Creation**

- **1.8.4.1 Activate Event Cancel Budgets**

- **1.8.4.2 Cancel Budget**

- **1.8.5.2 Cancel Payment Plan**

- **1.8.6.2 Perform Additional Activities**

- **1.8.7.1 Activate Event Start Severance Process**

- **1.8.7.2 Nominate Single SA for Severance Process**

- **1.8.7.3 Determine Severance Process(es) for SA(s)**

- **1.8.7.4 Create Severance Process(es)**

- **1.9 Wait for Event Effective Date**

- **2.0 Update Collection Process to Inactive**

- **2.1 Identify Account's Active Collection Processes for Monitoring**

- **2.2 Analyze Account's Debts**

- **2.3 Cancel Pending Collection Event(s)**

- **2.4 Evaluate SA Eligibility for Collection**

- **2.5 Remove SA from Collection Process**

- **2.6 Create To Do Entry**

- **2.7 Work To Do**

- **2.8 Search for Customer's Account**

- **2.9 Evaluate Requirements for Collection**

- **3.0 Populate collection Process Data**
- **3.1 Request to Create Collection Process**
- **3.2 Evaluate Collection Process**
- **3.3 Modify Collection Process' Events**
- **3.4 Update Collection Process and Events**
- **3.5 Modify List of Collection Process' SA(s)**
- **3.6 Update Collection Process and List of SA(s)**
- **3.7 Request to Cancel Pending Collection Events**
- **3.8 Request to Cancel Collection Process and Provide Cancel Reason**

1.0 Identify Accounts and Service Agreement(s) for C&C Review

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

Group: Account Debt Monitor

Actor/Role: CC&B

Description: This is the first step of the Account Debt Monitor background process. Account Debt Monitor periodically reviews Customer's Accounts and it's Service Agreement(s) in order to identify if any of Account's Debt Class is eligible for collections.

:

Entities to Configure
Customer Class
Work Calendar
Workflow
Feature Configuration

Available Algorithm
Entities to Configure
Customer Class
Work Calendar
Workflow
Feature Configuration

Customizable Process
CI_ADM - Create Pending Account Debt Monitor Job

1.1 Determine Eligibility for C&C Activity

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: System validates if Customer's Account is a subject for collection criteria. Company might have more than one collection conditions that need to be verified (e.g. broken Payment Plan exists, Customer's Credit score is below Threshold etc.) System performs all required validations based on established business rules.

:

Entities to Configure

Collection Class
Collection Class Control
Debt Class

Available Algorithm

COLL COND AS - Check if "we bill for them" SPr's are used
COLL COND BG - Check if account is on a budget
COLL COND CS - Check if credit score < installation CR threshold
COLL COND DF - Always return true (the lowest priority condition)

Customizable Process

ADM - Account Debt Monitor
ADM2 - Account Debt Monitor

1.2 Determine Arrears

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: System calculates Customer's arrears for the specific group of Service Agreements linked to Customer's Account. This group is called Debt Class.

Entities to Configure

Collection Class Control
Debt Class

1.3 Reduce Debt Amount Due To Existing Pay Plan

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: When system determines Customer's arrears it also verifies if there are any of additional factors that may affect debt amount (reduce or increase it). System takes in consideration those factors and adjusts debt amount accordingly. One of the most common factors is a Payment Plan. A pay plan's scheduled payments are treated by the Account Debt Monitor as "pseudo payments" that relieve the Account's debt before it is subjected to the collection criteria.

Entities to Configure

Debt Class
Pay Plan Type

Available Algorithm

PP OVRD ARS -
Override arrears using pay
plan's sched. payments

Customizable Process

ADM - Account Debt
Monitor
ADM2 - Account Debt
Monitor

1.4 Analyze Account's Debt and Apply Collection Criteria

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: After calculation of Account's Debt Class debts (one of more Account's Service Agreement(s) may have same Debt Class) system analyzes debt amount and age of the debt and applies collection criteria to decide what collection process is required to initiate. Usually Company has different collection criteria for:

- different Jurisdictions

- different group of customers

- different classes of debt

Entities to Configure

Debt Class
Collection Class Control

Customizable Process

ADM - Account Debt
Monitor
ADM2 - Account Debt
Monitor

1.5 Create Collection Process

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: When collection criteria are satisfied (see step 1.4 above), system identifies appropriate Collection Process that has to be created.

Note: There are situations when Company has more than one template that is recommended to initiate collection process. It happens if Company wants to optimize existing collection process and compare efficiency of different collection processes in order to decide which one is the best. It called "champion / challenger" method. If this is the case and Company uses "champion / challenger" functionality, system selects and creates Champion process in this step.

Entities to Configure

Collection Class Control
Collection Process
Template
Collection Events
Feature Configuration

Customizable Process

ADM - Account Debt
Monitor
ADM2 - Account Debt
Monitor

1.6 Create Challenger Process

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

Group: Account Debt Monitor

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: This step is executed only if Company uses "champion / challenger" functionality. Based on business rules established for the period of selection the best process template, system selects challenger template and creates Collection Process.

Entities to Configure

Collection Class Control
Collection Template
Collection Events
Feature Configuration

Customizable Process

ADM - Account Debt
Monitor
ADM2 - Account Debt
Monitor

1.7 Identify Accounts and Service Agreement(s) for Additional C&C Review

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

Group: Account Debt Monitor2

Actor/Role: CC&B

Description: This is the first step of the Account Debt Monitor 2 background process. Account Debt Monitor periodically reviews Customer's Accounts and it's Service Agreement(s) in order to identify if any of Account's Debt Class is eligible for collections and hasn't been reviewed by Account Deb Monitor.

Entities to Configure

Customer Class Control
Work Calendar
Workflow
Feature Configuration

Available Algorithm

CI_ADM2 - Create
Pending Acct Debt Mon 2
Job

Customizable Process

ADM2 - Account Debt
Monitor

1.8 Evaluate Existing Collection Process

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: This is the first step of the Collection Event Activator process that runs periodically (usually daily). It looks for set of business and system collection activities (Collection Events) and executes those Events that scheduled for execution before or on the current date.

In this step system evaluates Collection Process and determines if any of the pending Collection Events need to be initiated.

Entities to Configure

Work Calendar
Workflow
Feature Configuration

Available Algorithm

CI_CET - Create
Collection Event Trigger
Job

Customizable Process

CET Collection Event
Activator

1.8.1.1 Activate Event Send Letter to Customer

See **Manage Collection Process (Page2)** for the business process diagram
associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Send Letter to Customer"
on the specified trigger date.

Entities to Configure

Collection Process
Template
Collection Event Type

Customizable Process

CET Collection Event
Activator

1.8.1.2 Create Customer Contact

See **Manage Collection Process (Page2)** for the business process diagram
associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B creates Customer Contact This event creates a Customer Contact. If
configured, the Customer Contact can initiate a letter to the Customer. See 3.4.1.1 Manage
Customer Contacts for details.

Entities to Configure

Collection Process
Template
Collection Event Type
Customer Contact Class
Customer Contact Type
Letter Template(s)

Available Algorithm
LTEX-COL - Create collection event letter extract records

Customizable Process
CET Collection Event Activator

1.8.1.3 Complete Event

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System completes Collection Event after successful execution.

1.8.2.1 Activate Event Affect Credit Rating/Cash Only

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Affect Credit Rating/ Cash Only" on the specified trigger date.

Entities to Configure
Collection Process Template
Collection Event Type

Customizable Process
CET Collection Event Activator

1.8.1.2 Update Customer's Account Credit Rating

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B automatically updates the Customer's Credit Rating and/or Cash Only Score as defined on the Event Type.

Entities to Configure

Collection Process
Template
Collection Event Type

Customizable Process

CET Collection Event
Activator

1.8.3.1 Activate Event Create To Do Entry

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Create To Do Entry" on the specified trigger date.

Entities to Configure

Collection Process Template
Collection Event Type

Customizable Process

CET Collection Event
Activator

1.8.3.2 Initiate To Do List Entry Creation

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: CC&B prepares information for creation of To Do List Entry that causes initiation of the process. Separate background process will create required To Do list Entry. See Step 2.7 of the current process for details.

Entities to Configure

Collection Process Template
Collection Event Type
To Do Type
To Do Role

Customizable Process

CET Collection Event
Activator

1.8.4.1 Activate Event Cancel Budgets

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Cancel Budget" on the specified trigger date.

Entities to Configure

Collection Process Template
Collection Event Type

Customizable Process

CET Collection Event
Activator

1.8.4.2 Cancel Budget

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If Account has a budget plan, system cancels it. Refer to 3.4.4.3a Cancel Budget process for details.

Entities to Configure

Collection Process Template
Collection Event Type
Adjustment Type

Customizable Process

CET Collection Event
Activator

1.8.5.1 Activate Event Cancel Payment Plan

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System initiates execution of Collection Event with Type "Cancel Payment Plan" on the specified trigger date.

Entities to Configure

Collection Process Template
Collection Event Type

Customizable Process

CET Collection Event
Activator

1.8.5.2 Cancel Payment Plan

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If Account has a Payment Plan, system cancels it. Refer to 4.3.2.3a Manage Pay Plan for additional details.

Entities to Configure

Collection Process Template
Collection Event Type

Available Algorithm
COLL CAN PP - Collection Event Algorithm - Cancel Pay Plan

Customizable Process
CET Collection Event Activator

1.8.6.1 Activate Custom Event

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: In some cases Company's business practice requires additional activity for collection process. This step is to incorporate into Collection Process and initiate any additional activity Company may need.

Note: Custom logic and functionality may be added to any process in any sequence. If business rules require, custom functionality can partially or fully replace existing Collection Events

Entities to Configure
Collection Process Template Collection Event Type

Customizable Process
CET Collection Event Activator

1.8.6.2 Perform Additional Activities

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System executes custom functionality included into the Collection process.

Entities to Configure

Collection Process Template
Collection Event Type

Available Algorithm

COLL EVT GEN - Empty
Collection Event Algorithm.
Sample

Customizable Process

CET Collection Event
Activator

1.8.7.1 Activate Event Start Severance Process

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: If all the activities executed as a part of Collection Process didn't achieve the main goal and Customer still owes money to the Company, Company initiates a series of business and system events (e.g., letters, field activities) that lead to the severance of a Service Agreement. It calls Severance Process Collection Event. Start Severance process allows to create a new Severance Process. This step initiates Severance Process creation on the scheduled date.

Entities to Configure

Collection Process Template
Collection Event Type

Available Algorithm

COLL EVT SEV - Collection
Event Algorithm - Nominate
A Single SA To Sever, if not,
Sever all SAs

Customizable Process

CET Collection Event
Activator

1.8.7.2 Nominate Single SA for Severance Process

See **Manage Collection Process (Page2)** for the business process diagram
associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: Quite often Company wants to sever only one Service Agreement for various
reasons. If this is the case, system identifies Service Agreement that business wants to nominate
for severance activity.

Entities to Configure

Collection Process Template
Collection Event Type

Available Algorithm

 COLL EVT SEV - Collection
Event Algorithm - Nominate
A Single SA To Sever, if not,
Sever all SAs

Customizable Process

CET Collection Event
Activator

1.8.7.3 Determine Severance Process(es) for SA(s)

See **Manage Collection Process (Page2)** for the business process diagram
associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System applies severance criteria and selects appropriate Severance Process
Template to initiate Severance Process. This step is executed if:

•   A system nominated single Service Agreement for severance

•   A business doesn't have preferences and doesn't nominate single Service Agreement for
     Severance. In this case all the Service Agreements involved in Collection Process require
     evaluation for severance criteria and appropriate Severance process templates are selected.

Entities to Configure

Collection Process Template
Collection Event Type
SA Type

Available Algorithm

COLL EVT SEV - Collection
Event Algorithm - Nominate
A Single SA To Sever, if not,
Sever all SAs
SV CRIT LS - SA Type
Severance Criteria. Check if
Customer has Life Support
SV CRIT MMSA - SA Type
Severance Criteria. Check if
Service has a "Master Meter"
SV CRIT DFLT - SA Type
Severance Criteria. Always
return true

Customizable Process

CET Collection Event
Activator

1.8.7.4 Create Severance Process(es)

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Actor/Role: CC&B

Description: System creates Severance Process for each SA that has been identified as eligible for Severance Process.

1.9 Wait for Event Effective Date

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Collection Event Activator background Process monitors Collection Events and executes Collection Events only on defined trigger date. Until such date the Collection Event remains in Pending status.

Customizable Process
CET Collection Event Activator

2.0 Update Collection Process to Inactive

See **Manage Collection Process (Page2)** for the business process diagram associated with this activity.

Group: Collection Event Activator

Group: Collection Process Monitor

Actor/Role: CC&B

Description: This step could be initiated by system or by CSR or Authorized User.

• Automatic process: When all events have been completed or canceled system transitions Collection Process to Inactive state.

• Manual process: Authorized User can change status of the collection process.

Customizable Process
CET Collection Event Activator CPM Collection Process Monitor

2.1 Identify Account's Active Collection Processes for Monitoring

See **Manage Collection Process (Page3)** for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: As a first step of Collection Process Monitor background process that runs periodically system identifies all the Active Collection Processes that need to be reviewed and evaluated in order to determine if Collection Process is still eligible for collections.

Available Algorithm
CI_CPM - Create Collection Process Monitor Job

Customizable Process
CPM - Collection Process Monitor

2.2 Analyze Account's Debts

See **Manage Collection Process (Page3)** for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: System evaluates Account's Debt Class current cumulative arrears (more than one SA can have the same Debt Class) to determine if collection process can be cancelled. Any financial activity that reliefs the debt and debits Account may have impact on decision to cancel collection process:

• Cancellation of Bill Segment

• Payment of Segment Creation

• Credit Adjustment

• Pay Plan Creation

Note: If as a result of any of these activities debt if fully relieved or relieved to the required threshold, system will cancel the process

Entities to Configure
Debt Class

Available Algorithm
DC COLL CAN - Collection Process Cancellation. Cancel Coll. Proc. If Debt Class Debt <= Threshold

Customizable Process
CPM - Collection Process Monitor

2.3 Cancel Pending Collection Event(s)

See **Manage Collection Process (Page3)** for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: This step is initiated automatically or manually by CSR or Authorized User.

• Automated Process: Company's business rules dictate required conditions to cancel Collection Process. Usually Company allows to cancel process if:

 • Cumulative debt class debt is paid in full

- Cumulative debt class debt amount is below threshold
  If this is the case, system cancels all the pending Collection Events and transitions collection Process to Inactive state

- Manual Process: CSR or Authorized User cancels Pending Collection events depends on current business needs.

Entities to Configure

Debt Class

Available Algorithm

DC COLL CAN - Collection Process Cancellation. Cancel Coll. Proc. If Debt Class Debt <= Threshold

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Customizable Process

CPM - Collection Process Monitor

2.4 Evaluate SA Eligibility for Collection

See **Manage Collection Process (Page3)** for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: Sometimes business rules require evaluate eligibility for collections for each individual SA linked to the Collection Process and determine if a specific SA should be removed from Collection activity.

Entities to Configure

Collection Template

Available Algorithm

COLL CC CPSA - SA Cancel Criteria- Remove SA if debt less than or equal to threshold (SA Level)

Customizable Process
CPM - Collection Process Monitor

2.5 Remove SA from Collection Process

See **Manage Collection Process (Page3)** for the business process diagram associated with this activity.

Group: Collection Process Monitor

Actor/Role: CC&B

Description: If Cancellation criteria are satisfied and SA is no longer eligible for Collections system removes SA form the Process. If the removed SA is the last SA linked to the Collection process, system also transitions Collection process to inactive state

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Customizable Procesa
CPM - Collection Process Monitor

2.6 Create To Do Entry

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: There are situations when business process requires manual intervention into automated processing of Collection Activities. If such a situation occurs, system initiates To Do list creation processing. (see Collection Event "Create To Do ", Step 1.8.3.2 of the current Process for details). Special background process reviews information stored in the system earlier (during To Do Collection Event processing) and creates To DO list entry for CSR or Authorized User to review and analyze.

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Entities to Configure
To Do Role To Do Type

Customizable Procesa
TD-CEVT- To Do batch process

2.7 Work To Do

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User reviews, analyzes provided information and work on the problem.

2.8 Search for Customer's Account

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User accesses Control Central Search to locate the customer in CC&B.

Entities to Configure

Installation Options

2.9 Evaluate Requirements for Collection

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User evaluates the customer's account and associated Service Agreement(s) to determine if Collection Process is required.   Control Central Alerts, and other Dashboard information assist the CSR or Authorized User in making decision process. The CSR or Authorized User reviews and consider Service Agreement Status, Customer Contacts, Account Financial History, Credit and Collection Activities and other pertinent information.

Entities to Configure

Installation Options - Control Central Alerts
Zone

Available Algorithm

Control Central Alerts
CI_CAN-INF - Collection Process Cancellation Threshold Info
CI_TL-COL - Collection Timeline

3.0 Populate collection Process Data

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User determines what Collection Process is the best fit for the specific Account. Usually CSR or Authorized User chooses Collection Template. Sometimes CSR or Authorized User needs to add, subtract or modify events to form Collection process that satisfies business requirements. CSR or Authorized User also links to the process all the eligible SA(s). CSR or Authorized User uses Collection Process screen to populate all the Collection Process related data.

3.1 Request to Create Collection Process

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User requests to create Collection Process

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Entities to Configure

Collection Process Template
Collection Event Type

3.2 Evaluate Collection Process

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates Collection Process and decides if any changes are required.

3.3 Modify Collection Process' Events

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User modifies Collection Process Events after review (e.g. update sequence, trigger date).

3.4 Update Collection Process and Events

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: System validates and saves the changes made by the CSR or Authorized User.

3.5 Modify List of Collection Process' SA(s)

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User modifies List of SA linked to the Collection Process after review. CSR or Authorized User can add or remove SA to/from the Collection Process.

3.6 Update Collection Process and List of SA(s)

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: System validates and saves the changes made by the CSR or Authorized User.

3.7 Request to Cancel Pending Collection Events

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User cancels all the pending Collection Events.

3.8 Request to Cancel Collection Process and Provide Cancel Reason

See **Manage Collection Process (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: If CSR or Authorized User decides to cancel or complete Collection process, CSR or Authorized User request to cancel process and provide appropriate valid cancellation reason

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 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, Credit and Collections