

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

Utility Reference Model

4.3.2.4a Manage Payment Arrangement

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.4a, Release 2.3.1

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Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2.4a Manage Payment Arrangement

Process Type: Sub Process

Parent Process: 4.3.2 Perform Collection Activities

Sibling Processes: 4.3.2.1 Manage Collection process, 4.3.2.2 Manage Severance Process, 4.3.2.3a Manage Pay Plan, 4.3.2.5a Manage LPC 4.3.2.6 Write-off Uncollectable Receivables, 4.3.2.7 Manage Collection Agency Referral, 4.3.2.8. Manage Uncollectable Revenue

This process describes how an organization can use installments to assist a customer to pay overdue debt. A separate Service Agreement called Payment Arrangement holds the debt as overdue amounts are transferred to this Service Agreement. The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

Initially this Service Agreement is considered to be current. It is then billed with the customer's other services. As long as the customer keeps the agreed upon installment amounts and pays on time, the payment arrangement remains active until the balance is paid. The system automatically stops the Payment Arrangement at this time, creates a final bill, and closes the Service Agreement.

If the customer does not pay the installments by the due date(s), the system breaks the Payment Arrangement and can be scheduled for further review by Credit and Collection processes.

Actors/Roles

The Manage Payment Arrangement 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.

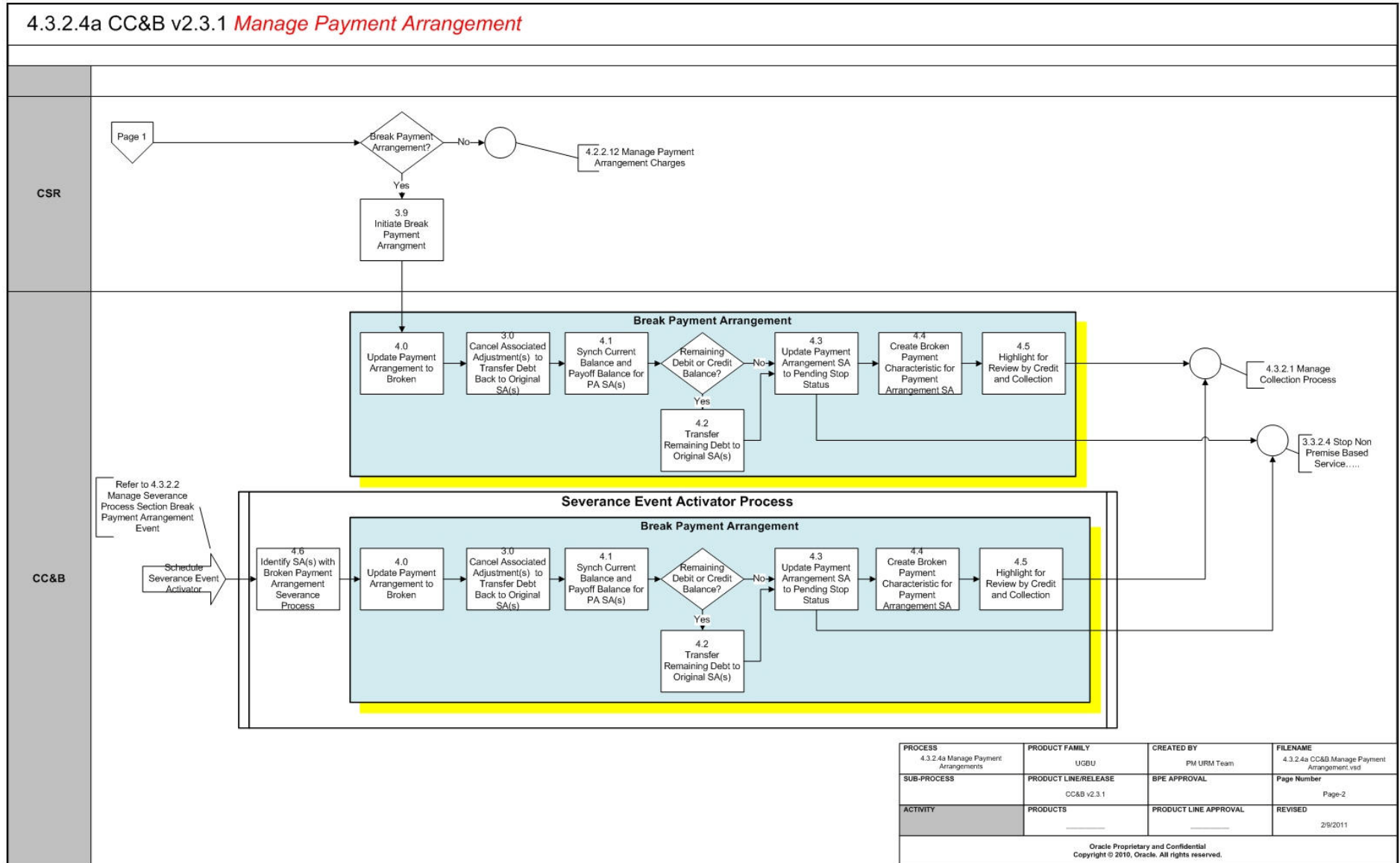
Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Payment Arrangement business process. This includes:

- **Business Process Diagrams**
 - **Manage Payment Arrangement (Page1)**
 - **Manage Payment Arrangement (Page2)**
- **Manage Payment Arrangement Description**
- **Installation Options Control Central Alert Algorithms**
- **Related Training**

Manage Payment Arrangement (Page2)



Manage Payment Arrangement Description

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

- **1.0 Search for Customer**

1.0 Search for Customer

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

Actor/Role: CSR

Description: Upon receipt of request to Start a Payment Arrangement, the CSR or Authorized User locates the customer in CC&B using Control Central Search. When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central - Account Information refreshed with the selected customer's data. Dashboard Alerts provide the CSR or Authorized User with pertinent information for the customer..

:

Entities to Configure

Installation Options

Available Algorithm

PERS-INFO-LF Person Information, Installation Options
 NMF-VALFMT - Person Name Validation
 Installation Options - Control Central Alerts

1.1 Analyze Eligibility and Negotiate PA

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

Actor/Role: CSR

Description: Most organizations have business rules or procedures to follow when negotiating settlement of overdue debt. These procedures are part of the negotiation or discussion with the customer. Typically the CSR or Authorized User reviews the customer's Account Financial History, Billing History, and Credit and Collection information prior to initiating a Payment Arrangement. The CSR or Authorized User reaches an agreement with the customer for acceptable installments over a given time period.

1.2 Determine and Populate Payment Arrangement Details

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

Actor/Role: CSR

Description: Based on the discussion with the customer, the CSR or Authorized enters the debt to be included in the Payment Arrangement, installment amount or number of payments, the Division, and Service Agreement Type.

Entities to Configure

PCIS Division
SA Type

1.3 Request Add Payment Arrangement

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

Actor/Role: CSR

Description: The CSR or Authorized User initiates the Create Payment Arrangement action.

1.4 Create Payment Arrangement SA

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

Actor/Role: CC&B

Description: When the CSR or Authorized User initiates the Create Payment Arrangement action, a Payment Arrangement Service Agreement is typically created in Pending Start Status. If configured, the Payment Arrangement Service Agreement can be activated immediately. The installment amount is set as the recurring charge amount for the Service Agreement. The defined delinquent debt is transferred from the original Service Agreement(s) to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed. Refer to 3.3.2.2 Start Non-Premise Based Service.

- Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.
- Automated Process: If configured CC&B creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Entities to Configure

Adjustment Type
SA Type

Business Object	Available Algorithms
ServiceAgreement - ServiceAgreement	SACR-AT - This SA creation algorithm
C1-SABasic - Service Agreement Basic	activates a pending start SA.
CI_SAMInfo - SA Information	

1.5 Add Payment Arrangement Alert

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

Actor/Role: CC&B

Description: If configured, the Payment Arrangement Service Agreement can be displayed as an alert in the Control Central Dashboard. Alert Types can also be configured and manually added to an Account.

Entities to Configure

SA Type
Alert Type

1.6 Transfer Debt to Payment Arrangement SA

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

Actor/Role: CC&B

Description: The assigned debt associated with the original Service Agreements is transferred to the Payment Arrangement Service Agreement.

Entities to Configure

Adjustment Type
SA Type

1.7 Update Original SA(s) - PA Balances and Set Recurring Charge

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

Actor/Role: CC&B

Description: The original Service Agreement(s) debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the Payment Arrangement SA's recurring charge amount.

Entities to Configure

Adjustment Type
SA Type

1.8 Create To Do Entry

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

Actor/Role: CC&B

Description: If configured, CC&B creates a To Do Entry when a Service Agreement is created or canceled.

Entities to Configure

To Do Role
To Do Type
SA Type

Available Algorithm

NEW SA TODO - This SA creation algorithm creates a To Do entry (using the To Do Type and To Do Role (if specified)) when a service agreement is added.
This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.

1.9 4.3.2.2 Manage Severance Process

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

Actor/Role: CC&B

Description: When the original Service Agreement(s) debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 Manage Severance Process.

2.0 Update Payment Arrangement SA Status to Active

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Active status in CC&B.

- Manual Process: The CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Active.
- Automated Process: If configured CC&B creates and activates the Payment Arrangement Service Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Entities to Configure

Adjustment Type
SA Type

Available Algorithm

SACR-AT - This SA creation algorithm activates a pending start SA.

Customizable Process

SAACT - Activate pending start/stop SA.

2.1 Create Customer Contact

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

Actor/Role: CC&B

Description: If configured, a Customer Contact can be created when a Service Agreement is activated.

Entities to Configure

Customer Contact Class
Customer Contact Type
Characteristic Type
SA Type

Available Algorithm

SAAT-CC - This algorithm creates a customer contact of the specified Customer Contact Class and Customer Contact Type when the service agreement is activated. If a Customer Contact Characteristic Type is specified, the algorithm will also create a characteristic of that type for the customer contact, with a characteristic value equal to the SA ID of the service agreement that is being activated.

2.2 Review Pending Start Payment Arrangement

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

Actor/Role: CSR

Description: The CSR or Authorized User reviews the newly created Payment Arrangement to determine accuracy and consider manual activation of the Payment Arrangement Service Agreement.

2.3 Request Activate SA

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

Actor/Role: CSR

Description: The CSR or Authorized User manually changes the status of the Payment Arrangement Service Agreement to Active.

2.4 Review Payment Arrangement

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

Actor/Role: CSR

Description: The CSR or Authorized User reviews the newly activated Payment Arrangement Service Agreement to consider changes as needed. At times, additional debt can be added or removed from the Payment Arrangement. The CSR or Authorized User considers these options.

2.5 Make Changes

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

Actor/Role: CSR

Description: The CSR or Authorized User makes required changes based on established business rules.

2.6 Update Payment Arrangement

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

Actor/Role: CC&B

Description: The Payment Arrangement is updated in CC&B and reflects changes made.

2.7 Transfer Debt to/from Original SA(s) - Payment Arrangement SA

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

Actor/Role: CC&B

Description: At times, additional debt can be added or removed from the Payment Arrangement. After the CSR or Authorized User makes changes debt is transferred to or from original Service Agreement(s) and Payment Arrangement Service Agreement.

Entities to Configure

Adjustment Type
SA Type

2.8 Initiate Cancel Payment Arrangement

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

Actor/Role: CSR

Description: At times it may be necessary to cancel an existing Payment Arrangement. It is possible the Payment Arrangement was created in error. The CSR or Authorized User initiates the Cancel Payment Arrangement action.

2.9 Cancel Payment Arrangement

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

Actor/Role: CC&B

Description:

The Payment Arrangement is transitioned to a Canceled Status in CC&B.

3.0 Cancel Associated Adjustment(s) to Transfer Debt Back to Original SA(s)

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

Actor/Role: CC&B

Description: Debt is transferred back to the original Service Agreement(s) with the original arrears date. This happens when a Payment Arrangement is Canceled or Broken. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event
Trigger

3.1 Evaluate PA Cancellation

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

Actor/Role: CSR

Description: The Payment Arrangement Service Agreement requires cancellation. The CSR or Authorized User reviews the financial activity for the Payment Arrangement Service Agreement.

3.2 Request Cancel Adjustment(s) and Update Balance

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

Actor/Role: CSR

Description: Adjustments used to sync current and payoff balances for the Payment Arrangement Service Agreement require canceling in order to cancel the Payment Arrangement Service Agreement.

Entities to Configure

Adjustment Type
Adjustment Cancel Reason

3.3 Cancel Adjustment(s) and Reflect Changes to Balance

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

Actor/Role: CC&B

Description: CC&B is updated to bring the current balance for the Payment Arrangement Service Agreement to 0. In order to cancel the Payment Arrangement Service Agreement all associated financial transactions must be canceled.

3.4 3.3.2.4 Stop Non-Premise Based Service

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

Actor/Role: CSR

Description: At times it is not possible to cancel Bill Segments, Payments, or certain Adjustments. The Payment Arrangement Service Agreement must be stopped and final billed in order to close this Service Agreement. Refer to 3.3.2.4 Stop Non-Premise Based Service.

3.5 Cancel Bill Segment- 4.2.2.12 Manage Payment Arrangement Charges

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

Actor/Role: CSR

Description: Refer to 4.2.2.12 Manage Payment Arrangement Charges for canceling and rebilling of Bill Segments.

3.6 Cancel Payment- 4.3.1.1 Manage Payments

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

Actor/Role: CSR

Description: Refer to 4.3.1.1 Manage Payments for payment cancellation activities.

3.7 Initiate Cancel Payment Arrangement SA

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

Actor/Role: CSR

Description: Once Financial Transactions are canceled, the CSR or Authorized User changes the status of the Payment Arrangement Service Agreement to Canceled status.

3.8 Cancel Payment Arrangement SA

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Canceled status in CC&B.

Entities to Configure

To Do Role
To Do Type

Available Algorithm

This Cancel SA algorithm creates a To Do entry using the To Do Type and To Do Role (if specified) when a service agreement is canceled.

3.9 Initiate Break Payment Arrangement

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

Actor/Role: CSR

Description: At times it may be necessary for the CSR or Authorized User to change the Payment Arrangement to broken. Typically this is part of exception processing and based on the organization's established business rules.

4.0 Update Payment Arrangement to Broken

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

Actor/Role: CC&B

Description: The Payment Arrangement is transitioned to Broken status in CC&B. The process is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

4.1 Synch Current Balance and Payoff Balance for PA SA(s)

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

Actor/Role: CC&B

Description: The Current Balance and the Payoff Balance for the Payment Arrangement Service Agreement are synched. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

4.2 Transfer Remaining Debt to Original SA(s)

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

Actor/Role: CC&B

Description: When the Payment Arrangement is Broken any remaining debit or credit balance is transferred to original Service Agreements for the Account. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
Characteristic Value
Adjustment Type
SA Type
Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

4.3 Update Payment Arrangement SA to Pending Stop Status

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

Actor/Role: CC&B

Description: The Payment Arrangement Service Agreement is transitioned to Pending Stop status in CC&B. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
 Characteristic Value
 Adjustment Type
 SA Type
 Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

4.4 Create Broken Payment Characteristic for Payment Arrangement SA

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

Actor/Role: CC&B

Description: If configured, CC&B will place a characteristic on the Payment Arrangement SA to identify the Broken status. This characteristic will be used by the Credit and Collection functionality for further review of the Account's original Service Agreements. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
 Characteristic Value
 Adjustment Type
 SA Type
 Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

4.5 Highlight for Review by Credit and Collection

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

Actor/Role: CC&B

Description: If configured, CC&B will mark the Account for further review by the Credit and Collection processes. Functionality is the same whether triggered manually or automatically.

Entities to Configure

Characteristic Type
 Characteristic Value
 Adjustment Type
 SA Type
 Adjustment Cancel Reason

Available Algorithm

SAT BREAK PA - This SA type break payment algorithm contains the logic that should be executed when a payment arrangement is broken

Customizable Process

SET - Severance Event Trigger.

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