

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

Utility Reference Model

4.3.2.5a Manage Late Payment Charge

July 2012

Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.5a, Release 2.3.1

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Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2.5a Manage Late Payment Charge

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, 4.3.2.3 Manage Pay Plan, 4.3.2.4 Manage Payment Arrangement, 4.3.2.6 Write Off Uncollectable Receivables, 4.3.2.7 Manage Collection Agency Referral, 4.3.2.9 Manage Liens, 4.3.2.10 Manage Foreclosure

This process describes how CC&B monitors and assess late payment charges.

The background process, Late Payment Charge, reviews Bills for Accounts eligible for Late Payment Charge assessments. The Late Payment Charge is calculated based on configurable business rules and added as an adjustment to specified Service Agreements for the Account.

Actors/Roles

The Manage Late Payment Charge business process involves the following actors and roles.

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

Chapter 2

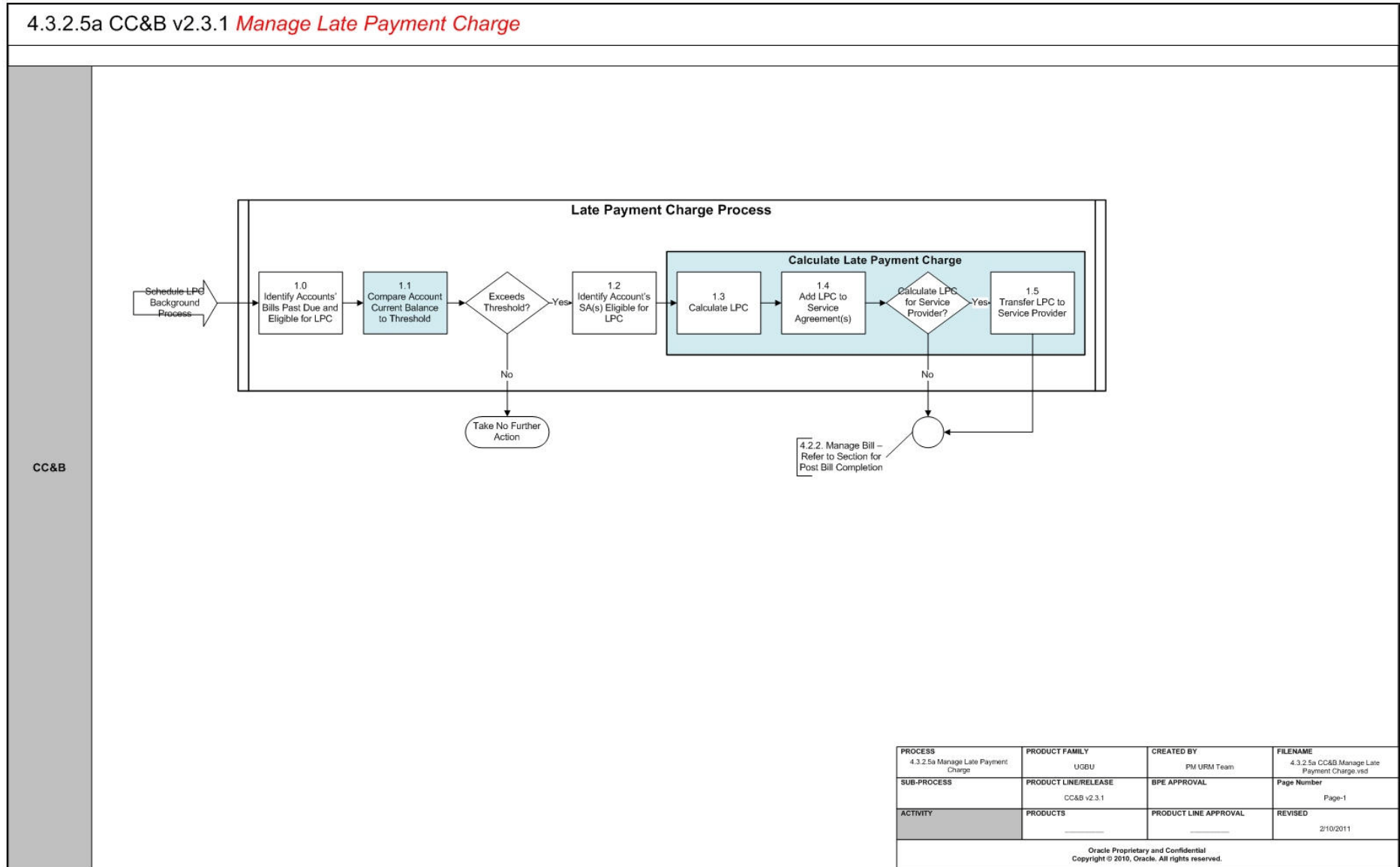
Detailed Business Process Model Description

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

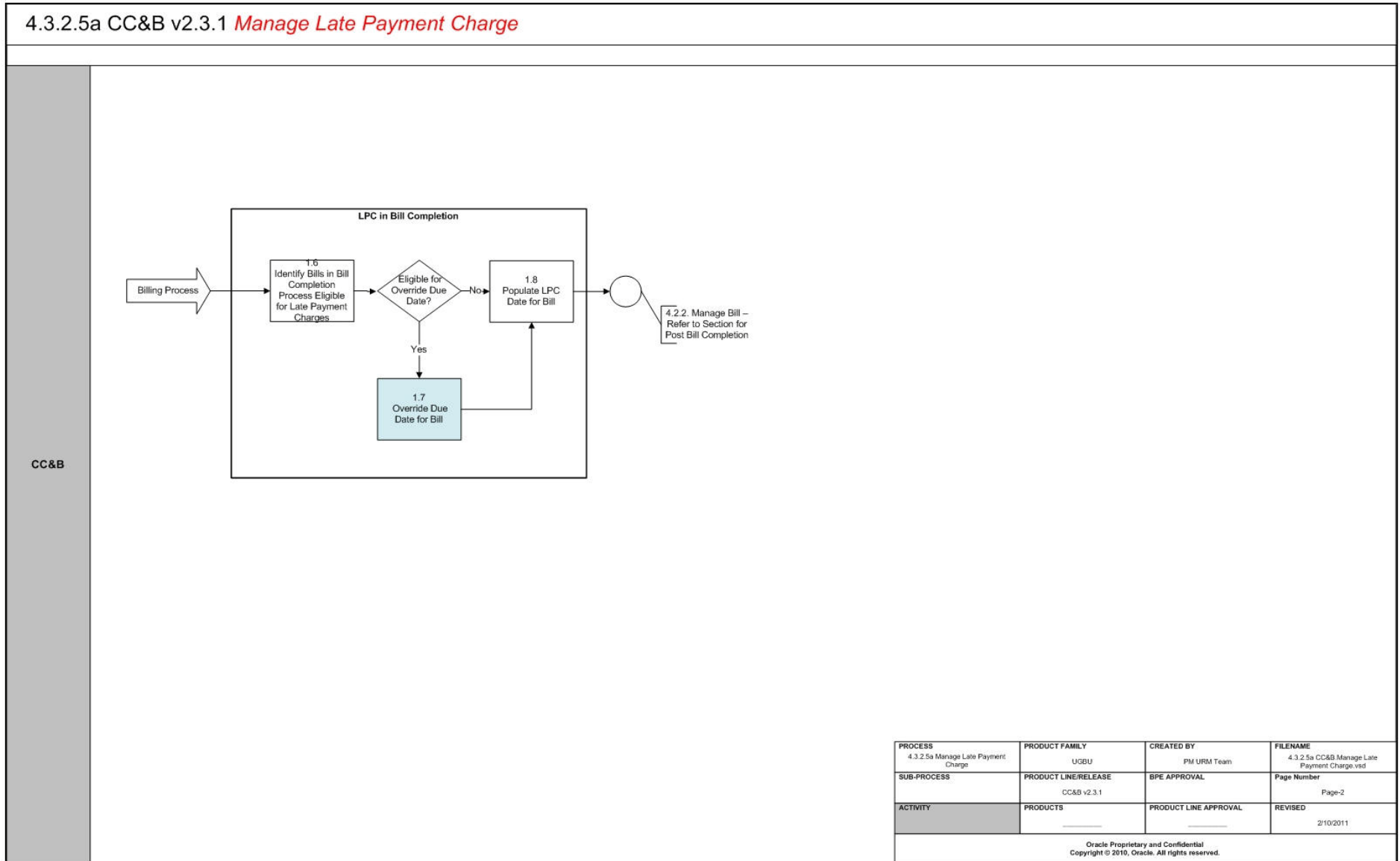
- **Business Process Diagrams**
 - **Manage Late Payment Charge (Page1)**
 - **Manage Late Payment Charge (Page2)**
 - **Manage Late Payment Charge (Page3)**
- **Manage Late Payment Charge Description**
- **Installation Options Control Central Alert Algorithms**
- **Related Training**

Business Process Diagrams

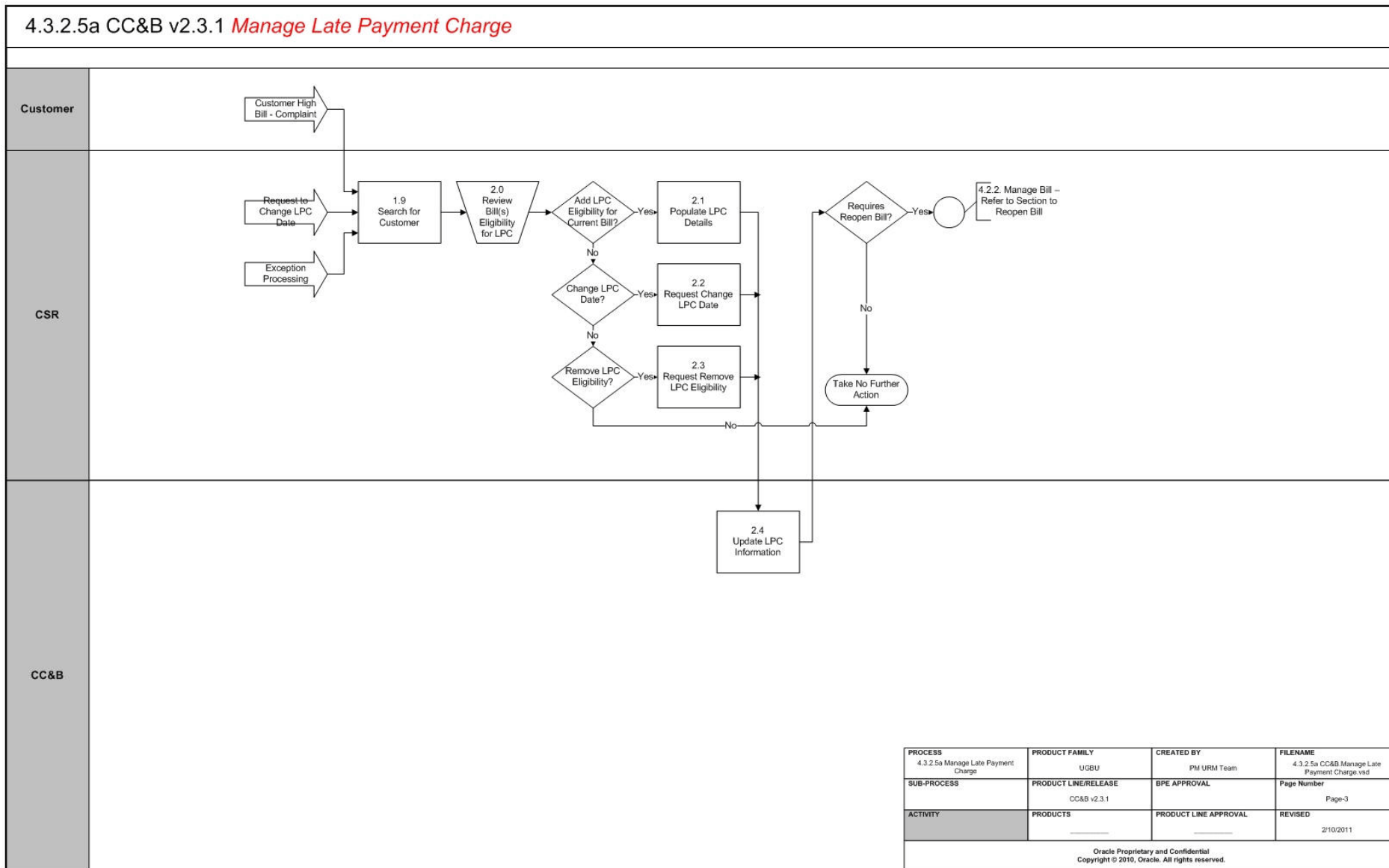
Manage Late Payment Charge (Page1)



Manage Late Payment Charge (Page2)



Manage Late Payment Charge (Page3)



Manage Late Payment Charge Description

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

- **1.0 Identify Accounts' Bills Past Due and Eligible for LPC**
- **1.1 Compare Account Current Balance to Threshold**
- **1.2 Identify Account's SA(s) Eligible for LPC**
- **1.3 Calculate LPC**
- **1.4 Add LPC to Service Agreement(s)**
- **1.5 Transfer LPC to Service Provider**
- **1.6 Identify Bills in Bill Completion Process Eligible for Late Payment Charges**
- **1.7 Override Due Date for Bill**
- **1.8 Populate LPC Date for Bill**
- **1.9 Search for Customer**
- **2.0 Review Bill(s) Eligibility for LPC**
- **2.1 Populate LPC Date**
- **2.2 Request Change LPC Date**
- **2.3 Request Remove LPC Eligibility**
- **2.4 Update LPC Information**

1.0 Identify Accounts' Bills Past Due and Eligible for LPC

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

Actor/Role: CC&B

Description: The background process, Create Late Payment Charge Process, selects Bills for customers that are past due and eligible for Late Payment Charge assessments.

:

Entities to Configure

SA Type
Customer Class

Customizable Process

Create Late Payment Charge
Process

1.1 Compare Account Current Balance to Threshold

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

Actor/Role: CC&B

Description: If configured CC&B compares the Account's current balance to a threshold. If the current balance is greater than the defined threshold, CC&B assesses a Late Payment Charge against the account's eligible Service Agreements.

Entities to Configure

SA Type
Customer Class

Available Algorithm

BILPE-ALL - This algorithm type is used during the late payment charge background process to determine if an account is eligible for late payment charges. This algorithm determines if an account is eligible for late payment charge assessment by comparing the account's current amount against a Threshold Amount. If the current amount is greater than the threshold amount, the account's service agreements will be levied a late payment charge using the respective late payment charge algorithm defined on each SA's SA type.

Customizable Process

Create Late Payment Charge Process

1.2 Identify Account's SA(s) Eligible for LPC

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

Actor/Role: CC&B

Description: Each Service Agreement associated with an Account must be defined as eligible for Late Payment Charge assessments. This background process selects the specific Service Agreements to be assessed the Late Payment Charge.

Entities to Configure

SA Type
Customer Class

Customizable Process

Late Payment Charge Process

1.3 Calculate LPC

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

Actor/Role: CC&B

Description: If configured CC&B assesses a late payment charge for every Service Agreement associated with an account. Included in the calculation are debits based on the Bill's Late Payment Charge Date minus all the recent credits for the given Service Agreement. An Adjustment is created and applied to the Service Agreement. The system can then pass along the Late Payment fees to a Service Provide.

Entities to Configure

SA Type
Customer Class
Adjustment Type

Available Algorithm

BILPC-TOTAL - This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).

BILPC-SPRC - This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.

Customizable Process

Late Payment Charge Process

1.4 Add LPC to Service Agreement(s)

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

Actor/Role: CC&B

Description: The Late Payment Charge is added and applied to the Service Agreement(s) as an Adjustment.

Entities to Configure

SA Type
Customer Class
Adjustment Type

Available Algorithm

BILPC-TOTAL - This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).

BILPC-SPRC - This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.

Customizable Process

Late Payment Charge Process

1.5 Transfer LPC to Service Provider

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

Actor/Role: CC&B

Description: If the organization has a Service Provider that does the actual Billing, Late Payment Charges need to be passed along to that Service Provider to bill the customer.

Entities to Configure

SA Type
Customer Class
Adjustment Type

Available Algorithm

BILPC-TOTAL - This algorithm type is used to calculate the late payment charge amount for a specific service agreement linked to an account. The late payment charge amount is calculated by multiplying the current amount due on the late payment charge cutoff date minus all recent credits by the LPC Percentage (defined using Bill Factor Code). It's important to note that LPC percentage changes are not prorated. The system levies the late payment charge against the service agreement by creating an adjustment (the adjustment type is defined using Adjustment Type).

BILPC-SPRC - This algorithm calculates late payment charges associated with the debt associated with "they bill for us" (TBFU) service providers. TBFU service providers are organizations that provide billing services for a company. Charges are calculated and then transferred to the service provider and the service provider sends them to the customer.

Customizable Process

Late Payment Charge Process

1.6 Identify Bills in Bill Completion Process Eligible for Late Payment Charges

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

Actor/Role: CC&B

Description: As part of the Bill Completion process CC&B selects Bills eligible for Late Payment Charges. A date is placed on the Bill to be used later by the Late Payment Charge Process to assess fees as required. The date is populated through online Bill Completion or through the Batch Billing process.

Entities to Configure

SA Type
Customer Class

Customizable Process

Batch Billing

1.7 Override Due Date for Bill

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

Actor/Role: CC&B

Description: The Bill due date can be different than what is defined for the specified customer type. The date can be configured to be the same day each month, i.e. the 5th of each month, or can be defined to be a specific number of days after the bill date. This override due date information is stored on the Account as a Characteristic.

Entities to Configure

Customer Class
SA Type
Account Characteristic Type
Account Characteristic Value

Available Algorithm

DUE DT OVRD - This
override bill due date algorithm
may override a bill's due date.

Customizable Process

Batch Billing

1.8 Populate LPC Date for Bill

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

Actor/Role: CC&B

Description: CC&B populates either the due date for the Bill specified for the customer type, or the configured override due date.

Entities to Configure

Customer Class
SA Type
Account Characteristic Type
Account Characteristic Value

Available Algorithm

DUE DT OVRD - This override bill due date algorithm may override a bill's due date.

1.9 Search for Customer

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Upon receipt of request to review the customer's due date for a particular Bill, 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

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

2.0 Review Bill(s) Eligibility for LPC

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules the CSR or Authorized User determines if the Late Payment Charge Date can be modified or removed for a given Bill.

2.1 Populate LPC Date

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Due to an anomaly or some exception in processing, the CSR or Authorized User is required to add a Late Payment Charge Date for a given Bill.

2.2 Request Change LPC Date

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There may be a special circumstance when the CSR or Authorized User changes the populated Late Payment Charge Date. The change would align with established business rules.

2.3 Request Remove LPC Eligibility

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: There may be a special circumstance when the CSR or Authorized User removes the Late Payment Charge Date for a given Bill. Removal of this date would align with established business rules.

2.4 Update LPC Information

See **Manage Late Payment Charge (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Late Payment Charge eligibility and date information are updated in CC&B.

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