

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

Utility Reference Model

4.3.26 Write Off Uncollectible Receivables

July 2012

Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.6, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Write Off Uncollectible Receivables business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.3.2.6 Write Off Uncollectible Receivable

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, 4.3.2.4a Manage Payment Arrangement, 4.3.2.5a Manage LPC, 4.3.2.7 Manage Collection Agency Referral, 4.3.2.8. Manage Bankruptcy

This process describes the management of writing off uncollectible debt. Most organizations have processes around attempting to collect past due bills. These processes and activities may vary based on the type of customer and amount of unpaid debt. Typically the customer is sent a final notification of unpaid debt and warned of pending actions. For a period of time the customer may be referred to a Collection Agency in an effort to collect the funds. The organization may want to impact the customer's Credit Rating for future risk assessment. Due to a large amount of unpaid debt or other sensitive nature of an Account, it may be necessary to review prior to write off. At some future date the debt is written off according to the organization's accounting rules.

These activities and business rules are incorporated in CC&B. A Write Off Process is comprised of one or more of these activities called Write Off Events. A Write Off Process can be initiated automatically using background processes or online by a CSR or Authorized User. The CSR or Authorized User can intervene and make changes to Write Off Processes online.

In addition, based on established business rules, the CSR or Authorized User may manually Write Off specific debt online.

CC&B creates Write Off Service Agreements as part of the Write Off Process or when a CSR or Authorized User writes off debt online.

Actors/Roles

The Write Off Uncollectible Receivables 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.
- **Accounts Payable:** Financial Application that maintains Accounts Payable
- **Customer:** Utility Company's Customer.

Chapter 2

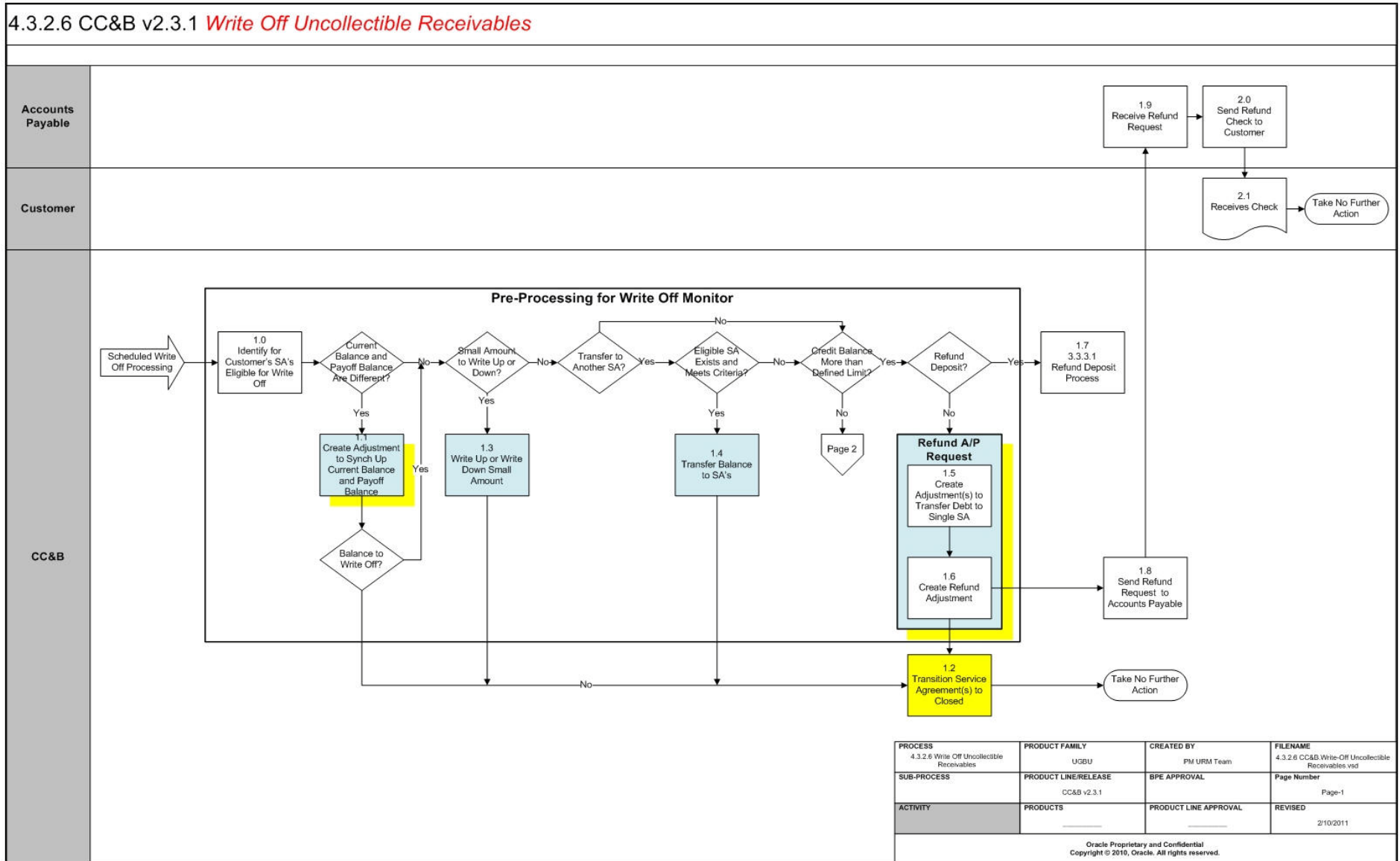
Detailed Business Process Model Description

This chapter provides a detailed description of the Write Off Uncollectible Receivables business process. This includes:

- **Business Process Diagrams**
 - **Write Off Uncollectible Receivables (Page1)**
 - **Write Off Uncollectible Receivables (Page2)**
 - **Write Off Uncollectible Receivables (Page3)**
 - **Write Off Uncollectible Receivables (Page4)**
- **Write Off Uncollectible Receivables Description**
- **Installation Options Control Central Alert Algorithms**
- **Related Training**

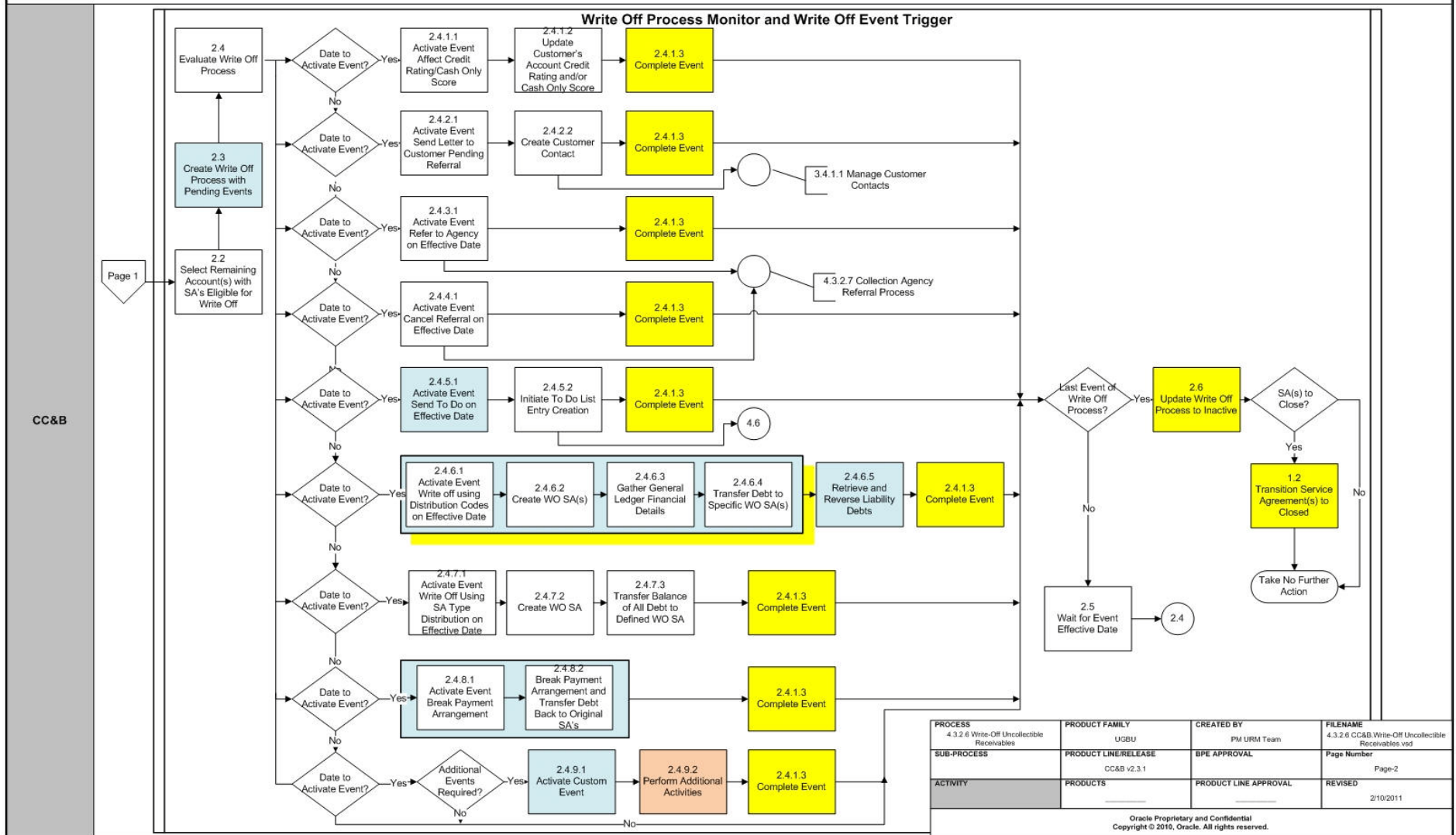
Business Process Diagrams

Write Off Uncollectible Receivables (Page1)

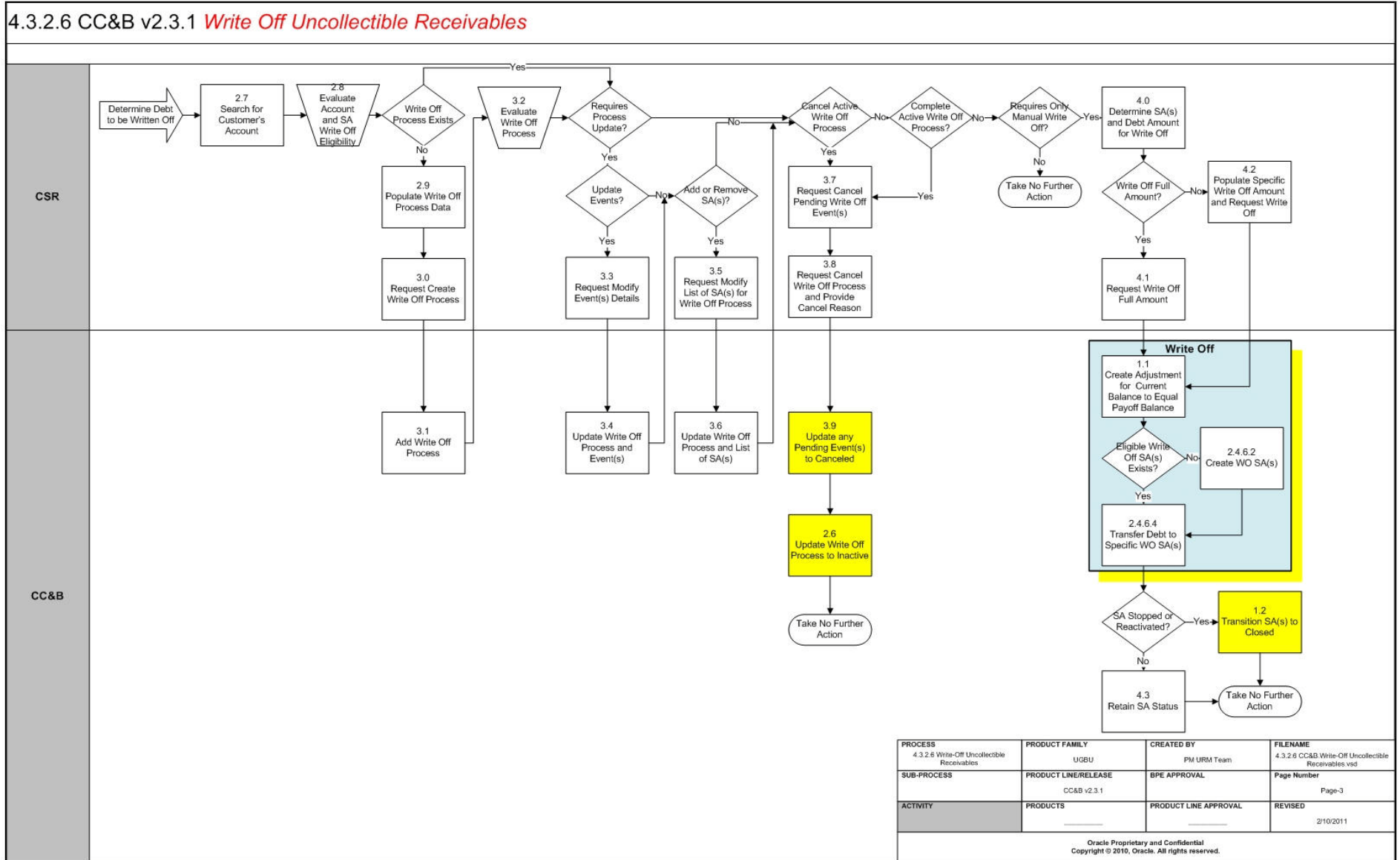


Write Off Uncollectible Receivables (Page2)

4.3.2.6 CC&B v2.3.1 *Write Off Uncollectible Receivables*

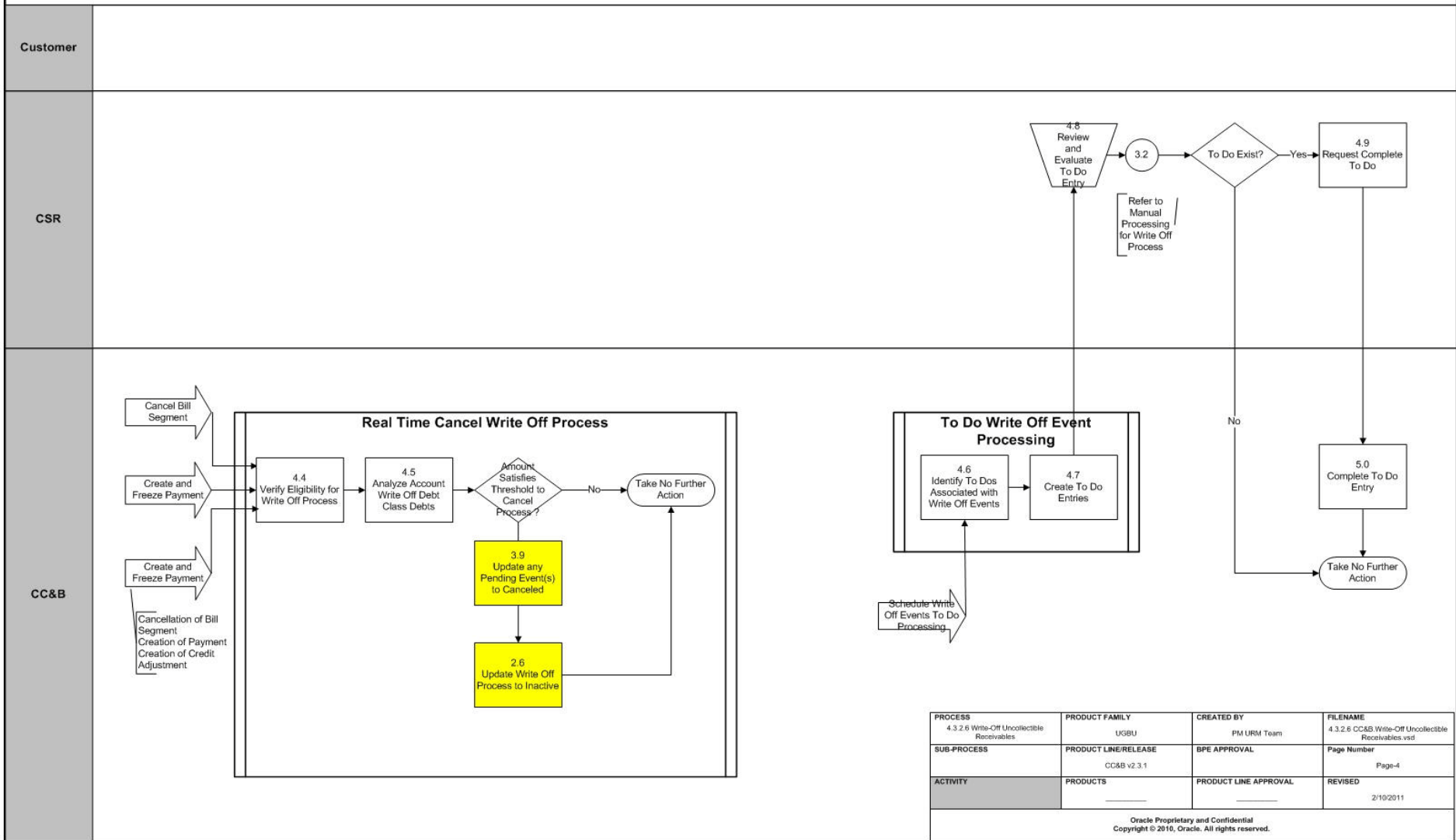


Write Off Uncollectible Receivables (Page3)



Write Off Uncollectible Receivables (Page4)

4.3.2.6 CC&B v2.3.1 *Write Off Uncollectible Receivables*



Write Off Uncollectible Receivables Description

This section includes detailed descriptions of the steps involved in the Write Off Uncollectible Receivables business process, including:

- 1.0 Identify Customer's SA's Eligible for Write Off
- 1.1 Create Adjustment to Synch Up Current Balance and Payoff Balance
- 1.2 Transition Service Agreement(s) to Closed
- 1.3 Write Up or Write Down Small Amount
- 1.4 Transfer Balance to SA's
- 1.5 Create Adjustment(s) to Transfer Debt to Single SA
- 1.6 Create Refund Adjustment
- 1.7 3.3.3.1 Refund Deposit Process
- 1.8 Send Refund Request to Accounts Payable
- 1.9 Receive Refund Request
- 2.0 Send Refund Check to Customer
- 2.1 Receives Check
- 2.2 Select Remaining Accounts with SA's Eligible for Write Off
- 2.3 Create Write Off Process with Pending Events
- 2.4 Evaluate Write Off Process
 - 2.4.1.1 Activate Event Affect Credit Rating /Cash Only Score
 - 2.4.1.2 Update Customer's Account Credit Rating and/or Cash Only Score
 - 2.4.1.3 Complete Event
 - 2.4.2.1 Activate Event Send Letter to Customer for Pending Referral on Effective Date
 - 2.4.3.1 Activate Event Refer to Agency on Effective Date
 - 2.4.4.1 Activate Event Cancel Referral on Effective Date
 - 2.4.5.1 Activate Event Send To Do on Effective Date
 - 2.4.5.2 Initiate To Do List Entry Creation
 - 2.4.6.1 Activate Event Write Off Using Distribution Codes on Effective Date
 - 2.4.6.2 Create WO SA(s)
 - 2.4.6.3 Gather General Ledger Financial Details
 - 2.4.6.4 Transfer Debt to Specific Defined WO SA Types Defined on Distribution Codes
 - 2.4.6.5 Retrieve and Reverse Liability Debt
 - 2.4.7.1 Activate Event Write Off using SA Type Distribution on Effective Date
 - 2.4.7.2 Create WO SA
 - 2.4.7.3 Transfer Balance of All Debt to Defined WO SA Type
 - 2.4.8.1 Activate Event Break Payment Arrangement
 - 2.4.8.2 Break Payment Arrangement and Transfer Debt Back to Original SA's
 - 2.4.9.2 Perform Additional Activities

- 2.5 Wait for Event Effective Date
- 2.6 Update Write Off Process to Inactive
- 2.7 Search for Customer's Account
- 2.8 Evaluate Account and SA Write Off Eligibility
- 2.9 Populate Write Off Process Data
- 3.0 Request Create Write Off Process
- 3.1 Add Write Off Process
- 3.2 Evaluate Write Off Process
- 3.3 Request Modify Event(s) Details
- 3.4 Update Write Off Process and Event(s)
- 3.5 Request Modify List of SA(s) for Write Off Process
- 3.6 Update Write Off Process and List of SA(s)
- 3.7 Request Cancel Pending Write Off Event(s)
- 3.8 Request Cancel Write Off Process and Provide Cancel Reason
- 3.9 Update any Pending Event(s) to Canceled
- 4.0 Determine SA(s) and Debt Amount for Write Off
- 4.1 Request Write Off Full Amount
- 4.2 Populate Specific Write Off Amount and Request Write Off
- 4.3 Retain SA Status
- 4.4 Verify Eligibility for Write Off Process
- 4.5 Analyze Account Write Off Debt Class Debts
- 4.6 Identify To Do's Associated with Write Off Events
- 4.7 Create To Do Entries
- 4.8 Review and Evaluate Errors
- 4.9 Request Complete To Do
- 5.0 Complete To Do Entry

1.0 Identify Customer's SA's Eligible for Write Off

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The background process, Write Off Process Monitor periodically reviews Accounts with stopped or reactivated Service Agreements. Accounts with Active Service Agreements are not included in this review. Based on configuration there is an established Due Date and Collection Grace Days in CC&B. If the debt is overdue, the Write Off Process Monitor will attempt to close the affected Service Agreements through several preliminary activities.

Entities to Configure

Write Off Control
 Work Calendar
 Feature Configuration
 Workflow

Available Algorithm

CI_WPM - Create Pending Write off
 Monitor Process Job

Customizable Process

WPM - The write-off monitor
 analyzes all accounts with finalized,
 unpaid service agreements.

1.1 Create Adjustment to Synch Up Current Balance and Payoff Balance

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Group: Pre-Processing for Write Off Monitor

Group: Write Off

Actor/Role: CC&B

Description: Some Service Agreements may have a Current Balance owing however the Payoff Balance may be zero. CC&B will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment to bring the Current Balance to zero. Some Service Agreements may have a different Current and Payoff Balance. CC&B will align the Current Balance with the Payoff Balance by creating a synchronizing adjustment.

Entities to Configure

Write Off Control
 Adjustment Type

Available Algorithm

WO SYNCH - Synch current and
 payoff balance

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

1.2 Transition Service Agreement(s) to Closed

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: When Service Agreement(s) are stopped or reactivated, final billed, and no longer have balances owing, CC&B automatically transitions the Service Agreement(s) to Closed status.

1.3 Write Up or Write Down Small Amount

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Group: Pre-Processing for Write Off Monitor

Actor/Role: CC&B

Description: Based on configured business rules, CC&B will create adjustments for small amounts that do not warrant further attention through Write Off processing.

Entities to Configure

Write Off Control
Adjustment Type

Available Algorithm

WO WRITEDOWN - Write
down small debit or credit
amounts

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

1.4 Transfer Balance to SA's

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Group: Pre-Processing for Write Off Monitor

Actor/Role: CC&B

Description: CC&B determines if there are eligible SA's to transfer debt. With a Credit Balance, CC&B will first attempt to create an Adjustment to transfer debt to non-stopped, non-canceled SA's. If the SA is being written off has a Credit balance, CC&B attempts to transfer this balance to SAs in the same write-off debt class and account that have a debit balance. The SAs are reviewed in order of SA Type payment priority. If a non-stopped service agreement is found, the credit balance is transferred in total and processing stops. If a stopped SA is found, enough of the credit balance is transferred to bring the balance to zero. If more credit is left, the next SA is processed. If the SA being written off has a Debit balance, this balance is transferred in its entirety to a Pending Start or Active SA that is linked to the same write-off debt class and account. If multiple such service agreements exist, the service agreement with the highest payment priority on its SA type is selected.

Entities to Configure

Write Off Control
Adjustment Type

Available Algorithm

WO TRANSFER - This write off event algorithm looks at all service agreements that are subject to write-off processing and attempts to transfer unpaid debt to other eligible Service Agreements for the Account

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

1.5 Create Adjustment(s) to Transfer Debt to Single SA

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Group: Refund A/P Request

Group: Pre-Processing for Write Off Monitor

Actor/Role: CC&B

Description: Adjustments are created to move debt to a single Service Agreement before requesting refund.

Entities to Configure

Write Off Control
Adjustment Type

Available Algorithm

WO A/P ADJ - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment.

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

1.6 Create Refund Adjustment

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Group: Refund A/P Request

Group: Pre-Processing for Write Off Monitor

Actor/Role: CC&B

Description: CC&B creates a single refund adjustment to bring the customer's payoff balance to 0.

Entities to Configure

Write Off Control
Adjustment Type

Available Algorithm

WO A/P ADJ - The system will evaluate whether or not the total SA balances within a debt class qualify for an A/P adjustment, a transfer all unpaid balances is made to one of the service agreements and then cut the check from it.

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

1.7 3.3.3.1 Refund Deposit Process

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If a deposit is associated with the Account to be refunded, refer to 3.3.3.1 Refund Deposit Process.

1.8 Send Refund Request to Accounts Payable

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: As part of the refund adjustment process a separate check request for the customer is sent to Accounts Payable.

1.9 Receive Refund Request

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The refund check request is received in Accounts Payable.

2.0 Send Refund Check to Customer

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Using separate check writing software Accounts Payable will create and send a refund check to the customer. This is a customized process.

2.1 Receives Check

See **Write Off Uncollectible Receivables (Page1)** for the business process diagram associated with this activity.

Actor/Role: Customer

Description: The customer receives the refund check.

2.2 Select Remaining Accounts with SA's Eligible for Write Off

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: Accounts that still meet criteria for Write Off are identified to start a Write Off Process.

Entities to Configure

Write Off Control
Write Off Process Template
Write Off Event Template

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

2.3 Create Write Off Process with Pending Events

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B creates a Write Off Process as defined in the configurable business rules.

Entities to Configure

Work Calendar
Write Off Control
Write Off Process Template
Write Off Event Template

Available Algorithm

WO CRIT DFLT - This write-off criteria algorithm contains the default criteria used when no other criteria apply for a collection class and write-off debt class. Write-off criteria are used when the system determines how to write-off a service agreement. These criteria are defined on the write-off controls associated with your collection classes and write-off debt classes.

WO CRIT NCD - This write-off criteria algorithm checks if a customer has a non-cash deposit. If so, it returns a value of true.

Customizable Process

WPM - The write-off monitor analyzes all accounts with finalized, unpaid service agreements.

2.4 Evaluate Write Off Process

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: Write Off processes are reviewed by CC&B to determine if a Write Off Event can be activated.

2.4.1.1 Activate Event Affect Credit Rating /Cash Only Score

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: The customer's credit rating is initially established as a configurable business rule on Installation Options. CC&B has a Write Off Event type that impacts the customer's Credit Rating as defined for this Event type.

Entities to Configure

Installation Options - Credit & Collection
Write Off Event Template
Feature Configuration
Workflow

Available Algorithm

CI_WET - Create Pending Write off Event Trigger Job

Customizable Process

WET - Write Off Event Activator
- The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.1.2 Update Customer's Account Credit Rating and/or Cash Only Score

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B will upon activation of this event, automatically update the customer's Credit Rating and/or Cash Only Score as defined on this Event Type. Two separate Events are configured if both Credit Rating and Cash Only Score impact the Customer for varying time periods.

Entities to Configure

Write Off Event Template

Customizable Process

WET - Write Off Event Activator -
The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.1.3 Complete Event

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: The system completes the specific event after successful execution of the event.

Entities to Configure

Write Off Event Template

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.2.1 Activate Event Send Letter to Customer for Pending Referral on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: This event creates a Customer Contact. If configured, the Customer Contact can initiate a letter to the Customer.

Entities to Configure

Customer Contact Class
Customer Contact Type
Letter Template
Write Off Event Template

Available Algorithm

WO EVT LTR1 - This write-off event algorithm creates a customer contact (which in turn is used to generate a letter) if the WO's outstanding debt equals or exceeds the Debt Threshold.

LTEX-WO - Create write-off event letter extract records

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.2.2 Create Customer Contact

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: This event creates a Customer Contact. Refer to 3.4.1.1 Customer Contact Process.

2.4.3.1 Activate Event Refer to Agency on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B can refer a customer to a Collection Agency. Distribution of the referral to different agencies and write down of liabilities can be accomplished through configuration of this Event. Refer to 4.3.2.7 Collection Agency Referral Process.

Entities to Configure

Collection Agency
Adjustment Type
Write Off Event Template

Available Algorithm

WOEVT AGYRF - This write-off event algorithm writes down liabilities and creates a collection agency referral for Collection Agency ID if the outstanding debt equals or exceeds the Debt Threshold Amount.

AGYREF EQUAL - Return collection agency with the least debt

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.4.1 Activate Event Cancel Referral on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: This event will cancel referral activity with a Collection Agency. The Collection Agency will be notified.

Entities to Configure

Write Off Event Template

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.5.1 Activate Event Send To Do on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: This event will create a To Do Entry.

Entities to Configure

To Do Type
To Do Role
Write Off Event Template

Available Algorithm

WO EVT TODO1 - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.5.2 Initiate To Do List Entry Creation

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: The To Do Entry is created by the corresponding Event. When the associated To Do background process is executed, the To Do Entry becomes available for review by a CSR or Authorized User. Refer to Step 4.6 To Do Processing later in this document.

Entities to Configure

Write Off Event Template
To Do Type
To Do Role

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.6.1 Activate Event Write Off Using Distribution Codes on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: This event allows the configured Distribution Codes accumulated from associated Financial Transactions to be used for determining the specific Write Off Service Agreements created during the Write Off Process.

Entities to Configure

Distribution Code
SA Type
Customer Class
Adjustment Type
Write Off Event Template

Available Algorithm

CI_CCWO-DST- This customer class write off method will create write off service agreements for each unique SA Type identified from the distribution codes of the financial transactions' GL details being written off.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.6.2 Create WO SA(s)

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B will use the defined method of the Event to determine required Write Off SA Types. Write Off using Distribution Codes or Write Off using SA Type is available.

Entities to Configure

Write Off Event Template
SA Type
Adjustment Type

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.6.3 Gather General Ledger Financial Details

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B accumulates the distribution codes from GL details associated with recent financial transactions linked to the service agreement being written-off. When CC&B has accumulated enough distribution codes and the amount associated with the distribution code equals or exceeds the amount to write off), the debt will be transferred to a new or existing write-off service agreement(s). The number and type of service agreements the bad debt is transferred is defined on the distribution codes.

Entities to Configure

Write Off Event Template

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.6.4 Transfer Debt to Specific Defined WO SA Types Defined on Distribution Codes

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Group: Write Off

Actor/Role: CC&B

Description: When using Write Off for Distribution Codes associated with revenue, the system will create a transfer adjustment from the normal service agreement to the write-off revenue service agreement. This will reduce (credit) the receivable on the normal service agreement and increase (debit) the expense account defined on the write-off revenue service agreement. For those Distribution Codes associated with liabilities, an organization can override the distribution code on the "transfer to" side of the transfer adjustment with the Distribution Code / Characteristic Type / Characteristic Value that was originally booked.

Entities to Configure

Write Off Event Template

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.6.5 Retrieve and Reverse Liability Debt

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: Any liabilities to be reversed are accomplished with Events of this type.

Entities to Configure

Write Off Event Template
Adjustment Type
SA Type

Available Algorithm

WO EVT REVLB - This write-off event algorithm retrieves the liabilities (typically taxes) associated with the write-off process's SA's and reverses them using the adjustment type provided as a parameter.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.7.1 Activate Event Write Off using SA Type Distribution on Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: With this Event type the service agreements linked to the process will be written-off by transferring their debt to a new or existing write-off service agreement.

Entities to Configure

Write Off Event Template
SA Type
Adjustment Type

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.7.2 Create WO SA

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: With this Event type CC&B creates a specifically defined Write Off Service Agreement for all debt to be transferred.

Entities to Configure

Write Off Event Template
SA Type
Adjustment Type

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.7.3 Transfer Balance of All Debt to Defined WO SA Type

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: With this Event type the balance of all debt will be transferred to one Write Off Service Agreement.

Entities to Configure

Write Off Event Template
SA Type
Adjustment Type

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.8.1 Activate Event Break Payment Arrangement

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: When this Event type is activated CC&B will break a Payment Arrangement if one exists.

Entities to Configure

Adjustment Type
 Characteristic Type
 Characteristic Value
 Adjustment Cancel Reason
 Write Off Event Type

Available Algorithm

WO BREAK PA - This write off event break payment algorithm contains the logic that should be executed when a payment arrangement is broken This algorithm should be specified on write-off event types that are used to break a payment arrangement

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.8.2 Break Payment Arrangement and Transfer Debt Back to Original SA's

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: When a Payment Arrangement is broken, debt on the Payment Arrangement is transferred back to the original Service Agreement(s). The Service Agreement has a broken payment arrangement Characteristic and can be identified for special Credit and Collection processing.

Entities to Configure

Adjustment Type
 Characteristic Type
 Characteristic Value
 Adjustment Cancel Reason
 Write Off Event Template

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.9.1 Activate Custom Event

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: CC&B has placeholder logic for an organization to define other Event type functionality as required. These algorithms would be completely customized.

Entities to Configure

Write Off Event Template

Available Algorithm

WO EVT GENER - Generic Algorithm
 - This write off event algorithm is a "dummy" algorithm that should be used as a sample when needed to create ad hoc write off event functions.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.4.9.2 Perform Additional Activities

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: When additional functionality is required, the Generic Algorithm Event type can be used to customize needed activities.

Entities to Configure

Write Off Event Template

Available Algorithm

WO EVT SMALL - Write down if debt > -\$10 and < \$10

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.5 Wait for Event Effective Date

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Actor/Role: CC&B

Description: The Write Off Event Trigger background process is executed periodically and activates Write Off Events on the defined effective date. Until such date the Write Off Event remains in Pending status.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.6 Update Write Off Process to Inactive

See **Write Off Uncollectible Receivables (Page2)** for the business process diagram associated with this activity.

Group: Write Off Process Monitor and Write Off Event Trigger

Group: Real Time Cancel Write Off Process

Actor/Role: CC&B

Description: When all events have been completed or canceled, the Write Off Process is transitioned to Inactive.

Customizable Process

WET - Write Off Event Activator - The write-off event trigger activates all write-off events whose trigger date is on or before the supplied business date.

2.7 Search for Customer's Account

See **Write Off Uncollectible Receivables (Page3)** 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.

2.8 Evaluate Account and SA Write Off Eligibility

See **Write Off Uncollectible Receivables (Page3)** 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 Write Off is required. Control Central Alerts, and other Dashboard information assist the CSR or Authorized User. The CSR or Authorized User will review 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

Available Algorithm

Control Central Alerts
 CI_ADT-WO - Write Off Adjustment
 Description

2.9 Populate Write Off Process Data

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When creating a new Write Off Process online the CSR or Authorized User chooses the specific Write Off Control and Write Off Process Template. The eligible Service Agreement(s) are selected. The CSR or Authorized User may need to add, subtract or modify events within the Write Off Process Template.

3.0 Request Create Write Off Process

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: When the CSR or Authorized User has determined the specific Write Off Process and associated Write Off Events, he/she requests to create the new Write Off Process.

3.1 Add Write Off Process

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Write Off Process is added in CC&B.

Entities to Configure

Write Off Control
 Write Off Process Template
 Write Off Event Template

3.2 Evaluate Write Off Process

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User evaluates the Write Off Process to determine if updates are required. It is possible to make changes throughout the life cycle of a Write Off Process.

3.3 Request Modify Event(s) Details

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: CSR or Authorized User reviews the existing Write Off Process to determine if changes to Events are required. It is possible to add, remove or cancel Pending Events for an Active Write Off Process. Future dated Events may also be changed postponing

3.4 Update Write Off Process and Event(s)

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Changes to Write Off Process and/or Events are updated in CC&B.

3.5 Request Modify List of SA(s) for Write Off Process

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the Service Agreements included in the Write Off Process. At times it is necessary to exclude a specific Service Agreement from a Write Off Process. The CSR or Authorized User removes a given Service Agreement(s) from the Write Off Process.

3.6 Update Write Off Process and List of SA(s)

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Write Off Process is updated to exclude the given Service Agreement(s).

3.7 Request Cancel Pending Write Off Event(s)

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User determines to cancel remaining Pending Events in order to Cancel or Complete the Write Off Process.

3.8 Request Cancel Write Off Process and Provide Cancel Reason

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it is necessary to cancel a Write Off Process. The CSR or Authorized User cancels the Write Off Process and enters a cancel reason. Pertinent comments can be included.

3.9 Update any Pending Event(s) to Canceled

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Group: Real Time Cancel Write Off Process

Actor/Role: CC&B

Description: Existing Pending Events are transitioned to canceled.

4.0 Determine SA(s) and Debt Amount for Write Off

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: At times it is necessary to expedite Write Off of particular debt without creating or waiting for a Write Off Process to be initiated. The CSR or Authorized User will decide the specific Service Agreements to include and the amount to Write Off. It is possible to Write Off all or a portion of the unpaid debt. The Write Off may be for an Active Service Agreement. There is separate functionality in CC&B for online Write Off.

4.1 Request Write Off Full Amount

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User has determined to Write Off the full amount of debt.

4.2 Populate Specific Write Off Amount and Request Write Off

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: Based on established business rules, the CSR or Authorized User has determined to Write Off a portion of debt.

4.3 Retain SA Status

See **Write Off Uncollectible Receivables (Page3)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If all debt is not transferred to Write Off Service Agreement(s) a balance exists for the original Service Agreement(s). The original Service Agreement(s) will not close until stopped and the balance is 0.

4.4 Verify Eligibility for Write Off Process

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Group: Real Time Cancel Write Off Process

Actor/Role: CC&B

Description: When a payment is received or other Financial Transaction reduces debt for the customer's balance, a Write Off Process' Events may be canceled and the Write Off Process transitioned to Inactive. This task is the first step process that takes place when the system detects a reduced balance for the Account's Service Agreement(s).

4.5 Analyze Account Write Off Debt Class Debts

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Group: Real Time Cancel Write Off Process

Actor/Role: CC&B

Description: After calculation of Account's Write Off Debt Class configured criteria (one of more Account's Service Agreement(s) included in the Write Off Process is analyzed to determine if the debt is now small enough (or doesn't exist at all) to cancel the Write Off Process. Typically this analysis is a comparison with a predefined debt threshold.

4.6 Identify To Do's Associated with Write Off Events

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Group: To Do Write Off Event Processing

Actor/Role: CC&B

Description: CC&B identifies and highlights Write Off Events that request To Do Entries.

Entities to Configure

Write Off Event Template
 To Do Type
 To Do Role
 Feature Configuration
 Workflow

Available Algorithm

WO EVT TODO - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.
 CI_TD-WO EVT - Create Pending To Do for Write-Off Events Job

Customizable Process

TD-WOEV T To Do's for Write Off Events - This background process creates a To Do entry for write-off events that should generate a To Do entry.

4.7 Create To Do Entries

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Group: To Do Write Off Event Processing

Actor/Role: CC&B

Entities to Configure

To Do Type
To Do Role

Available Algorithm

WO EVT TODO - This write off event algorithm creates a To Do entry if the outstanding debt of the service agreements on the write-off process equals or exceeds the Debt Threshold Amount.

Customizable Process

TD-WOEV T This background process creates a To Do entry for associated write-off events

4.8 Review and Evaluate Errors

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews To Do Entry. Based on established business rules, the CSR or Authorized User determines the next course of action related to the Write Off Event and Write Off Process.

4.9 Request Complete To Do

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry. The CSR or Authorized User may add comments or a log entry for future reference.

Entities to Configure

To Do Type
To Do Role

5.0 Complete To Do Entry

See **Write Off Uncollectible Receivables (Page4)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The To Do Entry is updated to Complete status 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