

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

Utility Reference Model

4.3.2.7 CC&B Manage Collection Agency Referrals

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.7, Release 2.3.1

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Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2.7. Manage Collection Agency Activity

Process Type: Sub Process

Parent Process: 4.3.2 Perform Collection Activities

Sibling Processes: 4.3.2.6. Write Off Uncollectable Receivables

When an Organization is about to Write Off a Customer's debt, they typically refer delinquent amount to the Collection Agency(s). Process contains information how Collection Agency Referrals are created, maintained, cancelled within CC&B and how they information is communicated to Collection Agencies.

Actors/Roles

The Manage Collection Agency Referrals 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.
- **Collection Agency:** Collection Agency.

Chapter 2

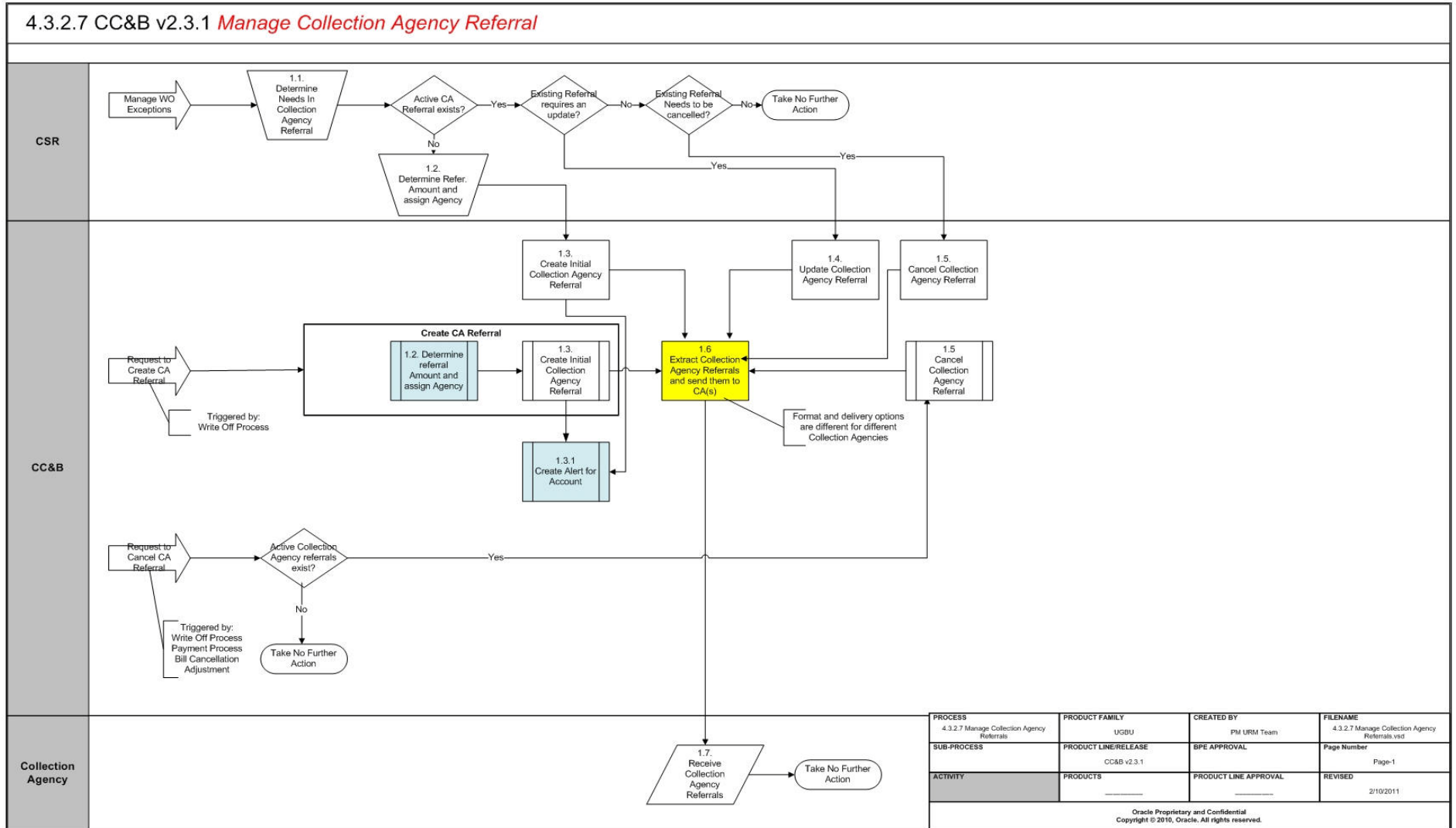
Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Collection Agency Referrals business process. This includes:

- **Business Process Diagrams**
 - **Manage Collection Agency Referrals (Page1)**
- **Manage Collection Agency Referrals Description**
- **Related Training**

Business Process Diagrams

Manage Collection Agency Referrals (Page1)



Manage Collection Agency Referrals Description

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

- 1.1 Determine needs in Collection Agency referral
- 1.2 Determine Referral Amount and assign Agency
- 1.3 Create Initial Collection Agency Referral
 - 1.3.1 Create Alert for Account
- 1.4 Update Collection Agency Referral
- 1.5 Cancel Collection Agency Referral
- 1.6 Extract Collection Agency Referrals and sends them to CA(s)
- 1.7 Receive Collection Agency Referrals

1.1 Determine needs in Collection Agency referral

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

Actor/Role: CSR

Description: While working on existing active Write Off Processes exceptions (Refer to 4.3.2.6. Write Off Uncollectable Receivables Process for details), it is required to decide whether or not a Collection Agency Referral is needed for the given Account with outstanding debts. The CSR or Credit and Collection Specialist who is responsible for Write Off and CA referrals makes a decision to create a new Referral, cancel or update existing Referrals based on provided manual (not stored or implemented in CC&B) instructions.

Note: Current BPM represents only manual "Determine needs in Collection Agency referral "process (CSR related process). An Automated Process also exists. It's a component of the following processes:

- 4.3.2.6. Write Off Uncollectable Receivables
- 4.2.2 Manage Bill

Entities to Configure
Collection Agency

1.2 Determine Referral Amount and assign Agency

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

Actor/Role: CSR, CC&B

Description: If the CC&B automated process or CSR/Credit and Collection Specialist identifies the need to create an Initial Collection Agency Referral, CC&B automatically or CSR/ Credit and Collection Specialist must manually determine amount of referrals and assign the Collection Agency.

- Manual process: CSR/Credit and Collection Specialist populates required referral amount and selects Agency. Multiple Referrals for multiple Agencies could be created (It's not a recommended business practice though). However, total referrals amount cannot be more than the Customer's debt amount.

- Automated process: CC&B automatically assigns debt amount to the Collection Agency that has the least dollar amount of active referrals. This logic is implemented in the default Collection Agency Referral Algorithm (AGYREF EQUAL), which can be replaced with custom Algorithm. Please check Write Off event type "Collection Agency Referral" for details.

Available Algorithm

Installation - Collection Agency Referral Information (C1-ARI-EMPTY) - Sample Collection Agency Referral Information Algorithm. Write Off Event Type - Agency Referral Algorithm (AGYREF EQUAL) - Return collection agency with the least debt.

1.3 Create Initial Collection Agency Referral

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

Actor/Role: CC&B

Description: Initial Collection Agency Referral gets created automatically or as a result of manual process.

1.3.1 Create Alert for Account

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

Actor/Role: CC&B

Description: CC&B automatically creates an Alert that displays when Account has an active Referral(s).

Available Algorithm

Installation Options - Control Central Alert Algorithm (C1-COLL-REF) - This algorithm displays an alert if the current account has an active collection agency referral.

1.4 Update Collection Agency Referral

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

Actor/Role: CSR, CC&B

Description: If there is a need to modify existing Referrals, the CSR/Credit and Collection Specialist can do it by following the business' manual instructions and materials using Collection Agency Referral page. Those instructions and logic are not saved or implemented in CC&B.

1.5 Cancel Collection Agency Referral

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

Actor/Role: CSR, CC&B

- Automated Process: Existing active referrals could be cancelled if:
 - SA(s) balance is changed and become zero. It might happen if the following scenarios described in different processes will take place:
 - Full or partial payment received. See 4.3.1.1. Manage Payments for description and details.

Note: If any of the events above will cause the SA's balance to become zero, the system will automatically close the SA and it will be removed from the write-off process. When a WO Process no longer contains active service agreements, the system cancels the write-off process. When a WO process is cancelled, all Collection Agency Referrals are automatically cancelled

- Payments were not received within the waiting period allocated by the Utility Business for Collection Agencies to collect the money from customer. See 4.3.2.6. Write Off Uncollectable Receivables for description and details how WO process initiates Cancellation Referral events.
- Manual Process: Manual cancellation based on CSR/Credit and Collection Specialist's decision. This could be done at any time while Referrals are active.

1.6 Extract Collection Agency Referrals and sends them to CA(s)

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

Actor/Role: CC&B

Description: CC&B extracts the data for each Collection Agency, formats it based on Collection Agency requirements and sends it out.

Note: The collection agency referral download extraction process creates the flat file that contains referrals to be interfaced to collection agencies. This process must be customized in order to fit each individual collection Agency requirements for data and data formatting.

Customizable Process

DWLDCOLL -
Download collection
agency referrals

1.7 Receive Collection Agency Referrals

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

Actor/Role: Collection Agency

Description: Collection Agency receives and processes all the new, updated and cancelled referrals.

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