

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

Utility Reference Model

4.3.2 Perform Collection Activities

July 2012

Oracle Customer Care and Billing Utility Resource Model 4.3.2, Release 2.3.1

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Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2 Perform Collection Activities

Process Type: Process

Parent Process: 4.3 Collect Revenue

This process takes place when Customer is in arrears. Company attempts to collect Customer's debt partially or fully. Typical Business practice is to initiate set of activities and events that will help to collect arrears. These events are grouped in Processes by severity. There are several processes that represent common business practice:

- Collection Process
- Severance Process
- Write Off Process

Company usually starts from Collection Process, which is set of various reminders (letters, phone calls etc). If Customer still doesn't pay debts, Company initiates Severance Process. Severance Process activities include heavy actions like cut service and stop Service. If Customer still owes money, then Company might use Collection Agency in last attempt to collect the debt and then writes off Customers debts. These activities are typical Write Off Process Activities. However, if Customer contacts Company and agrees to pay the debt, company offers Payment Arrangement or Pay Plan to help Customer to pay the debt.

Note: Currently Pay Plan and Payment Arrangements are not in the scope of this document. This is subject of future releases.

Actors/Roles

The Perform Collection Activities business process involves the following actors and roles:

- **Collection Agency:** Collection Agency
- **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.
- **Field Operations:** Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed diagram of the Perform Collection Activities business process.
This includes:

- **Business Process Diagrams**
 - **Perform Collection Activities (Page1)**

Business Process Diagrams

Perform Collection Activities (Page1)



