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

Utility Reference Model

CC&B 4.3.2.3a Manage Pay Plan

July 2012

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.3.2.3a, Release 2.3.1

Contents

Chapter 1

Overview

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

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

Brief Description

Business Process: 4.3.2.3a Manage Pay Plan

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, 4.3.2.4a Manage Payment Arrangement, 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 Bankruptcy

This process describes how the Pay Plan functionality is used to assist customers in managing their bills. The customer makes payments on specific dates that are outside the normal billing due dates. These scheduled dates are not included with the regular periodic bill. The pay plan can be placed on Autopay using the scheduled payment dates.

The Credit and Collection processes monitor the payment scheduled dates for the Pay Plan and provides follow up based on configured business rules.

Actors/Roles

The Manage Pay Plan 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 Pay Plan business process. This includes:

- **Business Process Diagrams**

    - **Manage Pay Plan (Page1)**

    - **Manage Pay Plan (Page2)**

    - **Manage Pay Plan (Page 3)**
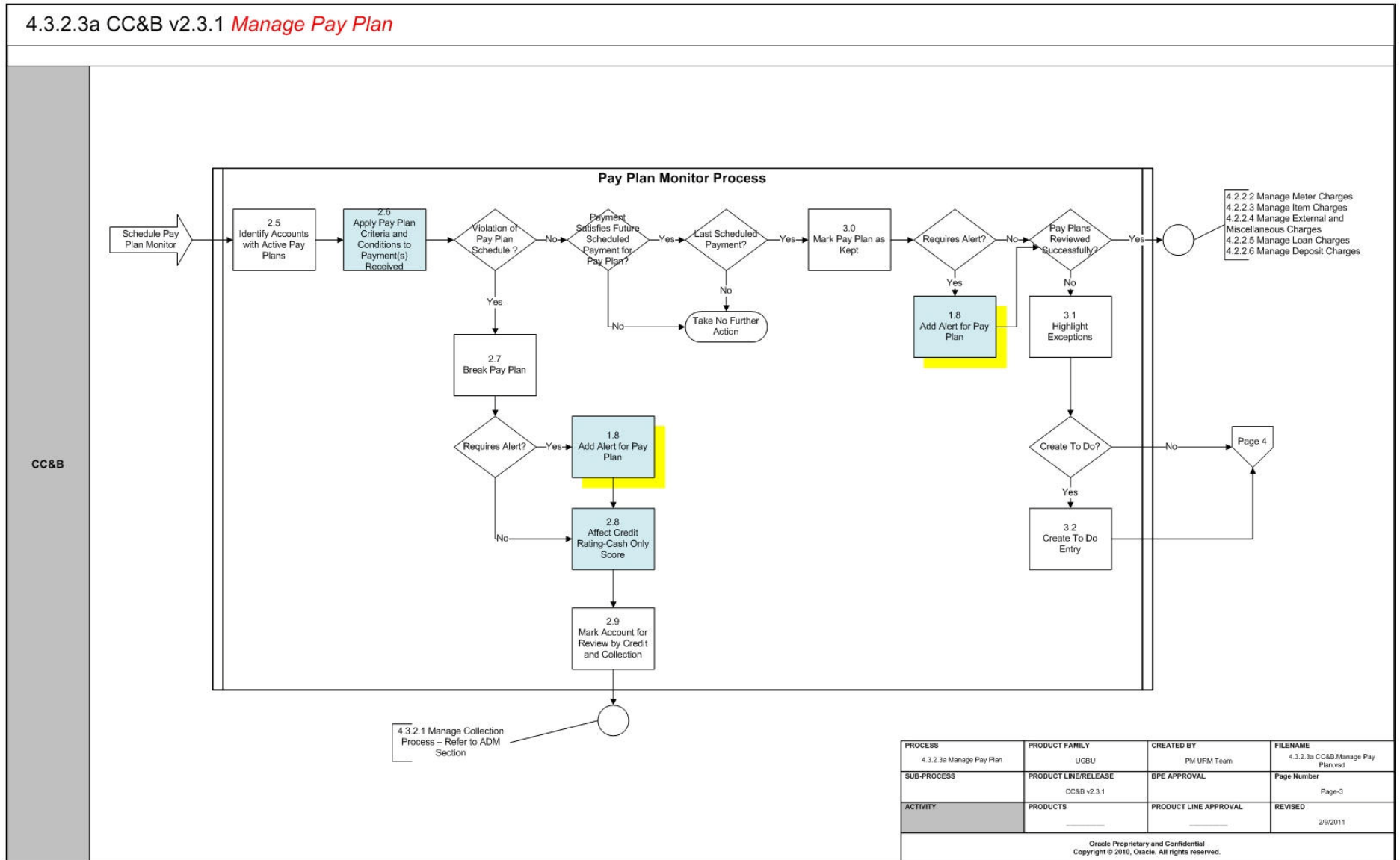
    - **Manage Pay Plan (Page 4)**

- **Manage Pay Plan Description**

- **Installation Options Control Central Alert Algorithms**

- **Related Training**

Business Process Diagrams

Manage Pay Plan (Page1)

Manage Pay Plan (Page2)

4.3.2.3a CC&B v2.3.1 *Manage Pay Plan*

CSR

Page 1 → 2.2 Request Cancel Pay Plan

2.3 Cancel Pay Plan

Take No Further Action

CC&B

Schedule Collection Event Activator →

Cancel Pay Plan Process

Collection Event Activator

2.4 Identify Accounts with Pending Collection Processes → Existing Cancel Pay Plan Event? —Yes→ Date to Activate Event? —Yes→ 2.3 Cancel Pay Plan

No → Take No Further Action

Requires Alert? —Yes→ 1.8 Add Alert for Pay Plan —No→

No →

○ ← Refer to 4.3.2.1 Manage Collection Process

Stop Service and Cancel Pay Plan Process

3.3.2.3 Stop Premise Based Service

3.3.2.4 Stop Non Premise Based Service

SA(s) Stopped with Active Pay Plan? —Yes→ All SA(s) Stopped in Same Debt Class as Pay Plan? —Yes→ 2.3 Cancel Pay Plan → Requires Alert?

No →

Yes → 1.8 Add Alert for Pay Plan —No→

No → Take No Further Action

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.2.3a Manage Pay Plan	UGBU	PM URM Team	4.3.2.3a CC&B.Manage Pay Plan.vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-2
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/9/2011

Manage Pay Plan (Page 3)

Manage Pay Plan (Page 4)

4.3.2.3a CC&B v2.3.1 *Manage Pay Plan*

CSR

Page 3 → 3.3 Evaluate Exceptions → 3.4 Resolve Exception → To Do Exists? → No → Take No Further Action

To Do Exists? → Yes → 3.6 Request Complete To Do

CC&B

3.5 Update Data

3.7 Complete To Do Entry

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.3.2.3a Manage Pay Plan	UGBU	PM URM Team	4.3.2.3a CC&B.Manage Pay Plan.vsd
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CC&B v2.3.1		Page-4
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
			2/9/2011

Manage Pay Plan Description

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

- **1.0 Search for Customer**
- **1.1 Analyze Eligibility and Negotiate Pay Plan**
- **1.2 Request Add Customer Contact**
- **1.3 Add Customer Contact**
- **1.4 Add Alert for Pay Plan Denial**
- **1.5 Determine and Populate Pay Plan Details**
- **1.6 Request Add Pay Plan**
- **1.7 Add Pay Plan**
- **1.8. Add Alert for Pay Plan**
- **1.9 Cancel Collection Process**
- **2.0 Cancel Severance Process**
- **2.1 Evaluate Existing Pay Plan**
- **2.2 Request Cancel Pay Plan**
- **2.3 Cancel Pay Plan**
- **2.4 Identify Accounts with Pending Collection Processes**
- **2.5 Identify Accounts with Active Pay Plans**
- **2.6 Apply Pay Plan Criteria and Conditions to Payment(s) Received**
- **2.7 Break Pay Plan**
- **2.8 Affect Credit Rating-Cash Only Score**
- **2.9 Mark Account for Review by Credit and Collection**
- **3.0 Mark Pay Plan as Kept**
- **3.1 Highlight Exceptions**
- **3.2 Create To Do Entry**
- **3.3 Evaluate Exception**
- **3.4 Resolve Exception**
- **3.5 Update Data**
- **3.6 Request Complete To Do**
- **3.7 Complete To Do Entry**

1.0 Search for Customer

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

Actor/Role: CSR

Description: Upon receipt of request to start a Pay Plan, 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.

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Entities to Configure
Installation Options

Available Algorithm
Installation Options - PERS-INFO-LF Person Information, Installation Options NMFM-VALFMT - Person Name Validation Installation Options - Control Central Alerts

1.1 Analyze Eligibility and Negotiate Pay Plan

See **Manage Pay Plan (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 debt. These procedures are part of the negotiation or discussion with the customer. A customer on a Pay Plan may or may not have overdue debt. Typically the CSR or Authorized User reviews the customer's Account Financial History, Billing History, and Credit and Collection information prior to initiating a Pay Plan. The CSR or Authorized User reaches an agreement with the customer for scheduled payments over a given time period.

Entities to Configure
Pay Plan Type Pay Method

1.2 Request Add Customer Contact

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

Actor/Role: CSR

Description: Based on established business rules the Pay Plan may be denied. A Customer Contact may be required. Refer to 3.4.1.1 Manage Customer Contacts.

Entities to Configure
Pay Plan Type Pay Method

1.3 Add Customer Contact

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

Actor/Role: CC&B

Description: The Customer Contact is added in CC&B. Refer to 3.4.1.1 Manage Customer Contacts.

Entities to Configure

Customer Contact Class
Customer Contact Type

1.4 Add Alert for Pay Plan Denial

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

Actor/Role: CC&B

Description: If configured, CC&B can display a Control Central Alert for number of Pay Plan denials for a Customer within a given time period. Alert Types can also be configured and manually added to an Account.

Entities to Configure

Customer Contact
Customer Contact Type
Installation Options -
Control Central Alerts
Alert Type

Available Algorithm

CC-PPDENIAL - This control central alert algorithm counts the number of Customer Contacts for a given Contact Type and Contact Class, whose create date is within the last X days (X being the Number of Days Cutoff) and displays an appropriate alert on control central.

1.5 Determine and Populate Pay Plan Details

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

Actor/Role: CSR

Description: The CSR or Authorized User enters the required Pay Plan Information including Pay Plan Type and Start Date, Pay Method, Third Party Payor if any, and scheduled payment dates and amounts.

Entities to Configure

Pay Plan Type
Third Party Payor
Pay Method

1.6 Request Add Pay Plan

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

Actor/Role: CSR

Description: When the CSR or Authorized User has all the necessary Pay Plan information in place, he/she saves the record.

1.7 Add Pay Plan

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

Actor/Role: CC&B

Description: The Pay Plan is added in CC&B. If configured a Control Central Alert is displayed when there is an Active Pay Plan.

Entities to Configure

Pay Plan Type
Installation Options

Available Algorithm

PP-ACTIVE - Show count of ACTIVE pay plans

1.8. Add Alert for Pay Plan

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

Group: Cancel Pay Plan Process

Group: Stop Service and Cancel Pay Plan Process

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: The Pay Plan is added in CC&B. If configured a Control Central Alert is displayed when there is an Active, Kept, Canceled or Broken Pay Plan. The system will also keep track of the number of Pay Plans and statuses within a given time period.

Entities to Configure

Pay Plan Type
Installation Options

Available Algorithm

PP-ACTIVE - Show count of
ACTIVE pay plans
PP-BROKEN - Show count of
BROKEN pay plans
PP-KEPT - Show count of KEPT
pay plans

1.9 Cancel Collection Process

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

Actor/Role: CC&B

Description: If configured, CC&B cancels an existing Collection Process. When a Pay Plan is activated, the system sums and compares the arrears balances of Service Agreements in the Debt Class, to the Pay Plan's Override Arrears criteria and Debt Class Cancellation Threshold. If the adjusted arrears is less than or equal to the cancellation threshold the Collection Process is canceled. Refer to 4.3.2.1 Manage Collection Process.

Entities to Configure

Debt Class
Pay Plan Type
Collection Process Template

Available Algorithm

DC COLL CAN - Cancel collection
process if ALL debt < $50
PP OVRD ARS - Override arrears
using pay plans schedule Payments.

2.0 Cancel Severance Process

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

Actor/Role: CC&B

Description:

If configured CC&B cancels an existing Severance Process. When a Pay Plan is activated, the system sums and compares the arrears balances of Service Agreements in the Debt Class, to the Pay Plan's Override Arrears Algorithm and Debt Class Cancellation Threshold. If the adjusted arrears is less than or equal to the cancellation threshold the Severance Process is canceled. Refer to 3.4.2.2 Manage Severance Process.

Entities to Configure

Debt Class
Pay Plan Type
Severance Process Template

Available Algorithm

DC SEV CAN - Cancel severance process if ALL debt < $30.
PP OVRD ARS - Override arrears using pay plans schedule Payments.

2.1 Evaluate Existing Pay Plan

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

Actor/Role: CSR

Description: The CSR or Authorized User reviews and evaluates an existing Pay Plan to confirm accuracy. At times it may be necessary to cancel a Pay Plan. The customer may not want to make use of the Pay Plan any longer or there may be other business reasons to cancel the Pay Plan.

2.2 Request Cancel Pay Plan

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

Actor/Role: CSR

Description: The CSR or Authorized User determines to cancel the Pay Plan.

2.3 Cancel Pay Plan

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

Group: Cancel Pay Plan Process

Group: Collection Event Activator

Group: Stop Service and Cancel Pay Plan Process

Actor/Role: CC&B

Description: The Pay Plan is transitioned to Canceled status in CC&B. Refer to 4.3.2.1 Manage Collection Process.

Entities to Configure

Collection Process Template
Collection Event Template

Available Algorithm

COLL CAN PP - This collection
event algorithm cancels any active
payment plans associated with the
collection process's debt class.

Customizable Process

CET - Collection event trigger

2.4 Identify Accounts with Pending Collection Processes

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

Group: Cancel Pay Plan Process

Group: Collection Event Activator

Actor/Role: CC&B

Description: The background process, Collection Event Activator reviews accounts with pending
Collection Processes to determine if any Collection Events to cancel the Pay Plan exists, and
checks the activation date. Collection Events that meet these criteria will be activated, and
associated Pay Plans canceled. Refer to 4.3.2.1 Manage Collection Process.

Entities to Configure

Collection Process Template
Collection Event Template

Available Algorithm

COLL CAN PP - This collection
event algorithm cancels any active
payment plans associated with the
collection process's debt class.

Customizable Process

CET - Collection event trigger

2.5 Identify Accounts with Active Pay Plans

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor Process

Actor/Role: CC&B

Description: The background process, Pay Plan Monitor, selects Accounts with Active Pay Plans to determine if the Pay Plans' scheduled payments are met and to update the status of the Pay Plan. If all scheduled payments are met on time, the Pay Plan is transitioned to a Kept status. If the scheduled payments are not made on time, the Pay Plan Monitor changes the status to broken, marks the account for Credit and Collection review, and can update the customer's credit history.

Entities to Configure
Feature Configuration
Workflow

Available Algorithm
CI_PPM - Create Pending Pay Plan
Monitor Job

Customizable Process
PPM - Pay Plan Monitor

2.6 Apply Pay Plan Criteria and Conditions to Payment(s) Received

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor Process

Actor/Role: CC&B

Description: The system collects all frozen non-cancelled payments associated for the account and same debt class. The payment dates must be after the start date of the Pay plan and associated with the Pay Plan's identified Payor. The system compares scheduled payments to actual payments to confirm scheduled payments were made on a timely basis.

Entities to Configure
Pay Plan
Pay Method

Available Algorithm

PP OVRD ARS - This algorithm takes the arrears balances of an account's debt class, and adjusts/ reduces them by the amount of the scheduled payments for pay plans of the same debt class.

Customizable Process

PPM - Pay Plan Monitor

2.7 Break Pay Plan

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If the system cannot find payments that meet the scheduled pay dates for the Pay Plan, the Pay Plan status is changed to broken.

Note: The PP's break algorithm for European / Australian pay plans, there are scenarios when the break algorithm causes the pay plan to become unbroken - when there are not at least two missed, historical scheduled payments.

Entities to Configure

Pay Plan
Pay Method

Customizable Process

PPM - Pay Plan Monitor

2.8 Affect Credit Rating-Cash Only Score

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If configured, CC&B updates the associated Pay Plan's Account's credit rating history to reflect that payments were not made according to schedule.

Entities to Configure

Pay Plan
Pay Method

Available Algorithm

BROKEN PP - This broken pay plan algorithm inserts a credit rating history record for an account when a pay plan is broken.

Customizable Process

PPM - Pay Plan Monitor

2.9 Mark Account for Review by Credit and Collection

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: CC&B "tags" the account for review by the background process, Account Debt Monitor. The Account Debt Monitor reviews this account the next time the background process is executed.

Entities to Configure

Pay Plan
Pay Method

Customizable Process

PPM - Pay Plan Monitor

3.0 Mark Pay Plan as Kept

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If all scheduled payments are made on time, CC&B transitions the status of the Pay Plan to Kept.

Entities to Configure

Pay Plan
Pay Method

Customizable Process

PPM - Pay Plan Monitor

3.1 Highlight Exceptions

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If CC&B is not able to process certain Accounts with Active Pay Plans, an exception record is created.

Customizable Process

PPM - Pay Plan Monitor

3.2 Create To Do Entry

See **Manage Pay Plan (Page 3)** for the business process diagram associated with this activity.

Group: Pay Plan Monitor

Actor/Role: CC&B

Description: If configured, CC&B creates a separate To Do Entry for the exception record to be reviewed by a CSR or Authorized User.

Entities to Configure

To Do Role
To Do Entry

Customizable Process

PPM - Pay Plan Monitor

3.3 Evaluate Exception

See **Manage Pay Plan (Page 4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User reviews the exception to determine the cause and possible solutions. Exceptions are typically the result of missing or incomplete information.

3.4 Resolve Exception

See **Manage Pay Plan (Page 4)** for the business process diagram associated with this activity.

Actor/Role: CSR

Description: The CSR or Authorized User resolves the error and enters information in CC&B.

3.5 Update Data

See **Manage Pay Plan (Page 4)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Information required for resolution is updated in CC&B.

3.6 Request Complete To Do

See **Manage Pay Plan (Page 4)** 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.

3.7 Complete To Do Entry

See **Manage Pay Plan (Page 4)** 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