

**Oracle® Revenue Management and Billing for
Financial Services**

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Collection User Guide

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Preface

Purpose

This document helps you to understand and use the following features of the Oracle Revenue Management and Billing (ORMB) application:

- Inbound Delinquent Customer Upload
- Case Strategy Workflow
- Case Strategy Determination
- Case Allocation
- Collection Control Central
- Promise to Pay
- Action Result

It explains the functionality of each screen associated with these features. This document also indicates a set of administrative tasks and collection algorithms that needs to be setup in order to use the functionality of the ORMB application.

Intended Audience

The following are the intended audience of this document:

- Users
- Consulting staff
- Administrators

Organization of the Document

The information in this document is organized into the following chapters:

Chapter No.	Chapter Name	Chapter Description
Chapter 1	User Profiles	Provides an overview of the user profiles in the system and how the security is currently setup.
Chapter 2	Setting Up	Provides a list of control data that needs to be setup in order to use the functionality of the ORMB application.
Chapter 3	Inbound Delinquent Customer Upload	Explains the processing of inbound customer information into ORMB. Non-compliant accounts are identified in other applications where information is extracted and sent to ORMB for collection processing.

Chapter No.	Chapter Name	Chapter Description
Chapter 4	Case Strategy Workflow	Explains ORMB Collection Case Strategy Workflow capabilities. Various collection strategies can be defined as case types within ORMB in order to determine the type of actions along with the timing of actions associated with the collection strategies
Chapter 5	Case Strategy Determination	Discusses how the ORMB application finds the best strategy to use for each collection situation. You can determine the rules used for the system to assign the best collection strategy for each collection customer account
Chapter 6	Case Allocation	Explains case allocation capabilities within the ORMB application to ensure that work is delivered to the group best suited to address the type of work to be done.
Chapter 7	Collection Control Central	Explains the functionality of each screen associated with the Collections Control Central feature where you can search for information based on any information you have available, review the search results to find the exact information you require, and then quickly navigate to the summary and detail information for the customer account and collection information available.
Chapter 8	Promise to Pay	Explains the functionality and screens associated with Promise to Pay feature where you can create the details of the payment schedule agreed to by the customer so that the system can monitor that the promised payments are met
Chapter 9	Action Result	Explains the functionality and screens associated with Action and Result feature where you can capture the details of an action taken and the results achieved
Appendix A	Administrative Tasks	Lists administrative tasks such as configuring algorithms and feature configuration options, needed for the ORMB collection application to functions correctly within your technical and business environment
Appendix B	Delivered Collection Algorithms	Lists algorithms delivered with ORMB to support collection functionality. These algorithms allow you to configure the system to perform correctly for you technical and business environment

Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
<i>italic</i>	Italic type indicates book titles, emphasis or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen or text that you enter.

Related Documents

The following documents are related to this document:

- *Oracle Revenue Management and Billing Quick Installation Guide* - Provides an overview of how the product is to be installed.

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Chapter 1: User Profiles

Oracle Revenue Management and Billing (ORMB) for Financial Services supports the ability to create user profiles which are customized based on the user needs. The following user profiles have been pre-configured in the system with specific set of responsibilities:

- **CLADMIN** – This is the administrator user profile that has access to all the administrative and end-user functions related to the Collection functionality in the application. The security profile definition for CLADMIN is a subset of the SYSUSER user who has access to all portals, transactions and administrative functions.



Attention: CLADMIN user and password should be setup post installation because they are not pre-configured as user logins in the database or application server.

For further information on how to setup users, how to import users from LDAP and how to setup security profiles, refer to the Chapter 3: Defining Security and User Options in *Oracle Utilities CCB Framework User Guide*.

Chapter 2: Setting Up

ORMB requires control data to be setup in order to function. As a part of the installation package, we provide a demo system which has examples of the required data for a sample system to run. We recommend that the control data is setup for the business functions that meet the business requirements. The basic setup involves setting up the following data with the administration user that has the CLADMIN user rights.

Control Data Setup

Function	Menu	Auto Setup
<i>Global Context</i>		
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that populates global context values. The global context is used by various zones in the system to display relevant data. This algorithm is plugged-in on the installation record.	You can run the CI_COPIN DB process to copy many of the algorithms that support basic functionality from the demonstration database. For more information, refer to Online Help under Contents → Administration → Preparing To Implement → How To Copy An Algorithm From The Demo Database.
<i>Accounting Environment</i>		
Country & State	Admin Menu, Country	All base package transactions are automatically populated.
Currency Codes	Admin Menu, Currency	USD is automatically populated.
Accounting Calendar	Admin Menu, Accounting Calendar	All base package transactions are automatically populated.
GL Division	Admin Menu, General Ledger Division	All base package transactions are automatically populated.
Feature Configuration	Admin Menu, Feature Configuration. While defining an account, if you want the system to validate whether the specified account number is unique for a division, you must set the Validate External Account Char option type of the CI_ACCTINFO feature configuration to Y . By default, the value is set to N .	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Feature Configuration	<p>Admin Menu, Feature Configuration.</p> <p>You can change the invoice currency of an account whenever required to meet the changing business needs. To activate this Multi-Currency Accounts functionality, you must set the C1_MLTCURACC feature configuration using the following option types:</p> <ul style="list-style-type: none"> • Allow Multi-Currency Accounts – Indicates whether the Multi-Currency Accounts feature configuration is switched on or off. To switch on this feature configuration, set the Allow Multi-Currency Accounts option type to Y. By default, the value is set to N. • Currency Conversion Algorithm – Used to specify the name of the algorithm that you want to be used for currency conversion. This algorithm is the same as the one used for currency conversion in billing. • Transfer Adjustment Type for Currency Conversion – Used to specify the adjustment type that you want to be used automatically when financial amount in one currency is converted to another currency. • Cancel Reason Code for Currency Conversion Adjustment – Used to specify the reason code that must be used automatically when the transfer adjustments are cancelled while reopening a bill. • Payment Distribution To-Do – Used to specify the To Do type that you want to be generated when the bill currency does not match the excess credit amount currency. 	To be setup manually as per the business requirements.
<i>Security Environment</i>		
Application Service	Admin Menu, Application Service	All base package transactions are automatically populated.
Security Type	Admin Menu, Security Type	All base package transactions are automatically populated.

Function	Menu	Auto Setup
User Group	Admin Menu, User Group Note: You will not be able to set up users at this point.	One user group, ALL-SERVICES , is automatically setup. It references all other application services and a single user called SYSUSER . Note: You may be able to import sample user groups from the demonstration database. Also, you may be able to import user groups if your organization has already defined them using LDAP.
Language	Admin Menu, Language	ENG is automatically populated.
Display Profile	Admin Menu, Display Profile	The following two display profiles are automatically setup: <ul style="list-style-type: none"> • NORTHAM - Displays currencies and dates in a classic American format • EURO - Displays information in a classic European format
Data Access Role	Admin Menu, Data Access Role	All base package transactions are automatically populated.
Access Group	Admin Menu, Access Group	All base package transactions are automatically populated.
User	Admin Menu, User	CLADMIN is automatically set up. Note: You may be able to import users if your organization has already defined them using LDAP.
Return to User Group	You must return to your user groups and define all of their users.	All base package transactions are automatically populated.
<i>Customer Class Environment</i>		
Customer Class	Admin Menu, Customer Class. At this point, you will only be able to set up your customer class codes. You will return to these customer classes throughout the setup process to populate additional information.	To be setup manually as per the business requirements.
<i>Division Environment</i>		

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration. There are certain division-specific validations that are triggered on the Person, Account and Contract screens. In order to activate this Division functionality for Collection, you need to set up the C1_DIVFUNCT feature. The Enforce division-specific validations option type for the C1_DIVFUNCT feature must be set to Y. Validations for division will not be triggered if this value is set to N.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You must create algorithm for Price Assignment Search with the algorithm type as C1_PRASN .	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up the algorithms that would determine the actions to be taken when the status of a division is altered.	To be setup manually as per the business requirements.
Work Calendar	Admin Menu, Work Calendar	To be setup manually as per the business requirements.
Division	Admin Menu, Division. At this point, you will only be able to set up your division codes. You will return to these divisions throughout the setup process to populate additional information.	To be setup manually as per the business requirements. You must setup a division for each jurisdiction in which you conduct business using different rules. When creating customer accounts, they must be associated with an existing division. For Pricing Management functionality, setting up a division is mandatory and the system must contain information about at least one division.
Access Groups Tab in Division	Admin Menu, Division. At this time, you must define the access groups for the division.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Division. At this time, you must associate Price Assignment Search algorithm for each division.	To be setup manually as per the business requirements.
<i>Financial Transaction Environment</i>		
Work Calendar	Admin Menu, Work Calendar	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. At this time, you must define the work calendar for the division.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Revenue Class	Admin Menu, Revenue Class	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that constructs a distribution code's corresponding GL account when it is interfaced to the general ledger.	To be setup manually as per the business requirements.
Distribution Code	Admin Menu, Distribution Code	To be setup manually as per the business requirements.
Bank & Bank Accounts	Admin Menu, Bank	To be setup manually as per the business requirements.
Billable Charge Template	Admin Menu, Billable Charge Template. Note: If you want the system to default service quantities onto billable charges created using this template, you must setup the appropriate unit of measure code, time-of-use code and/or service quantity identifier.	To be setup manually as per the business requirements.
Billable Charge Upload Line Type	Admin Menu, Billable Charge Line Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up several algorithms. These algorithms include: 1) Calculate a bill segment's bill lines, 2) Construct a bill segment's financial transaction	Rather than setting up these manually, you can run the CI_COPBI DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.
Bill Segment Type	Admin Menu, Bill Segment Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that constructs a payment segment's financial transaction.	Rather than setting up these manually, you can run the CI_COPY DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.
Payment Segment Type	Admin Menu, Payment Segment Type	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that constructs an adjustment's financial transaction.	Rather than setting up these manually, you can run the CI_COPAD DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.
Algorithm	Admin Menu, Algorithm. Several plug-in spots are available to perform additional logic when processing adjustments. For example, if you have the system calculate adjustments, you must set up an adjustment generation algorithm. Refer to Adjustment Type for other available plug-in spots that may be used in your implementation.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system for a specific Adjustment Type. This algorithm is plugged-in on the Adjustment Type.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Adjustment Type	Admin Menu, Adjustment Type	To be setup manually as per the business requirements.
Adjustment Type Profile	Admin Menu, Adjustment Type Profile	To be setup manually as per the business requirements.
Cancel Reason – Bill	Admin Menu, Bill Cancel Reason	To be setup manually as per the business requirements.
Cancel Reason – Payment	Admin Menu, Payment Cancel Reason	To be setup manually as per the business requirements.
Cancel Reason – Adjustment	Admin Menu, Adjustment Cancel Reason	To be setup manually as per the business requirements.
Tender Type	Admin Menu, Tender Type	To be setup manually as per the business requirements
Tender Source	Admin Menu, Tender Source	To be setup manually as per the business requirements

Function	Menu	Auto Setup
Installation	Admin Menu, Installation Options - Framework and Admin Menu, Installation Options. Many fields in the installation record impact the financial transaction environment. Refer to the description of the Billing and Financial Transaction tabs and the Messages tab in the Framework page for more information.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that distributes payments.	If you have executed the CI_COPY DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that handles overpayment situations.	
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if specific customers can have individual bill due dates.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if you want the system to delete bills that contain only information about historical payments.	If you have executed the CI_COPBI DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if you want the system to levy a non-sufficient funds charge if a payment is canceled due to non-sufficient funds	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the bill information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	You can run the CI_COPIN DB process to copy many of the algorithms that format basic information from the demonstration database.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the payment information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPIN DB process that is described above, this algorithm will have been set up for you.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that defaults the amount when a payment is manually added. This algorithm also calculates the amount of an automatic payment for a bill for an account with an active auto pay option. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPIN DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. Refer to Customer Class for other available plug-in spots that may be used in your implementation to perform additional logic when processing payments and bills.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You will need to plug-in the algorithms defined above on your customer classes.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. Refer to Division for available plug-in spots that may be used in your implementation to perform additional logic when processing payments and bills for division.	To be setup manually as per the business requirements.
Customer Environment		
Account Management Group	Admin Menu, Account Management Group. Note: You will probably have to set up To Do Type and To Do Roles before you can setup account management groups. Refer to Assigning A To Do Role in the online help for more information on how account management groups may be used to define an entry's role.	To be setup manually as per the business requirements.
Account Relationship	Admin Menu, Account Relationship Type	To be setup manually as per the business requirements.
Alert Type	Admin Menu, Alert Type	To be setup manually as per the business requirements.
Bill Message	Admin Menu, Bill Message	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a bill in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your bill image software.	If you use the Doc 1 printing software, you can run the CI_COPD1 DB process to copy all the Doc 1 oriented algorithms from the demonstration database.
Bill Route Type	Admin Menu, Bill Route Type	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Contract Quantity Type	Admin Menu, Contract Quantity Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a letter in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your letter image software.	If you have executed the CI_COPD1 DB process that is described above, these algorithms will have been set up for you.
Letter Template	Admin Menu, Letter Template	To be setup manually as per the business requirements.
Customer Contact Class	Admin Menu, Customer Contact Class	To be setup manually as per the business requirements.
Customer Contact Type	Admin Menu, Customer Contact Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up the algorithms that determine if person IDs are in a predefined format.	To be setup manually as per the business requirements.
Identifier Type	Admin Menu, Identifier Type	To be setup manually as per the business requirements.
SICs	Admin Menu, SIC Code	To be setup manually as per the business requirements.
Tax Exempt Type	Admin Menu, Tax Exempt Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up the algorithms that determine if phone numbers are in a predefined format.	To be setup manually as per the business requirements.
Phone Type	Admin Menu, Phone Type.	To be setup manually as per the business requirements.
Person Relationship Type	Admin Menu, Person Relationship Type.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the person information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPIN DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm to validate a person's name. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPIN DB process that is described above, this algorithm will have been set up for you.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You can override the system's standard account information string by setting up an algorithm that produces this string of information. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a letter in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPD1 DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a bill in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPD1 DB process that is described above, this algorithm will have been set up for you.
Installation	Admin Menu, Installation Options. Many fields on the installation record impact the Customer Environment. Refer to the description of the Main, Person, and Account tabs for more information.	To be setup manually as per the business requirements.
Characteristic Type	Admin Menu, Characteristic Type. Characteristic types are required for the account to indicate the external account number, account type, and invoice group account indicator.	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. At this time, you must define the valid characteristic types for the division.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. The characteristic types that were setup for the external account number, account type, and invoice group account indicator must be indicated for feature configuration C1_ACCTINFO.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. If you want to provide the ability to a user to create a person and the account for that person together, you must set the Create Person Account together option type of the C1_PERACCT feature to Y.	To be setup manually as per the business requirements.
Statements		

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a statement in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your statement image software.	If you have executed the CI_COPD1 DB process that is described above, this algorithm will have been set up for you.
Statement Route Type	Admin Menu, Statement Route Type	To be setup manually as per the business requirements.
Statement Cycle	Admin Menu, Statement Cycle	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a statement in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the CI_COPD1 DB process that is described above, this algorithm will have been set up for you.
Automatic Payment (EFT) Environment		
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm to create automatic payments. This algorithm is plugged-in on the installation record.	You can run the CI_COPAP DB process to copy this algorithm (and other autopay-oriented algorithms) from the demonstration database.
Tender Source	Admin Menu, Tender Source Note: Earlier you created tender sources for the remittance processor and your cash drawers. At this point, you will need to add at least one tender source for automatic payments. This is because automatic payments get linked to a tender control (which, in turn, gets linked to a tender source) when they are interfaced out of the system.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the appropriate automatic payment date calculation algorithm to populate the extract, GL interface and payment dates on automatic payments.	If you have executed the CI_COPAP DB process that is described above, this algorithm will have been set up for you.
Auto Pay Route Type	Admin Menu, Auto Pay Route Type	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Tender Type	Admin Menu, Tender Type Note: Earlier you created tender types for things like cash, checks, etc. At this point, you will need to add a tender type for each type of automatic payments (for example, direct debt, credit card, etc.).	To be setup manually as per the business requirements.
Work Calendar	Admin Menu, Work Calendar. You need to set up additional work calendars only if the auto pay sources (that is, the financial institutions) have different working days than your organization.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you need to validate the customer's bank account or credit card number, you will need to set up the appropriate validation algorithms.	If you have executed the CI_COPAP DB process that is described above, this algorithm will have been set up for you.
Auto Pay Source Type	Admin Menu, Auto Pay Source Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if your customers can define a maximum withdrawal limit on their autopay options.	If you have executed the CI_COPAP DB process that is described above, this algorithm will have been set up for you.
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Autopay Over Limit Algorithm in each appropriate customer class.	To be setup manually as per the business requirements.
<i>Credit and Collections Environment (if you collect overdue bills (as opposed to overdue debt), you will NOT set up these tables; refer to Overdue Processing - Set Up Tasks for the list of control tables required to collect overdue bills)</i>		
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard collection events.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up a collection process cancellation algorithm if your organization allows individual contracts to be removed from a collection process if they are paid (rather than performing cancellation based on all contracts in a debt class).	To be setup manually as per the business requirements.
Collection Class	Admin Menu, Collection Class	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. At this time, you will need to set up the following algorithms: Collection Process Cancellation Criteria, Severance Process Cancellation Criteria, and Override Arrears due to Pay Plans	To be setup manually as per the business requirements.
Debt Class	Admin Menu, Debt Class	To be setup manually as per the business requirements.
Write Off Debt Class	Admin Menu, Write Off Debt Class	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up Collection Condition algorithms.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard severance events.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up a severance process cancellation algorithm if your organization allows a severance process to be canceled when the related contract is paid (rather than performing cancellation based on all contracts in a debt class).	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. At this time, you will need to set up the following algorithms: How to refer debt to a collection agency, How to transfer debt to another active contract, How to write down small amounts of debt, and How to refund credit balances to a customer	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard write-off events.	To be setup manually as per the business requirements.
Write Off Event Type	Admin Menu, Write Off Event Type Note: You will have to wait until you have defined your contract types before you can set up the Write Off Events because contract type is a necessary parameter to write off debt.	To be setup manually as per the business requirements.
Write Off Process Template	Admin Menu, Write Off Process Template	To be setup manually as per the business requirements.
Write Off Control	Admin Menu, Write Off Control	

Function	Menu	Auto Setup
Collection Agency	Admin Menu, Collection Agency. Note: Each collection agency references a person, and therefore you must set up a person for each agency before you can enter collection agency information.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have special logic that should be executed when a pay plan is canceled.	To be setup manually as per the business requirements.
Payment Method	Admin Menu, Pay Method	To be setup manually as per the business requirements.
Installation	Admin Menu, Installation. Several fields on the installation record impact the Credit and Collections Environment.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to setup an algorithm that is called when a user writes-off debt real time.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Autopay Over Limit Algorithm in each appropriate customer class.	To be setup manually as per the business requirements.
Services and Characteristics		
Service Type	Admin Menu, Service Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have ad hoc characteristic types, you may need to set up the algorithms that control how they are validated.	To be setup manually as per the business requirements.
Foreign Key Reference	Admin Menu, FK Reference. If you have foreign key characteristic types, you may need to set up foreign key references to control how the user selects the characteristic values (and how the foreign key values are validated).	All base package FK references are automatically populated.
Characteristic Type & Values	Admin Menu, Characteristic Type	To be setup manually as per the business requirements.
Bill Cycle Environment		
Bill Cycle, Bill Cycle Schedule	Admin Menu, Bill Cycle	To be setup manually as per the business requirements.
Bill Period, Bill Period Schedule	Admin Menu, Bill Period	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Return to Division	Admin Menu, Division. At this time, you must define the valid bill cycles for the division.	To be setup manually as per the business requirements.
<i>Rate Environment</i>		
Frequency	Admin Menu, Frequency	To be setup manually as per the business requirements.
Service Quantity Identifier	Admin Menu, Service Quantity Identifier	To be setup manually as per the business requirements.
Algorithm Type	Admin Menu, Algorithm Type. If you create new Service Quantity Rules, you must set up an algorithm type for each such rule. Note: The algorithm type defines the types of parameters that are passed to the Service Quantity Rule.	All base package algorithm types are automatically populated.
Service Quantity Rule	Admin Menu, Service Quantity Rule	To be setup manually as per the business requirements.
Bill Factor	Main Menu, Rates, Bill Factor	To be setup manually as per the business requirements.
Rate	Main Menu, Rates, Rate Schedule	To be setup manually as per the business requirements.
Rate Version	Main Menu, Rates, Rate Version	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you use algorithms to dynamically change step boundaries, calculate prices, convert between currencies, or implement rate component eligibility rules, you must set up these algorithms.	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. You will need to plug-in the division specific algorithms defined on the division.	To be setup manually as per the business requirements.
Rate Component	Main Menu, Rates, Rate Component	To be setup manually as per the business requirements.
Bill Factor Value	Main Menu, Rates, Bill Factor Values	To be setup manually as per the business requirements.
<i>Late Payment Environment</i>		
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that determines whether customers in a customer class are eligible for late payment charges.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that levies late payment charges for customers in a customer class.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You will need to plug-in the late payment charge algorithms.	To be setup manually as per the business requirements.
SA Configuration		
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithms that determine: <ul style="list-style-type: none"> • How to calculate the late payment charge amount for contracts of a given type • Special criteria to be tested before a contract is severed • Special processing that should take place prior to the completion of a bill that references contracts of a given type • Special processing that should take place during completion of a bill that references contracts of a given type • Special processing that should take place when contracts of a given type are created. • Special processing that should take place when a financial transaction is frozen for contracts of a given type 	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system for a specific contract type. This algorithm is plugged-in on the contract type.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. If you want a Control Central alert to highlight when the current account has any stopped contract(s), you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Contract Type	Admin Menu, Contract Type	To be setup manually as per the business requirements.
Terms and Conditions	Admin Menu, Terms and Conditions	To be setup manually as per the business requirements.
Contract type Start Options	Admin Menu, Contract Type Start Option	To be setup manually as per the business requirements.
<i>Pricing Management</i>		
Feature Configuration	Admin Menu, Feature Configuration. Since a global customer is not associated to any division, the system cannot identify the price assignment search order to be used. Hence, the default search order is defined as a feature called C1_PRASNORDR for global customers. You can change this default search order if required. The valid value is: AGREED_PRICELIST or AGREED_FIRST. You can also create a custom search order that would require a custom algorithm.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. Prices are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the C1_EXP_OVRD feature to Y, the system will automatically expire the agreed pricing when the agreed pricing of a customer or an account with no end date is overridden. In case you do not want the agreed pricing to automatically expire when it is overridden, you can set the C1_EXP_OVRD feature to N.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. You must define the maximum number of records that can be retrieved in the Pricing (Account) and Pricing (Customer) portals using the C1_PR_REC feature. If you do not specify the value for the Effective Pricing RecordSet Limit option type, then no records will be retrieved in these portals. Also, if you enter the value as 0, no records will be retrieved in these portals.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration. For division-specific exchange rate, the end date is optional. If you want the end date to be mandatory, you must set the End Date Required for Division Override option type of the C1_EXCHRATE feature to Y.	To be setup manually as per the business requirements.
Tiering Criteria	Admin Menu,— Manage Tiering Criteria	To be setup manually as per the business requirements.
Rate Definition	Main menu , Pricing Management, Manage Rate Definitions	To be setup manually as per the business requirements.
Products	Admin Menu,— Manage Products	To be setup manually as per the business requirements.
Products Tab in Division	Admin Menu, Division. At this time, you must define the valid products (including bundles) for the division.	To be setup manually as per the business requirements.
Price Lists	Main Menu, Pricing Management, Manage Price Lists	To be setup manually as per the business requirements.
Price List Tab in Division	Admin Menu, Division. At this time, you must define the valid price lists for the division.	To be setup manually as per the business requirements.
Exchange Rates	Main Menu, Pricing Management, Manage Exchange Rates	To be setup manually as per the business requirements.
<i>Notification and Workflow</i>		
Workflow Event Type	Admin Menu, Workflow Event Type	To be setup manually as per the business requirements.
Workflow Process Template	Admin Menu, Workflow Process Template	To be setup manually as per the business requirements.
Notification Upload Type	Admin Menu, Notification Upload Type	To be setup manually as per the business requirements.
Workflow Process Profile	Admin Menu, Workflow Process Profile	To be setup manually as per the business requirements.
Notification Download Type	Admin Menu, Notification Download Type	To be setup manually as per the business requirements.
Notification Download Profile	Admin Menu, Notification Download Profile	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you want a Control Central alert to highlight when the current account and/or location has active workflow processes, you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
<i>Wrap Up</i>		

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithms that determine: <ul style="list-style-type: none"> • Special alerts on Control Central (assuming you have special alerts) 	To be setup manually as per the business requirements.
Installation Options	Admin Menu, Installation Options - Framework and Admin Menu, Installation Options. At this point, it is recommended to cross-check everything on the installation record.	To be setup manually as per the business requirements.
Postal Default	Admin Menu, Postal Code Default	To be setup manually as per the business requirements.

Chapter 3



Inbound Delinquent Customer Upload

When a customer account is identified as delinquent, a mainline has become non-compliant, or a need for pre-emptive collections is detected by the host system, information is sent to ORMB where collection processing is performed. Information related to an account or mainline is loaded into ORMB through the inbound customer upload process. The process takes data that has been stored in a staging record, runs it through a validation process and then loads it into RMB.

A separate process is responsible for extracting the data from the source system, enriching the data and formatting the data to match the expected XML schema used by the upload process. An ORMB service is called by the interface to create a record for the collection customer in the upload staging table. The upload staging table is a business object using the CI_FACT maintenance object. This delinquent account data is stored in an XML format within the CLOB data area. Each record stored in the staging layer represents one collection account.

Note: The XML record contains an indicator that identifies whether the information sent pertains to a new collection account or an update to an existing collection account.

A batch process (F1-FCTR) triggers the upload processing. When the process is run it picks up the pending records and attempts to load them into RMB.

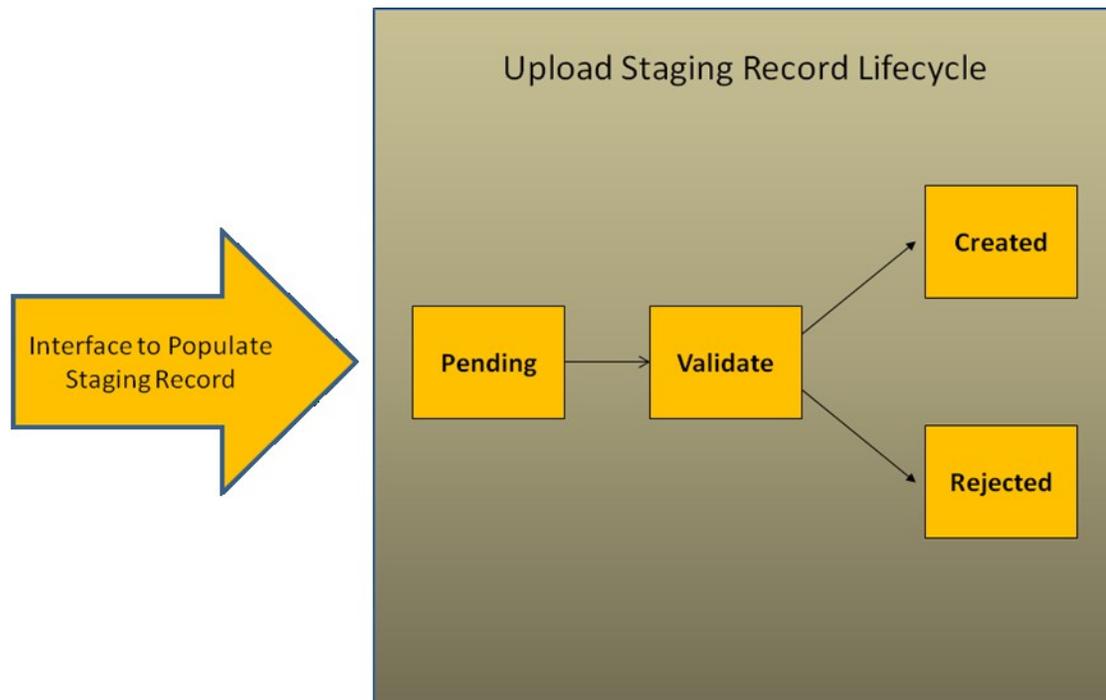
A successfully loaded set of information will have the following objects created:

- **Person** – This is customer associated to an account. There can be multiple person records created if the account has multiple customers attached to it.
- **Account** – This is the account/product that is delinquent in the source system.
- **Contract** – This is the instance of a collection for the account. An account has a contract created each time it goes into collections. A collection account can only have one active contract at a given time.
- **Collection Object** – This object contains the values of the account specifically related to its delinquency or non-compliance. It is tied to the contract. A contract will have only one collection object.
- **Adjustment** – This is a financial object which represents the original delinquent amount for the account. Adjustments may also be used to represent updates to the delinquent balance on the account.

Note: If one of the objects is not successfully created, the entire record is marked as rejected and any created objects are rolled back. An Enter Processing Algorithm on the Rejected status of the upload process can be used to send notifications about the rejection.

Upload Process Lifecycle

The processing of an inbound customer goes through a lifecycle. This lifecycle is defined on the business object (C1_INBOUNDMSGBO), which uses the FACT maintenance object. The transition from one status to another occurs using the Fact Monitor.



These are the different statuses in the upload process lifecycle:

- **Pending**
This is the initial status when an inbound customer record is stored in the staging area. This status contains a monitor algorithm that will transition to the next status, Validate, when the Fact Monitor is run.
- **Validate**
This status will read the data stored for the customer and attempt to load it into RMB. It contains an enter algorithm triggered upon transition to this status. This algorithm does the upload processing. The delivered algorithm performs the following processing:
 1. Read the XML stored in the CLOB of the FACT object.
 2. Determine if the XML is for a new account or an update to an existing account.
 3. Attempt to either create or update the Person using the person's business object services.
 4. Attempt to either create or update the Account using the account's business object services.
 5. Attempt to either create or update the Contract using the contract's business object services.
 6. Attempt to either create or update the Collection Object using the collection object's business object services.
 7. Attempt to create an Adjustment using the adjustment's business object services.
 8. If all objects are created successfully, transition the lifecycle to the Created status.
 9. If the creation of any object fails, rollback the additions or updates and transition the lifecycle to the Rejected status.

- **Created**
A lifecycle will be transitioned into this status if the customer was successfully loaded into RMB.
- **Rejected**
This state is the final status for a record that was not loaded into RMB.

Note: An enter algorithm can be added for this status to send notification to the source system regarding the rejected record.

Related Topics

For more information on...	See...
XML Layout for the Inbound Delinquent Customer Message	<i>Administrative Tasks</i>
Algorithms provided for Inbound Delinquent Customer Upload	<i>Delivered Collection Algorithms</i>

Fact Monitor

The Fact Monitor (F1-FCTR) is a multi threaded batch process that invokes the monitor rules associated with the current status of Facts.

A Fact is a generic maintenance object that can be configured to represent custom entities and support automated workflows for a variety of applications. Each fact references a business object to describe the type of entity it is and the workflow process lifecycle it represents. Characteristics are also supported by the Fact maintenance object as well as a CLOB element allowing you to capture additional information.

The Business Object for the inbound message containing the customer information, stores the data in a Fact object. This CLOB element on the Fact stores the XML message which is retrieved and processed during the Fact Monitor process.

For the input process the following input parameters are passed when running this process:

- Maintenance Object – CI_FACT
- Restrict by Business Object – C1_INBOUNDMSGBO
- Restrict by Status Code - PENDING

These parameters indicate to the Fact Monitor process, which Fact records should be processed when the batch runs.

Note: The input parameters are optional, but should be provided for the Inbound Delinquent Customer Upload process to run correctly.

Chapter 4



Case Strategy Workflow

A Case Strategy Workflow meant to bring an account in collection into compliance.

- A Case Strategy is a series of events or activities that are performed against an account in collections.
- A Case Strategy's activity may be automated and/or manual.
- There can be different case strategies each with a unique workflow tailored to a specific collection scenario.
- All activities performed against the case strategy are recorded and kept.
- A case strategy is selected for an account that historically has the best success to bring an account in collection into compliance.

A Case Strategy is defined using the Case Management module within ORMB. A Case Type will represent a specific Case Strategy. Case Types allow for a lifecycle of strategy to be outlined, the lifecycle will represent the statuses in the collection process.

The type of activities that can be done for a Case Strategy is defined using the Action Result Module.

- Actions are defined on each status, so each status can have its own unique set of actions that can be performed.
- Each Action has a set of possible results that can be recorded.
- The action result history is captured for each collection strategy.

ORMB collections provide tools and capabilities to control and record exactly what is occurring during the collection lifecycle of an account or mainline. There can be an infinite number of case strategies to recover debt or bring accounts into compliance. The collections case strategy workflow is equipped to handle the numerous combinations through configuration.

Related Topics

For more information on...	See...
What are Actions and Results	<i>Chapter 7 – Action Result</i>
How to select the appropriate collection strategy	<i>Chapter 3 – Case Strategy Determination</i>

Case Management to define a Collection Strategy

Case Management is a highly configurable tool that can be used to manage many situations, including (but certainly not limited to) the following:

- Early collection activities for a delinquent account
- A pre-empty collection activity for an account with a history of delinquency
- Tracking of the legal proceedings for a delinquent account
- The repossession of a customer's assets
- A delinquent account that has been written off

A Case Type represents the steps involved to manage a specific collection situation. The Case Type holds the business rules that control the collection strategy. Since these business rules can sometimes be quite complicated, setting up case types requires planning and foresight.

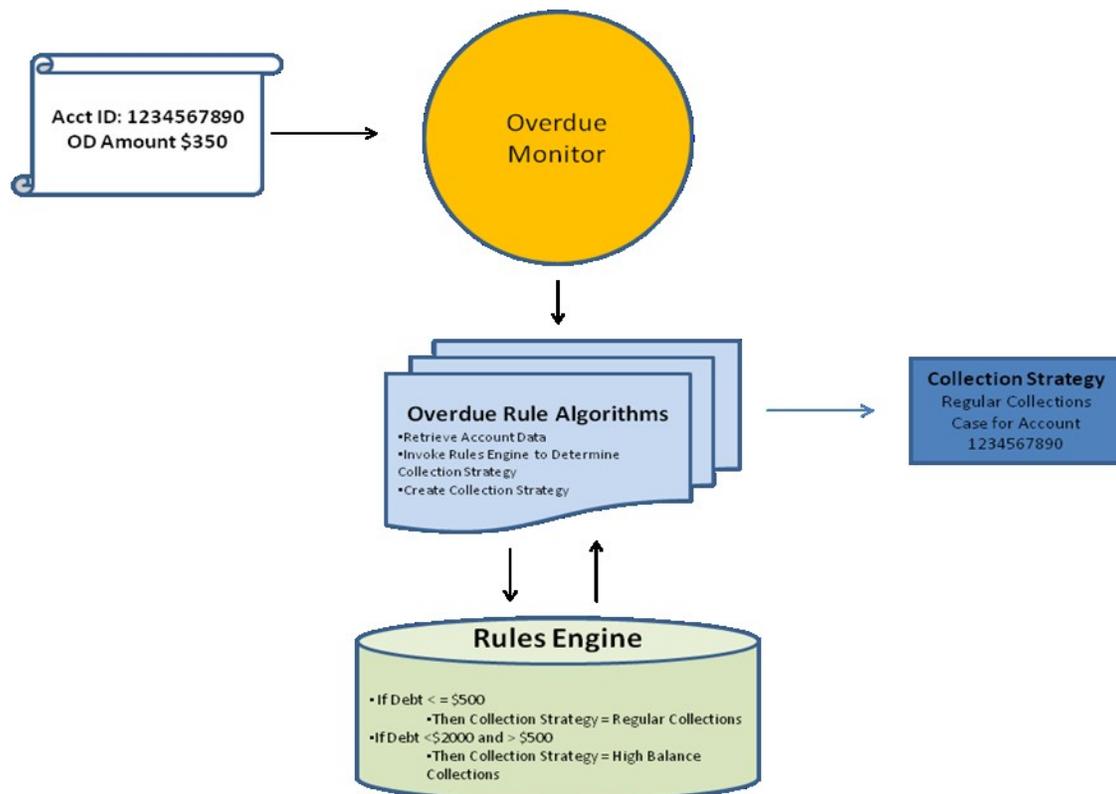
Some key points to remember when configuring your case type for the collection strategy:

- Collection case types must be configured with the following fields required:
 - Person ID
 - Account ID
- The collection cases will be linked to the contract by the case determination algorithm when the overdue monitor batch process is run.
- A case type must have one initial status, multiple interim status' and can have multiple final status'.
- Cases cannot be physically deleted, so always provide a "cancelled" status to represent a situation where a collection case needs to be logically deleted. A case status should be created to allow for a collection strategy to be considered "Closed".
- The case log shows the audit of status transitions and collection activities for the case workflow
- Manual status transitions are allowed through the base case portal via buttons representing the next allowable status
- The Case Transition (CASETRAN) batch process handles auto transitions from one status to another and can be configured to transition a collection strategy from one status to another when certain conditions are met.
- Status specific business rules can be configured using the following plug in spots:
 - Validation before a case enters a status
 - Additional processing when entering a status
 - Validation before a case exits a status
 - Additional processing when existing a status
 - Automatic transition rules
 - Script launching

Determining the appropriate Collection Strategy

The collection overdue process monitor is used as the trigger point for determining the right collection strategy for an account.

This diagram outlines the how a case strategy is determined:



The following events occur to determine the appropriate collection strategy for an account.

- An account enters ORMB through the inbound feed and gets stamped with an account review date.
- When the overdue process monitor is run, it processes all accounts with a review date on or before the process date.
- The collection strategy is determined based on rules defined on the collection class overdue rule, which is an algorithm.
- The determination of a collection strategy can involve a variety of factors such as delinquent amount, the product type, customer history, etc.
- The Rules Engine will have Rule Types and Rules that follow the business rules to match a collection strategy to an account that has
- The configuration of the possible case strategies based on the possible combinations is done using the Rules Engine.
- The Rules engine will be passed the account's attributes and values and compare them with the rules that have been configured under the rule type to determine a collection strategy.
- When the account's information matches a rule, the output of that rule, being the case type, will be sent back to the calling algorithm.

Related Topics

For more information on...	See...
How Accounts are Uploaded to RMB	<i>Chapter 1 – Inbound Delinquent Customer Upload</i>
How case strategies are selected for an Account	<i>Chapter 3 – Case Strategy Determination</i>
What is the Rules Engine	<i>Banking User Guide – Rules Engine</i>

Assigning a Case to a Group/User

Within the case strategy workflow, it may be required that a particular group or user perform a process on the case. Typically the decision of which user should perform a particular task is based on the type task required and the skill of the particular group/user. The way this configured in RMB collections is through a process called Case Allocation. Case allocation can happen in bulk through a batch process and/or manually through case status transitions or user selection. The end result is to assign the case strategy to the right skill set to perform an action to allow the collection strategy to continue moving forward.

Related Topics

For more information on...	See...
How Cases are allocated	<i>Chapter 4 –Case Allocation</i>

Capturing your Action and Results

Once a case is created there are certain actions that may be performed during its lifecycle. This is handled by the Action Result module. The actions a user can take are controlled, through configuration, by what status the case is currently on. And the possible results of these actions are controlled by the type of action that was taken. There can be numerous actions taken during a case's lifecycle, each action result is recorded in the case's log file with information including when the action was taken, who performed the action, and the results achieved by taking the action. The detailed tracking of actions taken and corresponding results on cases that have a particular case strategy, allows the data to be analyzed to determine which action was more effective and how a customer responds to a certain action.

Related Topics

For more information on...	See...
Actions and Results	<i>Chapter 7 – Action Result</i>

Chapter 5

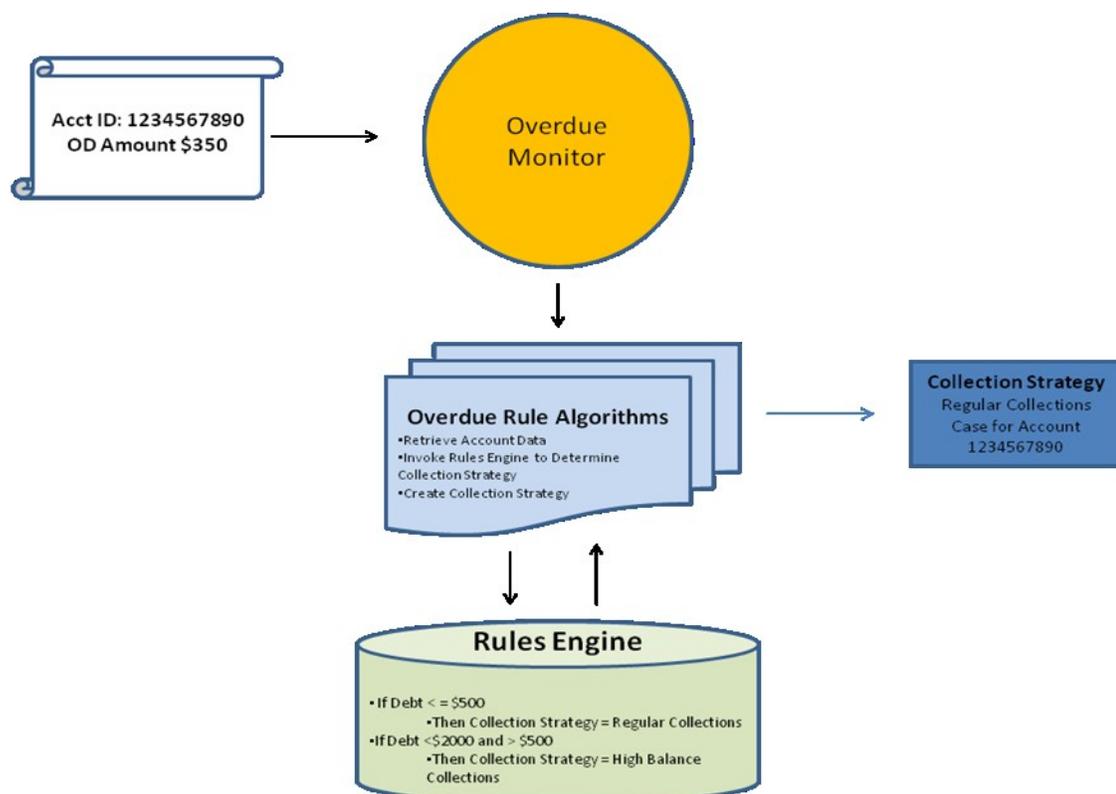


Case Strategy Determination

In the previous chapter we discussed how you can define the numerous types of case strategies by configuring them in ORMB, as case types. You can define as many different case strategies as you wish. This chapter discusses how ORMB collections find the best strategy to use for each collection situation.

To determine the Case Strategy that best fits the account's current situation, a number of steps occur to perform this analysis

This diagram outlines the steps/processes that happen when selecting the case strategy:



- Overdue Process Monitor** – When this batch process is run, it selects all the accounts to be analyzed and calls an algorithm, defined as the Overdue Monitor Rule, which will analyze the account's scenarios

- **Overdue Rules Algorithms** – These algorithms contains the business rules to process the account and determine what steps should be done.
- **Rules Engine** – The Rules Engine is called by Overdue Monitor Rule Algorithm, it will compare the account's attributes against the business rules configured.– When the Rules engine is run, it will output the Case Strategy that matches the accounts attributes
- **Collection Strategy** – The case type is then created. Depending on how the Overdue Monitor Rule Algorithm is designed, it can simply create a case, close a case and/or create a new case.

You can define the rules for determining the best collection strategy and then RMB will analyze accounts and the rules to determine which strategy to use in each situation. For example your Case Strategy determination rules may be based on different types of products, overdue balance amounts, days delinquent, customer behavior, credit ratings, and other criteria that you determine are key to determining the best collection strategy.

When an account is sent to ORMB for collections, a case workflow is created to manage and track the account's collection lifecycle. A Case Strategy is a series of steps that can occur to recover the delinquent debt or bring accounts into compliance. You may have numerous strategies that you use for collecting on accounts and a critical part of maximizing collections success is to ensure that the best strategy is used on each account in collections.

ORMB collections use a combination of the Overdue Process Monitor and the Rules Engine to evaluate your configuration settings and determine the collections strategy to be used. The Overdue Process Monitor algorithm (C1-ADMOV) is part of a batch process which evaluates all accounts needing a collection review based on the review date associated with an account.

Overdue Process Monitor and Overdue Monitor Rule

The Overdue Process Monitor is a background process that periodically reviews an account to determine what automated collection actions are required. Delinquent collections accounts have a delinquent balance in the form of adjustment transactions.

The Collection Class defines if and how an account gets monitored. Every Account reference's a collection class (the collection class is defined on the account's customer class). A collection class contains a set of collection rules. For overdue processing, these rules are collection class overdue rules. You can create unique overdue rules for different customers because ORMB allows for overdue rules to be defined for different combinations of collection class, division and currency code.

The overdue rules are embodied in algorithms plugged into the collection class overdue rules (using the **Overdue Monitor Rule** system event). These algorithms are invoked in a sequence to determine if the amount violates the overdue rules. The flexible rules allow a business user, rather than a technical user, to maintain and modify the rules for determining strategies. This allows you to constantly add and remove strategies as needed and modify the rules that the system uses for determining the right strategy to use in each set of customer account circumstances.

The delivered overdue monitor rules, handles the creation of collection cases of the appropriate strategy based on the output from the rules engine, and also handles the closing of any existing collection processes and collection strategies if necessary. .

For collections the delivered overdue monitor rule performs the following steps:

- Check if the account has an active delinquency (active contract) if it does it will proceed, if not, it will exit the monitor rule for the account.
- Check if the active delinquency has an end date to the contract equal to or less than the process date, if so, it will call the close collection process algorithm.

- The delivered close collection process algorithm, will transition the active case to a final state, cancel any active promise to pays, and zero the balance of the contract
- If the delinquent account does not yet have an active case strategy it will call the Rule Engine to determine the appropriate case strategy to use
 - Create the case strategy and assign to an account using the output from the Rules Engine
- If the delinquent account has an active case strategy it will call the Rule Engine to determine the appropriate case strategy to use
 - If the case strategy from the Rules Engine is different from the current case strategy for the account, it will call the close collection process algorithm for the current case strategy, and then create a case strategy using the output from the Rules Engine.

Note: If there are certain case types that should not be stopped and replaced with a new case strategy, they should be added to the no movement list in the Feature Configuration (C1_NMCSTY)

Related Topics

For more information on...	See...
How to setup a Case Strategy Workflow	<i>Chapter 3 –Case Strategy Workflow</i>
Delivered Overdue Monitor Rule Algorithms	<i>Delivered Collection Algorithms</i>

Rules Engine

The Rules Engine is used to determine the appropriate case strategy to be used for an account. It is called from the overdue monitor rules for case strategy determination. A Rule Type is a grouping of Rules, where rules contain criteria and attributes that are evaluated. Each rule also has an output value that is to be used if the rule is satisfied. You can setup and maintain one rule type that is used for determining when the system should use each of the case strategies (case types) that you have defined within the system. The rule type you create is made up of a set of different rules which are analyzed against the delinquent account's attributes and values. If the account matches a specific rule's criteria, the rule sends the case type (case strategy) back to the calling program. The calling program uses this to automatically setup a collection case using the determined collection strategy.

Related Topics

For more information on...	See...
Rules Engine	<i>Banking User Guide – Rules Engine</i>

Chapter 6



Case Allocation

The allocation of work to groups and individuals for quick resolution is a key process within a collections business unit. You can use the case allocation capability within the application to ensure that work is delivered to the group best suited to address the type of work to be done.

The Case Allocation functionality allows a case strategy workflow to be assigned to a specific group/user based on flexible rules. Each status in the case strategy lifecycle (case type) can be assigned to a group/user for manual tasks to be performed. Some case statuses may be automated and therefore not assigned to groups or users because the system will perform the work required at these stages of the case lifecycle. The case allocation feature allows a manager to:

- Control through configuration which work requires manual intervention
- Configure which group, or groups, are qualified to do the work
- Control the maximum amount of work to assign to a group
- Configure which users are part of a Case Group

This allows for flexibility when a case strategy workflow needs manual intervention to re-coup the delinquent debt or pre-emptive actions. The allocation can be on a group level, where any user within that group can work on cases allocated to their group (see Collection Control Central). Or it can be allocated to a specific user within the group.

Groups are then mapped to a particular case status, this mapping determines which groups are allowed to be allocated to the particular case type and case status and if allocation to a user level is required.

Cases are allocated automatically through a batch process and/or a case status - enter processing algorithm. Manual Allocation/Re-allocation of an individual case is also available through the Case Portal, see *Chapter 6 - Collection Control Central*. Both automated and manual processing will assign a group/user to the case when it enters a particular status.

Things to remember:

- When a case moves to the next status, the case is no longer considered allocated to a group/user and is available for allocation.

Note: When a case transitions to a status that requires allocation, it can be allocated to the last group that handled the case. This is through an enter processing case allocation algorithm.

- An allocated case can be manually re-allocated another group mapped to the case status. This manual re-allocation does not transition the case to another status, see *Chapter 6 - Collection Control Central*
- There is no limit to the number of times a case can be re-allocated within a case status.

Case Groups and Case Status Mapping

A Case Group allows you to logically group Users with similar attributes/skills. These users are selected from the configured users within the application. A Case Group has its own attributes such as when it is active, using a start and end date, as well as the maximum number of cases the group should be automatically assigned. Users also have the same type of configurable attributes related to case allocation.

Once a Case Group is created, it can be mapped to case type statuses. A Case Type Status represents a particular point within the Collection Strategy Workflow, where a task needs to be performed by a user. Mapping of case type statuses to case groups allows the automated allocation processes to assign a case to a group with the best chance to recoup the debt or take the necessary pre-emptive actions.

When the Case Group and Case Status Mapping are complete, this configuration can then be used by the Allocation Process when assigning a case to a group/user.

The allocation process will assign cases to case group using logic outlined algorithm setup on the case group allocation plug in spot.

Related Topics:

For more information on...	See...
Set up for Case Group Allocation Algorithm	<i>Administrative Tasks</i>
How a case is allocated	<i>Delivered Collection Algorithms</i>

Automated Case Allocation

The Case Allocation background process is responsible for retrieving all the case's where their current status requires allocation. A case is considered eligible for allocation if its current status has been configured to have case groups to work it and if it has not yet been assigned to a group/user.

Like all batch processes, case allocation can be run on specific intervals, such as nightly, hourly, weekly, etc.

The logic that this batch program uses to determine the appropriate group is contained in an algorithm configured on the installation options – framework.

When the appropriate group has been determined, it is recorded in the case's allocation history details.

Another trigger point for allocation is through a case status – enter processing algorithm. This algorithm will mimic the processing that occurs during the batch process of determining the appropriate group/user but it will only process the individual case. It also provides the option to allocate the case to the last group who was allocated. This will keep the case allocated to the same case group. If you want the allocation to occur in near real time, instead of the next time the batch process runs, you should use this case status enter processing algorithm.

Related Topics:

For more information on...	See...
Set up for Case Group Allocation Algorithm	<i>Administrative Tasks</i>
Allocation Algorithms	<i>Delivered Collection Algorithms</i>

Manual Allocation

Manual allocation allows a user to allocate one case at a time to a group and if necessary a user within the group. Manual allocation is available through the case landing page. A user may assign the case to a group by selecting one group from the mapped groups on the case type group mapping and if desired, passing an individual user by selecting from one of the users within the assigned group. If there are no groups mapped to the case status then the list will be empty.

Related Topics:

For more information on...	See...
Collection Control Central	<i>Chapter 6 - Collection Control Central</i>

Case Group

The **Case Group** screens allow you to create, edit, and delete a case group. The screen consists of the following zones:

- *Search*
- *Case Group*

Search

The search zone allows you to search for a Case Group. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Group	Case Group Code	No
Description	Description for the Case Group	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Case Group	Case Group Code
Description	Description of the Cancel reason
Start Date	The start date when a Case Group is eligible for allocation.
End Date	The end date when a Case Group is eligible for allocation.
Maximum Case Limit	Maximum number of cases that can be worked by the group.
Private Group	Indicator if the case group is considered “private”. If a case group is private, other case groups should not see assigned cases assigned to this group. Note: Restriction of Private Group cases is not currently available in this release.
Edit	On clicking the Edit (✎) icon the Edit Case Group screen appears where you can edit the details of case group
Delete	On clicking the Delete (🗑) icon, you can delete the case group

Case Group

The screen allows you to add, modify or delete a Case Group. This zone contains the following two sections:

- **Case Group** – The **Case Group** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Group	Case Group Code	Yes
Description	Description for the Cancel Reason	Yes
Start Date	The start date when a Case Group is eligible for allocation.	Yes
End Date	The end date when a Case Group is eligible for allocation.	No
Maximum Case Limit	Maximum number of cases that can be worked by the group.	Yes
Private Group	Indicator if the case group is considered private.	Yes
User Allocation Algorithm	Algorithm containing the logic for User level allocation.	No

- **Users** – The **Users** section contains the following fields:

Note: At least one user is required for a case group and at least one user must be a supervisor.

Field Name	Field Description	Mandatory (Yes or No)
User	User ID of the group member	Yes
Start Date	Start date when the user is active within the group Note: The start date cannot be before the case group start date	Yes
End Date	End date when the user is active in the group	No
Maximum Case Limit	The maximum number of cases the user can work within the group Note: The total of the maximum case limit for users cannot surpass the maximum case limit of the group.	Yes
Supervisor Switch	Indicator if this user is a supervisor within the group	Yes

This screen contains the following buttons:

Button Name	Button Description
Save	Used to confirm changes

Cancel	Used to cancel changes and exit screen
--------	--

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Searching for a Case Group

Procedure

To search for a Case group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** screen appears.

Note: Zone opens with all Case Groups displayed.

4. Click the **Filter** icon () in the **Actions/Navigation** area to display the search criteria.
5. Enter the search criteria in the **Search** zone.
6. Click **Refresh**.
The search results appear.

Related Topics:

For more information on...	See...
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>

How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Adding a Case group

Prerequisites

To add a case group requires:

- Users are defined in the application.

Procedure

To add a Case group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case group**.
The **Case Group** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The **Case group** screen appears
5. Create a Case Group.
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Modifying a Case Group

Prerequisite

A Case Group must have been created

Procedure

To modify a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** search screen appears.

4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified.
The **Case Group** screen appears.
6. Update fields for the Case Group.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Deleting a Case Group

Prerequisites:

A Case Group must have been created

Procedure

To delete a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**.
The **Case Group** search screen appears.
4. If necessary search for a **Case Group**.
5. Click the delete icon (🗑) in the row of the **Case Group** to be deleted.
The delete confirmation window appears.
6. Click the **OK** button to delete the record.

Note: Only case groups that are not mapped to a case type status can be deleted.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>

How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

De-Activating a Case Group

Prerequisite

A Case Group must have been created

Procedure

To de-activate a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** search screen appears.
4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified
The **Case Group** screen appears.
6. In the **Case Group** zone, enter a value in the **End Date** field.
When allocation runs on the date that is later than the entered end date, this case group will not be considered for allocation.

Note: The end date must be greater than the start date of the case group

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Re-Activating a Case Group

Prerequisite

A Case Group must have been created and de-activated

Procedure

To re-activate a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** search screen appears.
4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified
The **Case Group** screen appears.
6. In the **Case Group** zone, remove the value in the **End Date** field.
When allocation runs this case group will now be considered for allocation.

Note: If you want to re-activate a group for a future date, remove the end date value or put a future end date and update the start date value to the future date.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Adding a User to a Case Group

Prerequisite

A Case Group must have been created

Procedure

To add a user to a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** search screen appears.
4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified
The **Case Group** screen appears.
6. In the **Users** zone click the add button (+) to insert a new row to the grid.

7. Select a User using the lookup (🔍) search

A User Search screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
User	The User ID of the user	No
Last Name	The Last Name of the user	No
First Name	The First Name of the user	No

8. Enter the search criteria and click the search icon (🔍).

The Search results appear. The columns in the search results are.

Field Name	Field Description
User	The User ID of the user
Last Name	The Last Name of the user
First Name	The First Name of the user

9. Select a User

You will return to the Case Group screen.

10. Enter remaining User fields

11. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Deleting a User from a Case Group

Prerequisite

A Case Group must have been created

Procedure

To delete a user from a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**

The **Case Group** search screen appears.

4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified

The **Case Group** screen appears.

6. In the **Users** zone click the delete button (⊖) to remove the row from the grid.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

De-activating a User within a Case Group

Prerequisite

A Case Group must have been created

Procedure

To de-activate a user from a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**

The **Case Group** search screen appears.

4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified
The **Case Group** screen appears.
6. In the **Users** zone, choose a user to de-activate by entering a date in the **End Date** field.
This will deactivate the user.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>

How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to re-activate a user within a case group	<i>Re-activating a user within a case group</i>

Re-activating a User within a Case Group

Prerequisite

A Case Group must have been created

Procedure

To re-activate a user within a Case Group:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Group**
The **Case Group** search screen appears.
4. If necessary, search for a **Case Group**.
5. Click the edit icon (✎) in the row of the **Case Group** to be modified
The **Case Group** screen appears.
6. In the **Users** zone, clear the value in the **End Date** field or put a future end date.
This will re-activate a user.

Note: If you want to re-activate a user for a future date, update the **Start Date** value of the user.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case group	<i>Searching for a case group</i>
How to add a case group	<i>Adding a case group</i>
How to modify a case group	<i>Modifying a case group</i>
How to delete a case group	<i>Deleting a case group</i>
How to de-activate a case group	<i>De-activating a case group</i>
How to re-activate a case group	<i>Re-activating a case group</i>
How to add a user add the case group	<i>Adding a user to a case group</i>
How to delete a user from the case group	<i>Deleting a user from a case group</i>
How to de-activate a user within a case group	<i>De-activating a user within a case group</i>

Case Type Status Mapping

The **Case Type Status** screens allow you to create, edit, and delete a case group mapping. The screen consists of the following zones:

- *Search*
- *Case Type Status mapping*

Search

The search zone allows you to search for a Case Type Status. This zone contains the following two sections:

Note: The search looks at all configured Case Types.

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Type	Case Type Code	No
Description	Description of the Case Type	No
Status	A Status Code within the Case Type Lifecycle	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Case Type	Case Type Code
Description	Description of the Case Type
Status	A status code within the case type lifecycle.
Edit/Map	On clicking the Edit (✎) icon Case Type Status Mapping screen appears.

Case Type Status Mapping

The screen allows you to add, modify or delete the mapping to a Case Type Status. This zone contains the following three sections:

- **Case Type Status Mapping**– The **Case Type Status Mapping** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Type	Case Type Code	Yes
Status	Status Code within the Case Type Lifecycle	Yes

- **Case Type Group Mapping** – The **Case Type Group Mapping** section contains the following fields:

Note: A Case Type Status without a case group mapping will not be considered for allocation.

Field Name	Field Description	Mandatory (Yes or No)
Case Group	Case Group Code	Yes
Start Date	Start date when the mapping is	Yes

	active within the group	
End Date	End date when the mapping is active in the group	No
Priority Sequence Number	Priority sequence number, can be used by an case group allocation algorithm	Yes
Eligible User Allocation Switch	Indicator if the group allocates to the user level.	Yes

- **Case Type Action Mapping**; see *Chapter 8 - Action Result* for details on this zone.

This screen contains the following buttons:

Button Name	Button Description
Save	Used to confirm changes
Cancel	Used to cancel changes and exit screen

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to delete a case type group mapping	<i>Deleting a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>
How to re-activate a case type group mapping	<i>Re-activating a case type group mapping</i>

Searching for a Case Type Status Mapping

Procedure

To search for a case type status mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** screen appears..
4. Enter the search criteria in the **Search** zone.
5. Click **Refresh**.

The search results appear.

Related Topics:

For more information on...	See...
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to delete a case type group mapping	<i>Deleting a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>

How to re-activate a case type group mapping

Re-activating a case type group mapping

Adding a Case Type Group Mapping

Prerequisites

To add a case type group mapping requires:

- Case Types and Case Groups have defined in the application.

Procedure

To add a Case Type Group Mapping:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
- Enter the search criteria to find the Case Type and Status where the mapping will be added.
- Click the Refresh button.
The search results appear.
- Click the **Edit/Map** icon (✎) in the search results for the case status to add mapping.
The **Case Type Status Mapping** screen appears
- In the **Case Type Group Mapping** zone. Search for a **Case Group** using the lookup (🔍) search
The Case Group search screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Group	The Case Group Code	No
Description	The Description of the Case Group	No

- Enter the search criteria and click the search icon (🔍).
The Search results appear. The columns in the search results are.

Field Name	Field Description
Case Group	The Case Group Code
Description	The Description of the Case Group

- Select a Case Group
You will return to the Case Type Status Mapping screen.
- Enter remaining Case Group Mapping fields
- Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to delete a case type group mapping	<i>Deleting a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>
How to re-activate a case type group mapping	<i>Re-activating a case type group mapping</i>

Modifying a Case Group Mapping

Prerequisite

A Case Type Group Mapping must have been configured

Procedure

To modify a Case Type Group Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**.
5. Click the edit/mapping icon (✎) in the row of the case type status to be modified
The **Case Type Status Mapping** screen appears.
6. Update fields in the **Case Type Group Mapping** zone.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to delete a case type group mapping	<i>Deleting a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>
How to re-activate a case type group mapping	<i>Re-activating a case type group mapping</i>

Deleting a Case Type Group Mapping

Prerequisites:

A Case Type Group Mapping must have been configured

Procedure

To delete a Case Type Group Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**.
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**
5. Click the edit/mapping icon (✎) in the row of the case type status to be deleted
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Group Mapping** zone, click the delete button (✖) to remove the row from the grid.

Note: Removing a Case Group from the mapping will effect future allocations for the case type status.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>
How to re-activate a case type group mapping	<i>Re-activating a case type group mapping</i>

De-Activating a Case Type Group Mapping

Prerequisite

A Case Type Group Mapping must have been configured

Procedure

To de-activate a Case Type Group Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**.
5. Click the edit icon (✎) in the row of the **Case Type Status Mapping** to be modified
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Group Mapping** zone, enter a value in the **End Date** field.
When allocation runs on the date entered, this case group will not be considered for allocation.

Note: The end date must be greater than the start date of the case group

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to re-activate a case type group mapping	<i>Re-activating a case type group mapping</i>

Re-Activating a Case Type Group Mapping

Prerequisite

A Case Type Group Mapping must have been created and de-activated

Procedure

To re-activate a Case Type Group Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Group**.
5. Click the edit/mapping icon (✎) in the row of the **Case Type Status Mapping** to be modified
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Group Mapping** zone, remove the value in the **End Date** field.
When allocation runs this case group will now be considered for allocation.

Note: If you want to re-activate a case type group mapping for a future date, remove the end date value and update the start date value to the future date.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type group mapping	<i>Modifying a case type group mapping</i>
How to delete a case type group mapping	<i>Deleting a case type group mapping</i>
How to de-activate a case type group mapping	<i>De-activating a case type group mapping</i>

Chapter 7



Collection Control Central

Collection Control Central allows you to quickly search for and find a customer's account and/or the case strategy workflows that have been created in the collection system. There are two query options, Account and Case. The account query is used for finding a specific customer account and viewing that account's entire collection history. The case query can be used for several key purposes within collections including:

1. Find all cases assigned to a particular user
2. Find all cases assigned to a group of users
3. Find a particular case
4. Find cases that require follow-up actions on a particular date

For the account query you can search a customer's account, even if you have a small piece of data, such as a phone number, partial name, or address to being your search. Based on the search criteria, the system returns a list of accounts or records that meet the search criteria. The results will display the account's customer information such as customer and account identifiers, address and overdue balance. From the results you are able to quickly and easily navigate to the Account Centric Portal. This portal gives you a complete set of information about the customer, their account, the contracts under the account, and the collection history for each contract. From this customer account centric view you can also easily navigate to a collection centric view that shows all collection history for an account.

For the case query you can search for a specific case strategy that has been created for a delinquent account. The search criteria allow you to do a simple search using the case id or to do a more complex search using a combination of any of the following:

- case group
- case users assigned to a case
- case type and status
- overdue amount
- next action type and date
- product type
- days past due.

The results show you the cases that match your criteria. From the results you can easily and quickly navigate to the Case Landing portal. This portal is made up of multiple zones that display the details of the collection process. The zones display the details about the case strategy a complete set of information related to the case and its associated collection incidence. The information you have available is extensive and includes:

- allocation history of the case, detailing when it was assigned to a group/user
- actions taken and results achieved
- promises to pay
- customer contacts typically used for outbound communications like letters and text messages
- contract and collection incidence information
- account and customer information.

In addition to viewing historical information you may also perform specific functions using some of the provided information zones. In the zone for Case Information, it displays the case allocation history, this zone also allow you to manually re-allocate the case to another group or user. The Case Action Summary zone,

allows you to navigate to the Action Result portal to add a new Action and Result to the case. The Promise to Pay zone, allows you to add a promise to pay to the account by navigating to the promise to pay portal. The Case Portal is used by collection users to perform their daily work. It allows for a centralized portal showing all pertinent collection information regarding a collection case. Based on the information displayed a collector can then perform the next necessary task to recover the delinquent debt.

Note: As many actions as you wish can be configured to be performed by the system. In this way you can automate routine tasks and only involve specific users, or groups of users, when a human task is required. In this way you can tune your collections operation to maximize effectiveness of your personnel and to maximize the success of your collection strategies.

Collection Control Central

The **Collection Control Central** screen allows you to search for accounts or for case using the various search criteria. By default whenever you log into the application, the **Collection Control Central** screen appears. The screen consists of the following zones:

- *Search*

Through the **Collection Control Central** you can navigate to the following screens

- *Account Centric Portal*
- *Case Portal*

Search

The search zone allows you to search for an Account or Case using the various search criteria. This zone contains the following two sections:

- **Search Criteria** – The criteria are grouped between line separators indicating the criteria that can be used together on a search. Each group is independent from the other, and only one group is used at a time for searching. If you enter more than one group, the criteria from the first group (highest on the page) are used for searching.
- **Search Results** – The **Search Results** section either displays the account or case records depending on the search criteria.

Related Topics

For more information on...	See...
How to search for an account	<i>Searching for an Account</i>
How to search for a case	<i>Searching for a Case</i>

Searching for an Account

Procedure

To search for an Account:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Collection Control Central**

The **Collection Control Central** screen appears. Select the **Account Search** query option.

The search criteria changes and contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to indicate whether you want to search for an Account or for Case Note: By default the Case Search option is selected. Note: The fields displayed in the Search Criteria section change depending on the query option selected.	Yes
Division	The division to which the account belongs to. If no division is entered then information related to all divisions, filtered by the other search criteria is returned. Division is used in conjunction with all other search criteria on the page.	No
Account Identifier Type	Used to select the identifier type based on which you want to search an account.	Yes (Conditional) Note: If you enter the account identifier as search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the ID linked to the account you are attempting to search.	Yes (Conditional) Note: If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Customer Name	Used to specify the name of the customer you are attempting to search.	No
Customer Identifier Type	Used to select the identifier type for the customer id of the customer you are attempting to search.	Yes (Conditional) Note: If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer you are attempting to search.	Yes (Conditional) Note: If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.
Address	Used to specify the address of the customer you are attempting to search.	No

City	Used to specify the city of the customer you are attempting to search.	No
Postal	Used to specify the postal of the customer you are attempting to search.	No
Phone Number	Used to specify the phone number of the customer you are attempting to search. Note: You must enter the phone number in the defined format.	No

- Enter the search criteria in any of the criteria groups.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Account Information	Displays an account information string containing the customer name, division, overdue amount and ORMB account id. Note: It has a link. On clicking the link the Account Centric Portal screen appears for the respective account. Note: The context menu allow for navigation to the account related screens in the application.
Account Identifier Type	Displays the account identifier type for the account's primary account identifier.
Account Number	Displays the account number associated to the account identifier type.
Division	Displays the division of the account.
Overdue Amount	Displays the total overdue amount of the account.
Customer Name	Displays the customer's name.
Customer Identifier Type	Displays the customer identifier type for the customer's primary account identifier.
Customer Identifier	Displays the customer identifier associated to the customer identifier type.
Account Relationship Type	Displays the customer relationship type to the account.
Address	Displays the customer's address..
City	Displays the customer's city
Postal	Displays the customer's postal code
Phone Number	Displays the customer's phone number Note: This column only appears if the search done is by phone number.

Related Topics:

For more information on...	See...
Collection Control Central Search screen	<i>Collection Control Central</i>
Account Centric Portal	<i>Account Centric Portal</i>

Searching for an Case

Procedure

To search for an Account:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Collection Control Central**

The **Collection Control Central** screen appears.

The search criteria changes and contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to indicate whether you want to search for an Account or for Case Note: By default the Case Search option is selected. Note: The fields displayed in the Search Criteria section change depending on the query option selected.	Yes
Case ID	The identifier of the Case Strategy in RMB.	No
Case Group	Case Group if the case has been allocated to a group.	No
Case User	User within the Case Group if the case has been allocated to a user.	No
Case Type	The type of case configured as the case strategy.	No
Case Status	A status within the Case Type	No
Overdue Amount From	The "From" search range of the overdue amount for the contract linked to the case strategy	No
Overdue Amount To	The "To" search range of the overdue amount of the contract linked to the case strategy	No
Next Action Date	The next action date, if any, on the latest action linked to the case strategy.	No
Next Action	The next action type, if any, on the latest action linked to the case strategy.	No
Days Past Due	The days past due of the delinquency.	No

	<p>Note: This value is stored on the collection object tied to the contract.</p> <p>Note: This filter looks for all records that have a Days Past Due greater than or equal to the entered value.</p>	
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4. Enter the search criteria in any of the criteria groups.

Note: ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Case Information	Displays a case information string containing the case status, case type, days past due, user who created the case, and case creation date. Note: It has a link. On clicking the link the Case Portal screen appears for the respective case.
Customer Name	Displays the name of the main customer on the account
Account Identifier Type	Displays the account identifier type for the account's primary account identifier.
Account Number	Displays the account number associated to the account identifier type.
Product Type	Displays the product type of the contract linked to the case.
Overdue Amount	Displays the overdue amount for the contract linked to the case
Days Past Due	Displays the days past due currently on the collection object of the contract linked to the case
Suggested Next Action	Displays the next suggested action type, if any, from the last action result linked to the case.
Suggested Next Action Date	Display the next action date, if any, from the last action result linked to the case
Case Group	Displays the Case Group, if the case has been allocated.
Assigned to	Displays the user within the group, if the case group has been allocated.

Related Topics:

For more information on...	See...
Collection Control Central Search screen	<i>Collection Control Central</i>
Case Portal	<i>Account Centric Portal</i>

Account Centric Portal

The **Account Centric Portal** screen allows a user to view detailed information about the account's collection history. This screen consists of the following zones:

- *Customer Information*
- *Account Information*
- *Linked Customer Summary*
- *Collection Summary*
- *Collection Information*
- *Collection Financial History*
- *Case Summary*
- *Related Accounts*

Customer Information

The **Customer Information** zone displays information about the customer associated to the account. The zone contains the following fields:

Field Name	Field Description
Customer ID	Displays the primary customer id value for the customer.
Person ID	Displays the customer's RMB Person ID. Note: It has a link. On clicking the link the person portal appears for the respective customer
Customer Type	Displays the type of customer.
Customer Name	Displays the name of the customer.
Relationship	Displays the customer's relationship to the account.
Address	Displays address of the customer.
City	Displays the city of the customer.
Country	Displays the country of the customer.
Postal	Displays the postal of the customer
Email Address	Display the email address of the customer
Phone Type	Displays the phone type of the customer. For example: Office, Home, Cell, etc. Note: There can be more than one phone number for a customer.
Number	Displays the customer's phone number for the phone type.

Note: All the fields in the customer information zone are read only.

The **Customer Details** section displays a list of characteristics defined for customer associated to the account. This section is hidden if no characteristics are present. The section contains the following fields:

Field Name	Field Description
Detail	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the customer detail zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>

Account Information

The **Account Information** zone displays information of the account. The zone contains the following fields:

Field Name	Field Description
Account Number	Displays the primary account number value for the account.
Account ID	Displays the RMB Account ID Note: It has a link. On clicking the link, the account portal appears for the respective account.
Division	Displays the division of the account
Customer Class	Displays the customer class of the account
Account Setup Date	Displays the date when the account was setup
Account Currency	Displays the currency for the account
Last Promise to Pay Date	Displays the start date, if any, for the last promise to pay that was setup for the account.
Last Promise to Pay	Displays the type of promise to pay, if any, for the last promise to pay that was setup for the account
Last Promise to Pay Status	Displays the current status, if any, of the last for the last promise to pay that was setup for the account.
Comments	Displays any comments about the account.

Note: All the fields in the account information zone are read only.

The **Account Details** section displays a list of characteristics defined for customer associated to the account. The section contains the following fields:

Field Name	Field Description
Detail	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the account detail zone are read only.

Related Topics

For more information on...	See...
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Account Centric Portal	<i>Account Centric Portal</i>
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Linked Customer Summary

The **Account Information** zone displays the customers that are linked to the account. The zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the customer. Note: It has a link. On clicking the link, the person portal appears for the respective account. Note: The context menu allows for navigation to the person related screens in the application.
Customer Relationship	Displays the customer's relationship to the account.
Address	Displays address of the customer.
City	Displays the city of the customer.
Email Address	Displays the email address of the customer

Note: All the fields in the linked customer summary zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>

Collection Summary

The **Collection** Information zone displays all the collection events (contracts) that have been created for the account. The zone contains the following fields:

Field Name	Field Description
Broadcast  Icon	Broadcast Icon that opens up the Collection Information zone.
Collection Information	Displays a collection information string containing the product type, status, start date, end date, balance and id for the contract. Note: It has a link. On clicking the link the contract screen appears for the respective case. Note: The context menu allows for navigation to the contract related screens in the application
Overdue Amount	Displays the overdue amount for the contract
Collection Type	Displays the type collection for the delinquent account.
Days Past Due	Displays the days past due for the delinquency of the account.

Note: All the fields in the collection summary zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>
Collection Information	<i>Collection Information</i>
Collection Details	<i>Case Portal</i>

Collection Information

The **Collection Information** zone displays the details of the specific contract in collections. The zone contains the following fields:

Field Name	Field Description
Product Type	Displays the Contract Type description for the Contract. Note: This is a link that navigates you to the Contract portal.
Collection Type	Displays the collection type of the account in collection
Account Currency	Displays the Currency code of the contract
Overdue Amount	Displays the amount that is overdue for the account
Outstanding Amount	Displays the outstanding amount for the account in the source system
Overlimit Amount	Displays the overlimit amount for the account in the source system
Minimum Due Amount	Displays the Minimum Due Amount for the account in the source system
Delinquency Start Date	Displays the date when the account became delinquent
Days Past Due	Displays the days past due for the account
Last Payment Date	Displays the date of the last payment received in the source system
Last Payment Amount	Displays the amount of the last payment received from the customer in the source system
Non Starter	Displays a Yes or No value if the customer was a Non Starter in the source system
Willingness to Pay	Displays the customer's willingness to pay the overdue amount.

Note: All the fields in the collection information zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>
Collection Summary	<i>Collection Summary</i>
Collection Details	<i>Case Portal</i>

Collection Financial History

The **Financial History** zone displays all the financial transactions for the contracts under the account. The zone contains the following fields:

Field Name	Field Description
Transaction Date	Displays the arrears date of the financial transaction.
Financial Transaction Type	Displays the type of financial transaction created. Note: It has a link. On clicking the link the screen that created the financial transaction appears. For example, the adjustment screen.
Current Amount	Displays the current amount of the financial transactions
Current Balance	Displays the sum of the current amount for all financial transactions created before the respective record.
Payoff Amount	Displays the payoff amount of the financial transactions
Payoff Balance	Displays the sum of the payoff amount for all financial transactions created before the respective record.

Note: All the fields in the collection financial history zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>

Case Summary

The **Case Summary** zone is displayed when a contract from the **Collection Summary** zone is broadcasted. displays all the case strategies that have been created for that contract under the account. The zone contains the following fields:

Field Name	Field Description
Creation Date	Displays the date when the case strategy was created.
Case Information	Displays a case information string containing the case status, case type, days past due, user who created the case, and case creation date. Note: It has a link. On clicking the link the Case Portal screen appears for the respective case.
Last Action	Displays the last action taken on any case linked to a contract under the account.
Last Result	Displays the primary result for the last action taken on any case linked to a contract under the account.
Suggested Next Action	Displays the next suggested action type, if any, from the last action taken.
Suggested Next Action Date	Display the next action date, if any, from the last action taken.
Case Group	Displays the Case Group, if the case has been allocated.
User Name	Displays the user within the group, if the case group has been

	allocated.
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Note: All the fields in the case summary zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>
Case Portal	<i>Case Portal</i>

Related Accounts

The **Related Accounts** zone displays all other accounts that the main customer is linked to through a account relationship. The zone contains the following fields:

Field Name	Field Description
Account Information	Displays an account information string containing the customer name, division, overdue amount and ORMB account id. Note: It has a link. On clicking the link the Account Centric Portal screen appears for the respective account.
Customer Class	Displays the customer class of the account
Account Relationship Type	Displays the customer's relationship to the related account.
Account Identifier Type	Displays the main identifier type for the related account.
Account Number	Displays the account number for the main identifier type
Overdue Amount	Display the overdue amount for the related account.
Delinquency	Indicates if the related account is delinquent.

Note: All the fields in the related accounts zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>

Case Portal

The **Case Portal** screen allows a user to view detailed information about a case strategy. This screen consists of the following zones:

- *General Information*
- *Collection Information*
- *Collection Details*
- *Case Information*
- *Case Details*
- *Case Action Summary*
- *Promise to Pay Summary*

- *Collection Financial History*
- *Customer Contact Summary*
- *Customer Information*
- *Account Information*
- *Related Cases*

General Information

The **General Information** zone displays information about the case. The zone contains the following fields:

Field Name	Field Description
Case Id	Displays the case id for the collection strategy.
Case Info	Displays the case info string

Collection Information

The **Collection Information** zone displays information about the contract which represents the delinquency of the account. The zone contains the following fields:

Field Name	Field Description
Product Type	Displays the product type of the contract. Note: It has a link. On clicking the link, the contract portal appears.
Collection Type	Displays the collection type of the delinquency.
Account Currency	Displays the currency of the delinquent account.
Overdue Amount	Displays the overdue amount of the contract.
Outstanding Amount	Displays the outstanding amount of the account
Overlimit Amount	Displays the overlimit amount of the account.
Minimum Due Amount	Displays the minimum due amount of the account
Delinquency Start Date	Displays the date when the account became delinquent
Days Past Due	Displays the Days Past Due of the overdue amount.
Last Payment Date	Displays the date of the last payment made to the account
Last Payment Amount	Displays the amount of the last payment made to the account
Non Starter	Indicates if the account was a non starter
Willingness to Pay	Indicates the customer's willingness to pay the overdue amount.

Note: All the fields in the collection information zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Collection Details

The **Collection Details** zone displays a list of characteristics defined for contract under the account. The zone contains the following fields:

Field Name	Field Description
Type	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the collection detail zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Case Information

The **Case Information** zone displays about the case strategy linked to the contract under an account. The zone contains the following fields:

Field Name	Field Description
Case Id	Displays the Case Id of the Case Strategy. Note: It has a link. On clicking the link, the case main screen appears for the respective account.
Case Type	Displays the case type of the case strategy.
Case Status	Displays the current status of the case strategy.
Creation Date	Displays the date when the case strategy was created.
Comment	Displays any comments about the case strategy.
Date	Displays the date when the case was allocated. Note: This is allocation history for a case strategy. It contains the Date, Case Status, Case Group and User ID columns.
Case Status	Displays the case status when the case was allocated.
Case Group	Displays the case group the case was allocated to.
User ID	Displays the user, if any, the case was allocated to.
Re Allocate	Button, which allows for the re-allocation of a case to another group or user.

Note: All the fields in the case information zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>
Case Allocation	<i>Chapter 4: Case Allocation</i>

Case Details

The **Case Details** zone displays a list of characteristics defined for case strategy. The zone contains the following fields:

Field Name	Field Description
Type	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the case detail zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Case Action Summary

The **Case Action Summary** zone displays the history of Action Results created for the case strategy. By clicking the Add link in the Actions/Navigations area, an Action Result can be added to the case. The zone contains the following fields:

Field Name	Field Description
Broadcast (📢) Icon	Broadcast Icon that opens up Case Action Result History zone.
Action Date	Displays the date when the action was taken
Case Status	Displays the case status when the action was recorded.
Action	Displays the action taken.
Result	Displays the primary result of the action.
Suggested Next Action	Displays, if any, the suggested next action.
Suggested Next Action Date	Displays, if any, the suggested next action date
User Name	Displays the user who created the action result.

Note: All the fields in the case action summary zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>
Action Result	<i>Action Result</i>

Case Action Result History

The **Case Action Result History** zone displays the Action Result details. The zone contains the following fields:

Field Name	Field Description
Action ID	Displays the Action ID

Action Entity	Displays the entity that is linked to the action result. Note: Currently Action Results are only linked to the Case Entity
Case ID	Displays the id of the entity linked to the action result. Note: Currently Action Results are only linked to the Case Entity, so this value will be the Case ID.
Action	Displays the action taken.
Case Status	Displays the case status when the action was recorded.
Action Date	Displays the time date the action was taken
Action Time	Displays the time the action was taken
Suggested Next Action	Displays, if any, the suggested next action
Suggested Next Action Date	Displays, if any, the suggested next action date
Comments	Displays any comments about the action
Result	Displays a result of the action. This is a section within the zone. Note: This is a list of results tied to the action.
Result Date	Displays the date the result occurred
Result Time	Displays the time the result occurred
Primary Result	Indicates if this is the primary result of the action taken
Comments	Displays comments about the result recorded
Result	Displays the result which the characteristics are associated with. This is a section within the zone.
Effective Date	Displays the effective date of the characteristic
Characteristic Type	Displays the characteristics type
Characteristic Value	Displays the characteristic value

Note: All the fields in the case action result history zone are read only.

Related Topics

For more information on...	See...
Account Centric Portal	<i>Account Centric Portal</i>
Action Result	<i>Chapter 7: Action Result</i>

Promise to Pay Summary

The **Promise to Pay** Summary zone displays all the promise to pay's that have been created for the account. By clicking the Add link in the Actions/Navigations area, a promise to pay can be added. The zone contains the following fields:

Field Name	Field Description
Broadcast (📢) Icon	Broadcast Icon that opens up Promise to Pay Details zone.
Start Date	Displays the start date for the promise to pay.
Promise to Pay Id	Displays the promise to pay id Note: It has a link. On clicking the link, the promise to pay portal appears for the respective promise to pay.
Promise to Pay Type	Displays the type of promise to pay
Promise to Pay Status	Displays the current status of the promise to pay
Last Updated by	Displays the user who lasted updated the promise to pay
Total Amount	Displays the total amount of all scheduled payments for the promise to pay.

Note: All the fields in the promise to pay summary zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>
Promise to Pay	<i>Chapter 6: Promise to Pay</i>
Collection Details	<i>Collection Details</i>

Promise to Pay Details

The **Promise to Pay Details** zone displays the scheduled payments and amount for the respective promise to pay. The zone contains the following fields:

Field Name	Field Description
Scheduled Date	Displays the date when a payment is expected from the customer.
Scheduled Amount	Displays the expected amount to be paid by the customer on the scheduled date.

Note: All the fields in the promise to pay details zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Collection Financial History

The **Financial History** zone displays all the financial transactions for the contracts under the case's account. The zone contains the following fields:

Field Name	Field Description
Transaction Date	Displays the arrears date of the financial transaction.
Financial Transaction Type	Displays the type of financial transaction created.

	Note: It has a link. On clicking the link the screen that created the financial transaction appears. For example, the adjustment screen.
Current Amount	Displays the current amount of the financial transactions
Current Balance	Displays the sum of the current amount for all financial transactions created before the respective record.
Payoff Amount	Displays the payoff amount of the financial transactions
Payoff Balance	Displays the sum of the payoff amount for all financial transactions created before the respective record.

Note: All the fields in the collection financial history zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Customer Contact Summary

The **Customer Contact Summary** zone displays all the customer contacts with a characteristic that links it to the case strategy. The zone contains the following fields:

Field Name	Field Description
Contact Date Time	Displays the date and time the customer contact was created.
Contact Type	Displays the contact type of the customer contact. Note: This is a link that will navigate to the Customer Contact portal.
Contact Method	Displays the method of the customer contact, for example: email, SMS, letter, etc.
Comments	Comments stored on the Customer Contact

Note: All the fields in the customer contact summary zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Customer Information

The **Customer Information** zone displays information about the customer associated to the account. The zone contains the following fields:

Field Name	Field Description
Customer ID	Displays the primary customer id value for the customer.
Person ID	Displays the customer's RMB Person ID. Note: It has a link. On clicking the link the person portal appears for

	the respective customer
Customer Type	Displays the type of customer.
Customer Name	Displays the name of the customer.
Relationship	Displays the customer's relationship to the account.
Address	Displays address of the customer.
City	Displays the city of the customer.
Country	Displays the country of the customer.
Postal	Displays the postal of the customer
Email Address	Display the email address of the customer
Phone Type	Displays the phone type of the customer. For example: Office, Home, Cell, etc.
	Note: There can be more than one phone number for a customer.
Number	Displays the customer's phone number for the phone type.

Note: All the fields in the customer information zone are read only.

The **Customer Details** section displays a list of characteristics defined for customer associated to the account. This section is hidden if no characteristics are present. The section contains the following fields:

Field Name	Field Description
Detail	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the customer detail zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Account Information

The **Account Information** zone displays information of the account. The zone contains the following fields:

Field Name	Field Description
Account Number	Displays the primary account number value for the account.
Account ID	Displays the RMB Account ID
	Note: It has a link. On clicking the link, the account portal appears for the respective account.
Division	Displays the division of the account
Customer Class	Displays the customer class of the account

Account Setup Date	Displays the date when the account was setup
Account Currency	Displays the currency for the account
Last Promise to Pay Date	Displays the start date, if any, for the last promise to pay that was setup for the account.
Last Promise to Pay	Displays the type of promise to pay, if any, for the last promise to pay that was setup for the account
Last Promise to Pay Status	Displays the current status, if any, of the last for the last promise to pay that was setup for the account.
Comments	Displays any comments about the account.

Note: All the fields in the account information zone are read only.

The **Account Details** section displays a list of characteristics defined for customer associated to the account. The section contains the following fields:

Field Name	Field Description
Detail	Displays the type of characteristic.
Value	Displays the value for the characteristic type

Note: All the fields in the account detail zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>

Related Cases

The **Related Cases** zone displays all the cases that have been linked to the same contract. The zone contains the following fields:

Field Name	Field Description
Creation Date	Displays the date when the case strategy was created.
Case Information	Displays a case information string containing the case status, case type, days past due, user who created the case, and case creation date. Note: It has a link. On clicking the link the Case Portal screen appears for the respective case.
Last Action	Displays the last action taken on any case linked to a contract under the account.
Last Result	Displays the primary result for the last action taken on any case linked to a contract under the account.
Suggested Next Action	Displays the next suggested action type, if any, from the last action taken.
Suggested Next Action Date	Display the next action date, if any, from the last action taken.
Case Group	Displays the Case Group, if the case has been allocated.
User Name	Displays the user within the group, if the case group has been

	allocated.
--	------------

Note: All the fields in the related cases zone are read only.

Related Topics

For more information on...	See...
Case Portal	<i>Case Portal</i>
Action Result	<i>Chapter 7 - Action Result</i>

Collection Details

The **Collection Details** screen allows you to view the Collection specific information related to the contract that represents the delinquency of the account. The screen can be accessed from the Contract UI using the 'Go To Collection Details' context menu on the Contract ID.

The screen contains the following fields:

Field Name	Field Description
Contract Info	Displays the information about the contract the collection information belongs to.
Contract ID	Displays the Contract ID the collection information belong to.
Collection Type	Displays the collection type of the delinquency.
Outstanding Amount	Displays the outstanding amount of the account
Over limit Amount	Displays the over limit amount of the account.
Minimum Due Amount	Displays the minimum due amount of the account
Delinquency Start Date	Displays the date when the account became delinquent
Days Past Due	Displays the Days Past Due of the overdue amount.
Last Payment Date	Displays the date of the last payment made to the account
Last Payment Amount	Displays the amount of the last payment made to the account
Non Starter	Indicates if the account was a non starter
Willingness to Pay	Indicates the customer's willingness to pay the overdue amount.

Note: All the fields on this screen except for Willingness to Pay are read only. Willingness to Pay can be changed and saved on this screen.

Chapter 8



Promise to Pay

A promise to pay is one of the primary outcomes of many delinquency collection processes. The primary role of the promise to pay is to schedule payments on specific dates to allow a customer to catch up on their missed payments.

A promise to pay (PTP) is an agreement with a customer to make payments on specific dates. A promise to pay has user-defined scheduled payment dates, and amounts which are independent from the customer's scheduled loan payment dates. The process flow of a promise to pay is:

- A customer defaults a payment and falls into arrears
- A collection officer communicates with the customer and works out a schedule of dates and amounts that the customer agrees to pay in order to catch up on the amount in arrears. The initial status of a promise to pay is **Pending**.
- On the start date of the promise to pay, the status moves to **Active** and the system monitors that the customer pays the promised amounts on the promised dates
- If the customer fails to make a promised payment on time the promise to pay is considered broken and it moves to a **Broken** status. An promise to pay will no longer be monitored by the PPM when it is in the broken status.
- If the customer honors the promise to pay by making all of the payments on time, or ahead of schedule, the status transitions to a final state of **Kept**. An promise to pay will no longer be monitored by the PPM when it is in the kept status.

When you create a promise to pay for an account, you must define the number of scheduled payments and their respective amounts. The scheduled payments can be manually entered by a user where they specify each scheduled payment date and the scheduled amount. Or it can be calculated by the system. The logic for the

Note: There is a limit of twenty for the number of scheduled payments that may be set up under a promise to pay.

It's important to understand that a promise to pay only insulates the account's debt that belongs to the promise to pay's debt class. Therefore, if a customer has debt that belongs to two debt classes (e.g., normal debt and 3rd party pass through debt), you would need to set up a separate promise to pay for each debt class (assuming both types of debt are covered by promises to pay).

When you create a promise to pay, you must define its promise to pay type. The promise to pay type controls the following functions:

- The debt class whose debt is insulated by the promise to pay.
- The type of algorithms (if any) that are executed when :
 - The promise to pay becomes Active,
 - The promise to pay becomes Kept
 - The promise to pay becomes Broken.
- The algorithm to automatically calculate and generate the scheduled payments

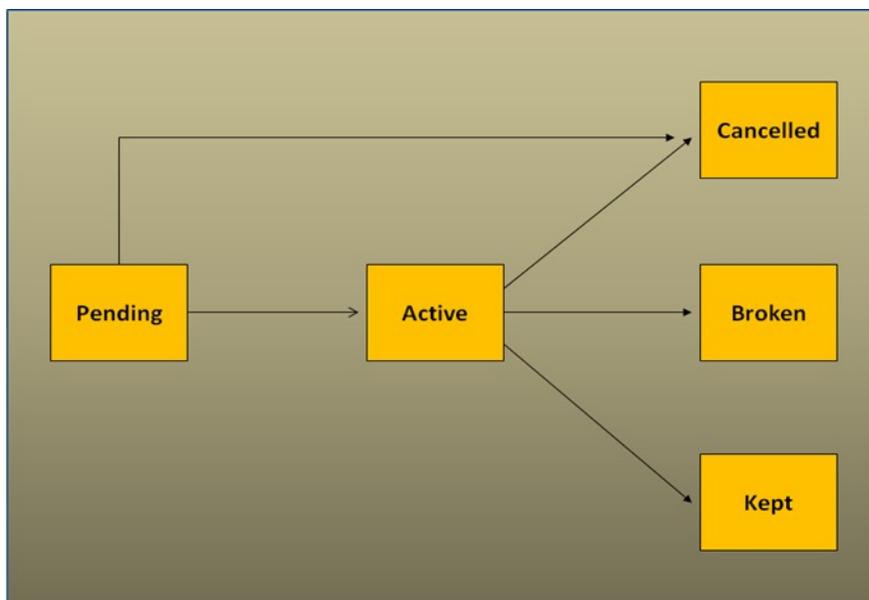
- The algorithm to perform validation rules against the scheduled payments

In addition to referencing the account whose debt is insulated by the promise to pay, the promise to pay must also reference the account that is responsible for making the payments. We refer to this second account as the promise to pay's "payor".

While the payer's account is typically the same as the account whose debt is insulated by the promise to pay, you can indicate a third-party payer (e.g., a social service agency) is responsible for making the promise to pay's scheduled payments.

If your organization allows third-party payers, you can define each on the third-party payor control table. This control table exists to simplify the data-entry effort when you create a promise to pay (as it defines the account associated with the third-party payer).

The following diagram shows the lifecycle of a promise to pay:



The following points explain this lifecycle:

- A Promise to Pay is initially created in the *Pending* state.
- Upon the start date being equal to the current date the status will transition to the *Active* state. This is done by the Promise to Pay Monitor.
- A promise to pay may be *cancelled* as follows:
- A user can cancel a promise to pay at will.
- When a Contract is stopped AND there are no other active Contracts in the same debt class, all *active* promise to pays associated with the account and debt class will be *cancelled*.
- A promise to pay will transition to a *Broken* status if no payments are received for a given schedule or if that payment is below the allowable threshold.
- A promise to pay will transition to a *Kept* status when all scheduled payments equal the total promise to pay amount or if they are within the thresh

Promise to Pay Monitor

The Promise to Pay Monitor background process (referred to as *PPM*) is responsible for monitoring *pending/active* payment plans. This process can cause a promise to pay (PTP) to become *active* from *pending*, *kept* or *broken* (or being left as *active*) from *active*.

Only the *PPM* sets an promise to pay to *active* from *pending* and to *kept* or *broken*

When the start date of the promise to pay is on or after the business date when the monitor is run, the status of the promise to pay will be set to *active*.

It's important to understand that only the *PPM* can cause a promise to pay to become *kept* or *broken*. This means that if a customer makes a payment that satisfies a promise to pay, the promise to pay will only be marked as *kept* when the promise to pay monitor next runs. Analogously, if a payment is *cancelled*, nothing will happen to an *active* promise to pay until the *PPM* next runs. Upon the transition of a promise to pay's status to active, kept, or broken, there are post processing algorithms that can be executed. These are configured on the promise to pay type. Some examples of actions that could be taken using these plug in spots are:

- Sending a letter when a promise to pay becomes kept
- Creating penalty fees when a promise to pay is broken
- Creating a new collection case and/or to do entry as a result of the promise to pay being broken.

Note: No samples algorithms are provided.

The following points describe, at a high level, how the *PPM* monitors a promise to pay (PTP) for compliance.

- The system selects all *frozen*, non-cancelled payment segments associated with the PTP's account and debt class where:
 - The payment date is after the start date of the promise to pay, and
 - The payment's pay event has at least one tender that references the promise to pay's payer.
- The system logically reduces current scheduled payments (starting with the earliest scheduled payment) by applying the total amount of the payment segments until the total amount of payment segments is exhausted (or there are no more historical / current scheduled payments).
- Scheduled payments with a future date are logically removed / reduced. This means that if a customer makes advance payments on a promise to pay, it will be marked as *kept* when the next *PPM* runs after the total payments have offset all of the scheduled payments
- The monitor will then evaluated each scheduled payment
- When all scheduled payments have been logically reduced to zero, the promise to pay is marked as *kept*.
- When the scheduled payments, where the pay date + grace days (grace days are defined on the promise to pay's payment method) + additional grace days (grace days determined by an algorithm on the installation option – framework,) is before the current date (this represents a payment was expected):
 - The monitor checks to see if the payments made for that scheduled payment.
 - If the payment does not equal the schedule amount, the monitor will check if the payment amount is within an override threshold amount (this is determined by an algorithm on the installation option – framework) before breaking the promise to pay.
 - If it is deemed that the payment is within the threshold, the promise to pay will not be broken and remain in *active* status.
 - Else if it is not within the threshold is will be set to *broken*.

- When broken, if configured a post processing algorithm is triggered. Once broken the promise to pay is no longer evaluated by the Promise to Pay Monitor. The **broken** status considered an end state in the lifecycle of a promise to pay.

Additional Grace Days and Override Threshold Algorithms

For a Promise to pay there is a method to set grace days based on the payment method of the customer. There may also be a need to set grace days based on another set of criteria. Within the *PPM* there is a spot for an algorithm to be called. This algorithm returns a numeric value that represents the additional grace days to be added when determining if a promise to pay has been met or broken. The algorithm is setup on the Installation Options –Framework

Note: For the additional grace days algorithm provided by product, the logic returns a value that is setup as an algorithm input parameter. This numeric value representing the additional grace days is then sent to the *PPM*. – change to refer to appendix

There may be situations where a customer who doesn't fully pay the scheduled payment amount but it is not desired to mark the promise to pay as broken. This functionality is provided using an override threshold algorithm that is also called within the *PPM*. Before a promise to pay is set to a broken status the override threshold algorithm is called. The algorithm returns a yes or no indicating whether the broken status should be overridden. If yes is returned then the promise to pay will remain in the active status.

Note: For the override threshold algorithm provided by product, the logic determines if the total payments received are within a percentage threshold of the total scheduled payments expected up to that date. If the payments are within the allowable percentage then the algorithm will return, yes, to the *PPM*.

Related Topics:

For more information on...	See...
How to setup the override threshold algorithm	<i>Administrative Tasks</i>
How to setup the additional grace days algorithm	<i>Administrative Tasks</i>
How the override threshold algorithms works	<i>Delivered Collection Algorithms</i>
How the additional grace days works	<i>Delivered Collection Algorithms</i>

Promise to Pay Type

The **Promise to Pay Type** screen allows you to create, edit, and delete a promise to pay type. The screen consists of the following zones:

- *Search*
- *Promise to Pay Type*

Search

The search zone allows you to search for a promise to pay type. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Promise To Pay	Promise to Pay Code	No

Promise to Pay Type

This zone allows you to add, modify, or delete a promise to pay type.

- The **Promise to Pay Type** section contains the following fields:

Note: Upon initial load of the screen, all Promise to Pay Type records displayed.

Column Name	Column Description	Mandatory (Yes or No)
Add	On clicking the Add (+) icon, you can add a new promise to pay	No
Delete	On clicking the Delete (=) icon, you can delete the promise to pay	No
Promise to Pay Type	Promise to Pay Type code	Yes
Description	Description of the Promise to Pay Type	Yes
Broken Algorithm	Algorithm that will be executed if the promise to pay goes into a broken status	No
Debt Class	The debt class of the financial transactions that are part of the promise to pay	Yes
Validation Algorithm	Algorithm that will be executed upon saving of the promise to pay	No
Generation Algorithm	Algorithm that will be executed when calculating the promise to pay payment schedule.	No
Active Algorithm	Algorithm that will be executed when the promise to pay goes into an active status	No
Kept Algorithm	Algorithm that will be executed if the promise to pay goes into a kept status	No

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>
How to delete a promise to pay type	<i>Deleting a promise to pay type</i>
Promise to Pay algorithms	<i>Delivered Collection Algorithms</i>

Searching for a Promise to Pay Type

Procedure

To search for a promise to pay type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
 2. Select the **Admin Menu** option from the list.
 3. From the **Admin Menu**, select **P** then click **Promise to Pay Type**.
The **Promise to Pay Type** screen appears.
 4. Enter the **Promise to Pay Type** code in the search box
 5. Click the search icon ().
- The search results appear.

Note: If no search criteria are entered all created promise to pay types will appear. This search happens by default when the screen is loaded.

Related Topics:

For more information on...	See...
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>
How to delete a promise to pay type	<i>Deleting a promise to pay type</i>

Adding a Promise to Pay Type

Prerequisites

To add a promise to pay type requires:

- Debt Classes defined in the application

Procedure

To add a promise to pay type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Type**.
The **Promise to Pay Type** screen appears.
4. If no rows appear on the grid, create a promise to pay
5. To add another **Promise to Pay Type** click the add button () to insert a new row to the grid.
6. Click the **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>
How to delete a promise to pay type	<i>Deleting a promise to pay type</i>

Modifying a Promise to Pay Type

Prerequisite

A promise to pay type must have been created

Procedure

To modify a promise to pay type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Type**.
The **Promise to Pay Type** screen appears.
4. If necessary, search for a **Promise to Pay Type**.
5. Update the column values for the row of the **Promise to Pay Type** you are updating.
6. Click the **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to delete a promise to pay type	<i>Deleting a promise to pay type</i>

Deleting a Promise to Pay Type

Prerequisites:

A promise to pay type must have been created

Procedure

To delete a promise to pay type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Type**.
The **Promise to Pay Type** screen appears.
4. If necessary, search for a **Promise to Pay Type**.
5. Click the delete button (≡) in the row of the **Promise to Pay Type** to be deleted.
6. The **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>

Pay Method

The **Pay Method** screen allows you to create, edit, and delete a Pay Method. The screen consists of the following zones:

- *Search*
- *Pay Method*

Search

The search zone allows you to search for a pay method. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Pay Method	Pay Method	No

Pay Method

The screen allows you to add, modify or delete a Pay Method.

- The **Pay Method** section contains the following fields:

Column Name	Column Description	Mandatory (Yes or No)
Add	On clicking the Add (+) icon, you can add a new pay method	No
Delete	On clicking the Delete (=) icon, you can delete the pay method	No
Pay Method	Pay Method code	Yes
Description	Description of the Pay Method	Yes
Grace Days	The number of days added to the scheduled payment date	Yes
Auto Pay	If the pay method is marked as being for Auto Pay , the PPAPAY background process will automatically create an automatic payment on the promise to pay's scheduled payment dates IF the account has been set up for automatic payment.	No

Related Topics

For more information on...	See...
How to search for a pay method	<i>Searching for a pay method</i>
How to add a pay method	<i>Adding a pay method</i>
How to modify a pay method	<i>Modifying a pay method</i>
How to delete a pay method	<i>Deleting a pay method</i>

Searching for a Pay method

Procedure

To search for a pay method:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Pay Method**
The **Pay Method** screen appears.
4. Enter the **Pay Method** code in the search box
5. Click the search icon ().
The search results appear.

Note: If no search criteria are entered, all created promise to pay types will appear. This search happens by default when the screen is loaded.

Related Topics:

For more information on...	See...
How to add a pay method	<i>Adding a pay method</i>
How to modify a pay method	<i>Modifying a pay method</i>
How to delete a pay method	<i>Deleting a pay method</i>

Adding a Pay Method

Procedure

To add a pay method:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Pay Method**.
The **Pay method** screen appears.
4. If no rows appear on the grid, create a pay method
5. To add another **Pay Method** click the add button () to insert a new row to the grid.
6. Click the **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a pay method	<i>Searching for a pay method</i>
How to modify a pay method	<i>Modifying a pay method</i>
How to delete a pay method	<i>Deleting a pay method</i>

Modifying a Pay Method

Prerequisite

A Pay Method type must have been created

Procedure

To modify a Pay Method:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Pay Method**.
The **Pay Method** screen appears.
4. If necessary, search for a **Pay Method**.
5. Search for the **Pay Method** if necessary
6. Update the column values for the row of the **Pay Method** you are updating.
7. Click the **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a pay method	<i>Searching for a pay method</i>
How to add a pay method	<i>Adding a pay method</i>
How to delete a pay method	<i>Deleting a pay method</i>

Deleting a Pay Method

Prerequisites:

A Pay Method must have been created

Procedure

To delete a Pay Method:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Pay Method**.
The **Pay Method** screen appears.
4. If necessary, search for a **Pay Method**.
5. Click the delete button (=) in the row of the **Pay Method** to be deleted.
6. Click the **Save** link on the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>

Promise to Pay Cancel Reason

The **Promise to Pay Cancel Reason** screen allows you to create, edit, and delete a Promise to Pay Cancel Reason. The screen consists of the following zones:

- *Search*

- *Promise to Pay Cancel Reason*

Search

The search zone allows you to search for a Promise to Pay Cancel Reason. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancel Reason	Cancel Reason Code	No
Description	Description for the Cancel Reason	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Cancel Reason	Cancel Reason Code
Description	Description of the Cancel reason
Edit	On clicking the Edit (✎) icon the Edit Promise to Pay Cancel Reason screen appears where you can edit the details of the cancel reason
Delete	On clicking the Delete (🗑) icon, you can delete the cancel reason

Promise to Pay Cancel Reason

The screen allows you to add, modify or delete a Promise to Pay Cancel Reason.

- The **Promise to Pay Cancel Reason** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Cancel Reason	Promise to Pay Cancel Reason	Yes
Description	Description of Promise to Pay Cancel Reason	Yes

Related Topics

For more information on...	See...
How to search for a promise to pay cancel reason	<i>Searching for a promise to pay cancel reason</i>
How to add a promise to pay cancel reason	<i>Adding a promise to pay cancel reason</i>
How to modify a promise to pay cancel reason	<i>Modifying a promise to pay cancel reason</i>
How to delete a promise to pay cancel reason	<i>Deleting a promise to pay cancel reason</i>

Searching for a Promise to Pay Cancel Reason

Procedure

To search for a Promise to Pay Cancel Reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Cancel Reason**
The **Promise to Pay Cancel** screen appears.

Note: Zone opens with all Promise to Pay Cancel Reasons displayed.

4. Click the **Filter** icon () to display the search criteria.
5. Enter the search criteria in the **Search** zone.
6. Click **Refresh**.

The search results appear.

Related Topics:

For more information on...	See...
How to add a promise to pay cancel reason	<i>Adding a promise to pay cancel reason</i>
How to modify a promise to pay cancel reason	<i>Modifying a promise to pay cancel reason</i>
How to delete a promise to pay cancel reason	<i>Deleting a promise to pay cancel reason</i>

Adding a Promise to Pay Cancel Reason

Procedure

To add a Promise to Pay Cancel Reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Cancel Reason**.
The **Promise to Pay Cancel Reason** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The Promise to Pay Cancel Reason appears
5. Enter the required information.
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search a promise to pay cancel reason	<i>Searching for a promise to pay cancel reason</i>
How to modify a promise to pay cancel reason	<i>Modifying a promise to pay cancel reason</i>
How to delete a promise to pay cancel reason	<i>Deleting a promise to pay cancel reason</i>

Modifying a Promise to Pay Cancel Reason

Prerequisite

A Promise to Pay Cancel Reason must have been created

Procedure

To modify a Promise to Pay Cancel Reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Cancel Reason**.
The **Promise to Pay Cancel Reason** search screen appears.
4. If necessary, search for a **Promise to Pay Cancel Reason**.
5. Click the edit icon (✎) in the row of the **Promise to Pay Cancel Reason** to be modified
The **Promise to Pay Cancel Reason** screen appears.
6. Update the column values for the row of the **Promise to Pay Cancel Reason** you are updating.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search a promise to pay cancel reason	<i>Searching for a promise to pay cancel reason</i>
How to add a promise to pay cancel reason	<i>Adding a promise to pay cancel reason</i>
How to delete a promise to pay cancel reason	<i>Deleting a promise to pay cancel reason</i>

Deleting a Promise to Pay Cancel Reason

Prerequisites:

A Promise to Pay Cancel Reason must have been created

Procedure

To delete a Promise to Pay Cancel Reason:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **P** then click **Promise to Pay Cancel Reason**.
The **Promise to Pay Cancel Reason** screen appears..
4. Click the delete icon (🗑) in the row of the **Promise to Pay Cancel Reason** to be deleted.
The delete confirmation window appears.
5. Click the **OK** button to delete the record.

Note: Only Promise to Pay Cancel Reasons that are not referenced on a Promise to Pay can be deleted.

Related Topics

For more information on...	See...
How to search for a promise to pay type	<i>Searching for a promise to pay type</i>
How to add a promise to pay type	<i>Adding a promise to pay type</i>
How to modify a promise to pay type	<i>Modifying a promise to pay type</i>

Promise to Pay

The Promise to Pay Maintenance –portal allows you to add a promise to pay and setup a payment schedule. This screen consists of the following zones:

- *Search*
- *Promise to Pay*
- *Scheduled Payments*

Search

The **Promise to Pay** Search UI allows for a user to search for specific promise to pay. This zone contains the following sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person Name	The name of the main customer on the account linked to the promise to pay	No
Promise to Pay ID	Promise to Pay ID generated by RMB	No
Account ID	The account Id linked to the promise to pay	No

- **Search Results** – On clicking the **Search By** (🔍) icon, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Person Name	The name of the main.
Promise to Pay ID	Description of the Cancel reason.
Account ID	The RMB account id.
Start Date	The start date of the promise to pay.
Promise to Pay Status	The current status of the promise to pay.
Debt Class	The debt class being considered by the promise to pay.

Promise to Pay

The screen allows you to add, modify or cancel a Promise to Pay.

- The **Promise to Pay** section contains the following fields:

Field Name	Field Description
Promise to Pay	Promise to Pay information string. This string is populated via an algorithm (Installation Options – Framework; Case Information) based on the Promise to Pay ID.
Promise to Pay ID	RMB internally generated Promise to Pay ID.
Account ID	RMB internally generated Account ID
Status	The current status of the Promise to Pay. Status changes managed by the

	Promise to Pay Monitor batch process.
Created By	The User ID and date/time who has created the promise to pay.
Cancel	This button allows for the cancellation of the promise to pay. Note: When clicked the user will be prompted to enter the cancel reason before being allowed to cancel the promise to pay.
Last Updated By:	The User ID and date/time when the promise to pay was last updated.
Cancel Button	This button allows for the cancellation of the promise to pay.
Type	The selected promise to pay type.
Debt Class	The debt class of the account tied to the promise to pay
Current Balance	Displays the current balance of the account.
Delinquent Balance	Displays the delinquent debt of the account based on the arrears date of the financial transactions for the same debt class. This field is hidden if there is no delinquent balance.
Third Party Payor	Third Party Payor, if the payments made for the promise to pay are coming from someone other than the customer associated to the account. If the checkbox is marked, then the Third Party Payor lookup is enabled.
Payor Account ID	RMB account ID, this account is used to determine if a payment has been made.
Start Date	Start Date of the promise to pay. Controls when the promise to pay becomes active.
Pay Method	The expected payment method to be used by the customer.
Comments	These are comments entered by the user
Generate	This button will automatically generate the payment schedule Note: The generate button opens a pop up window which allows a user to enter parameters to be used by the calculation algorithm to determine an appropriate payment schedule and the expected payment amounts.

Scheduled Payments

This section within the Promise to Pay screen allows you to add, modify or delete Scheduled Payments.

- The **Scheduled Payments** section contains the following fields:

Field Name	Field Description
Scheduled Date	The date when a payment is expected to be received from a customer. Note: This is date will have grace days and additional grace days added to it when being evaluated by the Promise to Pay Monitor.
Scheduled Amount	This is the expected payment amount to be received from a customer.
Add	This icon (+) allows you to add a row to the scheduled payment grid.
Delete	This icon (=) allows you to delete the row from the scheduled payment grid.

Related Topics

For more information on...	See...
How to search for a promise to pay	<i>Searching for a promise to pay</i>
How to add a promise to pay	<i>Adding a promise to pay</i>
How to modify a promise to pay	<i>Modifying a promise to pay</i>
How to cancel a promise to pay	<i>Cancelling a promise to pay</i>

Searching for a Promise to Pay

Procedure

To search for a Promise to Pay:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Credit & Collection** then click **Promise to Pay**
The **Promise to Pay** search screen appears.
4. Enter the search criteria in the **Search** zone.
5. Click the **Search By** (🔍) icon.
The search results appear.
6. Select a promise to pay by clicking the record
The **Promise to Pay** screen will open and load the selected promise to pay record.

Related Topics:

For more information on...	See...
How to add a promise to pay	<i>Adding a promise to pay</i>
How to modify a promise to pay	<i>Modifying a promise to pay</i>
How to cancel a promise to pay	<i>Cancelling a promise to pay</i>

Adding a Promise to Pay

Procedure

To add a promise to pay:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Credit & Collection** then click **+** for **Promise to Pay**.
The **Promise to Pay** screen appears.
4. Enter the required fields manually or use the generate button to assist in determining a payment schedule

Note: The **Scheduled Payments** can be created automatically via the **Generate** button, which uses the configured algorithm on the **Promise to Pay Type** to populate the scheduled payment table.

5. Click the **Save** link in the **Actions/Navigation** area.

Related Topics

For more information on...	See...
How to search for a promise to pay	<i>Searching for a promise to pay</i>
How to modify a promise to pay	<i>Modifying a promise to pay</i>
How to cancel a promise to pay	<i>Cancelling a promise to pay</i>

Modifying a Promise to Pay

Prerequisite

A Promise to Pay exists for the account and is in a “Pending” status. A promise to pay can only be modified when it is pending activation.

Procedure

To modify a Promise to Pay:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Credit & Collection** then click **Promise to Pay**.
The **Promise to Pay** search screen appears.
4. Enter the search criteria in the **Search** zone.
5. Click the **Search By** (🔍) icon.
The search results appear.
6. Select a record to modify
The **Promise to Pay** screen will appear with the loaded record.
7. Update the available fields.
8. Click the **Save** button.

Note: If an approval workflow has been setup for the promise to pay, the changes will not take effect until they have been approved through the approval workflow process.

Related Topics

For more information on...	See...
How to search a promise to pay	<i>Searching for a promise to pay</i>
How to add a promise to pay	<i>Adding a promise to pay</i>
How to delete a promise to pay	<i>Deleting a promise to pay</i>

Cancelling a Promise to Pay

Prerequisites:

A Promise to Pay must exist for the account and must be in either a “Pending” or “Active” status.

Procedure

To cancel a Promise to Pay:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Credit & Collection** then click **Promise to Pay Cancel Reason**.

- The **Promise to Pay** screen appears.
4. Enter the search criteria in the **Search** zone.
 5. Click the **Search By** (🔍) icon.
The search results appear.
 6. Select a promise to pay record in either a “Pending” or “Active” status

Note: If a Promise to Pay in another status is selected, the Cancel button is disabled when the Promise to Pay screen opens.

- The **Promise to Pay** screen will appear with the loaded record.
7. Click the **Cancel** button.
A **Promise to Pay Cancel Reason** window appears
 8. Select a cancel reason and click the **OK** button.
The Promise to Pay will then be cancelled with the selected reason.

Note: A cancelled Promise to Pay cannot be reversed. If it was erroneously cancelled, then a new promise to pay will have to be created.

Related Topics

For more information on...	See...
How to search for a promise to pay	<i>Searching for a promise to pay</i>
How to add a promise to pay	<i>Adding a promise to pay</i>
How to modify a promise to pay	<i>Modifying a promise to pay</i>

Chapter 9



Action Result

One of the keys to measuring the effectiveness of collection strategies and improving them over time is to accurately records the actions taken and the results that are achieved based on these actions.

The Action and Result functionality within the collections module provides the ability for a collection agent, or an automated system process, to record the actions performed against a collection account. The outcomes of those actions may also be captured as results. These actions, and therefore their corresponding results, may be tied directly to individual collection cases which represent the collection strategy being used to bring a particular collection account into compliance. All of this information is available for analysis to determine the effectiveness of collection strategies. This provides valuable input for continuously monitoring and improving the effectiveness of case strategies.

The Action and Result functionality is easily configured to allow you the ability to create consistency of use across you entire collections organization. You may change the settings in order to directly control:

1. Which action types may be entered against which types of strategies and actions. This allows you to ensure consistent reporting of actions and results for particular collection tasks.
2. The results types that can be entered against an action taken;
3. The information captured as part of the action and result information. You may logically extend the standard information captured to include additional values or ad hoc information.
4. Grouping of action types into categories of actions to facilitate ongoing analysis and reporting.
5. Grouping of result types into categories of results to facilitate ongoing analysis and reporting.
6. Scheduling the next action to be taken and the date and time the action should be taken. This allows you to do schedule follow-up actions and effectively manage required work tasks.

These settings are controlled in several locations within the Administrative functions within the application.

The following are the required configured objects to record and action result to a case:

- **Case Types** - Case Types represent the collection strategy workflow. A case type is can contain multiple status which can be different events, milestones or activities within the collection process. Actions can differ by case status and by case type
- **Action Category** – Action categories defines which module can use Actions. It also provides a grouping for the Action Types An Action type must belong to an Action Category
- **Result Category** – Result categories are a grouping of Result Types. A Result type must belong to an Action Category
- **Action Type** – The Action Type represents the actions that can be done. Each Action Type has a set number of results that can be recorded.
- **Result Type** – The Result Type represents the outcomes of an Action Type. The Result Types can be mapped to multiple Action Types
- **Case Type Action Mapping** – The Case Type Action Mapping, defines which Action Types are available to a user for a specific status or the case type.

You may enter an action and capture the results of the action using the Case Action Summary zone in the Case Portal. From the same zone you are able to view the Action Result history for the collection case to see everything that has been tried in the past and the results of those actions. Once an action and the results are captured they cannot be modified. When you enter an action and its results the system automatically logs detailed information of the action including exactly when it was done and who did it. All of this information, along with any additional information you choose to track, becomes instantly available for monitoring, analysis, and reporting.

Action Category

The **Action Category** screen allows you to create, edit, and delete an action category. The screen consists of the following zones:

- *Search*
- *Action Category*

Search

The search zone allows you to search for an Action Category. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Category Code	The Action Category Code.	No
Description	Description for the Action Category Code.	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Action Category Code	Displays the action category code.
Description	Displays the description of the action category code
Edit	On clicking the Edit (✎) icon the Edit Action Category screen appears where you can edit the details of action category
Delete	On clicking the Delete (🗑) icon, you can delete the action category
	Note: An action category linked to an action type cannot be deleted.

Action Category

The screen allows you to add or modify an Action Category. This zone contains the following two sections:

- **Action Category** – The **Action Category** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Category Code	Action Category Code	Yes
Description	Description for the Action Category Code	Yes

- **Action Entity**– The **Action Entity** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
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Action Entity	<p>The Action Entity controls the ORMB modules where the action result functionality can be used.</p> <p>Note: Currently only the Case Management feature has been linked to the Action Result functionality.</p>	Yes
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Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to add an action category	<i>Adding an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to delete an action category	<i>Deleting an action category</i>
How to add an action entity to the action category	<i>Adding an action entity to an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Searching for an Action Category

Procedure

To search for an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**
The **Action Category** screen appears.

Note: Zone opens with all Action Categories displayed.

4. Click the **Filter** icon () in the **Actions/Navigation** area to display the search criteria.
5. Enter the search criteria in the **Search** zone.
6. Click **Refresh**.
The search results appear.

Related Topics:

For more information on...	See...
How to add an action category	<i>Adding an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to delete an action category	<i>Deleting an action category</i>
How to add an action entity to the action category	<i>Adding an action entity to an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Adding an Action Category

Procedure

To add an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**.
The **Action Category** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The **Action Category** screen appears
5. Create an Action Category.
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to delete an action category	<i>Deleting an action category</i>
How to add an action entity to the action category	<i>Adding an action entity to an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Modifying an Action Category

Prerequisite

An Action Category must have been created

Procedure

To modify an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**.
The **Action Category** search screen appears.
4. If necessary, search for an Action Category.
5. Click the edit icon (✎) in the row of the **Action Category** to be modified
The **Action Category** screen appears.
6. Update fields for the Action Category.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to add an action category	<i>Adding an action category</i>
How to delete an action category	<i>Deleting an action category</i>

How to add an action entity to the action category	<i>Adding an action entity to an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Deleting an Action Category

Prerequisites:

An Action Category must have been created

Procedure

To delete an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**.
The **Action Category** search screen appears.
4. If necessary search for an **Action Category**.
5. Click the delete icon (🗑) in the row of the **Action Category** to be deleted.
The delete confirmation window appears.
6. Click the **OK** button to delete the record.

Note: Only Action Categories not defined on an Action Type can be deleted.

Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to add an action category	<i>Adding an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to add an action entity to the action category	<i>Adding an action entity to an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Adding an Action Entity to an Action Category

Prerequisite

An Action Category must have been created

Procedure

To add an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**.
The **Action Category** search screen appears.
4. If necessary, search for an **Action Category**.
5. Click the edit icon (✎) in the row of the **Action Category** to be modified.
The **Action Category** screen appears.
6. In the **Action Entity** zone click the add button (+) to insert a new row to the grid.

7. Select an Action Entity from the drop down list.
8. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to add an action category	<i>Adding an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to delete an action category	<i>Deleting an action category</i>
How to delete an action entity from action category	<i>Deleting an action entity from an action category</i>

Deleting an Action Entity from a Action Category

Prerequisite

An Action Category must have been created

Procedure

To delete an Action Entity from an Action Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Category**
The **Action Category** search screen appears.
4. If necessary, search for an **Action Category**.
5. Click the edit icon (✎) in the row of the **Action Category** to be modified
The **Action Category** screen appears.
6. In the **Action Entity** zone click the delete button (=) to remove the row from the grid.

Note: Deleting the action entity disables the link to the entity going forward.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action category	<i>Searching for an action category</i>
How to add an action category	<i>Adding an action category</i>
How to modify an action category	<i>Modifying an action category</i>
How to delete an action category	<i>Deleting an action category</i>
How to add an action entity to the action category	<i>Adding an action entity to an action category</i>

Result Category

The **Result Category** screens allow you to create, edit, and delete a Result category. The screen consists of the following zones:

- *Search*

- *Result Category*

Search

The search zone allows you to search for a Result Category. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result Category	The Result Category Code.	No
Description	Description for the Result Category Code.	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Result Category	Displays the Result category code.
Description	Displays the description of the Result category code
Edit	On clicking the Edit (✎) icon the Edit Result Category screen appears where you can edit the details of Result category
Delete	On clicking the Delete (🗑) icon, you can delete the Result category
Note: A Result category linked to a Result type cannot be deleted.	

Result Category

The screen allows you to add or modify a Result Category. This zone contains the following two sections:

- **Result Category** – The **Result Category** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result Category	Result Category Code	Yes
Description	Description for the Result Category Code	Yes

Related Topics

For more information on...	See...
How to search for a result category	<i>Searching for a result category</i>
How to add a result category	<i>Adding a result category</i>
How to modify a result category	<i>Modifying a result category</i>
How to delete a result category	<i>Deleting a result category</i>

Searching for an Result Category

Procedure

To search for a Result Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Category**
The **Result Category** screen appears.

Note: Zone opens with all Result Categories displayed.

4. Click the **Filter** icon () in the **Actions/Navigation** area to display the search criteria.
5. Enter the search criteria in the **Search** zone.
6. Click **Refresh**.
The search results appear.

Related Topics:

For more information on...	See...
How to add a result category	<i>Adding a result category</i>
How to modify a result category	<i>Modifying a result category</i>
How to delete a result category	<i>Deleting a result category</i>

Adding a Result Category

Procedure

To add a Result Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Category**.
The **Result Category** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The **Result Category** screen appears
5. Create a Result Category.
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result category	<i>Searching for a result category</i>
How to modify a result category	<i>Modifying a result category</i>
How to delete a result category	<i>Deleting a result category</i>

Modifying a Result Category

Prerequisite

A Result Category must have been created

Procedure

To modify a Result Category:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Category**
The **Result Category** search screen appears.
4. If necessary, search for a Result Category.
5. Click the edit icon (✎) in the row of the **Result Category** to be modified
The **Result Category** screen appears.
6. Update fields for the Result Category.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result category	<i>Searching for a result category</i>
How to add a result category	<i>Adding a result category</i>
How to delete a result category	<i>Deleting a result category</i>

Deleting a Result Category

Prerequisites:

A Result Category must have been created

Procedure

To delete a Result Category:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Category**.
The **Result Category** search screen appears.
4. If necessary search for a **Result Category**.
5. Click the delete icon (🗑) in the row of the **Result Category** to be deleted.
The delete confirmation window appears.
6. Click the **OK** button to delete the record.

Note: Only Result Categories not defined on a Result Type can be deleted.

Related Topics

For more information on...	See...
How to search for a result category	<i>Searching for a result category</i>
How to add a result category	<i>Adding a result category</i>
How to modify a result category	<i>Modifying a result category</i>

Action Type

The **Action Type Status** screens allow you to create, edit, and delete an Action Type. The screen consists of the following zones:

- *Search*
- *Action Type*

Search

The search zone allows you to search for an Action Type. This zone contains the following two sections:

Note: The search looks at all configured Action Types.

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Type	Action Type Code	No
Description	Description of the Action Type	No
Action Category Code	Action Category Code the Action Type belongs to.	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Action Type	Action Type Code
Description	Description of the Action Type
Action Category	Action Category Code the Action Type belongs to.
Action Cost	Financial cost to perform the action. Note: Financial transactions will not automatically be created.
Edit	On clicking the Edit (✎) icon the Edit Action Type screen appears where you can edit the details of action type
Delete	On clicking the Delete (🗑) icon, you can delete the action type Note: An action type mapped to a case type status cannot be deleted.

Action Type

The screen allows you to add, modify or delete the Action Type. This zone contains the following two sections:

- **Action Type**– The **Action Type** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Type	Action Type Code	Yes
Description	Description of the Action Type	Yes
Action Category	Action Category Code the Action Type belongs to.	Yes
Action Cost	Financial cost to perform the action. Note: If not action cost is specified, the value is defaulted to	No

	zero.	
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- **Result Type Code** – The **Result Type Code** section contains the following fields:

Note: A result type is not required when creating an Action Type.

Field Name	Field Description	Mandatory (Yes or No)
Result Type Code	Result Type Code	No
Start Date	Start date when the mapping is active for the result type	Yes
End Date	End date when the mapping is active for the result type	No
Suggested Next Action Switch	Indicates if a suggested next action is required when creating an action result.	Yes
Post Processing Algorithm	A post processing algorithm that will be triggered after the action result is created.	No

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

Searching for an Action Type

Procedure

To search for an action type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** screen appears.
4. Enter the search criteria in the **Search** zone.
5. Click **Refresh**.

The search results appear.

Related Topics:

For more information on...	See...
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

Adding an Action Type

Prerequisites

To add an action type requires:

- Action Categories and Result Types have been defined in the application.

Procedure

To add an Action Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The **Action Type** screen appears
5. Create an Action Type
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

Modifying an Action Type

Prerequisite

An Action Type must have been configured

Procedure

To modify a Action Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
4. Search for an **Action Type**.
5. Click the edit/mapping icon (✎) in the row of the case type status to be modified
The **Action Type** screen appears.
6. Update fields for the **Action Type**.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type</i>

Deleting an Action Type

Prerequisites:

An Action Type must have been configured

Procedure

To delete an Action Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**.
The **Action Type** search screen appears.
4. Search for an **Action Type**
5. Click the edit/mapping icon (🗑) in the row of the case type status to be deleted
The confirm delete screen opens.

- Click **OK** to delete the action type.

Note: Action Types that are mapped to a case type status or that have been used by an Action Result cannot be deleted.

- Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

De-Activating a Result Type Code within the Action Type

Prerequisite

An Action Type with Result Type Codes must have been configured

Procedure

To de-activate a Result Type Code:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
- Search for an **Action Type**.
- Click the edit icon (✎) in the row of the **Action Type** to be modified
The **Action Type** screen appears.
- In the **Result Type Code** zone, enter a value in the **End Date** field..
A **Result Type** will no longer appear on the list of available results when creating an action result after the **End Date**.

Note: The end date must be greater than the start date of the Result Type

- Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>

How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

Re-Activating a Result Type Code within the Action Type

Prerequisite

An Action Type with Result Type Codes must have been created and de-activated

Procedure

To re-activate a Case Type Action Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
4. Search for an **Action Type**.
5. Click the edit/mapping icon (✎) in the row of the **Action Type** to be modified
The **Action Type** screen appears.
6. In the **Result Type Code** zone, remove the value in the **End Date** field.
This result can now be selected from the Result Type list when creating an Action Result.

Note: If you want to re-activate a Result Type Code for a future date, remove the end date value and update the start date value to the future date.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>
How to delete a result type code from the action type	<i>Deleting a result type code from the action type on page???</i>

Adding a Result Type Code to the Action Type

Prerequisite

An Action Type must have been created and Result Types must be configured in the application.

Procedure

To add a user to a result type code:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
4. If necessary, search for an **Action Type**.
5. Click the edit icon (✎) in the row of the **Action Type** to be modified
The **Action Type** screen appears.
6. In the **Result Type Code** zone click the add button (+) to insert a new row to the grid.
7. Select a User using the lookup (🔍) search

A User Search screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result Type Code	The Result Type Code	No
Description	The Description of the Result Type Code	No

8. Enter the search criteria and click the search icon (🔍).
The Search results appear. The columns in the search results are.

Field Name	Field Description
Result Type Code	The Result Type Code
Description	The Description of the Result Type Code

9. Select a Result Type Code
You will return to the Action Type screen.
10. Enter remaining Result Type Code fields
11. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to delete a result type code from the action	<i>Deleting a result type code from the action type on page???</i>

type	
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Deleting a Result Type Code from the Action Type

Prerequisite

An Action Type must have been created.

Procedure

To delete a user from an Action Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** then click **Action Type**
The **Action Type** search screen appears.
4. If necessary, search for an **Action Type**.
5. Click the edit icon (✎) in the row of the **Action Type** to be modified
The **Action Type** screen appears.
6. In the **Result Type Code** zone click the delete button (☒) to remove the row from the grid.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for an action type	<i>Searching for an action type</i>
How to add an action type	<i>Adding action type</i>
How to modify an action type	<i>Modifying an action type</i>
How to delete an action type	<i>Deleting an action type on page???</i>
How to de-activate a result type code within the action type.	<i>De-activating a result type code within the action type</i>
How to re-activate a result type code within the action type.	<i>Re-activating a result type code within the action type</i>
How to add a result type code to the action type	<i>Adding a result type code to the action type on page???</i>

Result Type

The **Result Type** screens allow you to create, edit, and delete a Result Type. The screen consists of the following zones:

- *Search*
- *Result Type*

Search

The search zone allows you to search for a Result Type. This zone contains the following two sections:

Note: The search looks at all configured Result Type.

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result Type	Result Type Code	No
Description	Description of the Result Type	No
Result Category Code	Result Category Code the Result Type belongs to.	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Result Type Code	The Result Type Code
Description	Description of the Result Type Code
Result Category	Result Category the Result Type belongs to.
Edit	On clicking the Edit (✎) icon the Edit Result Type screen appears where you can edit the details of result type.
Delete	On clicking the Delete (🗑) icon, you can delete the Result Type. Note: A Result Type linked to an Action Type cannot be deleted.

Result Type

The screen allows you to add, modify or delete the Result Type. This zone contains the following two sections:

- **Result Type**– The **Result Type** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result Type	Result Type Code	Yes
Description	Description of the Result Type	Yes
Result Category	Result Category Code the Result Type belongs to.	Yes

- **Result Type Characteristics** – The **Result Type Characteristics** section contains the following fields:

Note: A result type characteristic is not required when creating an action type.

Field Name	Field Description	Mandatory (Yes or No)
Sequence	The sequence of the characteristic type	Yes
Characteristic Type	The characteristic list to select from	Yes
Required	Indicates if the characteristic type is required when creating an action result. Note: If this box is checked, the default box is automatically	No

	checked also.	
Default	Indicates if the characteristic type should default when creating an action result. Note: The default characteristic value appears on the Action Result History UI and the value can be updated	Yes
Characteristic Value	Value if the characteristic is indicated to be a default	No

Related Topics

For more information on...	See...
How to search for a result type	<i>Searching for a result type</i>
How to add a result type	<i>Adding a result</i>
How to modify a result type	<i>Modifying a result type</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Searching for a Result Type

Procedure

To search for a result type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**
The **Result Type** screen appears.
4. Enter the search criteria in the **Search** zone.
5. Click **Refresh**.

The search results appear.

Related Topics:

For more information on...	See...
How to add a result type	<i>Adding a result</i>
How to modify a result type	<i>Modifying a result type</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Adding an Result Type

Prerequisites

To add a result type requires:

- Characteristic Type for result types have been defined in the application.

Procedure

To add a Result Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**
The **Result Type** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The **Result Type** screen appears
5. Create a Result Type
6. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result type	<i>Searching for a result type</i>
How to modify a result type	<i>Modifying a result type</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Modifying a Result Type

Prerequisite

A Result Type must have been configured

Procedure

To modify a Result Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**
The **Result Type** search screen appears.
4. Search for a **Result Type**.
5. Click the edit/mapping icon (✎) in the row of the case type status to be modified
The **Result Type** screen appears.
6. Update fields for the **Result Type**.
7. Click the **Save** button.

Related Topics

For more information on...	See...
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How to search for a result type	<i>Searching for a result type</i>
How to add a result type	<i>Adding a result</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Deleting a Result Type

Prerequisites:

A Result Type must have been configured

Procedure

To delete a Result Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**.
The **Result Type** search screen appears.
4. Search for a **Result Type**
5. Click the edit/mapping icon () in the row of the result type status to be deleted
The confirm delete screen opens.
6. Click **OK** to delete the result type.

Note: Result Types that are mapped to an action type status cannot be deleted.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result type	<i>Searching for a result type</i>
How to add a result type	<i>Adding a result</i>
How to modify a result type	<i>Modifying a result type</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Adding a Characteristic Type to a Result Type

Prerequisite

A Result Type and Characteristic for result types must have been configured in the application.

Procedure

To add a characteristic to the Result Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**

The **Result Type** search screen appears.

4. If necessary, search for **Result Type**.
5. Click the edit icon (✎) in the row of the **Result Type** to be modified

The **Result Type** screen appears.

6. In the **Result Type Characteristic** zone click the add button (+) to insert a new row to the grid.
7. Enter the Characteristic information.
8. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result type	<i>Searching for a result type</i>
How to add a result type	<i>Adding a result</i>
How to modify a result type	<i>Modifying a result type</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to delete a characteristic type from a result type	<i>Deleting a characteristic type from a result type on page???</i>

Deleting a Result Type Code from the Action Type

Prerequisite

A Result Type must have been created.

Procedure

To delete a characteristic from the Result Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** then click **Result Type**

The **Result Type** search screen appears.

4. If necessary, search for a **Result Type**.
5. Click the edit icon (✎) in the row of the **Result Type** to be modified
The **Result Type** screen appears.
6. In the **Result Type Characteristic** zone click the delete button (=) to remove the row from the grid.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a result type	<i>Searching for a result type</i>
How to add a result type	<i>Adding a result</i>
How to modify a result type	<i>Modifying a result type</i>
How to delete a result type	<i>Deleting a result type on page???</i>
How to add a characteristic type to the result type	<i>Adding a characteristic type to a result type on page???</i>

Case Type Status Mapping

The **Case Type Status** screens allow you to create, edit, and delete a case group. The screen consists of the following zones:

- *Search*
- *Case Type Status mapping*

Search

The search zone allows you to search for a Case Type Status. This zone contains the following two sections:

Note: The search looks at all configured Case Types.

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Type	Case Type Code	No
Description	Description of the Case Type	No
Status	A Status Code within the Case Type Lifecycle	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Case Type	Case Type Code
Description	Description of the Case Type
Status	A status code within the case type lifecycle.
Edit/Map	On clicking the Edit (✎) icon Case Type Status Mapping screen appears.

Case Type Status Mapping – Action Types

The screen allows you to add, modify or delete the mapping to a Case Type Status. This zone contains the following three sections:

- **Case Type Status Mapping**– The **Case Type Status Mapping** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Case Type	Case Type Code	Yes
Status	Status Code within the Case Type Lifecycle	Yes

- **Case Type Group Mapping** see *Chapter 4 - Case Allocation* for details on this zone.
- **Case Type Action Mapping** – The **Case Type Action Mapping** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Type	The Action Type	Yes
Start Date	Start date when the mapping is active for the action type	Yes

End Date	End date when the mapping is active for the action type	No
Eligible Next Action Switch	Switch that indicates the action type can be used as a next suggested action when creating an action result.	Yes
Next Action Days Limit	Numeric value that is used when creating an action result with a suggested next action result. The suggested next action date, cannot be set beyond the number of days indicated in this field. Note: If not entered, defaults to 999.	No

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type action mapping	<i>Adding a case type action mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>
How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>
How to re-activate a case type action mapping	<i>Re-activating a case type action mapping</i>

Searching for a Case Type Status Mapping

Procedure

To search for a case type status mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** screen appears..
4. Enter the search criteria in the **Search** zone.
5. Click **Refresh**.
The search results appear.

Related Topics:

For more information on...	See...
How to add a case type group mapping	<i>Adding a case type group mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>
How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>

How to re-activate a case type action mapping

Re-activating a case type action mapping

Adding a Case Type Action Mapping

Prerequisites

To add a case type action mapping requires:

- Case Types and Action Types have defined in the application.

Procedure

To add a Case Type Action Mapping:

- Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
- Enter the search criteria to find the Case Type and Status where the mapping will be added.
- Click the Refresh button.
The search results appear.
- Click the **Edit/Map** icon (✎) in the search results for the case status to add mapping.
The **Case Type Status Mapping** screen appears
- In the **Case Type Action Mapping** zone. Search for a **Action Type** using the lookup (🔍) search
The Action Type search screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Type	The Action Type Code	No
Description	The Description of the Case Group	No
Action Category	The Action Category the Action Type belongs to.	No

- Enter the search criteria and click the search icon (🔍).
The Search results appear. The columns in the search results are.

Field Name	Field Description
Action Type	The Action Type Code
Description	The Description of the Case Group
Action Category	The Action Category the Action Type belongs to.

- Select an Action Type
You will return to the Case Type Status Mapping screen.
- Enter remaining Action Type fields
- Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>

How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>
How to re-activate a case type action mapping	<i>Re-activating a case type action mapping</i>

Modifying a Case Action Mapping

Prerequisite

A Case Type Action Mapping must have been configured

Procedure

To modify a Case Type Action Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**.
5. Click the edit/mapping icon (✎) in the row of the case type status to be modified
The **Case Type Status Mapping** screen appears.
6. Update fields in the **Case Type Action Mapping** zone.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>
How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>
How to re-activate a case type action mapping	<i>Re-activating a case type action mapping</i>

Deleting a Case Type Action Mapping

Prerequisites:

A Case Type Action Mapping must have been configured

Procedure

To delete a Case Type Action Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**.
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**
5. Click the edit/mapping icon (✎) in the row of the case type status to be deleted
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Action Mapping** zone, click the delete button (✖) to remove the row from the grid.
7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type action mapping	<i>Adding a case type action mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>
How to re-activate a case type action mapping	<i>Re-activating a case type action mapping</i>

De-Activating a Case Type Action Mapping

Prerequisite

A Case Type Action Mapping must have been configured

Procedure

To de-activate a Case Type Action Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**.
5. Click the edit icon (✎) in the row of the **Case Type Status Mapping** to be modified
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Action Mapping** zone, enter a value in the **End Date** field.
The Action Type will not appear on the list of action types available as of the End Date when creating an action result.

Note: The end date must be greater than the start date of the action type

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type action mapping	<i>Adding a case type action mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>
How to re-activate a case type action mapping	<i>Re-activating a case type action mapping</i>

Re-Activating a Case Type Action Mapping

Prerequisite

A Case Type Action Mapping must have been created and de-activated

Procedure

To re-activate a Case Type Action Mapping:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Case Type Status Mapping**
The **Case Type Status Mapping** search screen appears.
4. Search for a **Case Type Status**
5. Click the edit/mapping icon (✎) in the row of the **Case Type Status Mapping** to be modified
The **Case Type Status Mapping** screen appears.
6. In the **Case Type Action Mapping** zone, remove the value in the **End Date** field.
The Action Type will now appear on the list of action types available when creating an action result.

Note: If you want to re-activate a Case Type Action Mapping for a future date, remove the end date value and update the start date value to the future date.

7. Click the **Save** button.

Related Topics

For more information on...	See...
How to search for a case type status mapping	<i>Searching for a case type status mapping</i>
How to add a case type action mapping	<i>Adding a case type action mapping</i>
How to modify a case type action mapping	<i>Modifying a case type action mapping</i>
How to delete a case type action mapping	<i>Deleting a case type action mapping</i>
How to de-activate a case type action mapping	<i>De-activating a case type action mapping</i>

Action Result

The **Action Result History** screens allow you to create and view an Action Result for a case. The screen consists of the following zones:

- *Case Action – Result*

Case Action - Result

The screen allows you to add and view the Action Result. This zone contains the following two sections:

- **Case Action – Result** – The **Case Action - Result** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Action Entity	The Action Entity represents the feature that is attached to the Action Result. Note: Currently Action Results are only attached to the Case Management feature.	Yes
Case ID	The Case ID linked to the Action Result Note: This value defaults to the	Yes

	Case ID, where the Add Action Result was initiated and cannot be updated	
Case Status	The current status of the case. This controls the Actions that appear on the drop down list Note: This value defaults to the current status for the case and cannot be updated.	Yes
Action	The Actions that are allowed for the case status. Note: If the list is blank, then no actions are configured for the case type, case status combination.	Yes
Action Date	The date when the action was performed. Note: Defaults to the current date.	Yes
Action Time	The time of day when the action was performed. Note: Defaults to the current time of the day.	Yes
Suggested Next Action	This is the suggested next action to be performed. Note: There is no validation that checks if the suggested next action was performed.	No
Suggested Next Action Date	The date when the next suggested action should be performed. Note: There is a validation that checks that the suggested next action date cannot be s 'X' days in the future. The 'X' days taken from the Next Action Days Limit on the Case Action Mapping.	No
Comments	Any comments entered by the creator of the action result.	No

- **Results** – The **Results** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
------------	-------------------	-----------------------

Result	The result of the action performed. Note: Multiple results can be recorded for a single action. Note: Only Results configured for the Action Type performed will appear in the drop down list.	Yes
Result Date	The date when the result was recorded. Note: Defaults to the current date.	Yes
Result Time	The time of day when the action was recorded. Note: Defaults to the current time of the day.	Yes
Primary Result Switch	Indicates if the Result recorded is the primary switch. Note: An Action can only have one Primary Result. Note: Only the Primary Result will have the Action Type – Result Type Code - Post Processing Algorithm executed.	Yes
Comments	Any comments entered by the creator of the action result.	No
Characteristics	This (📄) icon allows displays the section that stores the additional result information about the result.	No

- **Additional Result Information** – The **Additional Result Information** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Result	The result the additional information is related to.	Yes
Effective Date	The Effective Date of the Characteristic. Note: Defaults to the current date.	Yes
Characteristic Type	The Characteristic Type that identifies the additional information being recorded	Yes

	Note: The List of possible characteristics are taken from the characteristics defined on the Result Type	
Characteristic Value	The information being recorded.	Yes

Related Topics

For more information on...	See...
How to add an action result to a case	<i>Adding an action result to a case</i>
How to view an action result on a case	<i>Viewing an action result on a case</i>
Action Type	<i>Action Type</i>
Result Type	<i>Result Type</i>
Case Type Status Mapping – Action Type	<i>Case Type Status Mapping – Action Type</i>

Adding an Action Result to a Case

Prerequisites

To add an Action Result to a Case:

- Action Types, Result Types, and Case Type Status Mapping – Action Type are defined in the application.

Procedure

To add an Action Result to a Case:

1. From the **Case Portal** locate the **Case Action Summary** zone.
2. Click the **Add** link on the **Action/Navigation** menu for the **Case Action Summary** zone.
The **Case Action – Result** screen will appear.
3. Create the action and result for the case.

Related Topics

For more information on...	See...
How to view an action result on a case	<i>Viewing an action result on a case</i>
Action Type	<i>Action Type</i>
Result Type	<i>Result Type</i>
Case Type Status Mapping – Action Type	<i>Case Type Status Mapping – Action Type</i>

Viewing an Action Result on a Case

Prerequisites

- An Action Result has been created and linked to the case

Procedure

To view an Action Result on a Case:

1. From the **Case Portal** locate the **Case Action Summary** zone.
2. Click the **Expand Zone** to display the list of action results for the case.

The zone will expand and display a grid of action results.

3. Select a case to view and click the Broadcast () icon.

The Case Action History zone appears. In the zone the Case Action – Result is displayed.

Note: Action Result for a case viewed as display only.

Related Topics

For more information on...	See...
How to add an action result to a case	<i>Adding an action result to a case</i>
Action Type	<i>Action Type</i>
Result Type	<i>Result Type</i>
Case Type Status Mapping – Action Type	<i>Case Type Status Mapping – Action Type</i>

Appendix A

Administrative Tasks

This section lists some administrative tasks such as configuring algorithms and feature configuration options.

Implementing the Inbound Delinquent Customer Upload

The Inbound Delinquent Customer Upload process requires pending records in the C1_INBOUNDMSGBO. An implementation interface is required to move the data from the source system and insert records into the staging layer of the Inbound Delinquent Customer Upload.

- A web service (C1_INBOUNDMSGXAISERVICE) is provided that can be called to load a record into the business object record.

The delinquent customer data will be received as an XML that is stored in a CLOB. The schema of the XML is as follows:

```
<schema>
  <factId mapField="FACT_ID"/>
  <businessObject mapField="BUS_OBJ_CD"/>
  <status mapField="BO_STATUS_CD"/>
  <statusDateTIme mapField="STATUS_UPD_DTTM"/>
  <factDataArea type="group" mapXML="FACT_DATA_AREA">
    <action/>
    <C1_PERSON_BO>
      <personId mapField="PER_ID"/>
      <personOrBusiness mapField="PER_OR_BUS_FLG"/>
      <lifeSupportSensitiveLoad mapField="LS_SL_FLG"/>
      <lifeSupportSensitiveLoadDescription mapField="LS_SL_DESCR"/>
      <emailAddress mapField="EMAILID"/>
      <overrideMailingName1 mapField="OVRD_MAIL_NAME1"/>
      <address1 mapField="ADDRESS1"/>
      <address2 mapField="ADDRESS2"/>
      <address3 mapField="ADDRESS3"/>
      <address4 mapField="ADDRESS4"/>
      <city mapField="CITY"/>
      <streetNumber1 mapField="NUM1"/>
      <streetNumber2 mapField="NUM2"/>
      <county mapField="COUNTY"/>
      <postal mapField="POSTAL"/>
      <houseType mapField="HOUSE_TYPE"/>
      <taxVendorGeographicalCode mapField="GEO_CODE"/>
    </C1_PERSON_BO>
  </factDataArea>
</schema>
```

```

<isInCityLimit mapField="IN_CITY_LIMIT"/>
<state mapField="STATE"/>
<country mapField="COUNTRY"/>
<version mapField="VERSION"/>
<language mapField="LANGUAGE_CD"/>
<overrideMailingName2 mapField="OVRD_MAIL_NAME2"/>
<overrideMailingName3 mapField="OVRD_MAIL_NAME3"/>
<webSelfServicePassword mapField="WEB_PASSWD"/>
<webMarketingInfo mapField="RECV_MKTG_INFO_FLG"/>
<webSelfServicePasswordHintAnswer mapField="WEB_PASSWD_ANS"/>
<personDataArea type="raw" mapXML="PER_DATA_AREA"/>
<webPasswordHint mapField="WEB_PWD_HINT_FLG"/>
<division mapField="CIS_DIVISION"/>
<accessGroup mapField="ACCESS_GRP_CD"/>
<personSeasonalAddress type="list" mapChild="CI_PER_ADDR_SEAS">
  <personId mapField="PER_ID"/>
  <sequence mapField="SEQ_NUM"/>
  <effectiveStatus mapField="EFF_STATUS"/>
  <endMonthDay mapField="SEASON_END_MMDD"/>
  <startMonthDay mapField="SEASON_START_MMDD"/>
  <version mapField="VERSION"/>
  <country mapField="COUNTRY"/>
  <state mapField="STATE"/>
  <isInCityLimit mapField="IN_CITY_LIMIT"/>
  <taxVendorGeographicalCode mapField="GEO_CODE"/>
  <houseType mapField="HOUSE_TYPE"/>
  <postal mapField="POSTAL"/>
  <county mapField="COUNTY"/>
  <streetNumber2 mapField="NUM2"/>
  <streetNumber1 mapField="NUM1"/>
  <city mapField="CITY"/>
  <address4 mapField="ADDRESS4"/>
  <address3 mapField="ADDRESS3"/>
  <address2 mapField="ADDRESS2"/>
  <address1 mapField="ADDRESS1"/>
</personSeasonalAddress>
<personCharacteristic type="list" mapChild="CI_PER_CHAR">
  <personId mapField="PER_ID"/>
  <characteristicType mapField="CHAR_TYPE_CD"/>
  <characteristicValue mapField="CHAR_VAL"/>
  <effectiveDate mapField="EFFDT"/>
  <adhocCharacteristicValue mapField="ADHOC_CHAR_VAL"/>
  <version mapField="VERSION"/>
  <characteristicValueForeignKey1 mapField="CHAR_VAL_FK1"/>
  <characteristicValueFK2 mapField="CHAR_VAL_FK2"/>

```

```

    <characteristicValueFK3 mapField="CHAR_VAL_FK3"/>
    <characteristicValueFk4 mapField="CHAR_VAL_FK4"/>
    <characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
  </personCharacteristic>
  <personId2 type="list" mapChild="CI_PER_ID">
    <personId mapField="PER_ID"/>
    <idType mapField="ID_TYPE_CD"/>
    <personIdNumber mapField="PER_ID_NBR"/>
    <isPrimaryId mapField="PRIM_SW"/>
    <version mapField="VERSION"/>
  </personId2>
  <personName type="list" mapChild="CI_PER_NAME">
    <uppercaseEntityName mapField="ENTITY_NAME_UPR"/>
    <personId mapField="PER_ID"/>
    <sequence mapField="SEQ_NUM"/>
    <entityName mapField="ENTITY_NAME"/>
    <nameType mapField="NAME_TYPE_FLG"/>
    <version mapField="VERSION"/>
    <isPrimaryName mapField="PRIM_NAME_SW"/>
  </personName>
  <personPerson type="list" mapChild="CI_PER_PER">
    <personId1 mapField="PER_ID1"/>
    <personId2 mapField="PER_ID2"/>
    <personRelationshipType mapField="PER_REL_TYPE_CD"/>
    <startDate mapField="START_DT"/>
    <endDate mapField="END_DT"/>
    <hasFinancialRelationship mapField="FINAN_REL_SW"/>
    <version mapField="VERSION"/>
  </personPerson>
  <personPhone type="list" mapChild="CI_PER_PHONE">
    <personId mapField="PER_ID"/>
    <sequence mapField="SEQ_NUM"/>
    <phoneType mapField="PHONE_TYPE_CD"/>
    <internationalPrefix mapField="COUNTRY_CODE"/>
    <phone mapField="PHONE"/>
    <extension mapField="EXTENSION"/>
    <version mapField="VERSION"/>
  </personPhone>
</C1_PERSON_BO>
<C1_ACCOUNT_BO>
<accountId mapField="ACCT_ID"/>
  <billCycle mapField="BILL_CYC_CD"/>
  <setUpDate mapField="SETUP_DT"/>
  <currency mapField="CURRENCY_CD"/>
  <accountManagementGroup mapField="ACCT_MGMT_GRP_CD"/>

```

```

<alertInformation mapField="ALERT_INFO"/>
<billAfter mapField="BILL_AFTER_DT"/>
<shouldProtectBillCycle mapField="PROTECT_CYC_SW"/>
<division mapField="CIS_DIVISION"/>
<mailingPremise mapField="MAILING_PREM_ID"/>
<shouldProtectMailingPremise mapField="PROTECT_PREM_SW"/>
<collectionClass mapField="COLL_CL_CD"/>
<lastCreditReviewDate mapField="CR_REVIEW_DT"/>
<postponeCreditReviewUntil mapField="POSTPONE_CR_RVW_DT"/>
<isInternalCreditReview mapField="INT_CR_REVIEW_SW"/>
<customerClass mapField="CUST_CL_CD"/>
<billPrintIntercept mapField="BILL_PRT_INTERCEPT"/>
<doNotReviewDeposit mapField="NO_DEP_RVW_SW"/>
<budgetPlan mapField="BUD_PLAN_CD"/>
<version mapField="VERSION"/>
<shouldProtectDivision mapField="PROTECT_DIV_SW"/>
<accessGroup mapField="ACCESS_GRP_CD"/>
<accountDataArea type="raw" mapXML="ACCT_DATA_AREA"/>
<ecExpSchCd mapField="EC_EXPIRY_SCHEDULE_CD"/>
<billLeadDays mapField="BILL_LEAD_DAYS"/>
<accountAlert type="list" mapChild="CI_ACCT_ALERT">
  <accountId mapField="ACCT_ID"/>
  <alertType mapField="ALERT_TYPE_CD"/>
  <startDate mapField="START_DT"/>
  <endDate mapField="END_DT"/>
  <version mapField="VERSION"/>
</accountAlert>
<accountAutopay type="list" mapChild="CI_ACCT_APAY">
  <accountAutoPayId mapField="ACCT_APAY_ID"/>
  <accountId mapField="ACCT_ID"/>
  <startDate mapField="START_DT"/>
  <endDate mapField="END_DT"/>
  <autopaySource mapField="APAY_SRC_CD"/>
  <externalAccountId mapField="EXT_ACCT_ID"/>
  <expireDate mapField="EXPIRE_DT"/>
  <entityName mapField="ENTITY_NAME"/>
  <comments mapField="COMMENTS"/>
  <version mapField="VERSION"/>
  <autopayMaxWithdrawalAmount mapField="APAY_MAX_WDRWL_AMT"/>
  <autoPayMethod mapField="APAY_METHOD_FLG"/>
</accountAutopay>
<accountCharacteristic type="list" mapChild="CI_ACCT_CHAR">
  <accountId mapField="ACCT_ID"/>
  <characteristicType mapField="CHAR_TYPE_CD"/>
  <effectiveDate mapField="EFFDT"/>

```

```

<characteristicValue mapField="CHAR_VAL"/>
<adhocCharacteristicValue mapField="ADHOC_CHAR_VAL"/>
<version mapField="VERSION"/>
<characteristicValueForeignKey1 mapField="CHAR_VAL_FK1"/>
<characteristicValueFK2 mapField="CHAR_VAL_FK2"/>
<characteristicValueFK3 mapField="CHAR_VAL_FK3"/>
<characteristicValueFk4 mapField="CHAR_VAL_FK4"/>
<characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
</accountCharacteristic>
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  <accountId mapField="ACCT_ID"/>
  <billMessage mapField="BILL_MSG_CD"/>
  <billMessageType mapField="BILL_MSG_TYPE_FLG"/>
  <version mapField="VERSION"/>
  <accountMessageParameter type="list" mapChild="CI_ACCT_MSG_PRM">
    <accountId mapField="ACCT_ID"/>
    <billMessage mapField="BILL_MSG_CD"/>
    <messageParameterValue mapField="MSG_PARM_VAL"/>
    <sequence mapField="SEQ_NUM"/>
    <version mapField="VERSION"/>
  </accountMessageParameter>
</accountMessage>
<accountNumber type="list" mapChild="CI_ACCT_NBR">
  <accountId mapField="ACCT_ID"/>
  <accountIdentifierType mapField="ACCT_NBR_TYPE_CD"/>
  <accountNumber mapField="ACCT_NBR"/>
  <version mapField="VERSION"/>
  <isPrimaryId mapField="PRIM_SW"/>
</accountNumber>
<accountPerson type="list" mapChild="CI_ACCT_PER">
  <accountId mapField="ACCT_ID"/>
  <accountRelationshipType mapField="ACCT_REL_TYPE_CD"/>
  <billAddressSource mapField="BILL_ADDR_SRCE_FLG"/>
  <personId mapField="PER_ID"/>
  <isMainCustomer mapField="MAIN_CUST_SW"/>
  <isFinanciallyResponsible mapField="FIN_RESP_SW"/>
  <isThirdPartyGuarantor mapField="THRD_PTY_SW"/>
  <shouldReceiveCopyOfBill mapField="RECEIVE_COPY_SW"/>
  <billRouteType mapField="BILL_RTE_TYPE_CD"/>
  <billFormat mapField="BILL_FORMAT_FLG"/>
  <numberOfBillCopies mapField="NBR_BILL_COPIES"/>
  <version mapField="VERSION"/>
  <customerPOId mapField="CUST_PO_ID"/>
  <receivesNotification mapField="NOTIFY_SW"/>
  <prefixSuffixName mapField="NAME_PFX_SFX"/>

```

```

<prefixOrSuffix mapField="PFX_SFX_FLG"/>
<quoteRouteType mapField="QTE_RTE_TYPE_CD"/>
<shouldReceiveCopyOfQuote mapField="RECV_QTE_SW"/>
<webAccess mapField="WEB_ACCESS_FLG"/>
<personAddressOverride type="list" mapChild="CI_PER_ADDR_OVRD">
  <accountId mapField="ACCT_ID"/>
  <personId mapField="PER_ID"/>
  <address1 mapField="ADDRESS1"/>
  <address2 mapField="ADDRESS2"/>
  <address3 mapField="ADDRESS3"/>
  <address4 mapField="ADDRESS4"/>
  <city mapField="CITY"/>
  <streetNumber1 mapField="NUM1"/>
  <streetNumber2 mapField="NUM2"/>
  <county mapField="COUNTY"/>
  <postal mapField="POSTAL"/>
  <houseType mapField="HOUSE_TYPE"/>
  <taxVendorGeographicalCode mapField="GEO_CODE"/>
  <isInCityLimit mapField="IN_CITY_LIMIT"/>
  <state mapField="STATE"/>
  <country mapField="COUNTRY"/>
  <version mapField="VERSION"/>
</personAddressOverride>
</accountPerson>
<creditRatingHistory type="list" mapChild="CI_CR_RAT_HIST">
  <accountId mapField="ACCT_ID"/>
  <creditRatingHistoryId mapField="CR_RATING_HIST_ID"/>
  <user mapField="USER_ID"/>
  <collectionProcess mapField="COLL_PROC_ID"/>
  <startDate mapField="START_DT"/>
  <severanceProcessId mapField="SEV_PROC_ID"/>
  <endDate mapField="END_DT"/>
  <affectCreditRatingBy mapField="CR_RATING_PTS"/>
  <cashOnlyPoints mapField="CASH_ONLY_PTS"/>
  <creDt mapField="CRE_DT"/>
  <creditRatingCreatedBy mapField="CR_RAT_CRE_BY_FLG"/>
  <eventSequence mapField="EVT_SEQ"/>
  <version mapField="VERSION"/>
  <comments mapField="COMMENTS"/>
  <payPlanId mapField="PP_ID"/>
  <writeOffProcess mapField="WO_PROC_ID"/>
</creditRatingHistory>
<nonCashDeposit type="list" mapChild="CI_NCD">
  <accountId mapField="ACCT_ID"/>
  <sequence mapField="SEQNO"/>

```

```

    <nonCashDepositType mapField="NCD_TYPE_CD"/>
    <depositClass mapField="DEP_CL_CD"/>
    <startDate mapField="START_DT"/>
    <endDate mapField="END_DT"/>
    <depositAmount mapField="DEP_AMT"/>
    <documentNumber mapField="DOC_NBR"/>
    <thirdPartySa mapField="THRD_PTY_SA_ID"/>
    <comments mapField="COMMENTS"/>
    <version mapField="VERSION"/>
  </nonCashDeposit>
</C1_ACCOUNT_BO>
<C1_SA>
  <division mapField="CIS_DIVISION"/>
<serviceAgreement mapField="SA_ID"/>
<saType mapField="SA_TYPE_CD"/>
<status mapField="SA_STATUS_FLG"/>
<accountId mapField="ACCT_ID"/>
<startDate mapField="START_DT"/>
<endDate mapField="END_DT"/>
<oldAccountId mapField="OLD_ACCT_ID"/>
<saRelationshipId mapField="SA_REL_ID"/>
<areEstimatesAllowed mapField="ALLOW_EST_SW"/>
<customerRead mapField="CUST_READ_FLG"/>
<sicCode mapField="SIC_CD"/>
<premiseId mapField="CHAR_PREM_ID"/>
<startOption mapField="START_OPT_CD"/>
<totalAmountToBill mapField="TOT_TO_BILL_AMT"/>
<version mapField="VERSION"/>
<currency mapField="CURRENCY_CD"/>
<maxBillThreshold mapField="HIGH_BILL_AMT"/>
<depositInterestCalculated mapField="INT_CALC_DT"/>
<ciacReviewDate mapField="CIAC_REVIEW_DT"/>
<startReason mapField="STRT_RSN_FLG"/>
<stopReason mapField="STOP_RSN_FLG"/>
<startRequestedBy mapField="STRT_REQED_BY"/>
<stopRequestedBy mapField="STOP_REQED_BY"/>
<businessActivityDescription mapField="BUS_ACTIVITY_DESC"/>
<orderId mapField="ENRL_ID"/>
<ibSACutoffTime mapField="IB_SA_CUTOFF_TM"/>
<startDayOption mapField="IB_BASE_TM_DAY_FLG"/>
<specialUsage mapField="SPECIAL_USAGE_FLG"/>
<proposalSAstatus mapField="PROP_SA_STAT_FLG"/>
<declineReason mapField="PROP_DCL_RSN_CD"/>
<proposalSAId mapField="PROP_SA_ID"/>
<numberOfPaymentPeriods mapField="NBR_PYMNT_PERIODS"/>

```

```

<recommendationRule mapField="NB_RULE_CD"/>
<expireDate mapField="EXPIRE_DT"/>
<renewalDate mapField="RENEWAL_DT"/>
<nbbAutopay mapField="NB_APAY_FLG"/>
<saDataArea type="raw" mapXML="SA_DATA_AREA"/>
<billScenario type="list" mapChild="CI_BILL_SCNR">
  <billScenarioId mapField="BILL_SCNR_ID"/>
  <serviceAgreement mapField="SA_ID"/>
  <startDate mapField="START_DT"/>
  <endDate mapField="END_DT"/>
  <version mapField="VERSION"/>
  <billScenarioServiceQuantity type="list" mapChild="CI_BILL_SCNR_SQ">
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  <searchCharacteristicValue mapField="SRCH_CHAR_VAL"/>
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  <billFactor mapField="BF_CD"/>
  <startDate mapField="START_DT"/>
  <endDate mapField="END_DT"/>
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  <taxExemptType mapField="TAX_EX_TYPE_CD"/>

```

```

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    <billFactor mapField="BF_CD"/>
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  <contractQuantity mapField="CONT_QTY"/>
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  <serviceAgreement mapField="SA_ID"/>
  <effectiveDateTime mapField="EFF_DTTM"/>
  <expirationDateTime mapField="EXPIRE_DTTM"/>
  <version mapField="VERSION"/>
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    <contractOptionEventId mapField="CONT_OPT_EVT_ID"/>
    <overrideDateTime mapField="OVRD_DTTM"/>
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    <effectiveStatus mapField="EFF_STATUS"/>
  </serviceAgreementOverrideContractOption>
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  <intervalProfileId mapField="INTV_PF_ID"/>
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  <endDateTime mapField="END_DTTM"/>
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```

<serviceAgreementMessage type="list" mapChild="CI_SA_MSG">
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  <rateSchedule mapField="RS_CD"/>
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  <servicePointId mapField="SP_ID"/>
  <saSPId mapField="SA_SP_ID"/>
  <serviceAgreement mapField="SA_ID"/>
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  <startMeterRead mapField="START_MR_ID"/>
  <stopDateTime mapField="STOP_DTTM"/>
  <howToUseRead mapField="USAGE_FLG"/>
  <stopMeterRead mapField="STOP_MR_ID"/>
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    <characteristicValueFk4 mapField="CHAR_VAL_FK4"/>
    <characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
  </serviceAgreementSpCharacteristic>
  <serviceAgreementSpFieldActivity type="list" mapChild="CI_SA_SP_FA">
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```

```

    <fieldActivityId mapField="FA_ID"/>
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    <servicePointId mapField="SP_ID"/>
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    <version mapField="VERSION"/>
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</serviceAgreementServicePoint>
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  <termsAndCondition mapField="TC_TYPE_CD"/>
  <startDate mapField="START_DT"/>
  <endDate mapField="END_DT"/>
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  <serviceAgreement mapField="SA_ID"/>
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  <serviceAgreement mapField="SA_ID"/>
  <adjustmentType mapField="ADJ_TYPE_CD"/>
  <adjustmentStatus mapField="ADJ_STATUS_FLG"/>
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  <cancelReason mapField="CAN_RSN_CD"/>
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    <autopayRequestId mapField="AP_REQ_ID"/>
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```

```

<address3 mapField="ADDRESS3"/>
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<batchNumber mapField="BATCH_NBR"/>
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  <unitOfMeasure mapField="UOM_CD"/>
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  <characteristicValue mapField="CHAR_VAL"/>
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  <shouldAppearInSummary mapField="APP_IN_SUMM_SW"/>
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```

```

    <version mapField="VERSION"/>
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      <sequence mapField="SEQNO"/>
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      <characteristicValue mapField="CHAR_VAL"/>
      <adhocCharacteristicValue mapField="ADHOC_CHAR_VAL"/>
      <characteristicValueForeignKey1 mapField="CHAR_VAL_FK1"/>
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      <characteristicValueFK3 mapField="CHAR_VAL_FK3"/>
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      <characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
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    <characteristicValueFk4 mapField="CHAR_VAL_FK4"/>
    <characteristicValueFK5 mapField="CHAR_VAL_FK5"/>
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    <searchCharacteristicValue mapField="SRCH_CHAR_VAL"/>
    <version mapField="VERSION"/>
  </adjustmentCharacteristic>
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  <saCollectionId mapField="SA_COLLECT_ID"/>
  <serviceAgreement mapField="SA_ID"/>
  <collectionTypeCd mapField="COLLECT_TYPE_CD"/>
  <oustandAmt mapField="OUTSTAND_AMT"/>
  <overLimitAmt mapField="OVERLIMIT_AMT"/>
  <minDueAmt mapField="MIN_DUE_AMT"/>
  <delinqStartDate mapField="DELINQ_START_DT"/>
  <daysPastDues mapField="DAYS_PAST_DUE"/>
  <lastPaymentDate mapField="LAST_PAY_DT"/>
  <lastPaymentAmt mapField="LAST_PAY_AMT"/>
  <nonStarterSw mapField="NON_STARTER_SW"/>
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```

```

    <version mapField="VERSION"/>
    </C1_SACCOLLECT>
  </factDataArea>
</schema>

```

Note: an XML does not need to include all these fields. An XML can be processed if it contains a combination of the Person, Account, Contract, Adjustment, or SA Collection information.

Related Topics

For more information on...	See...
Inbound Delinquent Customer Upload	<i>Inbound Delinquent Customer Upload</i>

Setting the C1-NMCSTY Feature Configuration

This feature configuration allows a user to define case types that are not allowed to be closed and have a new case type opened for the delinquent account.

Prerequisite

The overdue monitor rule for the case strategy determination has been configured on the collection class overdue rules.

Procedure

To search for a feature configuration:

6. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
7. Select the **Admin Menu** option from the list.
8. From the **Admin Menu**, select **F** then click **Feature Configuration**.
The **Feature Configuration** search screen appears.
9. Enter the **C1_NMCSTY** in the **Feature Name** search box
10. Click the search icon (🔍).

The **Feature Configuration** screen appears with the following option types:

Option Type	Description	Mandatory (Yes or No)
No Movement Case Type	Option Type defined for Case Type list which will not be allow to be moved to another Case Type	Yes

11. Enter the values required for the option types
12. Click the **Save** link in the **Action/Navigation** area.

Related Topics

For more information on...	See...
Case Strategy Determination	<i>Case Strategy Determination</i>

Setting the C1_COLLCTRL Feature Configuration

This feature configuration allows for a user to configure options related to the collection control central screens.

Procedure

To search for a feature configuration:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **F** then click **Feature Configuration**.
The **Feature Configuration** search screen appears.
4. Enter the **C1_COLLCTRL** in the **Feature Name** search box
5. Click the search icon (🔍).

The **Feature Configuration** screen appears with the following option types:

Option Type	Description	Mandatory (Yes or No)
Case Customer Contact Characteristics	Option Type defines the characteristic types that are used to define the customer contacts that should appear on the customer contact history zone in the case portal.	Yes

6. Enter the values required for the option types
7. Click the **Save** link in the **Action/Navigation** area.

Related Topics

For more information on...	See...
Collection Control Central	<i>Collection Control Central</i>

Setting the Promise to Pay Payment Override Threshold Algorithm

This algorithm is used to determine payment threshold that would override a promise to pay marked as broken due to partial payment.

Procedure

To set the algorithm:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **I** then click **Installation Options - Framework**.
The **Installation Options - Framework** screen appears.
4. Click the **Algorithms** tab.

The list of framework algorithms appears with the following fields

Column Name	Description	Mandatory (Yes or No)
System Event	The System Event that executes the algorithm	Yes
Sequence	The sequence in which the algorithms are executed for the system event.	Yes
Algorithm	The algorithm that is triggered.	Yes

5. Select the **System Event** of **Payment Threshold Percentage**.
6. Enter the **Sequence Number** and select the **Algorithm** to be used.
7. Click the **Save** link in the **Action/Navigation** area.

Related Topics

For more information on...	See...
Promise to Pay	<i>Promise to Pay</i>

Setting the Promise to Pay Additional Grace Days Algorithm

This algorithm is used to determine the additional grace days that should be added when evaluating a promise to pay's payment schedule.

Procedure

To set the algorithm:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **I** then click **Installation Options - Framework**
The **Installation Options - Framework** screen appears.
4. Click the **Algorithms** tab.

The list of framework algorithms appears with the following fields

Column Name	Description	Mandatory (Yes or No)
System Event	The System Event that executes the algorithm	Yes
Sequence	The sequence in which the algorithms are executed for the system event.	Yes
Algorithm	The algorithm that is triggered.	Yes

5. Select the **System Event** of **Additional Grace Days**.
6. Enter the **Sequence Number** and select the **Algorithm** to be used.
7. Click the **Save** link in the **Action/Navigation** area.

Related Topics

For more information on...	See...
Promise to Pay	<i>Promise to Pay</i>

Setting the Case Group Allocation Algorithm

This algorithm is used to allocate a case to a case group

Procedure

To set the algorithm:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **I** then click **Installation Options - Framework**
The **Installation Options - Framework** screen appears.

4. Click the **Algorithms** tab.

The list of framework algorithms appears with the following fields

Column Name	Description	Mandatory (Yes or No)
System Event	The System Event that executes the algorithm	Yes
Sequence	The sequence in which the algorithms are executed for the system event.	Yes
Algorithm	The algorithm that is triggered.	Yes

5. Select the **System Event** of **Case Group Allocation**.
6. Enter the **Sequence Number** and select the **Algorithm** to be used.
7. Click the **Save** link in the **Action/Navigation** area.

Related Topics

For more information on...	See...
Case Allocation	<i>Case Allocation</i>

Collection Type

The **Collection Type** screen allows you to create, edit, and delete a Collection Type. The screen consists of the following zones:

- *Collection Type Search*
- *Collection Type Add/Edit*

Search

The search zone allows you to search for a Collection Type. This zone contains the following two sections:

- **Search Criteria** – The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Collection Type	Collection Type Code	No
Description	Description for the Collection Type	No

- **Search Results** – On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** contains the following columns:

Column Name	Column Description
Collection Type	Collection Type Code
Description	Description of the Collection Type
Edit	On clicking the Edit (✎) icon the Edit Collection Type screen appears where you can edit the details of the Collection Type
Delete	On clicking the Delete (🗑) icon, you can delete the Collection Type

Collection Type Add/Edit

The screen allows you to add, modify Collection Type.

- The **Collection Type** screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Collection Type	Collection Type	Yes
Description	Description of Collection Type	Yes

Searching for a Collection Type

Procedure

To search for a Collection Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Collection Type**

The Collection Type screen appears.

Note: Zone opens with all Collection Types displayed.

4. Click the **Filter** icon (🔍) to display the search criteria.
5. Enter the search criteria in the **Search** zone.
6. Click **Refresh**.

The search results appear.

Adding a Collection Type

Procedure

To add a Collection Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Collection Type**.
The **Collection Type** search screen appears.
4. Click the **Add** link in the **Actions/Navigation** area.
The Collection Type Add/Edit appears
5. Enter the required information.
6. Click the **Save** button.

Modifying a Collection Type

Prerequisite

A Collection Type must have been created

Procedure

To modify a Collection Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Collection Type**.
The **Collection Type** search screen appears.
4. If necessary, search for a **Collection Type**.
5. Click the edit icon (✎) in the row of the **Collection Type** to be modified
The **Collection Type Add/Edit** screen appears.
6. Update the column values for the row of the **Collection Type** you are updating.
7. Click the **Save** button.

Note: Only Description can be changed, Collection Type Code cannot be edited.

Deleting a Collection Type

Prerequisites:

A Collection Type must have been created

Procedure

To delete a Collection Type:

1. Click the **Menu** link in the **Actions/Navigation** area.
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **C** then click **Collection Type**.
The **Collection Type** screen appears..
4. Click the delete icon (🗑) in the row of the **Collection Type** to be deleted.
The delete confirmation window appears.
5. Click the **OK** button to delete the record.

Note: Only Collection Types that are not referenced on existing SA Collection Objects can be deleted.

Appendix B

Delivered Collection Algorithms

Inbound Delinquent Customer Upload

Algorithm Types Code:	C1-IN-CUST	Description:	Inbound Delinquent Customer Processor	
Detailed Description:	<p>Business Object Status algorithm that handles the creation of customer's in ORMB from a source system.</p> <p>The algorithm perform the following actions</p> <ul style="list-style-type: none"> • Retrieve the XML message containing the customer information, which stored on the FACT MO. • Read the XML and determine if the action is to add a new customer or update an existing customer. • It may create a combination of Person, Account, Contract, Contract, or Adjustment, depending on what was contained in the XML. • If all objects are created successfully it will transition the lifecycle to the 'Created' status • Else if any of the objects experienced an error while processing it will transition the lifecycle to the "Rejected" status. 			
Algorithm Entity:	Business Object Status – Enter			
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.inboundCustomer.CreateEntityAlgo	
Parameters:	Sequence:	Parameter:	Required:	
	1	Account Identifier Type Code to store the customer's account ID	No	
	2	Person Identifier Type Code to store customer's ID	No	

Case Strategy Determination

Algorithm Types Code:	C1-COLOMR	Description:	Create Collection Strategy Case for an Account	
Detailed Description:	<p>This algorithm is used to determine the appropriate case type to be used to create a case for an account in collections.</p> <p>It will first check for SA's that are under the account.</p> <p>For Active SA's it will call the Collect – Get Strategy Algorithm, to determine which Case Type should be used when creating a case.</p> <p>For Pending Stop SA's it will call the Collection – Collection Close Processing algorithm to move the SA into a closed status.</p> <p>All other SA statuses are ignored by this algorithm.</p>			

Algorithm Entity:	Collection Class Overdue Rule – Overdue Monitor Rule		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.caseCreation.CaseOverdueMonitorRuleAlgo
Parameters:	Sequence:	Parameter:	Required:
	1	Default Case Status to Transition the Case when Closing a Case for a Pending Stopped SA	Yes
	2	Do we need to close the case type for Pending SA's Flag (Y/N)	Yes
	3	Collection – Get Strategy Algorithm code	Yes
	4	Collection – Collection Close Processing algorithm code	Yes

Algorithm Types Code:	C1-COLGS	Description:	Get Collection Strategy from Rules Engine
Detailed Description:	<p>This algorithm is an example for calling the Rules Engine to determine a collection strategy. It is invoked by the Collection Class Overdue Rule – Overdue Monitor Rule</p> <p>The following parameters are passed to the Rules Engine:</p> <ul style="list-style-type: none"> - Rule Type (defined in the input parameter) - Case Type (if any) - Days Past Due - Overdue Amount - Collection Type <p>The algorithm calls the Rules Engine, to execute the defined Rule Type. The output of the rule type (Case Type) will be returned from the Rules Engine and passed back to the Overdue Monitor Rule algorithm</p>		
Algorithm Entity:	Collection – Get Strategy Algorithm		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.caseCreation.GetStrategyAlgo
Parameters:	Sequence:	Parameter:	Required:
	1	Rule Type to be executed by the Rules Engine	Yes

Algorithm Types Code:	C1-CCALG	Description:	Collection Close Processing for Pending Stop SAs (Contracts)
Detailed Description:	<p>This algorithm will perform processing done when a Pending Stop Contract is picked up by the Overdue Monitor.</p> <ul style="list-style-type: none"> - It will update the financial balance of the Contract to zero through an adjustment. - Check if a promise to pay exists, if it does it will update the promise to pay status to cancelled and provide the cancel reason - If it is required to close any cases, then it will check if the case has a next status in a final status and if it does will transition to that state - If the case has multiple next status which are final statuses, then it will use the default final 		

	status defined in the algorithm		
Algorithm Entity:	Collection – Collection Close Processing		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.caseCreation.CollectionClosingAlgo
Parameters:	Sequence:	Parameter:	Required:
	1	Adjustment Type to zero out SA balance	Yes
	2	Cancel Reason Code for a cancelled Promise to Pay	Yes
	3	Is closing a case required flag (Y/N)	Yes
	4	Default Case Type Status Code for multiple final statuses	Yes

Case Allocation

Algorithm Types Code:	C1-CSAA	Description:	Case Assignment Algorithm																															
Detailed Description:	<p>This algorithm is called by the allocation batch process. It will be responsible for allocating a case to the appropriate case group. (A new algorithm can be developed if allocation to the user level is required.)</p> <p>The allocation logic is as follows:</p> <ul style="list-style-type: none"> - Pick up Cases by User Groups mapped to a Case Types in order of mapping priority. - It will then begin allocating those Case Types to the groups in round robin fashion. - If a group is at its maximum number of cases it can handle, it will it will allocate to the next group. - If all groups are at their maximum limit it will allocate to the default overflow group <p>Example</p> <table border="1" data-bbox="435 1220 1458 1501"> <thead> <tr> <th>Case type</th> <th>Case Status</th> <th>Group</th> <th>priority</th> <th></th> </tr> </thead> <tbody> <tr> <td>CT1</td> <td>S1</td> <td>G1</td> <td>01</td> <td></td> </tr> <tr> <td>CT1</td> <td>S1</td> <td>G2</td> <td>02</td> <td></td> </tr> <tr> <td>CT1</td> <td>S2</td> <td>G1</td> <td>01</td> <td></td> </tr> <tr> <td>CT2</td> <td>S2</td> <td>G2</td> <td>01</td> <td></td> </tr> <tr> <td>CT3</td> <td>S2</td> <td>G1</td> <td>02</td> <td></td> </tr> </tbody> </table> <p>Pick up all the case type/status that are mapped to highest priority. In this case CT1/S1, CT1/S2, CT2/S2 and allocate them in round robin fashion to the respective groups G1, G1, G2 respectively in this case.</p> <p>Next it will allocate CT1/S1 (any remaining cases for this type/status), and CT3/S2 to G2 and G1 respectively.</p> <p>This is a Case Assignment Algorithm.</p>				Case type	Case Status	Group	priority		CT1	S1	G1	01		CT1	S1	G2	02		CT1	S2	G1	01		CT2	S2	G2	01		CT3	S2	G1	02	
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CT1	S1	G1	01																															
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CT3	S2	G1	02																															

	<p>This algorithm will be invoked through the Allocation Batch Process.</p> <p>Cases allocation will be done in this algorithm and if any case is not get allocated to the group it allocate the case to the overflow group mentioned in the parameter.</p> <p>Following soft parameter is used for this algorithm</p> <ul style="list-style-type: none"> - Overflow Group 		
Algorithm Entity:	Installation – Case Assignment Algorithm		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.common.installation.InstallationCaseAssignmentAlgorithm
Parameters:	Sequence:	Parameter:	Required:
	1	Overflow group if all mapped groups are full	Yes

Algorithm Types Code:	CASE- REALLOC	Description:	Case Re-allocation Algorithm
Detailed Description:	<p>This algorithm will allocate the case to a group when the case is transitioned to a new status. It will check the value of the input parameter to see it should allocate it to a group that has worked on the case in the past. It will only allocate cases that have been previously allocated. If a case never has been allocated it will be skipped by this algorithm.</p> <p>If the parameter value is set to “Y”, it will check the previous allocation history in the order of the most recent status.</p> <p>Else if the parameter is not “Y”, it will check to see the groups that have been mapped to the case type. If multiple groups are mapped to the case type, it will take the highest priority and attempt to allocate. If that group is full it will check the next group with the highest priority, until the case is assigned.</p> <p>In the scenario where no groups are available. It will allocate the case to the overflow group defined in the input parameter.</p>		
Algorithm Entity:	Case Type Status – Enter Status		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.caseGroup.CaseReallocationAlgorithm
Parameters:	Sequence:	Parameter:	Required:
	1	Allocate Case to Previous Group flag	Yes
	2	Overflow group if all mapped groups are full	Yes

Promise to Pay

Algorithm Types Code:	ACTIVEPP	Description:	Update Promise to Pay to Active
Detailed Description:	<p>This is a sample algorithm that sets the promise to pay to Active by returning a promise to pay status of Active. The plug in point can be used to create algorithms which can either perform additional processing then return the status of Active. Or perform additional validation and return a status other than Active, such as Pending.</p>		

Algorithm Entity:	Promise to Pay – Promise to Pay Active		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.admin.paymentPlanType.CollectionPTPActiveAlgorithm
Parameters:	Sequence:	Parameter:	Required:

Algorithm Types Code:	KEPT PP	Description:	Update promise to pay to Kept
Detailed Description:	This is a sample algorithm that sets the promise to pay to kept by returning a promise to pay status of kept. The plug in point can be used to create algorithms which can either perform additional processing then return the status of kept. Or perform additional validation and return a status other than kept, such as active		
Algorithm Entity:	Promise to Pay – Promise to Pay Kept		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.admin.paymentPlanType.CollectionPTPKeptAlgorithm
Parameters:	Sequence:	Parameter:	Required:

Algorithm Types Code:	C1-PTPCALC	Description:	Calculate Promise to Pay Scheduled Payments
Detailed Description:	<p>This algorithm is triggered from the Promise to Pay portal by the Generate button of the promise to pay.</p> <p>The inputs to the algorithm from the UI are the following</p> <ul style="list-style-type: none"> - Number of Repayments - Value of the Promise to Pay - Frequency of Payments - Start date of the Promise to Pay <p>The algorithm will:</p> <p>Take the Value of the Promise to Pay and divide it by the Number of Repayments. The first scheduled payment will be the Start Date inputted through the UI. The next Payments will be scheduled based on the Frequency and incorporate the input parameter if the days should be working days or elapsed days.</p>		
Algorithm Entity:	Promise to Pay – Promise to Pay Active		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.admin.paymentPlanType.CollectionPTPCalculateAlgorithm
Parameters:	Sequence:	Parameter:	Required:
	1	Working or Elapsed Days for Frequency (W or C)	Yes

Algorithm Types Code:	C1-PPTHRESH	Description:	Collection – Promise to Pay Threshold Percentage
Detailed Description:	<p>This algorithm is called by the Pay Plan Monitor when an expected scheduled payment is not fully met. At this point the promise to pay has been marked to be broken.</p> <p>It receives the following inputs from the pay plan monitor</p>		

	<ul style="list-style-type: none"> - Promise to Pay ID - Total Amount Paid towards the promise to pay - Date (Business Date – Grace Days) - Array of Promise to Pay Scheduled Payments balance <p>The algorithm will check if the Total Amount Paid is within the threshold percentage (input parameter) of the Total Scheduled Payments expected.</p> <p>If the payments are within the threshold, then the algorithms returns a value of “Y” indicating the promise to pay that was set to be broken should be overridden and remain kept</p> <p>Else if the total payments are not within the threshold, then the algorithm returns a value of “N” indicating the promise to pay should be set to broken.</p>		
Algorithm Entity:	Installation – Payment Threshold Percentage		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.payPlan.PaymentThresholdPercentageCalculationAlgorithm
Parameters:	Sequence:	Parameter:	Required:
	1	Threshold Percentage (example 20% is entered as 20)	Yes

Algorithm Types Code:	C1-PPADDLGRD	Description:	Collection – Promise to Pay Additional Grace Days
Detailed Description:	<p>This sample algorithm is called by the Promise to Pay Monitor; it takes the output, which represents additional grace days that should be added to a promise to pay’s scheduled payment.</p> <p>The algorithm takes the input parameter value and passes it back to the Promise to Pay Monitor.</p> <p>New algorithm type can be created to determine additional grace days based on an account’s attributes or any other type of attribute.</p>		
Algorithm Entity:	Installation – Additional Grace Days		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.payPlan.AdditionalGraceDaysCalculationAlgorithm
Parameters:	Sequence:	Parameter:	Required:
	1	Additional Grace Days to be added	Yes

Action Result

Algorithm Types Code:	C1-RTPCC	Description:	Collection - Result type Post Processing Case Tran
Detailed Description:	<p>This algorithm will be invoked in the post processing of the Action-Result action takes place on Case.</p> <p>This is used for the transition the case from the current status to the next possible status as follow,</p> <ul style="list-style-type: none"> - This algorithm has a parameter Output Status i.e. next possible status, so for case transition it will be checked whether Output Status is one of the next possible status, if YES, it will transition the case to that status - This algorithm has a parameter Input Status, which will be checked against the current status of the Case. This is an optional field. 		

Algorithm Entity:	Result Type – Post Processing Algorithm		
Program Type:	Java	Program Name:	com.splwg.ccb.domain.collection.actionObject.actionType.ResultTypePostProcCaseTransAlgo
Parameters:	Sequence:	Parameter:	Required:
	1	Output Status	Yes
	2	Input Status	No