

**Oracle Utilities Customer Care and Billing  
Release 2.4.0**

Utility Reference Model

4.3.1.1b Process Non-Billed Monitored Budget  
Payments

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.3.1.1b, Release 2.4.0

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## 4.3.1.1b Process Non-Billed Monitored Budget Payments

This section provides a description of the “Process Non-Billed Monitored Budget Payments” business process, including:

- [Brief Description](#)
  - [Actors/Roles](#)
- [Business Process Diagrams](#)
  - [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#)
  - [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#)
- [Process Non-Billed Monitored Budget Payments Detailed Process Model Description](#)
- [Installation Options - Control Central Alert Algorithms](#)
- [Related Training](#)

## Brief Description

**Business Process:** 4.3.1.1b CC&B Process Non-Billed Monitored Budget Payments

**Process Type:** Sub-Process

**Parent Process:** 4.3.1 CC&B Perform Settlement Activities

**Sibling Processes:**

- 4.3.1.1 CC&B Manage Payments
- 4.3.1.1a CC&B Process Budget payments
- 4.3.1.1c CC&B Process Non-Billed Unmonitored Budget payments
- 4.3.1.1d CC&B Manage Auto-Payments
- 4.3.1.1e CC&B Manage Credit Card Payment
- 4.3.1.2. CC&B Manage Workstation Cashiering
- 4.2.2 CC&B Manage Bill
- 3.4.1.1 CC&B Manage Customer Contacts
- 3.3.2.2. CC&B Start Non-Premise Based Service
- 3.3.2.4 CC&B Stop Non-Premise Based Service
- 3.4.4.1b CC&B Enroll in Non-Billed Budget
- 3.4.4.2b CC&B Renew Non-Billed Budget
- 3.4.4.3b CC&B Expire Non-Billed Budget
- 4.2.2.10b CC&B Manage Monitored-Unmonitored Non-Billed Budget Billing

This process describes the Non-Billed Budget Scheduled Payment Background Process for monitored Non-Billed Budgets. In addition, the payment process and financial impact for the monitored Non-Billed Budget and Covered SA's are provided.

When a scheduled payment is due for a monitored Non-Billed Budget, an adjustment is created to increase the Non-Billed Budget's current balance by the expected amount. The current balance on the Non-Billed Budget SA can be monitored to ensure payments are made on time.

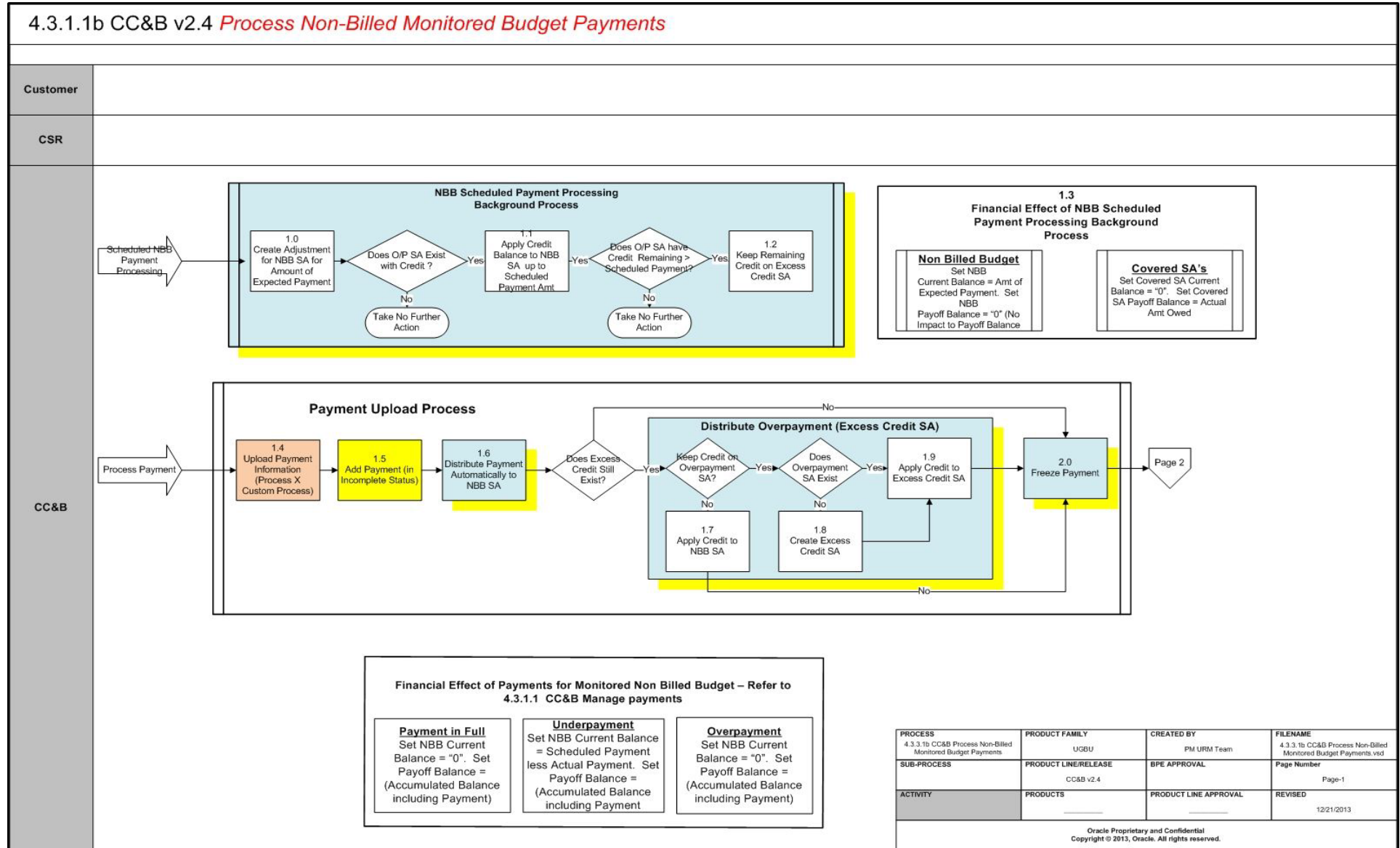
## Actors/Roles

The business process Process Non-Billed Monitored Budget Payments involves the following actors and roles.

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **Customer:** Utility Company's Customer

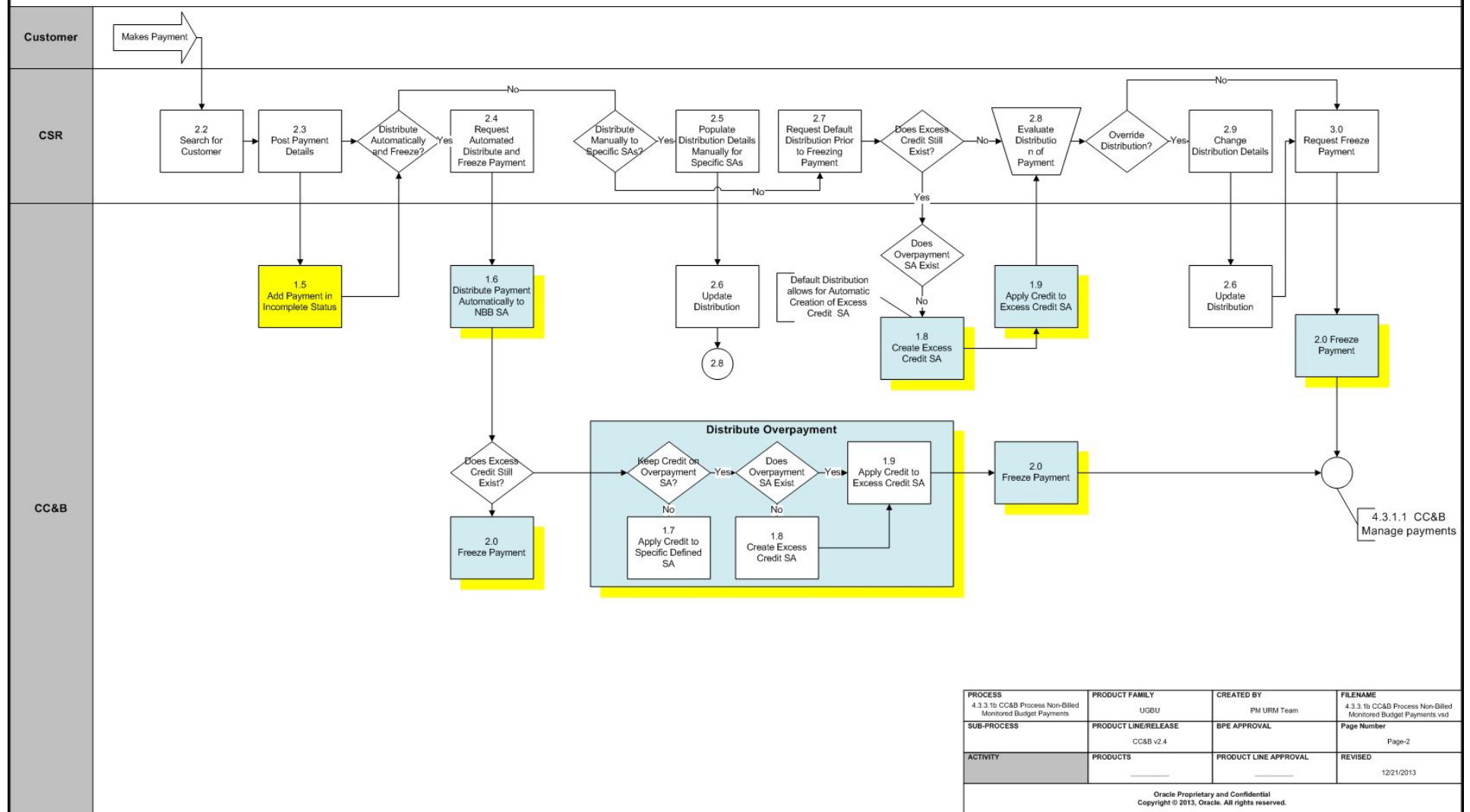
# Business Process Diagrams

## Process Non-Billed Monitored Budget Payments Process Model - Page 1



# Process Non-Billed Monitored Budget Payments Process Model - Page 2

## 4.3.1.1b CC&B v2.4 *Process Non-Billed Monitored Budget Payments*



|   |                                   |                           |  |
|---|-----------------------------------|---------------------------|--|
| PROCESS<br>4.3.1b CC&B Process Non-Billed Monitored Budget Payments | PRODUCT FAMILY<br>UGBU            | CREATED BY<br>PM URM Team | FILENAME<br>4.3.1b CC&B Process Non-Billed Monitored Budget Payments.vsd |
| SUB-PROCESS   | PRODUCT LINE/RELEASE<br>CC&B v2.4 | BPE APPROVAL              | Page Number<br>Page-2  |
| ACTIVITY  | PRODUCTS                          | PRODUCT LINE APPROVAL     | REVISED<br>12/21/2013  |

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## Process Non-Billed Monitored Budget Payments Detailed Process Model Description

This section provides a detailed description of the “Process Non-Billed Monitored Budget Payments” business process, including:

- ◆ 1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment
- ◆ 1.1 Group - Apply Credit Balance to Non Billed Budget SA Up to Scheduled Payment Amount
- ◆ 1.2 Group Keep Remaining Credit on Excess Credit SA
- ◆ 1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process
- ◆ 1.4 Upload Payment Information (Process X Custom Process)
- ◆ 1.5 Add Payment (in Incomplete Status)
- ◆ 1.6 Distribute Payment Automatically to Non Billed Budget SA
- ◆ 1.7 Apply Credit to Non Billed Budget SA
- ◆ 1.8 Create Excess Credit SA
- ◆ 1.9 Apply Credit to Excess Credit SA
- ◆ 2.0 Freeze Payment
- ◆ 2.1 Financial Effect of Payments Monitored NBB
- ◆ 2.2 Search for Customer
- ◆ 2.3 Post Payment Details
- ◆ 2.4 Request Automated Distribute and Freeze Payment
- ◆ 2.5 Populate Distribution Details Manually to Specific SAs
- ◆ 2.6 Update Distribution
- ◆ 2.7 Request Default Distribution Prior to Freezing Payment
- ◆ 2.8 Evaluate Distribution of Payment
- ◆ 2.9 Change Distribution Details
- ◆ 3.0 Request Freeze Payment

## 1.0 Group - Create Adjustment for Non Billed Budget SA for Amount of Expected Payment

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** When a scheduled payment is due, CC&B creates an adjustment to increase the monitored Non-Billed Budget's current balance by the expected payment amount.

### Entities to Configure

- Algorithm
- Overpayment Transfer Adjustment Type
- Overpayment SA Type

### Available Algorithms

- NBPA-PS - This algorithm also looks for credit amount on a overpayment SA.

### Process Names

- NBBPS - Non-Billed Budget Scheduled Payment Process

## 1.1 Group - Apply Credit Balance to Non Billed Budget SA Up to Scheduled Payment Amount

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** After the Process Non Billed Budget Scheduled Payment Algorithm creates the next scheduled payment, (adjustment), it looks for a credit amount on an overpayment SA and creates an adjustment to transfer the credit balance (or amount of payment if the credit is more than the scheduled payment amount) from the overpayment SA to the Non-Billed Budget SA.

### Entities to Configure

- Algorithm
- Overpayment Transfer Adjustment Type
- Overpayment SA Type

### Available Algorithms

- NBPA-PS - This algorithm also looks for credit amount on a overpayment SA.

### Process Names

- NBBPS - Non-Billed Budget Scheduled Payment Process

## 1.2 Group Keep Remaining Credit on Excess Credit SA

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The remaining credit is kept on the Excess Credit SA to be applied when the scheduled background process is executed again.

## 1.3 Financial Effect of Non Billed Budget Scheduled Payment Processing Background Process

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Current Balance is the Scheduled Payment Amount and Payoff Balance for the Non- Billed Budget is "0". The Covered SA's Current Balance = "0". The Covered SA's Payoff Balance = Actual Amount Owed.

## 1.4 Upload Payment Information (Process X Custom Process)

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Payments are uploaded in CC&B. This is a custom process.

## 1.5 Add Payment (in Incomplete Status)

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The payment is added and assigned an incomplete status in CC&B.

## 1.6 Distribute Payment Automatically to Non Billed Budget SA

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User distributes the payment.

### Entities to Configure

- Customer Class Controls
- Payment Distribution Algorithm
- Payment Segment type

### Available Algorithms

- PYDIST-PPRTY (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- C1-PYDST-PPR (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- PSEG = AC - Payment Segment Type - Payment FT Creation - This algorithm creates a financial transaction. Payoff amount = payment segment amount. - Current amount = payment segment amount.

## 1.7 Apply Credit to Non Billed Budget SA

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** An overpayment is applied to the highest priority SA. The Non-Billed Budget SA must be configured as the highest priority and allow overpayment.

### Entities to Configure

- Non Billed Budget SA Type
- Customer Class Controls
- Overpayment Distribution Algorithm

### Available Algorithms

- OVRPY-PPRTY (OVRPY-PPRTY) - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type).
- C1-OVRPYPRTY (OVRPY-PPRTY) - This overpayment algorithm will apply an overpayment to the highest priority SA that is eligible for overpayment (as specified on the SA type).

## 1.8 Create Excess Credit SA

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** It is recommended an Excess Credit SA be used to distribute overpayments for Non-Billed Budgets. Payments in excess of the Non-Billed Budget's current balance are credited to an overpayment (excess credit) SA.

### Entities to Configure

- Non Billed Budget SA type
- Customer Class Controls
- Excess Credit SA type
- Overpayment Distribution Algorithm

### Available Algorithms

- OVRPY-CREDSA - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created.

## 1.9 Apply Credit to Excess Credit SA

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The remaining credit is transferred to an Excess Credit SA.

### Entities to Configure

- Non Billed Budget SA type
- Customer Class Controls
- Excess Credit SA type
- Overpayment Distribution Algorithm

**Available Algorithms**

- OVRPY-CREDSA - This overpayment algorithm will apply an overpayment to an Excess Credit SA. If a non-canceled and non-closed Excess Credit SA exists, the credit will be applied to it. If not, a new excess credit SA is created.

**2.0 Freeze Payment**

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The Payment is frozen in CC&B.

**Entities to Configure**

- Payment Segment Type

**Available Algorithms**

- PSEG-AC (PSEG-AC) - This algorithm is only used if you practice Cash Accounting.
- C1-PSEG-AC (PSEG-AC) - This algorithm is only used if you practice Cash Accounting.
- PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- PSEG-NM (PSEG-NM) - - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.

**2.1 Financial Effect of Payments Monitored NBB**

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 1](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** The customer on a Non-Billed Budget Plan has a Current Balance of "0", and the Payoff Balance is always the amount the customer really owes or the actual balance for the covered utility SA's. The Non-Billed Budget SA is impacted by payments as follows:

- **Payment in Full**  
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

- **Underpayment**  
Set NBB Current Balance = Schedule payment less Actual Payment. Set Payoff Balance = (Accumulated Balance including Payment)
- **Overpayment**  
Set NBB Current Balance = "0". Set Payoff Balance = (Accumulated Balance including Payment)

## 2.2 Search for Customer

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** To apply a payment the CSR or Authorized User locates the customer in CC&B using Control Central Search. Once the customer is located Control Central Alerts assist the CSR or Authorized User with pertinent information for the customer/account.

### Available Algorithms

- [Installation Options - Control Central Alert Algorithms](#)

## 2.3 Post Payment Details

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User posts the payment details including amount tendered and total payment amount. The payment is assigned an incomplete status.

## 2.4 Request Automated Distribute and Freeze Payment

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User selects automated distribution and freezing of payment. The payment is distributed using the distribution priority defined on Customer Class and the Payment Segment Type's associated financial algorithm as defined on each SA Type.

### Entities to Configure

- Customer Class Controls
- Payment Segment Type

### Available Algorithms

- PYDIST-PPRTY (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- C1-PYDST-PPR (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.

- Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment
- C1-PSEG-AC (PSEG-AC) - This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0.
  - Current amount = payment segment amount.
  - The General Ledger is affected.
- C1-PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0.
  - Current amount = payment segment amount.
  - The General Ledger is affected.
- PSEG-NM (PSEG-NM) - - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount.
  - Current amount = payment segment amount.
  - The General Ledger is affected.
- C1-PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount.
  - Current amount = payment segment amount.
  - The General Ledger is affected.

## 2.5 Populate Distribution Details Manually to Specific SAs

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User may override the defined payment distribution and apply the payment to one specific service agreement or may alternately distribute the payment to many service agreements. The Payment is in freezable status.

### Entities to Configure

- Customer Class Controls
- Payment Segment Type
- Payment Distribution Algorithms

### Available Algorithms

- PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- C1-PYDST-PPR (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.

- PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- C1-PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.

## 2.6 Update Distribution

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CC&B

**Description:** Changes to Distribution are updated in CC&B.

## 2.7 Request Default Distribution Prior to Freezing Payment

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines there is an overpayment or wants to view default distribution prior to any other changes in distribution. An overpayment or Excess Credit SA is created for an overpayment.



**Entities to Configure**

- Customer Class Controls
- Payment Segment Type
- Payment Distribution Algorithms

**Available Algorithms**

- PYDIST-PPRTY - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt
- C1-PYDST-PPR (PYDIST-PPRTY) - This payment distribution algorithm distributes a payment amongst the account's service agreements based on each service agreement's SA type's Payment Priority and age of Debt.
- PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting.

This algorithm creates a financial transaction for a payment segment where:

- Payoff amount = pay segment amount
- Current amount = pay segment amount
- The General Ledger is affected.
- Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- C1-PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.

## 2.8 Evaluate Distribution of Payment

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User reviews and evaluates the existing distribution to determine if any changes are required.

## 2.9 Change Distribution Details

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User determines there is a need to change the presented distribution and makes changes accordingly.

## 3.0 Request Freeze Payment

**Reference:** [Process Non-Billed Monitored Budget Payments Process Model - Page 2](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**Description:** The CSR or Authorized User freezes the payment

### Entities to Configure

- Customer Class Controls
- Payment Distribution Algorithm
- Payment Segment type

### Available Algorithms

- PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- C1-PSEG-AC (PSEG-AC) -This algorithm is only used if you practice Cash Accounting. This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = pay segment amount
  - Current amount = pay segment amount
  - The General Ledger is affected.
  - Holding payable balances are relieved in proportion to the amount of receivables that are reduced by the payment segment.
- PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-CA (PSEG-CA) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = 0

- Current amount = payment segment amount
- The General Ledger is affected.
- PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.
- C1-PSEG-NM (PSEG-NM) - This algorithm creates a financial transaction for a payment segment where:
  - Payoff amount = payment segment amount
  - Current amount = payment segment amount
  - The General Ledger is affected.

## Installation Options - Control Central Alert Algorithms

The following installation options are available:

| <b>Value</b> | <b>Description</b>                                       |
|--------------|--|
| PP-Active    | Show Count of Active Pay Plans                           |
| PP-Broken    | Show Count of Broken Pay Plans                           |
| PP-Kept      | Show Count of Kept Pay Plans                             |
| CC-PPDENIAL  | Count Pay Plan Denial Customer Contacts                  |
| CCAL WFACCTX | Display Active WF for Account Based on Context           |
| CCAL WFPREMX | Display Active WF for Premise Based on Context           |
| CCAL-TD      | Highlight Outstanding To Do Entries                      |
| CCAL-DECL    | Highlight Effective Declarations for Account and Premise |
| CCAL-CASE    | Highlight Open Cases                                     |
| CCAL-FAERMSG | Highlight FA's with outstanding outgoing messages        |
| CI_WO_BILL   | Highlight Written off Bills                              |
| CI_OD-PROC   | Highlight Active Overdue Processes                       |
| CI_OMF_DF    | Highlight Open and Disputed Match Even                   |
| CI_STOPSA-DF | Highlight Stopped SAs                                    |
| C1-CCAL-CLM  | Highlight Open Rebate Claims                             |
| C1-COLL-DF   | Highlight Active Collection Processes                    |
| C1_COLLRF-DF | Highlight Active Collection Agency Referral              |
| C1_PENDST-DF | Highlight Pending Start Service Agreements               |
| C1_CASH-DF   | Cash Only Account  |
| C1_CRRT-DF   | Credit Rating Alert                                      |
| C1_LSSL-DF   | Highlight Life Support/Sensitive Load on Person          |
| C1_LSSLPR-DF | Highlight Life Support/Sensitive Load on Premise         |
| C1_SEVPR-DF  | Highlight Active Severance Processes                     |
| C1-CCAL-OCBG | Highlight Open Off Cycle Bill Generators                 |
| F1-SYNRQALRT | Retrieve Outstanding Sync Request                        |

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## Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data