

**Oracle Utilities Customer Self Service
Release 2.1.0**

Utility Reference Model

4.3.2.4 OUCSS-CCB Manage Payment
Arrangement

May 2016

Oracle Utilities Customer Self Service Release 2.1.0 Utility Reference Model 4.3.2.4 OUCSS-CCB Manage Payment Arrangement

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4.3.2.4 OUCSS-CCB Manage Payment Arrangement

This section provides a description of the “OUCSS-CCB Manage Payment Arrangement” business process. This includes:

- ♦ [Brief Description](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1](#)
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 - ♦ [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3](#)
 - ♦ [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4](#)
- ♦ [OUCSS-CCB Manage Payment Arrangement Detailed Process Model Description](#)

Brief Description

Business Process: 4.3.2.4 OUCSS-CCB Manage Payment Arrangement

Process Type: Sub-Process

Parent Process: 4.3.2 OUCSS-CC&B.Perform Collection Activities

Sibling Processes: n/a

This process describes how a customer can request a Payment Arrangement via the self-service portal. Organizations use Payment Arrangement to assist a customer to pay overdue debt. A Payment Arrangement service agreement holds the debt as overdue amounts are transferred to it. The Payment Arrangement amounts and number of installments is set based on the establish business rules for the organization.

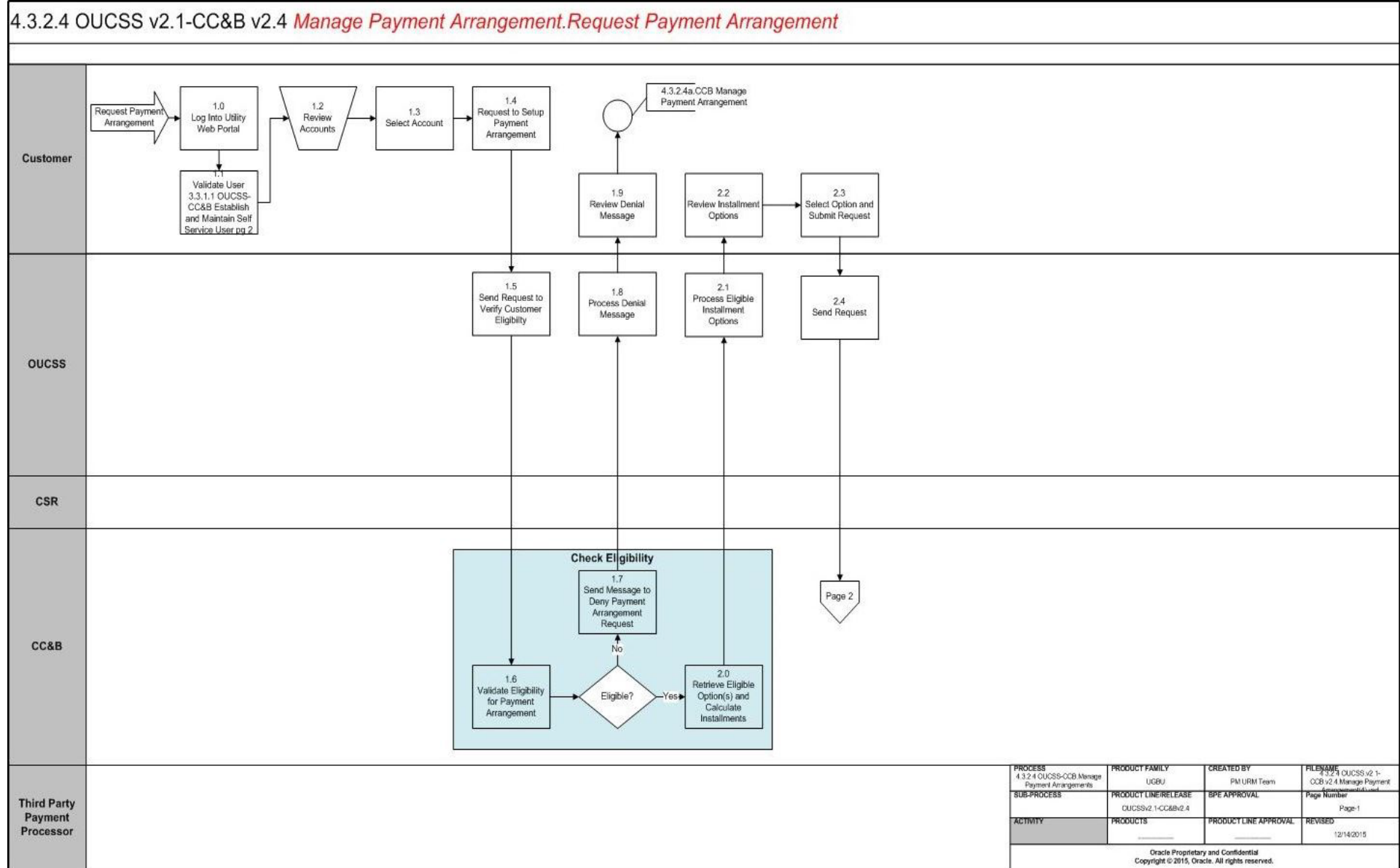
Actors/Roles

The OUCSS-CCB Manage Payment Arrangement business process involves the following actors and roles:

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Customer:** The service customer.
- **OUCSS:** The Oracle Utilities Customer Self Service application.

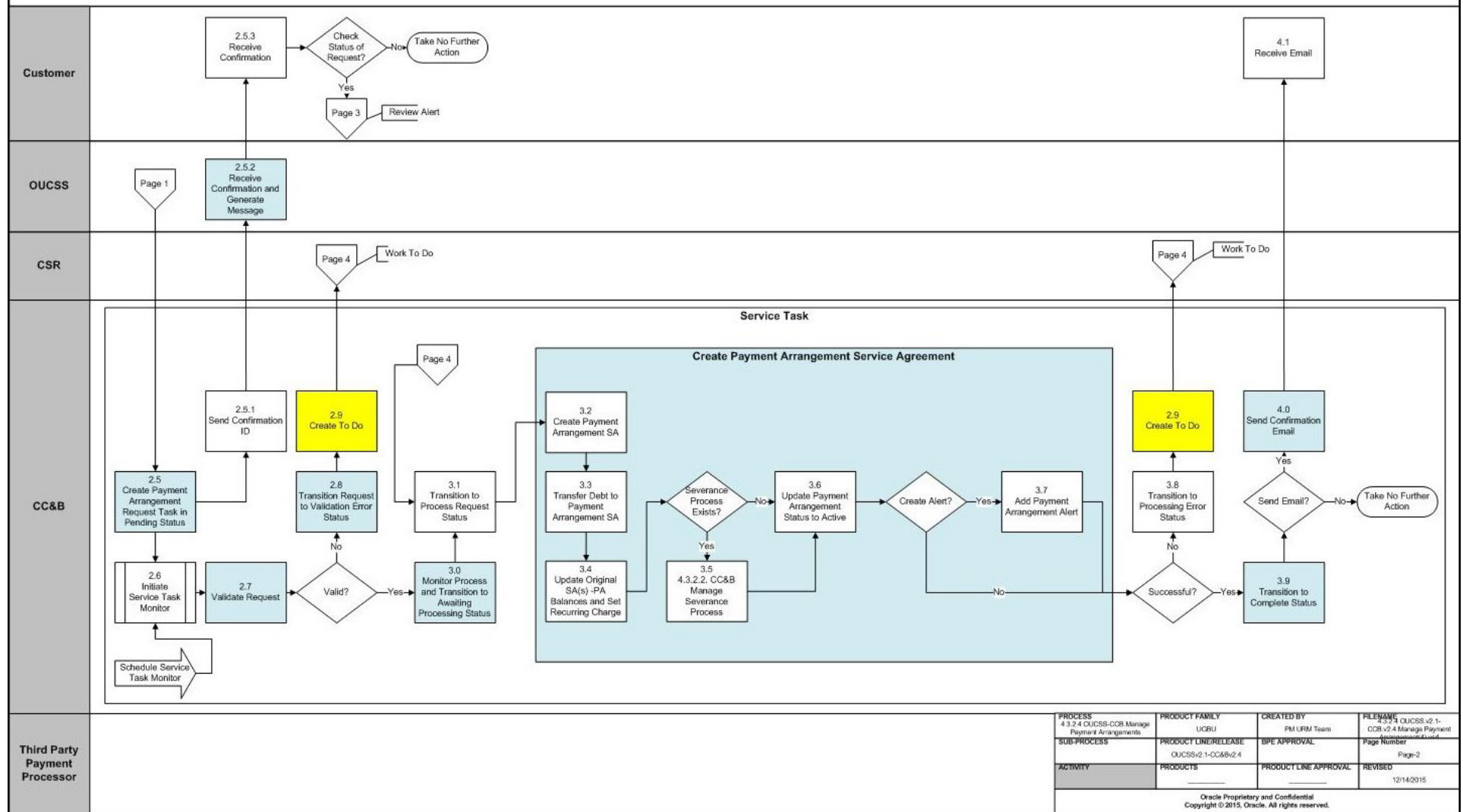
Business Process Diagrams

OUCSS-CCB Manage Payment Arrangement Process Model - Page 1



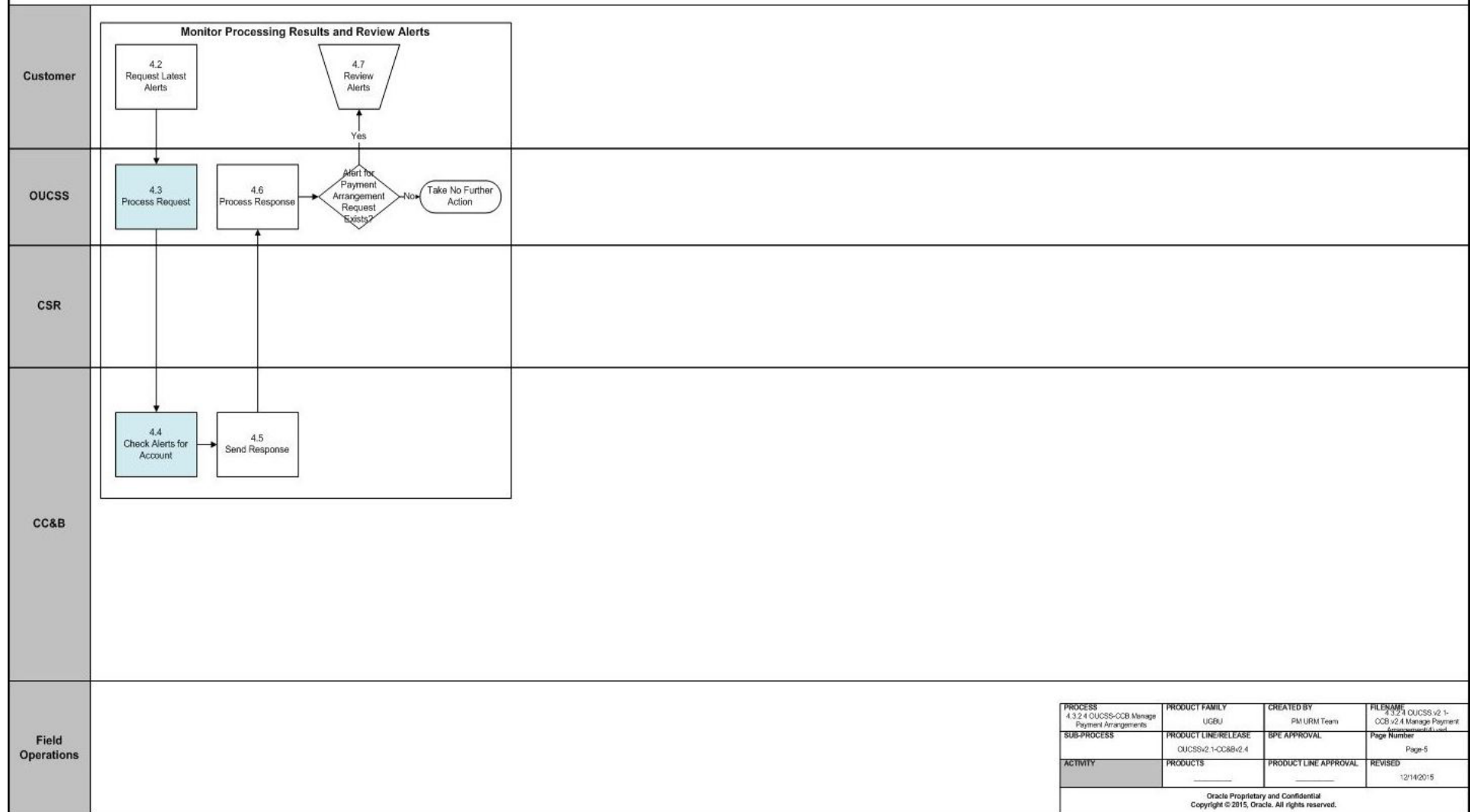
OUCSS-CCB Manage Payment Arrangement Process Model - Page 2

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payment Arrangement.Request Payment Arrangement*



OUCSS-CCB Manage Payment Arrangement Process Model - Page 3

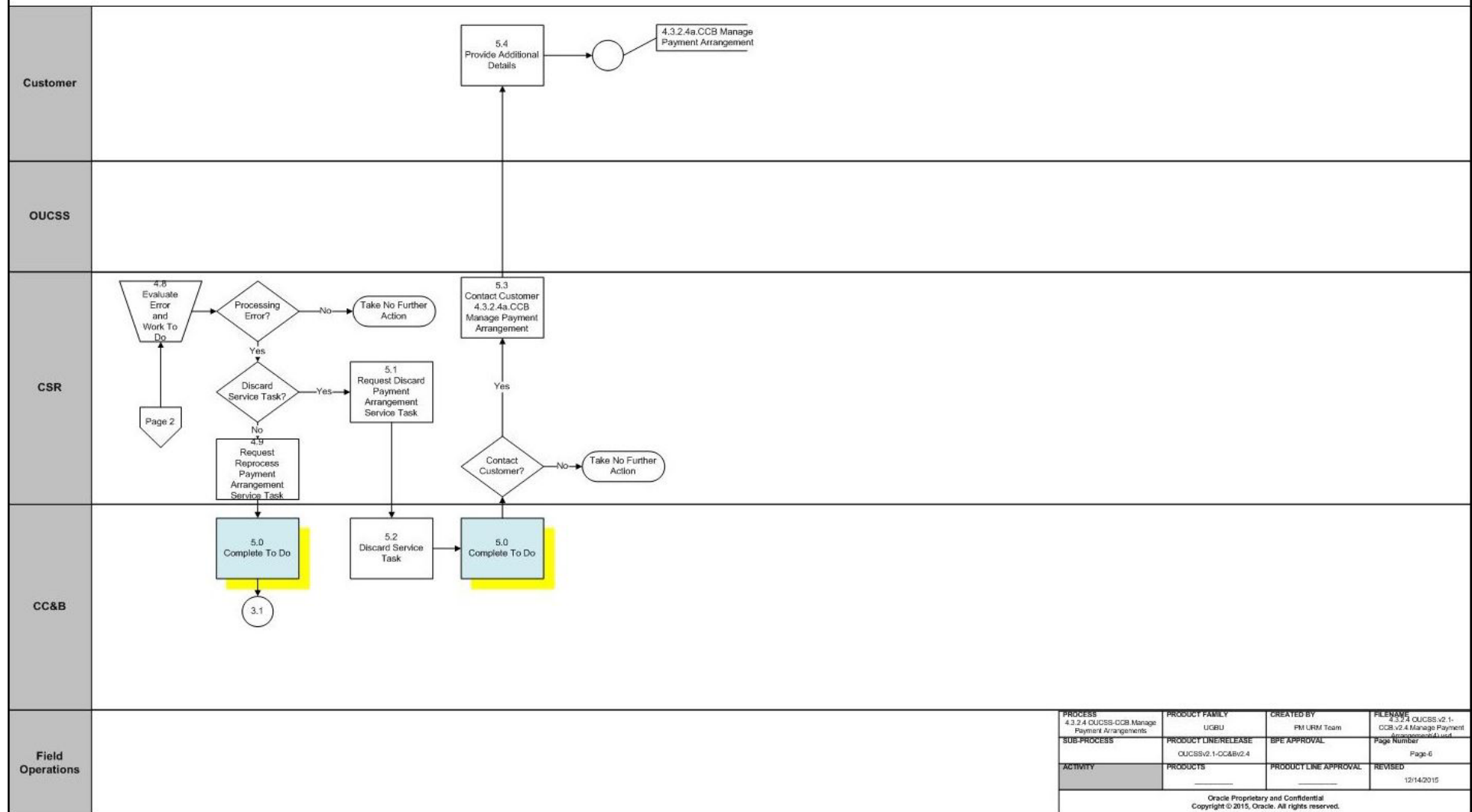
4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payment Arrangement.Review Alerts*



PROCESS 4.3.2.4 OUCSS-CCB Manage Payment Arrangements	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 4.3.2.4 OUCSS v2.1-CC&B v2.4 Manage Payment Arrangement.d4 Load
SUB-PROCESS	PRODUCT LINE/RELEASE OUCSSv2.1-CC&Bv2.4	BPE APPROVAL	Page Number Page 5
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED 12/14/2015
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OUCSS-CCB Manage Payment Arrangement Process Model - Page 4

4.3.1.1 OUCSS v2.1-CC&B v2.4 *Manage Payment Arrangements.Process Exception*



OUCSS-CCB Manage Payment Arrangement Detailed Process Model Description

This section provides a detailed description of the “OUCSS-CCB Manage Payment Arrangement” business process, including:

- ♦ 1.0 Log Into Utility Web Portal
- ♦ 1.1 Establish and Maintain Self Service User
- ♦ 1.2 Review Accounts
- ♦ 1.3 Select Account
- ♦ 1.4 Request to Setup Payment Arrangement
- ♦ 1.5 Send Request to Verify Customer Eligibility
- ♦ 1.6 Validate Eligibility for Payment Arrangement
- ♦ 1.7 Send Message to Deny Payment Arrangement Request
- ♦ 1.8 Process Denial Message
- ♦ 1.9 Review Denial Message
- ♦ 2.0 Retrieve Eligible Option(s) and Calculate Installments
- ♦ 2.1 Process Eligible Installment Options
- ♦ 2.2 Review Installment Options
- ♦ 2.3 Select Option and Submit Request
- ♦ 2.4 Review Installment Options
- ♦ 2.5 Create Payment Arrangement Service Task in Pending Status
- ♦ 2.5.1 Send Confirmation ID
- ♦ 2.5.2 Receive Confirmation and Generate Message
- ♦ 2.5.3 Receive Confirmation
- ♦ 2.6 Initiate Service Task Monitor
- ♦ 2.7 Validate Request
- ♦ 2.8 Transition Request to Validation Error Status
- ♦ 2.9 Create To Do
- ♦ 3.0 Transition to Awaiting Process Status
- ♦ 3.1 Transition to Process Request Status
- ♦ 3.2 Create Payment Arrangement SA
- ♦ 3.3 Transfer Debt to Payment Arrangement SA
- ♦ 3.4 Update Original SA(s) - PA Balances and Set Recurring Charge
- ♦ 3.5 - 4.3.2.2 CC&B Manage Severance Process
- ♦ 3.6 Update Payment Arrangement SA Status to Active
- ♦ 3.7 Add Payment Arrangement Alert
- ♦ 3.8 Transition to Processing Error Status
- ♦ 3.9 Transition to Complete Status
- ♦ 4.0 Send Confirmation Email
- ♦ 4.1 Receive Email
- ♦ 4.2 Request Latest Alerts
- ♦ 4.3 Process Request
- ♦ 4.4 Check Alerts for Account
- ♦ 4.5 Send Response
- ♦ 4.6 Process Response
- ♦ 4.7 Review Alerts
- ♦ 4.8 Evaluate Error and Work To Do
- ♦ 4.9 Request Reprocess Payment Arrangement Service Task
- ♦ 5.0 Complete To Do
- ♦ 5.1 Request Discard Payment Arrangement Service Task

- ◆ 5.2 Discard Service Task
- ◆ 5.3 Contact Customer
- ◆ 5.4 Provide Additional Details

1.0 Log Into Utility Web Portal

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: User logs into self-service account to access Utility Web Portal.

1.1 Establish and Maintain Self Service User

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: See process 3.3.1.1 OUCSS-CCB.Establish and Maintain Self Service User.

1.2 Review Accounts

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews list of account(s) enrolled for self-service access and decides to request a payment arrangement. Selection is made via the navigation menu.

1.3 Select Account

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects the account for which they want to request a payment arrangement.

1.4 Request to Setup Payment Arrangement

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests to setup a payment arrangement.

1.5 Send Request to Verify Customer Eligibility

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Send the payment arrangement request to CC&B.

1.6 Validate Eligibility for Payment Arrangement

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B checks the account's eligibility for making a payment arrangement.

Entities to Configure

- XAI Service: WXProcessPaymentArrangementRequest
- Master Configuration
- Payment Arrangement Installment Options - Master Configuration > Self-Service Integration > Payment Arrangement Service Task Type(s)

Business Objects

- WX-SelfServiceTaskTypeBasis
- C1-PATaskType

Available Algorithm(s)

- C1-PAEligibl (Master Configuration)
- C1-CHKPATTYP - Service Task Type Validation

1.7 Send Message to Deny Payment Arrangement Request

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B establishes that the account is not eligible for a payment arrangement and sends a denial message to OUCSS.

1.8 Process Denial Message

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the denial message from CC&B and presents it to the customer.

1.9 Review Denial Message

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews the denial message for requesting a payment arrangement online and starts the process of talking to the CSR for the request. See 4.3.2.4a.CCB Manage Payment Arrangement flow.

2.0 Retrieve Eligible Option(s) and Calculate Installments

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B established that the account is eligible for a payment arrangement and starts formulating the list of installment options.

Entities to Configure

- XAI Service: WXProcessPaymentArrangementRequest
- Master Configuration
- Payment Arrangement Installment Options - Master Configuration > Self-Service Integration > Payment Arrangement Service Task Type(s)

Business Objects

- WX-SelfServiceTaskTypeBasis
- C1-PATaskType
- C1-PANumberOfInstallments

Available Algorithm(s)

- C1-PAEligibl
- C1-VALNISTBC

2.1 Process Eligible Installment Options

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the installment options from CC&B and presents them to the user.

2.2 Review Installment Options

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews the list of payment arrangement installment options.

2.3 Select Option and Submit Request

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer selects a payment arrangement options and submits the request.

2.4 Review Installment Options

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 1 on page 3](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS submits the payment arrangement request to CC&B for processing.

2.5 Create Payment Arrangement Service Task in Pending Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates service task for processing Payment Arrangement Request.

Entities to Configure

- XAI Service: WXProcessPaymentArrangementRequest
- Master Configuration

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- WX-SSTINFO

2.5.1 Send Confirmation ID

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends service task ID confirming the Payment Arrangement Request was received by the application.

Entities to Configure

- XAI Service: WXProcessPaymentArrangementRequest
- Master Configuration

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

2.5.2 Receive Confirmation and Generate Message

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: Application receives service task ID from CC&B and generates message to display to the customer.

2.5.3 Receive Confirmation

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives confirmation message in portal.

2.6 Initiate Service Task Monitor

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Service Task monitor batch process executes and transitions the service task to the next state.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Process Names

- F1-STKDF (Process Name: F1-TRN-DF-NS)
- F1-STKTR (Process Name: F1-TRN-DF-NS)

2.7 Validate Request

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: Application validates request received.

Note: This where to add in additional validation steps on the payment arrangement request. The account eligibility was checked prior to the payment arrangement request submission.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

2.8 Transition Request to Validation Error Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: In case of validation error, application transitions service task to validation error status.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

2.9 Create To Do

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B creates To Do for customer service representative to process exception.

Entities to Configure

- To Do Types
- To Do Roles

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- C1-STSKTODO

3.0 Transition to Awaiting Process Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Awaiting Processing state to allow for additional implementation specific checks. In the case of a fully automated process, this step is only transitional.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

3.1 Transition to Process Request Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B initiates processing of Payment Arrangement Request and transitions to Process Request Status.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s):

- C1-ProcPaReq

3.2 Create Payment Arrangement SA

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B initiates the Create Payment Arrangement action, a Payment Arrangement Service Agreement is typically created in Pending Start Status.

Entities to Configure

- Adjustment Type
- SA Type
- Debt Class
- CIS Division

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- C1-ProcPaReq
- C1-PrePayArr
- F1-AddMOLog
- F1-SavePointDispatcher

3.3 Transfer Debt to Payment Arrangement SA

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The defined delinquent debt is transferred from the original Service Agreement(s) to the Payment Arrangement Service Agreement. The Payment Arrangement debt is now considered current until billed.

Entities to Configure

- Adjustment Type
- SA Type
- Debt Class
- CIS Division

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s):

- C1-ProcPaReq
- C1-PrcPayArr

3.4 Update Original SA(s) - PA Balances and Set Recurring Charge

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The original Service Agreement(s) debt is relieved and the Payment Arrangement Service Agreement now contains a balance. This balance is considered current until billed. The assigned installment amount is set as the Payment Arrangement SA's recurring charge amount.

Entities to Configure

- Adjustment Type
- SA Type
- Debt Class
- CIS Division

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- C1-ProcPaReq
- C1-PrcPayArr

3.5 - 4.3.2.2 CC&B Manage Severance Process

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: When the original Service Agreement(s) debt falls below a defined threshold, any existing Severance Process is canceled. Refer to 4.3.2.2 CC&B Manage Severance Process.

3.6 Update Payment Arrangement SA Status to Active

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: If configured, the Payment Arrangement Service Agreement is transitioned to Active status in CC&B. CC&B creates and activates the Payment Arrangement Service

Agreement, otherwise the Payment Arrangement Service Agreement is activated the next time the Service Agreement Activation background process is executed.

Entities to Configure

- Adjustment Type
- SA Type
- Debt Class
- CIS Division

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- C1-ProcPaReq
- C1-PrcPayArr

3.7 Add Payment Arrangement Alert

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: If configured, the Payment Arrangement Service Agreement is displayed as an alert in the Self-Service Dashboard. Alert Types are also configured and manually added to an Account.

Entities to Configure

- Alerts
- Master Configuration

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- C1-ProcPaReq

3.8 Transition to Processing Error Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Processing Error status and creates a To Do entry.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

3.9 Transition to Complete Status

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions service task to Complete status.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

4.0 Send Confirmation Email

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: CC&B

Description: If business requires, CC&B sends customer email to confirm that payment arrangement has been setup and activated.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

Available Algorithm(s)

- CI_Confrmeml

4.1 Receive Email

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 2 on page 4](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer receives email with confirmation.

4.2 Request Latest Alerts

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer requests the latest alerts from OUCSS portal.

4.3 Process Request

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS requests alerts from all of the different edge applications (CC&B, MDM, NMS).

Entities to Configure

- BPEL: OUCSSGetAlertsEBF
- Self Service Alert Types
- Master Configuration

4.4 Check Alerts for Account

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B provides alerts for the specific account to OUCSS to render and display to the user.

Entities to Configure

- XAI Service: WXGetCCBAAlerts
- Master Configuration

4.5 Send Response

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B sends Alert information to OUCSS to render and display to the user.

4.6 Process Response

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: OUCSS

Description: OUCSS processes the alerts from CC&B and presents them to the user.

4.7 Review Alerts

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 3 on page 5](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer reviews alerts in OUCSS Portal.

4.8 Evaluate Error and Work To Do

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CSR

Description: CSR evaluates the To Do and begins working on it.

4.9 Request Reprocess Payment Arrangement Service Task

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User requests reprocessing of the Service Task as a result of To Do analysis.

Business Object

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

5.0 Complete To Do

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CC&B

Description: The To Do Entry is updated to Complete status in CC&B.

Business Objects

- C1-SelfServiceCustomerReqTask

Available Algorithm(s)

- F1-TODOCOMPL

5.1 Request Discard Payment Arrangement Service Task

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CSR

Description: The CSR or Authorized User requests to discard Service Task.

5.2 Discard Service Task

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CC&B

Description: CC&B transitions Service Task to Discard state.

Business Objects

- C1-SelfServiceCustomerReqTask
- C1-PayArrangementTask

5.3 Contact Customer

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: CSR

Description: CSR contacts customer to manually process payment arrangement. See process 4.3.2.4a.CCB Manage Payment Arrangement for details.

5.4 Provide Additional Details

Reference: [OUCSS-CCB Manage Payment Arrangement Process Model - Page 4 on page 6](#) for the associated business process diagram.

Actor/Role: Customer

Description: Customer provides CSR with additional details to manually process the payment arrangement.